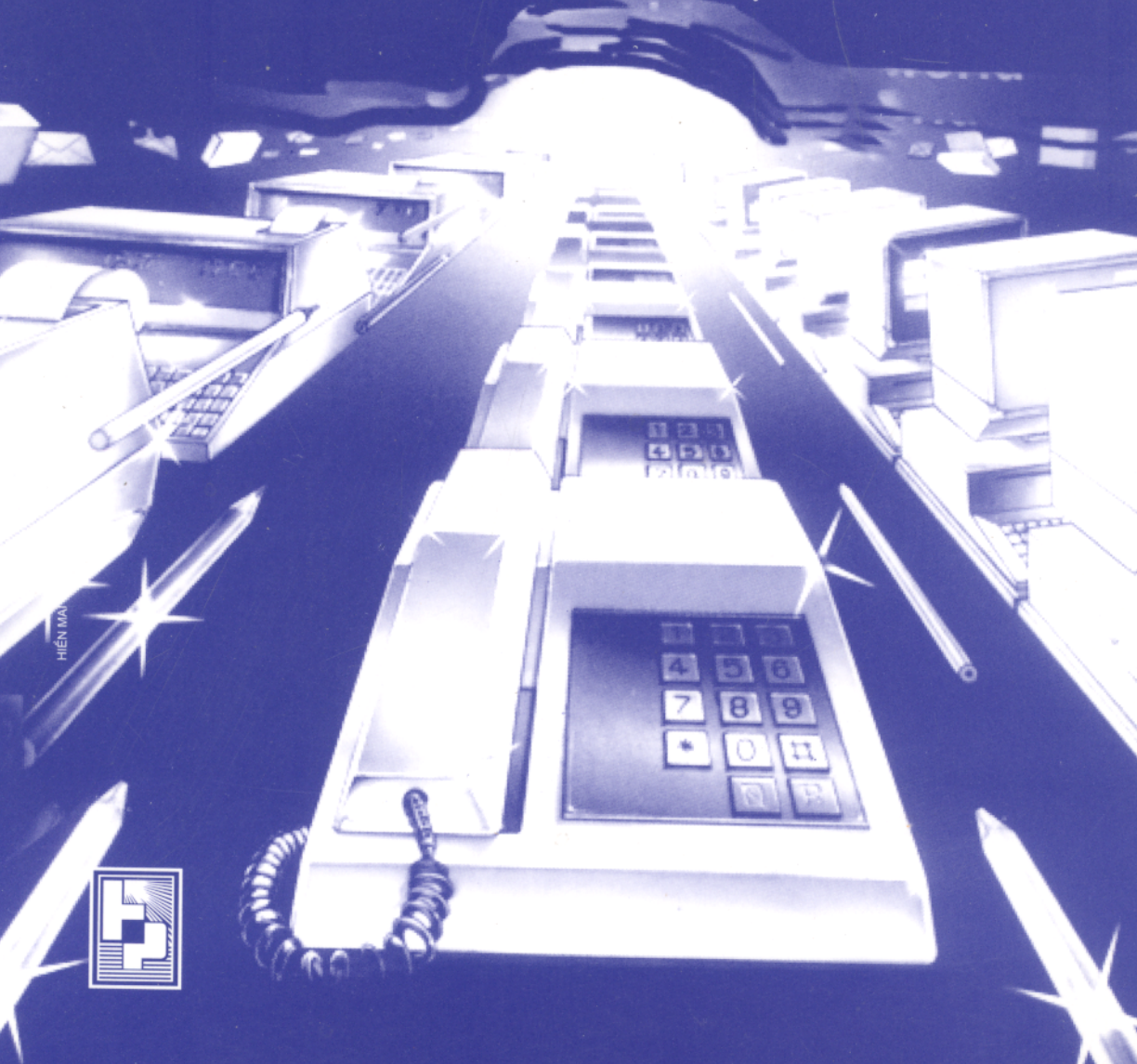


Student's Book & workbook

Enterprise One

Tiếng Anh Trong Thương Mại
English for the commercial world

Giới thiệu và Chủ giải : LÊ THỊ LOAN



HIỂN MẠI



Student's Book & Workbook

Enterprise One

English for the Commercial World

TIẾNG ANH TRONG THƯƠNG MẠI

C. J. Moore & Judy West

Chủ giải: LÊ THỊ LOAN

Giáo trình nâng cao kỹ năng giao tiếp tiếng Anh và kiến thức thương mại dành cho sinh viên học sinh các trường kinh tế, ngoại thương và thương mại

NHÀ XUẤT BẢN HẢI PHÒNG

Heinemann International
a division of Heinemann Publishers (Oxford) Ltd
Halley Court, Jordan Hill, Oxford OX2 8EJ

OXFORD LONDON EDINBURGH
MADRID ATHENS BOLOGNA PARIS
MELBOURNE SYDNEY AUCKLAND SINGAPORE TOKYO
IBADAN NAIROBI HARARE GABORONE
PORTSMOUTH (NH)
ISBN 0 435 28936 5

© CJ Moore and Judy West 1985
First published 1985

Copyright © 1999

In addition to this Students' Book,
ENTERPRISE ONE comprises:
Workbook ISBN 0 435 28939 X
Teachers' Book ISBN 0 435 28937 3
Cassette ISBN 0 435 28938 1

Enterprise
a 3 level course
Enterprise One
Enterprise Two
Enterprise Three

Phát hành tại Nhà sách Ngoại ngữ - Ngã ba Voi Phục
Thủ Lệ - Cầu Giấy - Hà Nội
ĐT: 04-7661006, 7640498, 9134778

Contents

Unit One *page 4*

A telex from Mr Green Agents. Staff list. Business cards.
Telephone list.

In the office File cards. Choosing a tour.

Unit Two *page 13*

A new receptionist Company information. Post book.

International time changes.

Alison's first day in the office Office rules. Application forms.

Checking tour bookings.

Unit Three *page 21*

At the airport Information about Metalco. Travel labels. Price list.

At the hotel Photocopiers. Choosing from a catalogue.

Unit Four *page 29*

An appointment Checking the stationery stock.

Re-ordering. Greeting visitors.

At lunch Company organisation. Allocating new office equipment.

Unit Five *page 37*

Working late Time sheets. Filling in forms. Calendar of events.

An urgent job Sending urgent parcels and documents. Calculating postage costs.

Unit Six *page 45*

A meeting in Paris A chairman's report. Travellers cheques.

Currency and commodity movements.

A business lunch Getting a loan. Choosing a photocopier.

Unit Seven *page 53*

A change of plan Today's post. Expenses claims. A weather table.

An unexpected trip A notice board. Country profile: Brazil.

Choosing clothing for travel.

Unit Eight *page 61*

Arriving in a new country Finding a hotel room. Hotel registration.

A conference programme.

In the Convention lounge Facts and figures. Free time in Rio:
deciding what to do.

Unit Nine *page 69*

A pay rise Memos. Payslips and cheques. Bar graphs of earnings.

A telephone call from Paris Using the telephone. Writing business letters. A questionnaire.

Unit Ten *page 77*

An interview Notes about travel. Staff holidays. Percentages and pie-charts.

In Mr Benson's office Follow-up to a trip. A report. Choosing business subjects.

Summary of Grammar and New Language *page 85*

Vocabulary list *page 95*

A Listen

A telex from Mr Green



B Study

1 What's this?

194444 HOTSUN UN
293111 TSLLDN G

CAIRO 30 JUN 85

ATTN BLAKE

CHANGE OF PLAN. ARRIVED SUN HOTEL.
MEETING TODAY WITH AHMED ALI.
MORE LATER.

REGARDS
GREEN

194444 HOTSUN UN
293111 TSLLDN G

2 Who's this?



It's a telex.
It's from Mr Green.

It's Mr Green.
He isn't in Rome today
He's in Cairo.

- telex (n)
- attn (abbr) for the attention of (n)
- to change (v)
- to arrive (v)

['teleks]
[fɔ:ðə 'ten/n əv]
[tu: t'eindʒ]
[tu: ə'raiv]

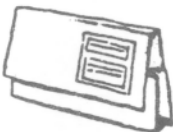
máy tê-lếch
sự gửi cho
thay đổi
đến, đi đến

Lesson 1

UNIT ONE

© Ask and answer

1 What's this?



file *It's a file.*



1 telephone



2 letter



3 package



4 map

2 Who's this?

It's ... He's the agent in ...
She's the agent in ...

*It's Bob Jones.
He's the agent in New York.*

*It's Tomiko Satashi.
She's the agent in Tokyo.*

Bob Jones

Andrew Cheong



TRAVEL
SERVICES
LONDON

1 NEW YORK

2 HONG KONG

Tomiko Satashi

Carlos Duran



9 MEXICO



3 TOKYO

Selma Mubarak



4 BAHRAIN

Fernando Diaz



8 RIO

Jacques Duclos



7 PARIS

Laura
Fontanelli



6 ROME

Mohammed Zaki



5 CAIRO

- file (n)
- package (n)
- travel service (n)
- agent (n)

[fail]
[ˈpækɪdʒ]
[ˈtrævl. ə. vɪs]
[ˈeɪdʒənt]

ô đựng tài liệu, kẹp tài liệu
gói hàng, thùng hàng
dịch vụ du lịch
đại lý, đại diện

UNIT ONE

Lesson 2

Grammar summary

To be			
YES		NO	
I am	<i>I'm</i>	I am not	<i>I'm not</i>
You are	<i>You're</i>	You are not	<i>You aren't</i>
He is	<i>He's</i>	He is not	<i>He isn't</i>
She is	<i>She's</i>	She is not	<i>She isn't</i>
It is	<i>It's</i>	It is not	<i>It isn't</i>

A Study

a/the

Mr Benson is **the** Managing Director.

Mr Hudd is **the** Accountant.

Mr Blake is **a** manager.

He's **the** Sales Manager.

B Read and complete

- Mrs Bard is manager. She's Tours Manager.
- Mr Hudd is Accountant.
- Miss Atkinson is secretary.
- Mr Blake
- Rose Pimm
- Miss Dunn

C Ask and answer

- Is Mrs Bard a manager? Yes, she is.
- Is Mr Hudd a manager? No, he isn't. the Accountant.
- Is Mr Benson the Managing Director? Yes,

Now ask and answer questions about:

Miss Atkinson; Ms Pimm; Miss Dunn; Mr Blake.

D Write

Look at A. Write about Travel Services staff.

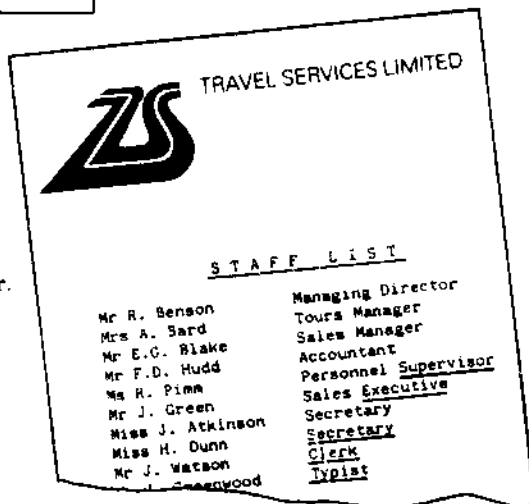
E Ask each other

Hello, What's your name?

Hello. My name is

Are you a student
manager ?
typist

Yes, I am.
No, I'm not. I'm a



REMEMBER

Mrs Bard



My name is
Mrs Bard.

What's your
name?

- managing director (n)
- accountant (n)
- personnel supervisor (n)
- staff list (n)
- clerk (n)

[,mænidʒɪŋ dɪ'rektə]

[ə'kauntənt]

[,pə:sə'ncl 'su:pəvaɪzə]

[sta:f list]

[kla:k]

giám đốc điều hành
nhân viên kế toán
giám sát nhân sự
danh sách cán bộ
thư ký

Lesson 3

UNIT ONE

A Say

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
a b c d e f g h i j k l m n o p q r s t u v w x y z

B Say and spell

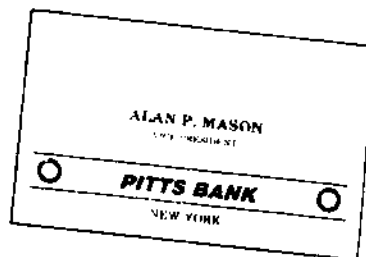
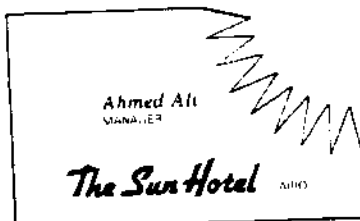
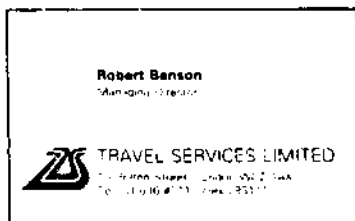
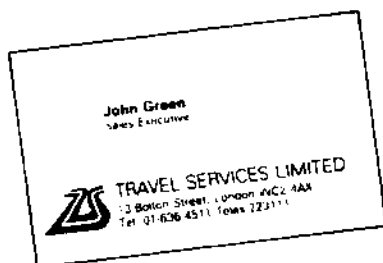
file telephone letter capital telex manager

C Write in capitals

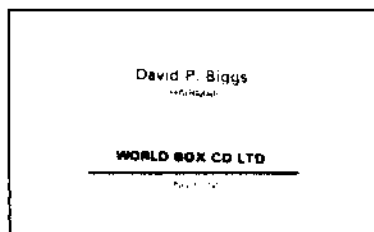
sales accounts tours director supervisor staff

D Read and complete

This is a business card. →



- 1 Mr Benson is the Managing Director of Travel Services, London.
- 2 Mr Green is the Sales Executive of Travel Services, London.
- 3 Paula Goretti is the Training Supervisor of Interco, Rome.
- 4 Ahmed Ali is the
- 5 Alan P. Mason is the
- 6



E Look at the cards in D.

Copy and complete in capitals

	Name	Initials	Company	City
1.	Benson	R	Travel Services	London
2.				
3.				
4.				
5.				
6.				

- to spell (v)

- sale executive (n)

- accounts (n)

- initial (n)

- vice president (abbr): VP (n)

[tu: spel]

[ig'zekjutiv]

[ə'kaunt]

[i'ni: ə]

['vaisprezident]

đánh vần

điều hành kinh doanh

bộ phận kế toán

chữ đầu (của họ, tên)

phó chủ tịch

UNIT ONE

Lesson 4

A Read, say and remember

one	1	six	6
two	2	seven	7
three	3	eight	8
four	4	nine	9
five	5	ten	10

B Study

Mr Benson is in Room 3. His extension number is 650. Mrs Bard is in Room 5. Her extension number is 645

Look at the telephone list.

Talk about: Mr Blake; Mr Hudd; Rose Pimm; Mr Green; Len Johnson

TELEPHONE LIST		
Name	Room	Extension Number
Mr R. Benson	3	650 (say 6-5-oh)
Mrs A. Bard	5	645
Mr E.G. Blake	1	631
Mr F.D. Hudd	4	604
Ms R. Pimm	6	627
Mr J. Green	7	610
Mr L. Johnson	7	628

C Listen and answer

Drill One

- | | |
|-----------------------------|---------------------------------|
| 1 Is Mr Green in Room 9? | No, he isn't. He's in Room 7. |
| 2 Is Ms Pimm in Room 1? | No, she isn't. She's in Room 6. |
| 3 Is Mr Hudd in Room 2? | |
| 4 Is Mrs Bard in Room 3? | |
| 5 Is Len Johnson in Room 4? | |

Drill Two

- | | |
|---------------------------|---|
| 1 Is Mr Benson in Room 3? | Yes, he is, and his extension number is 650. |
| 2 Is Mrs Bard in Room 5? | Yes, she is, and her extension number is 645. |
| 3 Is Mr Blake in Room 1? | |
| 4 Is Mr Hudd in Room 4? | |
| 5 Is Ms Pimm in Room 6? | |
| 6 Is Mr Green in Room 7? | |


Drill Three

Copy and complete this table.


Initials	Ext. no.
RB	
AB	
JG	
FDH	
EGB	
RP	

Who is RB?
It's Mr Benson.
What's his extension number?
It's 650.
Who is?


REMEMBER




Mr Benson



his room



Mrs Bard



her room

- extension number (n)
- telephone list (n)
- to drill (v)
- to talk (v)

[iks'ten/n 'nAmbo]
[telifoun list]
[tu: dril]
[tu: tɔ:k]

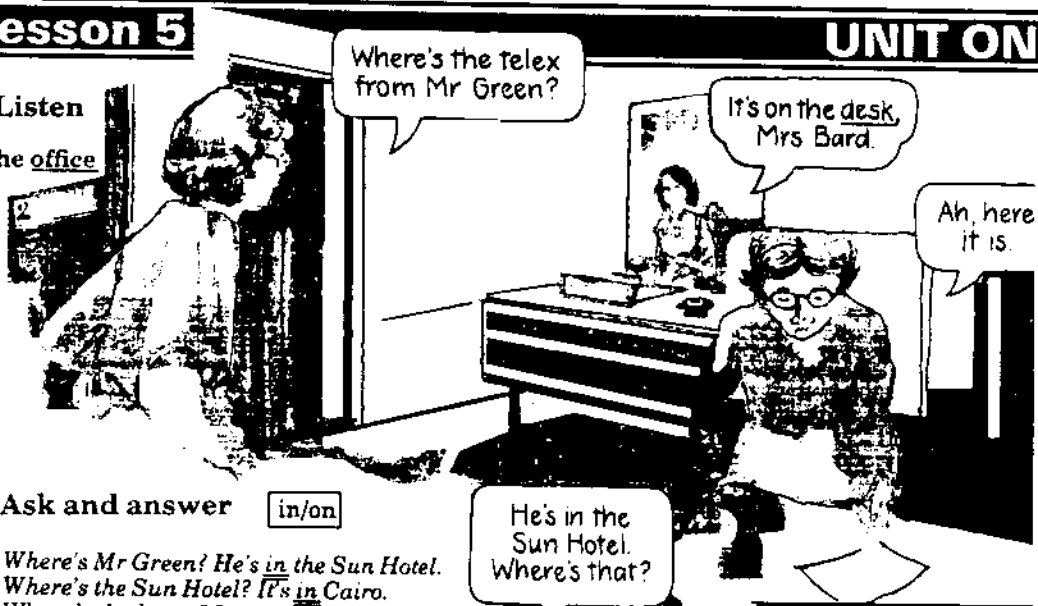
số máy phụ, số máy nhánh
danh sách điện thoại
luyện tập
nói, nói về

Lesson 5

UNIT ONE

A Listen

In the office



B Ask and answer

in/on

- 1 Where's Mr Green? He's in the Sun Hotel.
- 2 Where's the Sun Hotel? It's in Cairo.
- 3 Where's the letter? It's
- 4 Where's Miss Dunn? She's
- 5 Where's Cairo? It's
- 6 Where's the map? It's on the wall.
- 7 Where's the file? It's on the shelf.
- 8 Where's the telephone? It's
- 9 Where's the telex? It's
- 10 Where's the room number? It's

He's in the Sun Hotel.
Where's that?



C Ask each other

Where's the ?

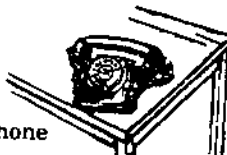
He's
She's
It's

in
on

the



1 letter envelope



2 telephone desk



3 pen drawer



4 secretary room 7



5 file chair



6 manager office

- in the office
- letter envelope (n)
- telephone desk (n)
- pen drawer (n)
- shelf (n)

[in ðə 'ɒfɪs]
['letə in'veləp]
['telifəʊn desk]
[pen 'draʊ]
[ʃelf]

trong văn phòng
phong bì thư
bàn điện thoại
ngăn kéo đựng bút
kệ sách, giá sách

UNIT ONE

Lesson 6

A Read, say and remember

eleven	11	sixteen	16	one secretary	two secretaries
twelve	12	seventeen	17	one typist	two typists
thirteen	13	eighteen	18	one <u>employee</u>	two employees
fourteen	14	nineteen	19	one office	two offices
fifteen	15	twenty	20	one <u>address</u>	two addresses

B Read

Mr Benson is the Managing Director of Travel Services. Travel Services is a small company. The head office is in London. The address is 13, Bolton Street, London WC2 4AX. The telephone number is 01-636-4511. The number of employees is about fifteen.

Is it true? Say 'yes' or 'no'.

- | | |
|--|---|
| 1 Mr Benson is the Managing Director of Travel Services. | <input checked="" type="radio"/> YES <input type="radio"/> NO |
| 2 The head office is in Oxford. | YES/NO |
| 3 The telephone number is 01-636-4511. | YES/NO |
| 4 The <u>postcode</u> is WC1 4AX. | YES/NO |
| 5 The address is 3, Bolton <u>Street</u> . | YES/NO |
| 6 The number of employees is about fifteen. | YES/NO |



C Copy and complete

Copy and complete this file card.

TRAVEL SERVICES LTD

Managing Director: *R. BENSON* Head Office: *LONDON*

Address: _____

City: _____ Tel. No: *01-636-4511*

Postcode: *WC2 4AX*

No. of employees: _____

REMEMBER

a/an

a street	an office
a secretary	an employee
a city	an address
a company	an extension number
a manager	an accountant

- employee (n)
- head office (n)
- postcode (n)
- address (n)

[,implɔ'i:]
[hed 'ɔ:fɪs]
[pəʊstkaʊd]
[ə'dres]

người lao động, người làm
văn phòng chính
mã thư tín
địa chỉ

I you he/she/it we you they	am are is are	not	I'm you're he's/she's/it's we're you're they're	I'm not you aren't it isn't we aren't you aren't they aren't	Days of the week Monday Friday Tuesday Saturday Wednesday Sunday Thursday
--	----------------------------	-----	--	---	---

1 Make questions

- 1 New York/in the USA
Is New York in the USA?
- 2 WC1 4AX/a postcode
- 3 this/your telephone number
- 4 Rose Pimm/a secretary
- 5 Mr Green/in Rome
- 6 we/in Rome
- 7 you/manager
- 8 they/Travel Services

2 Make questions with Where?

- 1 Mr Green is in Cairo.
Where is Mr Green?
- 2 Your chair is in room 8.
- 3 She's in the street.
- 4 The head office is in Bahrain.
- 5 The pens are in my drawer.
- 6 The names are in the file.
- 7 His card is on the desk.
- 8 The number is on the telephone.

3 Make questions with Wh-?

- 1 The agent is here. (Who?)
Who is here?
- 2 The telex is on your desk (What?)
- 3 The director isn't in his office (Who?)
- 4 The postcode isn't on the envelope (What?)
- 5 Mrs Bard is the Tours Manager (Who?)

4 Make sentences with pronouns

- 1 The head office is in London.
It is in London.
- 2 Miss Atkinson isn't a manager.
- 3 The secretaries are in Room 7.
- 4 His initials are on the file.
- 5 Mr Blake and I are managers.
- 6 The address isn't on the envelope.
- 7 Ahmed Ali is the manager.
- 8 Ms Pimm and you are in Personnel.

5 Make plurals

- 1 initial *initials*
- 2 city
- 3 envelope
- 4 desk
- 5 telephone
- 6 room
- 7 street
- 8 employee
- 9 package
- 10 number
- 11 company

6 Pronunciation

- [-s] [-z] [-iz]
streets [-s]
rooms [-z]
cities [-iz]
NOTE: ph = [-f-] (telephone)

Say the plurals in Exercise 5.

7 Stress

- týpist addréss
package exténsion
télephone accountant
manager
súpervisor
secretary

Interaction

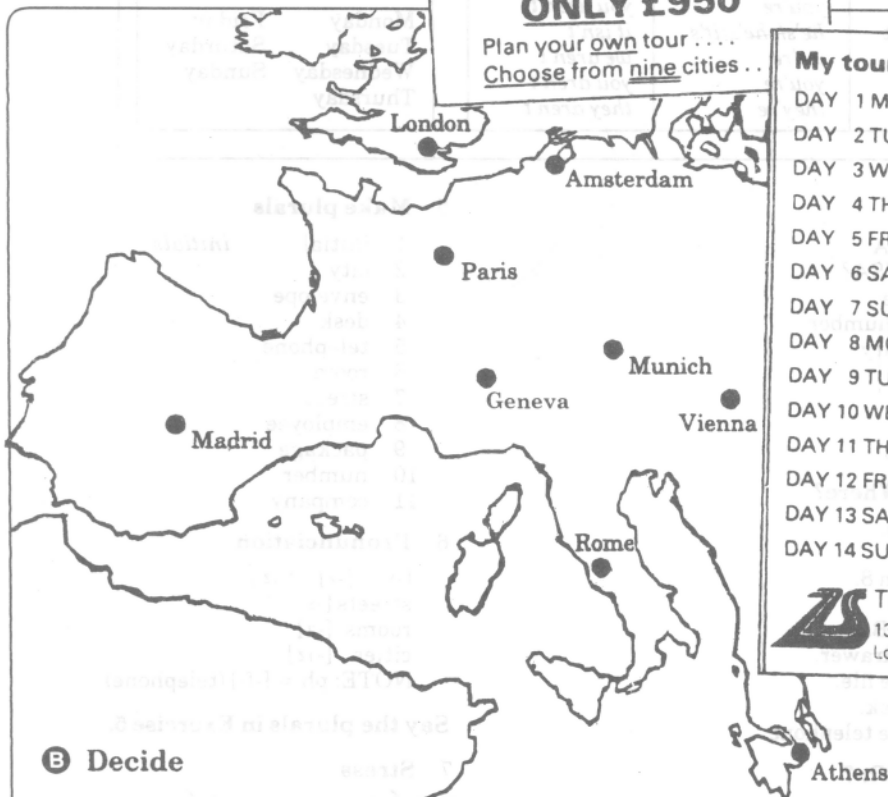
A Study

Look at all the information.

Travel Services Tours Two weeks in Europe ... !

ONLY £950

Plan your own tour ...
Choose from nine cities ...



My tour of Europe

DAY 1 MON	London
DAY 2 TUES	Paris
DAY 3 WED	Paris
DAY 4 THURS	Munich
DAY 5 FRI	Geneva
DAY 6 SAT	
DAY 7 SUN	
DAY 8 MON	
DAY 9 TUES	
DAY 10 WED	
DAY 11 THURS	
DAY 12 FRI	
DAY 13 SAT	
DAY 14 SUN	

TS Travel Services Ltd
13 Bolton Street
London WC2 4AX

B Decide

Plan your tour.

Copy and complete the table.

Where is your tour on Day 6?

Where is your tour on Day 10?

C Ask each other

Where is your tour on Day 8?

My tour is in Vienna.

Where is your tour on Day 13?

My tour is in ...



- interaction (n) [ˌɪntərˈækʃn] sự tương tác
- to choose (v) [tu: tʃu:z] chọn, lựa chọn
- information (n) [ˌɪnfəˈmeɪʃn] thông tin

- to plan (v) [tu: plæn] lập kế hoạch, đặt kế hoạch
- own (adj) [oun] của mình, của chính mình

Lesson 1

UNIT TWO

A Listen

A new receptionist



B Study

Alison is the new receptionist. She is eighteen. This is her first job.

Frank Hudd is the accountant. This is his calculator.

Travel Services is a company. This is its letterhead.



TS TRAVEL SERVICES LIMITED
 13 Bolton Street, London, WC2 4AX
 Tel: 01-636-4511 Telex: 293111

Registered in England No. 109752
 Directors: R. Benson P.D, Benson M.Wils

Now look at A.
 Talk about the people and their office.
 Use these words: typewriter telephone notepad chair

C Ask and answer

Is this my . . . ?
 your . . . ?

Yes, it is.
 No, it isn't.

REMEMBER

Possessive adjectives

Singular	Plural
my	our
your	your
his	
her	their
its	

- receptionist (n)

[ri'sepʃənɪst]

nhân viên lễ tân

- sales assistant (n)

[seɪl ə'sɪstənt]

trợ lý kinh doanh

- at the moment

[æt ðə 'məʊmənt]

lúc này

- calculator (n)

['kælkjuleɪtə]

máy tính

- letterhead (n)

['letəhed]

phần in đầu giấy viết thư (tên, địa chỉ...)

- notepad (n)

['nəʊtpeɪd]

tập giấy dùng để ghi chép

UNIT TWO

Lesson 2

Grammar summary

To have			
I } have	I've	I } have not	I } haven't
You } have	You've	You } have not	You } haven't
He } has	He's	He } has not	He } hasn't
She } has	She's	She } has not	She } hasn't
It } has	It's	It } has not	It } hasn't
We } have	We've	We } have not	We } haven't
You } have	You've	You } have not	You } haven't
They } have	They've	They } have not	They } haven't

A Study

To Alison Wells From Personnel Supervisor re	memo Welcome to your new job! Travel Services is a <u>small</u> company. It has <u>offices</u> in London and Oxford. In London, we have about <u>fifteen</u> employees. We have two departments: TOURS and SALES. The company has agents in <u>many</u> countries.
--	--

B Ask and answer

- Has the company got an office in Oxford? *Yes, it has.*
- Has the company got an office in Birmingham? *No, it hasn't.*
- Has it got agents in many countries? *Yes,*
- Has it got about twenty employees in London? *No,*
It has
- Has it got departments? *Yes/no.*

C Write

Look at A. Write about Travel Services.

D Ask each other

Have you got	a job?	Yes,	I	have.
	an office in?			
	many employees?	No,	I	haven't.
	many departments?			
	a department?		we	
			we	

- welcome to (inter)

['welkəm]

hoan nghênh, chào đón

- department (n)

['di:pɑ:tment]

phòng, ban

- memo (n) (*memo pad*)

['memou]

sổ ghi nhớ

Lesson 3

UNIT TWO

A Read, say and remember

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

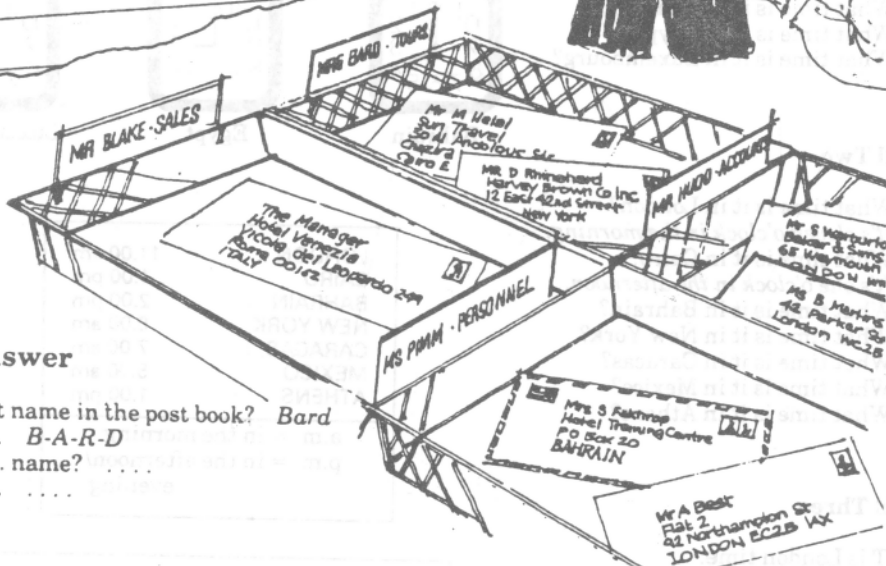
1st	first	5th	fifth	7th	seventh
2nd	second	6th	sixth	8th	eighth
3rd	third			9th	ninth
4th	fourth			10th	tenth

B Copy and complete

Use capital letters. Write on the lines.

Fill in the post book,
please, Alison.

POST BOOK				
Day of the week:				
NAME	DEPT	NO. OF LETTERS	DESTINATION	
1 BARD	TOURS	2	NEW YORK CAIRO	
2				
3				
4				



C Ask and answer

- What's the first name in the post book? Bard
Spell it, please. B-A-R-D
- What's the name?
Spell it, please.
-
-

D Write

Put in alphabetical order.

Hong Kong Cairo Rome Kuwait New York London Bahrain

- to fill (v) [tu: fil] điền, điền vào (đơn từ)
- destination (n) [desti'nei/n] nơi đến, điểm đến
- post book (n) ['poust buk] sổ ghi chép lượng văn thư
- order (n) ['ɔ: də] thứ tự

UNIT TWO

Lesson 4

A Read, say and remember



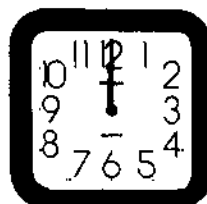
It's one o'clock.



It's four o'clock.



It's eleven o'clock.



midnight
It's twelve o'clock.
midday

B Listen and answer

Drill One

- What time is it in London?
It's one o'clock.
- What time is it in Tokyo?
- What time is it in Singapore?
- What time is it in Bahrain?
- What time is it in Egypt?
- What time is it in Luxembourg?



London



Tokyo



Singapore



Bahrain



Egypt



Luxembourg

Drill Two

- What time is it in London?
It's eleven o'clock in the morning.
- What time is it in Cairo?
It's one o'clock in the afternoon.
- What time is it in Bahrain?
- What time is it in New York?
- What time is it in Caracas?
- What time is it in Mexico?
- What time is it in Athens?

LONDON	11.00 am
CAIRO	1.00 pm
BAHRAIN	2.00 pm
NEW YORK	6.00 am
CARACAS	7.00 am
MEXICO	5.00 am
ATHENS	1.00 pm

a.m. = in the morning
p.m. = in the afternoon/
evening

Drill Three

GMT is London time.

What time is it in Toronto?
It's GMT minus five.

What time is it in Cairo?
It's GMT plus two.

What time is it in . . . ?

LONDON (GMT)

Toronto =	GMT -05.00 (minus five)
Cairo	+02.00 (plus two)
Mexico	-06.00
Tokyo	+09.00
Paris	+01.00
Caracas	-04.00
Bahrain	+03.00
Buenos Aires	-03.00

Lesson 5

UNIT TWO

A Listen

Alison's first day in the office



B Study

OFFICE RULES

Yes, do.

Please arrive on time.
Please be tidy.
Please make tea and coffee in the kitchen.

No, don't.

Please don't leave early.
Please don't smoke in the office.
Please don't cook food in the office.

C Write Write rules for these signs.



D Listen and do

Listen to the teacher.

Follow the instruction

Draw or write.

- | | | |
|-----------------|----------------|-----------------------------|
| - to excuse (v) | [tu:iks'kju:z] | xin lỗi |
| - to find (v) | [tu: faɪnd] | tìm, tìm kiếm |
| - tidy (adj) | ['taɪdɪ] | gọn gàng, ngăn nắp, trật tự |
| - kitchen (n) | ['kɪtʃɪn] | bếp |
| - food (n) | ['fu:d] | đồ ăn, thức ăn, món ăn |
| - rule (n) | [ru:l] | nguyên tắc, luật lệ |

UNIT TWO

Lesson 6

A Read

Alison is eighteen. This is her first job. She is the new receptionist at Travel Services. Her typing is good (60 words per minute). She has a typing certificate. She also has certificates in French and Spanish. She has a driving licence.

Is this Alison?

1

APPLICATION FORM
for Receptionist
Name:
Age: 18
First job: YES/NO
Other languages:
FRENCH
Typing speed:
50 wpm.

Is this Alison?

2

APPLICATION FORM
for Receptionist
Name:
Age: 18
First job: YES/NO
Other languages:
French, Spanish
Typing speed:
60 w.p.m.

Is this Alison?

3

APPLICATION FORM
for Receptionist
Name:
Age: 18
First job: YES/NO
Other languages:
Spanish / Italian
Typing speed:
55 w.p.m.

Is it true? Say 'yes' or 'no'

- | | | | |
|-------------------------------------|--------|---|--------|
| 1 Alison is 20. | YES/NO | 4 She is the new receptionist. | YES/NO |
| 2 She hasn't got a driving licence. | YES/NO | 5 This is her third job. | YES/NO |
| 3 Her typing is good. | YES/NO | 6 She has got a certificate in Italian. | YES/NO |

B Copy and complete

Here is a letter from Alison to Travel Services.

Dear Sir,
I ... eighteen. I ... got a job at the moment. ... typing is good.
I ... a typing certificate. also certificates in French and
Spanish. a driving licence. Please send me information about
jobs at Travel Services.
Yours faithfully,

C Write

Application form number 3 is from Linda Todd. Write her letter to Travel Services.

- | | | |
|------------------------|---------------------|----------------------------|
| - certificate (n) | [sə'tifikit] | văn bằng, chứng chỉ |
| - driving license (n) | ['draivin, laisəns] | giấy phép lái xe, bằng lái |
| - application form (n) | ['æpli'kei/n'fɔ:m] | đơn xin việc |
| - job (n) | [dʒɒb] | việc làm, công việc |
| - typing speed (n) | ['taipɪŋ spi:d] | tốc độ đánh máy |

21	twenty-one	30	thirty	70	seventy	Months of the year	
22	twenty-two	40	forty	80	eighty		
23	twenty-three	50	fifty	90	ninety	January	July
24	twenty-four	60	sixty	100	one hundred	February	August
25	twenty-five					March	September
26	twenty-six					April	October
27	twenty-seven					May	November
28	twenty-eight					June	December
29	twenty-nine						

1 Make sentences with possessives.

- Alison has got a desk.
It's her desk.
- Mr Blake has got a notepad.
- The employees have got a kitchen.
- The company has got offices.
- You and Jill have got jobs.
- The Tours Department has got a manager.
(She . . .)
- The receptionist has got a post book.
- You have got an assistant.
(He . . .)

