

Student's Book & workbook

Enterprise THREE

Tiếng Anh Trong Thương Mại
English for the commercial world

Giới thiệu và chú giải: MINH THU



NHÀ XUẤT BẢN HẢI PHÒNG

Student's Book & Workbook

Enterprise Three

English for the Commercial World

TIẾNG ANH TRONG THƯƠNG MẠI

C. J. Moore & Judy West

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

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LỜI GIỚI THIỆU

Các bạn học tiếng Anh thân mến!

Enterprise Three là giáo trình thứ ba trong bộ giáo trình Enterprise, chuyên về Anh ngữ Thương mại Quốc tế do 2 tác giả là Tiến sỹ ngôn ngữ C.J Moore và Judy West biên soạn dành cho các bạn học tiếng Anh chuyên ngành ở các trình độ sơ, trung cấp. Ngoài việc giúp các bạn trau dồi kiến thức Anh ngữ thông thường, Enterprise còn cung cấp cho bạn các chủ đề và tình huống để có thể xử lý công việc hoạt động trong môi trường thương mại quốc tế hàng ngày.

Enterprise Three dành cho học viên trình độ trung cấp tiếng Anh các chủ đề và tình huống tổng hợp hơn, ngôn ngữ sử dụng trong giáo trình Enterprise Three mang tính chiến lược trong quá trình làm việc và giao tiếp trong môi trường có sử dụng tiếng Anh như: *employment, manufacturing, health, communications, finance và investment*.

Giáo trình cung cấp đầy đủ 4 kỹ năng thực hành, đặc biệt nhấn mạnh vào các kỹ năng về sử dụng chính xác từ vựng trong mỗi tình huống giao tiếp, xử lý công việc cụ thể.

Ngoài sách học, phần bài tập được biên soạn tổng hợp cùng với phần summary of grammar, new language và vocabulary list giúp các bạn thực hành và ôn luyện để củng cố từ vựng và nắm chắc ngữ pháp.

Trọn bộ giáo trình gồm:

- Student's book
- Workbook
- Băng cassettes
- Sách hướng dẫn giảng dạy cho giáo viên

Chúc các bạn thành công!

UNIT ONE: Section 1

A Read and find out

Read both the texts below.

- 1 Who is the letter to?
- 2 Who is Peter Banks?
- 3 What is the name of the company?

Text 2

selco

The Store Manager will report to Selco Head Office

Duties will include:

1. Supervising sales staff.
2. Appointing part-time staff.
3. Contacting suppliers.
4. Dealing with customer complaints.
5. Organising holiday rotas.
6. Checking displays of goods.

Text 1

Dear Ms Jones

Thank you for attending the interview for the post of Store Manager. I am pleased to offer you the post subject to satisfactory medical reports.

I am enclosing a brief job description and details of the benefits for managers.

If you wish to accept the offer, please complete the slip below and return it to me. If you do not wish to accept the offer, please write to me or telephone me as soon as possible.

Yours sincerely

Peter Banks

Peter M. Banks
Personnel Officer

Enc.

B Read and answer

- 1 Is Ms Jones a woman?
- 2 Has Ms Jones attended an interview?
- 3 Who signed the letter to Ms Jones?
- 4 What post has Ms Jones applied for?
- 5 Will the Store Manager have to contact suppliers?
- 6 What will the Store Manager have to check?
- 7 What has Mr Banks enclosed with the letter?
- 8 What does the word *post* refer to? (Text 1 line 3)
It refers to the post of Store Manager.
- 9 What does the word *if* refer to? (Text 1 line 8)
- 10 Who does the word *me* refer to? (Text 1 line 9)

Write your answers to questions 1-7. Write complete sentences.

C Refer

- 1 Look at the texts in A.

Find another form of these words.

- | | |
|-----------------------------|------------|
| a enclose <u>enclosing</u> | d medicine |
| b complain <u>complaint</u> | e organise |
| c attend | f check |

- 2 Find two words with similar meanings. Use a dictionary.

Example: manager (job) office interview (post) secretary

- | | | | | |
|-----------|------------|-----------|---------|-----------|
| a tell | write | complete | want | refer |
| b happy | interested | important | pleased | good |
| c check | return | accept | wish | examine |
| d appoint | enjoy | apply | send | negotiate |
| | | | | despatch |

- 3 Complete each of these sentences with a word from Text 1.

Example: Thank you for attending the interview.

- Please ... the slip below.
- I am pleased to ... you the post.
- I am ... a brief job description.
- Please write or telephone as ... as possible.

supervising (n)	/su:pəvaizɪŋ/	giám sát	part-time (adj)	/po:ttaim/	bán thời gian
to deal with (v)	/di:/	giải quyết	post (n)	/poust/	vị trí công tác
personnel Officer (n)	/,pə:sə'nel ɔfɪsə/	cán bộ nhân sự	to enclose (v)	/ɪn'klouz/	gửi kèm
to negotiate (v)	/ni'gəʊʃieɪt/	đàm phán	to despatch (v)	/dis'pætʃ/	cử đi, phái đi

Language practice

Exercise 1

Example: Are you studying French? (English)

No, I'm studying English.

- Is he working in Paris? (London)
- Are they training to be managers? (typists)
- Is she organising a conference? (meeting)
- Are you dealing with this telex? (that telex)

Exercise 2

Example: Did you talk to John?

(yes/yesterday)

Yes, I talked to him yesterday.

- Did he work with Sally? (yes/last year)
- Did you listen to the radio yesterday? (no/this morning)
- Did you accept the offer? (yes/on Friday)
- Did she work on the project last year? (no/last month)
- Did they pass that exam? (yes/last year)

Exercise 3

Example: Will he see the girl?

He's seen her already.

- Will she sign the form?
- Will you write the memo?
- Will they speak to the client?
- Will they pay the bill?

Construction and use	Examples:
1 Present simple <i>I/you/we/they + verb</i> <i>He/she/it + verb + -s</i> <i>I/you/we/they don't (do not) + verb</i> <i>He/she/it doesn't (does not) + verb</i> Describes habitual actions.	<i>They work.</i> <i>He works.</i> <i>You don't work. Do you work?</i> <i>She doesn't work. Does she work?</i>
2 Present continuous <i>to be + verb + -ing</i> Used for continuous action at time of speaking.	<i>I am (I'm) working.</i> <i>He/she is (He's/She's) speaking.</i> <i>They are (They're) listening.</i> <i>We are (We're) hurrying.</i> <i>Are you listening?</i> <i>Is he working?</i>
3 Past simple (regular) <i>Verb + -ed/-d/-ied</i> Used for actions completed in the past.	<i>I worked for that company last year.</i> <i>He enclosed a report.</i> <i>She studied English last year.</i> <i>Did you work ... ?</i> <i>Did he study?</i> <i>You didn't work ...</i> <i>They didn't study ...</i>
4 Present perfect <i>have + past participle</i> Used for actions in the past relating to the present. (For a list of past participles, see p. 96.)	<i>I have (I've) eaten my breakfast.</i> <i>We have (We've) received a letter.</i> <i>He has (He's) spoken to him.</i> <i>They have (They've) posted the letter.</i> <i>Has he eaten his breakfast?</i>
5 Future with will <i>will + verb</i> Used for referring to plans, promises, offers etc. in the future.	<i>He will (He'll) be there at eight o'clock.</i> <i>We will (We'll) pay by cheque.</i> <i>He won't offer her the job.</i>

D Read and discuss

Read about the benefits for Selco managers.

Use a dictionary.

Talk about the benefits.

Discuss the benefits you would like in a job.

Benefits for Managers

selco

Four weeks' paid holiday per year

Annual bonus

Staff discount on all purchases

Interest-free loan after one year

House moving allowance

E Listen and write

1 Listen.

Ms Jones also went for an interview with a company called Trademart. The Personnel Manager of Trademart is talking about the benefits of the job. Make notes.

2 Write about the benefits offered by Selco and Trademart.

Selco offers ... but Trademart offers ...

Selco and Trademart both offer ...

conference (n)	/ˈkɒnfərəns/	hội nghị	memo (n)	/ˈmemou/	bản ghi nhớ
client (n)	/ˈkliənt/	khách hàng	annual bonus (n)	/ˈænjʊəlˈbəʊnəs/	tiền thưởng hàng năm
staff discount (n)	/stɑːfˈdɪskaʊnt/	tiền giảm giá thành cho nhân viên	interest-free loan (n)	/ˈɪntrɪst frɪːləʊn/	tiền vay không tính lãi
allowance (n)	/əˈləʊəns/	tiền trợ cấp			

UNIT ONE: Section 2

A Listen and find out

Which dialogue takes place in an interview?

Dialogue 1

James Goodman: Good morning. My name's James Goodman.

Peter Banks: Ah, good morning, Mr Goodman. Nice to meet you. I'm Peter Banks from Personnel. Do sit down.

JG: Thank you very much.

PB: Now, have you brought your curriculum vitae with you?

JG: Oh, my CV. Yes, here it is. There are three copies.

PB: Have you brought your certificates as well?

JG: No, I haven't. I'm awfully sorry. Can I send them to you?

PB: Yes, that'll be all right. Now, let's talk about the post.

Dialogue 2

Peter Banks: Hello, Bob. Come in. How are you?

Bob Miles: Fine thanks, Peter. And you?

PB: Not so bad, thanks. Have you got time for a chat about the new post?

BM: Sorry, Peter, I'm really busy at the moment. What about ten o'clock? I'll be free then.

PB: Yes, OK. That'll be fine. See you at ten.



B Ask and answer

- 1 Which department does Mr Banks work in?
- 2 What has Mr Goodman brought with him?
- 3 Has Mr Goodman forgotten something?
- 4 Who is very busy until ten o'clock?
- 5 What does Peter Banks want to talk to Bob about?

Talking points

	More formal
Greeting	Good morning/afternoon/evening
Apologising	I'm sorry.
Thanking	Thank you very much. Thank you very much indeed.

Less formal
Hi/Hello,
How are you?
Sorry.
Thanks.

Decide:

- 1 Why is the Personnel Manager more formal in Dialogue 1?
- 2 Is Bob Miles a job applicant or a colleague of Peter Banks?

curriculum vitae (n) /kəˈrɪkjʊləmˈviːtaɪ/ sơ yếu lý lịch applicant (n) /ˈæplɪkənt/ người xin việc
colleague (n) /kəˈliːg/ đồng nghiệp

1.2

C Listen and say

Thank you Thank you very much. Thank you very much indeed.
 Sorry I'm sorry. I'm awfully sorry.
 All right That'll be all right. That'll be quite all right.
 Fine That'll be fine. Yes, OK. That'll be fine.

Talking practice



Henry Morris (HM)
job applicant



Richard Lewis (RL)
Managing Director, Selco



Peter Banks (PB)
Personnel Officer, Selco



Bob Miles (BM)
Personnel Officer, Selco
Peter Banks's colleague



George Lofting (GL)
Peter's friend

Study the diagram above.
 Use the Talking points on page 6 to complete the dialogues.
 Use the most appropriate words.

Exercise 1: Thanking

- a **BM:** Here is the report, Peter.
PB: ...
 b **RL:** I've agreed your annual bonus, Mr Banks.
PB: ...
 c **PB:** I'm happy to offer you the post of clerk.
HM: ...
 d **GL:** Here's your coffee, Peter.
PB: ..., George.

Exercise 2: Greeting and apologising

- a **PB:** Good morning.
HM: ... (*greeting*)
 b **RL:** Can you stay late tonight?
PB: No, ... (*apologising*) I can't.
 c **GL:** Hi, nice to see you.
PB: ... (*greeting*)
 d **PB:** Good afternoon, Mr Morris. Have you got your CV with you?
HM: ... (*apologising*) I haven't brought it with me.

Role play: An interview

Student A

You are a personnel officer.
 You are interviewing Student B.

- 1 Ask for a CV and copies of certificates.
- 2 Ask questions about the candidate's present and past jobs.

Student B

You are a job applicant.
 Student A is interviewing you.

- 1 You haven't got your CV with you. You have got your certificates.
- 2 Answer questions about your present job and your career.

D Tell each other

- 1 Prepare a short talk about yourself.
 Make notes about your career (or school life).
- 2 Give your talk to the students in your class.

managing director (n) /ˌmænɪdʒɪŋ dɪ'rektə/	giám đốc điều hành	post of clerk (n) /pəʊst əv klɜ:k/	vị trí thư ký
certificate (n) /sə'tɪfɪkeɪt/	văn bằng, chứng chỉ	candidate (n) /'kændɪdeɪt/	người xin việc
to apologize (v) /ə'pɒlədʒaɪz/	xin lỗi		

UNIT ONE: Section 2

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curriculum vitae (n) /kəˈrɪkjʊləmˈvi:tai/ sơ yếu lý lịch
colleague (n) /kəˈli:g/ đồng nghiệp

applicant (n) /ˈæplɪkənt/ người xin việc

UNIT ONE: Section 3

A Study

Letter-writing: offering, accepting and declining

Study these letters.

Mr James Goodman
140 Newchurch Lane
Littlebury, North Kingly

15 March 1987

Dear Mr Goodman

Further to your interview in this office last week, we are pleased to offer you a post as accounts clerk.

Subject to your acceptance, your employment here will start on April 1st, at 9 am. Please report to the Accounts Manager, Mr Smith.

Our terms and conditions of employment are enclosed. Please let me know as soon as possible if you accept this offer on the enclosed terms.

Yours sincerely

Peter Banks

Peter Banks
Personnel Officer
Enc.

selco 24 Baker St
London NW1 4XT

Dear Mr. Banks,

Thank you for your letter of March 15th offering me a post as accounts clerk.

I am afraid I am unable to accept this offer as I have already taken up an offer elsewhere.

I would like to thank you

Best Mr. Williamson,

Thank you for your letter of March 11, offering me a post as trainee manager in your sales office.

I would like to accept this offer. As requested, I will telephone you early next week to arrange a further visit to the office.

I am enclosing a signed copy of your conditions of employment. I understand that I will start work with your company on Monday, 1st April.

Yours sincerely
James Goodman
Enc.

WRITING POINTS

Offering

I am/We are pleased
I/We would like to offer you ...

Make sentences for these situations:

- 1 offering a company free credit for six months
- 2 offering a candidate a post in the sales office
- 3 offering your best wishes to a colleague on his promotion (Use would like.)

Accepting

I am/We are pleased
I/We would like to accept your offer of ...

Make sentences for these situations:

- 1 accepting promotion to the post of manager in your company
- 2 accepting free samples of a new product
- 3 accepting stationery at a special discount

Declining

We regret (that) we are
I regret (that) I am unable (not able) to accept your estimate ...
offer of ...

Make sentences for these situations:

- 1 declining an offer of employment
- 2 declining an offer to supply fuel on site
- 3 declining an estimate for the supply of 500 men's shirts

free credit (n)	/fri: 'kredit/	khoản tín dụng không tính lãi	promotion (n)	/prə'mouʃn/	thăng chức, đề bạt
to estimate (v)	/estimeit/	ước tính	to decline (v)	/di'klaɪn/	từ chối
special discount (n)	/speʃl 'diskaunt/	giảm giá đặc biệt			

B Study

Westfield has an important project in the Middle East. Six months ago, the company invited contractors to tender for different parts of the work. Ahmadi Contracting Co. sent in a tender. Other companies sent in their tenders, too. Westfield has now studied all the tenders. Now the company is writing to Ahmadi.

3 February 1987

Ahmadi Contracting Co.
P O Box 167
AIN AL-FIRDOS
Arabian Gulf

W WESTFIELD INTERNATIONAL
Construction and Civil Engineering Co.
105-135 Great South Road, London SW10
Tel: 01-532-6666 Telex: 44198(WESCON G)

Dear Sirs

AL-NUR POWER STATION PROJECT
Offer for Tender No 6694/CH

We are pleased to offer you a contract of work for the above tender, subject to the enclosed terms and specifications.

We would welcome your acceptance or otherwise by telex in the first instance within ten days.

Yours faithfully

H.E. York

H.E. York
Director (Middle East)
For WESTFIELD INTERNATIONAL

C Copy and complete

Westfield offered another part of the work to Midco.

Midco did not accept the offer.

Copy and complete Midco's reply to Westfield.

Dear ...

... No. 6694/CH

Thank you for ... of 9th January 1987 ... us a contract of work for the above tender.

We have studied your terms and ... and we ... that we are now unable ... your offer. This is because of

D Write

Write Ahmadi's formal letter of acceptance to Westfield. Date your letter 10th February 1987. Organise your letter in three paragraphs.

PARA 1: Acknowledge the offer.

PARA 2: Accept the offer.

Agree to Westfield's terms and specifications.

PARA 3: Formal thanks for offer.

Hope Westfield will be satisfied with the work.

contractor (n)	/kən'træktə/	nhà thầu	to tender (v)	/'tenda/	bỏ thầu
subject to (adv)	/səbdʒɪkt/	tuỳ theo	power station (n)	/,paʊə'steɪʃn/	nhà máy điện
specification (n)	/,spesɪfɪ'keɪʃn/	thông số kỹ thuật	term (n)	/tə:m/	điều khoản

UNIT ONE: Section 4

Interaction

A Study and listen

Peter Banks, Personnel Officer with Selco, is attending a conference on 'Employment and Careers'. He is listening to a lecture on unemployment in Europe. The speaker is explaining a map.

Study the map and listen to this extract from the lecture.

Listen for these expressions:

ladies and gentlemen

above average

the old industries

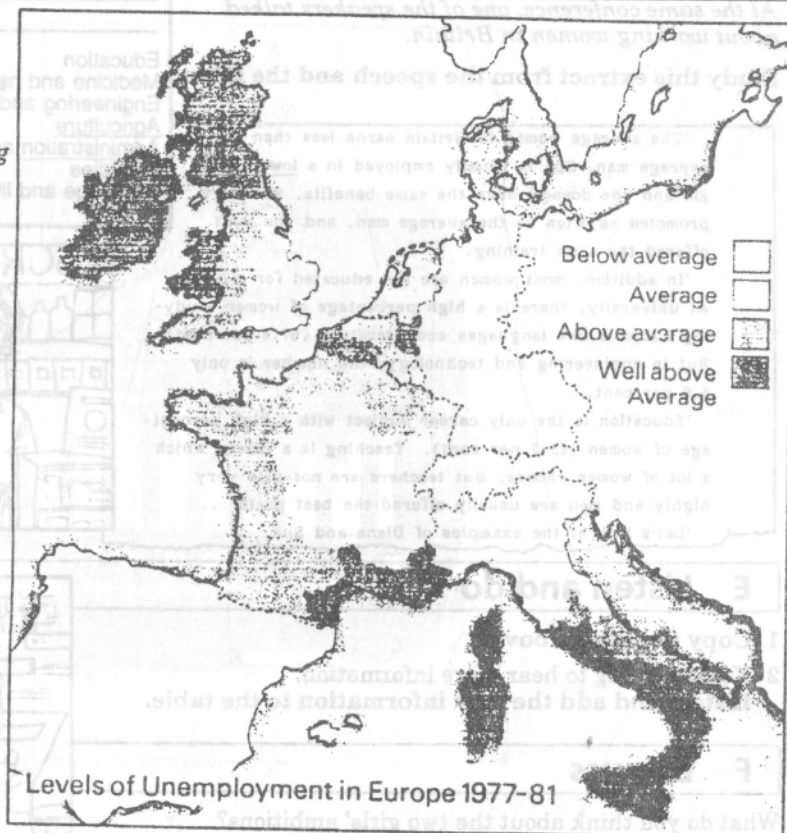
fewer and fewer people

one of the reasons

in their twenties

in addition

in recent years



B Tell each other

1 Name the countries. Use a dictionary, if necessary.

How many countries are shown on the map?

2 Talk to another student about unemployment in Europe.

Draw a map of Europe and label the main countries and areas.

Refer to the map during your short talk.

Use the following expressions: in the north/south/east/west in these areas this is one of the reasons

C Discuss

Unemployment is a growing problem in all European countries.

A lot of people can't find work.

Why is unemployment growing?

What can European countries do about it?

What can they do to help unemployed people?

unemployed (adj) /,ʌnim'pbið/ thất nghiệp

in addition (n) /in ə'diʃn/ thêm vào đó

D Study

At the same conference, one of the speakers talked about working women in Britain.

Study this extract from the speech and the table.

'The average woman in Britain earns less than the average man. She is usually employed in a lower-paid job and she doesn't have the same benefits. She isn't promoted as often as the average man, and she isn't offered the same training.

'In addition, most women are not educated for a career. At university, there is a high percentage of women studying subjects like languages and literature (67.8 per cent). But in engineering and technology, the number is only 6.9 per cent.

'Education is the only career subject with a high percentage of women (65.7 per cent). Teaching is a career which a lot of women choose. But teachers are not paid very highly and men are usually offered the best posts ...

'Let's look at the examples of Diana and Sue ...'

WOMEN AS PERCENTAGE OF UNIVERSITY STUDENTS

	1978	1979	1980
Education	64.6	67.2	65.7
Medicine and health	38.6	40.2	41.7
Engineering and technology	5.5	6.1	6.9
Agriculture	32.9	35.0	36.3
Administration and business studies	39.0	40.0	41.3
Language and literature	65.0	66.7	67.8



Diana wants to be a doctor. She is now a chemist's assistant. She is 27.

E Listen and do

- Copy the table above.
- You are going to hear more information. Listen, and add the new information to the table.



Sue wants to be a motor mechanic. She now works in a shop. She is 19.

F Discuss

What do you think about the two girls' ambitions?
Do you think they will achieve their ambitions?

Role play

Student A

You are looking for a job.
You go to an employment agency.
Tell the agent about yourself.

Say what kind of work you want.

Decide if you want one of the jobs on the agent's files.

Student B

You are an employment agent.

Give advice to Student A who is looking for a job.

You have three jobs on your files: an office cleaner, a factory worker, a trainee clerk.
Talk about the jobs.

G Write

Write a letter to an employment agency in London. Say who you are.
Ask for information about jobs in the UK. Ask about working conditions, wages, work permits for foreigners, etc.

lower-paid (adj) /'louə ,peɪd/
career (n) /kə'riə/

bị trả lương thấp
nghề nghiệp

administration (n) /əd,mɪnɪs'treɪʃn/
mechanic (n) /mi'kænik/

ngành quản trị
thợ máy, thợ cơ khí

UNIT TWO: Section 1

A Read and find out

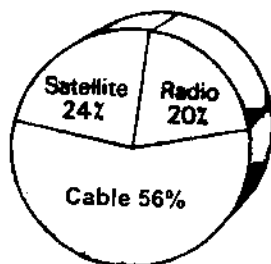
Read both the texts below.

- 1 What are the texts about?
- 2 Which text describes a telephone?
- 3 Are the texts from business letters?

Text 1

In the United Kingdom over 55 million telephone calls are made every day. They are made from more than 28 million telephones. The main centre for the transmission of calls within the UK is in London. It is a 175m tower known as the British Telecom Tower. It is able to deal with more than 150 000 calls at one time. International calls are transmitted by cable, satellite or by radio. Calls can now be made direct to a hundred countries. Communication by telephone is quicker and easier than ever before.

Figure 2
International calls made from UK.



Text 2

The telephone is an instrument for transmitting speech. It was invented by Alexander Graham Bell in 1847. The telephone works by electricity. It consists of a mouthpiece or transmitter (2), and an earpiece or receiver (1). The mouthpiece converts soundwaves of speech into electric currents and the earpiece converts them back into sound. A person at the receiver can hear words spoken into a transmitter. With modern technology a telephone can transmit computer information as well as speech.

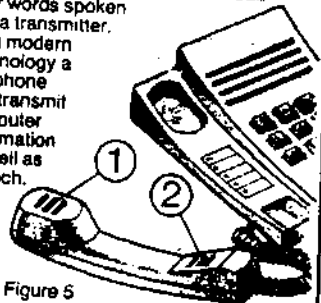


Figure 5

B Read and answer

- 1 How many telephones are there in the UK?
- 2 Where is the British Telecom Tower?
- 3 How are most international calls transmitted? (Figure 2)
- 4 When was the telephone invented?
- 5 Who invented the telephone?
- 6 Look at Figure 5. What is number 1?
What is number 2?
- 7 What does the word *they* refer to? (Text 1 line 3)
They refers to ...
- 8 What does the word *it* refer to? (Text 1 line 6)
- 9 Does *calls* mean national or international calls? (Text 1 line 12)
- 10 What does the word *them* refer to? (Text 2 line 9)

Write your answers to questions 1-8.
Write complete sentences.

C Refer

- 1 Look at the texts in A. Find another form of these words.

- | | |
|------------|---------------|
| a transmit | d communicate |
| b electric | e inform |
| c speak | f easy |

- 2 Find words in the text with similar meanings. Use a dictionary.

- | | |
|----------|----------|
| a change | d faster |
| b inside | e handle |
| c send | f new |

- 3 Complete these words from Texts 1 and 2 with the correct letters.

Example: tr	rt	convert	electric
a	le	el	t...ephone
b	er	re	cab...
c	ie	ei	cent...
d	er	or	rec...ver
			w...d
			mouthp...ce
			p...son

transmission (n) /trænz'miʃn/ sự truyền tin
to consist of (v) /kən'sist/ gồm có
to inform (v) /in'fɔ:m/ thông báo

satellite (n) /'sætəlaɪt/ vệ tinh
soundwave (n) /'saund'weɪv/ sóng âm thanh
to convert (v) /kən've:t/ chuyển đổi

Language practice

Exercise 1

Example: They built the British Telecom Tower in 1969.
The British Telecom Tower was built in 1969.

- a They opened the museum in 1982.
- b The firm issued the certificates in April.
- c The company signed the contract in 1985.
- d They send letters by airmail.
- e The shipper transported the goods very cheaply.

Exercise 2

Example: model/cheap
Is this model cheaper than that one?
Yes, it's the cheapest model we have.

- a telephone/good
- b computer/simple
- c switchboard/expensive
- d product/reliable
- e typewriter/light
- f copier/fast

Exercise 3

Example: use your telephone
Could I possibly use your telephone?

- a repay the loan next month
- b arrive half an hour later
- c send the order tomorrow
- d catch an earlier train
- e have a copy of the terms
- f leave my bag in reception

Construction and use	Examples:																		
1 The passive <i>to be + past participle</i> (For a list of past participles, see p. 96.) a Used to stress the action. b Used with the preposition <i>by</i> . Shows the person or thing doing the action.	Present tense: <i>Soundwaves are transmitted.</i> <i>Telephone calls are made every day.</i> <i>Are soundwaves transmitted?</i> <i>How many calls are made every day?</i> Past tense: <i>The telephone was invented in 1847.</i> <i>It was invented by a Scotsman.</i> <i>International calls are transmitted by cable.</i>																		
2 Can a Expresses ability (<i>be able to</i>). b Expresses permission. Giving permission Asking for permission (<i>Could</i> is a more polite form of <i>can</i> .)	<i>It can deal with calls = It is able to deal with calls.</i> <i>You can use my telephone.</i> <i>Can I use your telephone?</i> <i>Could I use your telephone?</i>																		
3 Comparison of adjectives a Regular <table border="0"> <tr> <td>easy</td> <td>easier</td> <td>easiest</td> </tr> <tr> <td>warm</td> <td>warmer</td> <td>warmest</td> </tr> <tr> <td>short</td> <td>shorter</td> <td>shortest</td> </tr> <tr> <td>difficult</td> <td>more difficult</td> <td>most difficult</td> </tr> </table> b Irregular <table border="0"> <tr> <td>good</td> <td>better</td> <td>best</td> </tr> <tr> <td>little</td> <td>less</td> <td>least</td> </tr> </table>	easy	easier	easiest	warm	warmer	warmest	short	shorter	shortest	difficult	more difficult	most difficult	good	better	best	little	less	least	<i>Summer is warmer than winter.</i> <i>It is cheaper to telephone after 6 pm.</i> <i>The best telephones are expensive.</i>
easy	easier	easiest																	
warm	warmer	warmest																	
short	shorter	shortest																	
difficult	more difficult	most difficult																	
good	better	best																	
little	less	least																	

Exercise 4

Example: It was invented in 1847.
(When?)
When was it invented?

- a Soundwaves are transmitted.
(How?)

- b Five journeys are made every day.
(How many?)
- c Wages are paid on Fridays.
(When?)
- d Invoices can be paid direct.
(What?)

D Read and discuss

Read this information.
What is it about?

E Listen and write

1 Listen.

A French tourist guide is giving information about an art gallery in Paris called the Louvre.
Make notes.

2 Write down details about the Louvre. Use D to help you.

The Telcom showroom is open daily from 10 am to 5 pm. It is situated at 135 Charles Street, London. There is also an exhibition of the history of telecommunications. Information packs are available on request. For further information please telephone the showroom on 01 248 7444.

to sign (v)	/sain/	ký kết	switchboard (n)	/ˈswɪtʃbɔːd/	tổng đài điện thoại
reliable (adj)	/rɪˈlaɪəbl/	đáng tin cậy	invoice (n)	/ˈɪnvɔɪs/	hoá đơn
telecommunications (n)	/ˌtelɪkəˌmjuːnɪˈkeɪʃnz/	viễn thông			

UNIT TWO: Section 2

A Listen and find out

Which dialogue is between colleagues?

Dialogue 1

Edward Fennell: Have you any idea what time the National Telcom showroom opens, Kate?

Kate Mitcham: The National Telcom showroom? No, I'm afraid I haven't. Why don't you phone them?

EF: Can you pass me the telephone directory, please?

KM: Yes, er... Do you want L to R or S to Z?

EF: L to R, I suppose. Thanks.

Dialogue 2

Information clerk: Good morning. National Telcom showroom.

EF: Could you tell me what time the showroom opens, please?

IC: Certainly. It opens at 10 am and closes at 5 pm on Mondays to Fridays.

EF: Thank you. And could you possibly send me some information about office systems?

IC: Of course. We have some brochures. Would you like to give me your name and address?

EF: Yes, my name's Edward Fennell. F-E double N-E double L. And the address is Communico Limited, 138 East Avenue, London N19.

IC: N19. Right. I'll put that in the post to you today. Do you require anything else?

EF: No, that's all, thank you.



B Ask and answer

- 1 Did Mr Fennell know the opening times of the showroom?
- 2 Where did he find the telephone number?
- 3 Who gave him the information he wanted about the showroom?
- 4 What else did Mr Fennell ask for on the telephone?
- 5 Why did he give his name and address?

Talking points

	More formal	Less formal
Suggesting	Would you like to give me your name?	Why don't you/we phone them?
Requesting	Could you (possibly) send me some information?	Can you pass me the phone book?
Enquiring	Do you require one pack?	Do you want A to E or F to L?

Decide:

- 1 Who is Edward Fennell's colleague?
- 2 Why is he more formal in Dialogue 2?

telephone directory (n) /'telifoundi'rektəri/ danh bạ điện thoại
to require (v) /'ri'kwaɪə/ muốn có

brochure (n) /'brɒʃʊə/ sách quảng cáo nhỏ
showroom (n) /'ʃəʊrʊm/ phòng trưng bày

C Listen and say

Work in pairs.

- 1 My name's Collingham.
Could you spell that, please?
Yes. It's C-O-double L-I-N-G-H-A-M.

- 2 My name's Davies.
Is that Davis or Davigs?
Davies; I-E-S.

Talking practice



Lionel Smith (LS)
Supplier to Communico



Tim Wills (TW)
Client of Communico



Edward Fennell (EF)
Assistant Marketing Manager
Communico



Kate Mitcham (KM)
Assistant Marketing
Manager, Communico



Charlie Roberts (CR)
Edward Fennell's friend

Study the diagram above.

Use the Talking points on page 14 to
complete the dialogues.
Use the most appropriate words.

Exercise 1: Suggesting

- a CR: Do you know what time the travel agent closes?
EF: No, I don't. ... phone them?
b TW: I want to increase our order from 50 to 75.
EF: Of course. ... give me the order number?
c KM: Bland and Company want a 20 per cent discount on this order.
EF: ... give them a ten per cent discount on this one and the next one?
d LS: Is that arrangement all right?
EF: Yes, that's fine. ... confirm it to me in writing?

Role play

Student A

You are in a hotel. You want to phone Paris.
Your room is 314. The number you want is 787 3847.
Ring the operator in the hotel.
Ask for a line to Paris.

Student B

You are a hotel telephone operator.
A guest rings you. He/she wants to make an international call.
Ask for the number and the room number.
You will dial the number and ring back.

Exercise 2: Requesting and enquiring

- a EF: We can arrange for our delivery van to call on Thursday.
TW: ... (requesting) arrange an express delivery for this afternoon?
b EF: We must discuss these products and the accounts.
KM: Fine. ... (enquiring) me to bring my report?
c EF: I've got my car at the office. Can I collect you?
CR: Yes, please. ... (requesting) be here at 5.30?
d EF: Can you supply six Champion electric typewriters by tomorrow?
LS: Of course. ... (enquiring) the Deluxe model or the Extra?

D Discuss

Can you dial direct to other countries?

Can you telephone for a weather report or for the correct time in your country?

to spell (v)	/spel/	đánh vần	appropriate (adj)	/ə'proupiət/	thích hợp
to confirm (v)	/kən'fə:m/	xác nhận	express delivery (n)	/iks'pres di'livəri/	giao hàng nhanh
weather report (n)	/weðə ri'pɔ:t/	bản dự báo thời tiết	to dial (v)	/'daɪəl/	quay số điện thoại

UNIT TWO: Section 3

A Study Letter-writing: acknowledging and querying

Study this letter and telephone bill.

This is a letter querying a bill.

28 January 1987

Dear Sir

I have now received your account dated 25 January for a total of £299.00. I feel this total must be incorrect. My quarterly bills are normally not more than £75 (1200 units) and your latest bill is for four times that amount (4800 units). Please would you check these figures for me and correct your accounts as necessary.

Yours faithfully

Doris Steadman

The Cottage
Hadlow
Tel: Hadlow 60429

National Telecom

Southern District Office
Bell House, Grambury

Quarterly account

Telephone number	Date of bill
Hadlow 60429	25 JAN 87

Rental and other charges	18.40
--------------------------	-------

Metered units
12 NOV 000397
23 JAN 005197

4800 units at 4.70p	244.00
VAT at 15%	36.60
Total payable	299.00

WRITING POINTS

Acknowledging receipt

Very formal: I/We (would like to) acknowledge (receipt of) .

Formal: I/We have (now) received .

Less formal: Thank you for .

Make sentences acknowledging the following:

Example: an insurance certificate (very formal)

We would like to acknowledge receipt of your insurance certificate.

- 1 a letter of 11th March (less formal)
- 2 an estimate dated 30th September (formal)
- 3 a recent enquiry (less formal)
- 4 a signed copy of a contract (very formal)
- 5 specification for computer software (formal)
- 6 monthly account for the period ended 30th June (formal)

Querying

Make sentences acknowledging and querying the information in italics:

Example: a bill for the sum of £76.02 for window-cleaning from a contractor (formal)

We have now received your bill for the sum of £76.02 for window-cleaning. We feel this sum must be incorrect.


- 1 a payment for order number 3090/X from a customer (formal)
- 2 an invoice for freight charges of £146.00 from an exporter (very formal)
- 3 a statement for service charges of £12.00 from your bank (less formal)
- 4 a letter about policy number PH10783 from an insurer (formal)
- 5 a report showing 1985 production figures from a consultant (less formal)
- 6 a letter quoting a delivery date of 4th June from a buyer (very formal)

to query (v) /'kwɪəri/ nghi ngờ, thắc mắc
quarterly (adv) /'kwɔ:təli/ hàng quý
delivery date (n) /di'livəri/ ngày giao hàng

to acknowledge (v) /ə'kɒlɪdʒ/ thừa nhận
freight charge (n) /freit tʃɑ:dʒ/ cước vận chuyển

B Study

Study this acknowledgement card and letter.

2 FEB 87  **National Telecom**
Southern District Office
Bell House, Granbury

Dear Sir/Madam

Thank you for your letter of 28/1/87

This matter is now receiving our attention.

Yours faithfully

District Manager

12 February 1987

Mrs D. Steadman
The Cottage
Hadlow

 **National Telecom**
Southern District Office
Bell House, Granbury

Dear Mrs Steadman

Re: Account Number - Hadlow 60429

Further to your inquiry of 28 January, we have now checked this account.

Following a test of your meter, a minor fault was discovered. This has now been repaired.

An amended bill will be sent shortly. We would like to apologise for any inconvenience.

Yours sincerely

P. R. Trotter

P.R. Trotter
District Manager

C Copy and complete

Copy and complete this letter from a customer to his bank. He is querying a statement.

6th March, 1987

... Sir,

Thank you ... your recent statement showing service ... of £19.20.

I feel ... charges ... incorrect. My account ... in credit during ... period. In addition, your charges ... normally ... than £5. These charges are four times ... amount.

Please ... you check ... figures for me and ... the statement ...

Yours ...

John R. Howe
John R. Howe

D Write

You are John Howe's Bank Manager, Colin Gray. Write a reply to John Howe's letter. Date your letter 8 March 1987. Organise your letter in three paragraphs as follows:

PARA 1: Acknowledge his letter. Lay it out correctly.

PARA 2: Account has been checked.

Error was discovered (correct charges were £4.20).
Error has now been corrected.

PARA 3: Amended statement will be sent.
Apologise.

The Manager,
Finbank,
City Road Branch,
London SW1



FINBANK
City Road Branch London SW1

Mr J. R. Howe,
90 Camden Street,
London N.W.1

account number (n) /ə'kaunt 'namba/ số tài khoản
to amend (v) /ə'mend/ sửa đổi
to correct (v) /ka'rekt/ sửa chữa

minor fault (n) /'maɪnə fɔ:lt/ lỗi nhỏ
to discover (v) /dɪs'kʌvə/ phát hiện

UNIT TWO: Section 4

Interaction

A Study and listen

Edward Fennell is the Assistant Marketing Manager of Communico. Communico is going to open a new office in London. Fennell wants to find out about telephone systems for the new office.

Study the information and listen to the telephone conversation.

Look for these expressions:

at least
etcetera
in two years' time
running costs
intercom
cash to spend

MEMO

To: Edward Fennell
From: Managing Director

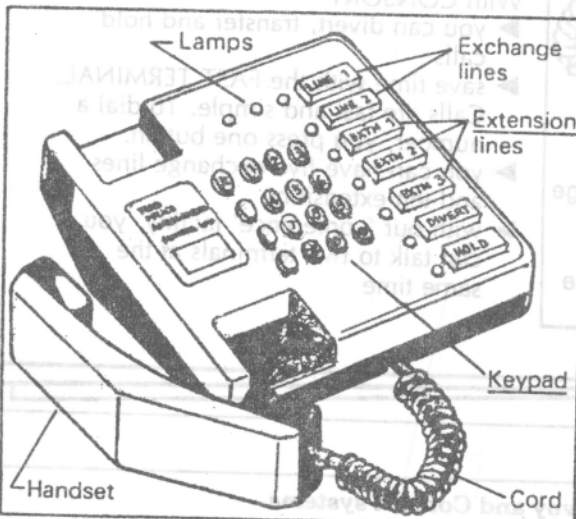
Communico plc

Re: Phone systems for new office

Could you find out about facilities, cost, etc. We need at least four terminals. But if we expand in two years' time, we'll need more.

- Remember
- we must keep running costs low
 - we have cash to spend
 - we need a quick and easy intercom system (there are offices on different floors)

Ideal for small offices. So easy to use.



Does your office need a modern telephone system?

With ENVOY

- you don't need a switchboard or an operator
- you can make inside and outside calls from every terminal
- Wrong office? You can transfer incoming calls to another terminal
- Holding on? You can hold an incoming call and ring a colleague for information

ENVOY Cost (4 Terminals)	
(If you rent)	(If you purchase)
	£731.50 (Cost of Purchase)
Installation £392	£302 (Save £90)
Rental £79.90	£39.90
Maintenance £16	£19
Total cost £95.60 quarterly	£58.90 quarterly

B Tell each other

Talk about the Envoy telephone system.

C Discuss

Is the Envoy system suitable for Communico's new office?

Is it better for Communico to rent or buy?

Remember!

in twelve months (from now)
in two years' time

et cetera (n) /it'setərə/

intercom system (n) /'intə:kəm 'sistəm/

installation (n) /,instə'leiʃn/

vân vân

hệ thống liên lạc giữa

2 bộ phận

lắp đặt

running cost (n) /'rʌniŋ kɒst/

terminal (n) /'tɜːmɪnəl/

cord (n) /kɔːd/

tổng phí quản lý

cổng đàm thoại

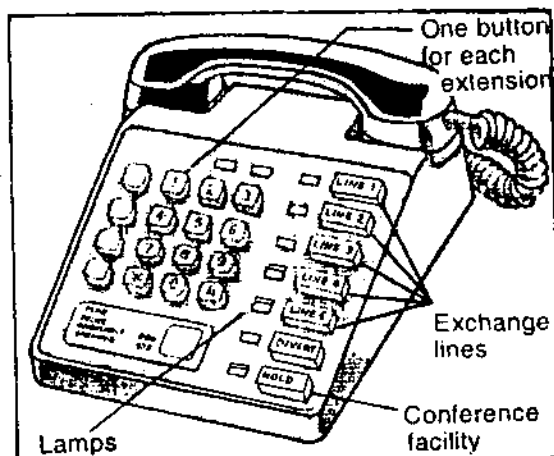
dây

D Study

Edward Fennell asked about a bigger system as well – the Consort.
He made some notes during the telephone conversation.

Study his notes about the Consort system, and the description of the equipment.

For the expanding business High performance - low cost



Consort 4 fast terminals
Cost of purchase. £1442
Installation £302
Rental £39.90
Maintenance £27 quarterly
Has 'conference' facility? Envoy has't and FAST terminals. I got these.

With CONSORT

- ▶ you can divert, transfer and hold calls
- ▶ save time with the FAST TERMINAL. Calls are fast and simple. To dial a number, you press one button.
- ▶ you can have five exchange lines and ten extensions
- ▶ with our 'conference' facility, you can talk to two terminals at the same time

E Read and do

Make a table of comparative costs for the Envoy and Consort systems.

Role play

Student A

You are Edward Fennell. You are ringing the Telcom Sales department.
Ask for details about the Consort system.

Student B

You work in the Telcom Sales department.
Answer questions and give information about the Consort office system.

F Write

Write Edward Fennell's notes about the two telephone systems for the meeting. Describe the two systems. Make recommendations. Explain your reasons.

to hold call

/hould kɔ:l/

giữ cuộc gọi

extension (n) /'eks'tenʃn/

sự kéo dài

conference facility (n) /'kɒnfərəns fə'siliti/

khả năng làm thiết bị
hội thảo

UNIT THREE: Section 1

A Read and find out

Read both the texts below.

- 1 What are the texts promoting?
- 2 Why is the exhibition in Hong Kong an important event for Highfield?
- 3 What does Oriental Promotions do?

Text 1

NEWTECH NEWS

Exhibition Special

Oriental Promotions (UK) Ltd

B Read and answer

- 1 What sort of company is Highfield?
- 2 Is Mr Welbeck the person who is organising the exhibition?
- 3 What have the directors of Highfield decided to do?
- 4 Which delegation includes technical experts and marketing personnel?
- 5 Which company is organising the exhibition?
- 6 Is it easy to travel to and from Hong Kong?
- 7 Why is Hong Kong a good place for an exhibition?
- 8 Who does *our* refer to? (Text 1 line 9)
- 9 Who does *we* refer to? (Text 1 line 12)
- 10 Who do *we* and *them* refer to? (Text 1 line 14)

Write your answers to questions 1-7.
Write complete sentences.

Highfield is an international company which specialises in communications technology. Each year it exports 60% of its total output. In recent years the company has invested significant sums in promoting its products. This year the directors have decided to increase their commitment to promotion. The company will be exhibiting at NEWTECH 88, our international exhibition in Hong Kong. The delegation which will be travelling to Hong Kong includes technical experts as well as marketing personnel. The executive who is leading the delegation, Mr A. Welbeck, said, 'We expect to see substantial increases in our Far Eastern markets as a result of attending the exhibition.' We look forward to welcoming them.

Text 2

HONG KONG ... where east meets west

Fast, easy connections by air to
Tokyo, Singapore, Europe and USA
Excellent exhibition facilities
Efficient international communications
First-class hotel accommodation
Inclusive tour prices available

COME TO NEWTECH 88 — Effective promotion is as important as a sound product

C Refer

- 1 Complete these words from Text 1 with the correct endings.

-tial -tal -nal -nel -cal (-cial)

Example: special

- a internatio ... d substan ...
b to ... e techni ...
c person ...

- 3 Complete these sentences with *in* or *to*.

- a It's a company which specialises ... computers.
b They expect ... get new customers at the exhibition.
c Companies which decide ... attend get special discounts on travel.
d We look forward ... seeing you in Hong Kong.

- 2 Find the odd word out. Use a dictionary.

Example: manager salesman exhibition typist director

- a sum price cost amount expert
b promote produce exhibit advertise show
c technical important substantial major significant
d company delegation personnel chairman staff

technical expert (n)	/'teknɪkl 'eksɜːt/	chuyên gia kỹ thuật	to refer to (v)	/rɪ'fəː/	đề cập đến
first class (n)	/fɜːst klɑːs/	hạng nhất	substantial (adj)	/səb'stænʃəl/	quan trọng
commitment (n)	/kə'mɪtmənt/	cam kết	to specialize (v)	/'speʃəlaɪz/	chuyên về

Language practice

Exercise 1

Example: He's a driver. He crashed the car.
He's the driver who crashed the car.

- a She's a typist. She typed the memo.
- b He's a supervisor. He checks the rota.
- c They're the accountants. They do our accounts.

Exercise 2

Example: Book/boring
Was the book boring?
Yes, but not as boring as that one.

- a meal/bad
- b calculation/hard
- c flat/comfortable
- d tour/expensive

Exercise 3

Example: Highfield/company/
specialises in technology
Have you heard of a company called Highfield?
Yes, it's a company that specialises in technology.

- a The East/restaurant/specialises in Chinese food
- b Lights/firm/makes lampshades
- c Derek Harvey/banker/deals in foreign trade agreements
- d Peach/computer/uses the latest technology

Construction and use	Examples:
1 Relative pronouns	
a <i>Which</i> Used to define a thing.	<i>That's the company which specialises in books.</i> <i>A machine which records telephone calls is known as an answering machine.</i>
b <i>Who</i> Used to define a person.	<i>She's the person who deals with enquiries.</i> <i>The manager who signs the cheques is on holiday.</i> <i>They are the people who made Videomax.</i>
c <i>That</i> Used instead of <i>who</i> or <i>which</i> .	<i>The man that (who) checks the deliveries has gone.</i> <i>The shop that (which) sold it has closed down.</i>
d <i>Where</i> Used to define a place.	<i>The restaurant where we went last week was excellent.</i>
2 Comparing <i>as + adj + as</i>	<i>Experience is as important as qualifications.</i> <i>Good promotion is as important as a good product.</i>
<i>not as + adj + as + noun</i>	<i>The restaurant meal was not as good as the hotel meal.</i>
<i>not so + adj + as</i>	<i>The figures are not so bad as last year's.</i>
3 Future continuous tense <i>will be + verb + -ing</i> Used for an extended activity.	<i>They will be exhibiting for a whole week.</i> Compare: They are going to visit Hong Kong. (plan)

D Read and discuss

Read about Hong Kong

Where is it? What is the weather like?
Is it bigger or smaller than your town?

Hong Kong (population 4½ million) is ideally situated as an exhibition and trade centre. It is situated in the South China Sea, only three hours' flying time away from Beijing (Peking) in China, but with easy flight connections to all parts of the world. The weather in summer is usually hot (average 28°C in July) and humid (80-90% in July).

E Listen and write

1 Listen.

You will hear a description of Milan, the capital of Lombardy, in Italy.
Make notes.

2 Write a paragraph about Milan. Use A and D to help you.

to crash (v)	/kraɪf/	dâm, va chạm (xe)	rota (n)	/'roua/	bảng phân công
lamp-shade (n)	/'læmpʃeɪd/	chụp đèn	to situate (v)	/'sɪtʃueɪt/	đặt ở vị trí
humid (n)	/'hjuːmɪd/	độ ẩm	qualification (n)	/'kwɒlɪfɪ'keɪʃn/	trình độ chuyên môn

UNIT THREE: Section 2

A Listen and find out

Which dialogue takes place in a business meeting?

Dialogue 1

Andrew Welbeck: Now, Bill Thomas has suggested sending a delegation to the Newtech 88 exhibition in Hong Kong. This means we won't be able to send anyone to the exhibition in Milan. Do we all agree it's a good idea?

Joanna Summers: I'm not sure I agree at all. I'm against going. Publicity at Milan will be just as effective as in Hong Kong. The cost of going to the Far East is enormous and it won't be worthwhile.

Bill Thomas: I don't think Joanna is quite right there. There are many good reasons for going. The cost is high but our experience indicates it will be well worthwhile.

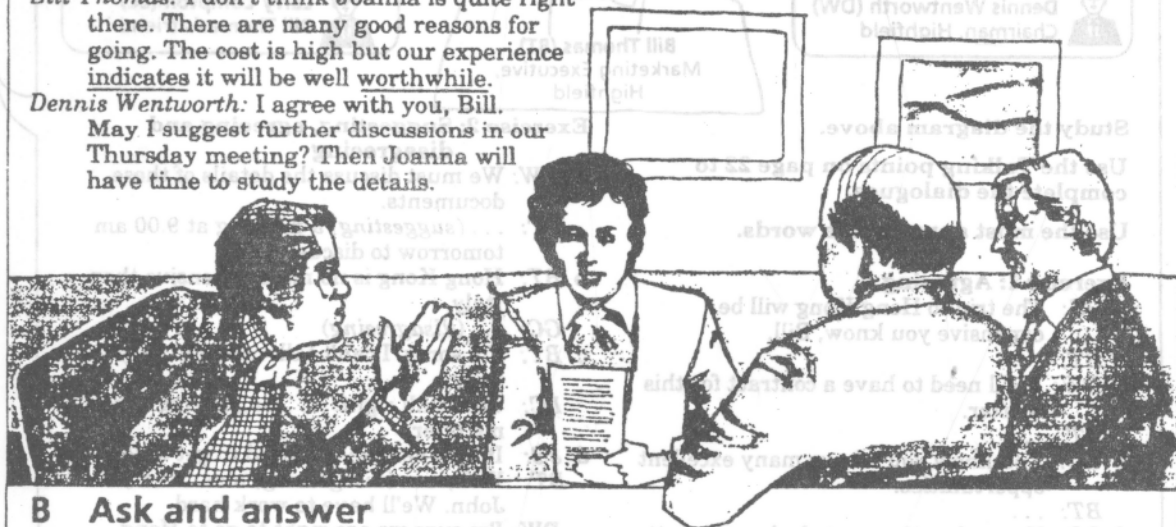
Dennis Wentworth: I agree with you, Bill. May I suggest further discussions in our Thursday meeting? Then Joanna will have time to study the details.

Dialogue 2

JS: I think you're wrong, Bill. It's ridiculous to go to Hong Kong. The exhibition in Milan is excellent and we'll get lots of orders.

BT: Absolutely. I'm sure we will. But future markets are as important as current ones. Going to Hong Kong will guarantee our future growth.

JS: Look, perhaps we can talk about it again later. I must go. I've got to catch my train.



B Ask and answer

- 1 What is the main subject of discussion?
- 2 Who wants to go to Hong Kong for the exhibition?
- 3 Why doesn't Mrs Summers want the company to go to Hong Kong for the exhibition?
- 4 Does the company usually attend an exhibition in Hong Kong?
- 5 Why does Bill want the company to send a delegation to Hong Kong?

Talking points

	More formal	Less formal
Suggesting	May I suggest further discussions later?	Perhaps we can talk about it later
Agreeing	(Yes,) I agree with you.	(Yes,) absolutely!
Disagreeing	I'm not sure I agree.	I think you're wrong.

Decide:

- 1 Who is the chairman of the meeting?
- 2 Why is Bill Thomas more formal to Joanna Summers in Dialogue 1?

publicity (n)	/pʌ'blɪsɪti/	sự quảng cáo	enormous (adj)	/ɪ'nɔːməs/	lớn
worthwhile (adj)	/wɜːθ'waɪl/	bổ công, đáng giá	ridiculous (adj)	/rɪ'dɪkjʊləs/	buồn cười
order (n)	/'ɔːdə/	đơn đặt hàng	to guarantee (v)	/,gæərən'tiː/	bảo đảm

C Listen and say

I agree I agree with you. I'm not sure I agree at all.
 Absolutely! I agree absolutely! I absolutely agree!
 You're right I think you're quite right. I think you're absolutely right.

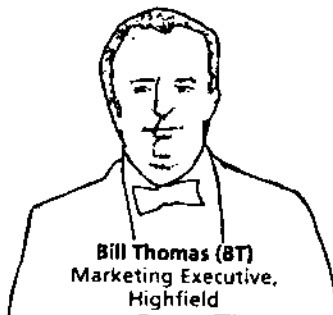
Talking practice



Giorgio Capucci (GC)
Organiser of the Milan exhibition



Dennis Wentworth (DW)
Chairman, Highfield



Bill Thomas (BT)
Marketing Executive, Highfield



Joanna Summers (JS)
Marketing Executive, Highfield



Larry Compton (LC)
Bill Thomas's friend

Study the diagram above.

Use the Talking points on page 22 to complete the dialogues.

Use the most appropriate words.

Exercise 1: Agreeing

a JS: The trip to Hong Kong will be expensive you know, Bill.

BT: ...

b DW: We'll need to have a contract for this matter.

BT: ...

c GC: You know you'll have many excellent opportunities.

BT: ...

d LC: Your advertisements look much better in colour.

BT: ...

Role play

Student A

You want to go to France to take a course in French.

Tell Student B why you think it's better to go to France to learn French.

Exercise 2: Suggesting, agreeing and disagreeing

a DW: We must discuss the details of these documents.

BT: ... (suggesting) a meeting at 9.00 am tomorrow to discuss them.

b BT: Hong Kong is no more expensive than Italy.

GC: ... (disagreeing)

c BT: I'm sorry, I can't talk now, I'm very busy.

LC: That's all right. ... (suggesting) ring me later.

d JS: It'll be very easy indeed to get orders.

BT: Well, ... (disagreeing) about that, John. We'll have to work hard.

DW: I'm sure we are right to go to Hong Kong.

BT: ... (agreeing). It's definitely the right decision.

Student B

You want to take a French course in your country and then go to France.

Tell Student A why you don't want to go to France before the course.

D Tell each other

Talk about a capital city you know well.
 Say why it is an interesting place to visit.

excellent opportunity (n) /'eksələnt/

definitely (adv) /'definitli/

cơ hội tuyệt vời

rõ ràng

advertisement (n) /əd've:tismənt/

indeed (adv) /in'di:d/

sự quảng cáo

quả thực

UNIT THREE: Section 3

A Study

Writing a short report

Study this report and agenda.

Andrew Welbeck, Export Director of Highfield, has prepared a short report about promotion in the Far East. It will be discussed at the promotion meeting on Thursday. Welbeck is going to send the report through the company's mailbox system. It will be distributed by computer. The agenda for the meeting has already been distributed. This is the text of the report.

Address to: OED1 OPO1
OED2 OPO2
SSD1 OPO3
SSD2

Promotion in the Far East (NEWTECH Exhibition)

Title of report → Promotion in the Far East (NEWTECH Exhibition)

short, clear sentences → 1. Situation in Far East markets

1.1 All the countries in the area have got strong economies. Some of them (eg China) are developing very fast (see bank reports: CDS/412/3/4/5).

1.2 Trade is becoming easier in one or two important markets (eg China, Japan).

1.3 "Attack now" is the view of experts we have asked (see recommendations in PSO/71; LGT/904; CDS/4141).

PARA number and title → 2. Our products in the Far East

numbering → (2.1) There is growing interest in our products (see agent's memo: HKH/34).

WRITING POINTS

Relative clauses

Note the difference between these examples:

- 1 This is a regular exhibition *which has been successful since 1978.*
- 2 We offer competitive prices *(that/which) we can hold for at least 12 months.*

In the second example, there is a new subject *we* after the relative. *Prices* is the object of the verb *hold*. In sentences of this kind, we can use zero relative (ie no relative).

Make sentences with zero relative

Example: This is the training programme. We can offer it in our price.
This is the training programme we can offer in our price.

- 1 Here is the report. You must read it.
- 2 Have you got the information? Our customer requires it.
- 3 These are the markets. We must attack them.
- 4 There are several questions. This meeting can discuss them.

AGENDA FOR PROMOTION MEETING HQ Room 517

Thursday April 4 3.00 pm

1. Finalise and approve allocation of promotion budget 1987-1988.
 - Europe £35 000 (reduced by 28.5% because of new spending in Far East)
 - North America £40 000 (increased by 5%)
 - Far East £25 000 (as this is a new area, there will be a report from A. Welbeck)
2. Discuss breakdown of spending for each area.
3. Appoint teams for each area.
4. Discuss dates and travel schedules for each area.

to distribute (v)

/dis'tribju:t/

phân phối

agenda (n)

/ə'dʒendə/ chương trình làm việc

competitive price (n)

/kəm'petitiv prais/

giá cạnh tranh

to finalise (v) /'faɪnəlaɪz/ hoàn thành

to approve (v)

/ə'pru:v/

phê duyệt

allocation (n) /ælə'keɪʃn/ sự phân bổ

B Study

Read the rest of Welbeck's report. In the conclusion he makes his main recommendations.

- 2.2 At the moment, because of the exchange rate, we offer competitive prices we can hold for at least twelve months.
- 2.3 We can offer the technical training some customers require.
3. NEWTECH Exhibition
- 3.1 This is a regular exhibition which has been organised annually since 1978.
- 3.2 It is the most important exhibition of its kind in the Far East.
- 3.3 It is attended by key officials from all the main Far East markets (Japan, Taiwan, Singapore, China and, of course, Hong Kong itself).
4. Assessment of cost
- 4.1 The breakdown of likely costs is as follows:

.../2

5. Conclusion

If we attend the NEWTECH Exhibition this year, we will probably double our turnover in the Far East. We will find new customers. We will get new orders. If we spent the money on promotion in Milan, then we would lose all these opportunities.

C Copy and complete

MEMO

To: Promotion and Sales Managers
From: Bill Thomas

There will be — meeting *** Thursday April 4 *** 3.00 pm in HQ Room 517. — meeting will be chaired *** A. Welbeck. — will be a discussion *** promotion plans and budget *** this year, especially *** the Far East.

Mr Welbeck will be distributing — short report he has prepared on — Far East.

Highfield Systems

Use these words to complete the memo:

in by there a
for on a the
at of the

D Write

Write the fourth paragraph of Welbeck's report (The breakdown of costs). Study Welbeck's notes.

Write short, clear sentences. Number your main points.

Mention these points:

- breakdown of costs
- £6700 for follow-up trip (total budget £25 000)
- probable team of five will go
- free facilities at Newtech

Far East (Newtech 88) Breakdown of probable costs:

Exhibition: £1000

Airfreight: £2300

Travel: £9000 (5 people?)

Hotel and expenses: £5000

Publicity: £1000

£18 300

* Leaves £6700 for follow-up trip in 6 months' time,
* N.B. Free technical service - free publicity in NewTech News Magazine.

annually (adv)	/ˈænjuəli/	hàng năm	key official (n)	/ki: əˈfɪʃl/	các quan chức chủ chốt
assessment (n)	/əˈsesmənt/	đánh giá	turnover (n)	/ˈtə: n, ouvə/	doanh thu
airfreight (n)	/eə freit/	cước phí máy bay	follow-up trip (n)	/ˈfəlu: ʌp tri:p/	đợt đi tiếp theo

UNIT THREE: Section 4

Interaction

A Study and listen

The meeting approved the budget for the Far East. Andrew Welbeck and Bill Thomas are now discussing the details. They are discussing publicity and advertising.

Listen to their conversation and study the information.

Trade International

- ★ a bilingual magazine published twice weekly
- ★ circulation: 100 000
- ★ distributed mainly to overseas trade departments in central government and at provincial and local levels

Display advertising only (minimum £250)
Phone or write for details to:
World Media Ltd
22 Tang Lane
Croydon
Surrey Tel: 01-680-2496

ANGLO-ORIENTAL REPORT

Published three times a year. News of British products and British trade with China. Chinese-language edition distributed in China to most industrialists and central ministries. (circ. 13 500)

Accepts mainly small and boxed advertisements (minimum £50)

Some display advertising (minimum £150).

British Trade Institute, Hong Kong
Telex: 79479 Tel: 5-453098

China Technical Journal

Published monthly in Hong Kong. Distributed to industries and specialists in technology (circulation 60 000). English-language edition only. All types of advertising accepted (display minimum £200).

Contact: China Technical Journal
Room 3061 (10th Floor)
Ando Building
Hong Kong

Listen for these expressions:

data transmission
electronic mailbox
key people
fairly high-level
display advertising
translation service

B Tell each other

Talk about the magazines and journals in China.

What is their circulation?

Who do they reach?

What kind of advertising do they accept?

How often are they published?

C Discuss

Andrew Welbeck and Bill Thomas decide to spend £500 on advertising in China.

Discuss how they should spend the money.

Should they pay for one or two large advertisements or several small ones?

Which magazines should they use?

To: ORIENTAL PROMOTIONS (UK) LTD

From: Highfield Limited

Yes, we are interested in attending NEWTECH 88.

We shall be sending a team of 5 delegates.
Please send booking information for space and facilities to:

Name: Andrew Welbeck

Title: Export Director

bilingual (adj) /bai'lingwəl/ hai thứ tiếng

edition (n) /i'diʃn/ xuất bản

to accept (v) /ək'sept/ chấp nhận

circulation (n) /,sə:kju'leiʃn/ lưu hành

ministry (n) /'ministri/ Bộ

specialist (n) /'speʃəlist/ chuyên viên

D Listen and study

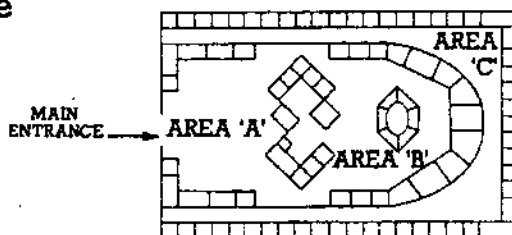
Welbeck and Thomas are now studying the plan of the exhibition. They have to decide how to spend their budget.

Study the information, and listen to their conversation.

NEWTECH 88

20-25 September Expocentre
Hong Kong

For easier booking, we are offering fixed units of space in three classes of area. Choose your area. Choose your unit. You can book as many units as you want. Each unit must be booked for five days. All bookings subject to availability.



Classes of display area

			Cost per day	
AREA 'A'	A1, A2, A3	(main entrance area; three sizes of unit)	A1	UK£ 250
			A2	UK£ 220
			A3	UK£ 200
AREA 'B'	B1, B2, B3	(rear ground floor; three sizes of unit)	B1	UK£ 210
			B2	UK£ 190
			B3	UK£ 175
AREA 'C'	C	(gallery; one size of unit only. Weight limit 200 kg per unit)	C	UK£ 150

Unit sizes A1, B1 - 5 metres; A2, B2 - 4 metres; A3, B3, C - 2 metres.

Facilities All stands have got electric power and storage cupboards. Units A1, B1 have got a kitchen with water supply.

Role play

Student A

You are a representative of Oriental Promotions, the organisers of the Conference.

Answer questions about the exhibition.

Student B

You are representing a company. The company wants to exhibit at Newtech.

Ask questions about the exhibition. Ask about dates, place, display space, cost, etc.

E Decide and write

Interaction

Welbeck and Thomas have got £1000 to spend on the exhibition. The exhibition lasts for five days.

Decide how they should spend the money. Then write a letter to Oriental Promotions and make the booking.

availability (n)	/ə,veilə'biliti/	tính sẵn có	main entrance (n)	/meɪn 'entrəns/	cửa chính
rear (adj)	/riə/	ở phía sau	gallery (n)	/'gæləri/	phòng trưng bày
stand (n)	/'riəwəd/	gian hàng	display space (n)	/dis'plei 'speɪs/	khu trưng bày

UNIT FOUR: Section 1

A Read and find out

Read the texts below.

- 1 Was Text 1 written by a travel agent or a car sales firm?
- 2 Does Text 2 give information about types of insurance or the cost of insurance?
- 3 Does Text 3 give information about travel or payment?

Text 1

Dear Mrs Miles,

Thank you for your recent letter enquiring about motoring holidays. We are enclosing a copy of our brochure 'Europe by Car' which includes details of prices and insurance as well as a booking form.

Please do not hesitate to contact us if you have any queries. Our offices are open from 9 am to 5.30 pm Mondays to Fridays. To make your booking please call in at any time or telephone 01-545 9876.

We look forward to hearing from you.

B Read and answer

- 1 What does Mrs Miles want information about?
- 2 What is the title of the brochure the agent is sending?
- 3 Can a holiday booking be made by telephone?
- 4 Is a deposit usually required for a holiday booking?
- 5 What will happen if a deposit is not sent after a telephone booking?
- 6 What kind of payment is required with a late booking?
- 7 Can you insure against losing your luggage?
- 8 Who does *you* refer to? (Text 1 line 7)
- 9 Does *you* refer to all passengers or to Mrs Miles only? (Text 2 line 3)
- 10 Who requires full payment for late bookings? (Text 3 line 10)

Text 2

SAFENSURE INSURANCE

You can take out policies which will cover you for:

- *Medical expenses
- *Personal accident
- *Vehicle breakdown
- *Holiday cancellation
- *Travel delay
- *Loss of baggage

Take out insurance - then you needn't take your worries on holiday!

Booking conditions

- 1 After receipt of booking forms and deposit, bookings will be confirmed by Eurotravel within seven working days.
- 2 Telephone bookings will be cancelled if the booking forms and deposit are not received within fourteen days.
- 3 If a cancellation is received after confirmation the deposit will not be refunded.
- 4 Full payment is required for late bookings.

Text 3

Write your answers to questions 1-7.
Write complete sentences.

C Refer

- 1 Study these verbs. Find the nouns from the texts in A.

Example: cancel cancellation

- | | |
|-----------|-----------|
| a insure | d book |
| b pay | e receive |
| c confirm | |

- 2 Complete these sentences with the missing prepositions. Use the texts in A to help you.

- a Mrs Miles sent a letter enquiring . . . motoring holidays.
- b The brochure includes details . . . prices and insurance.
- c Passengers can take out holiday insurance . . . travel delay.
- d Booking forms and deposits must be received . . . fourteen days.
- e Deposits will not be refunded if a holiday is cancelled . . . confirmation.

- 3 Find two words with similar meanings. Use a dictionary.

- | | | | | |
|----------------------|-----------|------------|-------------|------------|
| a remarks | questions | cheques | queues | queries |
| b expenses | figures | estimates | costs | receipts |
| c request | report | refer | refund | replay |
| d <u>regulations</u> | decisions | conditions | discussions | operations |

deposit (n)	/di'pɒzɪt/	tiền đặt cọc	luggage (n)	/'lʌɡɪdʒ/	hành lý
passenger (n)	/'pæsiŋdʒə/	hành khách	booking form (n)	/'bʊkiŋ fɔ:m/	mẫu đăng ký
to refund (v)	/ri:'fʌnd/	hoàn tiền lại	regulation (n)	/,regju'leɪʃn/	quy định

Language practice

Exercise 1

Example: He sent his secretary.
She paid the bill.
He sent his secretary to pay the bill.

- She sent her assistant. He got the report.
- They gave him a loan. He bought a car.
- We lent them some money. They went on holiday.

Exercise 2

Example: He went yesterday, didn't he? (today)
No, he didn't go yesterday, but he must go today.

- They signed it last week, didn't they? (tomorrow)
- He told her yesterday, didn't he? (today)
- We wrote to them last week, didn't we? (this afternoon)

Exercise 3

Example: Do I have to keep my ticket?
No, you needn't keep it.

- Do we have to complete this form?
- Do I have to show the receipts?
- Do we need to carry our passports all the time?

Construction and use	Examples:
1 Infinitive of purpose (in order to) <i>In order is usually omitted.</i>	<i>Jill went to the office (in order) to make a booking. (ie Jill made the booking.)</i> <i>Jill sent Tom to make the booking. (ie Tom made the booking.)</i>
2 Obligation a Expressing obligation: <i>must/have to</i> <i>Must is used for present and future obligations.</i> <i>There is no past tense form of must. Had to is used instead.</i> <i>In questions have (got) to is often used.</i>	<i>He must pay.</i> <i>We must leave soon.</i> <i>They had to pay a deposit.</i> <i>Do we have to pay?/Have we got to pay?</i>
b Expressing obligation: <i>required (to)</i> <i>require = oblige</i> <i>Used to express rules and regulations.</i>	<i>Visitors are required to leave their coats.</i> <i>Payment is required.</i>
c Lack of obligation: <i>need not (needn't)</i> <i>Shows an action is not necessary.</i> <i>Used to give advice.</i>	<i>You needn't book today.</i> <i>You needn't arrive early.</i> <i>Do I need to pay now?</i> <i>When/Who do I need to pay?</i> <i>We needn't sign yet.</i> <i>We don't need to sign yet.</i> <i>Or formally: It is not necessary to sign yet.</i>
3 Conditional sentences (Type 1) <i>An if clause in the present tense is followed by a main verb in the future tense.</i> <i>Used when the consequence of an action is probable.</i>	<i>If the forms are not received, the booking will be cancelled.</i>

D Read and discuss

Read this letter.

- Do you like activity holidays?
- What kind of holidays do you like?

Dear Mr Brown,

Further to our telephone conversation of this morning we are enclosing a copy of this year's 'Activity Holidays' brochure. Current prices and booking details are also enclosed. The cost of a 14-day sailing holiday (REF SH/54/87) is £421 per person. If you decide to book this holiday a deposit of 10% will be required. If you have

E Listen and write

1 Listen.

You will hear a telephone conversation between Mr Ortega and Keith Bell.
Make notes.

- Write the body of the letter to Mr Ortega. Use the letter in D to help you.
The cost of the holiday is £527 per person.

loan (n)	/ləʊn/	tiền cho vay	to omit (v)	/ə'mit/	bỏ quên
receipt (n)	/ri'si:t/	giấy biên nhận	consequence (n)	/'kɒnsɪkwəns/	kết quả

UNIT FOUR: Section 2

A Listen and find out

Where is Sally in Dialogue 1?