2 Make questions and answers from Exercise 1.

- Has Alison got a desk?
Yes, she has.
-

3 Make words.

- Paper for typing is *typing paper*.
- An executive from Sales is a *sales executive*.
- The department for tours is the
- A book for post is a
- The manager of a hotel is a
- A card for business is a
- A supervisor of staff is a
- An employee of a company is a

4 Write these sums in full.

- $14 + 7 = 21$
Fourteen plus seven equals twenty-one.
- $11 - 5 = 6$
- $25 + 13 = 38$
- $63 - 12 = 51$
- $44 + 22 = 66$
- $79 - 32 =$
- $43 + 52 =$
- $36 + 53 =$

+ plus
- minus
= equals

5 Make sentences.

- January
January is the first month of the year.
- May
- August
- July
- February
- June
- September

6 Pronunciation

[- ɒ -]	[- ʊ -]	[- u: -]
post	book	rule
Rome	room	food
telephone	cook	afternoon
hotel	good	Kuwait

7 Stress

nótepad	týpewriter	depártnment
pencil	alphabet	receptionist
thirty	thirtéen	assistant

- sum (n) [sʌm] bài toán số học
- possessive (adj) [pə'zɛsɪv] sở hữu
- plus (prep) [plʌs] dấu cộng (+)

- minus (prep) ['maɪnəs] dấu trừ (-)
- equal (adj) ['i:kwəl] bằng, ngang bằng
- alphabet (n) ['ælfəbɪt] bảng chữ cái

Interaction

ROLE PLAY (two students)

Student A Look at the telex.
You are in the London office.
The telex is from New York.
Ask Student B:
'Have we got one place on the UK tour in May?'
'Have we got . . . places . . . ?'

Student B You are in the tours department.
Look at the UK tour bookings.
Answer Student A:

Yes, we have. We've got . . . places.

No, we haven't. The tour is full.
We've got . . . places.



UK TOUR BOOKINGS MARCH-NOVEMBER

MAX BOOKED

MARCH	45	36	9
APRIL	55	39	16
MAY	55	50	5
JUNE	65	50	15
JULY	60	50	10
AUGUST	60	58	2
SEPTEMBER	50	45	5
OCTOBER	45	45	0
NOVEMBER	45	25	20

Booking Clerk Please correct booking sheet every day

289937 NEWBIZ
293111 TSLDN

20/6/85

ATTN MRS BARD

HAVE YOU GOT PLACES ON UK TOURS?

ONE - MAY
THREE - JULY
SIX - AUGUST
TWO - SEPTEMBER
EIGHT - OCTOBER
ELEVEN - NOVEMBER.

PLEASE TELEX REPLY.

THANKS.

RON.

30/6/85

ATTN BLAKE

PLEASE MEET MR ALI 1800 HOURS TUESDAY 4TH HEATHROW. PLEASE
BOOK HOTEL.

THANKS.

GREEN.

1985/04 H077

This telex is from Mr. Green in Cairo.
Read the message.

- role play (n)

[ˈroulˈpleɪ]

sự sắm vai

- place (n)

[ˈpleɪs]

nơi chốn, địa điểm

- full (adj)

[fʊl]

đầy, đầy đủ, trọn vẹn

- to book (v)

[tuː buːk]

đặt vé, mua vé

- message (n)

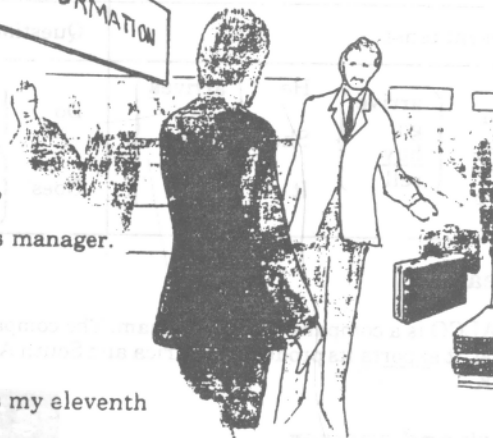
[ˈmesɪdʒ]

tin nhắn, thông báo

Lesson 1

UNIT THREE

INFORMATION



A Listen

At the airport

Mr Blake meets Mr Ali at London Airport.

Mr Blake: Excuse me, are you Mr Ali?

Mr Ali: Yes, I am. Are you from Travel Services?

Mr Blake: That's right. I'm Edward Blake, the sales manager.
Welcome to London.
Are those your suitcases over there?

Mr Ali: No, those are my suitcases here.

Mr Blake: Is this your first visit to London?

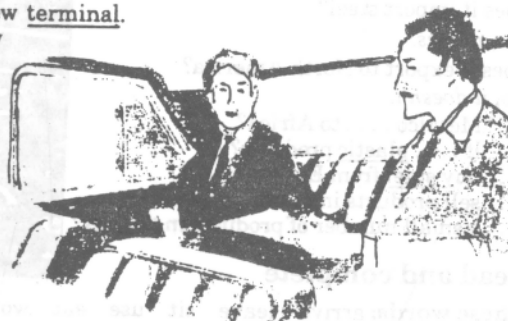
Mr Ali: No, I come to London every year. This is my eleventh visit, in fact!



Mr Blake: This is the way out.

Mr Ali: What's that over there?

Mr Blake: It's the new terminal.
This is my car.



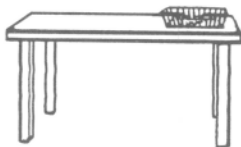
Mr Blake: What are these?

Mr Ali: They're files about our project. Please study the information.

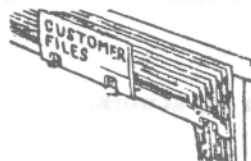
B Tell each other

Talk about the office.

1. This is the in-tray. That's the out-tray.



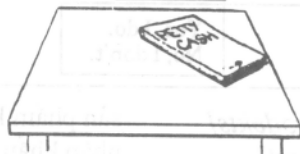
2. These are the customer files. Those are the agent files.



3. the post book.



.... the petty cash book.



REMEMBER

Singular
this
that

Plural
these
those

- airport (n)
- suitcase (n)
- way out (n)
- terminal (n)
- in tray (n)
- out tray (n)

['eəpɔ:t]
['su:tkeɪs]
['wei aʊt]
['tɜ:mɪnɪl]
['ɪntreɪ]
[aʊt'treɪ]

sân bay, phi trường
cái va li
lối ra
nhà ga, đón khách ở sân bay
khay đựng công văn đến
khay đựng công văn đi

UNIT THREE

Lesson 2

Grammar summary

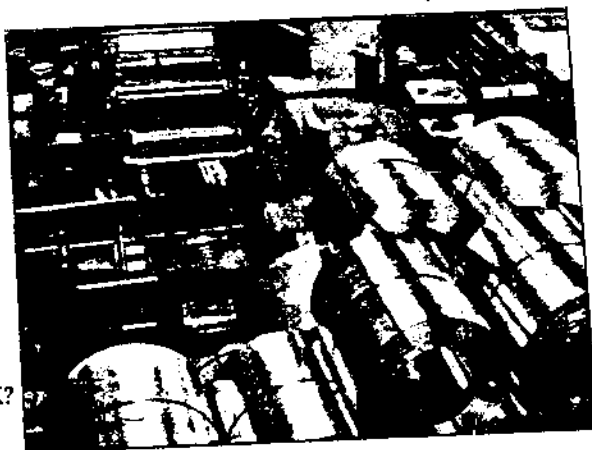
Present tense	Question	Short answer
I { arrive } You { go } We { buy } You { sell } They { }	He { arrives } She { goes } It { buys } { sells }	Do { you } type? Does { he } drive?
		Yes, { you } do No, { we } don't Yes, { they } No, { he } does { she } doesn't { it }

A Read

METALCO is a company in Birmingham. The company makes metal products. It imports steel from Europe. It exports its products to Africa and South America. It sells a small number of products in the UK.

B Ask and answer

- Does Metalco make metal products?
Yes, it does.
- Does it import steel?
Yes, it does.
- Does it export to North America?
No, it doesn't.
- ... Metalco ... to Africa?
- ... it ... plastic products?
- ... buy steel from Europe?
- ... sell products in South America?
- ... a small number of products in the UK?



C Read and complete

Use these words: arrive leave sit use eat work

Len Johnson ... for Travel Services. He is a sales assistant. He ... at 0900 in the morning. He ... at his desk all day. He ... the telephone. He doesn't go out for lunch. He ... a sandwich. He ... the office at five in the evening.

D Write

Look at C. Write about your day at work.

E Ask each other

What do you do?

I work ...

Do you ... ?

Yes, I do.
No, I don't.

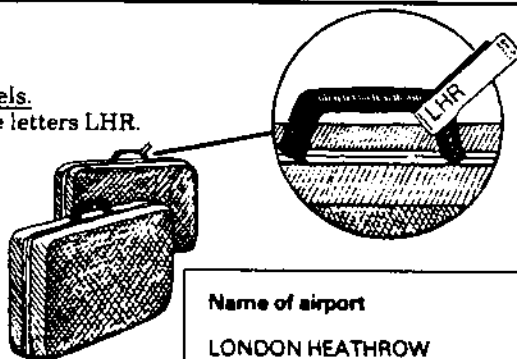
- metal products (n)	<i>['metl'prɒdʌkts]</i>	sản phẩm kim loại
- to import (v)	<i>[tu:'impɔ:t]</i>	nhập khẩu
- steel (n)	<i>[sti:l]</i>	thép
- to export (v)	<i>[tu:'eksɔ:t]</i>	xuất khẩu
- plastic (n/adj)	<i>['plæstik]</i>	nhựa, làm bằng nhựa
- sandwich (n)	<i>['sænwɪdʒ]</i>	bánh xăng-ých

Lesson 3

UNIT THREE

A Study

Look at the cases. They've got labels.
Look at the labels. They've got the letters LHR.
What does LHR mean?
It means LONDON HEATHROW.
It's the name of the airport.
It's the destination.



B Listen and say

Look at the list.
Repeat the name of the airport.
Say the letters of the abbreviation.

Name of airport	Abbreviation
LONDON HEATHROW	LHR
PARIS CHARLES DE GAULLE	CDG
NEW YORK JOHN F KENNEDY	JFK
AMSTERDAM SCHIPOL	SCH
ROME	ROM
CAIRO	CAI

C Ask and answer

- What does R-O-M mean?
It means Rome airport.
- What does L-H-R mean?
- What does C-D-G mean?
- What does S-C-H mean?
- What does J-F-K mean?
- What does C-A-I mean?

D Copy and complete

John Green is on Flight MS229. The flight goes from Cairo to Paris.
This is the label on his cases.

Draw four labels in your book.

Fill in labels for these passengers.

- Linda Black is on Flight GF104 from London to New York.
- Bob Lang is on Flight BA291 from Rome to Amsterdam.
- Sue Peters is on Flight BA678 from Paris to Cairo.
- Bill Henderson is on Flight AF412 from Paris to London.

E Ask each other

Who's the first passenger?

The first passenger is Linda Black.
Her flight number is GF104.
The flight goes from London to New York.

Who's the second
third
fourth passenger?

The

- | | | | |
|--------------------------|------------------------|--------------------------------------|--------------|
| - case (n) [keis] | trường hợp, tình huống | - abbreviation (n) [ə, brɪ: vi'eɪ/n] | chữ viết tắt |
| - label (n) ['leɪb] | nhãn, nhãn hiệu | - flight (n) [flaɪt] | chuyến bay |
| - to mean (v) [tu: mi:n] | nghĩa là, có nghĩa là | - passenger (n) ['pæsɪndʒə] | hành khách |

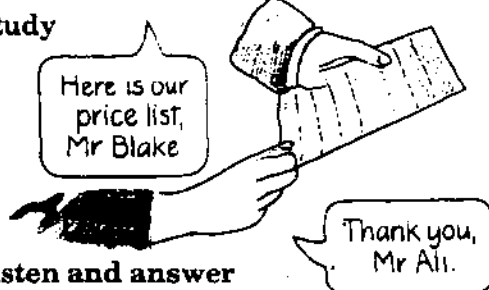
UNIT THREE

Lesson 4

A Read, say and remember

- 100 Say 'a hundred' or 'one hundred'
 200 Say 'two hundred'
 325 Say 'three hundred and twenty-five'
 650 Say 'six hundred and fifty'

B Study



C Listen and answer

Drill One

- One week at the Sun Hotel costs £425. How much does one week cost?
It costs £425.
- One week at the Red Sea Hotel costs £350. How much does one week cost?
- One week at the Globe Hotel costs £250. How much does one week cost?
- One week at the Pyramid Hotel costs £150. How much does one week cost?
- One week at the Sphinx Hotel costs £100. How much does one week cost?

NILE TOURS PRICE LIST		
HOTEL	1 week	2 weeks
**** Sun	425	750
*** Red Sea	350	600
** Globe	250	425
** Pyramid	150	275
* Sphinx	100	160

Prices include bed and breakfast.
All prices are in pounds sterling.

Drill Two

Listen to the question. Look at the price list. Answer the question.

- How much does one week cost at the Pyramid Hotel?
One week costs £150.
- How much do two weeks cost at the Red Sea Hotel?
Two weeks cost £600.
- How much does one week cost at the Globe Hotel?
- How much do two weeks cost at the Sphinx Hotel?
- How much does one week cost at the Red Sea Hotel?
- How much do two weeks cost at the Sun Hotel?



Drill Three

Tell me about the Pyramid Hotel.
Well, it's a 'two star' hotel.

What does that mean?
It means 'average'.

Tell me about the Hotel.

*	means <u>cheap</u>
'one star'	
**	means <u>average</u>
'two star'	
***	means <u>expensive</u>
'three star'	
****	means <u>very expensive</u>
'four star'	

In the agent file

- price (n) [praɪs] giá, giá cả
- list (n) [lɪst] danh sách
- to cost (v) [tu: kɒst] trị giá, giá
- to file (v) [faɪl] lưu vào hồ sơ

- cheap (adj) [tʃi:p] rẻ
- expensive (adj) [ɪks'pensɪv] đắt
- average (adj) ['ævərɪdʒ] trung bình

Lesson 5

UNIT THREE

A Listen

At the hotel

Mr Ali is in London. He arrives at his hotel.

Receptionist: Here's your key, Mr Ali.
Your room number is 105.

Mr Ali: I don't want a noisy room.
I'd like a quiet room, please.

Receptionist: Don't worry. It's a very quiet room.

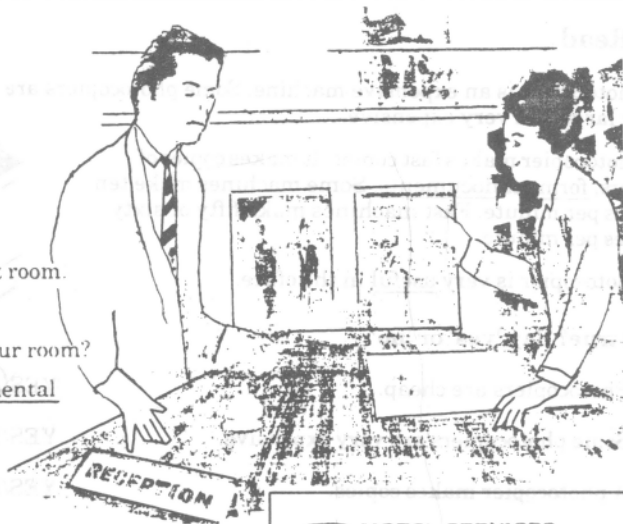
Mr Ali: Good.

Receptionist: Do you want breakfast in your room?

Mr Ali: Yes, please. I'd like a Continental
breakfast.

Receptionist: What time?

Mr Ali: At eight o'clock, please.



B Study

Mr Ali is in his room.

He wants a telephone number. He rings the operator on 02.

C Read and complete

Look at B.

- 1 Mr Ali wants a taxi. He rings . . . on . . .
- 2 Mr Ali wants a clean shirt. He rings . . . on . . .
- 3 Mr Ali wants a snack in his room. He rings . . . on . . .



HOTEL SERVICES

Reception Desk	01
Operator	02
Laundry	03
Restaurant (Room Service)	04

D ROLE PLAY (two students)

Student A You are a hotel guest. Ring 04.

Student B Answer the telephone.

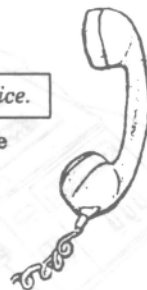


Hello, this is room service.

Hello, this is room 105. I'd like
a snack in my room, please.

Yes, sir. What do you want?

I'd like some . . . and . . .



Look at the menu. Choose a snack and a drink.



- noisy (adj) [ˈnɔɪzi]
- quiet (adj) [kwaɪt]
- continental breakfast (n) [ˌkɒntɪˈnɛntl ˈbrekfəst]
- to ring (v) [tuː rɪŋ]
- operator (n) [ˈɒpəreɪtə]
- yoghurt (n) [ˈjɒɡʊ:t]
- beefburger (n) [ˈbiːfbəːɡə]

ồn ào
yên tĩnh
bữa điểm tâm gồm có cà phê,
bánh mì và mứt
gọi điện thoại, rung chuông
người trực tổng đài điện thoại
sữa chua
thịt bò băm viên

UNIT THREE

Lesson 6

A Read

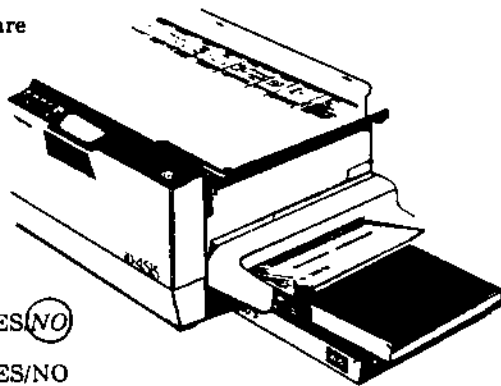
A photocopier is an expensive machine. Some photocopiers are very large and very expensive.

A photocopier makes fast copies. It makes copies of letters, forms or documents. Some machines make ten copies per minute. Fast machines make fifty or sixty copies per minute.

A photocopier is very useful in the office.

It is true? Say 'yes' or 'no'.

- | | |
|---|--------|
| 1 Photocopiers are cheap. | YES/NO |
| 2 Some photocopiers are very expensive. | YES/NO |
| 3 A photocopier makes copies. | YES/NO |
| 4 Some machines make two copies per minute. | YES/NO |
| 5 A photocopier is not very useful in the office. | YES/NO |



B Tell each other

Talk about these machines.
Use the words in the list.

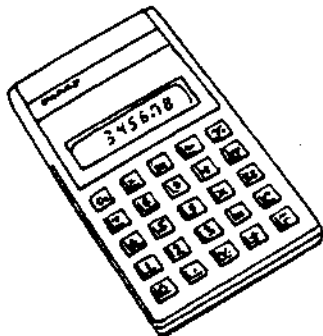
cheap expensive

small large

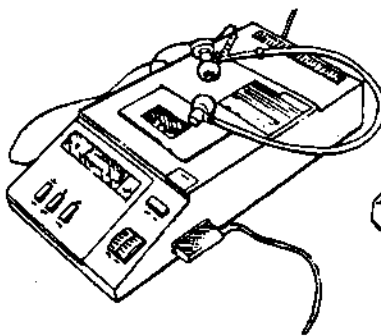
quiet noisy

fast slow

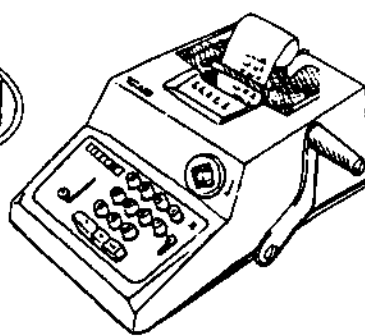
new old



A CALCULATOR



A DICTATING MACHINE



AN ADDING MACHINE

C Write Write about one of the machines.

- machine (n)
- document (n)
- useful (adj)
- dictating machine (n)
- adding-machine

[məʃi:n]
[ˈdɒkjumənt]
[ˈju:sl]
[dɪk'teɪtɪŋ məʃi:n]
[ˈædɪŋməʃi:n]

máy móc, máy
tài liệu, văn kiện
hữu ích
máy ghi điều lọc
máy cộng

1 Make negatives.

- 1 Our company imports from Europe.
Our company doesn't import from Europe.
- 2 He sells photocopiers.
- 3 We eat breakfast at eight.
- 4 They file the papers.
- 5 She rings every day.
- 6 The price is high.
- 7 You make plastic products.
- 8 The photocopier works fast.

2 Make questions and answers from Exercise 1.

- 1 *Does our company import from Europe?*
Yes, it does.
- 2

3 Make correct sentences.

- 1 The flight/leave from Heathrow.
The flight leaves from Heathrow.
- 2 They/export machines.
- 3 She/drink orange juice.
- 4 That company/make calculators.
- 5 Those initials/mean London time.
- 6 The customer/want grey files.
- 7 The secretary/go at five.
- 8 My assistant/do the filing.
- 9 The post/come in the morning.

4 Add the adjective.

- 1 It's a calculator. (cheap)
It's a cheap calculator.
- 2 Do you want a drink? (hot)
- 3 I'd like a room. (quiet)
- 4 Please file these letters. (old)
- 5 He's a customer. (new)
- 6 The suitcase is there. (grey)
- 7 Those labels are here. (blue)
- 8 We sell products. (metal)

5 Pronunciation

[- i -]	[- i -]
<u>week</u>	<u>drink</u>
<u>eat</u>	<u>import</u>
<u>machine</u>	<u>sit</u>
<u>cheap</u>	<u>ring</u>
	<u>English</u>

6 Stress

<u>pr</u> oduct	ma <u>ch</u> ine
br <u>eak</u> fast	
pl <u>a</u> stic	
me <u>t</u> al	
<u>c</u> ustomer	
<u>c</u> alculator	
ph <u>o</u> tocop <u>i</u> er	
de <u>s</u> tination	
ab <u>b</u> reviation	

- to eat (v)	[tu: i:t]	ăn
- to work (v)	[tu: wɜ:k]	làm, làm việc
- orange juice (n)	['ɔrɪndʒ dʒu:s]	nước cam
- customer (n)	['kʌstəmə]	khách hàng
- post (n)	[pəʊst]	thư, bưu kiện

Interaction

A Study

Look at this page of a catalogue. Look at the reference numbers and the prices.

1 WATCH/PEN
140 mm
ADL 5390 £20

2 DICTAPHONE
90 x 20 x 15 mm
DP 1903 K £35.75

3 ALARM CLOCK/RADIO
180 x 100 x 50 mm
DC 1953M £15.95

4 CALCULATOR
60 x 30 x 5 mm
CI.3780P £7.99

5 DIGITAL ALARM CLOCK
90 x 30 x 5 mm
RB1398C £24.50

6 POCKET MINI CAMERA
100 x 60 x 30 mm
FM3579M £55

7 RADIO/CASSETTE
150 x 100 x 40 mm
RC253B £40

B Complete

Give the reference numbers for these items:

ITEM	REFERENCE NUMBER
Alarm clock/radio	DC 1953M
Dictaphone	
Watch/pen	
Mini-camera	
Radio/cassette	
Digital alarm clock	

C Decide

You have £70.
What do you need on a business trip?
Choose some items from the catalogue.
Make a list. Add up the prices.

D Ask each other

What do you want from the catalogue?

- catalog (n) ['kætələg] bản liệt kê mục lục
- reference number (n) ['refərəns 'nʌmbə] số tham khảo, số tham chiếu
- pocket mini camera (n) ['pɒkɪt mini 'kæməərə] máy ảnh bỏ túi
- watch (n) [wɒt/] đồng hồ đeo tay
- dictaphone (n) ['dɪktəfəʊn] máy ghi tiếng
- item (n) ['aɪtəm] khoản, mục
- alarm clock (n) [ə'la:m'klɒk] đồng hồ báo thức

Lesson 1

UNIT FOUR

A Listen



Mr Blake
welcomes Mr Ali.

An appointment

Mr Ali comes to the office.

Alison: Good afternoon, sir.

Ali: Good afternoon. I have an appointment with Mr Blake. My name is Ahmed Ali.

Alison: Ah yes, your appointment is at 4.15. Can you wait a moment, please, Mr Ali?

Ali: Yes, of course.

Alison rings Mr Blake.



Blake: Now, Mr Ali, what's on the agenda?

Ali: Well, Mr Blake, I really want to talk about money. We need finance for our new hotel in Egypt. We need your investment. You've got all the information. Can you please make your decision today?

Blake: I'm sorry, Mr Ali, I can't. Of course we want to invest. The problem is . . . we need money from Paris for this project.

Ali: Isn't John Green in Paris now?

Blake: Yes, he's got a meeting with Jacques Duclos.

Ali: And is Mr Duclos interested?

Blake: I don't know, Mr Ali, I don't know. Can you possibly wait a few days?

B Study Making and answering requests

Can you please . . .
file this letter?
wait a moment?
fill in this form?
make four copies?
answer the telephone?
ring Mr Banks of Stilco?

Yes, of course.	
No, I'm sorry.	I can't. I haven't got time. He's out today. He's on the phone. She's very busy.



C Ask each other

Make and answer requests.

- appointment (n) [ə'pɔɪntmənt]
- To wait (for) (v) [tu: weɪt]
- of course (expr) [ɔv kɔ:s]
- agenda (n) [ə'dʒendə]
- finance (n) ['faɪnæns]
- investment (n) [ɪn'vestmənt]
- decision (n) [dɪ'siʒn]
- to be interested in [tu: bi: 'ɪntrɪstɪd ɪn]

cuộc hẹn, hẹn gặp
đợi, chờ
tất nhiên, dĩ nhiên
chương trình nghị sự
tài chính
sự đầu tư, vốn đầu tư
sự quyết định
thích, quan tâm đến

UNIT FOUR

Lesson 2

Grammar summary

some/any			countables	uncountables	
SINGULAR			a pen a file	some paper some breakfast some tea	negative any paper any breakfast any tea
	PLURAL	some pens some files	negative any pens any files	NO PLURAL	

A Study

some/any

We need some red pens.
We don't need any pencils.

We've got some typing paper.
We haven't got any carbon paper.

Can you please make some coffee?
Don't make any tea.

I'd like some breakfast.
I don't want any breakfast.

B Tell each other

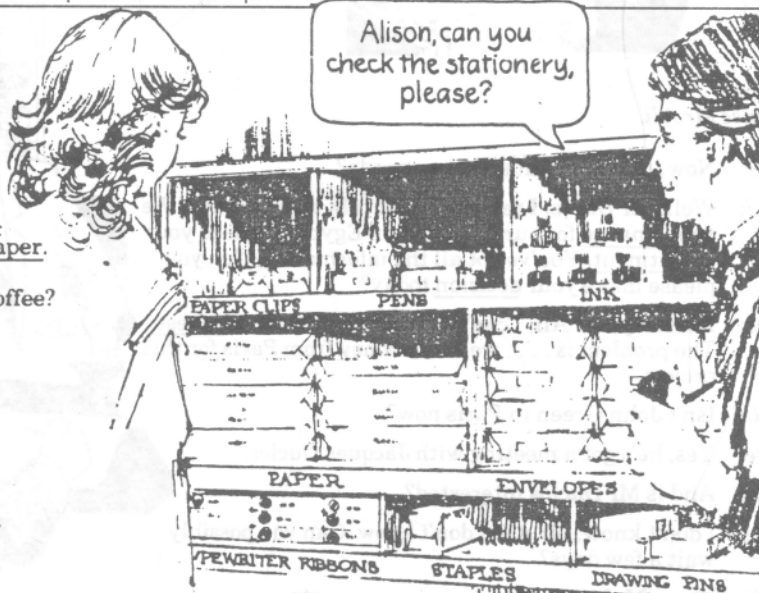
Check the stationery, please.

We need some . . .
We don't need any . . .

We've got some . . .
We haven't got any . . .

C Write

Write a memo about the stationery.



To Mr. Blake
From
re Stationery

memo

- countable (adj) ['kauntəbl]
- singular (adj) ['sɪŋɡjələ]
- plural (adj) ['pluərəl]
- typing paper (n) ['taɪpɪŋ 'peɪpə]
- carbon paper (n) ['kɑːbən 'peɪpə]
- stationery (n) ['steɪʃənri]
- to check (v) [tuː tʃek]

có thể đếm được
thuộc số ít
thuộc số nhiều
giấy đánh máy
giấy than, giấy cac-bon
văn phòng phẩm
kiểm tra

Lesson 3

UNIT FOUR

How many do I order, Mr Blake?

A Study

memo

To Alison
From Mr Blake
re Stationery

Can you order some paper-clips, staples, blue ink, drawing pins and red pens? The prices are in the catalogue.

Oh, order five boxes of red pens, fifteen boxes of staples and a dozen boxes of drawing pins.

And paper clips?

Two dozen boxes.

CATALOGUE

Office Supplies, Ltd.

Office stationery

ITEM

Paperclips
Rubber bands
Ballpoint pens – red
blue
black

Drawing pins
Staples
Ink – red
blue
black

REFERENCE	PRICE	QUANTITY
P 8108		Box of 100
R 2469	65p	Packet of 10
BR 406	55p	Box of 20
BL 407	£1.70	Box of 20
BB 408	£1.75	Box of 20
DR 2310	£1.75	Box of 20
ST 1564	57p	Box of 100
IR 603	85p	Box of 4000
IL 604	£3.90	Bottle (500cl)
IB 605	£3.95	Bottle (500cl)
	£3.95	Bottle (500cl)

B Copy and complete

Copy the order form. Fill in the form.

ORDER FORM

Customer's name: Date:

Customer's address:

DESCRIPTION	REF NO	QUANTITY	PRICE	VALUE
1. Red pens	BR 406	5 boxes	£1.70	£8.50
2.				
3.				
4.				
5.				

TOTAL VALUE OF ORDER

C Write

Write Mr Blake's memo again. Give the quantities of the items.

- | | | |
|-------------------|---------------|--|
| - staple (n) | ['steɪpl] | ghim dập giấy |
| - drawing-pin (n) | ['drɔːɪnpɪn] | đinh rập, đinh ấn (để đính giấy vẽ vào bàn vẽ) |
| - paper clip (n) | ['peɪpəklɪp] | kẹp giấy |
| - rubber band (n) | ['rʌbə'bænd] | dây chun, dây cao su |
| - quantity (n) | ['kwɒntəti] | số lượng |
| - value (n) | ['væljuː] | giá trị |
| - description (n) | ['dɪs'krɪpʃn] | hạng, loại |

UNIT FOUR

Lesson 4

A Study

Look at Mr Benson's diary.

B Listen and answer

You are a receptionist.

Drill One

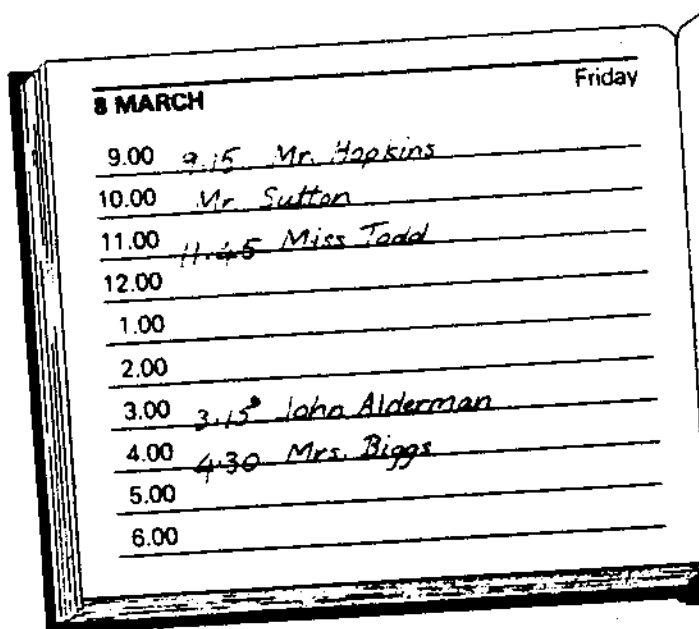
Greeting a visitor

Good morning.

Good morning, can I help you?

Good afternoon.

Good afternoon, can I help you?



Drill Two

Listen to the visitor. Look at the diary. Check the time of the appointment.

- 1 My name is Mr Hopkins. I have an appointment with Mr Benson.

Ah yes. Your appointment is at 9.15.

- 2 My name is Mr Sutton. I have an appointment with Mr Benson.

Ah yes. Your appointment

3

4

5

Drill Three

Making appointments

Can I make an appointment with Mr Benson, please?

When do you want your appointment?

At 11.45.

I'm sorry. He's busy then.

Can I make an appointment with Mr Benson, please?

When do you want your appointment?

At 12.00.

Yes, that's fine. What name is it please?

- diary (n)

['daɪəri]

- greeting (n)

['gri:tɪŋ]

- busy (adj)

['bɪzi]

sổ nhật ký, lịch ghi nhớ

lời chào hỏi ai

bận, bận rộn

Lesson 5

UNIT FOUR

A Listen

At lunch

Alison is in a cafe. It's lunchtime. She is with Jill Atkinson.
Jill works for Travel Services, too. She is a secretary.



Jill: How's the new job, Alison?

Alison: Well, I'm terribly busy. Every day I meet lots of people.
But I do lots of typing and filing, too.

Jill: Don't you like being a receptionist?

Alison: Oh, I enjoy meeting people. And I like answering the phone. But I hate typing.
And I can't stand filing.

Jill: You can go to college, you know.
Why don't you study for a year?

Alison: What do you mean?

Jill: I mean, you can do a course in business studies. After a year, you get a certificate. Then you can apply for lots of different jobs.

Alison: That's a good idea. I like studying.

Jill: Why don't you get a prospectus?

B Study

Talking about likes and dislikes

Alison enjoys meeting people. She likes answering the phone. She likes studying.

Alison doesn't like typing. She hates typing. She can't stand filing.

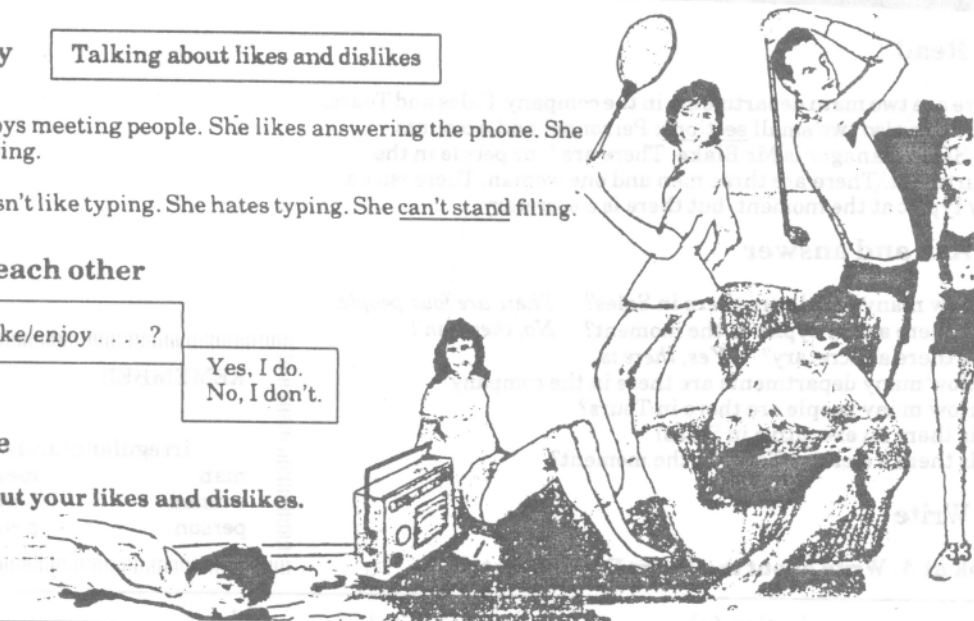
C Ask each other

Do you like/enjoy . . . ?

Yes, I do.
No, I don't.

D Write

Write about your likes and dislikes.



- cafe (n) ['kæfeɪ]
- college (n) ['kɒlɪdʒ]
- to apply (for) (v) [tu: ə'plai]
- prospectus (n) [prɒs'pektʊs]
- can't stand [kɑ:nt stænd]

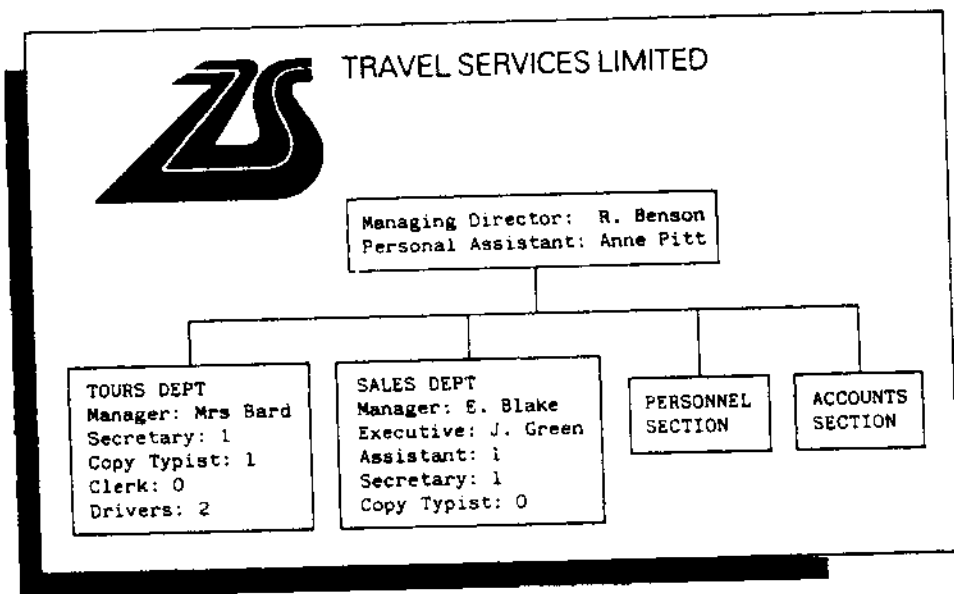
tiệm cà phê, quán ăn
trường đại học
áp dụng, xin (việc)
tờ quảng cáo, tờ rao hàng
không chịu nổi

UNIT FOUR

Lesson 6

A Study

Look at the diagram. It shows the company organisation.



B Read

There are two main departments in the company: Sales and Tours.
There are also two small sections: Personnel and Accounts.
The Sales Manager is Mr Blake. There are four people in the department. There are three men and one woman. There isn't a copy typist at the moment, but there is a secretary.

C Ask and answer

- How many people are there in Sales? *There are four people.*
- Is there a copy typist at the moment? *No, there isn't.*
- Is there a secretary? *Yes, there is.*
- How many departments are there in the company?
- How many people are there in Tours?
- Is there an executive in Sales?
- Is there a clerk in Tours at the moment?

D Write

Look at A. Write about the Tours Department.

REMEMBER

Irregular plurals

man	men
woman	women
person	people

- organization (n)	[,ɔ:gənaɪ'zeɪʃn]	tổ chức
- managing director (n)	[,mænɪdʒɪŋ dɪ'rektə]	giám đốc điều hành
- personal assistant (n)	['pɜ:sənl ə'sɪstənt]	thư ký riêng, trợ lý
- section (n)	['sekʃn]	bộ phận, phòng ban
- personnel (n)	['pɜ:sə'nel]	nhân sự

500 five hundred
600 six hundred
700 seven hundred
800 eight hundred
900 nine hundred
1000 one thousand

21st twenty-first
22nd twenty-second
23rd twenty-third
24th twenty-fourth
25th twenty-fifth
26th twenty-sixth

27th twenty-seventh
28th twenty-eighth
29th twenty-ninth
30th thirtieth
31st thirty-first

1 Make negatives.

- 1 There is some tea.
There isn't any tea.
- 2 We've got some boxes.
- 3 Is there some coffee?
- 4 I've got some typing.
- 5 They need some order forms.
- 6 Have you got some messages?
- 7 There is some post for you.
- 8 I want some salad, please.

2 Find the opposite.

Look at the two lists of words.
Find words with opposite meanings.

leave	import
go	cold
cheap	<u>hate</u>
like	slow
hot	noisy
quiet	come
export	small
large	expensive
fast	<u>arrive</u>

3 Write with correct capitals.

- 1 monday
Monday
- 2 april
- 3 hong kong
- 4 gmt
- 5 travel services ltd.
- 6 mr r benson
- 7 excelsior hotel
- 8 tuesday december 1st

4 Write these times in full.

- 1 It leaves at 7.55.
It leaves at seven fifty-five.
- 2 The office shuts at 5.00.
- 3 We meet at 6.35.
- 4 Please come at 8.15.
- 5 Your appointment is at 11.00.
- 6 Lunchtime is from 12.30 to 1.30.

5 Write correct sentences with *want (to)* or *need (to)*

- 1 a blue file (want)
I want a blue file.
- 2 buy a file (want)
I want to buy a file.
- 3 see the director (need)
- 4 a photocopy (need)
- 5 some coffee (want)
- 6 make some tea (want)

6 Pronunciation

[-ɪŋ]
typing
filing
studying
meeting

7 Stress

item	invest
lunchtime	apply
quantity	appointment
drawing pin	certificate

- order form (n)
- make some tea
- to shut (v)
- lunchtime (n)
- pronunciation (n)
- GMT (Greenwich Mean Time)

[ˈɔːdəfɔːm]
[meɪk sʌm tiː]
[tuː ʃʌt]
[ˌlʌntʃtaɪm]
[prəˌnʌnsiˈeɪʃn]
[dʒiː ɛm ˈtiː]

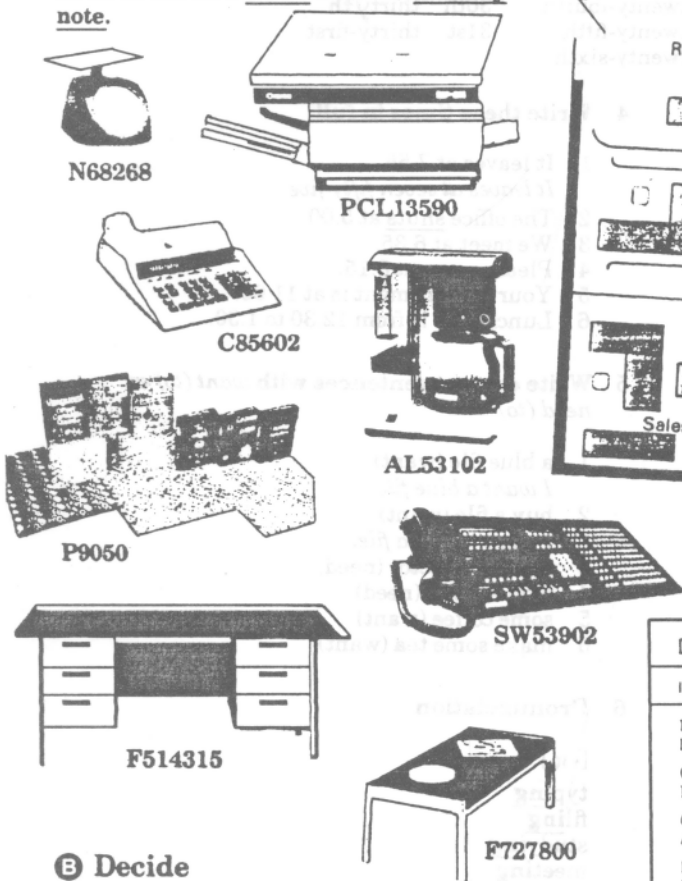
đơn đặt hàng
pha trà
đóng, khép
giờ ăn trưa
phát âm
giờ chuẩn GMT

Interaction

A Study

Look at the plan of the office.

Look at the new items and the delivery note.



B Decide

Where do you want to put the new items?

C Ask each other

Where is the new photocopier?
It's in

Where is the new ?
It's in

DELIVERY NOTE - MULTI-STORE LTD		
ITEM	QUANTITY	CHECKED
LETTER SCALES N 68268	1	✓
COFFEE TABLE F 727800	1	✓
COFFEE MACHINE AL 53102	2	✓
DESK F 514315	2	✓
SWITCHBOARD SW 53902	1	✓
PHOTOCOPIER PC L13590	1	✓
PAPER P 9050	10	✓
DESK CALCULATOR C85602	1	✓
Signed		

- delivery note (n)
- plan (n)
- switchboard (n)
- scales (n)

[di'liveri'nout]
[plæn]
[switʃbo:d]
[skeilz]

phiếu giao hàng
sơ đồ, kế hoạch
tổng đài điện thoại
cái cân

Lesson 1

UNIT FIVE

A Listen

Working late

Alison has a lot of work.



Jill: Come on, Alison. Let's go. It's five thirty. You're terribly late.

Alison: I know, Jill. But I've got to do all these jobs.

Jill: What have you got to do?

Alison: I've got to type these letters. I've got to file these reports. And I've got to tidy the stockroom.

Jill: Are these the reports? I can file them for you.

Alison: Oh, thanks, Jill. But what about the stockroom?

Jill: Let's tidy it together.

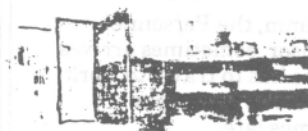
B Study

This is the stockroom. Alison has got to tidy it.

These are the reports. She has got to file them.

This is Mr Duclos. Mr Green has got to meet him in Paris.

This is Alison. We've got to help her.



C Tell each other

Use this and these.

1 letters/Alison/to file

These are the letters.
Alison has got to file them.

2 desk/secretary/to tidy

This is the desk.
The secretary has got to tidy it.

3 Mr Duclos/Mr Green/to meet

4 Alison/We/to help

5 account book/Mr Hudd/to check

6 phone/receptionist/to answer

REMEMBER

Object pronouns

me
you
him/her/it
us
you
them

D Write

Write all the sentences in C.

- report (n)

[rɪ'pɔ:t]

bản báo cáo

- stockroom (n)

['stɒkrʊm]

buồng, kho để hàng hoá

- account book (n)

[ə'kaʊnt bu:k]

sổ sách kế toán

- terribly (adv)

['terəbli]

rất tệ, quá chùng

Grammar summary

Adverbs of frequency					
I am	always never sometimes	late.	I	always never sometimes	arrive on time.

A Study

Office hours begin at 9.00 a.m.
Miss Dunn is always the first person in the office. She always arrives very early. She is never late.

Len Johnson always arrives late. He is never on time.

Rose Pimm, the Personnel Supervisor, sometimes arrives late. She has to travel to work by train. The trains are sometimes late.

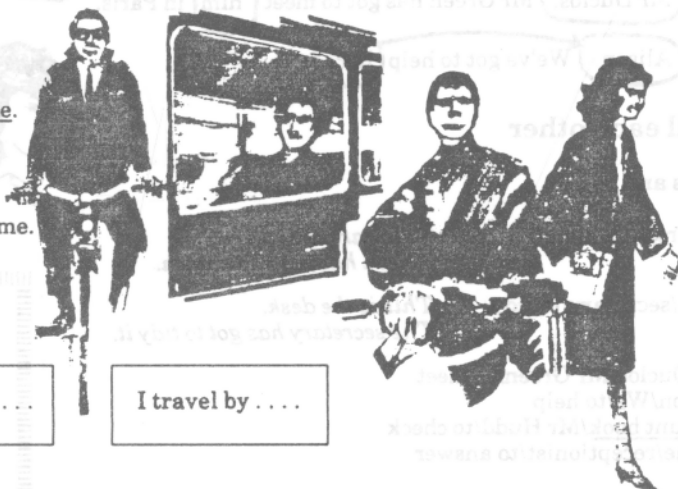
WEEKLY TIMESHEET Times of arrival					
Name	Mon	Tue	Wed	Thur	Fri
H. Dunn	8.30	8.40	8.45	8.40	8.30
L. Johnson	9.04	9.02	9.07	9.03	9.05
R. Pimm	8.55	8.57	9.03	8.56	9.01
J. Atkinson	8.57	8.58	8.56	8.55	8.59
J. Watson	9.02	9.03	9.00	9.01	9.04
F. Hudd	8.47	8.49	8.51	8.52	8.50
P. Greenwood	8.58	8.59	8.56	8.56	9.02
A. Wells	8.54	8.55	8.53	8.56	8.57

B Read and complete

- Frank Hudd travels by bicycle.
He never arrives late.
- Pat Greenwood travels by bus.
She . . . arrives late.
- Jim Watson travels by motorbike.
He . . . late.
- Alison walks to work.
She . . . late.

Now make sentences using: on time.

Frank Hudd is always on time.



C Tell each other

My	class office hours	begin(s) at . . .
----	-----------------------	-------------------

I travel by . . .

D Write

Write about yourself. What time do you begin work? How do you travel to work?

- | | | |
|--------------------|--------------|------------------------|
| - office-hours (n) | ['ɒfɪs auəz] | giờ làm việc (cơ quan) |
| - on time (expr) | [ɒn taɪm] | đúng giờ |
| - motorbike (n) | ['moutəbaɪk] | xé gắn máy |
| - late (adv) | [leɪt] | muộn trễ |

A Read

Filling in a form.

- * Always read the instructions first.
- * Always use capital letters. Your writing must be neat and clear.
- * Always write in the correct space. Don't write outside the space.
- * Always answer *all* the questions. Don't leave empty spaces.
- * Always check the form. Read all the questions and answers again.

B Copy and complete

Copy this form.

Complete the form for your partner.

Ask questions. For names, say 'Can you spell your name, please?'

PERSONAL INFORMATION

please complete the form in capitals.

Surname First name Mr/Mrs/ Miss/Mis.

Date of birth

Address Age Place of birth

.....

..... Nationality

Postcode Tel. no

Profession or occupation

Employer's name and address:

(Students: put address of

school or college)

Exchange the completed forms. Check the information and spelling.

- instruction (n) [in'strʌkʃn] sự hướng dẫn
- neat (adj) [ni:t] sạch gọn, ngăn nắp
- correct (adj) [kə'rekt] đúng, chính xác
- space (n) ['speɪs] chỗ trống

- profession (n) [prə'feʃn] nghề, nghề nghiệp
- occupation (n) [ˌɒkjʊ'peɪʃn] công việc, việc làm
- nationality (n) [ˌnæʃə'nælɪti] quốc tịch

UNIT FIVE

Lesson 4

A Study

When is the Tourism Convention in Rio, please, Alison?

Can you please check the dates for me?

I'm sorry, I don't know, Mr Blake.

CALENDAR OF EVENTS		
Event	Place	Month
1. Winter Sports	Innsbruck	January
2. Travel Exhibition	Tunis	April
3. Railway Fair	Toronto	May
4. Tourism Convention	Rio	July
5. European Games	Athens	September
6. Festival	Munich	October

B Listen and say

Drill One

Read and say these dates:

- Monday, 4 August
- Thursday, 21 June
- Friday, 11 January
- Wednesday, 1 May
- Saturday, 30 September
- Tuesday, 22 March
- Monday, 15 April
- Thursday, 31 July
- Sunday, 3 February

Drill Two

- There are Winter Sports in Innsbruck in January.
- There's a Travel Exhibition in Tunis in April.
- There's a Railway Fair in in
- There's
- There are
- There's

Drill Three

Look at Alison's notes.

When are the Winter Sports?

The Winter Sports are from 10-20 January.
(from the tenth to the twentieth of)

When is the Travel Exhibition?

The Travel Exhibition is on 15 April.
(on the fifteenth of April)

C Write

Write a memo to Mr Blake. Give the dates of the Tourism Convention. Put today's date on the memo.

EVENT	DATES
Winter Sports	10-20 January
Travel Exhibition	15 April
Railway Fair	23 May
Tourism Convention	11-14 July
European Games	19-25 September
Munich Festival	6-12 October
Travel Sales	9 December
Conference	

- date (n)

[deɪt]

ngày tháng

- exhibition (n)

[ˌeksɪˈbɪʃn]

cuộc triển lãm

- convention (n)

[kənˈvenʃn]

hội nghị

- conference (n)

[ˈkɒnfərəns]

hội nghị, cuộc họp

Lesson 5

UNIT FIVE

A Listen



An urgent job



Mr Blake: Can you all help me, please? This is very urgent. We must finish these documents for Cairo. The messenger comes at five o'clock.

Alison: What's the time now, Mr Blake?

Mr Blake: It's a quarter to five. We've got fifteen minutes.

Alison: What have we got to do?

Mr Blake: Alison, can you please type out this short letter? Would you type an address label as well?

Jill: What can I do?

Mr Blake: Ah, Jill. You can photocopy these pages for me and staple them.

Jim: Can I do anything?

Mr Blake: Yes, Jim. Would you please check these figures for me. They've got to be right. Oh dear, look at the time! We must be ready, and it's nearly ten to five!

B Study

Asking the time: What's the time?

Would you please tell me the time? (polite)



1 It's a quarter to five.



2 It's a quarter past five.



3 It's half past five.



4 It's twenty to six.



5 It's ten to six.



6 It's five past six.

C Ask each other

What's the time, please?

It's

Would you please tell me the time?

Yes, it's

REMEMBER



It's nearly ten to five.



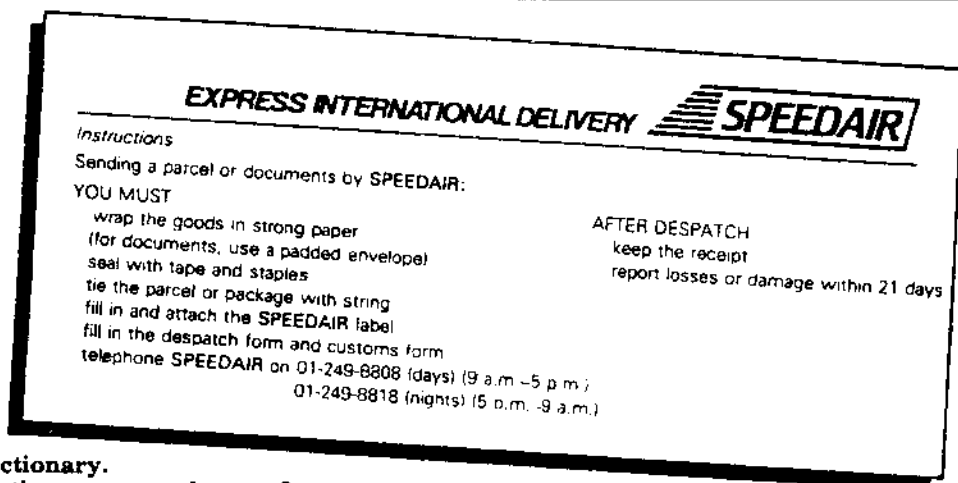
It's just after ten to five.

- urgent (adj)
- to staple (v)
- figure (n)
- ready (adj)

[ˈɜːdʒənt]
[tuː ˈsteɪpl]
[ˈfɪɡə]
[ˈredi]

khẩn cấp, cấp bách, gấp
dập ghim
con số
sẵn sàng

A Study



Use a dictionary.

What do these new words mean?

goods attach string wrap seal despatch losses receipt

B Ask and answer

Give each other information about SPEEDAIR.

We want to send some documents by SPEEDAIR:

- | | | | |
|---|------------------------------------|---|--|
| 1 | Have we got to wrap the documents? | 4 | Have we got to fill in any forms? |
| | <i>Yes. Use a padded envelope.</i> | 5 | We want to ring at 11 a.m. What is the correct |
| 2 | Have we got to seal them? | | telephone number? |
| | <i>Yes. Seal them with . . .</i> | 6 | Do we get a receipt? |
| 3 | Have we got to use string? | 7 | Can we report losses or <u>damage</u> ? |

© Write

You work in a post office. Write some instructions for sending:

a letter	a telegram
----------	------------

⑤ ROLE PLAY (two students)

Student A works in a post office.
Student B is a customer.

The customer wants to send a telegram. He/she asks questions.
The post office clerk answers the questions. He/she gives information.

REMEMBER

... tape and staples ...
... parcel or package ...

Find other examples

- express (adj)	<i>[iks'pres]</i>	nhanh, hoà tốc, tốc hành
- parcel (n)	<i>[pɑ:s(ə)l]</i>	bưu kiện, chuyển hàng
- goods (n)	<i>[gudz]</i>	hàng hoá
- to wrap (v)	<i>[tu: ræp]</i>	gói, bọc
- despatch (n)	<i>[dis'pætʃ]</i>	gửi đi
- padded envelope (n)	<i>[pædɪd]</i>	phong bì có lớp lót trong
- to seal (v)	<i>[si:l]</i>	gắn xi, niêm phong
- string (n)	<i>[strɪŋ]</i>	dây
- to attach (v)	<i>[ə'tætʃ]</i>	dán lại, buộc lại

1001 one thousand and one
1100 one thousand one hundred
1110 one thousand one hundred and ten

Years

1980 nineteen eighty
1985 nineteen eighty-five
1990 nineteen ninety

1 Make sentences with object pronouns.

- 1 Please tidy the room.
Please tidy it.
- 2 Photocopy the documents.
- 3 Please help John and me.
- 4 Ring Mrs Bard.
- 5 Make the tea.
- 6 Begin your letters.
- 7 Wrap the parcel.
- 8 Write the initials.

2 Add the adverb.

- 1 We write reports. (sometimes)
We sometimes write reports.
- 2 I help the secretaries. (always)
- 3 I arrive late. (never)
- 4 He is neat. (always)
- 5 The prices are high. (sometimes)
- 6 That room is noisy. (never)
- 7 Put the date. (always)
- 8 The messenger comes early. (sometimes)

3 Write these dates in full.

- 1 4/3/81
4 March 1981
- 2 13/6/79
- 3 5/9/84
- 4 22/10/83
- 5 1/1/78
- 6 19/9/82
- 7 23/5/77
- 8 31/12/85

NOTE

This exercise shows British usage: day/month/year
American usage is: month/day/year

4 Write these times using half and a quarter.

- 1 08.45
a quarter to nine
- 2 11.15
- 3 10.30
- 4 03.45
- 5 09.30
- 6 11.45
- 7 12.15
- 8 6.45

5 Pronunciation

[-at-]	[-ei-]
time	paper
like	name
motorbike	agent
apply	wait
flight	take
file	late
midnight	

NOTE
silent -l-:
walk talk

6 Stress

minute	profession
travel	employer
bicycle	attach
document	despatch
	receipt

nationality
occupation

- to put (v)	[tu: put]	đặt, để
- to begin (v)	[tu: bi'gin]	bắt đầu
- receipt (n)	[ri'si:t]	biên lai
- half (n)	[ha:f]	một nửa
- quarter (n)	['kwɔ:tə]	một phần tư
- employer (n)	[im'plɔiə]	ông chủ

Interaction

ROLE PLAY (two students)

Student A You are in a post office. You have seven items. You want to post them. Study Section A. The other student is the clerk in the post office. Answer his/her questions. Ask about the cost of each item.

Student B You are a clerk in the post office. Study Section B. The other student is a customer. He/she wants to post some items. Ask about the items. Give information about the cost.

Student A


- | | |
|-----------------------------------|--------------------------------|
| 1 To Korea (small packet) 10 g | 2 To Hong Kong (letter) 8 g |
| 3 To Australia (letter) 5 g | 4 To Japan (small packet) 30 g |
| 5 To Qatar (letter – urgent) 10 g | 6 To Brazil (newspaper) 40 g |

Write down the cost of each item and the total amount.

Student B

	Zone	10 g	Each extra 10 g
Letters	A	26p	11p
	B	28p	14p
	C	31p	15p
Small packets	A	18½p	5p
	B	20½p	7p
	C	21½p	8p
Newspaper	A	14p	3p
	B	16p	4p
	C	17p	5p

Country	Zone
Australia	C
Brazil	B
Hong Kong	B
India	B
Japan	C
Korea	C
Oman	A
Qatar	A
Singapore	B
USA	B



An express service
Fee payable in
addition to postage:
£1.50.

- postoffice (n)

[ˈpoustˈɔːfis]

bưu điện

- newspaper (n)

[ˈnjuːzpeɪpə]

báo, tờ báo

- fee (n)

[fiː]

lệ phí

- addition (n)

[əˈdiʃn]

phần thêm, thêm vào

- zone (n)

[zoun]

vùng, miền, khu vực

Lesson 1

UNIT SIX

A Listen

A meeting in Paris

John Green is in Paris. He meets Jacques Duclos.



- Jacques: Come in, John. It's good to see you.
 John: It's good to see you, too, Jacques. How are things?
 Jacques: Oh, fine. Sit down, John. Do you want a coffee?
 John: No thanks, it's nearly lunchtime.
 Jacques: Well, what's happening in London these days?
 John: Oh, things are getting better. We're doing a lot of new business.
 Jacques: You've got this new project in Egypt.
 John: That's right. I want to discuss it with you. Ahmed Ali is waiting for a decision.
 Jacques: Yes, we must discuss the whole project. I need to report to my board. By the way, what are you doing for lunch?
 John: I haven't got any plans.
 Jacques: Good. You must have lunch with me. There are some good restaurants near here. Do you like fish?
 John: Yes, I do. Very much . . .
 Jacques: Excellent. I know a little place. It's small and quiet. We can talk there.

B Study

Comparing things

- 1 This restaurant is large and noisy.
It's a new restaurant.
The prices are low.
- 2 This restaurant is small and quiet.
It's an old restaurant.
It's expensive.

1



2



C Read and complete

Look at the words for comparing on page 51

- 1 The first restaurant is *larger than* the second one.
- 2 The first restaurant is *noisier than* the second one.
- 3 The second restaurant is . . . than the first one.
- 4 The second restaurant is . . . than the first one.

- | | |
|-------------------|---------------|
| - to compare (v) | [tu: kəm'peə] |
| - happening (n) | ['hæpənɪŋ] |
| - to discuss (v) | [tu: dɪs'kʌs] |
| - board (n) | [bɔ:d] |
| - excellent (adj) | ['eksələnt] |
| - restaurant (n) | ['restrɒnt] |

so sánh
 sự việc xảy ra, chuyện xảy ra
 bàn bạc, thảo luận
 ban, uỷ ban, bộ
 tuyệt, hay quá
 nhà hàng, tiệm ăn

UNIT SIX

Lesson 2

Grammar summary

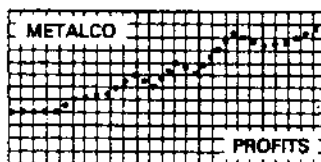
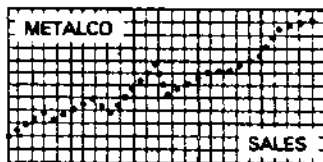
Present Continuous

I	am	working	We	are	working
You	are	-ing	You	are	-ing
He	is		They	are	-ing
She	is				
It	is				

A Study

Extract from the Chairman's Report

... At the moment, the company is expanding. Our sales are rising. We are selling our products in new markets, and we are investing in new plant. In addition, we are building a new head office. METALCO is becoming a larger company. METALCO is becoming a more profitable company



B Ask and answer

- 1 Is the company expanding?
Yes, it is.
- 2 Are sales rising?
Yes, they are.
- 3 Are profits falling?
No, they aren't.
- 4 Is METALCO becoming smaller?
- 5 Are sales falling?
- 6 Are investments rising?
- 7 Is METALCO becoming more profitable?

C Ask each other

What is your company doing these days?

My company is
We are

D Write

Write about your company OR close your book and write about METALCO.

REMEMBER

Add -ing:

work	working
do	doing

Drop -e Add -ing:

leave	leaving
come	coming
use	using

Add consonant + ing:

get	getting
sit	sitting
begin	beginning

- extract (n)	[ekstrækt - iks'trækt]
- rising (n)	['raiziŋ]
- in addition	[in ə'diʃn]
- to expand (v)	[tu: iks'pænd]
- profitable (adj)	['prɒfɪtəbl]
- to fall (v)	[tu: fɔ:l]

trích dẫn, đoạn trích
đang gia tăng, đang tăng lên
ngoài ra, thêm vào đó
mở rộng
có lãi, sinh lợi
giảm, tụt xuống

Lesson 3

UNIT SIX

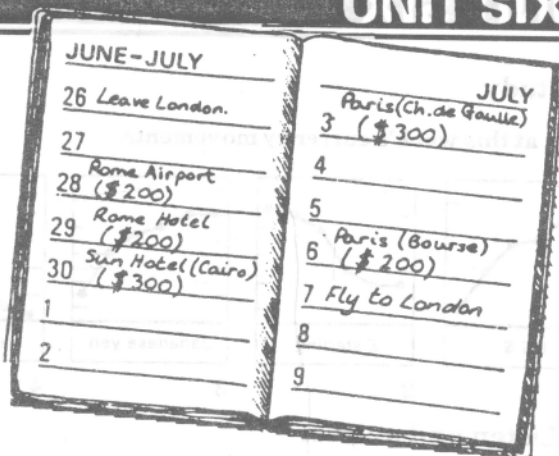
A Study

John Green is now on a business trip.

He always takes travellers' cheques. Each cheque is for \$100. Each cheque has got a number. The numbers are from 3031 to 3045. Look at his diary. He cashes two cheques at Rome airport on 28 June. He writes the numbers on the slip.

B Copy and complete

Copy the slip. Fill in the information from John Green's diary.



DATE	PLACE	AMOUNT		CHEQUE NUMBERS
		\$	Local currency	
28/6/85	Rome Airport	\$200		3031/3032

Look at the table in C.

How much does John Green get for his dollars in Rome? in Cairo? in Paris?

Now fill in the amounts in local currency.

C Ask and answer

How many lire do you get for one dollar?

You get 1500 lire.

EXCHANGE RATES					
Countries	Currency	Against US\$	Countries	Currency	Against US\$
ITALY	Lire	1500	SPAIN	Pesetas	140
SWITZERLAND	Francs	2.20	UNITED KINGDOM	Pounds sterling	1.60
FRANCE	Francs	8.00	JAPAN	Yen	2.60
CANADA	Dollars	1.25	EGYPT	Pounds	1.20
AUSTRIA	Schillings	18.00	KUWAIT	Dinars	0.35

REMEMBER

28/6/85 means:
'the twenty-eighth of June,
nineteen eighty-five'

1.25 -
say 'one point two five'

- business trip (n)
- traveller's cheque (n)
- cash (n)
- slip (n)
- exchange rate (n)
- currency (n)
- lira (n)

['biznis trip]
['trævləs tʃek]
[kæʃ]
[slɪp]
[ɪks'tʃeɪndʒ reɪt]
['kʌrənsɪ]
['liəri]

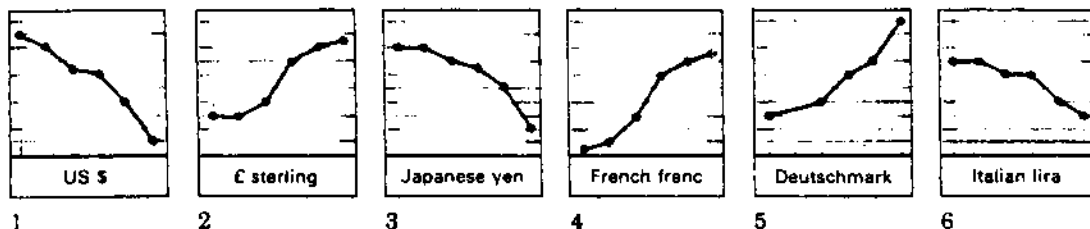
chuyến công tác
nhân phiếu du lịch
tiền mặt
miếng giấy nhỏ
tỷ giá hối đoái
tiền, tiền tệ
đồng Li-rơ (tiền Ý)

UNIT SIX

Lesson 4

A Study

Look at this week's currency movements.



B Listen and answer

Drill One

Look at A.

- 1 What's the dollar doing this week?
It's falling.
- 2 What's the pound sterling doing this week?
It's rising.
- 3 What's the yen doing this week?
- 4 What's the French franc doing this week?
- 5 What's the Deutschmark doing this week?
- 6 What's the lira doing this week?

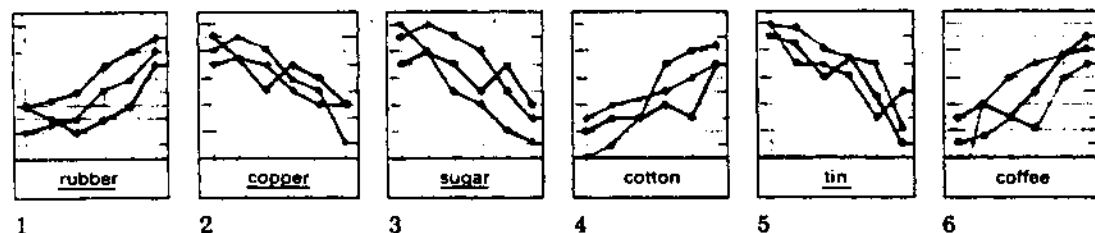
Drill Two

Look at A.

- 1 Is the French franc stronger this week?
Yes, it is.
- 2 Is the yen stronger?
No, it isn't. It's weaker.
- 3 Is the dollar stronger?
- 4 Is the lira weaker?
- 5 Is the Deutschmark stronger?
- 6 Is the pound sterling weaker?

Drill Three

Look at this week's commodity movements.



What's happening in the rubber market?
Prices are rising. They're higher than last week.

What's happening in the copper market?
Prices are falling. They're lower than last week.

C Write

Write about this week's commodity movements.

- commodity (n)
- movement (n)
- copper (n)
- sterling (n)
- tin (n)

[kə'mɒditi]
[mu:vmənt]
['kɒpə]
['stɜ:lɪŋ]
[tɪn]

hàng hoá
sự biến động, sự dịch chuyển
đồng (kim loại)
đồng Pao, đồng bảng Anh
thiếc

A Listen

A business lunch



Jacques: Are you enjoying your meal?

John: I'm enjoying it very much. This fish is excellent.

Jacques: Good. Now tell me about the Egyptian project.

John: It's a very good investment, I think. Do you know the Sun Hotel?

Jacques: I know it well. I always stay there.

John: The new hotel is bigger and more luxurious. And it's in a better position. In my opinion they're building the best hotel in Egypt.

Jacques: What about finance?

John: The total investment is £30 million. Ali needs £3 million from us.

Jacques: Do you mean pounds sterling?

John: Yes, that's right. Our share is ten percent. We receive eight percent of the profits. In addition, we get special terms for our tours.

Jacques: I'm becoming more interested. Have you got all the information with you?

John: Yes, I've got the papers here.

Jacques: Let's have a look.

B Ask and answer

- 1 Is the new hotel smaller than the Sun Hotel?
No, it isn't.
- 2 Is the new hotel more luxurious than the Sun Hotel?
Yes, it is.
- 3 Is the Sun Hotel in a better position?
- 4 Is the total investment higher than £2 million?
- 5 Is Travel Services' share larger than 25%?
- 6 Is Jacques becoming more interested?

C Tell each other

Talk about a new hotel in your town.
Compare it with other hotels.
Use these words for comparing:

bigger	more expensive
better	more luxurious
larger	more modern
quieter	more comfortable

D Write

Write about one of these:

a new hotel/a new office
a new college/a new bank

REMEMBER

good	better
bad	worse

enjoy (v)	: thích
meal (n)	: bữa ăn
investment (n)	: sự đầu tư
luxurious (adj)	: sang trọng
position (n)	: vị trí

opinion (n)	: ý kiến
share (n)	: phần, cổ phần
receive (v)	: nhận được
profit (n)	: tiền lời, lợi nhuận

UNIT SIX

Lesson 6

A Read

Jim Watson wants to buy a new motorbike. The motorbike costs £750. Jim can borrow the money from his bank. Or he can buy the motorbike on credit. This means he can pay every month. But he must pay a deposit of £150.

B Copy and complete

Jim has got to make a decision. He compares the terms of the two loans. He makes a checklist.

Copy and fill in the checklist for him.

ROAD MACHINES LTD

Application for credit

Name: Jim Watson

Employer's name and address:

Travel Services Ltd

13 Bolton St., London, WC2 4AX

Cost of purchase: £750

Deposit: £150

Period of repayment: 3 yrs.

Monthly payment: £22.90

I apply for credit on the above terms:

Customer's signature: _____

Date: _____



Finbank PLC

LOAN APPLICATION FORM

Name: Jim Watson

Purpose of loan: New Motor bike

Amount of loan: £750

Deposit: _____

Period of repayment: 5 yrs.

Monthly payment: £19.35

Total payments: £1161.00

	<u>Finbank</u>	<u>Road Machines</u>
<u>smaller deposit</u>	✓	
<u>smaller monthly payment</u>		
<u>longer period of repayment</u>		
<u>lower total cost</u>		

C Tell each other

Compare the two loans. Is the Finbank loan better than the Road Machines loan? Tell each other your opinion.

At last, I'm buying a new motorbike. The bank is lending me £750. The terms are very good. I have to pay over a period of five years. I don't have to pay a deposit.

Why are you choosing the bank loan? The credit arrangement is better. You only pay £22.90 every month. And you pay over three years.

Jim discusses the loans with a friend. He chooses the loan from the bank. Is this the best decision? Discuss.

Why am I choosing the bank loan? Because the terms are better. I'm choosing the bank loan because I don't have to pay a deposit.