Dialogue 1

Sally Miles: Good morning. I'd like to book a motoring holiday, please.

Travel agent: Certainly, madam. When do you wish to travel?

SM: Well, in April. Actually I've already filled in the form. Here are the details. Do I have to pay the full amount now?

TA: No, it's not necessary. You are required to pay a deposit of £20 per person now. Then you needn't pay the balance until eight weeks before you depart.

SM: That's fine, then.

Dialogue 2

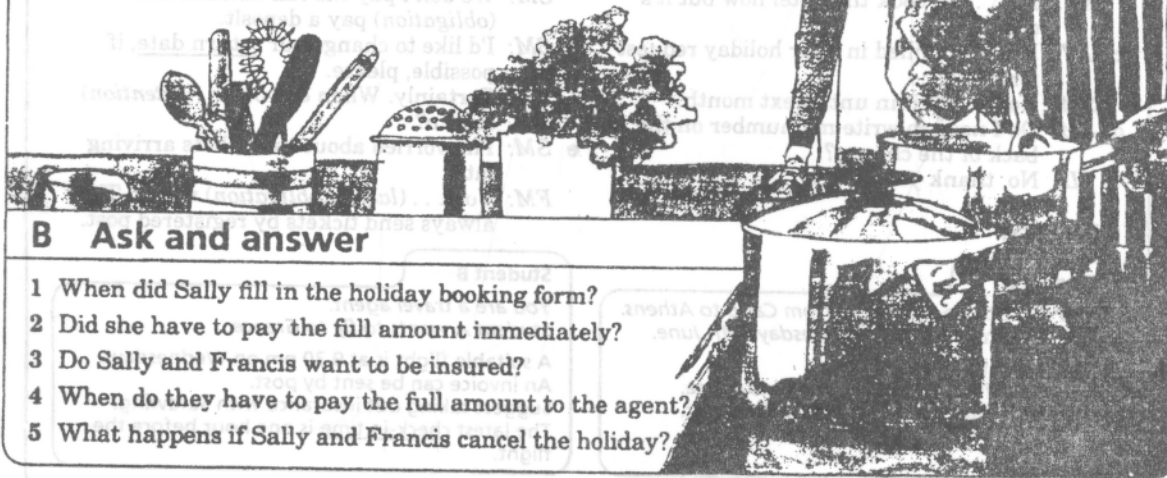
Sally Miles: I went to the travel agent to book our holiday this morning, Francis.

Francis Miles: Oh, that's great. So we'll be off on the 19th April!

SM: That's right. I paid a £40 deposit for both of us – £20 each. We have to pay the rest eight weeks before we go.

FM: Eight weeks! What happens if we want to cancel?

SM: We'll lose our deposit. Look, read the booking conditions. And there's something else. We must check our insurance policy. We've got to be properly insured.



B Ask and answer

- 1 When did Sally fill in the holiday booking form?
- 2 Did she have to pay the full amount immediately?
- 3 Do Sally and Francis want to be insured?
- 4 When do they have to pay the full amount to the agent?
- 5 What happens if Sally and Francis cancel the holiday?

Talking points

Expressing obligation

More formal
You are required to pay a deposit.

Lack of obligation

It isn't/It is not necessary
to pay now.

Intention

When do you wish to
depart?

Less formal

We have to pay the rest
before we go.

We don't have to pay
immediately.

What happens if we want to
cancel?

Decide:

- 1 Why did the travel agent call Sally *madam* in Dialogue 1?
- 2 Why didn't Sally and Francis use the words *travel*, *balance* and *depart* in Dialogue 2? Find the words they used instead.

to be off (v)

/bi:ɔ:f/

đi, lên đường

balance (n)

/'bæləns/

số còn lại

insurance policy (n) /in'fuərəns,pɒli:si/

hợp đồng bảo hiểm

travel agent (n)

/'trævl'eɪdʒənt/

đại lý du lịch

C Listen and say

[s]: necessary Francis else balance insurance Sally
 [z]: deposit please details conditions happens

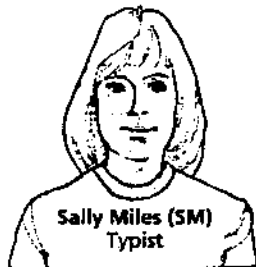
Talking practice



Jane White (JW)
Sally's colleague



Keith Bell (KB)
Travel agent



Sally Miles (SM)
Typist



Francis Miles (FM)
Sally's husband



Tina Linden (TL)
Travel agent

Study the diagram above. Use the Talking points on page 30 to complete the dialogues. Use the most appropriate words.

Exercise 1: Expressing lack of obligation

- a FM: Have you paid the full amount?
 SM: No, I haven't. We ... pay the full amount until eight weeks before we go.
- b SM: Do I have to book the hotel as well as the flight now?
 KB: No, ... to book the hotel now but it's cheaper.
- c JW: Have you filled in your holiday request form yet?
 SM: No, ... fill it in until next month.
- d SM: Do I need to write my number on the back of the cheque?
 TL: No, thank you ...

Role play

Student A

You want to book a flight from Cairo to Athens.
 You want to travel on Wednesday 19th June.
 Telephone the travel agent.
 Ask about flights, payment and insurance.
 Ask about the check-in time for the flight.

Student B

You are a travel agent.
 Student A wants to fly to Greece.
 A suitable flight is at 9.30 pm on Wednesdays.
 An invoice can be sent by post.
 Suggest taking out insurance with Safewing.
 The latest check-in time is one hour before the flight.

Exercise 2: Expressing obligation and intention

- a SM: Do we need to have visas for this trip?
 KB: Definitely. All passengers ... (obligation) hold valid visas.
- b FM: Is the local transport good?
 SM: Oh, yes. If we ... (intention) hire a car we can book it at the hotel.
- c JW: Do you have to pay for your holiday now, Sally?
 SM: We don't pay the full amount but ... (obligation) pay a deposit.
- d SM: I'd like to change our return date, if possible, please.
 TL: Certainly. When do you ... (intention) return?
- e SM: I'm worried about the tickets arriving late.
 FM: You ... (lack of obligation) worry. They always send tickets by registered post.

D Tell each other

Talk about the skills you must have in your job, or at school, and also about those you don't need.

What skills are necessary in your job or at school? Do you have to be good at mathematics or typing? Do you have to understand computers?

obligation (n)	/ˌɒblɪˈgeɪʃn/	nghĩa vụ, bổn phận	check in (n)	/'tʃek'ɪn/	sự đăng ký đi máy bay
valid visa (n)	/'vælɪd 'vɪzə/	visa hợp lệ	intention (n)	/'ɪn'tenʃn/	ý định
to register (v)	/'redʒɪstə/	đăng ký vào sổ	mathematics (n)	/'mæθə'mætiks/	toán học

UNIT FOUR: Section 3

A Study

Letter-writing: making a claim

Sally Miles and her husband, Francis, had a car accident during their holiday in France. Sally sent the insurance company a letter to make a claim.

Read her letter to the insurance company, and the details of their insurance cover.

WRITING POINTS

Past continuous with past simple

Compare these sentences:

- TIME They were travelling south when they had an accident.
As they were travelling south they had an accident.
CAUSE As/because they were travelling too fast, they had an accident.

Finish these sentences correctly. Use the past continuous:

- The vehicle hit the man as ...
- I rang the telex engineer because ...
- We sold our shares as ...
- The ferry was cancelled because ...

Indirect object

Rewrite the following sentences:

Example: I lent Peter a book.
I lent him a book.
I lent it to him.

- They lent Bill a car.
- She sent the accountant a cheque.
- We paid Alison the money.
- I gave John the memo.

Zero article

No article is necessary

- in certain expressions: eg to hospital, by car

Find other examples in Sally Miles' letter.

- with certain nouns: eg meals - She wants tea. He left after lunch. sports - I hate football. I like tennis. uncountables - I don't like butter.
- with unspecified plurals: Medical expenses are paid.

Impersonal opening

PARA 1 Introduction

PARA 2 Describing what happened

PARA 3 Further claims

PARA 4 Conclusion

Used with 'Dear Sir'

Dear Sir,

I should like to make a claim under my holiday insurance (policy no. 5X/213465).

My husband and I were travelling by car in France when we had an accident. The accident occurred on April 21st at 11.20 am on motorway A6 near Macon, as we were travelling south. Our car was hit by a lorry as we were trying to overtake. My husband was slightly injured and he had to go to hospital. As a result, we had a number of medical and car repair expenses, amounting to £600.

In addition, after the accident, a suitcase and a handbag were taken from the car. I lost some jewellery, my cheque book and about £70 in cash. As our car was being repaired, we had to return home by rail and ferry which cost £190 in total.

Please send me a claim form for these expenses and losses.

Yours faithfully,

Sally Miles

Sally Miles (Mrs)

Dear Mrs Miles

Thank you for your letter of May 5th. I am enclosing a claim form for you.

I would point out that your personal travel insurance does not cover car repairs. These must be claimed under your vehicle insurance.

Yours sincerely

A.P. Stone

A.P. Stone
Policy Service Dept.

Personal Travel Insurance

Your policy offers the following cover:

Medical and other expenses:	£10 000
Personal baggage and money (cash up to £200)	£ 500
Cancellation charges	£ 500
Personal accident	£ 2 000
Travel delay (up to £90 maximum)	£30 per day

impersonal (adj) /im'pə:sn/ khách quan
to overtake (v) /,əuvə'teik/ vượt
claim (n) /kleim/ giấy xác nhận

to occur (v) /ə'kɜ:(r)/ xảy ra
jewellery (n) /'dʒu:əlri/ đồ nữ trang
to cancel (v) /'kænsəl/ xoá bỏ, huỷ bỏ

B Study

Jane White, Sally Miles's colleague, also had a road accident during her holiday in Spain. She was there with her husband, John, in the last two weeks of May. She was driving when the accident took place.

Read her letter to Sally.

THE ORCHARD
22 PLUM LANE
WIMBLEDON

16th June

Dear Sally

Guess what? We had a bit of a crash, too, in Spain. It was on the last Sunday (30th) when we were near Murcia. We had lunch, in a little restaurant. Then after lunch, around 4 o'clock (very long lunch!) as we were going out of the car park, this lorry drove into us. Poor John got a few bruises and cut his arm. I hit my head badly on the windscreen and spent a night in hospital. It wasn't a very nice experience, I can tell you and the whole business cost us about \$100 altogether. Thank goodness we were insured!

See you soon

Jane

Remember!

Irregular past tenses

Change of ending

have had
lose lost

No change

hit hit
cost cost

Change of vowel

drive drove
take took
meet met

(For a list of past tenses see p. 96.)

Pair the words with the same meanings:

Informal

crash
altogether
cuts and bruises
go out of
bit of a
the whole business
cost

Formal

slight
leave
in total
accident
the total expenses
were
slight injuries

C Copy and complete

Use articles a/an or the, or zero article to complete the following text.

Are you travelling by ... car?
At ... time of ... accident, you and ... other driver must sign ... Accident Form. There are ... two copies of ... form. It is used to reach ... agreement about details of ... accident. ... claim form must also be completed later. After ... signing ... Accident Form, each of ... two drivers must keep ... copy. Send your copy to ... insurance company with ... completed claim form.

D Write

Write Jane White's letter to her insurance company.

Her address is: The Orchard, 22 Plum Lane, Wimbledon, London SW19 4JY

The addressee is: The Claims Manager, Safewing Insurance Ltd, 19-21 Chelsea Road, Manchester M13 8RY

Organise the letter in three paragraphs. Use the information from Jane's letter above, but write a more formal letter. Use the letter in A to help you.

bruise (n)

/bru:z/

vết bầm

car park (n)

/'kɑ:pɑ:k/

chỗ đậu xe hơi

thank goodness (expr)

/θæŋk 'gudnis/

ơn Chúa

claim form (n)

/kleim fɔ:m/

mẫu đơn xác nhận

slight injury (n)

/slait 'ɪndʒəri/

bị thương nhẹ

UNIT FOUR: Section 4

Interaction

A Study and listen checking information

After returning home, Francis and Sally Miles filled in their insurance claim form and sent it to Safensure Insurance.

Study the form and listen to this telephone conversation.

CLAIM FORM - GENERAL DETAILS (To be completed by all claimants)				SECTION ONE MEDICAL AND OTHER EXPENSES	
Insured's full name <u>FRANCIS MILES</u>				1. Nature of injury or illness <u>CUTS ON HEAD AND SHOULDER</u>	
Date of birth <u>26/9/47</u> Occupation <u>TEACHER</u>				2. Date of injury or illness <u>12/5/87</u>	
Address <u>14 LIME AVENUE, WOKING</u>				3. Place of injury or illness <u>A7 MOTORWAY NEAR MACON</u>	
<u>SURREY</u> Tel. No. <u>04862-2121</u>				4. Details of accident (in cases of accident) <u>CAR HIT BY LORRY AS IT WAS OVERTAKING</u>	
Policy no. <u>5X/212465</u>				5. Details of claim	
Travel dates <u>19/4/87 - 29/4/87</u>				Hospital/clinic expenses <u>£120</u>	
Country of travel <u>FRANCE</u>				Doctor's expenses <u>£75</u>	
Type of claim (please tick)				Additional travel <u>£145</u>	
<div style="display: flex; justify-content: space-between;"> <div> MEDICAL <input checked="" type="checkbox"/> PERSONAL BAGGAGE <input type="checkbox"/> CANCELLATION <input type="checkbox"/> PERSONAL ACCIDENT <input type="checkbox"/> TRAVEL DELAY <input type="checkbox"/> </div> <div> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div> </div>				Additional accommodation <u>£45</u>	
(Fill in details in the appropriate section)				Other expenses (please specify) _____	
I declare that the particulars given in this form are true.				TOTAL <u>£385</u>	
Date <u>12/5/87</u> Signature <u>F. Miles</u>				Documentation required: 1. Certificate of insurance 2. Copies of travel tickets/invoices 3. Bills and receipts	
FOR OFFICE USE ONLY					
Section	Amount	Payment	Date paid		

True or false?

- The correct date of injury was 12th May.
- Mr and Mrs Miles left England on 19th April.
- Mrs Miles wrote to Safensure on May 5th.
- The Miles's telephone number is 04862 2121.
- Receipts are not required for this claim.

B Tell each other

Work in pairs. Find and tell each other all the mistakes that Francis Miles made on the form. Check the figures on the form with the information in Sally Miles's letter on page 32.

C Discuss

Why is it important to check information?

Give examples from your experience at work or at school.

claimant (n) /'keɪmənt/ nguyên đơn
to declare (v) /dɪ'kleə/ khai báo
clinic (n) /'klinik/ phòng khám

occupation (n) /,ɒkjə'peɪʃn/ nghề nghiệp
nature (n) /'neɪtʃə/ tính chất, loại
particular (n) /pə'tɪkjələ(r)/ chi tiết

D Study

4.4

At the time of the accident, Francis Miles filled in an accident form. He discussed the details with the lorry driver. Both drivers signed the form.

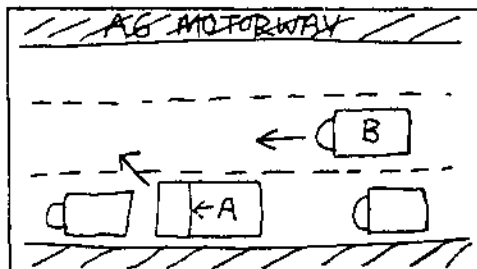
Study the details of the accident.

ACCIDENT FORM

(To be signed by both drivers)

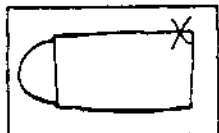
Please show clearly:

1. the plan of the road with signs/markings
2. the position of the vehicles
3. their direction of travel



Where was your vehicle hit?

A



B



What was your vehicle doing?

A

B

	entering the road	
	leaving the road	
	approaching a junction	
	crossing a junction	
✓	changing lanes	
✓	overtaking	✓
	reversing	
	parking	
	stopping at traffic lights	
	giving way	

Describe the damage to your vehicle.

A Bodywork dented at rear.

B Front wing dented. Parking light and headlight broken.

Role play

Student A

You are the driver of Vehicle A.

Check the information on the form with the other driver.

Student B

You are the driver of Vehicle B.

Check the information on the form with the other driver.

E Write

Write an account of the accident for Francis Miles's insurance company. Include as much information from the form as you can.

direction (n)	/di'rekʃn/	phương hướng	to approach (v)	/ə'prəʊtʃ/	đến gần
junction (n)	/ɪn'dʒʌŋkʃn/	chỗ nối	to reverse (v)	/rɪ'veɜ:s/	lộn ngược
to dent (v)	/dent/	bị lõm	bodywork (n)	/'bɒdiwɜ:k/	thân xe

UNIT FIVE: Section 1

A Read and find out

Read both the texts below.

- 1 Is Text 1 written to a client, a colleague or a friend?
- 2 Is Text 2 from a textbook or an advertisement?
- 3 What was James Walsh's note about?

Text 2

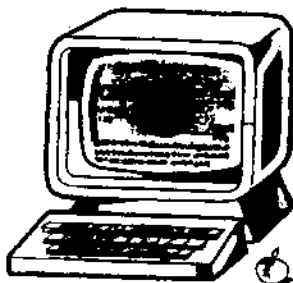
Text 1

MEMO

To: James Walsh
From: Millie Firth

WF

Thanks for the note and the advert. I'm sure you're right - we do need a computer. It must be a good investment for the business. I haven't seen this particular model before. It looks impressive but we should think very carefully before buying one. Do you have details of the guarantee and service arrangements? Anyway we obviously can't buy it without seeing one. I'd like to see a 'Nova' as well. I think we should talk to Micro Advice and Compusave and ask them for demonstrations. Then we'll be able to make a decision.



Our latest model, Peach Mark III is a personal computer which uses the most advanced microchip technology. It's both flexible and powerful. There are hundreds of programs and a wide range of accessories to suit your personal and business needs. That means your Peach never stops growing. And we've made it so simple that you'll learn to use it in under an hour. You'll enjoy using it, too.

Made by Compusystem Inc, USA. The personal computer experts.

B Read and answer

- 1 Has Millie now read the advertisement for the computer?
 - 2 Does she think having a computer will be good for the business?
 - 3 Does Millie want to buy the Peach immediately?
 - 4 Who does Millie want to consult?
 - 5 What is a Peach Mark III?
 - 6 Is the Peach Mark III suitable for businesses?
 - 7 Is it easy to use?
 - 8 Who does *you* refer to? (Text 1 line 3)
 - 9 What does *this particular model* refer to? (Text 1 line 5)
 - 10 Who does *we* refer to? (Text 2 line 7)
- Write your answers to questions 1-7. Write complete sentences.

C Refer

- 1 Refer to the texts in A and complete these words. Find the meanings in a dictionary.

a obv ... c gua ... e pro ...
b care ... d flex ... f acc ...

- 2 Look at the texts in A. Find another form of these words.

a advertisement c impress e grow
b power d demonstrate f invest

- 3 Complete each of these sentences with a word from one of the texts in A.

- a It is important to think before ... expensive goods.
- b It is impossible to choose a computer without ... it.
- c You'll enjoy ... a computer that is well designed.
- d The market for computers never stops ...

impressive (adj) /im'presiv/ ấn tượng

flexible (adj) /'fleksəb/ linh hoạt

to consult (v) /kan'salt/ tư vấn

demonstration (n) /,deməns'treɪʃn/ thuyết minh

accessory (n) /ək'sesəri/ linh kiện

microchip (n) /'maikroutʃip/ vi mạch

Language practice

Exercise 1

Example: Does he like using the word-processor? (telex)
Yes, but he doesn't like using the telex.

- Can we delay sending this letter? (that invoice)
- Do you look forward to receiving letters? (bills)
- Do they enjoy watching comedies? (war films)
- Has she stopped making grammar mistakes? (spelling mistakes)
- Has the Chairman suggested giving the employees a discount? (bonus)
- Do you remember shutting the door? (locking it)

Exercise 2

Example: Was the report long?
(I didn't finish reading it)
Yes, it was so long that I didn't finish reading it.

- Were the instructions clear? (I learnt to use the machine quickly)
- Were the results good? (we're going to get a bonus)
- Is that computer useful? (I'm going to buy one)
- Did the meeting go on late? (some people left before the end)
- Was the suitcase heavy? (I had to get a porter to help me)
- Was the machine easy to use? (I learnt to use it in less than an hour)

Construction and use	Examples:
1 Gerund Verb + -ing a Follows some verbs, eg <i>finish, remember, like, delay, look forward to, suggest, avoid</i> etc. b Used when a verb follows a preposition.	<i>I'm looking forward to seeing you.</i> <i>You'll enjoy using it.</i> <i>It never stops growing.</i> <i>He's finished reading it.</i> <i>Think carefully before buying a computer.</i> <i>After talking to them we'll decide.</i>
2 Must Expresses <u>deduction</u> .	<i>This must be a good investment.</i> <i>That is wrong; this must be right.</i>
3 Should Used for <u>advising</u> . (weaker than <i>must</i>)	<i>We should talk to Micro-advice.</i>
4 Clauses of result <i>so + adj (that) ...</i> <i>such a + adj + noun (that) ...</i>	<i>It is so simple (that) you'll learn fast.</i> <i>It's so expensive (that) we can't have it.</i> <i>It's such a simple computer (that) you'll learn to use it fast.</i>
5 Emphasis Auxiliary <i>do/did</i> can be used for <u>emphasis</u> . Used mainly in spoken English.	<i>I do like that. = I like that very much.</i> <i>He did enjoy that. = He enjoyed it very much.</i>

Exercise 3

Example: Did you enjoy the meal?
Yes, I did enjoy it.

- Did you like the film?
- Did he meet the President?
- Did she get your free tickets?
- Did he pay you?
- Did they ask the staff?
- Did we get the salary increase?

D Read and discuss

Read this advertisement. What service is it advertising?

E Listen and write

1 Listen.

Millie Firth is speaking on the telephone to Alfredo Losada, of Compucare Computer Consultants. Make notes.

2 Write an advertisement for Compucare using information from the telephone conversation. Use D to help you.

MICRO ADVICE
Big advice for small users

**INDEPENDENT
CONSULTANTS IN
MICROTECHNOLOGY**

Small businesses are our customers.

We advise on all aspects of buying small business micros.
We're available to give advice 6 days a week, 9.30 to 5.00.
We advise on a wide range of makes and models.

We can recommend and supply software at a discount.

Contact: HUGO ABBIS

word-processor (n)	/ˈwɜːdˈprəʊsesə/	máy xử lý văn bản	comedy (n)	/ˈkɒmɪdi/	hài kịch
porter (n)	/ˈpɔːtə(r)/	người khuân vác	salary (n)	/ˈsæləri/	tiền lương
emphasis (n)	/ˈemfəˈsɪs/	sự nhấn mạnh	deduction (n)	/dɪˈdʌkʃn/	sự suy luận

UNIT FIVE: Section 2

A Listen and find out

Do Millie and James agree about which computer to buy?

Dialogue 1

James Walsh: So what do you think, Millie, the Peach or the Nova?

Millie Firth: Well, I'd say the Peach looks better on paper. But I do think we should have a demonstration. I wouldn't decide before trying it.

JW: I feel sure the Peach is the best computer for us.

MF: Well, we'll fix an appointment for a demonstration with Hugo Abbs from Micro Advice. Anyway we don't have to decide immediately. We could always wait a few months.

Dialogue 2

JW: How long is the guarantee period with the Peach Mark III?

Hugo Abbs: Three months. But we would advise you to continue with our own service and maintenance policy for a year.

MF: I see. Where do we get the software from?

HA: We recommend that you get it from us. We can advise you on our current discounts. Of course you have a very wide choice of programs: accounts, sales, stock control, etc, as well as word-processing.

JW: Would it be advisable to get all the programs at the beginning?

HA: We honestly don't recommend that. We suggest getting one at a time.

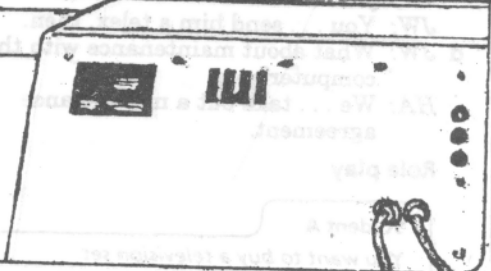
MF: So do you think this model will suit our needs?

HA: I think it will. It will suit you now and it can expand as your business grows. In my opinion, it's a good buy.



B Ask and answer

- 1 Does Millie want to make a decision quickly?
- 2 How long is the guarantee on a Peach Mark III?
- 3 What can Micro Advice provide for the customer?
- 4 Is there a wide choice of programs available?
- 5 Does Mr Abbs recommend the Peach Mark III?



Talking points

	More formal	Less formal
Advising and recommending	I/We would I'd/We'd advise you to take out a policy.	We could always wait a few months.
Advising against	I/We don't advise it.	I wouldn't decide before trying it.
Giving opinions	In my opinion it's a good buy.	I'd say it looks better.

Decide:

Why is James more formal in Dialogue 2?

guarantee period (n) /,gærən'ti:/ thời hạn bảo hành

to recommend (v) /,rekə'mend/ dẫn, đề nghị

in my opinion /ə'pinjən/ theo quan điểm của tôi

maintenance policy (n) /'meɪntɪnəns 'pɒləsi/ chính sách

to expand (v) /'ɒnstɪl/ bảo hành

honestly (adv) /'ɒnstɪl/ thành thật

to expand (v) /'ɒnstɪl/ thành thật

to expand (v) /'ɒnstɪl/ thành thật

to expand (v) /'ɒnstɪl/ thành thật

C Listen and say

In my opinion In my opinion, it's a very good model.
 You're right I think you're probably right.
 I'd say I'd say it's a reasonable price.

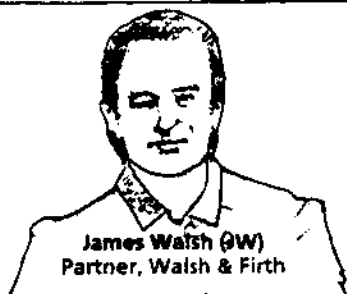
Talking practice



Linda Dickens (LD)
Accountant, Walsh & Firth



Millie Firth (MF)
Partner, Walsh & Firth



James Walsh (JW)
Partner, Walsh & Firth



Hugo Abbs (HA)
Senior Consultant,
Micro Advice



Alfredo Losada (AL)
Salesman, Compucare

Study the diagram above.

Use the Talking points on page 38 to complete the dialogues. Change the tense of the verb where necessary.

Exercise 1: Advising and recommending

a MF: Are you sure the guarantee will cover us against fire?

JW: I think so but we ... check with Mr Abbs.

b JW: Is it better to get your Basic model or your Basic Plus model?

AL: I ... purchase the Basic Plus.

c LD: I can't get a reply from him on the phone.

JW: You ... send him a telex, then.

d JW: What about maintenance with this computer?

HA: We ... take out a maintenance agreement.

Role play

Student A

You want to buy a television set.

Ask the shop assistant for recommendations about the price, size, model, servicing arrangements etc.

Ask Student B's opinion of German and British models.

Student B

You work in a household appliances shop. A customer wants to buy a television.

Recommend this week's 'best buy', a Japanese colour TV. It has a one year guarantee and costs £425, with plug, aerial and delivery all included.

Exercise 2

a JW: Compucare wanted us to pay the full amount in advance.

HA: I ... (*advising against*) you to do that.

b JW: Do you still feel that a Nova is better?

MF: No, James. ... (*opinion*) the Peach is more suitable for us.

c LD: Can we start reorganising the office now?

JW: I ... (*advising against*) start reorganising the office until we've actually ordered it.

d AL: Have you decided which computer to buy, Mr Walsh?

JW: Yes, Mr Losada, we have. We're probably getting a Peach Mark III. ... (*giving opinion*) it's more suitable.

e MF: Our photocopier isn't working properly.

JW: You ... (*advising*) call the service engineer.

D Discuss

Make a list of important questions to ask before buying a car.
 Work in pairs. Decide the six most important features.

reply (n)	/rɪ'plai/	hỏi âm	to pay in advance	/peɪ ɪnəd'vɑːns/	trả tiền trước
actually (adv)	/'æktʃuəli/	thực tế	household appliance (n)	/'haʊshəʊld ə'plaɪəns/	đồ dùng gia đình
plug (n)	/plʌg/	phích cắm	aerial (n)	/'eəriəl/	ăng ten, dây trời

UNIT FIVE: Section 3

A Study

Writing a follow-up letter

After the demonstration at his office, Hugo Abbs of Micro Advice wrote to Millie Firth. He wanted to know if she was still interested in buying a microcomputer.

This kind of letter is called a follow-up letter, because it follows a contact or meeting.

Study the follow-up letter and the information about Micro Advice.

WRITING POINTS

Expressing certainty

Example: I'm sure that this computer is reliable.
(or I think/feel/know that...)

Express certainty in answer to these questions:

- 1 Is it good value?
- 2 Is it suitable for the company?
- 3 Is this model reliable?

For more emphasis *do* may be used with *think/feel/know*.

I do feel, I do think.

This often follows *however* or *nonetheless*.

Example: This system is expensive. However I do feel it is good value.

Make pairs of similar sentences:

- 1 less expensive/very reliable.
- 2 more complicated/much more flexible.
- 3 not the latest model/suitable for you.
- 4 more expensive/the best you can buy.

Expressing uncertainty

Example: I don't know if Peach is the right system for us. (or... whether... or not)

Express uncertainty about these statements:

- 1 A service contract is necessary.
- 2 A training program is essential.
- 3 The Mark III model is the best one.
- 4 The price is reasonable.

PARA 1
Purpose of letter

PARA 2
Recommending

PARA 3
Suggesting Advising

MICRO ADVICE

Consultants in small business systems
108 Elmton Park Drive, Chesham, Bucks. HP8 1JH Tel: 01-501-1942

Mr H. Abbs,
Julian & Finch, Partners,
111 New Road,
Chesham

May 1981

Dear Mr Abbs,

Following my visit to your office last week with Mr Walton, I am writing to enquire if you are still interested in microcomputer systems for your business.

I am sure that the Peach Mark III system which we demonstrated for you, is highly suitable for your present needs. I would remind you that we can supply all the necessary software, we can also provide a complete after-sales service.

If you have not yet made a decision, may I suggest another meeting with Mr Walsh and yourself. We are offering the Peach Mark III at a special discount this month, and I would advise you to buy now if you wish to take advantage of this offer. Please let me know if I can be of further assistance.

Yours sincerely,

Hugo Abbs

Hugo Abbs
SENIOR CONSULTANT

MICRO ADVICE

We tell you the whole story!

- Let us -
- define your needs
 - supply your equipment
 - plan and produce your software
 - train your staff
 - provide after-sales care

MICRO ADVICE

Micro Advice was set up in 1980 as a service to small businesses. In 1981, we began to specialise in business systems based on microcomputers. Since then, we have been able to offer our own software packages for clients. We can now provide a full service including advice, installation, training and after-sales.

microcomputer (n)	/,maikrəukəm'pjʊ:tə/	máy vi tính
reliable (adj)	/rɪ'laɪəbl/	đáng tin cậy
after-sale service (n)	/ˈɑːftəseɪl 'sɜːvɪs/	dịch vụ hậu mãi
installation (n)	/,ɪnstə'leɪʃn/	lắp đặt

purpose (n)	/ˈpʊːpəs/	mục đích
nonetheless (adv)	/,nɒndə'les/	tuy nhiên, dù sao
to define (v)	/dɪ'faɪn/	xác định

B Study

Another client, John Page of Multipress, came to see Hugo Abbs last month. Abbs wrote some notes about the meeting in his diary. Read his letter to John Page and his notes on the meeting.

WED April 23

Dear Mr Page,

Further to our telephone conversation, I have pleasure in enclosing details of our range of microcomputers.

As you wish to see a demonstration of the equipment in our showroom, may I confirm our appointment at 11.15 am on Wednesday, April 23rd.

I look forward to seeing you then.

Yours sincerely,

Hugo Abbs

Hugo Abbs
SENIOR CONSULTANT

Enc.

0900 Ring P.R. Williams re new typewriters
1000
1100 11.15 John Page of Multipress.
1200 Interested in accounting systems.
1300 Demonstrated the ADMATH-22 microcomputer
1400 to him, with our MASTER software
1500 package (needs slight modification which
1600 we can provide). If no word from him
1700 by May 15, write follow-up letter.

C Copy and complete

Copy and complete this follow-up letter. Use the words from the list below. Each word may be used more than once.

Use these words:

in
from
at
to
of

Dear Sir,

Further ... our telephone conversation, I have pleasure ... sending you details ... our range of electronic typewriters. Prices range ... £499.00 for the basic typewriter ... over £1100.00 for more versatile models. Three types ... ribbon are available.

The equipment can be seen ... our showroom, or a demonstration ... your office can be arranged.

I look forward ... hearing ... you..

Yours faithfully,
P.R. Williams
P.R. Williams and Sons

D Write

It is now May 15th, and Abbs has not heard from John Page.

Write Abbs's follow-up letter. Use the information from the diary above. Organise your letter in three paragraphs.

Remember!

Present	can
Past	could
Present perfect	has/have been able
Future	will be able

pleasure (n)	/ˈpleʒə/	sự vui mừng	senior consultant (n)	/ˈsiːniə kənˈsʌltənt/	cố vấn cao cấp
modification (n)	/ˌmɒdɪfɪˈkeɪʃn/	sự sửa đổi	to invest (v)	/ɪnˈvest/	dầu tư
versatile (adj)	/ˈvɜːsətaɪl/	đa năng	to renew (v)	/rɪˈnjuː/	thay mới

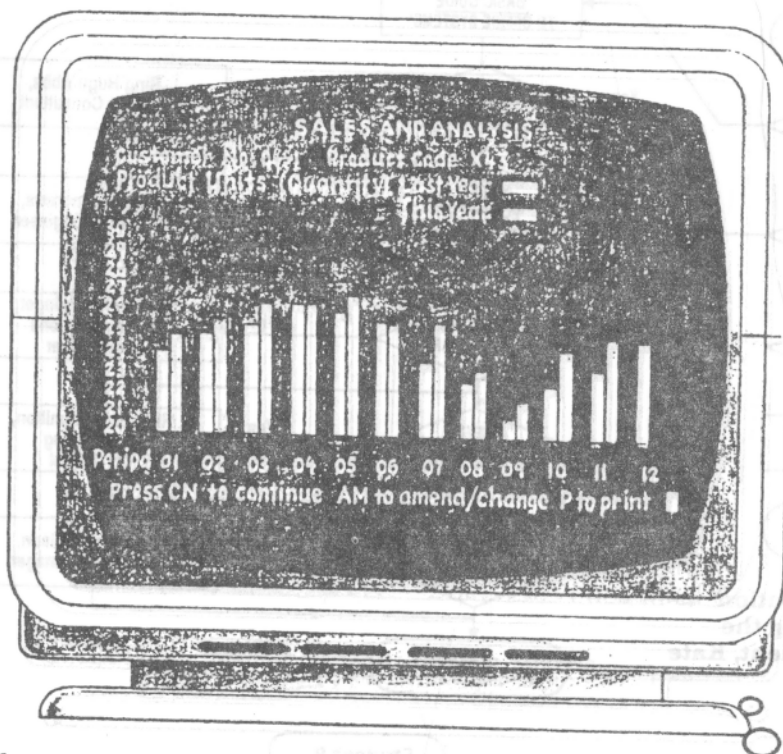
UNIT FIVE: Section 4

Interaction

A Study and listen

When he visited Micro Advice, John Page wanted to see some computer graphics. Hugo Abbs demonstrated a sales analysis chart.

Study the chart and listen to their conversation.



Listen for these expressions: a typical chart select any product I want
the sales pattern a clear view of the situation

B Tell each other

In the conversation, Abbs describes the usual pattern. He uses the present tense.

Talk about last year's sales using the information in the chart. Use the past tense.

Remember!

Talking about charts

increase	}	steadily
level off		
fall		
rise		
		sharply

C Discuss and do

Discuss something that happens in a regular annual pattern, eg company sales, the number of students or courses in your college, the number of tourists in your country.

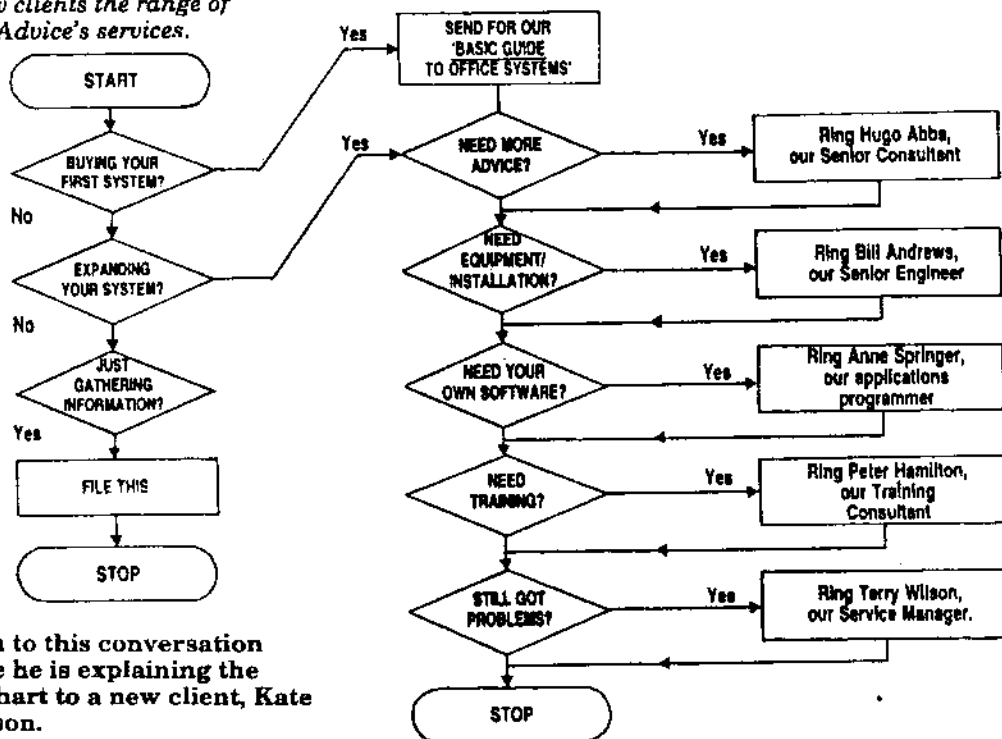
Find some actual figures. Make a chart to compare the figures over two or three years.

Discuss the situation shown in your chart.

sale analysis chart (n) /seɪl ə'neɪləsɪs tʃɑːt/	biểu đồ phân tích tình hình bán hàng	pattern (n) /'pæt(ə)n/	mẫu, mô hình
steadily (adv) /'stedili/	đều đặn	to level-off (v) /'levl ɔːf/	ngang bằng

D Study and listen

Hugo Abbs *designed* a flowchart to show clients the range of Micro Advice's services.



Listen to this conversation where he is explaining the flowchart to a new client, Kate Johnson.

Role play

Student A

You are Hugo Abbs or Anne Springer. You are talking to a new client.

Explain Micro Advice's services using the flowchart.

Find out what the new client needs.

Student B

You are a new client.

You want to find out about Micro Advice's services. You have a microsystem which you are using for word-processing.

You now want to expand your system with new software to handle stock control. You also need staff training in the new programs. Ask for advice.

E Write

After his meeting, Hugo Abbs wrote a follow-up letter to the new client, Kate Johnson. It is now three weeks after the meeting, and he has not heard from the client.

Write Abbs's letter. Refer to your meeting. Remind the client about services available. Suggest a further meeting.

Remember!

Asking for advice

What do I do if ... ?

Suppose I { need want ... ?

What about ... ?

to design (v) /di'zain/

flowchart (n) /'fla:tfɑ:t/

to handle (v) /'hændl/

thiết kế

biểu đồ tiến trình

xử lý

basic guide (n) /'beisls gaid/

need (n) /ni:d/

to suppose (v) /sə'pouz/

hướng dẫn cơ bản

nhu cầu

giả sử

UNIT SIX: Section 1

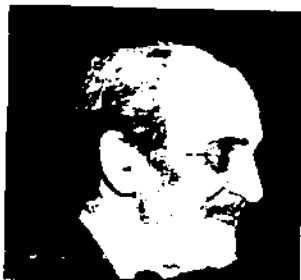
A Read and find out

Read both the texts below.

- 1 Was Text 1 written by Dr Oppen?
- 2 Is Text 1 from a science magazine or a newspaper?
- 3 Is Text 2 a personal invitation or a general invitation?

Text 1

'Stress is bad for you' – says Dr Walter Oppen



Stress has been defined as excessive demand on a person's energy. Normal work pressure is stimulating but 'it can turn into stress' warns Dr Walter Oppen, an eminent psychologist. A study recently carried out by Dr Oppen in six European countries shows that stress is definitely bad for you. Many people worry too much and work too hard. The result is that they neither eat nor sleep properly. They may become impatient, feel tired and look tense. Eventually stress develops. Stress is higher in some professions than in others (see table).

In order to avoid stress, Dr Oppen says 'People should try to eat a healthy diet, keep fit and try to relax more easily'.

Police officer	7.7
Journalist	7.5
Advertising executive	7.3
Nurse	6.5
Teacher	6.2
Bus driver	5.4
Farmer	4.8
Hairdresser	4.3
Secretary	4.3
Postman	4.0
Librarian	2.0

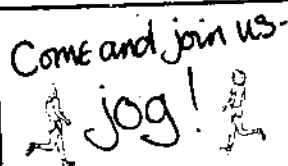
(Dr Oppen rated stress on a scale between 1 and 10)

B Read and answer

- 1 Is stress the same as normal work pressure?
- 2 Do people under stress often work too much?
- 3 What can happen to a person who suffers from stress?
- 4 What did Dr Oppen do recently?
- 5 What should people under stress try to do?
- 6 Do teachers suffer from more or less stress than journalists?
- 7 If you suffer from stress why is jogging good for you?
- 8 What does *it* refer to? (Text 1 line 3)
- 9 Who does *they* refer to? (Text 1 line 8)
- 10 Who does *us* refer to? (Text 2 line 1)

Write your answers to questions 1-7. Write complete sentences.

Text 2



Jog for fitness and fun

Have you been getting tired and tense lately? If you jog regularly you'll feel better and look better. You'll be able to relax. Phone extension 106 for details of the Jogging Club.

C Refer

- 1 Look at the texts in A. Find words which mean nearly the opposite of these words. Use a dictionary.
- 2 Study the list of professions in Text 1. Read the statements below and give the speakers' professions.

Example: I work in a college. *teacher*

- a badly d unhealthy
b patient e boring
c worse f occasionally

- a I work in the reference section.
b I work in the accident and emergency department.
c I work on a national daily paper.
d I work in the parcels office.
e I'm on route 39.

- 3 Complete these words from the texts in A with single or double letters.

Example: different professions.

- a a ... ident ex ... essive b deve ... op i ... ness
c stimula ... ing ge ... ing d eventua ... y regular ... y

excessive (adj)	/ik'sesiv/	quá mức	stress (n)	/stres/	sự căng thẳng
energy (n)	/enədʒi/	sinh lực	work pressure (n)	/wə:k 'prefə(r)/	áp lực công việc
to suffer from (v)	/sʌfə/	chịu đựng	tense (adj)	/tens/	căng thẳng

Language practice

Exercise 1

Example: What's the matter with her? (look tired/all week)
She's been looking tired all week.

- What's the matter with you? (feel tired/all day)
- What's the matter with her? (feel sick/since yesterday)
- What's the matter with John? (look ill/for weeks)
- What's the matter with the Manager? (look worried/all morning)

Exercise 2

Example: I can't read all this report. (long)
Why not? Is it too long?

- He can't go all the way to Paris by car. (far)
- She can't stay until eleven o'clock. (late)
- They don't want to see the film. (violent)
- I can't drink this coffee. (strong)
- You can't fly first class. (expensive)
- We can't sit that exam this year. (difficult)

Exercise 3

Example: Does he pay enough?
Yes. He pays too much!
No. He doesn't pay enough.

- Does he earn enough?
- Does she rest enough?
- Do they study enough?
- Does he sleep enough?
- Does he exercise enough?

Construction and use	Examples:
1 Present perfect continuous Used for an action begun in the past which is continuing, or is now complete.	<i>I have been working hard.</i> <i>He hasn't been working hard.</i> <i>Have you been getting tired lately?</i>
2 Neither ... nor a Used for two negatives instead of negative verb + <i>and</i> . b Used in front of nouns which have the same verb. <i>Either ... or</i> is used with positive or negative verbs.	<i>They neither eat nor sleep well.</i> = They don't eat well and they don't sleep well. <i>He eats neither meat nor fish.</i> <i>Do you eat either meat or fish?</i> <i>He doesn't eat either meat or fish.</i> <i>He'll have either meat or fish.</i>
3 Verbs of feeling or condition Verb + adjective The verbs <i>feel, become, get, remain, look, stay</i> are often used with present perfect continuous.	<i>He feels hungry.</i> <i>They look tired.</i> <i>She looks ill.</i> <i>We get angry.</i> <i>I've been feeling sick all day.</i>
4 Too <i>too</i> + adjective <i>too</i> + adjective + infinitive <i>too</i> + adverb <i>too much/many</i> + noun Opposite: <i>not enough</i> (with adverb)	<i>The work is too hard.</i> <i>It's too long to finish</i> = It's so long that I can't finish it quickly. <i>You're speaking too quickly.</i> <i>There's too much work.</i> <i>There are too many problems.</i> <i>There's not (isn't) enough work.</i> <i>You're not speaking quickly enough.</i>

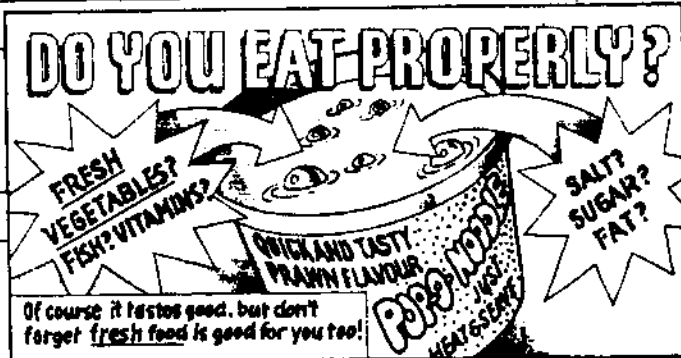
D Read and discuss

Read this health education poster.
Do you often eat convenience foods?

E Listen and write

1 Listen.

You will hear a radio talk about convenience foods.
Make notes.



2 Write a short paragraph about healthy eating. Use A and D to help you.

strong (adj)	/strɒŋ/	đặc	to earn (v)	/ə:n/	kiếm tiền
to rest (v)	/rest/	nghỉ ngơi	fresh vegetable (n)	/fref 'vedəbl/	rau xanh

UNIT SIX: Section 2

A Listen and find out

What is the problem in these dialogues?

Dialogue 1 At Finbank's head office

Julia Rosetti: Hello, David. How are you? You don't look very well.

David Wheeler: Hi, Julia. I feel awful.

JR: What's the matter?

DW: I've got a bad headache. I keep getting headaches. I haven't been sleeping well, either.

JR: I'm sure you've been working too hard, David.

DW: I've got to finish this report before the weekend. I'm really worried about it. For the last fortnight I've been working 12 hours a day. I've got to get it done.

JR: That's obviously why you're getting the headaches. I think you should see a doctor.

Dialogue 2 Later

Julia Rosetti: Good morning, Mr Gray.

Colin Gray: Good morning, Miss Rosetti. Are you all right? You're looking worried.

JR: Oh, yes. I'm fine, thank you. But I'm a little concerned about David.

CG: David Wheeler? Why? What's the problem?

JR: He really isn't very well. He's been getting headaches.

CG: I would think he's been overworking.

JR: You're quite right, he has. He's been working 12 hours a day.

CG: Well, that might be the reason for the headaches. It's stress. Did you see that article in the newspaper yesterday?



B Ask and answer

- 1 What's the matter with David Wheeler?
- 2 Is this the first time he's had a headache?
- 3 Why has he been working hard recently?
- 4 What does Colin Gray think is the reason for David's headaches?
- 5 Has Mr Gray read about stress recently?

Talking points

	More formal (or less emphatic)	Less formal (or more emphatic)
Expressing anxiety	I'm a little concerned about David.	I'm really worried about it.
Explaining and giving reasons	That might be the reason for the headaches.	That's obviously why you're getting the headaches.
Asserting	I would think he's been overworking.	I'm sure you've been working too hard.

Decide:

- 1 In which dialogue is Julia more formal?
- 2 Do you think Julia works more closely with David Wheeler or Colin Gray?

what's the matter ?	/ˈmætə/	có vấn đề gì vậy?	headache (n)	/ˈhedeɪk/	dau đầu
concerned (adj)	/kənˈsɜːnd/	lo lắng	to overwork (v)	/ˈouvəwɜːk/	làm việc quá sức
anxiety (n)	/æŋˈzaɪəti/	sự lo lắng	to assert (v)	/əˈsɜːt/	khẳng định

C Listen and say

Aspirate h he hello hard headache hi

He's been getting headaches. I would think he's been overworking.
Hello, have you been working hard?

Talking practice



Heinrich Deutschmann (HD)
A client



Colin Gray (CG)
Senior Manager, Finbank



Julia Rosetti (JR)
Assistant Manager, Finbank



Sophia Lawrence (SL)
Julia's friend



David Wheeler (DW)
Assistant Manager,
Finbank

Study the diagram above.

Use the Talking points on page 48 to complete the dialogue.

Exercise 1: Asserting

a DW: Do you think I should try to reduce my workload?

JR: I ... you should, David.

b CG: My wife and I are going to Scandinavia for our holiday, this year.

JR: Scandinavia ... that'll be very pleasant.

c HD: Did you know that Blauwerke shares went up by 99 pence yesterday?

JR: Yes ... they are a very good investment.

d SL: I'm going to spend a year in Italy learning the language.

JR: What a good idea ... that's the best way to learn.

Role play

Student A

You're worried about your brother.

He's at university working very hard. He never feels hungry so he doesn't eat properly. He feels tired but he can't sleep.

Talk to Student B about his problem.
Student B is a teacher.

Exercise 2: Explaining and expressing anxiety

a JR: David, I think you need these figures to complete that table.

DW: Oh, there are figures missing! ... (explaining) I couldn't work it out.

b JR: I'm afraid the report still isn't finished, Mr Gray.

CG: Oh dear. ... (anxiety) about it. We haven't got much time left.

c HD: Hello, Miss Rosetti. Have you got my letter of 15th?

JR: No, we haven't. There's been a postal strike. ... (explaining) the delay.

d JR: Hello, Sophia. How are you?

SL: Hi, Julia. Not too bad, but ... (anxiety) finishing all my work before I go away.

Student B

You are a teacher. You know Student A's brother.

Ask about him.
How is he? Is he enjoying life at university?
What's the matter with him?
Give advice.

D Discuss

Does your work involve a lot of pressure? Do people in your profession or college often develop stress?

Look at the table on page 44.

What do you think is the stress level of your profession?

workload (n)	/wə:k'ləʊd/	khối lượng công việc	postal strike (n)	/ˈpəʊstl straɪk/	cúộc đình công của bưu điện
delay (n)	/dɪ'leɪ/	sự chậm trễ	aspirate (n)	/ˈæspəreɪt/	âm bật hơi

UNIT SIX: Section 3

A Study

Letter-writing: apologies and regrets

Because of his illness, David Wheeler was off work for nine days. His doctor signed a medical certificate for him. Wheeler was unable to keep an appointment with Mr Deutschmann, one of the bank's clients. His secretary sent Mr Deutschmann a telex. When he was back in his office, Wheeler sent Mr Deutschmann a letter of apology.

Study the letter and the telex.

PARA 1
Apologising

PARA 2
Requesting

PARA 3
Conclusion



FINBANK
City Road Branch London SW1

27th June, 1987

H. Deutschmann,
Neptunstrasse 10,
D-6100, Wiesbaden 1.

Dear Mr Deutschmann,

I am so sorry. I was unable to lunch with you on the 17th at the Hilton. As my telex explained, this was because of ill health.

However, I am now feeling well and I am back at my desk. I would very much like to arrange another meeting with you. Please let me know the dates of your next visit to London.

I look forward to hearing from you.

Yours sincerely,

David Wheeler
Assistant Manager

16.6.87

ATTN MR DEUTSCHMANN

REGRET MR WHEELER UNABLE TO MEET YOU FOR LUNCH TOMORROW BECAUSE OF ILL HEALTH. PLSE ADVISE DATES OF NEXT VISIT TO LONDON.

SARAH FOX

WRITING POINTS

Expressing regrets/apologies

- Apologising for something known to the other person
I'm sorry (that) I didn't see you in Paris last week.
- Apologising when informing the other person of something new
I'm afraid to say } that we sent your cheque to the
I'm sorry to say } wrong address. (less formal)
say
I regret to inform you } that your application has been
tell you } unsuccessful. (more formal)
- Replying with regrets
I was/were sorry to } receive your letter of complaint.
hear of your illness.

Make sentences expressing regrets or apologies.

- we are unable to offer you a post with this company. (more formal)
- I didn't see you at last week's conference
- to hear of your dissatisfaction with our product
- my travel plans have changed (less formal)

MEDICAL CERTIFICATE

Mr/Mrs/Miss D. Wheeler was
unable to attend work
for 9 days from 17/6/87

to 26/6/87 because of
bad headaches

(To be signed by your doctor)

Signed Dr Alan Carter

Expressing regrets by telex
REGRET MUST POSTPONE
MEETING ...

to be off work /bi:ɔ:f wə:k/
to postpone (v) /pə'pəʊn/

nghe làm việc
hoãn lại

to regret (v) /ri'gret/
complaint (n) /kəm'plein/

hối tiếc, tiếc
phản nản

B Copy and complete

Copy and complete this letter.
Use the correct verb forms in the list on the right.

Dear Mr Wheeler,

Thank you for your letter of June 27th. I was sorry to hear of your illness. I hope you ... now in better health, I ... in London next Monday. I ... afraid that I ... free for lunch, but perhaps we can meet at 3.30 pm in your office. Let me know if this ... convenient.

I look forward to seeing you.

Yours sincerely,

Heinrich Deutschmann
Heinrich Deutschmann

Use these verb forms:

won't be is
am will be
are

Remember!

British dates day/month/year
(31/1/87)
US dates month/day/year
(1/31/87)

C Study

Study this letter and then the telex.

ATTN MISS ROSETTI

REGRET MUST POSTPONE NEXT TUESDAY'S MEETING (7.7.87). UNAVOIDABLE TRIP TO CAIRO. PLEASE CONFIRM BY TELEX WHETHER OR NOT MEETING POSSIBLE ON FOLLOWING TUESDAY 14TH SAME TIME 11.30 A.M.

ERIC LONDON



Investment House
Grange Road
London W5S 2BX

D Write

- 1 Write Julia Rosetti's reply by telex.
Express regrets for the postponement.
Unfortunately you cannot confirm July 14th as requested.
You will write to suggest a new date as soon as possible.

- 2 Write Julia Rosetti's follow-up letter to the telex.
Her address is: Finbank PLC,
City Road Branch, London SW1.
The addressee is: Eric Landon,
Finance Manager, Marbank Consultants,
Investment House, Grange Road,
London W5S 2BX.

Organise your letter in three paragraphs as follows:

PARA 1: Further to my telex of ...

not free on July 14th (apologies)

PARA 2: Suggest meeting on Wed. July 15th at 4.00 pm.

PARA 3: Conclusion.

15 June 1987

Dear Miss Rosetti

Further to our telephone conversation today, I would like to confirm our appointment on Tuesday 7th July at 11.30 am at this office.

I look forward to seeing you then.

Yours sincerely

Eric Landon

Eric Landon
FINANCE MANAGER

unavoidable (adj) /,ʌnə'vɔɪdəbl/ không tránh khỏi appointment (n) /ə'pɔɪntmənt/ sự hẹn gặp
finance manager (n) /'faɪnæns 'mænɪdʒə/ giám đốc tài chính

UNIT SIX: Section 4

Interaction

A Study and listen

John and Julia Rosetti are at home. John is reading the newspaper.

Listen to their conversation. Then study this extract from Julia's contract of employment.



Look for these expressions:
will normally be made
for genuine reasons
carry out your duties
you will be entitled
one calendar year

PARAGRAPH 21

Sickness and absence from work

- 21.2 If you are absent from work for more than seven days, you must provide a medical certificate.
- 21.3 No deduction from pay will normally be made when you are absent from work for genuine reasons of ill health. However, if no medical certificate is obtained, you will be entitled to no more than fifteen days' absence with full pay in any period of twelve months.
- 21.4 If you are unable to carry out your duties because of sickness or ill health, you will be entitled to three months' sick leave with full pay in any one calendar year.

B Tell each other

Talk about Julia's contract of employment.

Can she take a day off work without a doctor's certificate?

How many days of sick-leave can she take in one year – with a medical certificate?
– without a medical certificate?

C Listen and discuss

John is telephoning Finbank.

Listen to the conversation.

Did Julia take a day's sick-leave to go for an interview?

Or was she really ill when John telephoned?

Do people sometimes take sick-leave for reasons that are not genuine?

absence (n)	/ˈæbsəns/	vắng mặt	to be entitled	/ɪn'taɪtld/	được quyền
genuine (adj)	/ˈdʒenjuɪn/	xác thực	to carry out (v)	/ˈkæri'au/	thực hiện
sick leave (n)	/ˈsɪk'li:v/	phép nghỉ ốm			

D Study

Study this questionnaire.
Don't answer the questions yet.

QUESTIONNAIRE

Are you suffering from STRESS?

Answer the ten questions below. Add up your score and check your results.

	Yes	No	Occasionally
1. Have you been feeling more tired than usual?			
2. Have you been working too hard?			
3. Have you been getting angry about small things?			
4. Have you been sleeping badly?			
5. Have you been eating very little?			
6. Have you been getting a lot of headaches?			
7. Have you been smoking more than usual?			
8. Have you been feeling <u>unwell</u> ?			
9. Have you been eating too much processed food?			
10. Have you been worrying too much?			

Score: _____

Four points for each YES: two points for each OCCASIONALLY: one point for each NO.

Results:

30-40 You are working too hard and worrying too much. You need to keep fit, eat a healthy diet and try to relax more.

15-30 You sometimes worry too much. Perhaps you are working too hard at times. Perhaps you are eating the wrong diet. Make sure you relax at the weekends and eat plenty of fresh food.

Under 15 You are normally relaxed. You usually get enough exercise, and you are eating the right kind of food. Perhaps you need to work harder?

Role play

Student A

You are an interviewer.

Ask your partner the questions in the questionnaire. Make a note of the score.
Tell your partner the results.

Then change roles. You will answer the questions.

Student B

You are being interviewed by Student A.

Answer the questions. Student A will then tell you the results.

After you have finished, change roles.
You will be the interviewer.

E Write

You are absent from work because of illness.

Write a note to your school or office explaining the situation.
Say when you hope to be well again. Express your apologies.

UNIT SEVEN: Section 1

A Read and find out

Read both the texts below.

- Which of the texts describes a process?
- Is one of the texts a report on the present cotton market situation?
- Which of the texts comes from a book called *The Marketing of Cotton*?

Text 1

The cotton fibre comes from the cotton plant which is grown in many areas of the world, including China, Egypt, South America and India. In spite of competition from synthetic fibres, cotton is still widely used, especially for clothing and household fabrics.

Supply and demand in the world cotton market is influenced by many factors such as the weather, the price of synthetics, exchange rates and general economic conditions. Traders must have up-to-date knowledge of these factors in order to negotiate the best terms before signing contracts. In commodity markets around the world, prices are usually quoted in US dollars.

Text 2

When the cotton has been harvested and cleaned it is put into bales. When this raw cotton has been baled it is sold to a factory called a mill. After it has been made into yarn at the mill it is made into fabric. Finally, after being made into fabric, it is used for garment manufacture.



B Read and answer

- Are any fibres apart from cotton used for clothing and household fabrics?
- Is cotton a natural or synthetic fibre?
- Which countries produce cotton?
- What is cotton called before it is made into cotton yarn?
- Are cotton prices fixed in local currencies?
- What can exchange rates influence?
- What is raw cotton made into at the mill?
- What is some cotton fabric used for?
- What does *these factors* refer to? (Text 1 line 13)
- Does *the world cotton market* mean 'cotton markets all over the world' or 'one of the cotton markets in the world'?

Write your answers to questions 1-8. Write complete sentences.

C Refer

- Find words with similar meanings. Make four groups of three words. Use a dictionary.

dealer synthetic fabric garments clothes trader
artificial cloth merchant man-made clothing material

- Choose the correct meaning of these words. Check your answers in a dictionary.

bale - a large package of cotton
- a vehicle for carrying cotton
yarn - round balls of cotton for medical use
- cotton used for making fabric
harvested - picked from the fields
- put in the ground to grow

- Complete these sentences with the missing prepositions. Use the texts in A to help you.

- Synthetic fibres do not come ... plants.
- Cotton merchants have to have a good knowledge ... market conditions.
- Cotton prices are quoted ... dollars.
- Cotton fabric is often made ... shirts, blouses, underwear and dresses.

competition (n)	/,kɒmpɪ'tɪʃn/	sự cạnh tranh	trader (n)	/ˈtreɪdər/	thương gia
synthetic fibre (n)	/sɪn'tetɪk'faɪbə/	sợi tổng hợp	contract (n)	/'kɒntrækt/	hợp đồng
economic condition (n)	/i:kə'nɒmɪk kən'dɪʃn/	điều kiện kinh tế	quote in (v)	/kwəʊt/	định giá

Language practice

Exercise 1

Example: cotton has been harvested/
baled
What happens after the
cotton has been harvested?
When the cotton has been
harvested, it is baled.

- a cotton has been baled/sold to mills.
- b cotton has been delivered to mills/made into yarn
- c cotton has been made into yarn/made into fabric
- d goods have been packed/despatched to wholesalers

Exercise 2

Example: He had a headache but he
spoke for an hour.
In spite of having a
headache, he spoke for an
hour.

- a They negotiated for three hours but they couldn't agree.
- b He had a lot to do but he still finished everything.
- c They knew the road very well but they got lost.
- d We lost many experienced staff but we still made a profit.

Exercise 3

Example: Market conditions were
competitive but he got a
good price.
In spite of competitive
market conditions, he got a
good price.

Construction and use	Examples
1 Past participle a Regular past participle infinitive + -ed (the same as the past simple). b Past participles of irregular verbs. These are not always the same as the past simple. (For a list of past participles, see p. 96.)	clean/cleaned, sign/signed know/known, write/written take/taken, do/done, begin/begun fall/fallen, ring/rung
2 Present perfect passive Present perfect of to be + past participle Used to stress the action not the person.	The cotton has been cleaned. The contract has been signed. = They have signed the contract.
3 Passive gerund Verb to be + -ing + past participle Used after prepositions of time	After being made into fabric ... Before being sold, it is baled.
4 When Used as a conjunction. Shows that one action follows another or is the consequence of the first.	When it has been baled, it is sold. When water gets cold, it freezes.
5 In spite of a In spite of + noun b In spite of + verb + -ing	In spite of competition, cotton is still widely used. In spite of having a headache, he spoke for an hour.

- a The delivery was late but they finished the job.
- b The traffic was heavy but she arrived at the meeting on time.
- c The weather was bad but they decided to go.
- d The price was high but I agreed to pay.

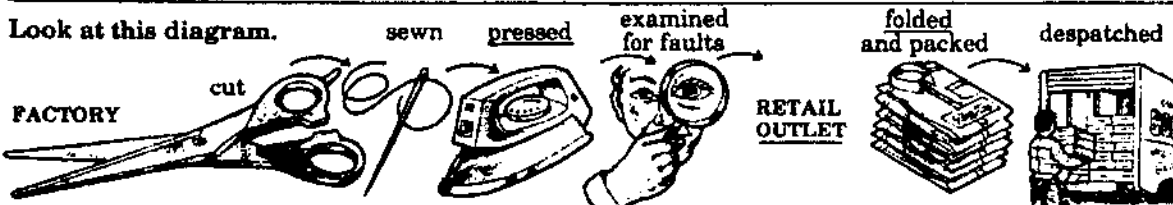
Exercise 4

Find the past participles of these verbs.

break	gave	steal
become	got	wear
blow	grow	teach
cost	know	think
cut	lose	win

D Read and discuss

Look at this diagram.



E Listen and write

- 1 Listen. You will hear a radio talk about garment manufacture. Make notes.
- 2 Write a paragraph about garment manufacture. Use the diagram in D to help you.

to harvest (v)	/ˈhɑːvɪst/	thu hoạch	yarn (n)	/jɑːn/	sợi (chỉ)
to bale (v)	/beɪl/	đóng thành kiện	to despatch (v)	/dɪsˈpætʃ/	gửi đi
mill (n)	/mɪl/	nhà máy xay			

UNIT SEVEN: Section 2

A Listen and find out

Is Mike Winter at work in both these dialogues?

Dialogue 1 A telephone call from London to Egypt

Mike Winter: No, I can't pay you that, Mr Alawi. I'm willing to offer you \$325 per bale, but no more.

Mohammed Alawi: \$325? I don't think that's reasonable. What about a compromise? I'll accept \$330.

MW: I'm afraid I couldn't possibly give you that. \$325 is my final offer.

MA: Well, Mr Winter, as you're a regular buyer, I'll accept that.

MW: Good. Now let's check through the other details. 250 bales will be shipped in April and 250 in May. The financial arrangements will be dealt with in the usual way.

MA: That sounds fine. Will you confirm those details by telex?

MW: Of course. Thank you very much, Mr Alawi.

Dialogue 2 A street market in London

Mike Winter: That's a very nice shirt. What's it made of?

George Hacker: It's 100% cotton. There's no polyester in it. Lovely shirt.

MW: Yes, it's very good quality. How much is it?

GH: It's £20.00.

MW: £20.00? That's about 30 US dollars. Oh, I wasn't thinking of paying that much. I'll give you £15 for it.

GH: No, I'm sorry. It's £20 ... well, £19 to you.

MW: All right then. £19. I'll take it.



B Ask and answer

- 1 Has Mr Winter done business with Mr Alawi before?
- 2 How much cotton is Mr Winter buying from Mr Alawi?
- 3 When will the cotton be shipped?
- 4 What price per bale is Mr Winter going to pay?
- 5 Does George Hacker get the full price for the shirt?

Talking points

	More formal	Less formal
Offering	I'm willing to offer you \$325 per bale.	I'll give you £20 for it.
Rejecting and refusing	I'm afraid I couldn't possibly give you that.	No, I'm sorry.
Accepting an offer	I'll accept that.	All right then.

Decide:

- 1 Why is Mike Winter less formal with George Hacker than with Mohammed Alawi?
- 2 Is international trade usually more formal than street trading?

reasonable (adj)	/ˈriːznəbl/	hợp lý	financial (adj)	/ˈfaɪˈnænʃl/	tài chính
compromise (n)	/ˈkɒmprəmaɪz/	thỏa thuận	made of st (v)	/meɪd əv/	làm bằng chất liệu gì
final offer (n)	/ˈfaɪnl ˈɔːdə/	giá chào hàng cuối cùng			

C Listen and say

a like [o]	
quglity	What quality do you want?
whot	What's it made of?
want	When do you want delivery?
was	It wasn't a reasonable compromise.

Talking practice



Mohammed Alawi (MA)
Egyptian cotton yarn
merchant



Henry Barford (HB)
British fabric
manufacturer



Mike Winter (MW)
Cotton merchant
and yarn importer



Rosie Lamb (RL)
Door-to-door sales
representative



George Hacker (GH)
London street trader

Study the diagram above.

Use the Talking points on page 54 to complete the dialogues.

Exercise 1: Rejecting an offer or request

- a **RL:** Would you like a chance to win a holiday for two in Spain?
MW: ... I'm not interested.
- b **MA:** Could you accept delivery in September instead of July?
MW: ... accept that.
- c **GH:** You can have three shirts for the price of two.
MW: ... I don't like the colour.
- d **HB:** Could you hold 100 bales in the warehouse for an extra 14 days?
MW: ... do that. You'll have to take the whole quantity.

Exercise 2: Offering and accepting an offer

- a **MW:** Perhaps we can find a compromise.
HB: ... (offering) 50 cents more per bale.
- b **MW:** I like the quality. I'm willing to offer \$335 per bale.
MA: ... (accepting) since you're buying 900 bales.
- c **GH:** Look at these. Lovely pair of jeans. All cotton. Best quality.
MW: ... (offering) £15 for them.
- d **RL:** Would you like to accept these free samples of our products?
MW: ... (accepting) I'll take them thank you.

Role play

Student A

You are the manager of a company.
You are buying curtain material for your office.
You need 100 metres of fabric. You choose a material which is usually £7.00 per metre.
Offer to pay £6.00 because you are buying 100 metres.
Agree a final price

Student B

You are a retailer of curtain fabric.
You are selling some material to a company.

The price of the fabric is £7.00 per metre.
The buyer wants a discount.
Negotiate and agree a final price.

D Discuss

What are your clothes made of? Which fibre do you prefer for your clothes?

chance (n)	/tʃɑːns/	cơ hội	warehouse (n)	/ˈweəhaʊs/	kho để hàng
delivery (n)	/dɪˈlɪvəri/	sự giao hàng	product (n)	/ˈprɒdʌkt/	hàng hoá
instead of	/ɪnˈsted əv/	thay vì			

UNIT SEVEN: Section 3

A Study

Completing and checking forms

A bill of lading is a very important document in import-export trading. It is given by the shipping company as a receipt for the goods. It is needed by the purchaser to claim possession of the goods.

the shipper must stamp any corrections

Study this bill of lading.

Ask and answer:

- Who is the seller?
- Who is the purchaser?
- What are the goods?
- How are they packed?
- How are they marked?