- to borrow (v) [tu: 'bɔrou] mượn, vay
- buy sth on credit [baɪ'sʌmθɪŋ ɔn 'kredit] mua chịu cái gì
- deposit (n) [dɪ'pɔzɪt] tiền đặt cọc
- to lend (v) [tu: lend] cho vay, cho mượn

- loan (n) [ləʊn] tiền cho vay, tiền cho mượn
- repayment (n) [ri:'peɪmənt] sự trả lại, hoàn trả

Words for comparing

Add -er:
smaller newer quieter lower

Add -ier:
noisy/noisier busy/busier tidy/tidier

Add consonant + -er:
big/bigger hot/hotter

Add -r:
larger later

Add more + (long word):
more expensive
more difficult
more useful

1 Make correct sentences with the present continuous.

- 1 We/meet in the office.
We are meeting in the office.
- 2 She/read the documents.
- 3 They/discuss the terms.
- 4 You/build a new hotel.
- 5 Blake and Green/work late.
- 6 Profits/fall every month.
- 7 The company/borrow a lot of money.
- 8 The department/expand at the moment.

2 Make questions and answers from Exercise 1.

- 1 *Are we meeting in the office?*
Yes, we are.
- 2

3 Make comparatives with -er or more.

- | | |
|----------------|--------------|
| 1 expensive | |
| more expensive | |
| 2 busy | |
| busier | |
| 3 weak | 7 cheap |
| 4 luxurious | 8 profitable |
| 5 careless | 9 new |
| 6 strong | 10 tidy |

4 Dictionary exercise

What do these words mean in commerce?
Use a dictionary.

- 1 credit
- 2 deposit
- 3 terms
- 4 loan
- 5 rate
- 6 investment
- 7 commodity
- 8 company

5 Pronunciation

[f-]	[v-]
ferry	very
fall	value
breakfast	invest
difficult	reservation

6 Stress

signature	exchange
currency	position
travellers' cheques	deposit
profitable	

- To expand (v)
- commerce (n)
- rate (n)
- ferry (n)
- reservation (n)
- signature (n)

[tu: iks'pænd]
['kɒmə:s]
[reit]
['feri]
[,rezo'vei/n]
['signətʃə]

mở rộng, phát triển
thương mại, sự buôn bán
tỷ giá, tỷ lệ
bến phà, phà
sự đặt trước
chữ ký

Interaction

ROLE PLAY (two students)

Student A You are in a shop. You are a customer. The shop sells office equipment. Study Section A. Ask questions.

Student B You are the shop assistant. Study Section B. Listen to the customer. Answer questions. Help and advise the customer.

Student A

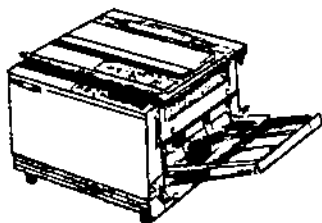
A You work for a small company. You want to buy a photocopier. You don't want to spend more than £1600. You can pay extra for service.

In the office, you sometimes want copies on A3 paper. You don't need a very fast copier. A mobile machine is useful. The office is very small. The cost per copy must be low.

Ask questions. Listen to the shop assistant. Make a decision.

Student B

B You are the shop assistant. You have two photocopiers at the right price.



	MODEL A	MODEL B
Made in	Japan	Germany
Price	£1300	£1600
Copies per minute	15	25
Size of machine	Small	Large
Type of machine	Mobile	Not mobile
Service contract	In the price	Extra
Paper size	A4 only	A4 and A3
<u>Guarantee</u>	12 months	24 months
Cost per copy	11 pence	12 pence

- office equipment (n)
- shop-assistant (n)
- to advise (v)
- guarantee (n)
- price (n)

[ˈɒfɪs iˈkwɪpmənt]
 [ˈʃɒp, əˈsɪstənt]
 [tu: ədˈvaɪz]
 [ˌɡærənˈtiː]
 [praɪs]

thiết bị văn phòng
 người bán hàng
 khuyên bảo, khuyên
 sự bảo hành
 giá cả

Lesson 1

UNIT SEVEN

A Listen

A change of plan

Mr Blake gets a cable.



Mr Blake: Good morning, Alison. Ah, are you sorting today's post? Is there anything for me?

Alison: Yes, there is something. There's a cable for you. No, in this pile here. That's Mr Benson's post.

Mr Blake: Let's have a look. Hm, perhaps it's urgent. (*He opens the cable.*) Oh, dear! This changes everything. Now I've got to change all my plans.

Alison: Why, Mr Blake?

Mr Blake: Because I've got to be in Munich on Monday. And I've already got a ticket to Rio. The Tourism Convention in Rio begins on Tuesday. Wait a minute, though. Doesn't John Green get back today?

Alison: Yes, he arrives at midday from Paris.

Mr Blake: Good. He can go to Rio for me. The business in Munich is very important. I must go to Munich. Alison, please ring the airline and change the ticket. Book the seat to Rio in Mr Green's name. And book a seat to Munich in my name. I want an early flight on Monday morning.

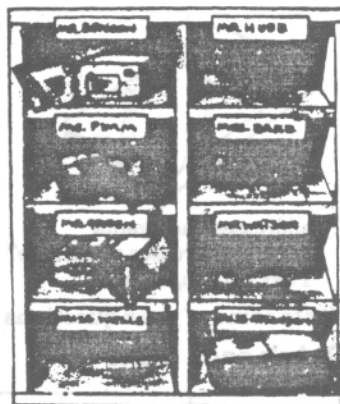
B Read and complete

Alison sorts the post every day. These pigeon holes are for the post. She puts the letters, telexes and packages in the correct holes.

- 1 There is something for Mr Benson, but there isn't anything for Mr Hudd.
- 2 There is . . . for Rose Pimm but there isn't . . . for Mrs Bard.
- 3 There . . . John Green but . . . Jim Watson.
- 4 There . . . Alison but . . . Jill.

C Ask each other

Whose post is this?
It's Mr Benson's post.



Whose post is this?

1



2



3



D Write

Write about today's post at Travel Services.

REMEMBER

today's post
Mr Benson's office
Mr Green's name

- cable (n)
- to sort (v)
- midday (n)
- pigeon-hole (n)

[ˈkeɪbl]
[tuː sɔːt]
[ˈmɪdeɪ]
[ˈpɪdʒɪnhəʊl]

điện tín, điện báo
phân loại
trưa, buổi trưa
ngăn kéo, hộp tủ

UNIT SEVEN

Lesson 2

Grammar summary

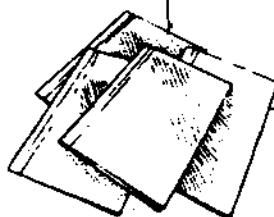
Possessive pronouns		
Whose office is this?	It's	mine yours
Whose letters are these?	They're	his/hers ours theirs

Possessive 's/s'	
SINGULAR	This is Mr Green's suitcase. Is this Mrs Bard's signature? Yes, it's hers. Is this stationery yours? No, it's Mr Blake's. Have you got yesterday's paper?
PLURAL	Are these the agents' telephone numbers? We need the employees' signatures. The managers' offices are larger than the secretaries' offices.

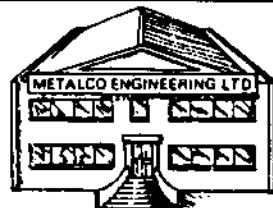
A Ask and answer



- 1 business card/Mrs Bard
Whose business card is this?
It's Mrs Bard's.



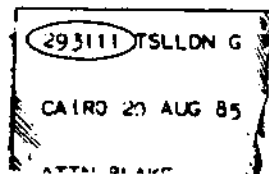
3 files/you



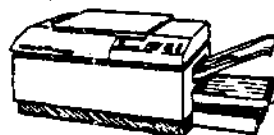
5 head office/METALCO



- 2 addresses/the agents
Whose addresses are these?
They're the agents'.



4 telex number/
Travel Services



6 photocopier/Tours Dept

Write some of your questions and answers.

B Ask each other

Is this	your my?	Yes/No
Are these	his/her our their		

Is this	mine yours	?	Yes/No
Are these	his/hers ours theirs		

- possessive pronoun (n)
- address (n)
- head office (n)
- agent (n)

[pə'zesiv 'prəunaun]
[ə'dres]
[hed 'ɒfɪs]
[eidʒənt]

đại từ sở hữu
địa chỉ
trụ sở chính
đại lý

Lesson 3

UNIT SEVEN

A Study

After his trip, John Green has to fill in an expenses claim.



These are John Green's receipts. The amount in pounds sterling is at the top of each receipt. All the taxi fares are on a separate sheet.



B Copy and complete

Complete the claim form for John Green. First copy the form in your book. Put today's date at the bottom.

EXPENSES CLAIM

Name: JOHN GREEN Dept:

COUNTRY	DATE OF RECEIPT	ITEM	AMOUNT IN £ STERLING
ITALY	29/6/85	RESTAURANT	
TOTAL			

Please attach receipts.
Give amounts in pounds sterling.

Signed: _____ Date: _____ (Manager)
Approved: _____ (Accountant)
Paid: _____

C Ask each other

Who signs the form? John Green does.
Who approves the claim?
Who pays the claim?

- expense claim (n)
- separate (adj)
- to approve (v)
- amount (n)

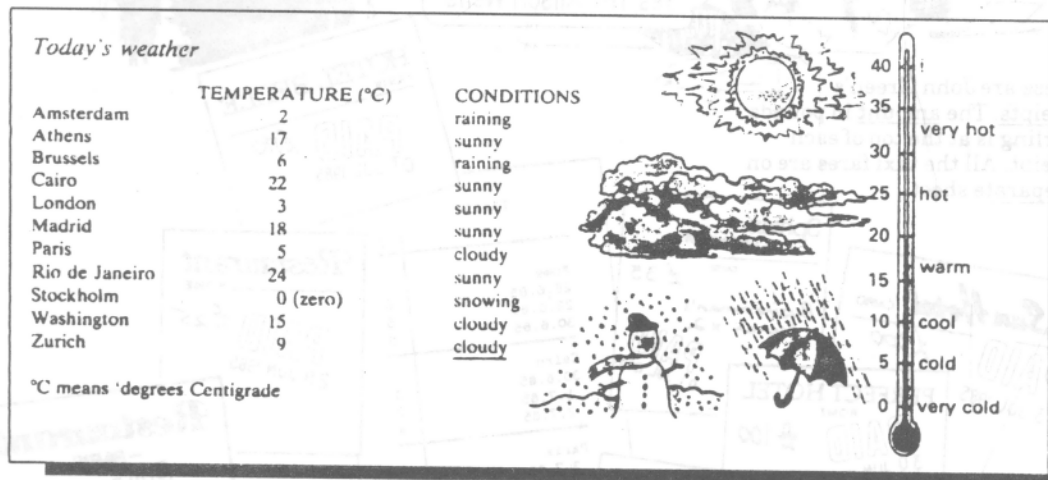
[iks'pens kleim]
['seprət]
[tu:ə'pru:]
[ə'maunt]

bản xác nhận chi tiêu
riêng lẻ, riêng biệt
phê chuẩn, chuẩn y
số lượng, khoản

A Study



Look at the weather table.



B Listen and answer

Drill One

What's the temperature in Athens today?

It's 17 degrees.

What's the temperature in . . . ?

It's . . . degrees.

Drill Three

What's the weather like in Paris today?

It's cloudy and it's cold.

What's the weather like in . . . today?

It's . . . and it's . . .

Drill Two

What's the weather like in Paris today?

It's cloudy.

What's the weather like in . . . today?

It's . . .

C Write

Write about today's weather in:

your town;
one of the cities in the table above.

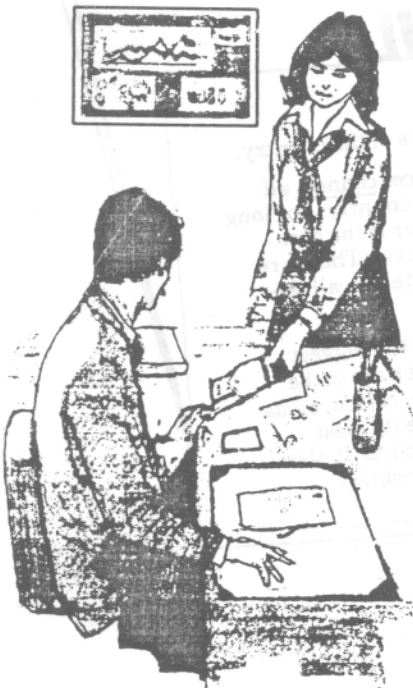
- weather (n)
- temperature (n)
- condition (n)
- degree (n)
- centigrade (adj)

['weðə]
['tempərətʃə]
[kən'diʃn]
[di'grɪ:]
['sentɪɡreɪd]

thời tiết
nhiệt độ
tình hình, điều kiện
độ
bách phân

A Listen

An unexpected trip



- Alison:** Your expenses claim is ready, Mr Green. Would you sign it, please?
- Mr Green:** Thank you, Alison. I'm sorry there's a lot of work. I've got to be in Brazil at the weekend.
- Alison:** Yes, I've got your ticket. It's business class. Is that all right?
- Mr Green:** That's very good. The seats are more comfortable.
- Alison:** You're on Flight BA315 at 1.45 on Sunday afternoon. Here are some luggage labels for you.
- Mr Green:** By the way, I can't find the file on Brazil. Are you using it?
- Alison:** Yes, I'm photocopying the list of agents for you. But you can have it now.
- Mr Green:** Thanks. I must study the file. I don't know Brazil. It's my first visit to Latin America.
- Alison:** Can you speak Portuguese?
- Mr Green:** No, I can't. But I can speak a little Spanish.
- Alison:** When does the Convention begin?
- Mr Green:** It begins on Tuesday at ten in the morning. I arrive on Sunday evening.
- Alison:** Is Rio very hot in July?
- Mr Green:** Yes, I think so. It's very hot there in summer. It's much hotter than London.

B Study

The board meeting is on Wednesday morning.
The AGM is on August 12th (say: the 12th) at 10 a.m.
The staff seminar begins on July 30th.
It finishes on August 1st.

C Ask each other

When is the board meeting?

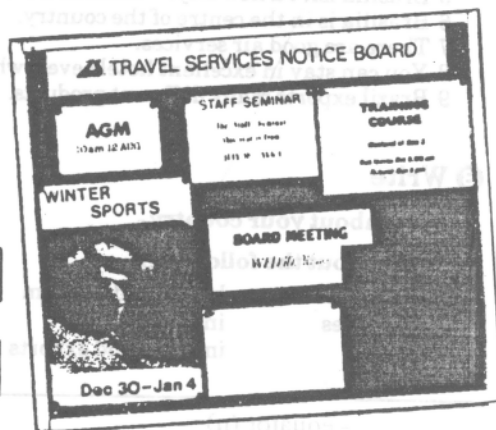
The board meeting . . .

When does the staff seminar begin?

It begins . . .

D Write

Write about the events on the notice board.



- business class (n)
- luggage (n)
- unexpected (adj)
- seminar (n)
- portuguese (n)

['biznis kla:s]
['lʌgɪdʒ]
[ˌʌnɪks'pektɪd]
['seminə:]
[pɔ:tju'gi:z]

hạng thương gia
hành lý
ngoài mong đợi, đột xuất
hội thảo
tiếng Bồ Đào Nha

UNIT SEVEN

Lesson 6

A Read

Here is a description of Brazil.

COUNTRY PROFILE:

BRAZIL

Brazil is the largest country in South America. The equator crosses the country in the north. The climate is hot. In the north, it is very humid. The highest mountains are in the west.

One third of the population lives on the coast. The two largest cities are Rio de Janeiro (population 10 million) and Sao Paulo (12.5 million). The country's capital is Brasilia (population 500 000). Brasilia is a new city

in the centre of the country.

Air services connect all parts of the country. For long distances, air is the best means of travel. There are excellent hotels in all the major cities.

Brazil has the biggest deposits of iron ore in the world. Coffee, cotton, cocoa and sugar are its most important exports. It also exports automobiles.

Is it true? Say 'yes' or 'no'.

- 1 Brazil is the biggest country in South America.
- 2 Most of the population lives on the coast.
- 3 The largest city is Rio.
- 4 The population of Sao Paulo is twelve and a half million.
- 5 Brasilia isn't a new city.
- 6 Brasilia is in the centre of the country.
- 7 There are good air services.
- 8 You can stay in excellent hotels everywhere.
- 9 Brazil exports many different products.

YES/NO
YES/NO
YES/NO
YES/NO
YES/NO
YES/NO
YES/NO
YES/NO
YES/NO

B Write

Write about your country.

Write about the following:

population	hotels and tourism
major cities	industries
climate	imports and exports
transport	

REMEMBER

big	bigger	biggest
large	larger	largest
	more	most
important	important	important
good	better	best

- equator (n)	[i'kweɪtə]	xích đạo
- climate (n)	['klaɪmɪt]	khí hậu, thời tiết
- humid (adj)	['hjuːmɪd]	ẩm, ẩm ướt
- mountain (n)	['maʊntɪn]	núi
- population (n)	[ˌpɒpjʊ'leɪʃn]	dân số
- To connect (v)	[tuː kə'nekt]	nối, nối lại, chấp nối
- distance (n)	['dɪstəns]	khoảng cách
- coast (n)	['kəʊst]	vùng duyên hải

Prepositions of time

in 1985
in summer/winter/spring/autumn
in April
on Tuesday
on Tuesday morning/afternoon/evening
on March 8 (say March the 8th)

at the weekend
at ten o'clock

1 Make correct possessives.

- 1 The director/telephone
The director's telephone
- 2 The staff/timetable
- 3 John/trip
- 4 Mr Benson/lunch
- 5 Alison/pay
- 6 Mr Ali/suitcases
- 7 Mr Benson/signature
- 8 Mrs Bard/cheques

2 Make questions and answers from Exercise 1.

- 1 *Whose telephone is it?*
It's his.

3 Make sentences with the correct preposition.

- 1 He travels/the summer
He travels in the summer.
- 2 I'm here/Tuesday
- 3 The meeting is/8 March
- 4 We see him/11 o'clock
- 5 My birthday is/May
- 6 These are my plans/1984
- 7 Please come/11.15
- 8 The flight leaves/Friday evening.

4 Dictionary exercise

Find the correct adjective for each nationality.

England	<i>English</i>
France	
Spain	
Portugal	
Italy	
America	
Switzerland	
Brazil	
Venezuela	
Egypt	

5 Pronunciation

Final (-ə)

weather	exporter
	manager
signature	
temperature	calculator

6 Stress

weather	appróve
climate	connect
sterling	expenses
éxcellent	impórtant
	conditions
cómfortable	
temperature	populátion

Interaction

A Study

Look at these items of clothing.



sandals



raincoat



man's overcoat



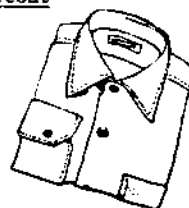
sunhat



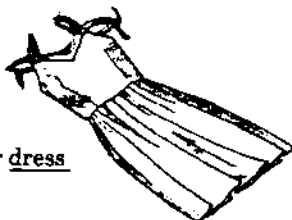
gloves



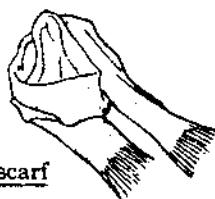
warm boots



cotton shirt



summer dress



scarf



winter skirt

B Decide

These people are travelling today.
They have to pack.
They have to take the right clothing.

What do they need to take?
Look at the weather table on p. 56.

C Ask each other

What does need to take?

He/she needs to take

What's the weather like in ?

It's in

PASSENGER	DESTINATION
Miss P. Kent	Stockholm
Mr R. Duval	Madrid
Mrs L. Martinez	Amsterdam
Mr J. Green	Rio de Janeiro
Mr Y. Suzuki	Paris
Miss E. Fontana	Tokyo

- sandal (n)
- raincoat (n)
- overcoat (n)
- summer dress (n)
- glove(s) (n)
- scarf (n)

[ˈsændl]
[ˈreɪnkəʊt]
[ˈoʊvəˈkəʊt]
[ˈsʌməˈdres]
[glʌv(z)]
[skɑːf]

dép, xăng đan
áo mưa
áo khoác
trang phục hè
găng tay, bao tay
khăn quàng cổ

Lesson 1

UNIT EIGHT

A Listen

Arriving in a new country

John Green arrives in Brazil.



Immigration Officer: Can I see your passport, please?

John Green: Here it is.

Immigration Officer: What is the purpose of your visit?

John Green: I'm here for the Tourism Convention.

Immigration Officer: Right (*he stamps the passport*). Your visa is for one week only. Please go through Customs.

Customs Officer: Have you anything to declare?

John Green: No, nothing.

Customs Officer: All right then. You can go.

John Green: Excuse me. Do you speak English?

Passer-by: Yes, a little.

John Green: Can you help me, please? I want to telephone the Beach Hotel. Where can I find a telephone?

Passer-by: 'Over there. Next to the foreign exchange.

John Green: Thank you very much.



B Study

Understanding instructions

Read these instructions. Look up the new words in a dictionary.

To make a telephone call

? Lift the receiver ?

? Insert the correct money

? Dial the number

? After the call, replace the receiver ?

C ROLE PLAY (two students)

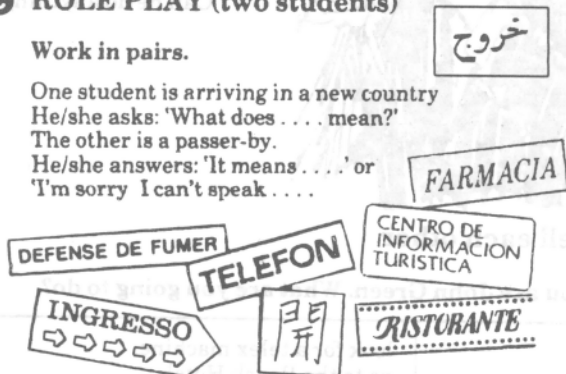
Work in pairs.

One student is arriving in a new country

He/she asks: 'What does . . . mean?'

The other is a passer-by.

He/she answers: 'It means . . . ' or 'I'm sorry I can't speak . . . '



- passport (n)
- to declare (v)
- foreign exchange
- to dial (v)
- to replace (v)
- receiver (n)
- passer-by (n)

- ['pa:spɔ:t/
- [tu: di'kleə]
- ['fɔ:rin iks'tʃeɪndʒ]
- [tu: daɪəl]
- [ri'pleɪs]
- [ri'si:və]
- [,pa:sə'baɪ]

- hộ chiếu
- khai báo
- phòng ngoại hối
- quay số điện thoại
- thay thế, đặt lại
- ống nghe
- người qua đường

UNIT EIGHT

Lesson 2

Grammar summary

Future	going to		
I'm You're He's etc.	going to	study write a letter leave meet someone	this evening tomorrow next week

Can/can't
Can you finish these letters? No, I can't. There isn't any paper. Can you open the drawer for me? Yes, I can. I've got the key.

A Study



John Green is at Rio Airport. The hotel reservation is in Mr Blake's name. There isn't a reservation in John Green's name. He is trying to explain on the telephone, but the hotel doesn't understand. There aren't any more rooms. The hotel is full. What is he going to do? What can he do?

He can go to the hotel. He can explain about the reservation. But he can't speak Portuguese.

He can send a telex to Mr Blake. Mr Blake can tell the hotel about the change. But where can he find a telex machine?

He can look for another hotel. He can ask a taxi-driver. But the taxi-drivers can't speak English very well. And the hotels are full because of the Convention.

Can he do anything else?

Beach Hotel

BOOKING FORM

Name (FIRST NAME/LAST NAME):
EDWARD BLAKE

Date of arrival: 9 JULY 1985

Date of departure: 15 JULY 1985

No. of persons: 1

☐ DOUBLE
☒ SINGLE

B Tell each other

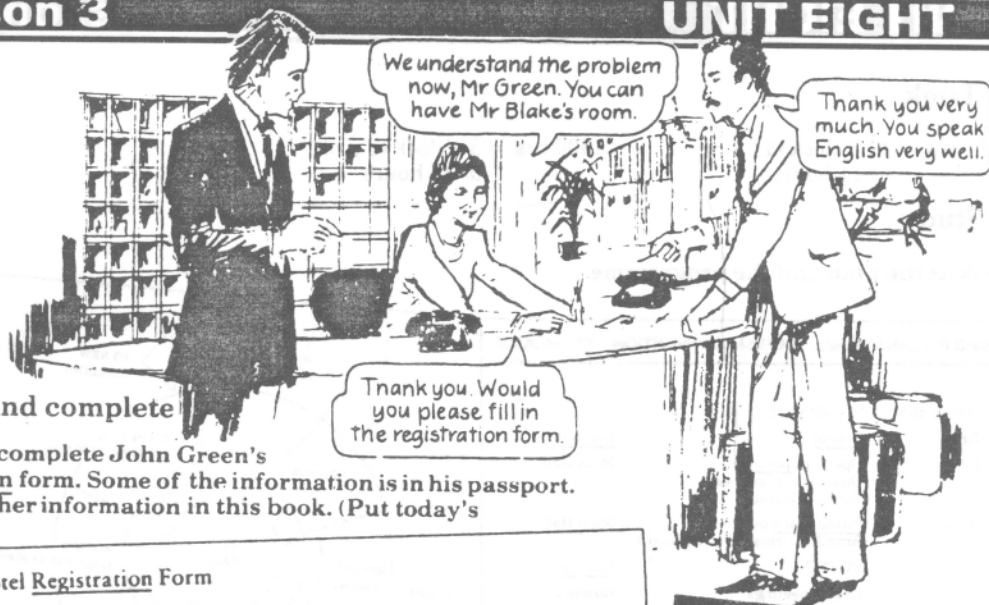
You are John Green. What are you going to do?

I'm going to	look for a telex machine. go to the Beach Hotel. ring the British Council. go to the Tourist Office.
--------------	--

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> - to explain (v) [tu: iks'plein] - to understand (v) [tu: ,Andə'stænd] - to look for (v) [tu: 'luk fɔ:] | <ul style="list-style-type: none"> giải thích, giảng thích hiểu, nắm được tìm kiếm | <ul style="list-style-type: none"> - to be full [tu: bi: ful] đầy, chật - first name (n) ['fɜ:st'neim] tên thánh - last name (n) ['lɑ:stneim] tên họ |
|---|---|---|

Lesson 3

UNIT EIGHT



A Copy and complete

Copy and complete John Green's registration form. Some of the information is in his passport. Find the other information in this book. (Put today's date.)

Hotel Registration Form

DATE/...../..... HOTEL

All visitors must complete this form on arrival.

NAME FIRST NAME
PASSPORT NO. ISSUED IN

DATE OF ISSUE

NATIONALITY

LENGTH OF VISIT: FROM TO

ARRIVING FROM

GOING TO

Signed

Date



B Complete

Complete this dialogue. The hotel receptionist is asking John Green some questions.

Receptionist: What is your occupation?

John Green: I'm a sales

Receptionist: What is your?

Green: London

Receptionist: Which do you live in?

Green: The United Kingdom.

Receptionist: What is your?

Green: 14 March 1953.



- registration form (n) [redʒi'strei/n fɔ:m]
- to complete (v) [kəm'pli:t]
- to issue (v) ['isju:]
- length of visit (n) [lenθ əv 'vizi:t]
- place of birth (n) [pleis əv bə:θ]
- to expire (v) [tu: iks'paɪə]

mẫu đăng ký
hoàn tất, hoàn thành
phát hành
thời gian thăm, thời hạn
nơi sinh
hết hiệu lực, mãn hạn

UNIT EIGHT

Lesson 4

A Look

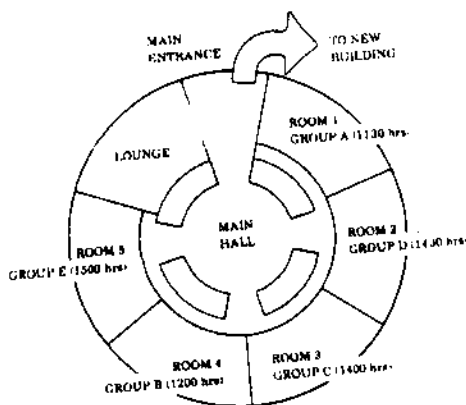
1100 hrs = 11 o'clock (11 a.m.)
or 11 hours

1500 hrs = 3 o'clock (3 p.m.)
or 15 hours

B Study

Look at the plan and the programme.

THIRD INTERNATIONAL TOURISM CONVENTION 11-14 JULY		
CONFERENCE PROGRAMME (Day 1)		
Time	Session	Location
1000	Opening speech by Director of Planning, Joaquim Durao.	Main Hall
1030	Introduction by Imogen Brandt, German Tourist Board	Main Hall
1100	COFFEE	Lounge
1130- 1230	Group meetings (see plan)	Rooms 1-5
1245	LUNCH	New Building
1330- 1530	Group meetings (see plan)	Rooms 1-5
1530	COFFEE	Lounge
1600	Lecture: 'Tourism in Japan' Yoshio Suzuki	Main Hall



C Listen and answer

Drill One

- Where is Group A going to meet?
Group A is going to meet in Room 1.
- Where is Group B going to meet?
- Where is Group E going to meet?
- Where is Group C going to meet?
- Where is Group D going to meet?

Drill Two

- What time is the Director of Planning going to speak?
He's going to speak at 10 o'clock.
- What time is Yoshio Suzuki going to speak?
- What time is Imogen Brandt going to speak?

Drill Three

What's going to happen in Room 4 at 1200?
Group B is going to meet.

What's going to happen in . . . at . . . ?

D Write

Write about the Convention programme.

- location (n)	[lou'kei/n]	địa điểm, vị trí
- introduction (n)	[,intro'dʌk/n]	giới thiệu
- lounge (n)	['laundʒ]	phòng ngồi chơi ở khách sạn
- main entrance (n)	[mein 'entrəns]	cửa vào chính
- speech (n)	[spi:tʃ]	bài diễn văn
- lecture (n)	['lektʃə]	bài thuyết trình

Lesson 5

UNIT EIGHT

A Listen

In the Convention lounge

American: Hi, I'm Robert Baker from New York.

John Green: Hello. My name is John Green. I'm from London.

Baker: Pleased to meet you, John. What do you think of the Convention, then?

Green: Oh, I'm enjoying it. What about you?

Baker: I think it's very useful. And I like meeting all these people. Are you in the hotel business?

Green: Not exactly. I work in travel. But we work closely with hotels. At the moment, we're looking for new contacts in the States.

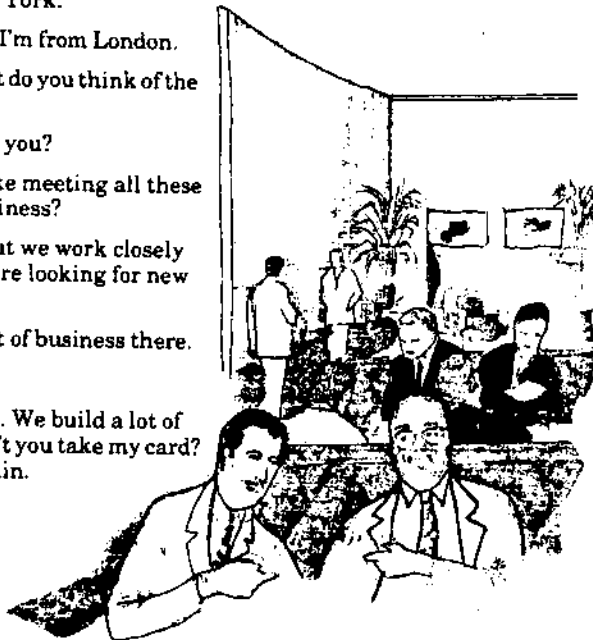
Baker: Perhaps I can help you. I do a lot of business there.

Green: What's your line of business?

Baker: I'm in the construction industry. We build a lot of hotels in Florida. Look, why don't you take my card? Perhaps we can get in touch again.

Green: Thank you. And here's my card.

Baker: Well, glad to know you, John.



B Study

Robert Baker is a civil engineer in the construction industry.

Giovanni Laverde is a chemist in the oil industry.

Jane Williams is a designer in the electronics industry.

Anne Jones is a technician in the aviation industry.



C Ask and answer

What does Jane Williams do? *She's a designer.*

What's her line of business? *She's in electronics.*

What does . . . do? He's/she's a . . .

What's his/her line of business? He's/she's in . . .

D Ask each other

What do you do?

I'm . . .

What's your line of business?

I'm in . . .

- exactly (adv)

- contact (n)

- to get in touch

- civil engineer (n)

- construction industry (n)

- designer (n)

[ig'zæktli]

['kɒntækt]

[tu: get in tʌtʃ]

['sivil endʒi'niə]

[di'zainə]

đúng, chính xác

sự tiếp xúc, liên lạc

liên lạc, quan hệ

kỹ sư dân dụng

công nghiệp xây dựng

nhà thiết kế

UNIT EIGHT

Lesson 6

A Read

Mr Suzuki works for the Japanese Tourist Organisation. He comes from Tokyo.

This is an extract from his speech to the Convention.

"... We want to expand tourism in Japan. The number of foreign tourists to Japan increases every year. We are working on many projects. In the next five years, we are going to build many new hotels. At the moment, we are constructing new information centres. These are going to open soon.

We also have to spend more on promotion. This year's budget is 1000 million yen. Next year's budget is going to be higher."

Is it true? Say 'yes' or 'no'.

What is Mr Suzuki saying?

There are too many tourists in Japan.
The number of hotels is going to rise.
They must spend more on promotion.
Next year's budget is going to be lower.
They are building new information centres.
The centres are already open.

YES/NO
YES/NO
YES/NO
YES/NO
YES/NO
YES/NO

B Write

Study the facts and figures about METALCO.
Write about METALCO's plans for next year.

FACTS AND FIGURES ABOUT METALCO ENGINEERING

"METALCO is becoming a bigger and more profitable company."

Chairman's Report

	THIS YEAR	NEXT YEAR
Metal imports	6000 tonnes	8000 tonnes
Output	5100 tonnes	7500 tonnes
No. of employees	550	625
Total sales	£1,540,250	£1,850,000

- to increase (v)	[tu: 'inkri:s]	tăng lên
- promotion (n)	[prə'mou/n]	sự quảng cáo
- budget (n)	['bʌdʒit]	ngân sách, ngân quỹ
- engineering (n)	[,endʒi'nɪərɪŋ]	khoa công trình
- output (n)	['aʊtpʊt]	sản phẩm, sản lượng
- total sales (n)	['təʊtl 'seɪlz]	tổng số kinh doanh

Prepositions of place

beside	in	to	near	under
on	from	far from	over	

1 Look at the picture. Make sentences with the correct preposition.

- The file/the desk
The file is under the desk
- The light/the typewriter
- The typewriter/the desk
- The paper/the typewriter
- The chair/the desk
- The desk/the door

2 Make questions with Who?

- Mrs Bard is a manager.
Who is a manager?
- Robert Baker is a businessman.
- The manager is Brazilian.
- This man is the Customs Officer.
- My assistant is here with me.
- Joaquim Durao is giving a speech.
- The taxi drivers are waiting.
- Our agent isn't coming today.

3 Make questions with What?

- He's an executive.
What is he?
- He's giving a speech.
What is he giving?
- They're reading the programme.
- I'm explaining the budget.
- She's joining our group.
- She's the president.
- This is the registration form.
- We're attending the Convention.

4 Make questions with Who?

- The assistant does the filing.
Who does the filing?
- The clerk types the letters.
- My accountant reads the accounts.
- Our agents sell the products.
- Your supervisor tells you everything.
- The messenger takes the packages.



5 Make questions with What? from Exercise 4.

- What does the assistant do?*
- type?

6 Pronunciation

[- æ -]	[- e -]
<u>pad</u>	<u>pen</u>
<u>map</u>	<u>desk</u>
<u>black</u>	<u>weather</u>
<u>package</u>	<u>French</u>
<u>packet</u>	<u>address</u>

7 Stress

c <u>u</u> stoms	de <u>cl</u> are
vis <u>a</u>	expl <u>a</u> in
lect <u>u</u> re	exp <u>a</u> nd
bu <u>d</u> get	en <u>j</u> oy
r <u>e</u> sidence	pub <u>l</u> icity
	imm <u>i</u> gr <u>a</u> tion
	registr <u>a</u> tion

- preposition (n) [ˌprepə'ziʃn]
- customs officer (n) ['kʌstəmz 'ɒfɪsə]
- to join (v) [tuː dʒɔɪn]
- president (n) ['prezɪdnt]
- messenger (n) ['mesɪndʒə]

- giới từ
- cán bộ hải quan
- tham gia, gia nhập
- chủ tịch
- người đưa tin, sứ giả

Lesson 1

UNIT NINE

A Listen

A pay rise



Alison, can I see you in my office, please?

Mr Blake: Come in, Alison, and sit down.

Alison: Thank you.

Mr Blake: Did Mr Green get to Rio all right?

Alison: Yes, he did. I changed the reservation. I booked the ticket in Mr Green's name.

Mr Blake: And did you change the hotel booking?

Alison: Oh no, I didn't. Oh dear, I'm terribly sorry, Mr Blake.

Mr Blake: Ah well, we can't do anything now. I'm sure he's all right. Now, I wanted to see you. I wanted to discuss your work.

Alison: Well, I'm sorry I didn't change the booking, Mr Blake.

Mr Blake: Don't worry, Alison. Perhaps I didn't remind you. In fact we're very happy with your work. You started work here six months ago. Is that right?

Alison: Yes, that's right.

Mr Blake: I discussed your pay with Mr Benson yesterday. He approved a pay rise for you. How much did you earn last month?

Alison: I earned about £260.

Mr Blake: Well, you're going to get a rise of £30 a month.

Alison: Oh, that's very good. I wanted more money because...

Mr Blake: Yes, why?

Alison: Because... because I'm going to apply for a course next year.

Mr Blake: Ah, you must tell me about this.



B Tell each other

Apologising and accepting an apology

I'm sorry	I arrived late I typed the wrong address I didn't change the booking I didn't answer the letter	Don't worry Never mind It doesn't matter
-----------	--	--

REMEMBER

Actions in the past

book+ed:	booked
want+ed:	wanted
earn+ed:	earned
arrive+d:	arrived
file+d:	filed
type+d:	typed

- to rise (v)
- to apply for (v)
- course (n)
- to earn (v)
- to tell sb about st
- to worry (v)

[tu: raiz]
[tu: ə'plai fɔ:]
[kɔ:s]
[tu: ə:n]
[tu: tel 'sʌmbədi ə'baut st. mɪn]
[tu: 'wʌri]

mọc, nổi lên, xuất hiện
xin, áp dụng
khóa học
kiếm tiền
nói với ai về cái gì, việc gì
lo lắng, băn khoăn

UNIT NINE

Lesson 2

Grammar summary

Past tense		
	Positive	Negative
To be	I was	(wasn't)
	You were	(weren't)
	He/she/it was	(wasn't)
	We/you/they were	(weren't)
	There was	(wasn't)
	There were	(weren't)
Regular past	I	earned (didn't earn) arrived (didn't arrive)
	You	
	He/she/it	
	We/you/they	

Questions & short answers

Were you in Kuwait last month?
Yes, I was.

Was Mr Blake in Rome?
No, he wasn't.

Was there a problem in Rio?
Yes, there was.

Was there a telephone call for me?
No, there wasn't.

Did he approve the pay rise?
Yes, he did.

Did you earn £300 last month?
No, I didn't.

A Study

Read the memos on this page.

B Ask and answer

Did Mr Blake write a memo to the Managing Director?

Yes, he did.

Was the memo about Jill?

No, it wasn't. It was about Alison.

Did Alison join the company a year ago?

No, she didn't. She joined it six months ago.

Why did she work late last month?

Because there was a lot of work.

C Ask each other

- Did Mr Benson answer the memo quickly?
- Why didn't he answer quickly?

- Did he apologise?
- Was he free that afternoon?
- Did he want to discuss Alison?

D Write

Mr Benson is happy with Alison. But he isn't happy with Len Johnson.

Look at his notes about Len.

You are Mr Benson. Write a memo to Mr Blake about Len's work.

- | | | |
|------------------------|-------------------|----------------------|
| - memo (n) | ['memou] | thư báo |
| - to be free (v) | [tu: bi: fri:] | nhàn rỗi, thành thời |
| - to apologise for (v) | [tu: ə'pɒlədʒaɪz] | xin lỗi |
| - quickly (adv) | ['kwikli] | nhANH, nhanh chóng |
| - problem (n) | ['prɒbləm] | vấn đề |
| - to work hard | [tu: wɜ:k hɑ:d] | làm việc chăm chỉ |

To Managing Director
From S. Blake
re

memo

5/7/85

Can I see you about Alison Wells? She joined the company six months ago. She always works hard. Last month she worked late. There was a lot of work. Last week she helped John Green. She earned £264 last month. I'd like to discuss her pay with you. EGB

To Mr Blake
From R. Benson
re

memo

18/7/85

I'm sorry I didn't answer your memo. I was in Edinburgh. Yes, let's discuss this. I'm going to be free this afternoon. R.B.

NOTES

Len Johnson

Joined in March 1983. Wanted to be an executive.

Last month: Late for work 6 times

Last week: used my telephone

Yesterday: wasn't at his desk

NB: Discuss with Blake


Lesson 3

UNIT NINE

A Study


Payslips and cheques

This is Alison's payslip for June. She receives the payslip with her cheque.

PAYSLIP	Date 28/6/85	 TRAVEL SERVICES
Name: Alison Wells	Dept: Personnel	
Employee no: 345365	Overtime/Allowances: Nil	
Basic pay: £264	Total deductions: £53	Net Pay £211
	Checked and issued by F.D. Hudd	

B Copy and complete


Fill in Alison's cheque for June. Write the amount in words and figures. Don't sign the cheque.

	Finbank PLC	19__
Pay	or order	
	£	
31-40-06	38810997	450769
	F.D. Hudd for TRAVEL SERVICES LTD	

C Study

This is Alison's cheque for July. She is going to get more money.

Copy and complete a new payslip. Alison is going to receive it with her cheque. Her basic pay is now £294. The net pay is the amount on the cheque. The date is also on the cheque.

	Finbank PLC	28 July 1985
Pay ALISON WELLS	or order	
TWO HUNDRED AND THIRTY- £ 231 --		
ONE POUNDS		
31-40-06	38810997	450769
	F.D. Hudd for TRAVEL SERVICES LTD	

D Write

Frank Hudd is issuing the pay for July. He has a list of the employees in numerical order. He needs an alphabetical list. Put the list in alphabetical order for him.

Begin the list: Atkinson J 345368

Numerical list

345365	Alison Wells
345368	Jill Atkinson
345376	Jim Watson
345401	Len Johnson
345420	Helen Dunn
345431	Anne Pitt
345470	Rose Pimm
345550	John Green
345621	Edward Blake
345631	Anne Eard

- payslip (n)

[ˈpeɪslɪp]

phiếu trả lương

- overtime (n)

[ˈoʊvətaɪm]

ngoài giờ, giờ làm thêm

- allowance (n)

[əˈlaʊəns]

tiền trợ cấp

- net pay (n)

[net peɪ]

tiền lương thực lĩnh

- reduction ((n))

[riˈdʌkʃn]

khấu trừ

- basic pay (n)

[ˈbeɪsɪk peɪ]

tiền lương cơ bản

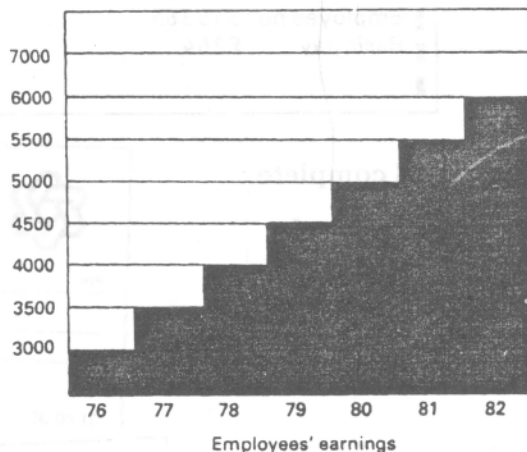
A Study

Frank Hudd is studying some graphs. The graphs show annual earnings at Travel Services. They show earnings between 1976 and 1982. One graph shows managers' earnings. The other graph shows employees' earnings.

B Listen and answer

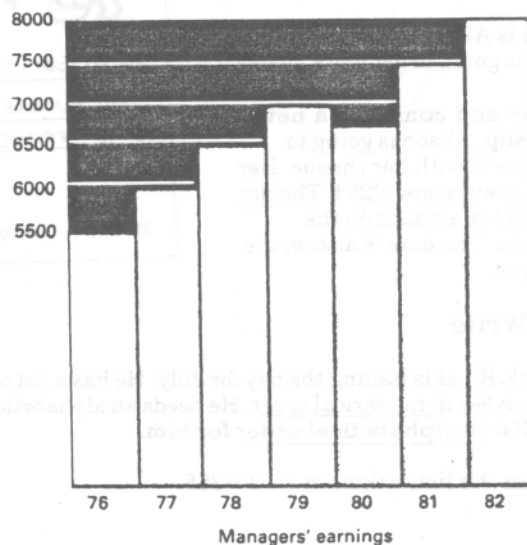
Drill One

- How much did employees earn in 1976?
They earned £3000.
- How much did they earn in 1977?
They earned £3500.
- How much did they earn in 1978?
- How much did they earn in 1979?
- How much did they earn in 1980?
- How much did they earn in 1981?



Drill Two

- How much did managers earn in 1977?
They earned £6000.
- Did their earnings rise in that year?
Yes, they did.
- How much did they earn in 1979?
- Did their earnings rise in that year?
- How much did they earn in 1980?
- Did their earnings rise in that year?



Drill Three

Did employees earn £3500 in 1977?

Yes, they did.

Did the managers earn £4000 in the same year?

No, they didn't. They earned £6000.

C Write

Write about earnings at Travel Services.

- graph (n) [græf]
- annual earning (n) ['ænjuəl 'ə:nɪŋz]
- to show (v) [tu: 'ʃəʊ]

đồ thị, biểu đồ
thu nhập hàng năm
cho thấy, thể hiện

Lesson 5

UNIT NINE

A Listen

A telephone call from Paris



Good afternoon,
Travel Services.

Hello...hello...
is that Travel
Services?

Alison: Yes, that's right. Travel Services here.

Jacques: Ah, can I speak to John Green?

Alison: I'm sorry. John Green is abroad at the moment. Would you like to speak to Mr Blake?

Jacques: Yes, please.

Alison: Who is that speaking?

Jacques: This is Duclos, Jacques Duclos, in Paris.

Alison: One moment, please... Mr Blake. I have Mr Duclos on the line from Paris. He's asking for Mr Green.

Mr Blake: Put the call through please, Alison.

Alison: Mr Duclos, I'm putting you through now.

Mr Blake: Good afternoon, Jacques. How are you?

Jacques: Fine, thank you, Edward.

Mr Blake: I'm sorry John Green isn't here. He left for Brazil at the weekend. Are you ringing about the Egyptian project?

Jacques: Yes, I have some good news for you. This morning we had a meeting of the board. We decided to finance the new hotel in Cairo. Everyone agreed. It was a very quick decision.

Mr Blake: That's excellent news, Jacques. Ahmed Ali's going to be very happy.

Jacques: I wanted to tell you immediately. I'm also sending a letter.

Mr Blake: That's very kind, Jacques. Thank you for telephoning.

Jacques: Not at all. Give my best wishes to John. Goodbye now.

Mr Blake: Goodbye, Jacques, and thank you.

B Study Using the telephone

Answering a call			
Hello	(call from outside) NAME OF COMPANY		
	(call from inside)'s office department		
<table> <tr> <td> Asking a caller to wait Hold the line, please. One moment, please. </td><td> Asking for the caller's name Who is that speaking, please? Who is on the line, please? </td></tr> </table>		Asking a caller to wait Hold the line, please. One moment, please.	Asking for the caller's name Who is that speaking, please? Who is on the line, please?
Asking a caller to wait Hold the line, please. One moment, please.	Asking for the caller's name Who is that speaking, please? Who is on the line, please?		
Finishing a call Thank you for calling. Goodbye. Thank you for telephoning. Goodbye.			

REMEMBER

	<i>past</i>
leave	left
have	had
agree	agreed

- abroad (adv)

- to send (v)

- to agree (v)

- immediately (adv)

- to put someone through

- hold the line

[ə'brɔ:d]

[tu: send]

[tu: ə'gri:]

[i'mi:djətlɪ]

[tu: put 'sAmwAn θru:]

[hould ðə laɪn]

ở nước ngoài, ra nước ngoài

gửi, chuyển

đồng ý, chấp nhận

ngay lập tức, tức thì

nối dây nói cho ai

giữ dây nói

UNIT NINE

Lesson 6

A Read

Read these letters.

CENTRAL COLLEGE PROSPECTUS

1985-6



12 Layton Street,
London
WC1D 4BB

10 July 1985

The Principal
Central College,
74 - 76 New Road,
London
N1J 2ZA

Dear Sir,

I would like some information about your business courses. Please send me a copy of your prospectus.

Yours faithfully,

Alison Wells

Alison Wells (Miss)



AL COLLEGE
v Road, London N1J 2ZA

Dear Miss Wells,

Thank you for your letter of 10 July.

I am enclosing a copy of our 1985/86 prospectus. I am also enclosing an application form.

The closing date for applications is 15 August.

Yours sincerely,

A Watkins (Miss)

Principal's Secretary

B Read and complete

Alison wrote to her college on She wanted a
On the Principal's replied. She enclosed a
and an Alison has got to her application
before

- prospectus (n)
- principal's secretary (n)
- closing date (n)
- to enclose (v)
- detail (n)

[prəs'pektəs]
['prinsəpl z 'sekrətri]
['klouzɪŋ deɪt]
[tu: in'klouz]
['di:teɪl]

C Write

Write a letter of request for:
a new timetable of rail services
details of a conference programme
an up-to-date price list

ờ quảng cáo
trợ lý hiệu trưởng
ngày hết hạn
gửi kèm theo
chi tiết

Writing a business letter

Look at this letter. It is the letter from Alison.

The date is on the left.

The letter is to the Principal of Central College. The address is on the left. This is the addressee.

Business letters start like this.

Business letters end like this.

This is Alison's signature.

The sender's address is on the right.

12 Layton St.,
LONDON
WC1D 4BB

10 July 1985

The Principal,
Central College,
74 - 76 New Road,
LONDON
N1J 2ZA

Dear Sir,

I would like some information about your business courses. Please send me a copy of your prospectus.

Yours faithfully,

Alison Wells

Alison Wells (Miss)

This is the sender's name.

1 Write these names and addresses correctly for a letter. They are all addressees.

- Mr K. L. James, 187, Stonebridge Avenue, Kingstone KI2 5FG.
- Monsieur Jean Dupont, 34 rue de la Republique, 75014, Paris, France.
- Mr H. Johanneson, Kirkegarten 19, Stockholm 78 352, Sweden.

2 Pronunciation

[-d]

agreed
applied
explained
played
changed
sealed

[-t]

cashed
financed
discussed
attached
walked
helped

[-id]

started
imported
invested
hated
needed
wanted

3 Stress

éarnings

tímetable

agréé

dedúction
prospectus

immédiately

- sender's name (n)
- miss (n)
- your's faithfully (expr)
- to seal (v)

[ˈsendəz neɪm]
[mɪs]
[jɔːz ˈfeɪθfʊli]
[siːl]

tên người gửi
cô gái, thiếu nữ
kính thư
niêm phong

Interaction

Quiz

Are you a good employee? Are you a good boss? Answer these questions. Do the quiz with a partner. The scoring is at the bottom of the page.

1 ARE YOU A GOOD EMPLOYEE?	YES	SOMETIMES
1 Do you arrive late for work?		
2 Do you take a long lunch hour?		
3 Do you read the newspaper at work?		
4 Do you ring friends from the office?		
5 Do you <u>complain</u> about your work?		
6 Do you smoke in the office?		
7 Do you wear the same clothes every day?		
8 Do you know everything about your job?		
9 Do you apply for other jobs?		
10 Do you write personal letters at work?		
2 ARE YOU A GOOD BOSS?		
1 Do you arrive at work before your employees?		
2 Do you leave work after them?		
3 Are your <u>instructions</u> clear?		
4 Can your secretary read your writing?		
5 Do you apologise for your <u>mistakes</u> ?		
6 Do you make your own coffee?		
7 Do you say 'please' and 'thank you'?		
8 Do you listen to your staff?		
9 Do you remember the names of your staff?		
10 Do you know about their homes and families?		

You are not a good boss. You don't think about your staff.

55-95

You are a good boss. But you could be better.

95-125

They are very lucky.

You are a very good boss. You think about your employees.

Total score: 125-165

Score 15 for each YES; 10 for each SOMETIMES; 5 for each NO.

2. ARE YOU A GOOD BOSS?

Your work is not very good. Are you in the right job?

55-95

You are a good employee. But your work could be better.

95-125

work. Your boss is very lucky.

You are a very good employee. You do a lot of

Total score: 125-165

Score 5 for each YES; 10 for each SOMETIMES; 15 for each NO.

1. ARE YOU A GOOD EMPLOYEE?

Scoring

- to complain (v)

[tu: kəm'plein]

phàn nàn, than phiền

- mistake (n)

[mis'teik]

lỗi lầm, nhầm lẫn, sai lầm

- boss (n)

[bɒs]

ông chủ, thủ trưởng

- to score (v)

[tu: skɔ:]

cho điểm, tính điểm

- partner (n)

[pɑ:tnə]

bạn cùng sấm vai

- quiz (n)

[kwiz]

cuộc thi đố

Lesson 1

UNIT TEN

A Listen

An interview

Principal: Tell me about your present job, Alison.

Alison: I'm a receptionist. I work with a travel firm.

Principal: Why do you want to study here?

Alison: Because I want a better job. I want to go into management.

Principal: Well, you have all the qualifications. And we can offer you a place. Is your company going to sponsor you?

Alison: I don't know. I have to talk to Mr Blake, the Manager.

Principal: We need to know soon. The course begins in October.

Alison: Yes, I'm going to see Mr Blake tomorrow.

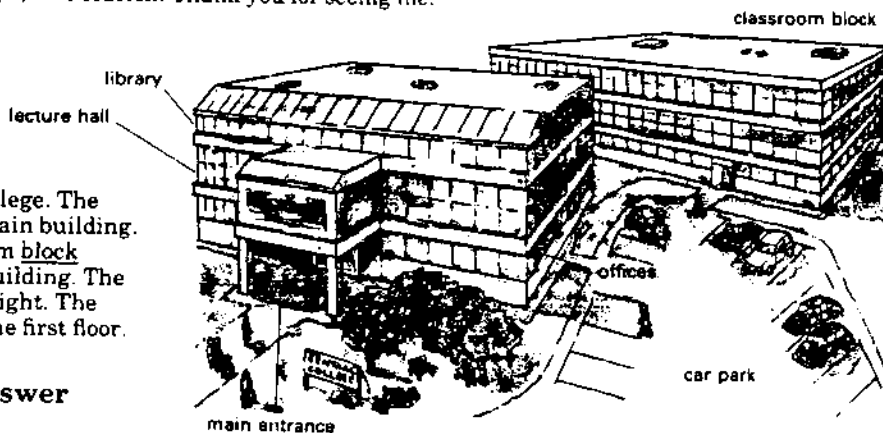
Principal: Good. Well, now Miss Wilkins is going to show you round. Thank you for coming.

Alison: Goodbye, Mrs Hutton. Thank you for seeing me.



B Study

This is Central College. The offices are in the main building. There is a classroom block behind the main building. The car park is on the right. The lecture hall is on the first floor.



C Ask and answer

- Where are the offices?
They're in the main building. They're ... the ground floor.
- Where is the classroom block?
It's ... the main building.
- Where is the garden?
It's ...
- Where is the library?
It's ...

D Write

Write about your company building OR your school.

REMEMBER

on the left (of)
on the right (of)
at the front (of)
at the back (of)

on the { ground
first
second } floor

- | | |
|---------------------|------------------|
| - firm (n) | ['fɜ:m] |
| - management (n) | ['mænidʒmənt] |
| - to offer (v) | ['ɔfə] |
| - sponsor (n) | ['spɒnsə] |
| - qualification (n) | ['kwɒlɪfɪ'keɪʃn] |
| - ground floor (n) | ['graʊnd'flo:] |

công ty
sự quản lý, sự điều khiển
tặng, biểu, dâng, hiến
nhà tài trợ
chuyên môn, trình độ
tầng trệt, tầng dưới cùng

UNIT TEN

Lesson 2

Grammar summary

Irregular past tense				
come	came	get	got	<p>I spoke to the agent yesterday.</p> <p><i>Negative</i></p> <p>I didn't speak to the agent.</p> <p><i>Questions and short answers</i></p> <p>Did you meet the visitor? Yes, I did. No, I didn't.</p> <p>Where did you go? I went to the airport.</p> <p>Who rang me? Jacques did.</p>
give	gave	speak	spoke	
see	saw	meet	met	
ring	rang	do	did	
have	had	go	went	
tell	told	know	know	
send	sent	make	made	

A Study

John Green has to write a report about Brazil. He made some notes about his trip. Now he is studying his notes.

The notes are not in full sentences.

B Ask each other

Work in pairs.

One student is John Green.

The other is a friend.

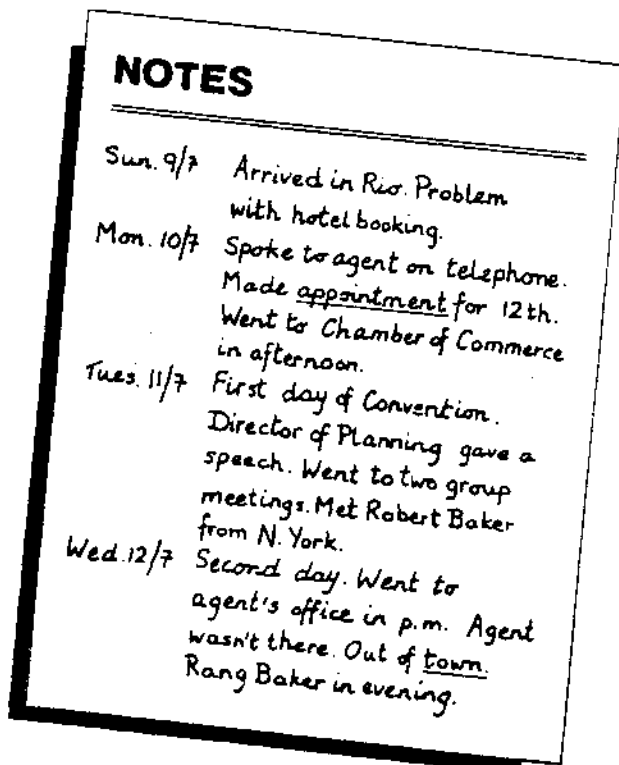
The friend asks: 'What happened on Sunday? What did you do on Monday?'

John Green answers: 'On Sunday I arrived There was a problem On Monday, I

C Write

You are John Green. You are writing your report about Brazil. Write some of the report. Use the notes.

Write in full sentences.



- negative (adj)
- note (n)
- Chamber of Commerce (n)
- p.m (post meridiem) (adv)
- trip (n)

- [ˈnegatɪv]
- [nəʊt]
- [ˈtʃeɪmbə ɒv ˈkɒmə:s]
- [ˌpiːˈem]
- [ˈtrɪp]

- phủ định
- lưu ý, ghi chú
- phòng Thương mại
- sau trưa, chiều
- chuyến đi

A Study

Year Planner												
STAFF HOLIDAYS	J	F	M	A	M	J	J	A	S	O	N	D
Mr Watson	20-25					1-8						
Miss Wells								15-30				
Miss Atkinson			1-7				14-21					
Miss Greenwood				2-10			4-13					

This year-planner shows the staff holidays. Jim Watson is on holiday from January 20-25. He is also on holiday from June 1-8.

B Ask and answer

- When is Alison Wells on holiday?
She is on holiday from August 15 to August 30.
- When is Jill Atkinson on holiday?
- When is Miss Greenwood on holiday?

C Copy and complete

Copy the year-planner in A in your book. Fill in the following information.

Staff Holidays		
Mr Blake	Apr 7-14;	June 4-15
Mrs Bard	Jan 1-9;	Sep 2-11

Listen and complete

Your teacher is going to read out more information. Listen to the information. Fill in the year-planner.

D Ask each other

When are you on holiday this year?

I'm on holiday

- year-planner (n)

[jiə: 'plæno(r)]

người lập kế hoạch năm

- holiday (n)

['hɒlədi]

ngày lễ, ngày nghỉ

A Study

Diagram 1

A represents 50% (fifty per cent).

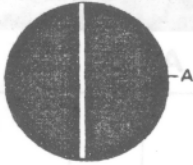


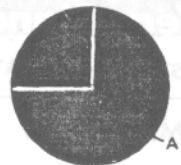
Diagram 2

A represents 25% (twenty-five per cent).



Diagram 3

75%



B Listen and answer

Drill One

- 1 What does A in diagram 1 represent?
It represents 50%.
- 2 What does A in diagram 2 represent?
It represents 25%.
- 3 What does A in diagram 3 represent?
- 4 What does A in diagram 4 represent?
- 5 What does A in diagram 5 represent?

Diagram 4

5%

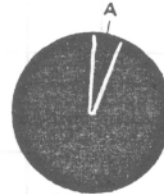
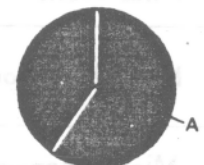


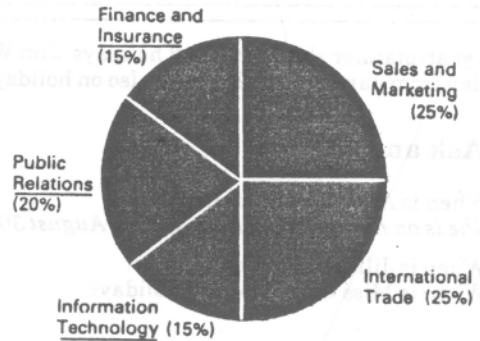
Diagram 5

60%



Drill Two

- 1 How many students do Sales and Marketing?
Twenty-five per cent.
- 2 How many students do Finance and Insurance?
Fifteen per cent.
- 3 How many students do International Trade?
- 4 How many students do Public Relations?
- 5 How many students do Information Technology?



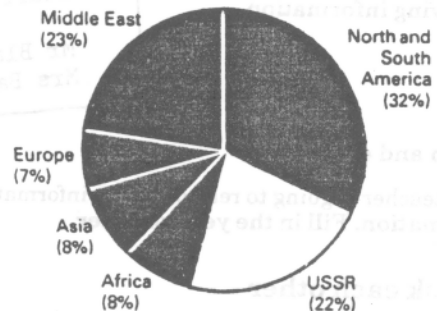
Business students at Central College

Drill Three

How much of the world's oil did the Middle East produce in 1982?
23%

How much did the USSR produce?
Twenty-two per cent.

How much . . . ?
. . . per cent.



Production of the world's oil in 1982

C Write

Write about production of the world's oil in 1982.

- to represent (v)	[,repri'zent]	mô tả, thể hiện
- insurance (n)	[in'suərəns]	bảo hiểm
- public relation (n)	[pʌblik,ri'lei/nz]	công tác quần chúng
- marketing (n)	['ma:kitiŋ]	tiếp thị
- technology (n)	[tek'nɒlədʒi]	công nghệ

A Listen

In Mr Benson's office

John Green and Anne Bard are coming into Mr Benson's office.



Benson: Come in John. Come in, Anne. Sit down. We want to hear about John's trip. Edward is going to join us in a minute.

Anne: Was it a successful trip, John?

John: Very successful. I think we're going to do a lot of business in the Far East.

Benson: Ah, Edward, come in. We're just starting.

Blake: I'm sorry I'm late. I had to see Alison for a minute.

John: The Convention was very good. I met a lot of people. I made some good contacts there.

Benson: Did you see the Japanese delegate?

John: No, I didn't. I rang his hotel but he was too busy. He gave a good speech at the Convention. I'm going to write to him.

Blake: Yes, we must discuss the follow-up. This is very important.

Benson: One thing at a time, Edward. Let's hear more about the trip first.

B Ask and answer

- Was it a successful trip?
Yes, it was.
- Did John meet a lot of people?
Yes, he did.
- Was Mr Blake late for the meeting?
- Why was he late?
- Did John see the Japanese delegate?
- Why didn't he see him?

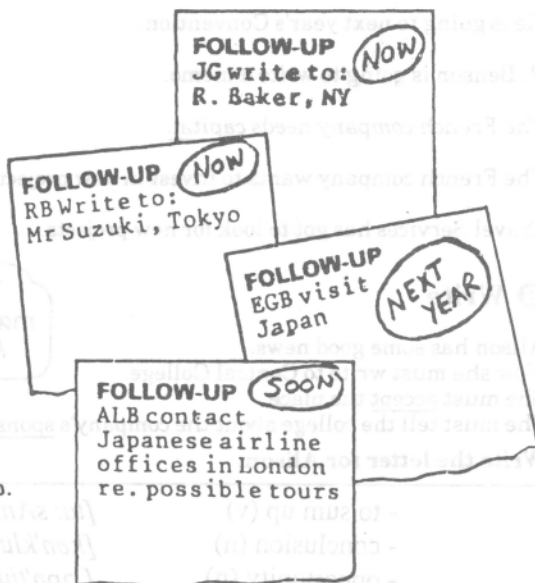
C Write

The meeting also discussed the follow-up to John's trip.

Look at the notes of the meeting.

Write about the follow-up.

Use 'is going to'.



- successful (adj) [sək'sesfl]
- delegate (n) ['deligit]
- follow-up (n) ['fɒləu'ʌp]
- possible (adj) ['pɒsəbl]

thành công
đại biểu, đại diện
công việc tiếp theo
có thể, có thể thực hiện được

UNIT TEN

Lesson 6

A Read

This is an extract from John Green's report.

CONCLUSIONS

To sum up, it was a very useful trip. I think we must send someone to next year's Convention. I think one of us must visit Japan (I am adding a list of useful contacts to this report). RB is going to write to Mr Suzuki in Tokyo. Finally, I spoke to Duclos on the telephone yesterday. He asked for a copy of my report. Duclos said they still have funds, and they want to invest more (they are already investing in the Egyptian project). Now we have to find the new projects. There are many opportunities in the Far East.

Is it true? Say 'yes' or 'no'.

What is John Green saying in his report?

The trip was useless.

YES/NO

He is going to next year's Convention.

YES/NO

R. Benson is going to write a memo.

YES/NO

The French company needs capital.

YES/NO

The French company wants to invest in new projects.

YES/NO

Travel Services has got to look for new projects.

YES/NO

Jill, I've got some good news. It's about my course. The company is going to sponsor me!

B Write

Alison has some good news.

Now she must write to Central College.

She must accept the place.

She must tell the college about the company's sponsorship.

Write the letter for Alison.

That's
marvellous,
Alison.



- to sum up (v)
- conclusion (n)
- opportunity (n)
- capital (n)
- fund (n)
- sponsorship (n)
- marvelous (adj)

[tu: sʌm ʌp]
[kən'klu:ʒn]
[,ɒpə'tju:niti]
['kæpitl]
[fʌnd]
['spɒnsəʃɪp]
[mɑ:vələs]

tóm lại
kết luận
cơ hội, thời cơ
tiền vốn, vốn
quĩ, vốn
sự tài trợ
tuyệt diệu, tuyệt

1 Make correct sentences in the past.

- 1 I go to the office.
I went to the office.
- 2 They speak together.
- 3 He makes a lot of contacts.
- 4 It represents the total.
- 5 They accept cheques.
- 6 She borrows money.
- 7 We get a pay rise.
- 8 I have to go.
- 9 You tell me the news.
- 10 We send a package.
- 11 I don't speak Portuguese.
I didn't speak Portuguese.
- 12 He doesn't know the answer.
- 13 We don't make metal products.
- 14 She doesn't write reports.
- 15 They don't ring in the evening.

2 Make sentences in the correct tense (past, present or future with 'going to').

- 1 John/visit/Japan/next year.
- 2 Alison/check the files/last week.
- 3 We/produce one million tonnes/last year.
- 4 Last year's Convention/(to be)/successful.
- 5 The student/always use/the library.
- 6 The secretary/never shut/the door.
- 7 We/plan/our/holiday/at the moment.
- 8 Next week/I/get some good news.
- 9 You/hear a lecture/tomorrow.
- 10 It/(to be)/cloudy soon.
- 11 The pound/rise/this week.
- 12 They/go/in the entrance now.
- 13 He/go/to Venezuela last November.
- 14 What/happen/yesterday?
- 15 What/you/do/tomorrow?

3 Pronunciation

Initial [h-]

hotel
help
head office
hate
hear

Note

silent h-: hour

4 Stress

é n t r a n c e	pr o d u c e
cl a s s r o o m	a c c e p t
b u i l d i n g	p e r c e n t
í n t e r v i e w	t o m o r r o w
m a n a g e m e n t	s u c c e s s f u l
h o l i d a y s	
s p o n s o r s h i p	r e p r e s e n t
l i b r a r y	

Interaction

A Study

Study these details of a business studies course.
Use a dictionary.

YEAR ONE	YEAR TWO	YEAR THREE
<i>Compulsory</i> Communications Accounting 1 Organisations	<i>Compulsory</i> Business Administration Accounting 2 Office practice	<i>Compulsory</i> Information Technology International Finance Personnel Management
<i>Optional Courses</i> Computer Studies Secretarial Studies Travel and Tourism Industrial Relations Insurance and Finance Catering	<i>Optional Courses</i> Data Processing Statistics Business Law Transport Marketing Social Services	<i>Optional Courses</i> International Law Advertising Computer Programming Public Relations Telecommunications Printing and packaging

B Decide

Choose three optional courses for each year.

YEAR 1	YEAR 2	YEAR 3
1		
2		
3		

Why did you choose these courses?
Discuss with your partner.

C Ask each other

Look at the topics.
All these topics come into the optional courses.
Where do they come? Ask your partner.
Use a dictionary. Discuss.

Topics

Shorthand and typing
Shipping
Television publicity
Designing a new product
Dealing with customer complaints
Contracts

Summary of grammar and new language

UNIT 1

Main Grammar/Structures

Present Tense: to be (Lesson 2)
(+ neg + interrog)

Who? (1)

What? (1)

Where? (5)

Noun plurals (-s/es/ies) (6)

Possessive adj. (my/your) (2)
(his/her) (4)

Prepositions (in/on) (5)

Main functions

Greeting (1)

Identifying people (1)

Asking about occupation (2)

Identifying location (5)

Tasks

Complete tabular lists (3) (4)

Complete file card (6)

Vocabulary—Lesson-by-Lesson

1 telex
hotel
file
telephone
pen
letter
package
map
agent

2 managing director
manager
accountant
secretary
clerk
typist
supervisor
executive
list
a
the

3 initials
business card
company
city

4 room
extension number

5 wall
shelf
desk
drawer
chair
envelope
office

6 address
street
employee
postcode

Place names

Cairo
London
Rome
Egypt

Other new language

Forms of address (Mr/Mrs/Miss/Ms) (2)
Days of the week (6)
Numbers 1–20

UNIT 2 Summary of grammar and new language

Main Grammar/Structures

Present Tense: to have (got) (2)
(+ neg + interrog)

Imperatives (+ neg) (5)

Possessive adj. (our/your) (1)
(their/its) (1)

Main functions

Introducing people (1)
Asking/Telling the time (4)
Giving instructions (5)

Tasks

Complete tabular list (3)
Carry out oral instructions (5)
Analyse forms (6)

Vocabulary—Lesson-by-Lesson

1 receptionist
job
calculator
letterhead
typewriter
pencil
notepad
cashbook

2 department
small
new
country

3 alphabet
name
spell

4 plus
minus
GMT
a.m.
p.m.
morning
afternoon
midday
midnight

5 tidy
early
on time
arrive
leave
smoke
make
cook
tea
coffee
kitchen

6 at
about
for
to
form
typing
certificate
French
Spanish
driving licence

Place names

Oxford
Bahrain Hong Kong
New York Kuwait

Other new language

Ordinals (1st–10th)

Numbers 21–100

Time expressions: *What time is it . . . ?*
It's . . . o'clock.

Months of the year

Summary of grammar and new language **UNIT 3**

Main Grammar/Structures

Present Tense: (regular verbs) (2)
(+ neg + interrog)

How much? (4)

Demonstratives: this/that
these/those (1)

Adjective + noun

Main functions

Identifying things (1)
Identifying meaning (4)
Expressing wants (5)

Tasks

Filling in proforma (3)
Analysing price list (4)

Vocabulary—Lesson-by-Lesson

1 airport
way out
suitcase
terminal
car
information
in-tray
out-tray
customer
petty cash

2 product
import
export
sell
sit
use
eat
work
go out
meet
study

3 label
destination
abbreviation
flight
passenger

4 file (v)
very
cheap
expensive
price
week
cost

5 noisy
quiet
clean
want
ring
breakfast
taxi
shirt
key
menu
operator
laundry
restaurant
snack

6 small
old
large
fast
useful
photocopier
copy
machine
minute
per minute
document

Place names

Africa	UK
Europe	Birmingham
South America	Amsterdam
North America	Paris

Other new language

Numbers 100–500

UNIT 4 Summary of grammar and new language

Main Grammar/Structures

Some/any (2)

There is/are (6)

When? (4)

Main functions

Making requests (1)

Apologising (1)

Greeting (4)

Suggesting (5)

Tasks

Writing a memo (2)

Completing an order form (3)

Using an appointments diary (4)

Analysing an organisation chart (6)

Vocabulary—Lesson-by-Lesson

1 appointment

finance

agenda

investment

information

decision

project

meeting

wait

invest

know

fill in

answer

interested

2 carbon paper

typing paper

stationery

ink

paperclip

staple

drawing pin

need

check

order

3 box

bottle

order form

quantity

item

4 busy

help

5 cafe

college

prospectus

with

type

like

hate

enjoy

apply for

6 main

organisation

section

copy typist

driver

Other new language

Irregular noun plurals (6)

Numbers 500–1000

Ordinals (21st–31st)

Time phrases: *at 8.15/at 4.20*

Summary of grammar and new language **UNIT 5**

Main Grammar/Structures

Adverbs of frequency
(always/never/sometimes) (2)

Object pronouns (1)
(me/him, etc)

How? (2)

Main functions

Expressing obligation (1)
Suggesting (1)
Making polite requests (5)

Tasks

Analysing timesheet (2)
Completing personal forms (3)
Analysing a calendar (4)

Vocabulary—Lesson-by-Lesson

1 stockroom have got to
report
thanks
together
terribly
late

2 timesheet
walk
travel
begin
office hours
train
bicycle
bus

3 date
surname
first name
nationality
age
place
next
clear
empty
read

5 messenger
urgent
short
ready
nearly
just after
finish
come

6 parcel
goods
string
receipt
despatch
damage
loss
post office
use
attach
must
put
wrap
seal
tie
strong

Other new language

Dates: *Wednesday, 1st May* (4)

Time expressions: *On 15 April*

In April

It's a quarter to ...
... half past ...