BILL OF LADING		B/L No. 3020	
Exporter Winterwear 37 High Street, Plaistow, Essex		Exporter's ref. 93261 Forwarder's ref. 23/93261/D	
Consignee Ste. Tunisienne de Vetements 170 Rue de Mateur Medjez el Bab, Tunisia		Name of shipping line Unicorn Line	
Vessel/aircraft m.v. SEA QUEEN		Port of loading London Southampton	
Port of discharge Port of Tunis		Place of delivery Medjez el Bab	
Marks, Numbers and Container No. WINTER 93261 TUNIS Nos. 1-5	Number and kind of packages. Description of goods. 5 cartons: DYED COTTON WEAVING YARN	Gross weight 2000 kg	Cube m³ 2.04
Freight charges £GBP609.36		Ocean freight payable at origin	
Place and date of issue London 3rd September 1987		Number of original B/Ls two	
Signature for carrier D. Mellors			
D. Mellors Chief Clerk Unicorn (UK) Ltd.			

WRITING POINTS

Filling in forms

- As in telexes, write only essential information in a form. Normally, articles (a/the) are not used. Abbreviated sentences are used.
- Always read the form carefully before you start.
- Always write neatly and carefully.
- Use common abbreviations where possible. A list is given below. Sometimes it may be useful to write dates or numbers in full, in order to prevent errors.
- In some forms, such as trading documents or cheques, corrections or alterations must be authenticated, i.e. signed or stamped.
- Always check the completed form when you have finished.

ON BOARD (shipped on board) means the goods are now on the ship

Common abbreviations

no.	number	m.v.	motor vessel	UK	United Kingdom
ref.	reference	approx.	approximately	kg	kilogramme
B/L	bill of lading	£GBP (or £stg)	pounds sterling	lb	pound (weight)
				m ³	cubic metre

reference	/ˈreferəns/	tham khảo	abbreviation (n)	/əˌbriːviˈeɪʃn/	viết tắt
approximately (adv)	/əˈprɒksɪmɪtli/	xấp xỉ	bill of lading (n)	/bɪl əv ˈleɪdɪŋ/	vận đơn
motor vessel (n)	/ˈməʊtə ˈvesl/	thuyền máy			

B Study and check

The shipper makes out the bill of lading for the goods. If payment is by documentary credit, the bill of lading will be required by the bank. The shipper must ensure that all the details on the form are correct. The form must be checked very carefully after it is completed.

Study the information in the memo below. Check the bill of lading.

TRANSGLOBE
LTD

MEMO

To: Chief Clerk
From: A. Henderson

Please make out a bill of lading in three originals as follows:

for two containers of textile machinery (approx. 6800 kg) for delivery to Arana Mills, Jakarta, Indonesia. The exporter is J.P. Williams Engineering, 45 Best Row, Havant, Hampshire (their ref. is 1717/43). The goods will be shipped from Southampton to Jakarta. Vessel to be advised. The containers will be marked ADPRO 441-442 JAKARTA.

We have quoted freight charges of £STC 1959.80 which will be payable to our agent in Jakarta.

AH

BILL OF LADING

B/L No. 4962

Exporter
J R Williams Engineering
45 Best Row, Havant,
Hampshire

Exporter's ref. 1777/43
Forwarder's ref.

Consignee
Arana Mills
Jakarta
Indonesia

Name of shipping line
Transglobe Ltd.

Vessel/aircraft
TBA

Port of loading
Southampton

Port of discharge
Jeddah

Place of delivery
Jakarta

Marks, numbers
and
Container No.

Number and kind
of packages.
Description of
goods

Gross
weight

Cube m³

ADPRO
441-442
JAKARTA

2 containers:
TEXTILE
MACHINERY

approx.
6800 kg

Freight charges
£STC1959.80

Ocean freight payable at
destination

C Write

Write a memo to the Chief Clerk about the errors in the B/L.

Organise your memo as follows:

- 1 Acknowledge receipt of the B/L originals.
- 2 Say you have found several errors (... as follows:)
- 3 Make a numbered list of the errors, giving the heading where each one appears, and a correct version.
Lay out your list in the following way:

Heading	Incorrect	Correct
1 Exporter	J R Williams	J P Williams
- 4 Return the originals. Ask the Chief Clerk to make the necessary corrections, and authenticate.

MEMO

TRANSGLOBE
LTD

To: Chief Clerk
From:
Re: B/L 4962

payment (n) /'peimənt/ sự thanh toán
credit card (n) /'kreditka:d/ thẻ tín dụng
container (n) công ten nơ

ship (v) /ʃip/ vận chuyển
payable (adj) /'peiəbl/ có thể trả

UNIT SEVEN: Section 4

Interaction

A Study and listen

Mike Winter, of Winterwear, has signed a contract with a supplier in Hong Kong.

Listen to his telephone conversation with Paul Chang in Hong Kong. Study the details of the contract, and its terms and conditions on page 59.

<u>herein(after)</u>	in this document
<u>under-mentioned</u>	described below
<u>subject to</u>	according to
<u>the hands</u>	the signatures
<u>the parties</u>	those signing the contract

Pair the words with similar meanings:

<u>garments</u>	unloading
vessel	agreement
discharge	ship
cancel	argument
dispute	end
consent	<u>clothing</u>

B Tell each other

Talk about the details of the contract.

What is Mike Winter buying?

How much is he paying?

When does he want delivery?

How is he going to pay?

Does he want any special conditions?

C Discuss

Why are shipments sometimes late?

Why is it important for deliveries to be on time?

SALES CONTRACT

Contract No. 601/87 Date.....
This contract is made between SUPREMA LTD hereinafter called the Sellers, and WINTERWEAR LTD hereinafter called the Buyers, for the sale and purchase of the under-mentioned goods subject to the terms and conditions herein.

Description: Cotton goods: men's garments (trousers, jeans, shirts)

Quantity: 400 Trousers (mixed sizes)
1000 Jeans (" ") per annum for
2000 Shirts (" ") three years

Packing: Export cartons

Price: Trousers: US \$6.50 per pair

Shirts: US \$5.50 each Jeans: US \$5.75 per pair

Total Value: US \$19350.00 per annum

Shipment: For delivery at port of Liverpool on the following dates:

first shipment on or before July 1st 1987
second and third shipments on or before June 1st 1988 and 1989

Special conditions: Buyers reserve the right to cancel or refuse delivery after the above dates.

Payment: By confirmed irrevocable letter of credit in favour of SUPREMA LTD. HONG KONG, available against sight drafts, after each shipment.

AS WITNESS (THE HANDS) OF (THE PARTIES)

For and on behalf of

For and on behalf of

WINTERWEAR LTD

SUPREMA LTD

Mike Winter

Buyers

Sellers

Remember!

Use of shall

shall is used instead of will

a in formal documents

b with I or we when strong emphasis is wanted: I shall do what I can.

supplier (n) /sa'plaia/ nhà cung cấp
argument (n) /'a:gjumənt/ đàm phán

port (n) /pɔ:t/ cảng
to consent (v) /kən'sent/ đồng ý, cho phép

D Study

Study the terms and conditions of Suprema's contract.

Terms and Conditions

1. The goods may be shipped on any vessel of the Sellers' choice.
2. The Buyers shall make no claim for late delivery if the delay is not more than 30 days.
3. Sellers are not responsible for any damage to goods during shipment or transportation.
4. If any part of the goods is lost or destroyed during shipment or transportation, the Sellers shall cancel this contract for the part lost or destroyed.
5. All risks shall be for the Buyers' account when the goods have crossed the ship's rail at the port of shipment.
6. Buyers must take delivery of the goods within seven days of their arrival at the port of discharge.
7. If the Buyers fail to take delivery of the goods, the Sellers may re-sell the goods at any time.
8. Any claim for damage or fault in the goods shall be made in writing before taking delivery. No claim shall be accepted by the Sellers after delivery has been taken.

Role play

Student A

You are a buyer. You are telephoning Paul Chang.

You want to order regular shipments of 500 cotton bath towels.

Normally you want white and blue, but pink is acceptable.

Shipment will be every three months to the Port of London, for a period of two years. You have seen Suprema's contract and you want to add the following conditions: – special packing in damp-proof plastic to be included in the price.

You cannot accept clause 8 of the terms and conditions. You reserve the right to claim after delivery if faults or damage are found on full examination.

Student B

You are Paul Chang, of Suprema. Listen to the buyer's requests on the telephone.

Agree to regular shipments of towels.

Ask if other colours are acceptable as you sometimes have problems of supply.

You must charge extra for special packing. You will advise the cost, but assure the buyer that it will not cost very much.

You say you cannot alter the terms and conditions of sale, but say that you will always try to help if there is dissatisfaction.

Negotiating

Student A

I'll have to ask for ...

We must have ...

I'm afraid we can't ...

If you can assure me ...

I'd really prefer ...

Student B

I'm sure we can ...

We may be able to ...

We could do it, but ...

We'll do what we can.

You have my word.

E Write

With your partner, draw up a sales contract for the above transaction. Agree on the details.

Write out the contract on a sheet of paper. Use the contract on page 58 to help you.

responsible (adj) / rɪ'spɒnsəbl/

transportation (n) / ,træns'pɔ:'teɪʃn/

to destroy (v) / di'strɔɪ/

có trách nhiệm

sự vận chuyển

huỷ hoại

to resell (v) / ,ri:'sel/

period (n) / 'piəriəd/

to include (v) / ɪn'klu:d/

bán lại

kỳ hạn

bao gồm

UNIT EIGHT: Section 1

A Read and find out

Read the texts below.

- 1 Which texts come from an instruction manual?
- 2 Which text is written by a television and electrical equipment dealer?
- 3 Is Text 1 written to a company or to one person?

Text 1

Dear Sirs

Guarantee N° 8796/876/9823

One of the video recorders which was delivered to us on 8/6/87 (Invoice no. 8796/87) has been found to be faulty.

On 6/7/87 our customer returned the machine (serial no. 34/576/455) which he had purchased the day before. He had experienced difficulty while following the instructions on page 9 of the User's manual. We are enclosing a technical report.

We would be grateful if you could arrange for an immediate

Text 2

page 9

Viewing and recording the same programme.

1. Insert the cassette.
2. Set the select switch to TUNER.
3. Select the channel to be recorded.
4. Set the speed to SP or LP.
5. Press the 'record' button and then press 'play'.

B Read and answer

- 1 What happened on 8th June 1987?
- 2 Had the customer experienced difficulty with the recorder before returning it to the dealer?
- 3 What did the customer do on 5th July 1987?
- 4 Did the customer use the manual?
- 5 What is the dealer sending the manufacturer?
- 6 Did the customer follow the manufacturer's instructions?
- 7 After setting the speed what must the user do in order to view and record the same television programme?
- 8 Who does *we* refer to? (Text 1 line 10)
- 9 Who does *your* refer to? (Text 3 line 2)
- 10 What does the number 34/576/455 refer to? (Text 1 line 7)

Write your answers to questions 1-7. Write complete sentences.

**Congratulations
on your new
purchase!**

Please read this user's manual carefully before operating your video-recorder. Consult your dealer in case of difficulty. Do not attempt to service this machine yourself.

Text 3

C Refer

- 1 Find words with similar meanings. Choose one word from each line.

press insert operate select grateful returned

happy choose put in push brought back use

- 2 Make nouns from these words. Use a dictionary. Some of the words required are not in the texts.

Example: instruct instruction
a difficult d enclose
b deliver e operate
c congratulate

equipment (n)	/ 'kwɪpmənt/	thiết bị	instruction (n)	/ ɪn'strʌkʃn/	hướng dẫn
customer (n)	/ 'kʌstəmə/	khách hàng	in case	/ ɪn'keɪs/	trong trường hợp
to purchase (v)	/ 'pɜ:tʃəs/	mua			

Language practice

Exercise 1

Example: First he paid the bill. Then he left the shop. (when)
When he had paid the bill, he left the shop.

- First I checked the form. Then I signed it. (when)
- We discussed the matter. Then we agreed. (after)
- First they studied the report. Then they decided to invest. (after)
- First he took out a loan. Then he started repaying £100 per month. (after)
- She compared the quality. Then she was happy to buy it. (when)

Exercise 2

Example: I'll buy this one. (unusual)
I'll buy this one as it's more unusual.

- I'll use this map. (simple)
- We'll go this way. (fast)
- I'll go on this tour. (interesting)
- Please keep this copy. (clear)
- They'll like Italy more. (warm)
- This computer will be more useful. (advanced)

Exercise 3

Example: The Manager took the papers on Monday. He gave them back on Tuesday.
The Manager gave back the papers which he had taken on Monday.

Construction and use	Examples:
1 Pluperfect tense (past perfect) <i>had + past participle</i> (abbreviated form 'd) a Used to show an action in the past which took place before another action in the past. b Used in clauses with <i>when</i> . c Used in clauses with <i>after</i> . d Used with <i>for</i> and <i>since</i> (when the action in the past had not been completed).	<i>I had (I'd) seen it.</i> <i>Had he seen it?</i> <i>Had he checked it?</i> <i>Hadn't we done it?</i> <i>A customer returned the machine which he had (he'd) bought the day before.</i> <i>When he had paid he left the shop.</i> <i>After he had left the shop, he got a taxi.</i> <i>When I met him he had (he'd) been a doctor for ten years.</i> <i>When I saw her she had (she'd) been in London since 1980.</i>
2 Clauses of reason <i>Since = as = because</i>	<i>Since it has a fault, I want a refund.</i> <i>= I want a refund because it has a fault.</i> <i>As it's cheaper, I'll buy this one.</i> <i>= I'll buy this one because it's cheaper.</i>
3 Would be + adjective	<i>I would be grateful if you could replace this item.</i> <i>I would (I'd) be delighted to see you.</i>
a The Chairman studied the agreement in April. He signed it in May. b The Committee considered the <u>proposal</u> all last year. They accepted it. c The teacher set the homework. She gave it back today.	d Mr Smith lost his wallet on the train. He found it the next day. e The speaker prepared a speech. He read it at the meeting. f Miss Timm explained the procedure to the new clerk. She wrote it down as well.

D Read and discuss

Read these notices.

Where would you see them?
Which notice would you put on a machine which had stopped working?

NO PARKING

NO ENTRY BY ORDER

E Listen and write

WAY OUT

OUT FOR LUNCH

OUT OF ORDER

1 Listen.

You will hear a telephone conversation.
Make notes.

2 Write the message to Mr Yates.

to discuss (v) /dis'kas/ thảo luận
to agree (v) /ə'gri:/ đồng ý
to invest (v) /in'vest/ đầu tư

loan (n) /ləʊn/ khoản vay
to compare (v) /kəm'peə/ so sánh
quality (n) /'kwɒləti/ chất lượng

UNIT EIGHT: Section 2

A Listen and find out

Which of these two complaints is stronger?

Dialogue 1 On the telephone

Assistant: Hello, Electroshop. Can I help you?

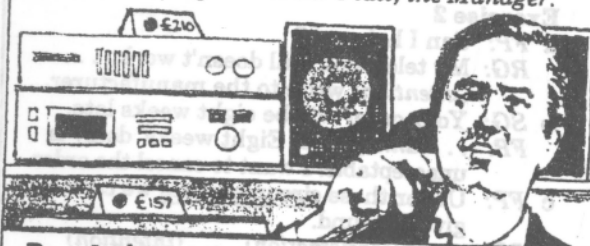
Customer: Good morning. Yes, er, I'm afraid I have a slight problem with the video-recorder I bought from you yesterday.

A: Yes, ... perhaps I can help you?

C: Perhaps. You see the 'record' button is stuck. I had read the manual and I was following the instructions. But now I can't use the machine at all, and I'm not entirely happy about it. I'd like to speak to the Manager. I'm going to ask for a refund.

A: I'll see if Mr Platt, the Manager is available.

The customer speaks to Mr Platt, the Manager.



Dialogue 2 Six weeks later, the Manager is phoning the supplier.

Freddie Platt: May I speak to the Service Engineer, please?

Sid Gould: Yes, speaking. Sid Gould here.

FP: It's Freddie Platt here from Electroshop. It's about the faulty video-recorder that we got from you. The one I wrote to you about. I'm sorry, but the customer is just not satisfied with the reply. He is demanding an immediate replacement from us.

SG: But your technician had damaged it before it was returned to us.

FP: I'm sorry but I can't accept what you say. I shall be taking the matter further. And now we've got problems with three other appliances supplied by you. It's most unsatisfactory.

SG: What are the other problems? I certainly can't help you with the video.



B Ask and answer

- 1 What is causing the main problem?
- 2 What did the Electroshop Manager do after the customer's complaint?
- 3 Is Mr Gould being very helpful?
- 4 What additional complaint has Mr Platt got?
- 5 Is the customer satisfied yet?

Talking points

	Strong complaint	Less strong complaint
Expressing dissatisfaction	I'm just not satisfied.	I'm not entirely happy.
Expressing annoyance	It's most unsatisfactory.	It (really) isn't good enough.
Expressing intention	I shall be taking this matter further.	I'm going to ask for a refund.

The expressions on the left are stronger than the expressions on the right. The stronger expressions may be used for a more serious problem or a stronger (or repeated) complaint.

Decide:

- 1 Why is Mr Platt annoyed about the situation?
- 2 Do you think the customer has been making stronger complaints since the first dialogue?

faulty (adj)	/ˈfɔ:lti/	lỗi
to satisfy (v)	/ˈsætɪsfai/	làm hài lòng
reply (n)	/riˈplai/	sự phúc đáp

to demand (v)	/diˈmɑ:nd/	đòi hỏi
appliance (n)	/əˈplaɪəns/	thiết bị
unsatisfactory (adj)	/ˌʌn,sætɪsˈfæktəri/	không vừa lòng

C Listen and say

Telephone expressions

Would you hold the line, please?

Would you hold the line a moment, please?

I'll see if the Manager is available.

May I speak to the Manager, please?

Who's speaking?

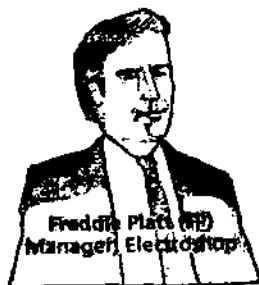
Talking practice



Sid Gould (SG)
Service engineer,
electrical goods supplier



Roger Gallet (RG)
Customer



Freddie Platt (FP)
Manager, Electroskop



Bernard Wade (BW)
Delivery Manager,
Road Services Ltd



Paula Lotti (PL)
Customer

Study the diagram above. Use the Talking points on page 62 to complete the dialogues. Decide if the problems are serious or not. Use strong or weak expressions.

Exercise 1: Expressing dissatisfaction

a **FP:** Can I help you?

RG: Yes, ... with my new television. The sound is too soft.

b **FP:** Good morning. How is your new washing machine going?

PL: It's a disaster. Water goes all over the place ...

c **SG:** Are those miniature radios selling well?

FP: They're selling quite well, but ... because we've had two complaints. The buttons get stuck sometimes.

d **BW:** Hello, Mr Platt. Did you have a problem to discuss?

FP: Well, ... with your service. My delivery was ten days late. What happened?

Exercise 2

a **FP:** Can I help you?

RG: My television still doesn't work. ... (intention) write to the manufacturer.

b **SG:** Your order will be eight weeks late.

FP: ... (annoyance) Eight weeks' delay is unacceptable. I want to cancel the order.

c **FP:** Under these circumstances we can't give a refund.

PL: ... (dissatisfaction). ... (intention) write to your head office.

d **BW:** We can deliver at 4 pm instead of 1 pm. Is that all right?

FP: ... (annoyance)

e **FP:** Can you wait for the next delivery? I'm sorry about the delay.

RG: What else can I do? ... (dissatisfaction)

Role play

Student A

The photocopier in your office at Impex is badly adjusted. It makes two copies instead of one. You asked the engineer from the service department to look at it. He didn't arrive. Complain to the Maintenance Manager about the problem.

Student B

You are the Maintenance Manager at Impex.

Student A telephones you and makes a complaint. Say how you will deal with the problem.

D Discuss

Have you ever made a complaint? What was the problem?
Who did you speak to? What happened in the end?

disaster (n)

/di'zɑ:stə/

thảm họa

circumstance(n)

/sə:kəmstəns/

trường hợp

miniature (adj)

/'minətʃə/

siêu nhỏ

dissatisfaction (n)

/di,sætɪs'fækʃn/

không thoả mãn

to complain (v)

/kəm'pleɪn/

phàn nàn

UNIT EIGHT: Section 3

A Study

Letters of complaint/replies

In trading, letters of complaint are written for a number of reasons: because of delays in delivery, wrong goods, wrong quantity or poor quality. Study this letter of complaint.

Ask and answer:

Why is the buyer complaining?

What does the buyer ask for?

formal way to address a company

November 20th, 1987

Messrs. W. Robertson
71 East St,
Stepney, London

Delta Furnishings

16 Water St. Hounslow Middlesex
Tel: 01-221-1212

Dear Sirs,

Order N° PX/48744

PARA 1
Acknowledging

We have now received the goods ordered under this number, and we have found them in a satisfactory condition.

PARA 2
Matter for complaint

However, we must point out that this order was placed subject to delivery by the end of October. As the goods did not arrive until two days ago, we have had some problems with our customers.

PARA 3
Request for action

If there are any further delays of this kind, we risk losing the goodwill of our customers. We must, therefore, ask you to meet future delivery dates without fail.

Yours faithfully,

[Signature]
DELTA FURNISHINGS

Complaining

We must point out that ...
We have had some problems with ...
You will appreciate that ...
We must ask you ...

WRITING POINTS

some/any

Abstract nouns (which refer to non-physical things) can take some/any.

Examples: I gave him some advice.

He needed some assistance.

Do you see any difficulty in this plan?

I'm afraid I can't make any suggestions in this matter.

Any is normally used in questions and negative statements.

But it is also used to express a negative idea.

Examples: We must apologise for any delay.

We regret any inconvenience.

You must report any faults or damage immediately.

ago

Ago indicates a point of time in the past with reference to the present.

Examples: Your letter arrived two days ago. (ie the day before yesterday)

These samples reached us a week ago. (ie last week)

I last wrote to you one month ago. (ie it is one month since I wrote.)

delay in delivery /di'lei in di'livəri/
quantity /'kwɒntəti/

chăm giao hàng
số lượng

to appreciate (v) /ə'pri:ʃieɪt/
assistance (n) /ə'sistəns/

cảm kích
sự giúp đỡ

B Copy and complete

Copy and complete this letter of complaint.

Use some or any to fill in the gaps.

Dear Sirs

Your letter of April 2nd has reached us after ... delay. Unfortunately we are unable to provide ... information on this matter. It has been ... time since we had ... contact with this company. We regret that we cannot give ... assistance on this occasion.
Yours faithfully

C Study

Study the following letter of reply to a complaint.

Dear Sirs

Thank you for your letter of November 20th. We are pleased to hear that these goods arrived in good condition. However, we must apologise for the delay in delivery.

This matter has now been investigated, and we find that the delay was caused by a fault in our computer. We can assure you that all future consignments will arrive in good time.

Once again, please accept our apologies for any inconvenience.

Yours faithfully

Replying to complaints

We must apologise for ...
Please accept our apologies ...
We have now looked into this matter ...
This matter has now been investigated ...
We can assure you that ...

PARA 1
Acknowledgement/Apology

PARA 2
Explanation

PARA 3
Repeating apology

D Study and write

Study this memo and invoice.

- 1 Leisuretime has to write a letter about the missing items. Write their letter of complaint to Multiplastics.

Organise the letter in three paragraphs as follows:

PARA 1: Acknowledge receipt of the consignment.

PARA 2: Report and list missing items.

PARA 3: Request urgent despatch of items as customers are awaiting orders.

- 2 The supplier has to reply to Leisuretime's letter.

Write the supplier's letter in reply. Organise the letter in three paragraphs as follows:

PARA 1: Acknowledge and apologise.

PARA 2: Explain that typing errors were made in the packing list.

PARA 3: Tell Leisuretime that missing items will be sent by express mail. Assure them that there will not be any further errors of this kind. Repeat apologies.

Multiplastics

Newtown Trading Estate
Milton Linca.

INVOICE No. 655/87
To: Leisuretime Ltd
88-91 Porton Street
Glasgow G1 4BB

Quantity	Description	Unit Price	71
3 doz.	Trays (plastic)	1.10	39
30	Picnic tables	2.55	71
25	Iceboxes	4.95	124

LEISURE TIME Ltd.

Memo

Thursday June 6th

To: Purchasing Office
From: Warehouse Clerk

Order No. LM4321/Invoice No. 655/87

On checking these goods against the invoice, we have found several items short, as follows:

Case No.	Item/Quantity	Invoiced	Short
4	Plastic trays		
	2 doz.	3 doz.	1 doz.
7	Picnic tables		
	25	30	5
11	Iceboxes		
	24	25	1

Will you contact the supplier as we have customers awaiting these orders.

unfortunately (adv) /ʌn'fɔ:tʃənɪtli/ thật không may
to provide (v) /prə'vaɪd/ cung cấp
occasion (n) /ə'keɪʒn/ cơ hội

to investigate (v) /ɪn'vestɪgeɪt/ làm rõ
consignment (n) /kən'saɪnmənt/ hàng ký gửi

UNIT EIGHT: Section 4

Interaction

A Study and listen

Look at these pages from a booklet called *Advice to Consumers*.
Listen to the conversation in the shop.

Listen for these expressions:

on special offer
fifteen per cent down
the balance over 24 months
to put one aside
our company policy
against the law

Advice to consumers

STOP AND THINK – before you buy!
'I've changed my mind!'

You're at an exhibition, in a shop or in a showroom. You see something that you like – a piece of equipment, a camera, a car ... It's easy to say yes. It's easy to pay a deposit. It's easy to sign an agreement. But it isn't easy to change your mind afterwards.



Losing your money

When you agree to buy something, a deposit or 'down-payment' is often required. If you cancel your order, you may lose your deposit. If the seller has incurred losses (for example, if the goods cannot be re-sold) you might even have to pay the full price. Compensation can be demanded whenever you break a contract of sale.

Sometimes, in business, a buyer has to break a contract for reasons outside his control. It is essential to insure against such risks.

Look – before you sign

When you agree to buy something, you are making a contract with the seller. The contract can be in writing or it can be a verbal agreement.

If you sign a written agreement, make sure you read the 'small print'. Make sure you understand the terms and conditions of the contract.

If you are making a verbal agreement (eg asking a supplier to order some goods for you), make sure your instructions are clear. If you are ordering goods or services, give a full description. Give the correct catalogue or reference numbers. Give any other conditions – for example, price list, delivery date, etc.

Always read the **small print.**



B Tell each other

Talk about the risks of agreeing to buy.
How can a buyer reduce the risks?

What protection does the seller have?

C Discuss

Discuss the situation in the shop.

What do you think about the company's policy?

Is the woman angry? What can she do?

consumer (n)	/kən'sju:mə/	người tiêu dùng	compensation (n)	/,kəmpen'seiʃn/	sự bồi thường
exhibition (n)	/,eksɪ'bɪʃn/	cuộc triển lãm	verbal agreement (n)	/'və:bl ə'gri:mənt/	thỏa thuận bằng lời
to deposit (v)	/di'pɒzɪt/	đặt cọc			

D Study and discuss

Study and discuss this page from the same booklet, and the case examples.

Are these people entitled to a refund?

When are you entitled to a refund?

In some cases, you are entitled to a refund. But, if you have already paid, it isn't always easy to get your money back.

You may be entitled to a refund:

- ★ of the deposit if there is a cancellation clause in the contract. This means you get your money back if the agreement is cancelled within a certain period. You must always check the small print.
- ★ of the deposit or the full amount if the seller breaks the contract. For example, if the seller doesn't provide the goods or services you wanted, or if they are not delivered in good time then the buyer can cancel the order.
- ★ of the deposit or the full amount if the goods are faulty or of poor quality. You can sometimes refuse to accept goods if they are faulty. But you must prove that the fault is in the manufacture or design. When goods are damaged in transit, the seller is usually not responsible. The buyer's insurance must cover such risks.



CASE EXAMPLES
Mrs Diaz has signed an agreement with a language school. She has paid for twenty lessons by post. After five lessons, she decides that she wants to stop. She isn't happy with the lessons and she hasn't got time to study. The school says that she can't have a refund.



Paola Cruce ordered some leather goods from abroad. When the goods arrived, they were damaged by damp. She rang the manufacturer who said that the goods were packed in perfect condition. They refused to replace them free of charge.



Mohammed Abed owns a small business. He bought an electric stapler. It doesn't work properly. He returned it to the supplier who checked it. The supplier says that it is in good working order and refuses to replace it.

Role play

Student A

You have signed an order form for 200 digital clocks. You wrote on the form: 'Subject to delivery by August 31st, 1987'. It is now August 27th. The supplier rings you.

You must have the clocks within ten days. They must be distributed by the end of September. If the supplier cannot arrange supply by September 6th, you will have to cancel the order and look elsewhere.

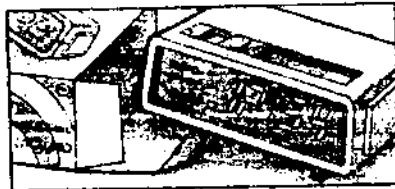
Student B

You are a supplier. Student A has ordered 200 digital clocks from you for delivery by August 31st.

Ring Student A to say that you cannot meet the delivery date. You can supply at the earliest by September 15th. Ask Student A not to cancel the order because it will be impossible to find clocks of this quality elsewhere.

E Write

- 1 Write to the supplier, Student B, after your telephone conversation. Confirm the decision that you made on the telephone.
- OR
- 2 Write to the buyer, Student A, after your telephone conversation. Confirm the decision that you made on the telephone.



UNIT NINE: Section 1

A Read and find out

Read both the texts below.

- 1 Is Text 1 about buying things from Japan, or investing money?
- 2 Does Text 2 give financial or general information?
- 3 If you wanted to invest some money, where would you look for an advertisement like this?

Text 1

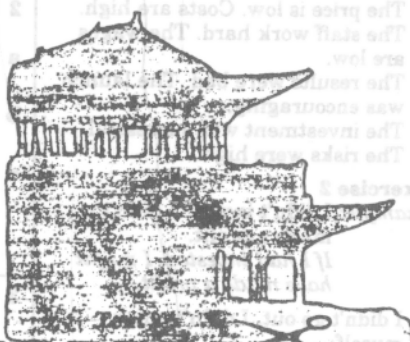
A bright future with the Japan and Asia Trust

Countries in South-East Asia, including Japan, have shown dramatic growth over the last decade. Human and natural resources together promise a bright future. If you invested now you could share that future.

The aim of the Japan and Asia Trust is to provide maximum capital growth for the investor. Since its launch two years ago, the value of the units has risen 24%. Although this rise is short-term, it is most encouraging.

We have three offices, including a local office in Japan. Our local knowledge is the key to successful investment on your behalf.

To invest, complete the application form below.



B Read and answer

- 1 What has happened in some countries over the last decade?
- 2 What is the aim of the Trust?
- 3 How long ago was it started?
- 4 Has the value of the units risen?
- 5 What is the key to the success of the Trust?
- 6 When does an applicant receive a contract note?
- 7 If you applied, how soon would you get your certificates?
- 8 What does *that future* refer to? (Text 1 line 6)
- 9 Who does *we* refer to? (Text 1 line 11)
- 10 What does *on your behalf* mean in this sentence? (Text 1 line 12)

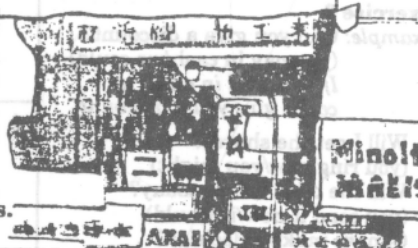
A contract note for your application together with a brochure will be sent immediately upon receipt of your application form. Unit certificates will be sent within 35 days.

Signature

Surname

First names

Address



Write your answers to questions 1-7. Write complete sentences.

C Refer

- 1 Arrange these adjectives and nouns in pairs, as in Text 1.

Example:

bright

- a local
- b successful
- c last
- d natural
- e short
- f dramatic

office

growth

term

investment

future

decade

resources

- 2 The following words from the texts in A have at least two meanings.

Choose the meaning which fits the texts. Use a dictionary.

Word

Example:

bright

good

Possible meanings

a capital

b term

c launch

d start

e key

f dramatic

g application

city

period of time

beginning

slight shock

secret

theatrical

hard work

clever

sum of money

expression/word

type of boat

beginning

metal object

great

request form

resource (n) /ri'sɔ:s/

to share (v) /ʃeə/

maximum (adj) /'mæksiməm/

nguồn lực

chia sẻ

tối đa

successful (adj) /sək'sesfl/

application form (n) /,æpli'keɪʃn'fɔ:m/

thành công

mẫu đơn xin việc

Language practice

Exercise 1

Example: It makes a good profit. The firm is small.
Although the firm is small, it makes a good profit.

- a The quality is good. The product is cheap.
- b The price is low. Costs are high.
- c The staff work hard. The wages are low.
- d The results were bad. The launch was encouraging.
- e The investment was successful. The risks were high.

Exercise 2

Example: I didn't invest. I didn't make a profit.
If I had invested, I might have made a profit.

- a I didn't go out. I didn't enjoy myself.
- b She didn't work hard. She didn't pass the exam.
- c He didn't apply. He didn't get the shares.
- d We didn't sell enough. We didn't make a profit.
- e He didn't ask me. I didn't go.

Exercise 3

Example: Can you give a discount? (you pay in cash/we could)
If you paid in cash, we could give you a discount.

- a Will I get the shares? (you ring now/you might)
- b Will the telex arrive today? (you send it now/it would)
- c Can we make a decision? (you give us the figures/we could)

Construction and use	Examples:
1 Conjunctions Used to join or link sentences. a <i>Although</i> joins opposing statements. b <i>Nevertheless</i> shows contrast.	<i>Although the rise is short term it is encouraging.</i> <i>The rise is short term. Nevertheless it is encouraging.</i>
2 Conditional sentences (Type 2) <i>If + past tense:</i> a + <i>would</i> in main clause (possible condition) b + <i>might</i> in main clause (less likely possibility) c + <i>could</i> in main clause (= <i>would be able</i> : ability) Used when the consequence of an action is possible.	<i>If the price went up you would make a profit.</i> <i>If the price went up a lot you might make a good profit.</i> <i>If you invested now you could share the benefits.</i>
3 Conditional sentences (Type 3) <i>If + past perfect:</i> a + <i>would have</i> in main clause (certain result of impossible condition) Negative: b + <i>might have</i> in main clause (uncertain result of impossible condition) Used when the consequence of an action is impossible because the action didn't happen.	<i>If you had invested two years ago you would have made a profit.</i> <i>If we hadn't overspent we wouldn't have gone out of business.</i> <i>If we had all invested we might have made a huge profit.</i>
4 May/might Used to show uncertainty. (<i>Might</i> is less certain than <i>may</i> .)	<i>The price may go up. = Perhaps the price will go up.</i> <i>The price might go up. = Perhaps the price will go up (but it's unlikely).</i>

D Read and discuss

Read this report.

Where would you find a report like this?

Do you read reports like this in your language?

Where can you invest money in your country?

SHARE prices in Tokyo rose yesterday in very active trading. The index was up more than 86 points to a record high at the close of trading. Buying was centred on drugs and metals. Turn-over was 550 million shares. International issues began to rise in the afternoon.

E Listen and write

1 Listen.

You will hear a stock market report.
 Make notes.

2 Write a report about the latest market situation in Tokyo. Use the text in D to help you.

profit (n) /'prɒfɪt/ lợi nhuận
 wage (n) /weɪdʒ/ tiền lương
 risk (n) /rɪsk/ rủi ro

launch (n) /'bɔːntʃ/ khai trương
 discount (n) /'dɪskaʊnt/ giảm giá
 income (n) /'ɪŋkəm/ thu nhập

UNIT NINE: Section 2

A Listen and find out

Where do these dialogues take place?

Dialogue 1

Customer: Can you issue foreign currency here or do I have to order it?

Cashier: Which currency do you require, sir?

Cu: Deutschmarks.

Ca: I expect we have some. We don't actually keep large stocks of foreign currency at this branch. We usually order it.

Cu: I would've ordered it if I'd thought about it.

Ca: Have you thought about taking travellers' cheques?

Cu: I've already got them. I just need 300 marks in cash.

Ca: Oh well, I'm pretty certain we have that amount. Excuse me one moment. I'll go and check.

Cu: That's very kind of you.

M: Well, have you considered investing in the Japan and Asia Trust? It has shown excellent growth in the short term. But trusts are a long term investment.

C: Mm, yes. I think I want some short term investment as well.

M: Look, I'd like you to meet the head of our securities department. If you spoke to him he would study all your personal requirements in detail. Then he could give you specific recommendations.

C: That would be fine. I'd be most grateful. When could I see him?

M: I'll just ring and check.

Dialogue 2

Customer: I wonder if you could advise me about investments?

Manager: By all means. Are you interested in high capital growth or a high level of income?

C: I'm not quite sure. High capital growth I would think. What do you think about trust funds?



B Ask and answer

- 1 Had the customer ordered his foreign currency?
- 2 Would it have been better if he had ordered it?
- 3 Does the customer want to invest all his money in one place?
- 4 How would the head of the securities department be able to help the customer?
- 5 Is the head of securities available immediately?

Talking points

Suggesting More formal
Have you considered investing in the Japan and Asia Trust?

Expressing gratitude
I'd be most grateful.

Requesting
I wonder if you could advise me?

Less formal
Have you thought about taking travellers' cheques?

That's very kind of you.

Can you issue foreign currency?

Decide:

Does the customer speak to the cashier more formally than to the Manager?

foreign currency (n) /'fɔ:rn 'kʌrənsi/ ngoại tệ

to require (v) /rɪ'kwaɪə/

excellent growth (n) /'eksələnt grəʊθ/ sự tăng trưởng ngoạn mục

security (n) /sɪ'kjʊərəti/ an ninh

C Listen and say

kind That's very kind of you.
 helpful That's very helpful of you.
 excuse me Would you excuse me one moment?

grateful I'd be most grateful.
 I'd be very grateful indeed.
 I'm most grateful to you.

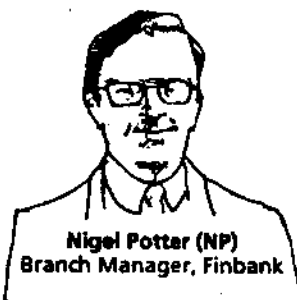
Talking practice



Vincent Bailey (VB)
 International Manager,
 Finbank



Dennis Flat (DF)
 Customer



Nigel Potter (NP)
 Branch Manager, Finbank



Cecil Brown (CB)
 Nigel Potter's friend



Paul French (PF)
 Head of Securities,
 Finbank

Study the diagram above.
 Use the Talking points on page 70 to
 complete the dialogues. Change the form
 of the verb where necessary.

Exercise 1: Suggesting

- a DF: I would like to invest £2000 for three months.
 NP: ... a short term deposit account?
 b CB: Where could I go for my holiday?
 NP: ... Spain?
 c VB: We're looking for somebody to go to Geneva for a month.
 NP: ... my assistant manager?
 d NP: I need someone with wide experience of investment.
 PF: ... Jane Williams? She's very competent.

Role play

Student A

You go to your bank manager, Student B, for advice. You want to start a small business.

Listen to the advice. Give your reaction.

Exercise 2: Requesting and expressing gratitude

- a NP: Do you want high growth or high interest?
 DF: I don't really know ... (requesting) explain the difference?
 b VB: We still haven't decided who to send to Japan.
 NP: ... (expressing gratitude) for an early decision.
 c CB: I'm sorry, Nigel. I forgot your car is off the road. I'll collect you.
 NP: ... (expressing gratitude) ...
 d NP: I'll be sending the figures to Head Office tonight.
 PF: That's excellent. ... (requesting) give me a copy too?

Student B

You are a bank manager. A customer, Student A, wants advice. He/She wants a capital loan for a small business.

Suggest getting a partner. Interest rates for loans are high. Suggest a meeting with your colleague, Mrs Hill, who deals with small business loans.

D Tell each other

Find a recent stock market report. Read through it with another student. Give a short talk about the good investments and the bad investments.

short term (n)	/ʃɔ:t tə:m/	ngắn hạn	competent (adj)	/'kɒmpitənt/	có năng lực
assistant (n)	/ə'sistent/	trợ lý	grateful (adj)	/'greɪtful/	biết ơn
experience (n)	/iks'piəriəns/	kinh nghiệm			

UNIT NINE: Section 3

A Study

Report-writing: reporting a meeting

Study these minutes of a meeting.

Minutes of investment meeting 25 July 3.00 pm

- Those present were: Mr Harris, Mrs Randall, Mr Andrews, Mr Brumfitt, and Mr R. Johnson of Investment Consultants. Mr Parsons sent his apologies for not attending.
- Mr Harris opened the meeting by presenting the 1987-90 investment plan. He said that £3.2 million had been allocated for investment over this period. He then introduced Mr R. Johnson, who was advising the company.
- Mr Johnson gave details of the proposed investment in Clark Electrical. (see attached sheet) On the basis of the current figures, he thought that Clark's position in the electronics market was well established and would continue to grow rapidly.
- Mrs Randall argued that we should not project from these figures. She said that the situation in the electronics market had changed. She thought that future growth would be much slower.
- The committee concluded that further analysis had to be carried out before a final decision was taken. Mr Harris asked Mr Johnson to attend the next meeting on August 3rd with a fuller analysis.
- The meeting ended at 4.15.



WRITING POINTS

Reporting speech in the past

These examples show how direct speech changes into reported speech.

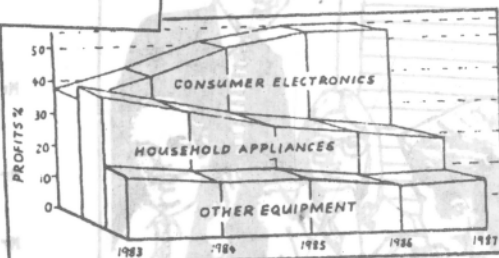
- Examples: She said, 'The situation has changed.'
 She said (that) the situation had changed.
 He said, 'I think that growth will continue.'
 He said he thought (that) growth would continue.
 They said, 'Further analysis must be carried out.'
 They said (that) further analysis had to be carried out.
 He said, 'Clark's position is well established.'
 He said (that) Clark's position was well established.

Change these statements into reported speech:

- She said, 'My position is clear. I will not change my mind.'
- He said, 'Our investments have grown and will continue to grow.'
- They said, 'Profits have fallen, although sales have been increased.'

Reporting requests/instructions

- Examples: They said to Mr Johnson, 'Please attend the next meeting.' (asking)
 They asked Mr Johnson to attend the next meeting.
 They said to the messenger, 'Take this parcel to the post office.' (telling)
 They told the messenger to take a (or the) parcel to the post office.



At a meeting ...

- | | |
|----------------------------|--------------|
| introduce (a person/topic) | argue |
| open | discuss |
| start by | give |
| begin | details of |
| attend | look at/into |
| | decide |
| | propose |
| | agree |
| | conclude |
| | end |

consultant (n) /kən'saltənt/ có vấn
 to allocate (v) /'æləkeɪt/ dài ngân
 to establish (v) /is'tæblɪʃ/ thiết lập

project (n) /'prədʒekt/ dự án
 figures (n) /'fɪgə/ số liệu
 to conclude (v) /kən'kluːd/ kết luận

B Copy and complete

Copy and complete this memo.

Use the verbs in the list on the right, in the correct form.

To: Jane
From: Lisa Day

MEMO

I ... to the Al Hamza brothers. They ... they ... that we could go fifty-fifty on the deal. I ... them to provide more figures. I ... we ... agree to their terms if they ... give more information. Mabrouk ... they ... waiting for more information themselves. He ... send figures as soon as he ... them. I ... him to ring us by 30th.

speak
say
have
will
can
ask
think
be

C Study

Study this part of a transcript of a meeting.



Ask and answer:

- 1 What did Mr Harris say at the meeting?
- 2 What did Mr Parsons say?
- 3 What did Mrs Randall say?

TRANSCRIPT OF MEETING

Board room 3rd August 0930 hrs.

- Mr Harris: Good afternoon. I'd like to open this meeting by welcoming Mr Johnson again. He is going to answer some more questions about our proposed investment in Clark Electrical. Mr Johnson.
- Mr Johnson: Thank you, Mr Harris. Good afternoon, ladies and gentlemen. I've made some new calculations since our last meeting. Has everybody received a copy of my notes?
- Mr Parsons: I'm afraid I wasn't able to attend the last meeting, Mr Johnson. I have a question.
- Mr Johnson: Yes, Mr Parsons.
- Mr Parsons: Clark's shares have risen sharply in the last ten days, and they're now at their highest level for two years. Are you sure this is the best time to buy?
- Mr Johnson: If you look at my latest figures, you'll see that the shares are still cheap. The company's true value is much higher.
- Mrs Randall: I'm sure you're right, Mr Johnson. But why have the shares risen so suddenly?
- Mr Johnson: The same thing is happening to a lot of electronics shares at the moment, Mrs Randall. The rise is short term. We have to wait for a month or two and then we'll see a sharp fall. That will be the time to make our offer ...!

D Write

Write the minutes of the meeting in C.

Do not write everything that is said word for word.

Give a summary of the most important information.

Begin: Mr Harris opened the meeting by ...

calculation (n) /,kælkju'leiʃn/
to attend (v) /ə'tend/
to rise (v) /raɪz/

tham gia
tăng lên

the best time
suddenly (adv)

/taim/
/'sʌdnli/

thời gian tốt nhất
bất thành lĩnh

UNIT NINE: Section 4

Interaction

A Study and listen

Listen to the telephone conversation.

Study the memo and the table of foreign exchange rates.

MEMO

To: Accounts Dept.

From: Ray Cooper, Technical Dept.

March 10

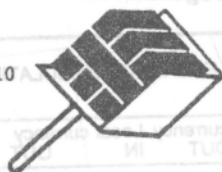
Trip to Kuwait, April 4-12

I shall be visiting Kuwait next month for a technical inspection.

Can you please make the usual arrangements for my travellers cheques and local currency. I shall require £1400 in US dollar T/c's and £200 in Kuwaiti dinars.

Many thanks,

R.C.



EXCHANGE RATES

The rates quoted are against the pound sterling, and for small bank notes only.

	Bank buys £	Bank sells £
Austrian schilling	29.50	28.00
Bahreini dinar	0.5550	0.5250
Belgian franc	84.00	80.50
Brazilian cruzeiro	8780.00	8750.00
Canadian dollar	1.940	1.850
French franc	12.50	12.10
German deutschmark	4.20	4.00
Greek drachma	190.00	180.00
Italian lira	2850.00	2650.00
Japanese yen	350.00	330.00
Kuwaiti dinar	0.4250	0.4100
Norwegian krone	8.3500	8.3250
Portuguese escudo	240.00	225.00
Saudi Arabian riyal	5.1400	5.0500
Swiss franc	3.40	3.30
United Arab Emirates dirham	5.1500	5.1250
USA dollar	1.45	1.40



B Tell each other

How many Kuwaiti dinars did Ray Cooper get for his £200?

Tell each other how much you would get in local currency for £200 if you were travelling to – Switzerland? – Bahrain? – Greece? – Brazil?

Checking information on the telephone

I'm sorry { I didn't catch that.
could you repeat that?

You mean ... ?

Correcting information on the telephone

No, I mean ...

No, I'm sorry, I said ..., not ...

C Discuss

Discuss how much money you would need to spend in – your country's capital city.
– a foreign capital you know.

Include the cost of a hotel room in a good hotel, meals in restaurants, taxis and transport, tips and service charges.

inspection (n) /in'spekʃn/ sự thanh tra

lira (n) /'liəri/ đơn vị tiền tệ Ý

krone (n) /'krounə/ đơn vị tiền tệ Na Uy,
Áo, Thụy Điển, Đan Mạch

riyal (n) /ri:'ɑ:l/ đơn vị tiền tệ ở Ả Rập Xê út

escudo (n) /es'ku:dou/ đơn vị tiền tệ Bồ Đào Nha

D Study and listen

Listen to the telephone conversation and study the table of currency and exchange regulations.

CURRENCY AND EXCHANGE REGULATIONS N.R. = No restriction
(R) = Restricted (to)

Country	Foreign currency IN	Foreign currency OUT	Local currency IN	Local currency OUT	US\$ T/c's	Exchange controls for funds/profits
Egypt	N.R.	(R) amount brought in	(R) LE20	(R) LE20	Accepted for payment in LE.	Repatriation of capital allowed after five years. Profits can be repatriated subject to conditions.
Japan	N.R.	N.R.	N.R.	(R) Yen 2m	Accepted for payment in Yen.	Capital and profits may be repatriated for approved investments only.
Kuwait	N.R.	N.R.	N.R.	N.R.	Accepted freely.	None.
Mexico	N.R.	(R)	(R)	(R)	Accepted for payment in pesos.	Approval must be obtained for any purchase of foreign exchange.
Saudi Arabia	N.R.	N.R.	N.R.	N.R.	Accepted freely.	None.
Spain	N.R.	N.R.	(R) 150 000 pesetas	(R) 20 000 pesetas	Accepted for payment in pesetas.	Transfer of profits allowed. Repatriation of capital after payment of taxes.
Switz- erland	N.R.	N.R.	N.R.	N.R.	Accepted freely.	None.
USA	N.R.	N.R.	N.R.	N.R.	Accepted as cash.	None.

Note: credit cards accepted in all countries for payment in local currency.



Role play

Student A

You are travelling to Japan, the USA and Egypt on business.

Ring your bank to find out details about currency and exchange controls in those countries.

Student B

You work in the bank.

Answer Student A's questions about currency and exchange controls in Japan, the USA and Egypt.

E Write

Write to a bank customer about currency and exchange controls in Japan, the USA and Egypt. You are willing to confirm the information given by telephone.

repatriation (n)

/ˈriːpætriˈeɪʃn/

hoàn vốn

tax (n)

/tæks/

thuế

to obtain (v)

/əbˈteɪn/

đạt được

capital (n)

/ˈkæpɪtəl/

tiền vốn

approval (n)

/əˈpruːvəl/

phê chuẩn

UNIT TEN: Section 1

A Read and find out

Read both the texts below.

- 1 Which text comes from a local newspaper?
- 2 Which text comes from the business section of an international newspaper?

Text 1

'I'm optimistic' says Lanback chairman \$150 million contract signed

The chairman of Lanback Development Company today said that he was optimistic about the future of the property market in the Gulf region. He was commenting after signing a 150 million dollar contract with Al-Sharif Construction Company for a prestigious new development on the city's reclaimed land. The project, scheduled for completion within the next two years, will consist of office units and more than 200 retail outlets. The central area will feature an art gallery and a cultural hall. Mr Edward Whitehart, the chairman, said that the whole complex would eventually provide employment for at least 2000 people.

Text 2

JOBS BOOST AS MULTI-MILLION DOLLAR SCHEME GOES AHEAD

In two years' time there will be more than 2000 extra jobs for local people, thanks to the new Lanback development.

The project got the final go-ahead today when Chairman Edward Whitehart signed up local building contractors, Al-Sharif.

The scheme will give the city an enormous shopping complex and commercial centre. Mr Whitehart said building would start 'very soon' and recruitment for some senior posts would begin 'very early next year'.

B Read and answer

- 1 Which company is financing the project?
- 2 Which company is going to build it?
- 3 How long will it take to build?
- 4 Where is the building going to be?
- 5 What did Mr Whitehart say about future employment?
- 6 What is Mr Whitehart optimistic about?
- 7 Where will the cultural hall be situated?
- 8 What does the *whole complex* refer to? (Text 1 line 12/13)
- 9 What expression in Text 2 refers to 200 retail outlets? (Text 1 line 10)
- 10 Which details of the project are *not* included in Text 2?

Write your answers to questions 1-7. Write complete sentences.

C Refer

- 1 Find pairs of words with similar meanings. Use a dictionary.

scheme speaking project boost
commenting increase large shops
retail outlets enormous

- 2 Complete these sentences with the following words:

optimistic about scheduled for thanks to
consist of

- a The new complex will ... offices and shops.
- b The project has begun. It is ... completion by 1989.
- c Everyone is ... the new project.
- d ... investment by Lanback there will be more jobs.

- 3 Look at the texts in A. Find another form of these words.

a prestige d employ
b commerce e complete
c optimism f culture

optimistic (adj)	/ˌɒptɪ'mɪstɪk/	lạc quan	employment (n)	/ɪm'plɔɪmənt/	sự tuyển dụng
property (n)	'prɒpəti/	tài sản	scheme (n)	/ski:m/	kế hoạch
prestigious (adj)	/pre'stɪdʒəs/	có uy tín	commercial (adj)	/kə'mɜːʃl/	thuộc về thương mại

Language practice

Exercise 1

Example: 'We signed the contract yesterday.' (she)
She said that they had signed the contract the day before.

- a 'We agreed all the details with the contractor.' (Mr Whitehart)
- b 'I visited the site yesterday.' (he)
- c 'I designed it to include an art gallery.' (the architect)
- d 'The tender from Al Sharif was the lowest.' (the Chairman)
- e 'The central area will feature an art gallery.' (the architect explained)
- f 'The cost will be approximately \$150 million.' (the company)
- g 'I am listening to the stock market report.' (she)
- h 'The company will move to its new headquarters next year.' (the Chairman)

Exercise 2

Example: 'Where is the letter?' (she asked)
She asked where the letter was.

- a 'When will the telex be sent?' (he asked)
- b 'Where is the Manager's office?' (the visitor asked)
- c 'How late is the bus?' (the passengers asked)
- d 'What is his telephone number?' (she asked me)

Construction and use

Examples:

Direct and indirect speech

1 Direct speech

The words spoken are put between speech marks: ''.

*He said 'I'm optimistic'.
 'How are you?' she asked.*

2 Indirect speech

a In the present:

*'I'm waiting for Mr Gray.' =
 He says he is waiting for Mr Gray.
 'I'll do it tomorrow.' =
 She says she'll do it tomorrow.*

b In the past:

i Present tenses change to past.

*'We are investing \$150 million.'
 = He said they were investing
 \$150 million.
 'I like the design.'
 = She said (that) she liked the
 design.*

ii Past simple and present perfect tenses change to past perfect.

*'I paid the bill.' or 'I have paid
 the bill.' = He said (that) he had
 paid the bill.
 'Building will start.' = He said
 (that) building would start.*

iii Future tenses change to conditional.

*'Next year' = the following year
 'Tomorrow' = the next day
 'Very soon' = in the near future
 'Yesterday' = the day before*

c Some time expressions change in indirect speech in the past.

d Questions with What? Where? Who? When? How? also change in indirect speech.

The question word remains but the word order changes.

*'Where is the file?'
 = She asked where the file was.
 'When will it arrive?'
 = He asked when it would arrive.
 'How are you?'
 = She asked how he was.*

D Read and discuss

Read this advertisement.

What sort of person is required for the job?

Discuss what qualities are required in your job.

Describe the sort of person who is needed to do your job.

E Listen and write

1 Listen.

Two people are writing a job advertisement.
 Make notes.

2 Listen to the discussion again.

Write the final advertisement. Use D to help you.

IS THIS YOU? ARTICULATE? INTELLIGENT? ORGANISED?

We need a capable person who is well qualified and experienced in sales. The successful candidate will be responsible for the management of an international sales team.

For further details apply in writing enclosing your CV to BOX 765.

art gallery (n)	/ɑ:t 'gæləri/	triển lãm nghệ thuật	well qualified (adj)	/wel'kwɒlɪfaɪd/	chuyên môn tốt
headquarters (n)	'hed'kwɔ:təz/	trụ sở	articulate (adj)	/ɑ:'tɪkjʊlɪt/	ăn nói lưu loát
capable (adj)	/'keɪpəbl/	có khả năng			

UNIT TEN: Section 2

A Listen and find out

Which conversation is part of an interview?

Dialogue 1

Simon: Hey, Charles, have you seen this advertisement for a property manager for the Lanback development?

Charles: Mmm. No, I haven't seen it before. It could be interesting. I've got the right experience, too.

S: You'd have to travel a bit.

C: Well, I don't mind that.

S: 'Organise a team of 12' it says.

C: Yes, I reckon I could do that.

S: Do you fancy 'occasional long hours'?

C: That's all right. I think I'll apply. Thanks, Simon.

Dialogue 2 Four weeks later

Mr Smith: So, you're applying for the post of Property Manager, Mr Guilder?

Charles: Yes, I'm very interested in the job.

Mr S: Would you be willing to travel on business?

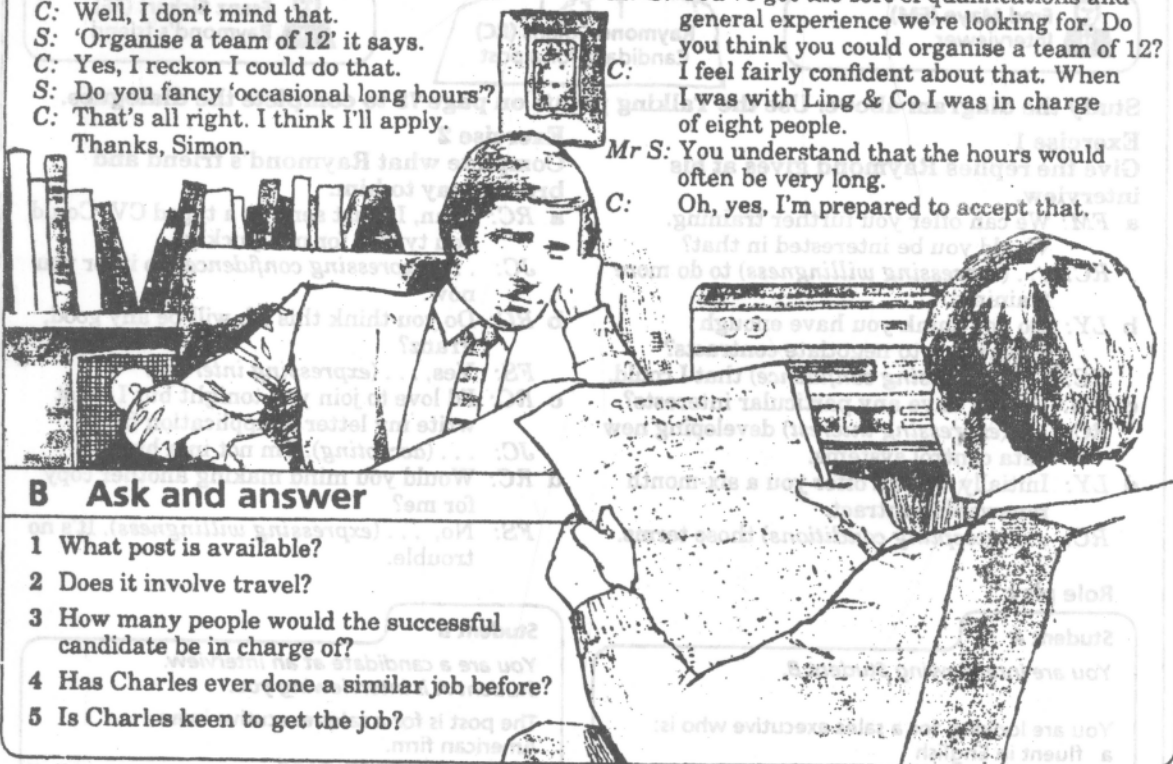
C: Certainly. I'd welcome the opportunity.

Mr S: You've got the sort of qualifications and general experience we're looking for. Do you think you could organise a team of 12?

C: I feel fairly confident about that. When I was with Ling & Co I was in charge of eight people.

Mr S: You understand that the hours would often be very long.

C: Oh, yes, I'm prepared to accept that.



B Ask and answer

- 1 What post is available?
- 2 Does it involve travel?
- 3 How many people would the successful candidate be in charge of?
- 4 Has Charles ever done a similar job before?
- 5 Is Charles keen to get the job?

Talking points

	More formal	Less formal
Expressing interest	I'm very interested in the job.	It could be interesting.
Expressing willingness	I'd welcome the opportunity.	I don't mind that.
Accepting conditions	I'm prepared to accept that.	That's right.
Expressing confidence	I feel fairly confident about that.	I reckon I could do that.

Decide:

- 1 Why is Charles more formal in the second dialogue?
- 2 In which dialogue is he more relaxed?

advertisement (n) /əd'və:tɪsm
to reckon (v) əkən/
interested in st /'rekən/
to confident (v) /'intrɪstɪd/

quảng cáo
cho là, nghĩ là
thích thú với điều gì
tin tưởng

to organize (v)
to prepare (v)
to fancy (v) /'fænsɪ/

tổ chức
chuẩn bị
mong ước, muốn

C Listen and say

Elision of vowel business Would you be willing to travel on business?
 interesting It could be an interesting job.
 general You've got the general experience we want.

Talking practice



Lesley Young (LY)
Interviewer



Fred Maye (FM)
Interviewer



Raymond Collins (RC)
Candidate for a post



John Collins (JC)
Raymond's brother



Franz Sickert (FS)
Raymond's friend

Study the diagram above. Use the Talking points on page 78 to complete the dialogues.

Exercise 1

Give the replies Raymond gives at his interview.

- a **FM:** We can offer you further training.
 Would you be interested in that?
RC: ... (expressing willingness) to do more training.
- b **LY:** Do you think you have enough experience to negotiate contracts?
RC: ... (expressing confidence) that I could.
- c **FM:** Do you have any particular interests?
RC: ... (expressing interest) developing new data control systems.
- d **LY:** Initially we can offer you a six-month renewable contract.
RC: ... (accepting conditions) those terms.

Exercise 2

Complete what Raymond's friend and brother say to him.

- a **RC:** John, I must send in a typed CV. Could you type it for me quickly?
JC: ... (expressing confidence) do it for you now.
- b **RC:** Do you think this job will be any good, Franz?
FS: Yes, ... (expressing interest).
- c **RC:** I'd love to join you tonight but I must write my letter of application first.
JC: ... (accepting). I'm not in a hurry.
- d **RC:** Would you mind making another copy for me?
FS: No, ... (expressing willingness). It's no trouble.

Role play

Student A

You are interviewing Student B.

You are looking for a sales executive who is:

- a fluent in English
- b interested in computers
- c willing to travel
- d experienced in organising a team
- e willing to be paid in US dollars

Interview the candidate.

Student B

You are a candidate at an interview.
 Student A is interviewing you.

The post is for a sales executive in an American firm.
 Your English is very good.
 Your special interest is business systems.
 You are free to travel anywhere.
 You have ten years' experience as a team manager.

Answer the interviewer's questions.

D Tell each other

Talk about the job you would like. Say why.

What skills are needed? What personal qualities? What qualifications? Is there a lot of stress in the job?

further training (n)	/ˈfɜːðə ˈtreɪnɪŋ/	đào tạo thêm	willingness (n)	/ˈwɪlɪŋnɪs/	thiện ý
data control system (n)	/kənˈtraʊl/	hệ thống quản lý dữ liệu	initially (adj)	/ɪˈnɪʃəli/	ban đầu
letter of application	/ˌæplɪˈkeɪʃn/	thư xin việc	to be in a hurry	/ˈhʌri/	vội, sốt ruột

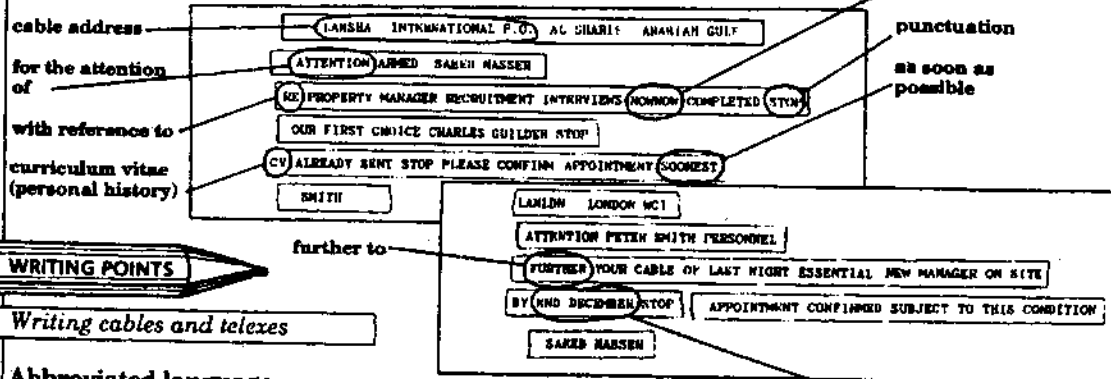
UNIT TEN: Section 3

A Study

Writing cables and telexes

Cables (international telegrams) and telexes are fast, but expensive. To reduce their cost, messages must be brief and clear.

Study these examples of cables.



WRITING POINTS

Writing cables and telexes

Abbreviated language

Abbreviated words and phrases are frequently used in telexes, which are charged by time.

Examples:

RSVP please reply	ASAP as soon as possible	INFO information
PLSE please	RE about/with regard to	ETA estimated time
TKS thanks	ATTN for the attention of	of arrival

Cables are charged by the number of words used. Costs are therefore not reduced by abbreviating single words, but by abbreviating phrases and shortening sentences. Words are often omitted, eg pronouns (*I, she, he*), prepositions of time and place, and conjunctions (*and, or*). As a result, punctuation must be clear. It is usually indicated by words, eg **STOP, QUERY**.

Examples:

GOODS DESPATCHED TWELFTH ARRIVING FIFTEENTH
The goods were despatched on the twelfth and will be arriving on the fifteenth.

UNABLE MEET ORDER UNTIL END AUGUST
We will be unable to meet your order until the end of August.

REGRET WRONG DELIVERY STOP REPLACEMENT SENT TODAY
We regret the wrong delivery. A replacement was sent today.

REQUEST URGENT CONFIRMATION OUR CABLE OF TENTH MAY
We request urgent confirmation regarding our cable sent on 10th May.

ESSENTIAL YOU CABLE CORRECT PART NUMBER BEFORE DESPATCH POSSIBLE

It is essential that you cable the correct part number before we can despatch the part.

ARRIVING HEATHROW THIRTIETH 2200 HOURS FLIGHT BA 2350
I will be arriving at Heathrow (airport) on the thirtieth (of this month) at 2200 hrs on flight BA 2350.

Remember!

Prepositions of time and place

Point of time
 on + date/day
 at + time of day
 in + month/year/season
 since (1978)
 by (the end of June)
 until } (September 30th)
 up to }
 before (1990)
 after (1982)
 between ... and ...
 from ... to ...

Period of time
 for (two weeks)
 in (a month's time)
 over (three months)
 within (six weeks)
 during (October)
 per (week/month/year)

Place
 in (country, city, region)
 at (a specific location for a purpose)

with reference to	/ˈreferəns/	liên quan đến	punctuation (n)	/ˌpʌŋktʃuˈeɪʃn/	dấu chấm câu
gulf (n)	/ɡʌlf/	vịnh	repetition (n)	/ˌrepɪˈtɪʃn/	sự lặp lại
estimated time of	/ˈestɪmeɪtɪd/	dự tính thời gian đến			

B Study

Study the use of prepositions in these examples of cables and telexes.

Which prepositions are omitted?

Which prepositions cannot be omitted?

FURTHER YOUR TELEX ESSENTIAL WE VISIT PLANT THURSDAY
MORNING TO SEE FULL OPERATION. IF POSSIBLE PLEASE
REVISE YOUR SCHEDULE TO ARRIVE WEDNESDAY EVENING.

OUR CLIENT FARHAN MABROUK STAYING IN LONDON OCTOBER
SIXTH TO THIRTEENTH STOP REQUESTS MEETING WITH
PRODUCTION MANAGER ANY DAY DURING VISIT.

REGRET UNABLE SUPPLY FROM STOCK STOP
DO YOU REQUEST SPECIAL ORDER TO MANUFACTURER QUERY

ARRIVING CAIRO FLIGHT MS 629 DUE 1930 FEBRUARY 25TH
LEAVING MARCH 4TH STOP PLEASE RESERVE ONE SINGLE ROOM
ALSO ARRANGE TRANSPORT FROM AIRPORT ON ARRIVAL THANKS

PLEASE ADVISE LUCETTI REQUIRED MODEL NOTNOT IN
CURRENT CATALOGUE. PLEASE SEND MORE DETAILS WITHIN
TEN DAYS IF STILL AVAILABLE.

C Copy and complete

Copy and complete this telex with the correct prepositions.

REGRET DUE SUPPLY DIFFICULTIES ... SWITZERLAND ... LAST MONTH CANNOT
DELIVER THREE HUNDRED INTERMATIC QUARTZ ... END DECEMBER. SOONEST
POSSIBLE ONE HUNDRED ... FIFTEENTH DECEMBER. BALANCE OF ORDER ... SIX
WEEKS ... JANUARY 31ST. ESSENTIAL YOU CONFIRM THIS OK. TELEX ... FIVE
THIRTY OR RING ME ... HOME TONIGHT.

D Write

1 Write a telex for the following situation:

You are travelling on business in Spain. You have received an enquiry about your company's model no. 3120 calculator from a firm called Escribano S.A. The firm requires specifications and details for ordering. Telex your office in London. Ask them to send the necessary information to Escribano S.A., Caja Postal 411, Madrid for the attention of Señor Mora.

2 Write a cable for the following situation:

You have received a consignment of radios by sea freight in ten cases. There should be twenty radios in each case, but one case had only nineteen.

Cable the supplier to send the missing item by airfreight to meet the delivery date for your order (order number GH/3353/87).

schedule (n)	/ˈʃedju:l/	lịch trình	due (adj)	/dju:/	do, vì
consignment (n)	/kən'sainmənt/		supplier (n)	/sə'plaiə/	nhà cung cấp
order (n)	/ˈɔ:də/	đơn đặt hàng	to ring (v)	/rɪŋ/	gọi điện thoại

UNIT TEN: Section 4

Interaction

A Study and listen

Study these pages from a booklet on telephone manners.

Listen to the two telephone conversations.

In our daily work at the office, we spend a lot of time on the telephone. The success of our business can depend upon good telephone manners. Do we answer the telephone politely and with a friendly manner? Do we treat people on the telephone in a polite and friendly way?

Here are some suggestions for good manners on the telephone. Remember – your success in your job and the success of your company, may depend on how you treat your customers on the phone.

Answering the telephone

Always answer the phone in your office quickly. Don't let it ring and ring. Your firm can lose business if nobody answers the phone.

Identifying yourself

When you answer the phone, identify yourself or your department clearly. Say 'Ann Smith's office' or 'Sales department'. If you're answering an outside line, identify your company – 'Wells and Company' or 'Al-Hamza Stores'. It is often useful and polite to say 'Good morning/afternoon. Can I help you?'