Means of travel: *by train* (2)

bus
on foot

UNIT 6 Summary of grammar and new language

Main Grammar/Structures

Present Continuous
(+ neg + interrog) (2)

Comparatives
(-er than ...) (1)

Why? Because ... (6)

Main functions

Comparing things (1)
Greeting (1)
Inviting informally (1)
Giving an opinion (5)

Tasks

Tabulating information (3)
Analysing currency exchange list (3)
Interpreting simple graphs (4)
Filling in a checklist (6)

Vocabulary—Lesson-by-Lesson

1 big
low
busy
hot
difficult
profitable
board
plans
sit down
discuss
happen
report

2 become
rise

3 trip
travellers' cheque
diary
currency
exchange rate

4 strong
weak
commodity
market
rubber
copper
cotton
tin

5 build
excellent
luxurious
in addition
profits
investment
finance
terms
per cent
better

6 compare
pay
borrow
motorbike
loan
bank
deposit
payment

Other new language

Number only dates: 3/9/85 (*British convention*)
Decimals: 1.25

Summary of grammar and new language **UNIT 7**

Main Grammar/Structures

Whose? Possessive pronouns (2)

Superlatives (6)

Prepositions of time (5)

Main functions

Asking about the weather (4)

Expressing capability (can/can't) (5)

Tasks

Tabulating information (3)

Interpreting a weather table (4)

Interpreting written notices (5)

Vocabulary—Lesson-by-Lesson

1 cable
pile
airline
ticket
seat
pigeon hole
package
sort
important

2 signature

3 sign
expenses claim
approve

4 warm weather
cool temperature
cold

5 ready
spring
summer
autumn
winter
convention
study
photocopy
speak
find

6 humid
mountain
climate
coast
capital city
population
connect
best

Other new language

Something/anything everything
Possessive 's

UNIT 8 Summary of grammar and new language

Main Grammar/Structures

Future (going to) (2)

What?

(in object place) (2)

Who?

Main functions

Understanding instructions (1)

Asking for help (1)

Introducing oneself (5)

Asking about occupation (5)

Tasks

Completing a registration form (3)

Analysing a programme (4)

Analysing numerical tables (6)

Vocabulary—Lesson-by-Lesson

- 1 passport
purpose
visit
visa
customs
stamp
telephone
finish
- 2 reservation
taxi-driver
try
explain
understand
open
full
another
- 3 programme
conference
group
lecture

- 4 construction
designer
civil engineer
chemist
consultant
aviation
catering
oil
electronics
think
- 5 foreign
next
promotion
budget
tourist
speech

Place names

The States (USA)
Florida

Other new language

24-hour clock

Summary of grammar and new language **UNIT 9**

Main Grammar/Structures

Regular past tense (ed) (1)

Past Tense: to be (2)

Main functions

Apologising/accepting an apology (1)

Answering the telephone (5)

Writing a business letter (LF)

Tasks

Analysing notes (2)

Filling in a cheque (3)

Interpreting comparative graphs (4)

Vocabulary—Lesson-by-Lesson

1 booking
change
come in
book
join
happy

3 payslip
cheque
receive
issue

5 abroad
kind
agree

4 annual
earnings
graph

6 write
course
prospectus

Other new language

Four-figure numbers

UNIT 10 Summary of grammar and new language

Main Grammar/Structures

Irregular past tenses (2)

Prepositions of place (1)

Main functions

Thanking (1)

Identifying location (1)

Expressing opinion (5)

Tasks

Writing from notes (2)

Analysing pie-charts (4)

Vocabulary—Lesson-by-Lesson

1 interview
firm (company)
qualifications
building
library
car park
lecture hall
entrance
garden
floor
present

offer
sponsor

2 notes
send
see
give
get

3 holidays
year-planner

4 represent
produce

5 contacts
successful

6 ask
accept
tell
opportunity

Vocabulary list

The numbers after each word represent the unit and the lesson where the word first appears

a 1.2	civil engineer 8.5	fast 3.6	letter 1.1	pigeon hole 7.1	street 1.6
abbreviation 3.3	clean 3.5	file 1.1	letterhead 2.1	pile 7.1	string 5.6
about 2.9	clear 5.3	file (v) 3.4	library 10.1	place 5.3	strong 5.6
abroad 9.5	clerk 1.2	fill in 4.1	like 4.5	plans 6.1	strong 6.4
accept 10.6	climate 7.6	finance 4.1	list 1.2	plus 2.4	study 3.2
accountant 1.2	coast 7.6	finance 6.5	loan 6.6	p.m. 2.4	successful 10.5
address 1.6	coffee 2.5	find 7.5	loss 5.6	population 7.6	suitcase 3.1
afternoon 2.4	cold 7.4	finish 5.5	low 6.1	postcode 1.6	summer 7.5
age 5.3	college 4.5	firm (company) 10.1	luxurious 6.5	post office 5.6	supervisor 1.2
agenda 4.1	come 5.5	first name 5.3	machine 3.6	present 10.1	surname 5.3
agent 1.1	come in 9.1	flight 3.3	main 4.6	price 3.4	taxi 3.5
agree 9.5	commodity 6.4	floor 10.1	make 2.5	produce 10.4	taxi-driver 8.2
airline 7.1	company 1.3	for 2.6	manager 1.2	product 3.2	tea 2.5
airport 3.1	compare 6.6	foreign 8.6	managing director 1.2	profitable 6.1	telephone 1.1
alphabet 2.3	conference 8.4	form 2.6	map 1.1	profits 6.5	telephone 8.1
a.m. 2.4	connect 7.6	French 2.6	market 6.4	project 4.1	telex 1.1
annual 9.4	construction 8.5	full 8.2	meet 3.2	promotion 8.6	tell 10.6
another 8.2	consultant 8.5	garden 10.1	meeting 4.1	prospectus 4.5	terminal 3.1
answer 4.1	contacts 10.5	get 10.2	menu 3.5	purpose 8.1	terms 6.5
apply for 4.5	convention 7.5	give 10.2	messenger 5.5	put 5.6	terribly 5.1
appointment 4.1	cook 2.5	GMT 2.4	midday 2.4	qualifications 10.1	thanks 5.1
approve 7.3	cool temperature 7.4	good 5.6	midnight 2.4	quantity 4.3	the 1.2
arrive 2.5	copper 6.4	(have) got to 5.1	minus 2.4	quiet 3.5	think 8.5
ask 10.6	copy 3.6	go out 3.2	minute 3.6	read 5.3	tidy 2.5
at 2.5	copy typist 4.6	graph 9.4	morning 2.4	ready 5.5	tie 5.6
attach 5.6	cost 3.4	group 8.4	motorbike 6.6	receipt 5.6	timesheet 5.2
autumn 7.5	cotton 6.4	happen 6.1	mountain 7.6	receive 9.3	tin 6.4
aviation 8.5	country 2.2	happy 9.1	must 5.6	receptionist 2.1	to 2.6
bank 6.6	course 9.6	hate 4.5	name 2.3	report 5.1	together 5.1
become 6.2	currency 6.3	help 4.4	nationality 5.3	represent 10.4	tourist 8.6
begin 5.2	customer 3.1	holidays 10.3	nearly 5.5	reservation 8.2	train 5.2
better 6.5	Customs 8.1	hotel 1.1	need 4.2	restaurant 3.5	travel 5.2
best 7.6	damage 5.6	humid 7.6	new 2.2	ring 3.5	travellers' cheque 6.3
bicycle 5.2	date 5.3	import 3.2	next 5.3	rise 6.2	trip 6.3
big 6.1	decision 4.1	important 7.1	noisy 3.5	room 1.4	try 8.2
board 6.1	department 2.2	in addition 6.5	notepad 2.1	rubber 6.4	type 4.5
book 9.1	deposit 5.6	information 3.1	notes 10.2	seal 5.6	typewriter 2.1
booking 9.1	designer 8.5	initials 1.3	offer 10.1	seat 7.1	typing 2.6
borrow 6.6	desk 1.5	ink 4.2	office 1.5	section 4.6	typing paper 4.2
bottle 4.3	despatch 5.6	interested 4.1	office hours 5.2	secretary 1.2	typist 1.2
box 4.3	destination 3.3	interview 10.1	oil 8.5	see 10.2	understand 8.2
breakfast 3.5	diary 6.3	in-tray 3.1	old 3.6	sell 3.2	urgent 5.5
budget 8.6	difficult 6.1	invest 4.1	on time 2.5	send 10.2	use 3.2
build 6.5	discuss 6.1	investment 4.1	open 8.2	shelf 1.5	useful 3.6
building 10.1	document 3.6	issue 9.3	operator 3.5	shirt 3.5	very 3.4
bus 5.2	drawer 1.5	item 4.3	opportunity 10.6	short 5.5	visa 8.1
business card 1.3	drawing pin 4.2	job 2.1	order 4.2	sign 7.3	visit 8.1
busy 4.4	driver 4.6	join 9.1	order form 4.3	signature 7.2	wait 4.1
cable 7.1	driving licence 2.6	just after 5.5	organisation 4.6	sit 3.22	walk 5.2
caf� 4.5	early 2.5	key 3.5	out-tray 3.1	sit down 6.1	wall 1.5
calculator 2.1	earnings 9.4	kind 9.5	package 1.1	small 2.2	want 3.5
capital city 7.6	eat 3.2	kitchen 2.5	paperclip 4.2	small 3.6	warm weather 7.4
car 3.1	electronics 8.5	know 4.1	parcel 5.6	snake 2.5	way out 3.1
carbon paper 4.2	employee 1.6	label 3.3	passenger 3.3	snack 3.5	weak 6.4
car park 10.1	empty 5.3	large 3.6	passport 8.1	sort 7.1	week 3.4
cashbook 2.1	enjoy 4.5	late 5.1	pay 6.6	Spanish 2.6	winter 7.5
catering 8.5	entrance 10.1	laundry 3.5	payment 6.6	speak 7.5	with 4.5
certificate 2.6	envelope 1.5	lecture 8.4	payroll 9.3	speech 8.6	work 3.2
chair 1.5	exchange rate 6.3	lecture hall 10.1	pen 1.1	speak 2.3	wrap 5.6
change 9.1	executive 1.2	lecturer 10.1	pencil 2.1	sponsor 10.1	write 9.6
cheap 3.4	expenses claim 7.3	leave 2.5	per cent 6.5	spring 7.5	year-planner 10.3
check 4.2	expensive 3.4	lecturer 10.1	per minute 3.6	stamp 8.1	
chemist 8.5	explain 8.2	lecturer 10.1	petty cash 3.1	staple 4.2	
cheque 9.3	export 3.2	lecturer 10.1	photocopier 3.6	stationery 4.2	
city 1.3	extension number 1.4	lecturer 10.1	photocopy 7.5	stockroom 5.1	

Workbook

Enterprise One

English for the commercial world

C J MOORE

JUDY WEST

Lesson 1

UNIT ONE

1. Write

Good morning.

Good morning.

Good afternoon.

Good evening.

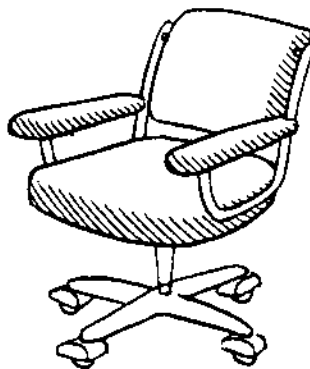
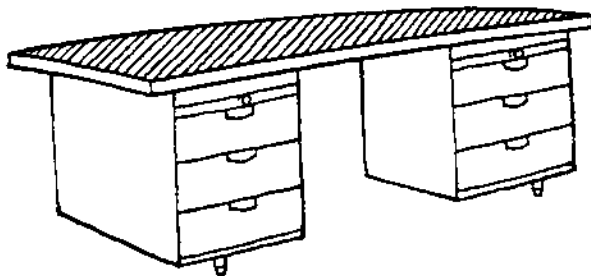
2. Complete

What's this?

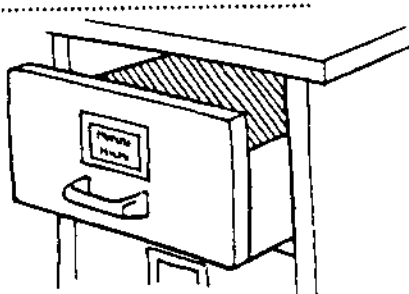
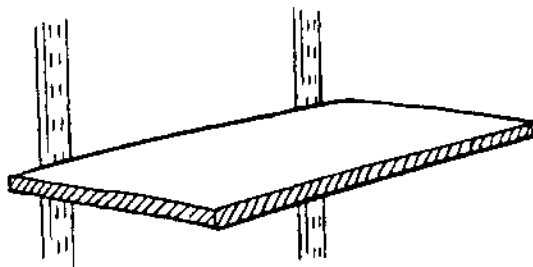
desk/chair/shelf/drawer

It's a

It's a desk



It's a



- desk
- chair
- shelf
- drawer

[desk]
[tʃeə]
[shelf]
[dra:]

bàn học sinh, bàn làm việc
ghế tựa
giá sách
ngăn kéo

UNIT ONE

Lesson 2

1. Write

Write these names.

1. R. Benson R Benson
2. Mrs A. Bard
3. Ms R. Pimm
4. Mr J. Watson

2. Write

Write the short form + names.

1. I am I'm (write your name)
2. You are
3. He is
4. She is

3. Complete

a/the

1. Mrs Bard is a manager. She is the Tours Manager.
2. Mr Benson is director. He is Managing Director.
3. Ms Pimm is supervisor. She is Personnel Supervisor.

- short form (n)
- supervisor (n)
- personnel (n)

[ʃɔ:t fɔ:m]
[su:pəvaɪzə]
[pə:so'nel]

dạng rút gọn
giám sát viên
nhân sự

Lesson 3

UNIT ONE

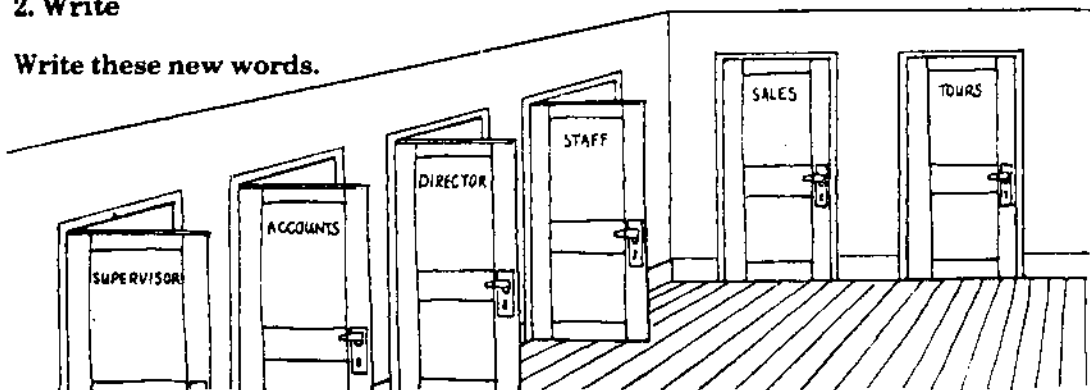
1. Write

JOHN RICHARD GREEN

Write your full name in capitals.

2. Write

Write these new words.



1. *supervisor* 3. 5.
2. 4. 6.

3. Complete

Complete these business cards.
Write in capitals.

1. Mrs L. Harborough is the Training Manager of Joytex Ltd, London.

JOYTEX

TRAINING MANAGER
JOYTEX LTD, LONDON

2. Eduardo Suarez is a directo of the Banco Nuevo, Madrid.

BANCO NUEVO

- full name (n)
- training manager (n)

[ful neim]
[treiniŋ
'mænidʒə]

tên đầy đủ
quản lý đào tạo

UNIT ONE

Lesson 4

1. Write

Write these numbers in figures.

1. one-oh-five 105
2. six-two-seven
3. three-oh-nine
4. four-eight-four
5. six-five-one
6. seven-three-eight

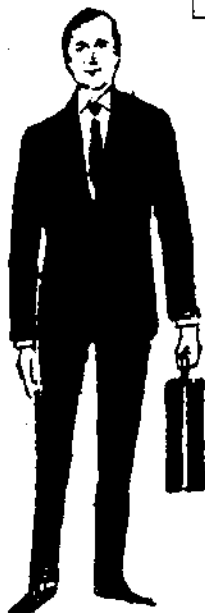
2. Write

Write these numbers in words.

- 1 one
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

3. Complete

his/her



- 1 It's briefcase.
- 2 It's shirt.
- 3 It's tie.

- 4 It's bag.
- 5 It's hat.
- 6 It's dress.



- figure (n)
- briefcase (n)
- tie (n)

[ˈfɪɡə]
[ˈbrɪːfkeɪs]
[taɪ]

số, con số
cặp tài liệu
cà vạt

Lesson 5

UNIT ONE

1. Write

Rio de Janeiro	Brazil
Mexico City	Mexico
Cairo	Egypt
Rome	Italy
New York	(the) USA

1. Where's Rio de Janeiro? *It's in Brazil*
2. Where's Mexico City?
3. Where's Cairo?
4. Where's Rome?
5. Where's New York?
6. Where are you? *I'm*

2. Complete

Write the names of the cities and countries on the map.



- Egypt (n) [i'dʒipt]
- USA (United States of America) [ju: es ci]

Ai cập
hiệp chủng quốc Hoa Kỳ

UNIT ONE

Lesson 6

1. Read and complete

Read the information about METALCO.
Complete the file card.

Roger Hudson is the Managing Director of METALCO. The head office is in Birmingham. The address is 242-248, Cirencester Lane. The postcode is B4 7EL. The telephone number is 021-757-3442. The number of employees is 550.

METALCO ENGINEERING Ltd

MANAGING DIRECTOR

ADDRESS:

HEAD OFFICE:

NO. OF EMPLOYEES

POST CODE:

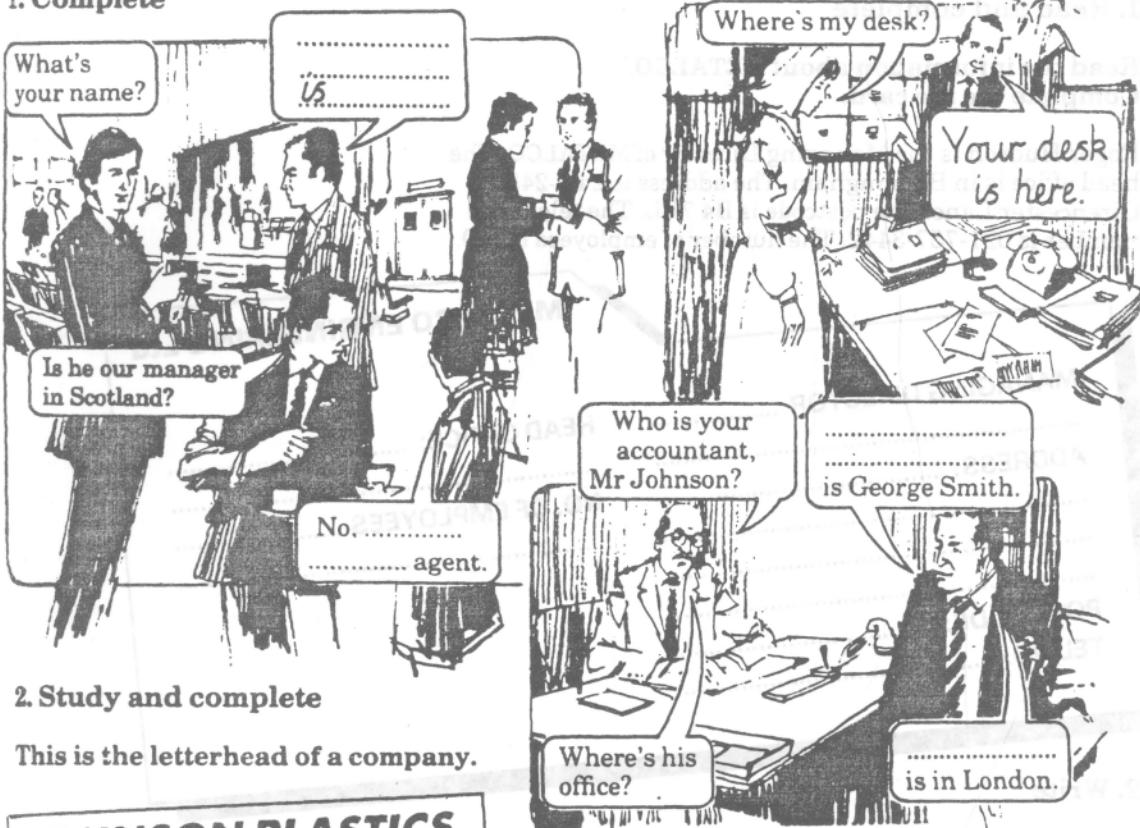
TEL NO.

2. Write

Write these numbers in words.

- | | |
|------------------------|----------|
| 11 <i>eleven</i> | 16 |
| 12 | 17 |
| 13 | 18 |
| 14 | 19 |
| 15 | 20 |

1. Complete



2. Study and complete

This is the letterhead of a company.

JOHNSON PLASTICS

135 BOROUGH SQUARE LONDON N.1
TEL: 01-884-6198 TELEX: 938109

1. What is the name of the company?

Its name is

2. What is its address?

.....
.....

3. What is its telephone number?

.....

4. What is its telex number?

.....

- accountant (n)
- telex number (n)

[ə'kauntənt]
['teleks 'nʌmbə]

nhân viên kế toán
số tê-lếch

1. Complete

Write one word in each space.

To Alison Wells
From Personnel Supervisor
re

memo

Welcome to _____ new job! Travel
Services _____ a small company. It _____
offices _____ London and Oxford. In London,
we _____ about fifteen employees. We have
two _____: TOURS and SALES.
The company _____ agents _____ many countries.

2. Study and complete

Alison has a photo of her family. Here is the photo.
She has a sister and a brother.

This is her father.

..... mother.



UNIT TWO

**Look at the telephone slips.
Complete the log book.**

Telephone Call (International)
Name: Mrs Bard
to: Hong Kong
Time: 7 mins
Day: Mon

Telephone Call (International)
Name: E Blake
to: Mexico City
Time: 15 mins
Day: Tues

Telephone Call (International)
Name: J Green
to: Cairo
Time: 13 mins
Day: Fri

Telephone Call (International)
Name: E Blake
to: Rio
Time: 9mins
Day: Thurs

[illegible]

- telephone slip (n)
- log book (n)
- telephone call (n)

[*'telifoun slip*]
[*'lɔgbuk*]
[*'telifoun kɔ:l*]

giấy ghi điện thoại
sổ ghi ghi chép
cuộc gọi (điện thoại)

UNIT TWO

Lesson 4

1. Write

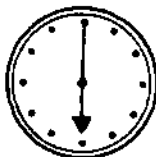
Write in words.

- | | |
|---------------------------|----------------|
| 1. 1st <i>first</i> | 6. 6th |
| 2. 2nd | 7. 7th |
| 3. 3rd | 8. 8th |
| 4. 4th | 9. 9th |
| 5. 5th | 10. 10th |

2. Complete

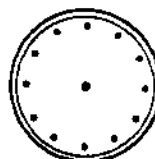
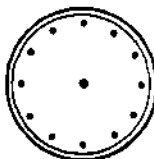


- | | | |
|-----------------------------------|---------------|---------------|
| 1. It's <i>one</i> o'clock. | 3. It's | 5. It's |
|-----------------------------------|---------------|---------------|

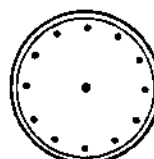
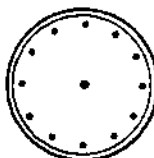
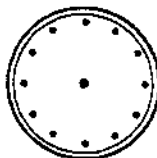


- | | | |
|---------|---------|---------|
| 2. | 4. | 6. |
|---------|---------|---------|

3. Draw



- | | | |
|---------|----------|------------------|
| 1. 3.00 | 3. 11.00 | 5. three o'clock |
|---------|----------|------------------|



- | | | |
|---------|------------------|-------------------|
| 2. 7.00 | 4. eight o'clock | 6. twelve o'clock |
|---------|------------------|-------------------|

Lesson 5

UNIT TWO





1. Write

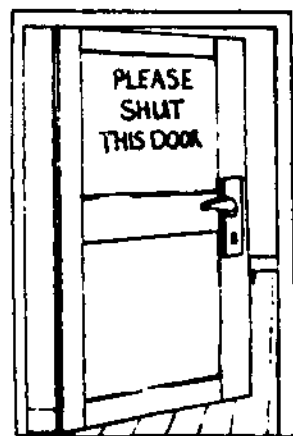
Write in words.

1. 24 *twenty-four* 5. 65
2. 36 6. 28
3. 43 7. 44
4. 59 8. 32

2. Write

Write rules for these signs.

1. 
2. 
3. 
4. 



3. Complete

Complete these requests.

Please on time.	Please tidy.
Please tea in the kitchen.	
Please leave early.	
Please smoke in the office.	
Please eat in class.	

- rule (n)
- sign (n)
- request (n)
- to leave (v)

[ru:l]
[sain]
[ri'kwest]
[li:]

luật lệ, quy tắc
ký hiệu, dấu hiệu
yêu cầu, đề nghị
rời đi, rời, nghỉ, ngừng

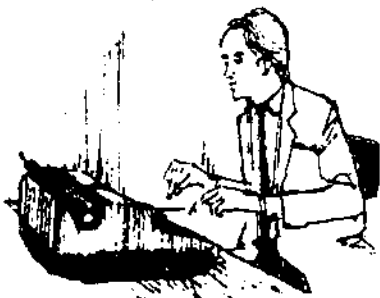
UNIT TWO

Lesson 6

1. Read and complete

Read the information about Len Johnson.
Fill in the application form.

Len Johnson is now a sales assistant. This is his application for the job. Len is twenty. This is his fourth job. He has a driving licence. He hasn't got certificates in languages. His typing is not very good. He has a typing speed of twenty words per minute. He also has a certificate in Sales and Distribution.



APPLICATION FORM

for: (Job)

Name:

Age:

First job: YES/NO

Driving Licence: YES/NO

Other languages:

Typing speed:

Other information:

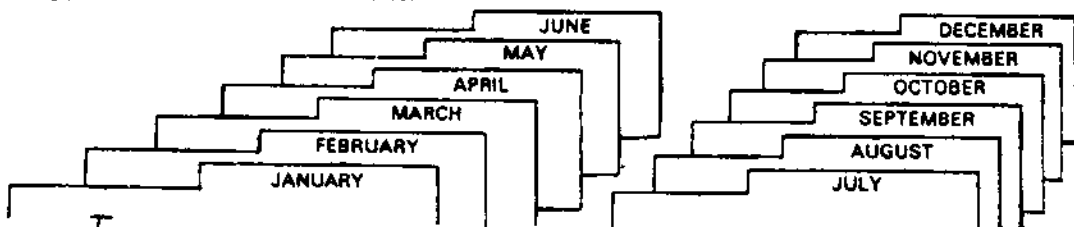
.....

.....

.....

2. Write

Copy the names of the months.



January

- application form (n)
- typing speed (n)
- distribution (n)

[.æpli'kei/n'fɔ:m]
[.taipɪŋ spi:d]
[.distri'bju:ʃn]

mẫu đơn xin việc
tốc độ đánh máy
sự phân phối

Lesson 1

UNIT THREE

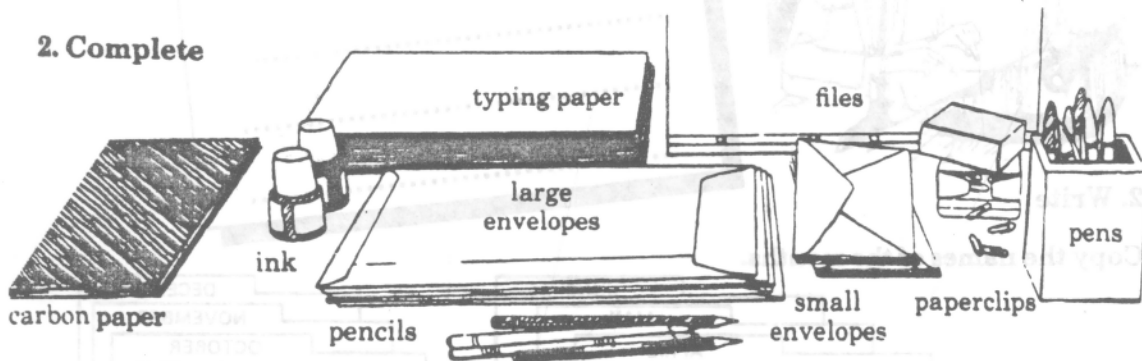
1. Study and complete

In the office



..... *These are* the large envelopes. And *those are* the small envelopes.
 the paper-clips. And the staples.
 the new pens. And the new pencils.
 the blue files. And the red files.

2. Complete



What's this? And what's that?

..... *This is* the black ink. And *that is* the blue ink.
 the typing paper. And the carbon paper.

What are these?

..... *These are* the grey files. And *those are* the red files.
 the small envelopes. And the large envelopes.

- directory (n)
- paper-clip (n)

[di'rektəri]
[peipəkli:p]

sách hướng dẫn
cái kẹp giấy

UNIT THREE

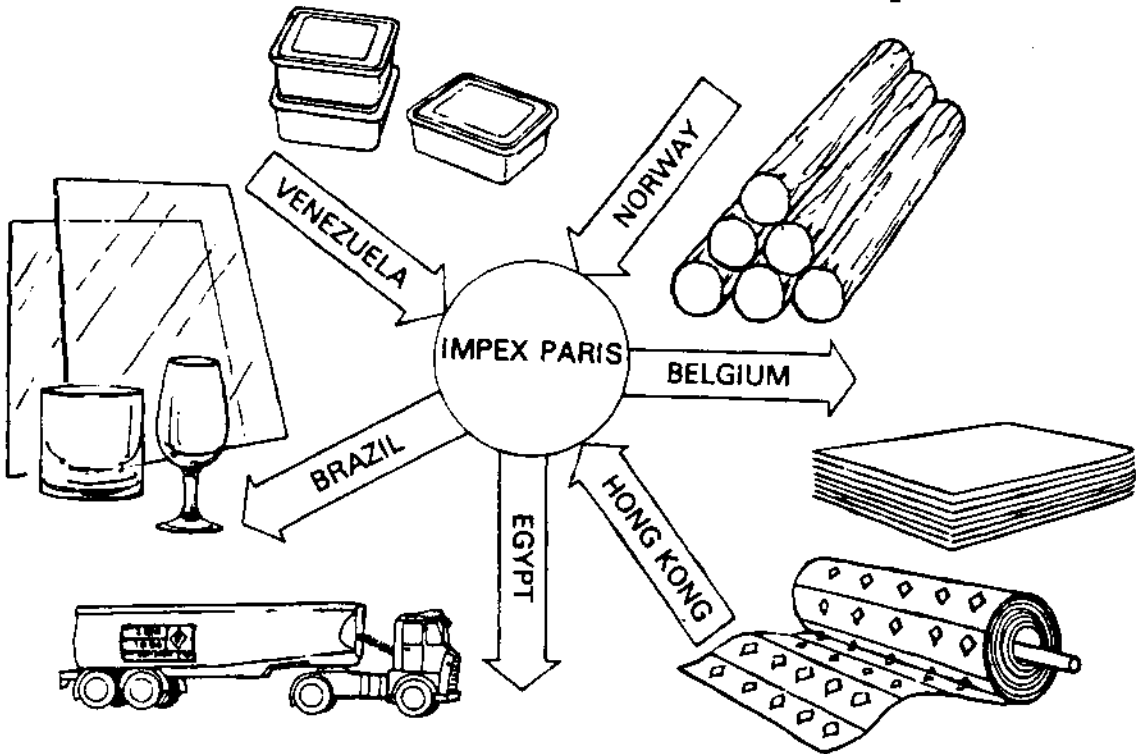
Lesson 2

1. Study and complete

IMPEX is a trading company. Its head office is in Paris. The company imports and exports goods. It also distributes some products in France.

Here is a diagram of its imports and exports. Complete the information about IMPEX below.

Use these words: plastics textiles chemicals paper timber glass



IMPEX imports plastics from Venezuela

IMPEX exports to Brazil

IMPEX

- textile (n)

['tekstail]

may mặc

- chemical (n)

['kemikl]

hoá chất

- timber (n)

['timbə]

gỗ xây dựng, gỗ làm mộc

1. Copy

Copy these signs.

AIRPORT

WAY IN

CHECK-IN

EXIT

2. Study and complete

Study the information.

Look at the picture.

Complete the dialogue.

PASSENGER LIST

Name	Nationality	Age
1. Mr Y Suzuki	Japanese	36
2. Mrs J P Hogan	American (USA)	81
3. Miss L Masters	British	16
4. Mr E Machado	Spanish	27
5. Mrs R Patel	Pakistani	38



Hello. This is Flight VR241. One of our passengers isn't here.

Hello Flight VR241. Who is the passenger?

..... name is
 is the
 passenger on the list.



- to check-in (v)
- passenger (n)
- age (n)

[tu: 'tʃek'in]
 ['pæsiŋdʒə]
 [eidʒ]

đăng ký (khách sạn)
 hành khách
 tuổi

UNIT THREE

Lesson 4

1. Write

Write in words.

1. 243
2. 367
3. 729

2. Study and complete

FARES LIST		
LONDON to	SINGLE	RETURN
	PARIS	
	£86	£159
ROME	203	406
MADRID	185	370
ATHENS	280	560
VIENNA	190	362
ZURICH	122	244
BONN	96	184
BRUSSELS	75	147

1. A single ticket from London to Paris costs £86
2. £362
3. £96
4.
5.
6.

- fares list (n)
- single ticket (n)
- cost (v)
- return ticket (n)

- [fəʊ list]
- ['singl'tikit]
- [kɒst]
- ['ri:tə:n'tikit]

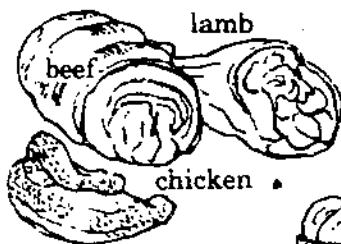
- bảng giá
- vé một chiều
- giá, chi phí
- vé khứ hồi

Lesson 5

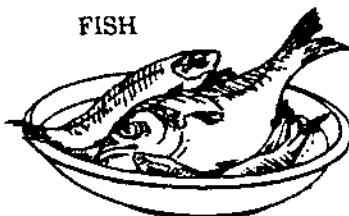
UNIT THREE

1. Study

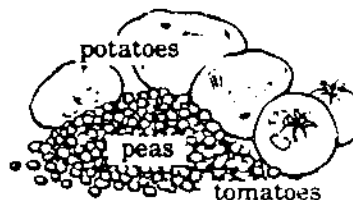
MEAT



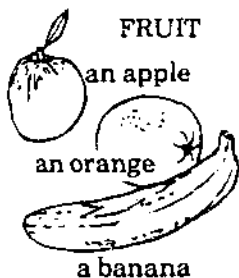
FISH



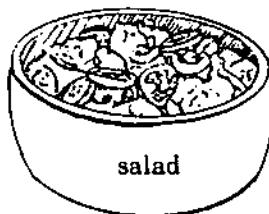
VEGETABLES



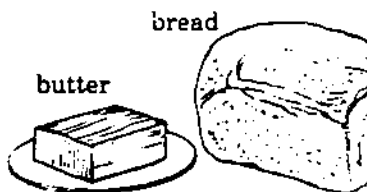
FRUIT



some ice cream



salad



butter



some soup



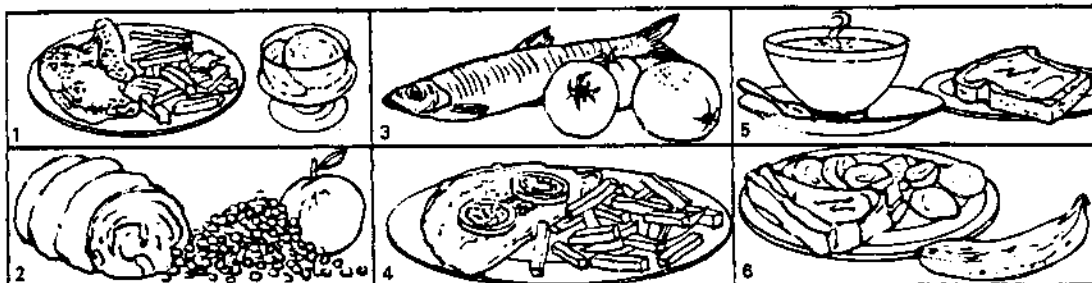
chips

EGGS



an omelette

2. Write



1. I'd like some chicken and chips, and some ice cream.

2. *I'd like*

3.
4.
5.
6.