Holding on

Sometimes we have to ask a caller to hold on. Say clearly 'Would you hold on, please?' Don't leave the caller too long. If you can't find the person or information required, go back to the caller and say 'I'm sorry to keep you waiting'.

Putting a call through

You may have to put the call through to another extension. Find out the name of the person or office required and say 'I'm putting you through'. If there is no answer from the extension, go back to the caller and say 'I'm sorry, I'm getting no answer'. Ask the caller if another person or office can help.

Taking a message

Always keep paper and pencil beside the phone for taking messages. If you have to take a message, ask for the caller's name and telephone number. Ask the caller to spell his or her name if necessary. After writing down the message, read it again to the caller to check the details.

B Listen and write

Listen to the second telephone conversation again with your book closed. Write down all the polite phrases you hear in the conversation.

C Discuss

Which customer is treated better, the first or the second?
Why are telephone manners important?

Give some other examples of bad manners on the telephone.

to depend on (v)	/di'pend/	phụ thuộc vào	manner (n)	/'mæna/	cách, lối
to treat (v)	/tri:t/	xử lý, đối xử	to identify (v)	/ai'dentifai/	nhận biết
polite (adj)	/pe'laɪt/	lịch sự	extension (n)	/iks'tenʃn/	kéo dài

D Study

A busy office is full of different types of people.
Are any of these types in your school or workplace?



The borrower never has enough money in his pocket. He always has to borrow a little cash from you – for lunch, for the train fare or bus fare. He even borrows from you in order to buy his wife a birthday present.

The smoker always has a cigarette smoking in the ashtray on her desk. All day, it fills the office with smoke. She lights a cigarette, puts it in the ashtray and leaves the room. In this way, everybody else smokes at least two packets a day.



The talker wants to tell you everything. She tells you the story of her life. She tells you everything that happened at home last night, or at the weekend, or during her holiday. When you return from your holiday, she tells you everything that happened in the office ...!

The joker knows a lot of jokes and funny stories. 'Have you heard this one?' he says. At the end of his funny story, he laughs more loudly than anyone else. 'Wasn't that funny?' he asks in a loud voice.

E Discuss

Can you describe any other types in your school or workplace?

workplace (n) /wə:kpleis/

ashtray (n) /'æʃtrei/

funny story (n) /'fʌni 'stɔ:ri/

nơi làm việc

gạt tàn thuốc lá

truyện cười

pocket (r) /'pɒkɪt/

packet (n) /'pækɪt/

túi (quần áo)

gói

Unit 1: Summary of grammar and new language

Theme Employment

Key activities

Reading: letter (job offer) (1)

job description (1)

benefits for managers (1)

statistical information (4)

Listening/speaking: dialogues (in an interview/in the office) (2)

listening to a short talk (4)

Writing: a letter (offering/accepting/declining) (3)

Interpreting a map (4)

Discussion and role play (4)

Language points

Revision of tenses: present (simple/continuous) (1)

past (simple/present perfect) (1)

future (*will*) (1)

Functional phrases for: greeting/apologising/thanking (2)

offering/accepting/declining (3)

Workbook

Letter completion (1)

Spelling check (1)

Reference work (1)

Paragraph completion (1)

Dialogue completion (from listening/with notes) (2)

Application form (study and completion) (2)

Letter completion (3)

Studying and completing statistics (4)

Note: the number in brackets refers to the Section where the item first appears.

Unit 1: Vocabulary – Section-by-Section

1 post (n)

supplier

complain

complaint

refer

experienced

appoint

job description

supervise

contact (v)

deal with

annual

bonus

allowance

purchase (n)

benefit (n)

discount (n)

3 promotion

sample

product

employment

fuel

estimate (n)

supply (v)

terms

conditions

unable

tender (n)

regret (v)

4 area

reason

unemployment

north

south

east

west

average (adj)

recent

percentage

agency

work permit (n)

2 job applicant

colleague

candidate

Unit 2: Summary of grammar and new language

Theme Communications

Key activities

Reading: description of telephone system (1)
explanation of how a telephone works (1)
factual information (1)
promotional brochures (4)

Listening/speaking: dialogues (in the office/on the telephone) (2)

Writing: a letter (acknowledging/querying) (3)
notes (4)

Making comparisons/recommending (4)

Discussion and role play (4)

Language points

Revision of tenses: passive (present/past) (1)

Can (ability) (1)

Comparison of adjectives (1)

Functional phrases for: suggesting/requesting/
enquiring (2)
acknowledging/querying (3)

Workbook

Text comprehension (1)

Dictionary definitions (1)

Dialogue completion: giving information on
the telephone (2)

Reference work: using a dictionary (2)

Letter layout (3)

Studying information and making
calculations (4)

Unit 2: Vocabulary – Section-by-Section

1 telephone line

centre
transmission
able to
call (n)
direct (adv)
communication
instrument
invent
mouthpiece
convert (v)
electric current
technology
famous
art gallery
contain
available
guide

2 spell

repeat
operator
dial (v)
guest

3 inquiry

specification
statement
account
quarterly
period
apologise
fault

4 system

comparative
cash
intercom
running cost
rent
handle (v)
terminal
installation
maintenance

Unit 3: Summary of grammar and new language

Theme Business promotion

Key activities

Reading: promotion news (about a company/a place) (1)
 profile of a city (1)
 for information (4)

Listening/speaking: dialogues (in a business meeting/an office discussion) (2)
 listening for information (4)

Writing: a short report (3)

Decision-making (4)

Discussion and role play (4)

Language points

Relative pronouns (1)

Comparisons using *as ... as*;
not as ... as (1)

Future continuous tense (1)

Functional phrases for:
 disagreeing/agreeing/suggesting (2)

Relative clauses (zero relative) (3)

Conditionals (Type 2) (3)

Use of article (3)

Workbook

Studying and writing about company results (1)

Reference work from a guide book (1)

Dialogue completion (2)

Multiple choice questions on dialogue (2)

Guided paragraph using graph and model (2)

Ordering/writing an agenda (3)

Studying a plan and giving directions (4)

Unit 3: Vocabulary – Section-by-Section

1 specialise

delegation
 event
 invest
 significant
 promote
 commitment
 substantial
 facilities
 accommodation
 situated
 connections
 convenient

2 effective

enormous
 worthwhile
 indicate
 ridiculous
 guarantee (v)

3 mailbox system

opportunity
 economy
 market
 finalise
 allocation
 breakdown (n)
 team
 schedule (n)
 participate
 regular
 turnover
 publicity

4 key

high-level
 display advertising
 essential
 translation
 data transmission
 circulation
 published
 distribute
 bilingual
 representative
 space
 booking
 facility
 storage
 entrance
 fixed units
 size
 stand (n)

Unit 4: Summary of grammar and new language

Theme Travel and insurance

Key activities

Reading: extract from business letter (1)

insurance policies (1)

booking conditions (1)

letter giving information (1)

Listening/speaking: dialogues (in a travel agency/discussing travel plans) (2)

Writing: a letter (making a claim) (3)

a narrative report (as part of a letter) (4)

Checking information (4)

Language points

Infinitive of purpose: *in order to* (1)

Expressions of obligation:

must/have to, need not, required to (1)

Conditional (Type 1) (1)

Functional phrases for expressing: obligation/

lack of obligation/intention (2)

Past continuous with past simple (3)

Indirect object (3)

Zero article (3)

Workbook

Studying and answering questions about

insurance and booking conditions (1)

Letter layout and completion (1)

Reference work: finding information (2)

Using a dialogue to fill in a form (2)

Past tenses (3)

Car vocabulary (4)

Describing damage to a vehicle (4)

Unit 4: Vocabulary – Section-by-Section

1 motoring

hesitate

hear from

policy

cancellation

baggage

worry (n)

confirm

deposit (n)

refund (v)

full

activity

current (adj)

require

2 balance

depart

properly

request (n)

check-in

suitable

skill

3 claim (v)

overtake

slightly

repair (v)

jewellery

ferry

point out

vehicle

injury

windscreen

experience

4 receipt

particular (n)

markings

bodywork

lane

wing

headlight

damage (n)

Unit 5: Summary of grammar and new language

Theme Business computers

Key activities

Reading: memo to a colleague (1)

sales literature (1)

advertisement for a service (1)

Listening/speaking: dialogues (discussing what to buy/discussion with a consultant) (2)

Writing: a follow-up letter (3) (4)

Analysing charts (4)

Discussion and role play (4)

Language points

Gerund (verb + *ing*) (1)

must to express deduction (1)

should (used for advising) (1)

Clauses of result: *so* + adj

such + adj + noun (1)

Functional phrases for:

advising/advising against/giving opinions (2)

expressing certainty and uncertainty (3)

since (3)

Workbook

Reference work – using a content guide (1)

Study/completion using an advertisement (1)

Completing an address slip (1)

Studying/giving information from computer

programming advertisement (2)

Study of computer 'jargon' (2)

Completing a letter (information) (3)

Studying and completing graphs (4)

Unit 5: Vocabulary – Section-by-Section

1 obviously
impressive
demonstration
model
flexible
investment
recommend
make (brand) (n)
consultant
depend (on)
consider
suit (v)

2 honestly
opinion
decision
reasonable
appliance
plug
features

3 enquire (v)
remind
range (n)
take advantage (of)
assistance
define
after-sales
follow-up (n)
feel
have pleasure (in)
versatile

4 graphics
chart (n)
typical
sales pattern
steadily
sharply
level off
word processing
gather
adapt

Unit 6: Summary of grammar and new language

Theme Work and health

Key activities

Reading: newspaper article (1)

club notice (1)

food advertisement (1)

for information (4)

Listening/speaking: dialogues (discussing health) (2) (listening for information) (4)

Writing: a letter (of apology/regret) (3) (4)

Completing a questionnaire (4)

Discussion and role play (4)

Language points

Present perfect continuous (*have/has been*

+ verb + *ing*) (1)

Neither . . . nor (1)

Verbs of feeling or condition (1)

Too (+ adj; + adj + infinitive; + adverb) (1)

Functional phrases for: expressing anxiety/
certainty (2)
: expressing apologies/
regrets (3)
: explaining (2)

Workbook

Studying and answering questions (food) (1)

Reference and vocabulary work (1)

Abbreviations (1)

Studying/answering questions on a dialogue (2)

Basic foods (vocabulary and habits) (2)

Completing chart of time spent on own
activities (2)

Completing letters of apology and regret (3)

Writing a telephone message (4)

Unit 6: Vocabulary – Section-by-Section

1 work pressure

stress (n)

suffer (from)

journalist

jog (v)

impatient

excessive

eminent

energy

carry out (v)

definitely

tense (adj)

profession

diet (n)

fit (adj)

relax

rate

nurse

driver

hairdresser

postman

librarian

1 (cont'd)

regularly

stimulating

convenience

hungry

tired

angry

worried

lately

sleep (v)

2 look well

awful

concerned

overwork

article

headache

strike (n)

develop

3 off (work)

apology

unsuccessful

illness

dissatisfaction

health

postpone

unavoidable

4 questionnaire

absent

leave (n)

genuine

entitled (to)

deduction

serious

obtain

enthusiastic

Unit 7: Summary of grammar and new language

Theme Manufacturing

Key activities

Reading: article on cotton (1)
description of a process (1)
contracts (4)

Listening/speaking: dialogues (negotiating on the phone/negotiating in the street) (2)
listening for information (4)

Writing: filling in a form (Bill of Lading) (3)
a short contract (4)

Discussion and role play (4)

Language points

Past participle (1)
Present perfect passive (1)
Passive gerund (1)
When (conjunction)/In spite of (1)
Functional phrases for:
offering
rejecting/refusing
accepting an offer (2)
Guidance for form-filling (3)
Common abbreviations (3)

Workbook

Answering questions about a commodities service (1)
Studying garment labels (1)
Completing a dialogue (2)
Completing an order form (2)
Completing a bill of lading (3)
Completion and layout of a letter (4)

Unit 7: Vocabulary – Section-by-Section

1 competition
synthetic
fabric
influence (v)
trader
negotiate
commodity
quote (v)
garment
manufacturing
plant (n)
natural
currency
sew
press (v)
stages

2 unrealistic
compromise
quality
material

3 possession
purchaser
shipper
error
loading
original

4 amendment
letter of credit
packing
seller
shipment
distribution
responsible (for)
supplier
acceptable
assure
alter
transaction

Unit 8: Summary of grammar and new language

Theme After-sales

Key activities

Reading: letter to manufacturer from retailer (1)

instruction manual (1)

notices (1)

for information (4)

Listening/speaking: dialogues (complaining in a shop/complaining on the telephone) (2)

negotiating by telephone (role play) (4)

Writing: letters of complaint/replying to complaints (3)

confirming an agreement by letter (4)

Discussion (4)

Language points

Pluperfect tense (1)

Clauses of reason (*since/as/because*) (1)

Would be + adj (1)

Functional phrases for expressing:

dissatisfaction/annoyance/intention (2)

Some/any (3)

Ago (3)

Workbook

Studying guarantee/receipt and completing form (1)

Studying and matching instructions (1)

Studying action words (1)

Studying a dialogue and completing a complaint form (2)

Studying/answering questions on a dialogue (2)

Making complaints (2)

Completing an invoice (3)

Writing a letter of complaint (4)

Unit 8: Vocabulary – Section-by-Section

1 manual

grateful

set (v)

operating

attempt (v)

service (v)

congratulate

unusual

resignation

2 slight

entirely

refund (n)

demand (v)

unsatisfactory

matter (n)

satisfied

helpful

adjust

3 knowledge

conclude

consignment

appreciate

occur

goodwill

investigate

minor

inconvenience

short

await

accept apologies

delay

assurance

express (adj)

airmail

4 aside

limit

married

deadline

refuse

replace

Unit 9: Summary of grammar and new language

Theme Investment and finance

Key activities

Reading: advertisement for investors (1)
application to invest (1)
stock market report (1)
tabular information (4)

Listening/speaking: dialogues (at a bank counter/with the Bank Manager) (2)

Writing: a report (of a meeting) (3)

Checking and correcting information (4)

Discussion and role play (4)

Language points

Conjunctions: *although/nevertheless* (1)

Conditionals (Types 2 & 3) (1)

May/might (1)

Functional phrases for:

suggesting/expressing gratitude/
requesting (2)

Reporting speech in the past (3)

Reporting requests/instructions (3)

Workbook

Completing a paragraph about financial journal and costs (1)

Studying headings and groups of words (1)

Taking telephone messages and writing memos (2)

Completing Eurocheques (2)

Completing a conversation with reported speech (3)

Layout of a follow-up letter (4)

Unit 9: Vocabulary – Section-by-Section

1 financial

dramatic

share

maximum

launch (n)

encouraging

local

behalf

bright

decade

resources

overnight

2 issue

stocks

income

securities

requirements

specific

3 argue

terminate

propose

allocate

well-established

rapidly

participation

fifty-fifty

4 catch

foreign

funds

transfer

inspection

bank notes

exchange controls

restriction

Unit 10: Summary of grammar and new language

Theme Enterprise

Key activities

Reading: newspaper articles (1)

job advertisement (1)

for information (4)

Listening/speaking: dialogues (discussing a job with a friend/a job interview) (2)

Writing: cables and telexes (3)

Discussion (4)

Language points

Direct and indirect speech (1)

Functional phrases for expressing:

interest/acceptance of conditions/
confidence (2)

Abbreviated language (3)

Workbook

Studying further newspaper articles (1)

Writing advertisements (1)

Completing an interview dialogue (2)

Filling in an application form (2)

Writing a cable (3)

Completing a dialogue and writing a telephone message (4)

Unit 10: Vocabulary – Section-by-Section

1 optimistic

region

comment

prestigious

reclaimed

retail outlet

schedule (v)

complex

eventually

go-ahead

scheme

recruitment

articulate

capable

intelligent

well-qualified

responsible

cultural

thanks to

boost

2 property

occasional

confident

prepared to

reckon

fluent

willing

3 estimated

attention (of)

revise

4 friendly

treat (v)

borrower

fare

joke

funny

loud

voice

laugh

Vocabulary list

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

- able 2.1
absent 6.4
acceptable 7.4
accept apologies 8.3
accommodation 3.1
account 2.3
activity 4.1
adapt 5.4
adjust 8.2
after-sales 5.3
agency 1.4
airmail 8.3
allocate 9.3
allocation 3.3
allowance 1.1
alter 7.4
amendment 7.4
angry 6.1
animal 1.1
apology 6.3
apologise 2.3
appliance 5.2
appoint 1.1
appreciate 8.3
area 1.4
argue 9.3
art gallery 2.1
article 6.2
articulate 10.1
aside 8.4
assistance 5.3
assure 7.4
assurance 8.3
attempt (v) 8.1
attention (of) 10.3
available 2.1
average (adj) 1.4
await 8.3
awful 6.2
- baggage 4.1
balance 4.2
bank notes 9.4
behalf 9.1
benefit (n) 1.1
bilingual 3.4
bodywork 4.4
bonus 1.1
booking 3.4
boost 10.1
borrower 10.4
breakdown (n) 3.3
bright 9.1
- call (n) 2.1
cancellation 4.1
candidate 1.2
capable 10.1
carry out (v) 6.1
cash 2.4
catch 9.4
centre 2.1
- chart (n) 5.4
check-in 4.2
circulation 3.4
claim (v) 4.3
colleague 1.2
comment 10.1
commitment 3.1
commodity 7.1
communication 2.1
comparative 2.4
competition 7.1
complain 1.1
complaint 1.1
complex 10.1
compromise 7.2
concerned 6.2
conclude 8.3
conditions 1.3
confident 10.2
confirm 4.1
congratulate 8.1
connections 3.1
consider 5.1
consignment 8.3
consultant 5.1
contact (v) 1.1
contain 2.1
convenience 6.1
convenient 3.1
convert (v) 2.1
cultural 10.1
currency 7.1
current (adj) 4.1
- damage (n) 4.4
data-transmission 3.4
deadline 8.4
deal with 1.1
decade 9.1
decision 5.2
deduction 6.4
define 6.3
definitely 6.1
delay 8.3
delegation 3.1
demand (v) 8.2
demonstration 5.1
depart 4.2
depend (on) 5.1
deposit (n) 4.1
develop 6.2
diet (n) 6.1
direct (adv) 2.1
discount (n) 1.1
display advertising 3.4
dissatisfaction 6.3
distribute 3.4
distribution 7.4
dramatic 9.1
driver 6.1
- east 1.4
economy 3.3
effective 3.2
electric current 2.1
eminent 6.1
employment 1.3
encouraging 9.1
energy 6.1
enormous 3.2
enquire (v) 5.3
enthusiastic 6.4
entitled (to) 6.4
entirely 8.2
entrance 3.4
error 7.3
estimate (n) 1.3
estimated 10.3
essential 3.4
event 3.1
eventually 10.1
excessive 6.1
exchange control 9.4
experience 4.3
express (adj) 8.3
- fabric 7.1
facility 3.4
facilities 3.1
famous 2.1
fare 10.4
fault 2.3
features 5.2
feel 5.3
ferry 4.3
fifty-fifty 9.3
finalise 3.3
financial 9.1
fit (adj) 6.1
fixed units 3.4
flexible 5.1
fluent 10.2
follow-up (n) 5.3
foreign 9.4
friendly 10.4
fuel 1.3
full 4.1
funds 9.4
funny 10.4
- gather 5.4
garment 7.1
genuine 6.4
go-ahead 10.1
goodwill 8.3
graphic 5.4
grateful 8.1
guarantee 3.2
guest 2.2
guide 2.1
- hairstylist 6.1
handle (v) 2.4
have pleasure (in) 5.3
headache 6.2
headlight 4.4
health 8.3
hear from 4.1
helpful 8.2
hesitate 4.1
high-level 3.4
honestly 5.2
hungry 6.1
- illness 6.3
impatient 6.1
impressive 5.1
income 9.2
inconvenience 8.3
indicate 3.2
influence 2.1
injury 4.3
inquiry 2.3
inspection 9.4
installation 2.4
instrument 2.1
intelligent 10.1
intercom 2.4
invent 2.1
invest 3.1
investigate 8.3
investment 5.1
issue 9.2
- jewellery 4.3
job applicant 1.2
job description 1.1
jog (v) 6.1
joke 10.4
journalist 6.1
- key 3.4
knowledge 8.3
- lane 4.4
lately 6.1
laugh 10.4
launch (n) 9.1
leave (n) 6.4
letter of credit 7.4
level off 5.4
librarian 6.1
limit 8.4
loading 7.3
local 9.1
look well 6.2
loud 10.4
- mailbox system 3.3
maintenance 2.4
make (n) (brand) 5.1
manual 8.1

Vocabulary list

- manufacturing 7.1
 market 3.3
 markings 4.4
 married 8.4
 material 7.2
 matter (n) 8.2
 maximum 9.1
 model 5.1
 motoring 4.1
 mouthpiece 2.1
- natural 7.1
 negotiate 7.1
 north 1.4
 nurse 6.1
- obtain 6.4
 obviously 5.1
 occasional 10.2
 occur 8.3
 off (work) 6.3
 operating 8.1
 operator 2.2
 opinion 5.2
 opportunity 3.3
 optimistic 10.1
 original 7.3
 overnight 9.1
 overtake 4.3
 overwork 6.2
- packing 7.4
 participate 3.3
 participation 9.3
 particular (n) 4.4
 percentage 1.4
 period 2.3
 plant (n) 7.1
 plug 5.2
 point out 4.3
 policy 4.1
 possession 7.3
 post (n) 1.1
 postman 6.1
 postpones 6.3
 prepared to 10.2
 press (v) 7.1
 prestigious 10.1
 product 1.3
 profession 6.1
 promote 3.1
 promotion 1.3
 property 4.2
 property 10.2
 propose 9.3
 publicity 3.3
 published 3.4
 purchase (n) 1.1
 purchaser 7.3
- quality 7.2
 quarterly 2.3
 questionnaire 6.4
 quote (v) 7.1
- range (n) 5.3
 rapidly 9.3
 rate 6.1
 reason 1.4
 reasonable 5.2
 recent 1.4
 receipt 4.4
 reckon 10.2
 reclaimed 10.1
 recommend 5.1
 recruitment 10.1
 refer 1.1
 refund (n) 8.2
 refund (v) 4.1
 refuse 8.4
 region 10.1
 regular 3.3
 regularly 6.1
 regret (v) 1.3
 relax 6.1
 remind 5.3
 rent 2.4
 repair (v) 4.3
 repeat 2.2
 replace 8.4
 representative 3.4
 request (n) 4.2
 require 4.1
 requirements 9.2
 resignation 8.1
 resources 9.1
 responsible 10.1
 responsible (for) 7.4
 restriction 9.4
 retail outlet 10.1
 revise 10.3
 ridiculous 3.1
 running cost 2.4
- sales pattern 5.4
 sample 1.3
 satisfied 8.2
 schedule (n) 3.3
 schedule (v) 10.1
 scheme 10.1
 securities 9.2
 seller 7.4
 serious 6.4
 service (v) 8.1
 set (v) 8.1
 sew 7.1
 share 9.1
 sharply 6.4
 shipper 7.3
 shipment 7.4
- short 8.3
 significant 3.1
 situation 3.1
 size 3.4
 skill 4.2
 sleep (v) 6.1
 slight 8.2
 slightly 4.3
 space 3.4
 south 1.4
 specialise 3.1
 specific 9.2
 specification 2.3
 spell 2.2
 stages 7.1
 stand (n) 3.4
 statement 2.3
 stimulating 6.1
 steadily 5.4
 stocks 9.2
 storage 3.4
 stress (n) 6.1
 strike (n) 8.2
 stuck 8.1
 substantial 3.1
 suffer from 6.1
 suit (v) 5.1
 suitable 4.2
 supplier 7.4
 supply (v) 1.3
 supervise 1.1
 system 2.4
 synthetic 7.1
- take advantage (of) 5.3
 team 3.3
 technology 2.1
 telephone line 2.1
 tender (n) 1.3
 tense (adj) 6.1
 terminal 2.4
 terminate 9.3
 terms 1.3
 thanks to 10.1
 tired 6.1
 trader 7.1
 transaction 7.4
 transfer 9.4
 translation 3.4
 transmission 2.1
 treat (v) 10.4
 turnover 3.3
 typical 5.4
- vehicle 4.3
 versatile 5.3
 voice 10.4
- well-established 9.3
 well-qualified 10.1
 west 1.4
 willing 10.2
 windscreen 4.3
 wing 4.4
 word processing 5.4
 work permit (n) 1.4
 work pressure 6.1
 worried 6.1
 worry 4.1
 worthwhile 3.2
- unable 1.3
 unavoidable 6.3
 unemployment 1.4
 unrealistic 7.2
 unsatisfactory 8.2
 unsuccessful 6.3
 unusual 8.1

List of irregular verbs

Present simple	Past simple	Past participle
am/is/are	was/were	been
break	broke	broken
burn	burnt/burned	burnt/burned
buy	bought	bought
catch	caught	caught
choose	chose	chosen
come	came	come
cost	cost	cost
deal	dealt	dealt
do	did	done
drive	drove	driven
eat [i:t]	ate [et]	eaten ['i:tn]
fall	fell	fallen
feel	felt	felt
find	found	found
fly	flew	flown
get	got	got
give	gave	given
go	went	gone
have	had	had
hear (from)	heard (from)	heard (from)
keep	kept	kept
know	knew	known
leave	left	left
make	made	made
meet	met	met
overtake	overtook	overtaken
pay	paid	paid
put	put	put
read [ri:d]	read [red]	read [red]
ring	rang	rung
run	ran	run
say	said	said
see	saw	seen
seek	sought	sought
sell	sold	sold
send	sent	sent
set	set	set
sew	sewed	sewed
show	showed	shown
shut	shut	shut
sit	sat	sat
sleep	slept	slept
spell	spelt/spelled	spelt/spelled
spend	spent	spent
stand	stood	stood
take	took	taken
teach	taught	taught
think	thought	thought
understand	understood	understood
wind	wound	wound
write	wrote	written

Workbook

Enterprise Three

English for the commercial world

C J MOORE

JUDY WEST

UNIT ONE : Section 2

1 Read and complete

Peter Banks is interviewing Mr Locks.

Thank you for coming, Mr Locks. I'll write to you to confirm our offer. And I'll send you details of the salary and benefits for trainee clerks.

Complete this part of the letter to Mr Locks.
Refer to page 4 of the Students' Book.

Dear

Thank you

..... I am pleased

..... I am enclosing

Yours

Peter Banks

Peter Banks

Personnel Officer

2 Complete

Complete this list. Check spellings in a dictionary.
Write the infinitives in alphabetical order on the right.

supervising *supervise* *deal*

dealing

managing

negotiating

organising

3 Study and complete

Look at pages 4 and 5 of the Students' Book. Match the words in list A with the words in list B make noun phrases.

- a. *paid holiday*
- b.
- c.
- d.
- e.
- f.
- g.

list A	list B
<u>paid</u>	car
staff	description
company	discount
annual	<u>holiday</u>
job	complaints
sales	staff
customer	bonus

4 Read and complete

Complete this letter from Ms Jones to a friend. Choose words from 3.

Dear Josie,

I'm writing to tell you I've got a new job. I'm now a Store Manager. It's interesting and I enjoy it. But I don't like dealing with

The benefits are better than in my old job. I get four weeks' *paid* and a

of 10% on everything I buy. Unfortunately, I don't get a so I'm still driving my old one.

I do hope

UNIT ONE : section 2

1 Listen and complete

Listen to the recorded dialogue and complete the blanks.

James Goodman: Good morning. James Goodman.

Peter Banks: Ah, Mr Goodman.

I'm Peter Banks from Personnel. Do

JG:

PG: Now, have brought curriculum vitae with ?

JG: Oh, my CV. Yes, There are three copies.

PB: Have you your certificates as well?

JG: No, I haven't. Can I send them to you?

PB: Yes, Now let's talk about the post.

2 Study and write

Study the interviewer's notes on the right. Complete the dialogue below.

Candidate: Good morning.

..... Henry Morris.

Interviewer: Do

Now, have you

curriculum vitae with you?

Candidate:

Can I bring it in tomorrow?

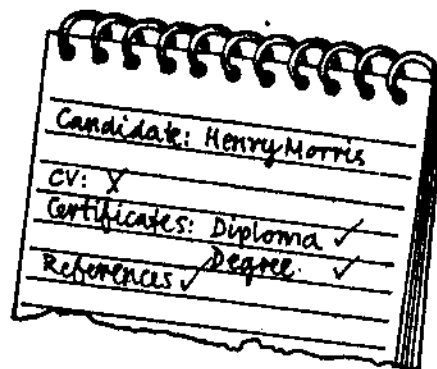
Interviewer: Yes, Now what about your certificates?

Candidate: This one is and

Interviewer: Good. Have you asked your previous employer for a reference?

Candidate: Yes, I them to send it here to the personnel department.

Interviewer: That'll be fine.



3 Study and complete

Study this application form.

Application form

Surname GRAY Marital status: Single
First name JULIAN ~~Single~~/~~married~~/~~divorced~~/~~widowed~~
Address 29 PARK ST Date of birth 6-11-50
LONDON Place of birth OXFORD, ENGLAND
SE 19 Nationality BRITISH
Home telephone no 01-638 5125 No. of children (if any) 2

Education

From	To	University/College	Qualification
<u>1980</u>	<u>1983</u>	<u>LONDON</u>	<u>BSc. BUSINESS STUDIES</u>

Interests

TENNIS, COMPUTERS, READING, LEARNING FRENCH

My name is Julian Gray. I was born in Oxford but I went to university in London. I got a degree in Business Studies. I now live in South London with my wife and two children. I'm interested in tennis, computers, reading and learning French.



Fill in this application form.

Give information about yourself.

Application form

Surname Marital status:
First name Single/married/divorced/widowed
Address Date of birth
..... Place of birth
..... Nationality
Home telephone no. No. of children (if any)

Education

From	To	School/University	Qualification
.....

Interests

4 Write

Write a short paragraph about yourself.

UNIT ONE : Section 3

Copy and complete

James Goodman of 140, Newchurch Lane, Littlebury, North Kingly, wrote to the Personnel Officer of Selco (24, Baker Street, London NW1 4XT) on 21st March 1987.

Read the letter on page 8 of the Students' Book. Then complete James Goodman's Letter. Lay out the letter correctly.

date
name
position
company
address
London NW1 4XT

IGF 2AX

Thank you March,
offering

I am afraid
this offer as

I would
offering me the post.

Yours
James Goodman

This is the address of the sender

UNIT ONE : Section 4

1 Study and complete

This table gives information about production and sales in different countries. The figures show the change in the previous 12 months. Study the table.

Country	Industrial production (%)	Retail sales (%)
Belgium	+3.3 (1)	-1.5 (1)
France	+0.8 (2)	-6.2 (2)
Italy	+6.2 (2)	+2.2 (2)
Japan	+7.3 (4)	+0.6 (2)
Sweden	+5.4 (2)	+1.0 (12)
UK	+3.7 (3)	+3.3 (4)

(The figure in brackets indicates the month; e.g. 2 = February)

Read this text and fill in the missing words and figures.

Industrial production increased by 7.3% in Japan in the twelve months to April and by in Italy in the twelve months to In France, industrial production rose by only in the twelve months to In Belgium, retail sales fell by but industrial production increased by In the UK, industrial production rose by just in the twelve months to

2 Study and write

Study these expressions. Some are from the text above.

↑ increased
rose
went up

by

↓ decreased
fell
went down

by

Now write about:

a industrial production in Sweden.

Industrial production in Sweden

b retail sales in France.

c retail sales in Sweden.

d industrial production in Japan.

UNIT TWO: Section 1

1 Read and decide

LBC is London's news and information radio station. It broadcasts 24 hours a day, 7 days a week. The studios are in the heart of the city of London. Over 100 journalists are employed to provide news and comment for the programmes. There are daily news reports, weather reports and sports results, as well as travel bulletins and financial news.

- Is this text about
- i. radio news
 - ii. radios
 - iii. a radio station
 - iv. a radio programme?

Answer

2 Read and complete

Complete the text using words from 1.

London's only 24-hour-a-day is called LBC. It broadcasts seven a week for 52 a year. It over 100 journalists. They provide news and comment for the many different programmes. There are news reports and weather reports as well as sports results and bulletins.

3 Study and answer

Study this programme schedule.

1.00 pm	News
2.00	The health programme
3.00	Business world
4.00	Radio sports round up
5.00	News and comment. Weather. Travel reports
6.00	Out and about - entertainment and leisure news. Music/theatre

- a Which programme comments on football?
- b Which programme reports on financial matters?
- c When can you find out about concerts?
- d You are interested in food and exercise. Which programme do you listen to?
.....

- e Which programme would you like to listen to?

4 Study and decide

Study the dictionary definitions. Decide which word fits each picture.

leaflet ['li:flɪt] Small leaf of paper or sheet folded but not stitched especially for distribution free of charge.

brochure ['brəʊʃə(r)] Booklet, pamphlet especially giving information about place etc.

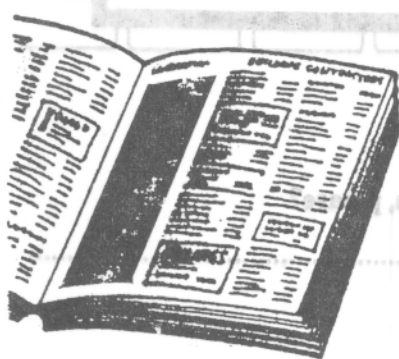
directory [dɪ'rektəri] Book with list of telephone subscribers, inhabitants of district, members of profession etc., with various details.

notebook [nəʊtbʊk] Book for writing memoranda in.

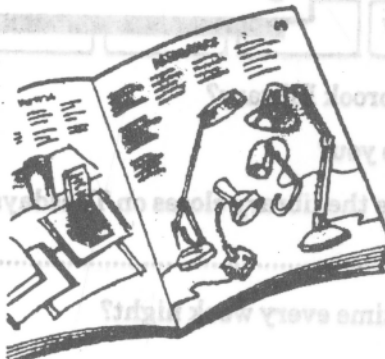
postcard [pəʊstkɑ:d] Card for conveyance by post without envelope or similar card for various purposes.

catalogue ['kætalog] Complete list usually alphabetical or under headings and often with particular details added to items.

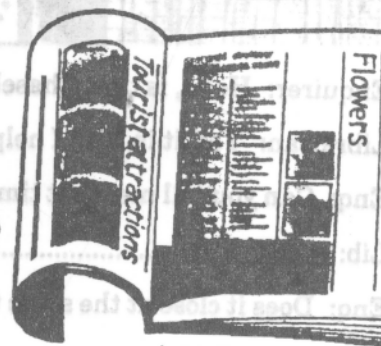
textbook ['teksbʊk] Manual of instruction, standard book in branch of study.



a



b



c



d



e



f



g

UNIT TWO: Section 2

1 Study and complete

Study this notice and complete the telephone dialogue below.

CHASEBROOK LIBRARY

OPENING TIMES

Mon	10-6
Tues	10-6
Wed	10-1
Thurs	10-6
Fri	10-8
Sat	9-1

Four books per borrower.

Car parking available at rear.

Cafeteria on 1st floor.

No smoking or eating in the library.

Enquirer: Hello, is that Chasebrook Library?

Librarian: Yes, it is. Can I help you?