- lamb (n)
- chips (n)
- omelette (n)
- vegetable (n)

[læm]
[tʃɪps]
[ˈɒmlɪt]
[ˈvedʒ(i)təbl]

thịt cừu
khoai tây rán
trứng ốp - lết
rau

1. Study

- + means plus (add)
- means minus (subtract)
- × means multiplied by (or times)
- ÷ means divided by
- = means equals



2. Read and complete

4 + 7 = 11 (four plus seven equals eleven)

9 × 2 = 18

10 - 4 = 6

400 ÷ 5 = 80

333 × 3 = 999

1. 450 ÷ 50 =

3. 810 - 3 =

5. 345 + 789 =

2. 732 ÷ = 61

4. 776 - = 57

6. 537 × = 3222

Now write sums 1-4 in words.

1. *four hundred and fifty divided by fifty equals nine*

2.

3.

4.

- plus (pre)
- minus (pre)
- multiply(v)
- divide (v)

[plAs]
[ˈmainəs]
[ˈmʌltiplai]
[diˈvaɪd]

cộng
trừ
nhân
chia

Lesson 1

UNIT FOUR

1. Study

MEMO

To: *Till*
From: *R. Benson*
Date:

*Please can you
make six copies of
this document.*

2. Write

Write memos.

Make these requests:

1. ring Impex in Paris
2. order a new typewriter
3. book a ticket to Rome
4. come to a meeting at 11 a.m.

To _____
Mr Hamilton
the accountant
the Travel Dept.
the Sales Manager

MEMO

To: _____
From: _____
Date: _____

MEMO

To: _____
From: _____
Date: _____

MEMO

To: _____
From: _____
Date: _____

MEMO

To: _____
From: _____
Date: _____

- typewriter (n)
- to book (v)
- document (n)

['taip,raito]
[tu: bu:k]
['dɒkjumənt]

máy chữ
đặt vé, mua vé
tài liệu, văn kiện

1. Study and complete

METALCO ENGINEERING STOCK POSITION

ITEM	PRESENT STOCK	RE-ORDER (✓/x)
<i>Materials</i>		
steel plate	219 sheets	x
steel bar	96 lengths	✓
rivets	42 boxes	x
cement	19 sacks	✓
sand	2 tonnes	x
<i>Fuels</i>		
petrol	410 gallons	x
coke	52 tonnes	✓
gas	11 cylinders	✓

- We need *some steel bar*.
- We don't need *any steel plate*.
- We*
-
-

- stock (n)
- material (n)
- steel plate (n)
- steel bar (n)
- rivet (n)
- fuel (n)

[stɒk]
[mə'tiəriəl]
[sti:l pleit]
[sti:l bɑ:]
[rive]
[fjuəl]

hàng trong kho
vật liệu, vật chất
thép tấm
thép thanh
đinh tán, đinh vít
nhiên liệu

Lesson 3

UNIT FOUR

2. Study and complete

This is the delivery note for an order. The goods are below. Check the goods and quantities.

Office
Supplies,
Ltd.



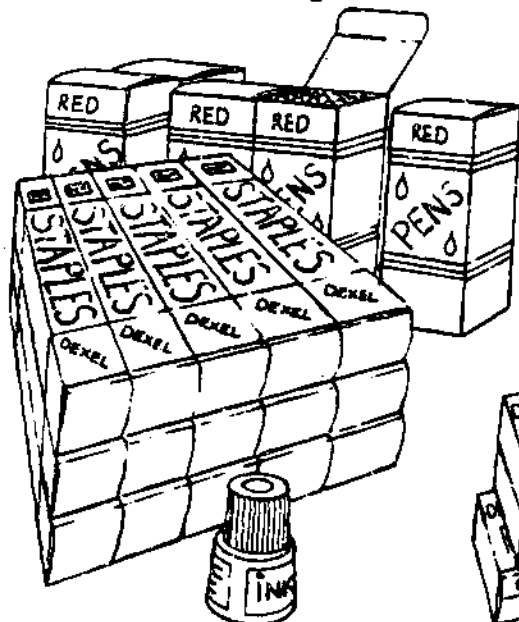
CUSTOMER: TRAVEL SERVICES
TO THE CUSTOMER: Please check goods
and quantities

DATE: _____

order form/delivery note

DESCRIPTION	REF No	QUANTITY	PRICE	VALUE
RED PENS	BR 406	5 BOXES	1.70	8.50
BLUE INK	IL 604	2 BOTTLES	3.95	7.90
DRAWING PINS	DR 2310	12 BOXES	.57	6.84
STAPLES	ST 1564	15 BOXES	.85	12.75
TOTAL VALUE				£35.99

Are all the goods here?
Fill in the receipt, and sign it.



RECEIPT

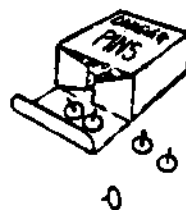
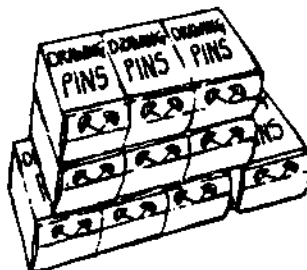
(✓)

The goods are all here _____

The following items
are not here _____

Signed: _____

Date: _____



- to supply (v) [tu: sə'plai] cung cấp
- goods (n) [gu:dz] hàng hoá

- quantity (n) ['kwɒntəti] số lượng, khối lượng
- description (n) [dis'kripʃn] miêu tả, diễn giải

UNIT FOUR

Lesson 4

1. Complete

This is an appointments diary.

Fill in the day of the week.

Fill in four appointments at different times.

APPOINTMENTS

DAY _____	.30 _____
9.00 am _____	2.00 _____
.30 _____	.30 _____
10.00 _____	3.00 _____
.30 _____	.30 _____
11.00 _____	4.00 _____
.30 _____	.30 _____
12.00 _____	5.00 _____
.30 _____	.30 _____
1.00 pm _____	6.00 _____

2. Ask and answer

Ask your partner: Can I see you at . . . ?

Your partner answers: Yes, you can / No, I'm sorry. I'm busy.

Ask your partner: What time can I see you?

Your partner answers: I can see you at . . .

Fill in the new appointment.

- appointment (n)	[ə'pɔɪntmənt]	cuộc hẹn gặp
- diary (n)	['daɪəri]	nhật ký, sổ ghi nhớ
- partner (n)	['pɑ:tənə]	đối tác
- to be busy	[tu: bi: bɪzi]	bận

Lesson 5

UNIT FOUR

1. Study

These are Alison's likes and dislikes.

likes

reading
dancing
going to the
cinema

dislikes

cooking
watching TV
shopping

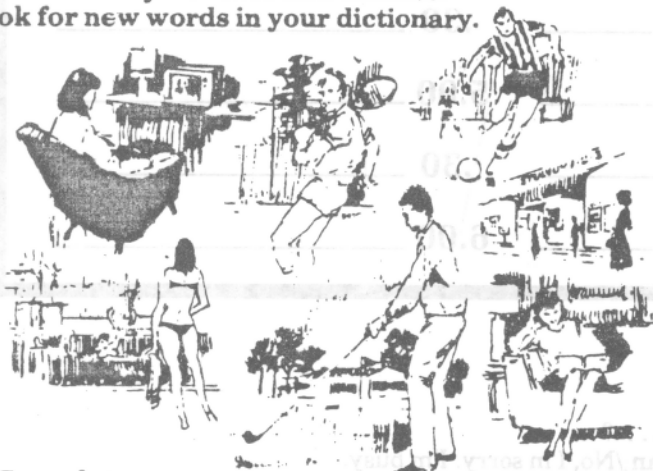


2. Write

Write a list of your likes and dislikes.
Look for new words in your dictionary.

likes

dislikes



3. Complete

My favourite sport is

My favourite pastime is

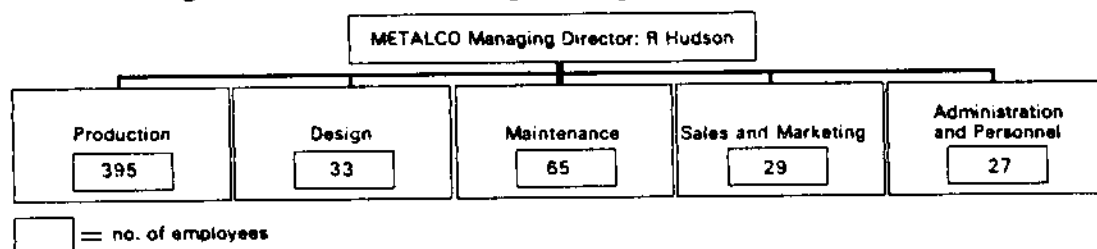
- to dislike (v)
- shopping (n)
- favourite (adj)
- dictionary (n)

[tu: dis'laik]
['ʃɒpɪŋ]
['feɪvərɪt]
['dɪkʃənəri]

không thích, ghét
mua hàng, mua sắm
ưa thích, mến chuộng
từ điển

1. Study

This is the organisation of Metalco Engineering.



2. Complete

Metalco has got departments.

There are 33 employees in the Department.

There are employees in the Maintenance Department.

..... 395 employees

..... 29

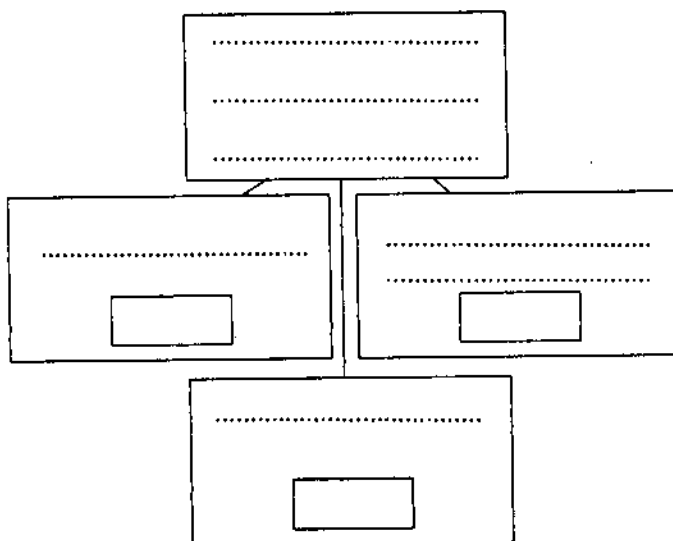
..... 27

.....

3. Complete

Complete this diagram.
Use the information below.

Radley Contracting Co. is a company in the Middle East. It has got three main departments: Planning, Technical Management and Construction. The first two departments are small. Planning has got only four employees. There are twelve people in Technical Management. At the moment, there are 150 people on the Construction payroll.



- production (n)
- design (n)
- planning (n)
- payroll (n)

[prə'dʌk/n]
[di'zain]
['plænin]
['peiroul]

sản xuất, sản lượng
sự thiết kế
phòng kế hoạch
bảng lương

Lesson 1

UNIT FIVE

1. Listen and write

Jill: Come on, Alison. Let's go. It's five thirty. You're terribly late.

Alison:

Jill: What have you got to do?

Alison: I've got to type And I've got to

..... And the stockroom?

Jill: Are these the reports? I can file them for you.

Alison: Oh, Jill. But what about the stockroom?

Jill:

2. Write

Write these times.



1. *It's twelve thirty*

3. 5.



2. 4. 6.

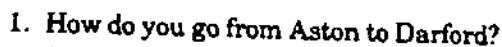
- stockroom (n)
- to have got to do
- to pile (v)

[ˈstɒkrʊm]
[tu: hæv ɡɒt tu: du]
[tu: ˈpaɪl]

buồng kho
 phải làm (gì)
 xếp

Lesson 2

1. Study and complete



Or you go by road to Southside. Then you go by ferry.

2. How do you go from Aston to Wester?

3. How do you go from Aston to Dunton?

4. How do you go from Dunton to Darford?

- ferry (n)

[ˈferi]

- route (n)

[tʉ:t]

- bycycle (n)

[*'baisikl*]

phà

tuyến đường, lộ trình

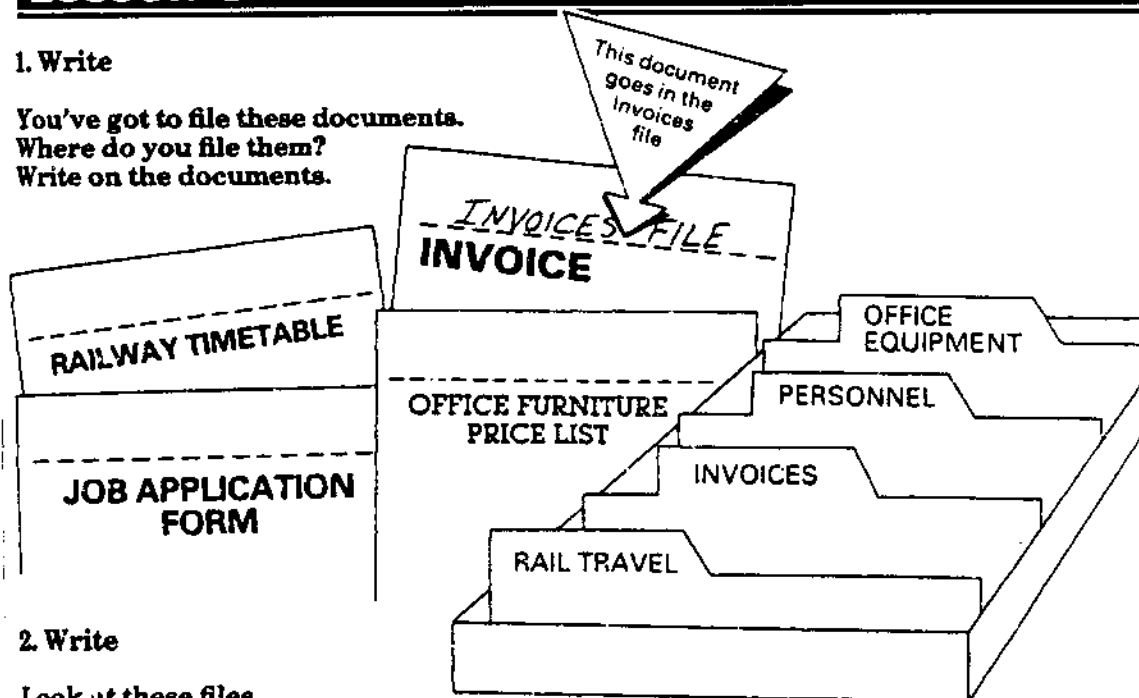
xe đạp

Lesson 3

UNIT FIVE

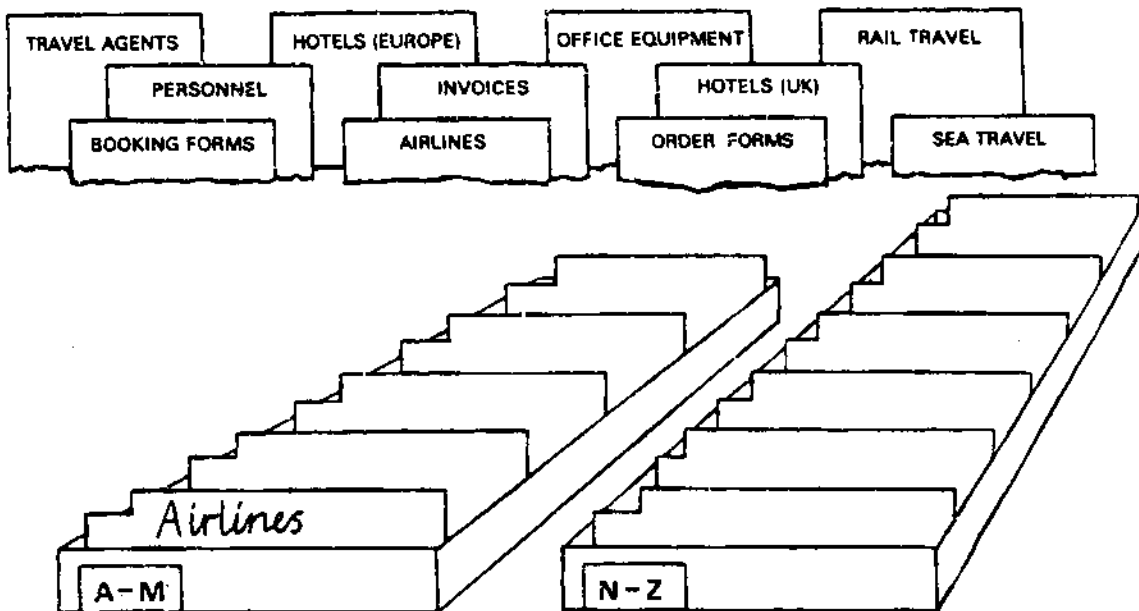
1. Write

You've got to file these documents.
Where do you file them?
Write on the documents.



2. Write

Look at these files.
They are not in alphabetical order.
Copy the titles in alphabetical order.



- timetable (n)
- invoice (n)
- title (n)
- furniture (n)

[ˈtaɪmtəbl̩]
[ˈɪnvɔɪs]
[ˈtaɪtl̩]
[ˈfɜːnɪtʃə]

bảng thời gian, thời gian biểu
hoá đơn
chức vụ, vị trí
đồ đạc

UNIT FIVE

Lesson 4

1. Write

Write these dates in the correct order.

Thursday 9 February 1984

SUNDAY 18 JULY 1982

Monday 4 September 1980

SATURDAY 10 SEPTEMBER 1983

Wednesday 23 May 1984

Tuesday 19 October 1982

Friday 1st January 1982

1.
2.
3.
4.
5.
6.
7.

2. Study and write

Look at Lesson 4 in the Students' Book.
Look at the calendar of events and dates.
You are Alison.

Write a memo to Mr Blake. Give the dates
of the Tourism Convention.
Put today's date on the memo.

MEMO

To:
From:
Date:

- calendar (n)
- event (n)

['kælɪndə]
[i'vent]

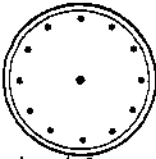
lịch
sự kiện

Lesson 5

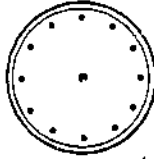
UNIT FIVE

1. Draw

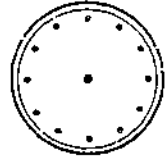
Fill in these times on the clock faces.



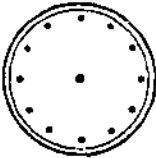
1. It's half past eight



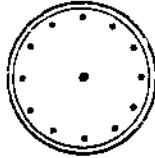
3. It's a quarter to one



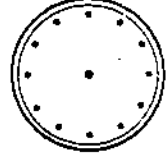
5. It's a quarter to five



2. It's just after half past six



4. It's nearly a quarter to two



6. It's nearly midnight

2. Write

Write these times.



1. It's a quarter past seven



3.



5.



2.



4.



6.

UNIT FIVE

Lesson 6

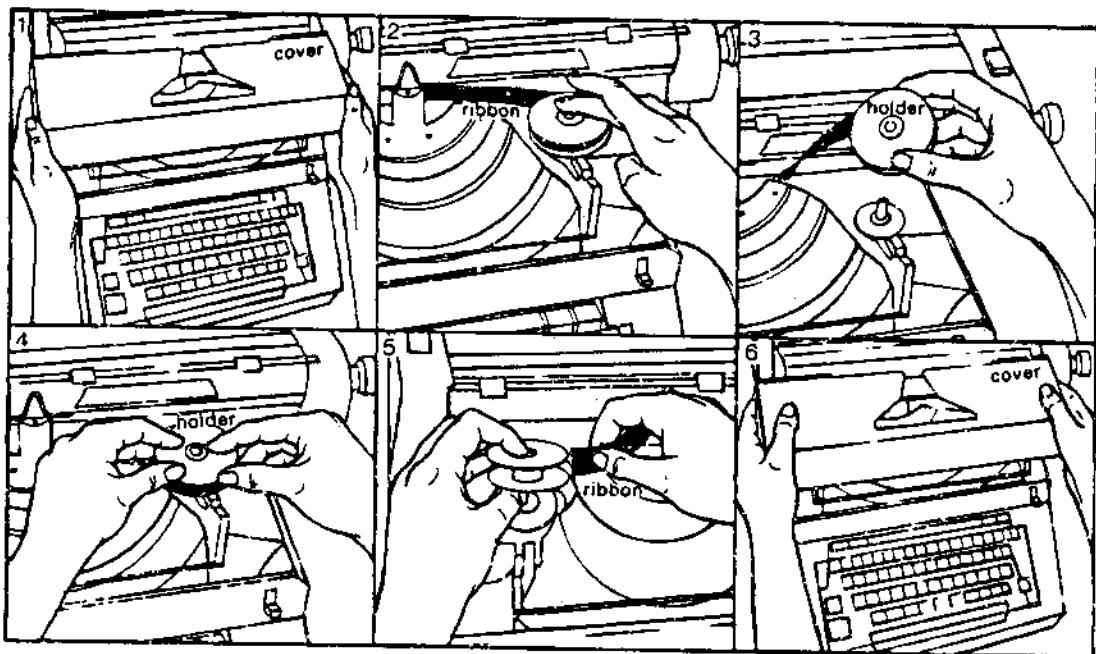
1. Study and write

Look at the pictures.
Write the instructions below.

Use these words: to remove/to replace/to attach (to)/to fit/to wind
new/old empty/full

Check the meanings in a dictionary.

CHANGING A TYPEWRITER RIBBON



1. Remove the

2.
3.
4.
5.
6.

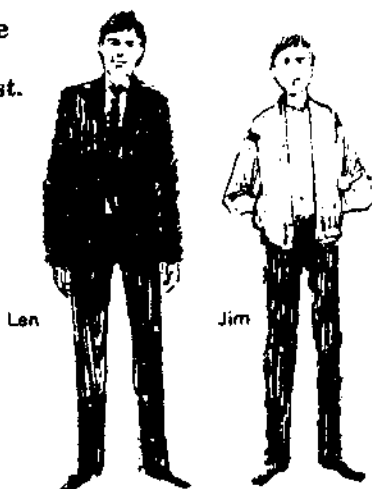
- to remove (v)	[tu: ri'mu:v]	tháo ra, dời đi
- to replace (v)	[tu: ri'pleis]	thay thế
- to wind (v)	[tu: waɪnd]	cuộn, cuốn, xoắn
- to attach (v)	[tu: ə'tætʃ]	gắn, dán

Lesson 1

UNIT SIX

1. Study and complete

Use the words in the list.



Words for comparing people

tall	taller
short	shorter
fat	fatter
thin	thinner
strong	stronger
clever	cleverer
handsome (man)	more handsome
pretty (girl)	prettier

Len is taller than Jim.

Jim is shorter than Len.

Len than Jim.

Jim is



2. Write

Write about two people.

.....

.....

.....

.....

- clever (adj)	<i>['klevə]</i>	thông minh, lanh lợi
- handsome (adj)	<i>['hænsəm]</i>	đẹp trai
- pretty (adj)	<i>['priti]</i>	xinh gái, xinh xắn

UNIT SIX

Lesson 2

1. Study and complete

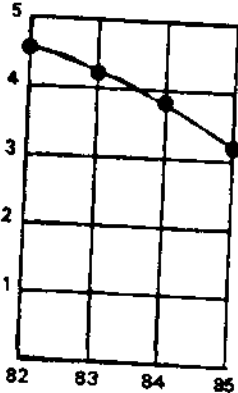
Look at these financial results for a company. Draw the graphs. Complete the sentences.

FISCO PACKAGING LTD.

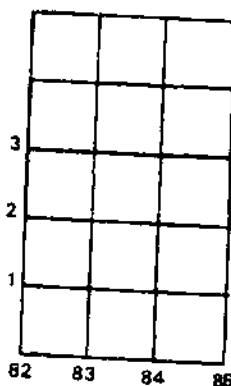
Figures in £m.	1982	1983	1984	1985
Total Sales	4.5	4.4	3.9	3.1
- Export Sales	2.9	2.7	2.3	1.6
- Home Sales	1.6	1.7	1.6	1.5

Figures in £000's	1982	1983	1984	1985
Gross Profits (before tax)	605	585	511	442
Net Profits (after tax)	490	450	396	353

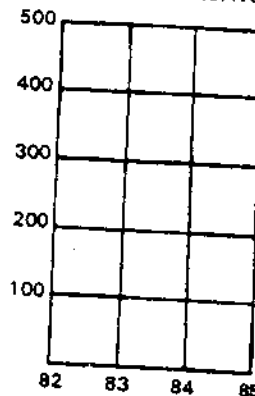
£m TOTAL SALES



£m EXPORT SALES



£000's NET PROFITS



Total Sales are falling. This year (1985), sales are lower than last year.

Export Sales

Net profits

- result (n)	[ri'zAlt]	kết quả, thành quả
- gross profit (n)	[grou c]	tổng lợi nhuận
- net profit (n)	[net 'prɒfɪt]	lãi thực
- total sale (n)	['təʊtl seɪl]	tổng số bán hàng

Lesson 3

UNIT SIX

1. Write

Write these dates in full.

29/3/81

1/3/76

21/5/83

14/11/85

19/12/80

1. The first of March nineteen seventy-six.

2.
3.
4.
5.

2. Write

Write these currencies in full. Add your local currencies and abbreviations.

£stg3000

US\$400

Y9176000

Lit.635000

F.Fr.23.69

KD714

Sw.Fr.2.5m

1. Lit. means *Italian lire*
2. US\$ means
3. £stg means
4. Pta. means
5. means
6. means
7. means

BD493

320 000 VB

DM396.05

Sch236000

Pta.215

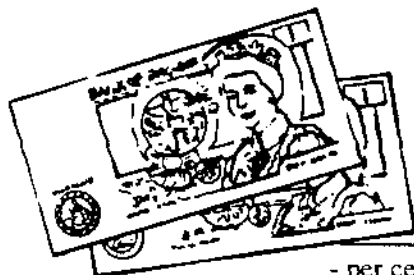
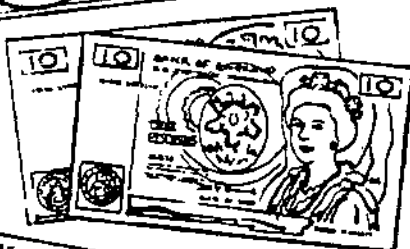
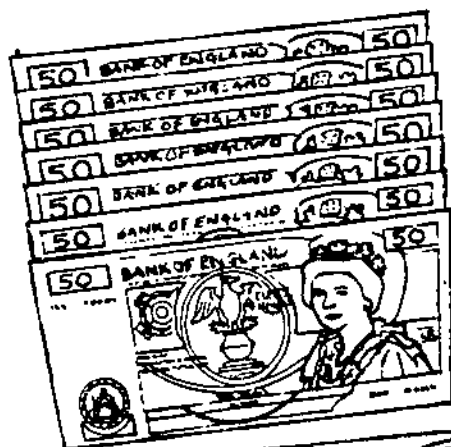
LE215.00

UNIT SIX

Lesson 4

1. Study and complete

You are taking this money to the bank.
You have to fill in the amounts of cash.
Write your name after 'Credit'. Put today's date.
Fill in the total.



CREDIT SLIP		
Date:		
Credit:		
£50 notes	20	00
£20 notes		
£10 notes		
£5 notes		
£1 notes		
Total cash		



How much cash is there?

There is £350 in £50 notes.

There is £60

There is

- per cent (n)
- share (n)
- special term (n)
- to receive (n)

[pə'sent]
[ʃeə]
['speʃl 'tə:mz]
[tu: rɪ'si:v]

phần trăm
cổ phần
điều khoản đặc biệt
nhận, thu, lĩnh

Lesson 5

UNIT SIX

1. Listen and complete

Jacques: What about finance?

John: The investment is Ali needs
..... from us.

Jacques: Do you mean

John: Yes, that's right. Our share is per cent.

We receive

In addition, we get special terms for our tours.

Jacques: more interested. all
the information with you?

2. Read and write

Can you read these signatures? Write the names in capital letters.

.....
J. Grant

.....
R. Benson

.....
Jim Atkinson

3. Write

Write these numbers and figures in full. (% means per cent.)

4250 *four thousand two hundred and fifty*

655 000

315 768

75%

15%

1. Study and complete

Study the information. Complete the form.

Jill Atkinson wants to buy an electric typewriter. She wants to work at home. She wants to earn more money. In her job, she earns £300 a month.

She applies to the bank for a loan. The typewriter costs £675

The rate of interest is 11%. The period of repayment is two years.

The monthly payment is £34.

What are the total payments?



Finbank PLC

LOAN APPLICATION

Surname Mr/Mrs/Miss/Ms

First name

Date of Birth

Present employment

Present salary

Purpose of loan

.....

Amount of loan

Period of repayment

Monthly payment

Total payments

- loan (n)
- rate of interest (n)
- period (n)
- present employment (n)
- surname (n)

[loun]
[reit əv 'intrist]
['piəriəd]
['preznt im'plɔimənt]
['sə:neim]

sự vay mượn
lãi suất
thời hạn, thời kỳ
nghề nghiệp hiện tại
tên họ, họ

Lesson 1

UNIT SEVEN

1. Study and write

What are they doing?



1. *He is telephoning.*

3.

5.



2.

4.

6.

2. Write

What are you doing now?

1. Are you making a telephone call? *No, I'm not.*

2. Are you smoking?

3. Are you listening to music?

4. Are you sitting at a desk?

5. Are you studying?

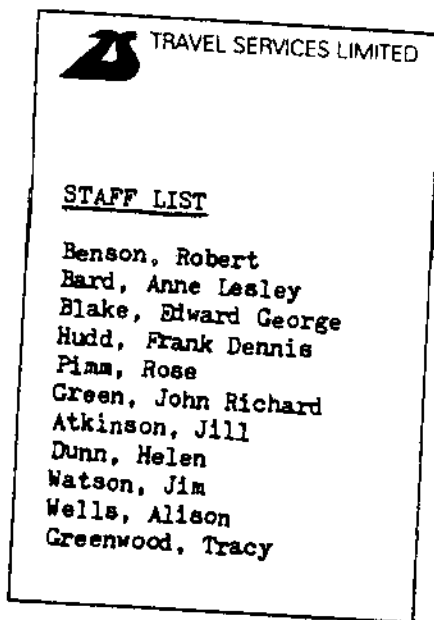
UNIT SEVEN

Lesson 2

1. Study and complete

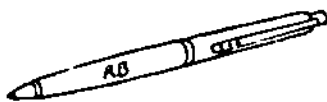
Look at the Staff List.
Look at the initials below.
Whose initials are they?

1. EGB: They are Mr Blake's
2. TRG:
3. HD:
4. AW:
5. ALB:
6. RP:
7. JRG:
8. JW:



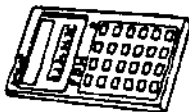
2. Study and complete

Whose are these?
Look at the objects here. Look at the initials on the objects.



1. Whose pen is this?
3. Whose are these?
5. Whose is this?

It is Mr Benson's



2. Whose ?
4. ?
6. ?

Lesson 3 UNIT SEVEN

Lesson 3 UNIT SEVEN

1. Study and complete

**Study the petty cash slips.
Complete the petty cash book.**

[illegible]

Petty Cash Claim

Date: 30/6/85

Date: 30/6/83
TAXI FARES £2.25

J. Atkinson

Petty Cash Claim

Date: 2/7/85

Date: 2/7/85
Green Ink. \$0.54

J. W. B. M.

Petty Cash Claim

Date: 3.7.85

Date: 3.7.85
LARG6 PHOTOC 25 1170

A. Wells.

J. Wilson
Petty Cash Claim
5/7/85

Petty Cash
Date: 5/7/85
MA

City Cash Co.
Date: 5/7/85
EXTRA MAIL \$3.15
T. Watson

MAIZ
T. Watson

Petty Cash Claim
Date: *Jul 2*

Date: July 8 1985

Window cleaning 4.50

324.
R. Pinner

Petty Cash Claim

Date: 9 July 1985

Date: 7 Jan 1994
New lock & key £6.75

F.D. Hudd

UNIT SEVEN

Lesson 4

1. Study and write

Look at the map.

Write about weather conditions.

WEATHER CONDITIONS IN EUROPE



cloudy



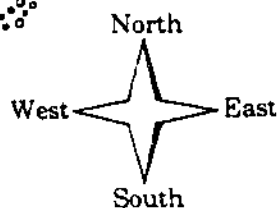
sunny



raining



snowing



It is snowing in the north of Europe.

- weather (n)
- condition (n)
- snowing (n)

[ˈweðə]
[kənˈdiʃn]
[ˈsnoʊɪŋ]

thời tiết
điều kiện
tuyết rơi

1. Listen and complete

Alison: Your expenses claim is ready, Mr Green. Would you?

Green: Alison. I'm sorry

I've got to be in Brazil

Alison: Yes, It's business class.

..... ?

Green: That's The seats are more comfortable.

2. Study and write

Read the memo.

Write or draw a large notice

To: Alison Wells	memo
From: Rose Ann	
Tues. 27 June 1985	
Please would you write a notice about the staff meeting. This is on Friday evening at 5.15. Everybody must come.	

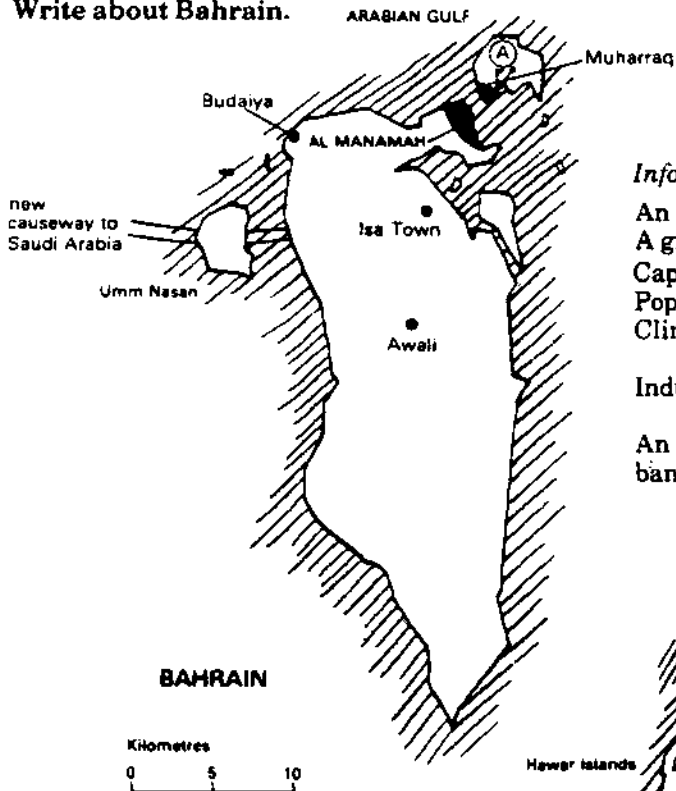
UNIT SEVEN

Lesson 6

1. Study and write

Study the information about Bahrain.

Write about Bahrain.



Information about the State of Bahrain

An independent state.

A group of islands in the Arabian Gulf.

Capital: Manama

Population: about 350 000

Climate: hot and humid in summer
cool in winter

Industries: oil, shipping, fishing,
agriculture

An important centre of commerce and
banking.

- independent state (n)
- island (n)
- Arabian Gulf (n)
- humid (adj)

[,indi'pendənt steit]
['ailənd]
[ə'reibjən gʌlf]
['hju:mɪd]

quốc gia độc lập
đảo, hòn đảo
Vịnh A-rập
ẩm, ẩm ướt

Lesson 1

UNIT EIGHT

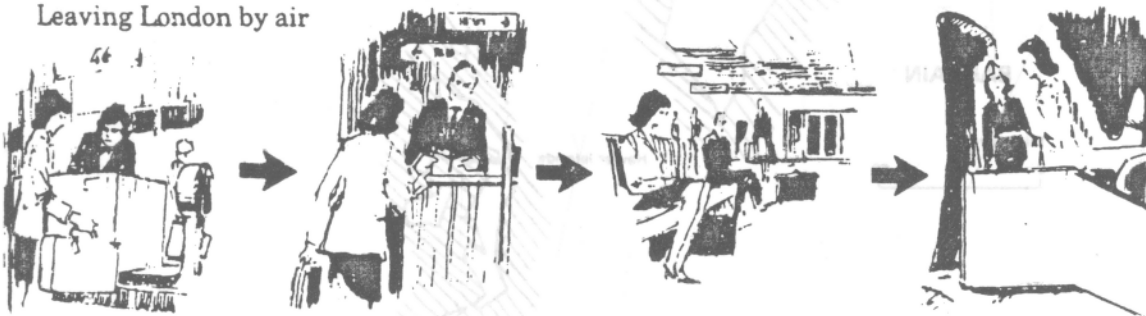
1. Study

TS TRAVEL SERVICES LIMITED
Guide to Travellers
Arriving in London by air

1. In the aeroplane, fill in your immigration card.
2. Remember your hand luggage.
3. Go through Passport Control. Hand in your immigration card.
4. Collect your luggage from Baggage Reclaim.
5. Go through Customs. Declare valuable items.
6. Meet your courier at the Information Desk.

2. Study and complete

Leaving London by air



1. Arrive airport. check-in desk.
2. your ticket and your
3.
Passport Control.
4. Wait
Departure Lounge.
5. Board the plane. boarding card.

BOARDING CARD

FLIGHT
AF 317
ROM

DATE
2/1/84

SEAT 6F
SMOKING
☒ NON-SMOKING

- | | | |
|------------------------|-----------------------|-----------------------------|
| - aeroplane (n) | ['eəroplein] | máy bay, tàu bay |
| - immigration card (n) | ['imi'grei/n kɑ:d] | thẻ nhập cảnh |
| - passport control (n) | ['pɑ:spɔ:t kən'troul] | cửa kiểm tra |
| - baggage reclaim (n) | ['bægidʒ ri'kleim] | phòng (cửa) lấy lại hành lý |

1. Complete

Here is a diary for one week.

Fill in the diary. Use a dictionary to find new words.

Write about your plans.

Ask your partner: 'What are you going to do on. . . .?'

Monday a.m.

p.m.

Tuesday a.m.

p.m.

Wednesday a.m.

p.m.

Thursday a.m.

p.m.

Friday a.m.

p.m.

Saturday a.m.

p.m.

Lesson 3

UNIT EIGHT

1. Complete

Complete this immigration card about yourself.

U.K. IMMIGRATION

Please complete in capitals

Surname First name

Nationality Date & place of birth

Passport No. Date of issue

Place of issue

Occupation

Purpose of visit

Address in the U.K.

.....

Date Signature

- in capital
- date of issue (n)
- place of issue (n)
- purpose of visit (n)

[in 'kæpitl]
[deɪt əv 'ɪʃju:]
[pleɪs əv 'ɪʃju:]
['pə:ps əv 'vɪzɪt]

(viết) bằng chữ hoa
ngày cấp
nơi cấp
mục đích chuyến thăm

UNIT EIGHT

Lesson 4

1. Study and write

Robert Baker is an American businessman.
He is at the Tourism Convention in Rio.
He is travelling in South America.
Here is his itinerary. Today is 11 July.
Write about his trip.

ITINERARY

10 July	Arrive in Rio	18 July	Fly to Buenos Aires
11 July	Convention begins	19 July	Inspect new site
14 July	Convention ends	20 July	Fly to Lima
15 July	Fly to Montevideo	22 July	Have talks with P.C.C.
16 July	See Ministry	24 July	Fly to Caracas

On 15 July he is going to fly to Montevideo.

2. Complete

Use -ing words.

These days many companies are about computers. Sales of computers are
..... everywhere. At the same time, the cost of computers is

Many businessmen are their own personal computers. Computers are
..... more popular.

Lesson 5

UNIT EIGHT

1. Write

What do you know about Robert Baker? Write about him.

Robert Baker

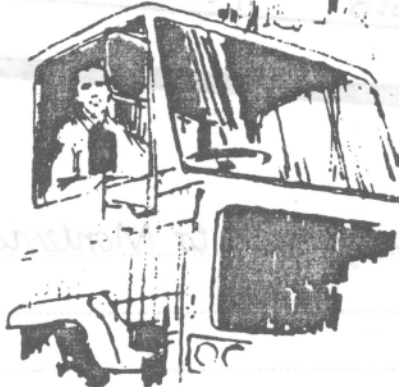
He

His company

2. Study and write

What do they do?

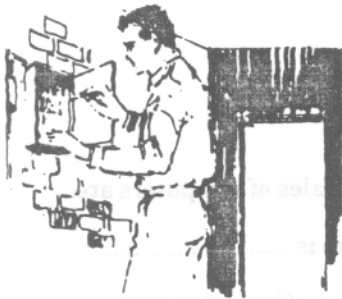
Look at these pictures. What do these people do? What are their jobs? Use a dictionary to find new words.



1. She is a nurse

3.

5.



2.

4.

6.

UNIT EIGHT

Lesson 6

1. Complete

"We want expand tourism Japan. are working many projects. the next five years, are going build many hotels. At the moment, we are two information centres. These are to open 1986. We also to spend more promotion. This budget is 1000 million yen. year's budget going to be"

2. Study and write

Make five sentences.

You can	find check look up inquire about	telephone numbers airline information train times prices of goods tourist information	in a from a	travel brochure train timetable travel agency tourist office catalogue directory
---------	---	---	----------------	---

1.
.....
2.
.....
3.
.....
4.
.....
5.
.....
.....

Lesson 1

UNIT NINE

1. Study and write

Study these definitions from a dictionary.
Name the pictures.

basin ('beɪsɪn)

noun a round bowl for holding liquid; any hollow place.
river basin: the place where the water of a river collects.
washbasin: a bowl fastened to the wall, usually in a bathroom or bedroom, for washing the face and hands.

brush (brʌʃ)

1. **noun** an instrument with bristles for cleaning.
clothes brush: a flat brush for cleaning clothes.
hairbrush: a wide brush on a short handle. Used for tidying and cleaning the hair.
toothbrush: a narrow brush on a long thin handle. Used for cleaning the teeth.
2. **verb** to use a brush; to clean with a brush; to sweep.
3. **verb** to b. away/aside to remove quickly or lightly.

comb (kəʊm)

1. **noun** an instrument with teeth, usually made of metal or plastic. Used for tidying the hair or for separating fibrous material.
2. **verb** to use a comb.

razor ('reɪzə)

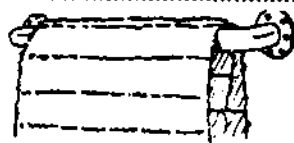
noun a thin sharp piece of metal, usually in a special holder, for shaving the hair of the face.

soap (soʊp)

noun a potassium or sodium salt, usually in the shape of a cake or a tablet. Used for washing.

towel ('taʊəl)

noun a large piece of cloth for drying the face, hands and body.



- basin (n)
- comb (n)
- razor (n)
- towel (n)

['beɪsɪn]
[kəʊm]
['reɪzə]
['taʊəl]

cái chậu
cái lược
dao cạo râu
khăn tắm

UNIT NINE

Lesson 2

1. Write

Write the past of these words.

- | | |
|-----------------------------------|------------------|
| 1. earn <i>earned</i> | 4. add |
| 2. file | 5. approve |
| 3. want | 6. discuss |

2. Complete


Complete this text.
Use the words above.

Yesterday Mr Blake to see Alison in his office. They
her work. Last week she all the letters one evening. Last month she
..... about £260. Mr Blake another £30. Mr Benson
..... the pay rise.

3. Complete

Fill in this cheque. Put today's date.
The cheque is for £231.
The cheque is payable to Alison Wells.

19...

 **Finbank PLC**

Pay or order: £ 231

F. D. Hudd
F. D. Hudd
for TRAVEL SERVICES LTD

31-40-08 36810997 450785

- to approve (v)
- to discuss (v)

[tu: ə'pru:v]
[tu: dis'kʌs]

chấp thuận, phê chuẩn
trao đổi, thảo luận

Lesson 3


UNIT NINE

1. Complete

Fill in these cheques correctly.
Look at the list of payees and amounts.
Put today's date.
Sign the cheques in your name.

Payee	Amount
Atkinson J	£284.50
Bard A	£629.60
Blake E	£672.47

19__


 **Finbank PLC**

Pay J ATKINSON or order: £284.50

TWO HUNDRED AND EIGHTY-FOUR POUNDS - 50

31-40-06 38810997 450770 for TRAVEL SERVICES LTD

19__


 **Finbank PLC**

Pay _____ or order: _____

£

31-40-06 38810997 450771 for TRAVEL SERVICES LTD

19__

 **Finbank PLC**

Pay _____ or order: _____

£

31-40-06 38810997 450772 for TRAVEL SERVICES LTD

UNIT NINE

Lesson 4

1. Write

Write these numbers in full.

4392

2607

6411

9069

7010

2. Study and complete

Here is a graph.

It shows changes in female employment.

Study the graph.

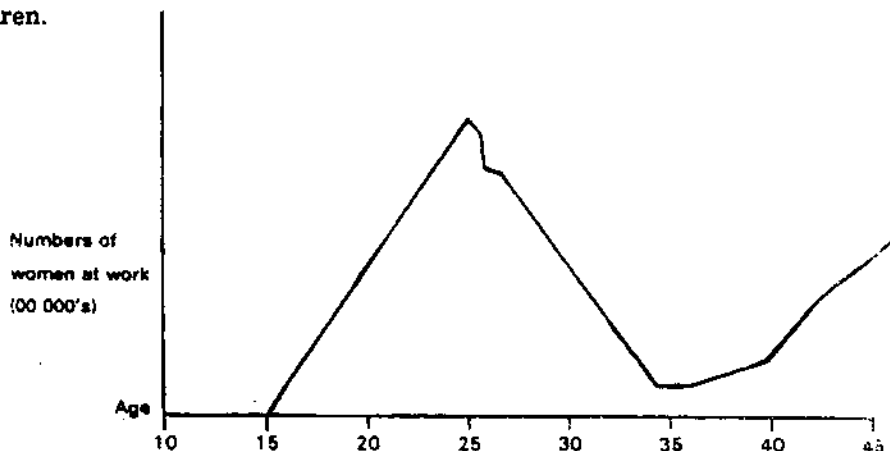
Complete the text below. Use these words: lowest highest rises falls

In the UK many girls

leave school at 16.

They marry between 20 and 25.

They have children.



The number of women at work 15 and 25. The number
..... between 25 and 35. Then it again. After 15, the
number is at 25. The number is at 35.

- female employment (n)

[fi:meil im'plɔimənt]

lao động nữ

- women (n) (plural of woman)

['wimin]

đàn bà, phụ nữ, nữ giới

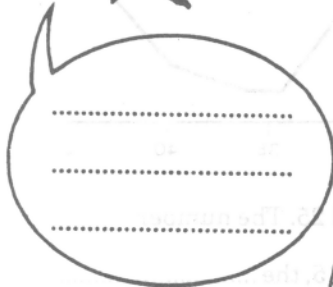
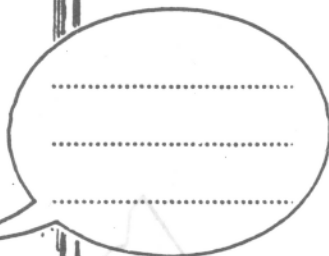
1. Complete

Complete these telephone phrases.

1. Hold please.
2. Who speaking, please?
3. Who line,?
4. Thank you
5. One

2. Write

Write a telephone dialogue between these people.



1. Study and write

Look at this advertisement.

Write a letter of request.

Ask for information about the course.

Exminster School of English

SUMMER COURSES

- ★ We offer two-week courses at all levels
- ★ Fully qualified teachers
- ★ A friendly atmosphere
- ★ Accommodation with families
- ★ Excursions to places of special interest
- ★ Special courses also available in Business English
- ★ Please indicate your level:

Beginner, near-Beginner,
Intermediate or Advanced.
★ Please mention any special
interests.

*Write for details now. We accept
bookings up to end-May.*

30-34 Hereford Gardens, Exminster,
Sussex SX4 2HG
Telephone: 0979 34565

- level (n)
- fully qualified teacher (n)
- friendly atmosphere (n)
- accommodation (n)
- excursion (n)
- to indicate (v)
- intermediate (n)

[ˈlevl]
[ˈfʊli kwɒlɪfaɪd ˈtiːtʃə]
[ˈfrendli ˈetməsfə]
[ə,kəməˈdeɪʃn]
[ɪksˈkɜːʃn]
[tuː ˈɪndikeɪt]
[ˌɪntəˈmiːdiət]

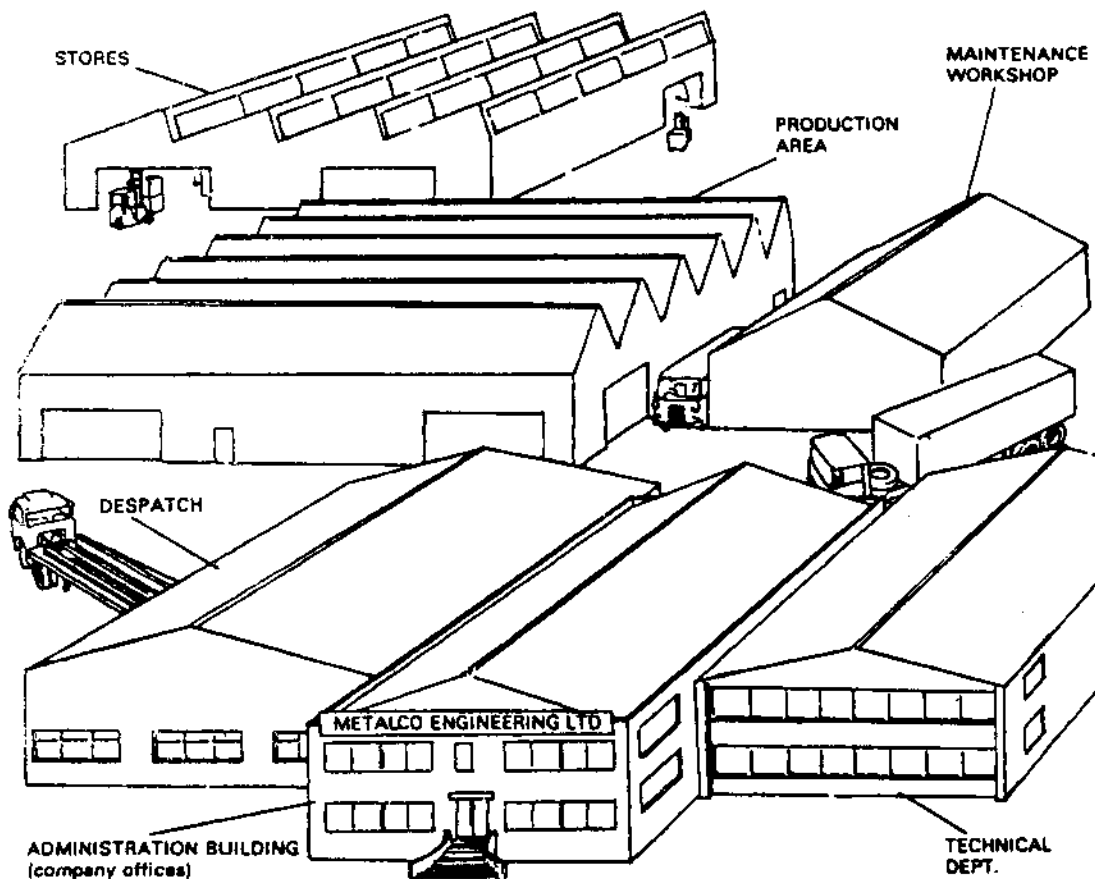
mức độ, trình độ, hạng
giáo viên có trình độ
bầu không khí thân thiện
chỗ trọ, chỗ ở
cuộc đi chơi, đi tham quan
cho biết, biểu thị
trung cấp

Lesson 1

UNIT TEN

1. Study and write

Look at the picture of METALCO's offices and buildings.
Write about the offices and buildings.



- store (n)
- production area (n)
- maintenance workshop (n)
- despatch (*dispatch*) (n)
- administration building (n)

[stɔ:]
[prə'dʌk/n 'eəriə]
['meɪntɪnəns 'wɜ:kʃəp]
[dis'pætʃ]
[əd,mɪnɪs'treɪ/n 'bɪldɪŋ]

kho hàng, kho dự trữ
khu vực sản xuất
xưởng bảo dưỡng
xuất xưởng
nhà điều hành

UNIT TEN

Lesson 2

1. Study and write

Rose Pimm is the Personnel Supervisor at Travel Services.

Here is her c.v.

Write about Rose's life and work.

Rose Pimm

Date of Birth: 12 September 1953

- 1965-72 Williams School, Dover, Kent
- 1969 'O' Level Examinations:
Passes in six subjects (English, Mathematics, Geography, French, History, Domestic Science).
- 1972 'A' Level Examinations:
Passes in two subjects (English, Geography).
- 1972-75 B.A. Degree in Geography at University of Canterbury
- 1975-76 Postgraduate Certificate in Teaching
- 1976-78 Taught in Langfield Secondary School, Folkestone (Geography and English)
- 1978 Secretarial course in London
- 1979 Joined Travel Services as secretary in Sales Dept.
- 1981 Became Personnel Supervisor

Use some of these words:

	was born
go	went
study	studied
sit (an exam)	sat
get	got
take (a certificate)	took
teach	taught
become	became

- mathematics (n)
- geography (n)
- domestic science (n)
- postgraduate certificate

[,mæθə'mætiks]
[dʒi'ɒɡrəfi]
[də'mestɪk 'saɪəns]
[,pɒst'ɡrædʒuət
sə'tɪf. ɪt]

toán học, môn toán
địa lý, môn địa lý
khoa học trong nước
bằng cao học

Lesson 3

UNIT TEN

1. Study and complete

Look at the information about events in Unit 5 Lesson 4 (Students' Book)

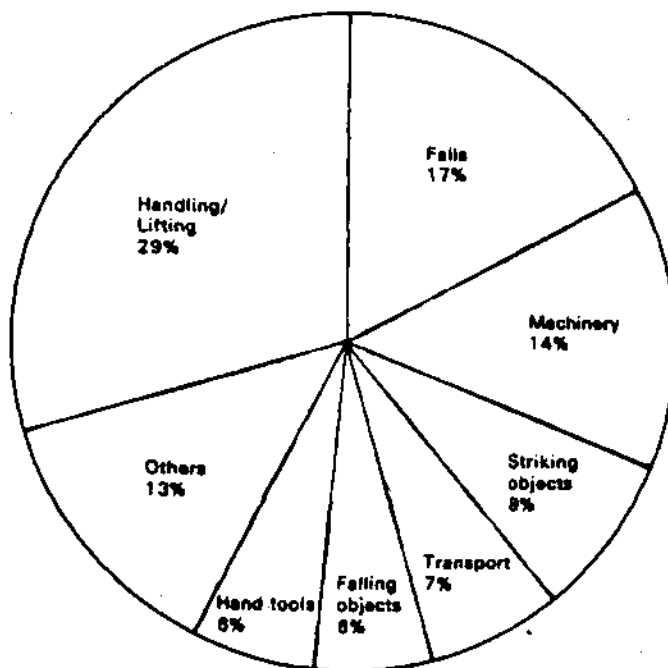
Complete the year planner below.

Fill in the events at the correct dates.

JAN	
FEB	
MAR	
APR	
MAY	
JUN	
JUL	
AUG	
SEP	
OCT	
NOV	
DEC	

1. Study and write

Study the information in the chart.
Write about the information.



Handling and lifting cause 29% of accidents at work.

- handling (n)

['hændlɪŋ]

ăn cắp

- lifting (n)

['lɪftɪŋ]

ăn cắp vật

- fall (n)

['fɔ:l]

sự sụt giá, sự giảm giá

- accident (n)

['æksɪdənt]

rủi ro, tai nạn

Lesson 5

UNIT TEN

1. Listen and complete

Benson: Come in, John. Anne.

We want

Edward is in a minute.

Mrs Bard: a successful trip, John?

John: successful. I we're going to do
..... the Far East.

Benson: Ah, Edward. Come in. We're just starting.

Blake: I had Alison for a minute.

John: The Convention I a lot of new
people. I some good contacts there.

Benson: the Japanese delegate?

2. Write

Write the past of these words.
Use a dictionary.

- | | | |
|--------------------------------|----------------|----------------|
| 1. give <i>gave</i> | 5. write | 9. see |
| 2. sit | 6. hear | 10. come |
| 3. do | 7. take | 11. meet |
| 4. go | 8. ring | 12. eat |

- The Far East (exp)
- delegate (n)

[ðə fɑ:ɪst]
['delɪɡɪt]

Viễn Đông
đại biểu, đại diện

UNIT TEN

Lesson 6

1. Complete

To sum up, it a useful trip. I think we send someone next year's Convention. I one of us visit Japan. (I adding a of useful to this). RB is to write to Mr Suzuki Tokyo. Finally, I to Duclos the telephone yesterday. asked for a copy my report. Duclos said they still funds, and they to invest more (they already in the Egyptian). Now we to find the new projects. many opportunities the Far East.

2. Study and write

Look at these lists of words.

Find the words with similar meaning in each list e.g. start – begin.

Write down the words in pairs.

funds	telephone
ring	<u>begin</u>
staff	reservation
company	employees
booking	capital
trip	firm
<u>start</u>	journey

start	begin

- opportunity (n)
- fund (n)
- firm (n)
- journey (n)

[,ɔpə'tju:niti]
[fʌnd]
['fɜ:m]
[dʒɔ:ni]

thời cơ, cơ hội
vốn
công ty
chuyến đi, cuộc đi

VOCABULARY LIST

a (art)	một	bus (n)	xe buýt
abbreviation (n)	chữ viết tắt	business card (n)	danh thiếp
about (prep)	về	busy (adj)	bận, bận rộn
abroad (adv)	ở nước ngoài	cable (n)	điện tín
accept (v)	chấp nhận, chấp thuận	cafe (n)	quán ăn, tiệm cà phê
accountant (n)	nhân viên kế toán	calculator (n)	máy tính
address (n)	địa chỉ	capital city (n)	thủ đô
afternoon (n)	chiều, buổi chiều	car (n)	xe ô tô
age (n)	tuổi, tuổi tác	carbon paper (n)	giấy than
agenda (n)	nhật ký công tác	car park (n)	bãi đậu xe
agent (n)	đại lý, đại diện	cash book (n)	sổ quỹ
agree (v)	đồng ý, tán thành	catering (n)	cung cấp thực phẩm, lương thực
airline (n)	công ty hàng không	certificate (n)	chứng chỉ, bằng cấp
airport (n)	sân bay, phi trường	chair (n)	cái ghế
alphabet (n)	bảng chữ cái	change (v)	thay đổi, đổi
a.m	buổi sáng (thời gian)	cheap (adj)	rẻ, rẻ tiền
annual (adj)	hàng năm	check (v)	kiểm tra
another (adj)	cái khác, người khác	chemist (n)	nhà hoá học
answer (v)	trả lời	cheque (n)	séc, ngân phiếu
apply for (v)	áp dụng, xin (việc)	city (n)	thành phố
appointment (n)	cuộc hẹn gặp, hẹn gặp	civil engineer (n)	kỹ sư xây dựng
approve (v)	tán thành, đồng ý	clean (adj)	sạch sẽ, sạch
arrive (v)	đến, đi đến	clear (adj)	rõ ràng, trong sáng
ask (v)	hỏi	clerk (n)	thư ký, người bán hàng
at (prep)	ở tại (vị trí, khoảng cách)	climate (n)	khí hậu
attach (v)	gắn vào, dính vào	coast (n)	bờ biển
autumn (n)	mùa thu	coffee (n)	cà phê
aviation (n)	hàng không	cold (adj)	lạnh
bank (n)	nhà băng, ngân hàng	college (n)	trường cao đẳng, trường đại học
become (v)	trở thành, trở nên	come (v)	đến
begin (v)	bắt đầu	come in (v)	đi vào
better (adj)	tốt hơn	commodity (n)	hàng hoá
best (adj)	tốt nhất, giỏi nhất	company (n)	công ty
bicycle (n)	xe đạp	compare (v)	so sánh
big (adj)	lớn	conference (n)	hội nghị
board (n)	ủy ban, bộ	connect (v)	nối liền, nối lại, nối
book (v)	đặt chỗ trước, mua vé trước	construction (n)	sự xây dựng
booking (n)	sự giữ chỗ trước	consultant (n)	cố vấn
borrow (v)	mượn, vay mượn	contacts (n)	cuộc tiếp xúc, cuộc gặp gỡ
bottle (n)	chai, lọ	convention (n)	hội nghị
box (n)	hộp, cái hộp	cook (n)	đầu bếp
breakfast (n)	bữa ăn sáng, điểm tâm	cook (v)	nấu ăn
budget (n)	ngân khố, ngân sách	cool temperature (n)	nhệt độ mát mẻ
build (v)	xây dựng		
building (n)	toà nhà		

copper (n)	đồng (kim loại)	finish (v)	hoàn tất, kết thúc
copy (v)	sao chép, sao chụp	firm (company) (n)	hãng, công ty
copy typist (n)	nhân viên đánh máy	first name (n)	tên gọi
cost (v)	trị giá, giá	flight (n)	chuyến bay
cotton (n)	bông, vải bông	floor (n)	tầng nhà, nền nhà
country (n)	đất nước, quê hương	for (prep)	cho, dành cho
course (n)	khoá học	foreign (n)	nước ngoài
currency (n)	tiền tệ	form (n)	mẫu đơn
customer (n)	khách hàng	French (n)	người Pháp, tiếng Pháp
Customs (n)	hải quan, thuế quan	full (adj)	đầy
damage (n)	sự tổn thất, thiệt hại	garden (n)	vườn
date (n)	ngày tháng	get (v)	cò được, được, kiếm được
decision (n)	sự quyết định	give (v)	cho, đưa cho
department (n)	cục, bộ, sở	GMT	giờ quốc tế, giờ GMT
deposit (n)	tiền đặt cọc	good (adj)	tốt, giỏi
designer (n)	nhà thiết kế	(have) got to (v)	phải
desk (n)	bàn, cái bàn, bàn làm việc	go out (v)	đi chơi, đi ra ngoài
despatch (n)	sự gửi đi	graph (n)	đồ thị
destination (n)	nơi đến	group (n)	nhóm
diary (n)	nhật ký, sổ lịch công tác	happen (v)	xảy ra
difficult (adj)	khó	happy (adj)	hạnh phúc, sung sướng
discuss (v)	thảo luận, bàn bạc	hate (v)	ghét
document (n)	tài liệu, hồ sơ	help (v)	giúp đỡ
drawer (n)	ngăn kéo	holidays (n)	ky nghỉ, ngày nghỉ
drawing pin (n)	đinh ghim	hot (adj)	nóng
driver (n)	lái xe	hotel (n)	khách sạn
driving license (n)	giấy phép lái xe, bằng lái	humid (adj)	(thuộc) ẩm ướt
early (adj)	sớm	import (v)	nhập khẩu
earnings (n)	tiền kiếm được	important (adj)	quan trọng
eat (v)	ăn	in addition	ngoài ra, thêm vào đó
electronics (n)	ngành điện tử	information (n)	thông tin
employee (n)	nhân công	initials (n)	chữ đầu của một từ
empty (adj)	rỗng, trống	ink (n)	mực
enjoy (v)	thích, khoái	interested (adj)	thích thú, quan tâm
entrance (n)	lối vào	interview (n)	sự phỏng vấn
envelope (n)	phong bì thư	in-tray (n)	khay công văn đến
exchange rate (n)	tỷ giá hối đoái	invest (v)	đầu tư
executive (adj)	điều hành	investment (n)	sự đầu tư
expenses claim (n)	kê khai công tác	issue (v)	phát hành, lưu hành
expensive (adj)	đắt đỏ, đắt	item (n)	khoản, mục
explain (v)	giải thích	job (n)	công việc, nghề nghiệp
export (v)	xuất khẩu	join (v)	tham gia, gia nhập
extension	số máy phụ, số máy nhánh	just after	ngay sau khi
(n)		key (n)	chính, chủ yếu
fast (adj)	nhanh	kind (adj)	từ tế, tốt bụng
file (n)	hồ sơ	kitchen (n)	bếp
file (v)	xếp vào hồ sơ	know (v)	biết
fill in	điền vào, lấp đầy	label (n)	nhãn hiệu
finance	tài chính	large (adj)	lớn, to lớn
find (v)	tìm, tìm kiếm	late (adj)	muộn, trễ

laundry (n)	tiệm giặt áo quần	order (v)	đặt hàng
leave (v)	rời đi, rời khỏi	order form (n)	đơn đặt hàng
lecture (n)	diễn văn, thuyết trình	organisation (n)	sự tổ chức
lecture hall (n)	giảng đường, nơi thuyết trình	out-tray	khay đựng công văn đi
letter (n)	thư từ	package (n)	kiện hàng, gói hàng
letter head (n)	phần in đầu giấy viết thư	paperclip (n)	cái kẹp giấy
library (n)	thư viện	parcel (n)	bưu kiện
like (v)	thích	passenger (n)	hành khách
list (n)	danh sách	passport (n)	hộ chiếu
loan (v)	cho vay, vay mượn	pay (v)	trả
loss (n)	sự thất thoát, sự tổn thất	payment (n)	sự chi trả, thanh toán
low (adj)	thấp	payslip (n)	phiếu lương
luxurious (adj)	xa xỉ, sang trọng	pen (n)	bút viết
machine (n)	máy móc	pencil (n)	bút chì
main (adj)	chính yếu, chủ yếu	per cent (n)	phần trăm
make (v)	làm	per minute (n)	từng phút
manager (n)	giám đốc, nhà quản lý	potty cash (n)	khoản tiền mặt nhỏ
managing director	giám đốc điều hành	photocopier (n)	máy phôtô-cô-pi
map (n)	bản đồ	photocopy (v)	sao chụp
market (n)	chợ, thị trường	pigeon hold (n)	ngăn kéo đựng hồ sơ
meet (v)	gặp, gặp gỡ	pile (n)	đống
meeting (n)	cuộc họp	place (n)	địa điểm, nơi, chỗ
menu (n)	thực đơn	plans (n)	kế hoạch
messenger (n)	người đưa thư	plus (prep)	cộng
midday (n)	giữa trưa	p.m	sau trưa, chiều
midnight (n)	nửa đêm	population (n)	dân số
minus (prep)	trừ	postcode (n)	mã bưu điện
minute (n)	biên bản, phút (thời gian)	post office (n)	bưu điện
morning (n)	buổi sáng	present (adj)	hiện tại
motorbike (n)	xe mô tô, xe máy	price (n)	giá cả
mountain (n)	núi	produce (v)	sản xuất
must (aux.v)	phải	product (n)	sản phẩm
name (n)	tên	profitable (adj)	có lợi, có lãi
nationality (n)	quốc tịch	profits (n)	lợi nhuận
nearly (adj)	gần	programme (n)	chương trình
need (v)	cần	project (n)	dự án
new (adj)	mới	promotion (n)	khuyến mại, quảng cáo
next (adj)	kế bên, bên cạnh	prospectus (n)	giấy quảng cáo, rao hàng
noisy (adj)	ồn ào	purpose (n)	mục đích
notepad (n)	tập giấy ghi chép	put (v)	đặt, để
notes (n)	ghi chú	qualifications (n)	chuyên môn, trình độ
offer (v)	biếu, tặng, đề nghị	quantity (n)	số lượng
office (n)	văn phòng	quiet (adj)	yên lặng, tĩnh lặng
office hours (n)	giờ làm việc, giờ hành chính	read (v)	đọc
oil (n)	dầu	ready (adj)	sẵn sàng
old (adj)	già	receipt (n)	biên lai
on time	đúng giờ	receive (v)	nhận, lĩnh, thu
open (v)	mở	receptionist (n)	tiếp tân, nhân viên lễ tân
operator (n)	người trực tổng đài điện thoại	report (n)	báo cáo
opportunity (n)	cơ hội	represent (v)	thay thế cho, đại diện cho

reservation (n)	sự đặt chỗ trước	telephone (v)	gọi điện thoại
restaurant (n)	nhà hàng	telex (n)	tê-lếch, điện tín
ring (v)	gọi điện thoại	tell (v)	kể, nói, cho biết
rise (v)	tăng giá, tăng lên	terminal (n)	ga cuối, nơi đến
room (n)	phòng	terms (n)	điều khoản, điều kiện
rubber (n)	cao su	terribly (adv)	khủng khiếp, dễ sợ
seal (v)	đóng dấu, niêm yết	thanks (n)	cảm ơn
seat (n)	chỗ ngồi	the (art)	cái, con, người
section (n)	ban, bộ phận	think (v)	nghĩ, suy nghĩ
secretary (n)	thu ký	tidy (adj)	ngăn nắp, gọn gàng
see (v)	thăm viếng, gặp gỡ	tie (v)	thắt, buộc, cột
sell (v)	bán	timesheet (n)	bảng tính thời gian làm việc
send (v)	gửi	lin (n)	đồ hộp, thiếc
shelf (n)	giá, kệ	to (prep)	đến
shirt (n)	áo sơ mi	together (adv)	cùng nhau
short (adj)	ngắn	tourist (n)	du lịch
sign (v)	ký tên, ký	train (n)	tàu hỏa, xe lửa
signature (n)	chữ ký	travel (v)	đi du lịch, đi
sit (v)	ngồi	travellers' cheque	séc du lịch
sit down (v)	ngồi xuống	trip (n)	chuyến đi
small (adj)	nhỏ	try (v)	cố gắng
smoke (v)	hút thuốc	type (v)	đánh máy
snack (n)	bữa ăn nhẹ, ăn nhanh	typewriter (n)	máy chữ
sort (v)	phân loại	typing (n)	việc đánh máy
Spanish (n)	người/tiếng Tây Ban Nha	typing paper (n)	giấy đánh máy
speak (v)	nói	typist (n)	nhân viên đánh máy
speech (n)	bài diễn văn	understand (v)	hiểu, nắm được
spell (v)	đánh vần	urgent (adj)	khẩn, khẩn cấp
sponsor (n)	nhà bảo trợ	use (v)	sử dụng, dùng
spring (n)	mùa xuân	useful (adj)	hữu hiệu, có ích
stamp (v)	dán tem, đóng dấu lên	very (adj)	rất, hết sức
staple (n)	ghim dập giấy	visa (n)	vi-sa, thị thực
stationery (n)	văn phòng phẩm	visit (v)	thăm viếng
stockroom (n)	kho chứa hàng, buồng kho	wait (v)	đợi
street (n)	đường phố	walk (v)	đi bộ
string (n)	dây, băng	wall (n)	tường
strong (adj)	chắc, khoẻ, bền, vững	want (v)	muốn, cần có
study (v)	nghiên cứu, học	warm weather (n)	thời tiết ấm áp
successful (adj)	thành công	way out (n)	lối ra
suitcase (n)	va-li	weak (adj)	yếu đuối, yếu
summer (n)	mùa hè	week (n)	tuần lễ
supervisor (n)	quản đốc, người giám sát	winter (n)	mùa đông
surname (n)	tên họ	with (prep)	với
taxi (n)	xe tắc xi	work (n)	làm việc
taxi-driver (n)	tài xế tắc xi	wrap (v)	gói lại, bọc lại
tea (n)	trà	write (v)	viết
telephone (n)	máy điện thoại	year-planner (n)	người lập kế hoạch năm

ENTERPRISE ONE

Chịu trách nhiệm xuất bản:

PHẠM NGÀ

Biên tập

BAN BIÊN TẬP

Vẽ bìa

QUỲNH MAI

4(N523)

Mã số: 179-04

HP - 2004

In 1000 cuốn, khổ 19x27cm tại Nhà in Khoa học và Công nghệ

Số xuất bản : 5-179/XB/QLXB, cấp ngày 19-02-2004

In xong và nộp lưu chiểu quý II - 2004

Enterprise is a three-level course designed for people learning English in a working environment. While providing a sound basic in general English, topics and situations are related to day-to-day business activities.

Enterprise Two is for 'false beginners' or students at elementary level who are revising and extending their knowledge of English.

It provides further balanced instruction in all four language skills, teaching students:

- how to deal with situations common in the business world, e.g. meeting people, speaking on the telephone;
- how to perform skills related to office practice, e.g. form-filling, organising information on paper, using charts;
- the basic rules of English grammar.

The material in the Students' Book is set against the background of two companies in London, both with interests worldwide, and a Business Studies course, which two of their young employees attend on a part-time basis. The Workbook provides additional talks

involving practice of the language introduced in the Students' Book.

The teachers' Book suggests procedures for teaching a typical unit, gives answers and summary of language presented. Dialogues, oral drills, pronunciation and stress exercises are all recorded on the Cassettes.

Enterprise One

Enterprise Two

Enterprise Three

Students' Book 0 435 28945 4

Giá : 15.000