Enq: Can you tell me what time the library closes on Tuesdays, please?

Lib:

Enq: Does it close at the same time every week night?

Lib: No, on Fridays

but on

Enq: I see. And are you open on Saturdays at all?

Lib: Yes.

Enq: Do you think I would be able to park my car there?

Lib:

Enq: Oh, good. And is there a snack bar or cafe?

2 Study and decide

Study this extract and answer the questions.

**V.I.P. INTERNATIONAL
TRAVEL AGENCY INC.****At the
EASTSIDE AIRLINES****TERMINAL
A COMPLETE TRAVEL SERVICE**

- AIRLINES • CRUISES • CHARTERS
- BUSES • AMTRAK • HOTELS
- CAR RENTALS • TOURS

*Fully appointed by ATC, IATA,
the International Steamship
Authority and Amtrak*

CALL 661-4329

645 1st AVE.

**FOR ALL YOUR VACATION
& BUSINESS TRAVEL**

*Be a Very Important Person:
Travel through V.I.P.
S.A.M. - 9PM - 7 DAYS A WEEK*

AMERICA TRAVELS INC.**WHOLESALE - RETAIL
WORLD WIDE TRAVEL SERVICE****SPECIALISING IN MEXICO**

- BUSINESS • SALES INCENTIVES
- GROUPS • HONEYMOONS
- CHARTERS • SKI TOURS

U S S R
SOVIET UNION
INTOURIST
TRAVEL INFORMATION OFFICE

Alt Travel Arrangements 784 W 181	795-5080Alt Ways Travel Inc.
875 Teaneck Rd Teaneck NJ	NYC Teaneck-885-4579
Altair Travel Buco 78 Pine	363-3300
Altair Travel Buco Inc 505 E 4th	620-0453
Altair Travel Buco Inc 76 Cleveland Pl	276-1583
Altair Travel Buco Inc 188 W 48	586-6130
ALLIED TRAVEL BUREAU	
Passage Tours To West Indies	
1487 86th Av Bklyn	887-8917
Altair Travel Buco Inc 10 E 30	676-8087
Altair Travel Co 537 Mad Av	888-6181
Altair Travel Agency 408 E 52	888-1574
Alpha Travel Buco Inc 308 E 42	480-1283
ALYSSA TRAVEL 91 E 42	480-1586
Am-Jet Travel Ltd 561 E Av	887-5322
Amazon Escapers	
US Hwy No 8 Old Bridge Twp NJ	
Toll Free-Dial 1-800-831-6880	
Amber Travel Agency Inc 300 Deyman	567-7800
Amsterdam	
See Our Display Ad This Page	
77 Wm	422-1188
Amber Tours & Travel Inc 348 Mad Av	651-0660
Amelia Travel Inc	
See Our Display Ad This Page	
26-29 Rensselaer Blvd Jr Hq	651-1819
American Guide 1500 Broadway	387-5544
American Scandinavian Travel Svcs	
488 E Av	367-4787
AMERICAN SOC OF TRAVEL AGENTS INC	
711 E Av	488-8788
American Soc Of Travel Agents Inc	
711 E Av	488-8788
Amor Travel Agency Of Astoria Park	
104 Coonman Av Astoria Park NJ-NYC Teaneck-281-2388	
American Travel Center #1	
1388 St Nicholas Av	795-7586
American Wings Travel Inc	
245 St 1st St Island Pls	NYC Teaneck-885-4579
American Egypt Tours Ltd 12 W 37	586-1788
Amway Travel Corp 331 Mad Av	651-3220
AMERICAN ACCOMMODATIONS & OBSERVATIONS BY POPULAR DEMAND--	
POPULAR DEMAND TRAVEL INC	
12 W 38	641-8418

- a Is the text from
- i. a guide book
 - ii. a business directory
 - iii. a telephone book?

Answer

- b Is the extract from a section on
- i. airlines
 - ii. travel agencies
 - iii. accommodation services?

Answer

- c Find the abbreviations for the following words:

Bureau Service Associates

Advertisement Avenue Incorporated

- d Which agency is advertising group travel?

Give the telephone number.

- e Which agency specialises in tours to Egypt?

Give the telephone number.

- f What is the telephone number of the Alpha Travel Bureau?

UNIT TWO: Section 3

Study and complete

Refer to page 17 of the Students' Book. Then complete this letter from Mrs Steadman to Paul Trotter. Date the letter 28th February 1987. Lay out the letter correctly.

date

.....
.....
.....
.....
.....
.....
.....

Dear

Re:

Thank you for your letter dated
I have not yet received the amended bill.
In fact I have received a further request
for payment of the £280.60. I feel this
must once again be incorrect.

I enclose a copy of the second request
for payment.

Doris Steadman

.....

UNIT TWO: Section 4

1 Study and answer

Study this information about international telephone charges. Answer the questions below.

Charge Band A	Cheap Rate	3 mins	5 mins	10 mins
	Standard Rate	£1.08	£1.78	£3.51
		£1.30	£2.16	£4.32
Charge Band E	Economy Rate	£2.38	£4.00	£7.95
	Standard Rate	£2.92	£4.86	£9.73

CHARGE BAND A								CHARGE BAND E														
Charge rate period	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Charge rate period	Mon	Tue	Wed	Thu	Fri	Sat	Sun							
8.00pm to 8.00am	Cheap Rate							12.00pm to 7.00am	Economy Rate													
								7.00am to 2.30pm	Standard Rate													
8.00am to 8.00pm								Standard Rate							2.30pm to 7.30pm	Standard Rate						
															7.30pm to 12.00pm	Standard Rate						
CHARGE BAND A								CHARGE BAND E														
The Netherlands								Hong Kong														
France								Egypt														
Italy								Australia														

- Is it cheaper to phone France at the weekends?
- How much does a 3-minute call to Egypt cost at 9 am on Mondays?
- How much does a 10-minute call to Italy cost on Mondays at 9 am?
- How much does a 10-minute call to Hong Kong cost on Sundays at one o'clock in the morning?
.....
- How much does a 5-minute call to France cost on Sunday morning at 10 o'clock?
.....
- How much does a 10-minute call to Amsterdam (the Netherlands) cost on Sundays?
.....
- Is it cheaper to phone Australia at 6 am or 9 am?
.....
- Is it cheaper to phone Rome (Italy) at 9 am on Fridays or Saturdays?
.....

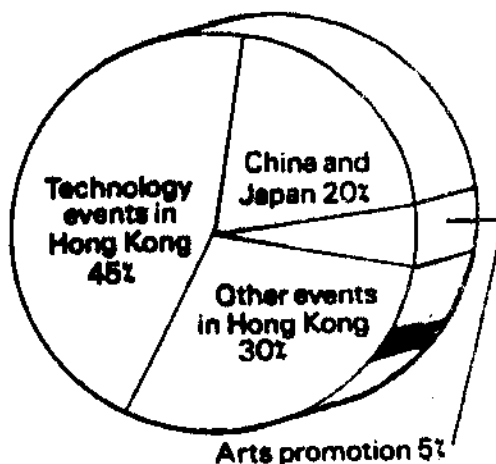
UNIT THREE: Section 1

1 Study and complete

Complete the following text with which, who or where.

Oriental Promotions Ltd is a promotional organisation specialises in exhibitions and trade fairs in the Far East. 80% of the events we have organised have been in Hong Kong. More than half of these events were concerned with technology. Another 30% were for consumer goods and business services. A very small percentage were arts promotions run at minimum profit. Outside Hong Kong we have experience in China and Japan we have promoted tourism, food, business systems etc. Clients come to us can be sure of personal and efficient service.

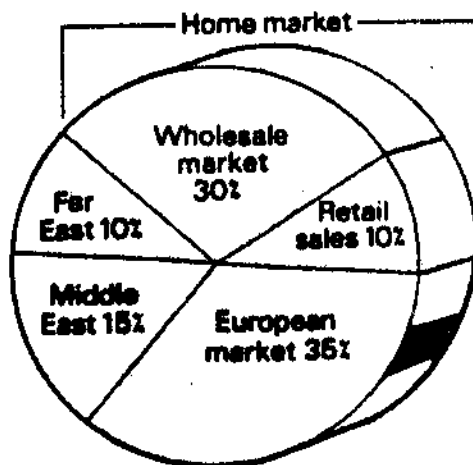
OPL Far East promotions



Now study the pie-chart on the right and complete these sentences about Highfield's output.

Each year Highfield exports% of its total output.% of that figure represents sales to Another 15% A small of the total output is not exported. These sales to are encouraging. account for one quarter of them.

Highfield breakdown of sales



2 Study and answer

Study this text and answer the questions.

ITALY

Deluxe

Duca di Milano, Piazza della Repubblica 13 (62.84). CIGA. Smallest of luxury hotels; 60 beautifully furnished rooms.

Excelsior Galilei, Piazza Duca D'Aosta 9 (62.77). Furnished for maximum comfort.

Grand Hotel et de Milan, Via Manzoni 29 (871.757). Old-world atmosphere and service, up-to-date comforts.

Principe di Savoia, Piazza della Repubblica 17 (62.30). CIGA. Near station; large, with ample rooms.

Expensive

Arcot, Via Lontasio 3 (862.946). Fairly central, on quiet street; smallish, very comfortable. No restaurant.

Carlton Senese, Via Senese 5 (793.583). Central, in smart shopping district. Bright, modern.

Classe Majestic, Viale Piave 42 (202.122). CIGA. Semi-central; 100 rooms in handsome hotel decorated in art nouveau style.

De la Ville, Via Hoepli 6 (867.651). Very central; elegant period furnishings. No restaurant.

Duomo, Via San Raffaele 1 (88.33). In historic building facing cathedral; efficient service.

Galileo, Corso Europa 9 (77.43). Central, well-furnished, good atmosphere.

Marino all Scala, Piazza della Scala 5 (867.803). Conveniently located in centre; tasteful decor. No restaurant.

Phara, Piazza Diaz 3 (805.8452). Very central; attractively decorated rooms in contemporary style. No restaurant.

Moderate

Canada, Via Lontasio 18 (15.2527). Fairly central; small, quiet and comfortable.

Gran Duca di York, Via Moneta 1/A (875.863). Very central; fine, small, good atmosphere. No restaurant.

Lancaster, Via Sengiorio 16 (344.705). At far side of Sempione park; pleasant, small. No restaurant.

Madison, Via Gasparotto 8 (608.5991). At main station, handy to Metro for centre; modern, good. No restaurant.

Milano, Via Santo Spirito 20 (705.697). Central, near smart shopping streets; quiet, reasonable. No restaurant.

Inexpensive

Adler, Via Ricordi 10 (221.441). Near Piazzale Loreto, handy to Metro and bus, good, small.

Belfiore, Via Bosovich 21 (665.037). Near central station and Metro; friendly, basic comforts.

Club Studi, Via Seldini 24 (754.666). Near university, outside centre; pleasant.

London, Via Rovello 3 (872.988). Very central; simple but comfortable.

- a Does the text come from
 i. a telephone book
 ii. a business directory
 iii. a guide book?

Answer

- b Select a moderately-priced hotel which is near the centre and has a restaurant.
- c Select a de-luxe hotel which is not very large.
- d Select a hotel which is not very expensive but is in a good position for shopping.
- e Select a cheap hotel which is near the central station.
- f Circle three words with a similar meaning.
 historic up-to-date smart friendly modern
 quiet ample contemporary reasonable
- g Does the Manzoni Hotel have a restaurant?
 Is it a very expensive or a cheap hotel?
- h Select a cheap hotel which is not in the centre of Milan.

UNIT THREE: Section 2

1 Listen and complete

Listen to the recorded material and complete the dialogue.

Andrew Welbeck: Now, Bill Thomas has suggested sending a delegation to the Newtech 88 exhibition in Hong Kong. we won't be able to send anyone to the exhibition in Milan. Do it's a good idea?

Joanna Summers: at all. I'm against going. Publicity at Milan just as effective in Hong Kong. The cost of the Far East is and it worthwhile.

Bill Thomas: Joanna is there. There are for going. The cost but our experience indicates well worthwhile.

Dennis Wentworth: Bill. May I suggest further discussions in our Thursday meeting? Then Joanna to study the details.

2 Read and decide

Read this short dialogue and answer the questions.

A: I'm not sure I agree with you. There are many reasons for giving our staff a pay rise. The cost will be high but we must consider it, at least.

B: Well, may I suggest further discussions in our meeting next week?

- a Are the speakers discussing
- i. prices
 - ii. staff salaries
 - iii. recruitment?

Answer

- b Are the speakers
- i. managers
 - ii. candidates for new posts
 - iii. new employees?

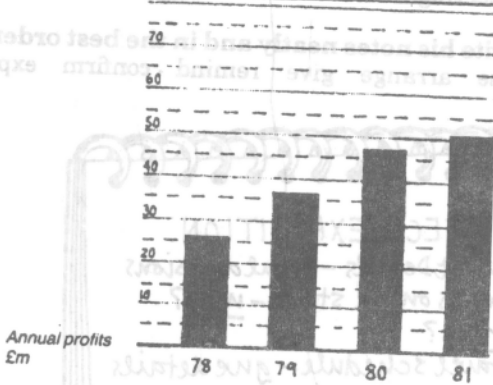
Answer

- c Is the discussion formal or informal?

Answer

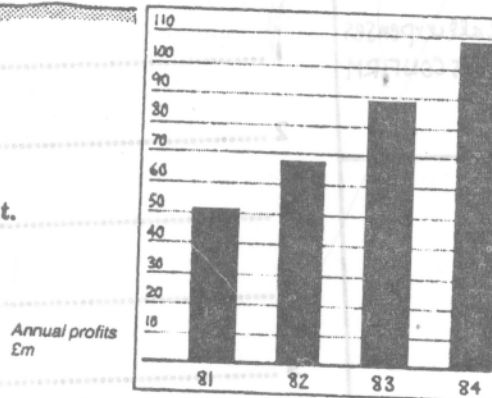
3 Study and write

Read the Chairman's report for 1981. Study the graph.



I am pleased to report another record year's profit for the company. Profits have increased sharply over the last three years. Our profit has increased from just over £25 million in 1978 to over £50 million in 1981. This is the result of significant sums invested in promotion and advertising. We expect to see further increases as a result of our present market expansion programme.

Now write the Chairman's report for 1984. Study the information in the graph on the right. Use the report for 1981 to help you.



I am the company.

Profits years. Our profit from in 1981 to almost in 1984. This is our commitment to m ex, as well as the amount invested in promotion and These excellent results are most encouraging for our future growth.

UNIT THREE : Section 3

1 Study and decide

Study Mr Welbeck's notes for the promotion meeting on Thursday 18 April.
The meeting will be in Committee Room 9 on the second floor, at 3.30 pm.

Rewrite his notes neatly and in the best order. Use these verbs:
finalise arrange give remind confirm explain

NEWTECH EXHIBITION

- Budget Details - final decisions
- Duties on the stand - who?
when?
- Travel schedule - give details
- Hotel arrangements
- explain.

Thursday
11th - 18th

N.B. Note all expenses
Travel dates CONFIRM

Agenda for promotion meeting

Date Room Time

- 1
- 2
- 3
- 4
- 5
- 6 Remind everyone to make a note of all expenses.

2 Refer.

What do the following abbreviations mean? Write the words in full.

HQ

ref

max

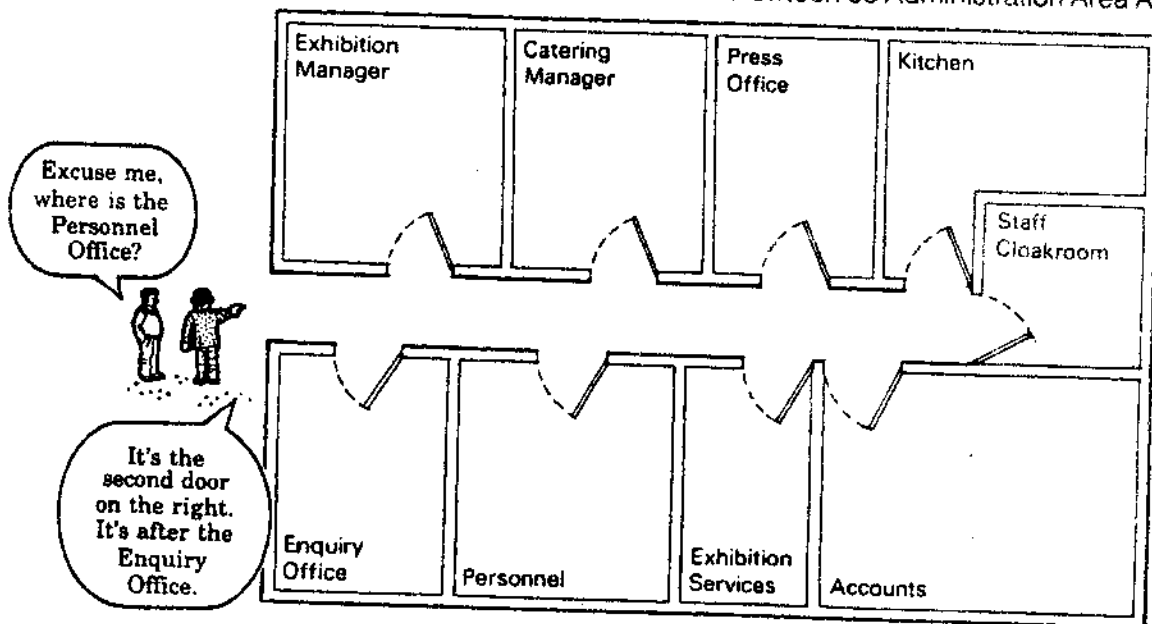
kg

UNIT THREE : Section 4

1 Study and answer

Study the plan and the dialogue.

Newtech 88 Administration Area A



Answer these questions.

Use these words: between opposite left right beside next to after at the end of the corridor

a Where is the Press Officer's room?

It's *the third door on the left after the Catering Manager's office.*

b Where is the Catering Manager's office?

c Where is the Exhibition Services office?

d Where is the Enquiry office?

e Where is the staff cloakroom?

f Where is the kitchen?

UNIT FOUR: Section 1

1 Study and complete

Study this leaflet and answer the questions. Use a dictionary.

Holiday Protection Policies We can give you cover for:

- * Medical expenses
- * Holiday cancellation
- * Loss of baggage
- * Personal accident
- * Loss of money
- * Travel delay
- * Car breakdown

Which policy covers you:

- a if you lose all your luggage?
- b if you have to pay a doctor or hospital charges?
- c if you have a problem with your car and cannot use it?
- d if the weather is bad and you arrive home 24 hours late?
- e if you cannot go because you are ill?
- f if your money is stolen or lost?
- g if you break your leg and cannot work for a month afterwards?
.....

2 Study and answer

Read Clause 8 of the booking conditions.

8. If you wish to cancel the booking, notification must be given to the Travel Agent immediately. The following charges will apply. They are calculated as a percentage of the holiday price. If you cancel more than 42 days before travelling: loss of deposit.			
29-42 days	15-28 days	1-14 days	Day of departure or after
30%	45%	60%	100%

- a If you cancel a £300 holiday 35 days before travelling, what charge will you pay?
- b If you cancel a £200 holiday ten days before departure, what charge will you pay?
- c If you cancel a £400 holiday three weeks before departure, what charge will you pay?
- d Your £500 holiday is booked for 28th April to 12th May. On 16th April you cancel the holiday.

What charge will you pay?

3 Complete

Mr S Denning of 16, Tower Road, London SW1 spoke to Keith Bell of Bells Travel Service on the morning of 4 April 1987. He asked for information about the cost of a holiday for two (ref PT 62/87). The cost of the holiday is £465 per person.

Complete this letter to Mr Denning. Send a brochure on South American holidays. Refer to pages 28 and 29 of the Students' Book.

BELLS TRAVEL SERVICE

119 High Street
London SW1 2VW
01-635 2101

Dear

Further to
enquiring about the cost of a holiday (ref), I can
now tell you that

Please do not hesitate to if

We look forward to hearing from you.

Yours

K. BELL

Keith Bell
BELLS TRAVEL SERVICE

Enc.

UNIT FOUR: Section 2

1 Study and answer

These texts come from a Japanese tourist information leaflet.

Study the information and answer the questions. Use:

must have to needn't required Refer to page 29 of the Students' Book.

DAILY SIGHTSEEING TOURS

A very wide variety of tours is organised by the Japan Travel Bureau and the Hato Bus Company, also the Japan Gray Line. These tours are designed specially for foreign visitors and accompanied by an English-speaking guide. If your time in Tokyo is very limited, it's possible to take a morning or afternoon tour, (9-1 or 1.50-6, ¥3,000) or enjoy the bright lights in the evening. Day tours include all the most outstanding sights of Tokyo as well as places of interest beyond the city. All tours can be relied on to give excellent value and those that include lunch or dinner stop at some of the finest restaurants in Tokyo. Further

information and booking can be obtained through your hotel or direct to the Japan Travel Bureau (274-3921) Hato Bus Company (435-6081), or Gray Line (436-8881). Door-to-door services are available from 19 Tokyo hotels.

TELETOURIST SERVICE

24 hours a day, 365 days a year you can listen to tape information on the major events of the week in and around Tokyo by dialling 503-2911 (English) or 503-2926 (French).

- a Do visitors have to speak Japanese in order to understand the guide on the sightseeing tours?
- b Do visitors have to take a full-day tour or is there a half-day tour?
- c Are the sightseeing tours free?
- d Are visitors required to meet at one place for the sightseeing tours?
- e Do visitors have to book tours through their hotel?
- f Do visitors have to telephone the Teletourist service in office hours?

2 Read and answer

A: I'm only staying in Tokyo until 2 pm tomorrow. But I want to do some sightseeing. What can you suggest?

B:

.....

.....

Read the telephone conversation and complete the booking form on the right.

Travel Agent: Yes, it is. Can I help you?

C: Yes, I'd like to make a booking for one of the holidays from your *Europe by car* brochure.

T.A: Certainly, Madam. Can you give me your name and address and telephone number, please?

C: Yes, it's SMITH. Mrs M Smith. 12 High Street, N19 6XL. Telephone 658 9876.

T.A: How many passengers will be travelling?

C: Four. Two adults and two children aged 8 and 9.

T.A: What is the reference number of the holiday?

C: LW 9. It's the holiday in Geneva. We want to go on the 9th July and come back on the 17th.

T.A: Fine. And which hotel do you want?

C: The Grand Hotel. One double and one twin room, please.

T.A: Now, can you give me the details of your car?

C: Yes. It's a Volvo, registration number B420 BMK.

T.A: That's fine. Now I'll see if those dates are available and I'll phone you back in a few minutes, Mrs Smith.

C: Thank you very much.

PLEASE USE BLOCK CAPITALS THROUGHOUT.
NAME OF PASSENGER OR GROUP LEADER

ADDRESS OF CLIENTNO. OF PASSENGERS

TRAVEL DETAILS

HOTEL ACCOMMODATION

Twin	Double	Single	Triple	No. of Nights
Hotel Name				



UNIT FOUR : Section 3

1 Read and complete

Study this newspaper article about an accident. Fill in these verbs in the correct form.

occur crash travel hit suffer from try help go remain

STUDENTS IN COACH CRASH

A party of students
by coach in Germany when it had an accident last
night. The accident on the
autobahn between Cologne and Frankfurt at one
o'clock in the morning as the party
..... south to Koblenz. The coach
..... by a lorry which was
to overtake. The coach off the
road but the driver was able to stop it before it
..... A number of students were
slightly injured, but most were able to continue
the journey. One student suffered severe shock
and in hospital overnight. Last
night police
to find out exactly what happened. The driver of
the lorry with enquiries.

2 Refer

Fill in the past simple tense of these verbs. Refer to pages 32, 33 of the Students' Book or use a dictionary.

see *saw*

go

send

hit

cut

get

say

buy

tell

meet

do

catch

pay

ring

hurt

leave

hold

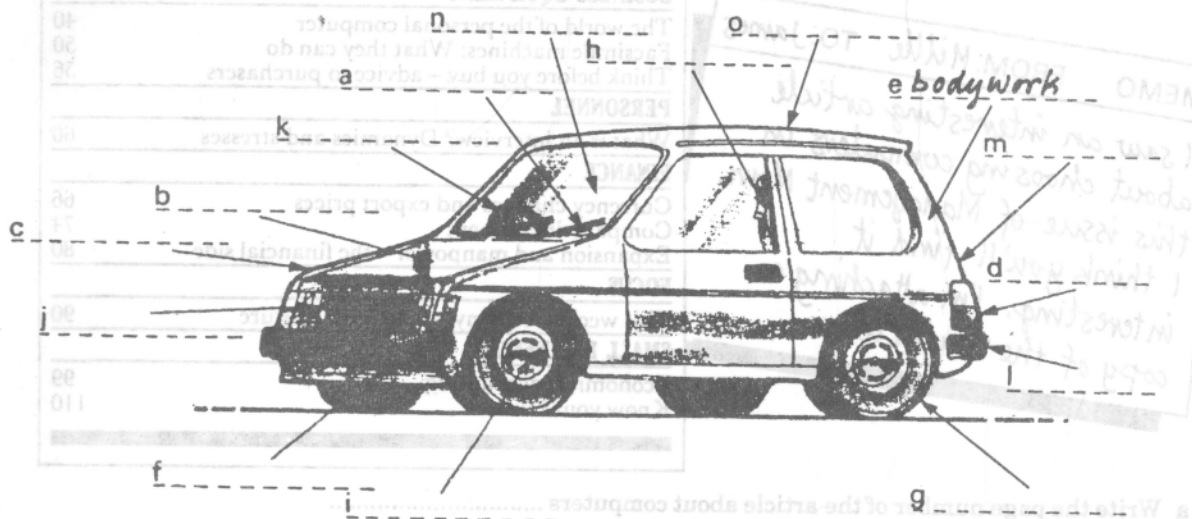
bring

UNIT FOUR: Section 4

1 Study and complete

Label this drawing of a car. Use the words below. Use a dictionary.

wing	windscreen wiper	tyre	bumper	boot
headlight	steering wheel	roof	safety belt	indicator
brake light	bonnet	bodywork	windscreen	wheel

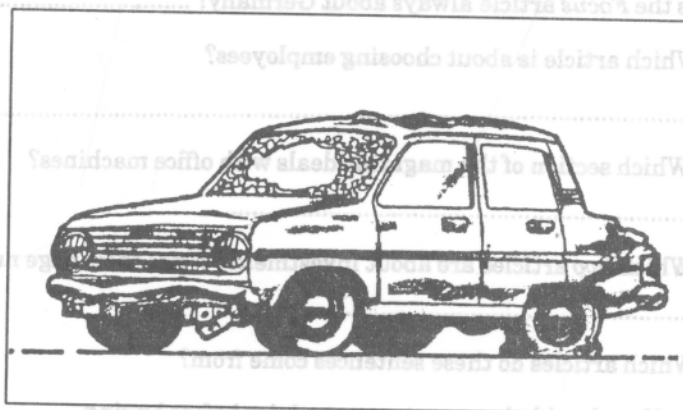


2 Study and write

Look at this drawing of a car.
Describe the car using these words:

dented broken flat

smashed scratched



It's got a dented rear wing and

UNIT FIVE : Section 1

1 Study and answer

Study this contents page of a magazine and the memo.

Answer the questions below.

MEMO FROM: Millie TO: James

I saw an interesting article about choosing computers in this issue of Management Now. I think you'll find it interesting. I'm attaching a copy of the magazine.

MANAGING

Developing leaders 10

Managing as planning 15

INDUSTRY

Economic success and how to achieve it 22

Where is your capital? 27

BUSINESS EQUIPMENT

The world of the personal computer 40

Facsimile machines: What they can do 50

Think before you buy - advice to purchasers 56

PERSONNEL

What is an interview? Dynamics and stresses 60

FINANCE

Currency changes and export prices 66

Company investment 74

Expansion and manpower - the financial side 80

FOCUS

This week: Germany - land with a future 90

SMALL BUSINESSES

Economical accounting 99

Know your taxes 110

a Write the page number of the article about computers

b Is the *Focus* article always about Germany?

c Which article is about choosing employees?
.....

d Which section of the magazine deals with office machines?
.....

e Which *two* articles are about investment? Write their page numbers.
.....

f Which articles do these sentences come from?

i. You should always get expert advice before buying.
.....

ii. It is important to organise and delegate so that there is time to plan ahead.
.....

iii. These machines should be serviced regularly.
.....

2 Study and complete

Study this advertisement and then complete what the salesman said. Use words from the advertisement.

The new DATA GENERAL/One. The first full-size screen PC that businessmen can use in their local office.

Wherever businessmen travel, the new DATA GENERAL/One is pleased to follow.

That's because it doesn't only run on mains electricity but will operate for up to 8 hours on rechargeable batteries.

So you can use it anywhere your business takes you. On the train. In airport lounges. Even in factories or on building sites.

However, complete mobility is only part of the story.

The DATA GENERAL/One has a full-size 25-line high definition screen.

It also offers a 512KB memory, almost 1.5MB of integral disk storage and the ability to communicate with mainframes.

Equally important, the DATA GENERAL/One is the only portable of its kind that's compatible with industry-standard PCs. All this performance comes in a briefcase-size unit that only weighs around 10lb.

'This is an extremely useful portable computer. Because it weighs only it is possible to use it on, in lounges or even in factories and on It has batteries that can for up to eight hours. It is, of course, very compact. But it still has a screen and a powerful memory. And it can with large mainframe computers. It must be one of the most advanced personal computers ever.'

3 Complete

Fill in this coupon for further information. Give your own name and details.



For full details and the name of your nearest Dealer post this coupon to: Dealer Operations, DATA GENERAL Limited, 7 Kenrick Place, London W1H 3FT. Or telephone Pat Cunningham on 01-935 9461

Name

Company & Address

Phone

Data General
a Generation ahead.

MTP

Now write the advertiser's address on the envelope below. Lay it out correctly.



UNIT FIVE : Section 2

1 Study and complete

Study this advertisement and complete the dialogue.

COMPUTER COURSE CENTRE

Learn computer programming!

beginner's courses advanced courses refresher courses

books provided

personal supervision — small classes

fees payable by instalments

private study facilities

career advice on completion of course

introductory short course - 4 weeks for £ 75

Enquirer: Hello, can you give me some information about your courses?

Receptionist: Certainly. We run computer courses at different levels.

We have

Enq: I've never done programming before.

Rec: In that case we would

Enq: How much does it cost?

Rec:

Enq: Does that include books?

Rec: It also includes use of

Enq: Would I have to pay for the course at the beginning?

Rec:

Enq: Do you think I would get a job at the end?

Rec: Well, we don't guarantee immediate jobs, of course, but

Enq: Thank you very much for your help. I'll think about it and ring you back.

UNIT FIVE : Section 2

2 Study and refer

Study these explanations of 'computer words'.

data the information you give the computer to process.

display the text and or graphics which the computer puts on the screen of a TV or monitor.

hardware all the electronic and mechanical items that make up the computer and any equipment connected to it.

program the list in computer language of the instructions which the computer works through in performing a task.

language the means of communication between users and computers and between computers using letters, words, numbers or symbols.

memory the part of the computer holding the instructions to which it is working and the information it is processing.

software programs for computers.

Look up the words in your dictionary. Write down any *other* meaning you can find for these words.

3 Complete

Use the words in 2 to complete the following sentences. Check the spelling.

- a She's very intelligent. She speaks eight different
- b I can't remember what you asked me to do. I've got a very bad
- c We all went to the exhibition. There was a very interesting of oriental art.
- d We must buy a broom and a bucket. Do you know where the local shop is?
- d I don't often watch television but tonight there is a very good on Channel 5.

UNIT FIVE : Section 3

Study and write

Study the memo, price list and enquiry slip below. Write the letter from P.R. Williams and Sons to the client. Lay out the letter correctly.

TEL. ENQUIRY SLIP

FROM Mr B. Goodwin.
18 Clear View.
Brighton IQX 2AN.

TO Sales Dept.

DATE/TIME 29-5-88 (10 a.m.)

NATURE OF ENQUIRY

Wants to know price of our
electronic calculators and
names of local dealers.

DATE 29 May
TO June Webb
FROM Gordon Richards

memo

June: Could you deal with this please?
Send a catalogue and an order form.
There is only one dealer in the area
(Smith and Sons, 89 High Street,
Brighton, Tel: 0273 354687) but
we can despatch direct if a cheque
is sent with the order.

Electronic Calculators from £190 to £500

Addex CB20

Postcode?
Date?
Name?
Address?

P.R. WILLIAMS & SONS (OFFICE SUPPLIES) LTD

108, EASTWOOD DRIVE, MILLFORD, 1YT 4RG

.....
.....
.....
.....
.....

Dear

Further to your telephone enquiry of 29 May, I

.....
.....
.....

However, we are able to

.....

Please do not hesitate to contact us if

.....

Yours

faithfully?
sincerely?

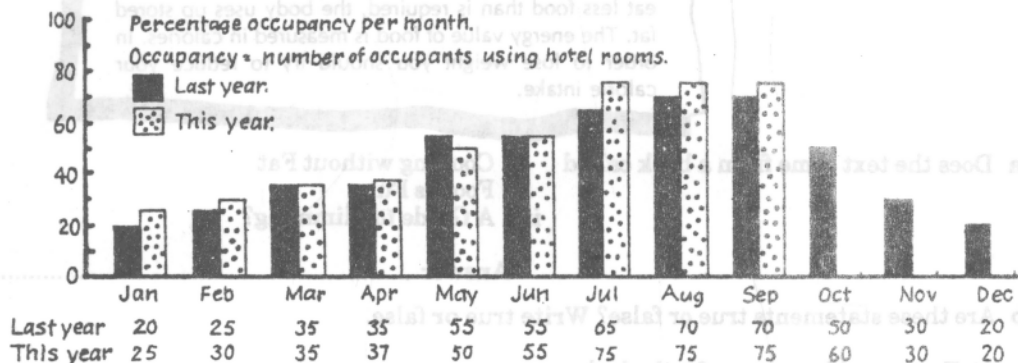
pp G Richards, Sales Manager

enc

UNIT FIVE : Section 4

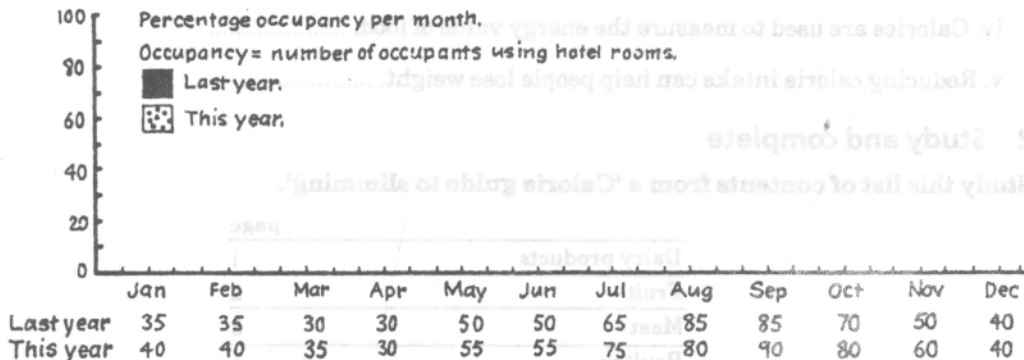
1 Study and complete

This chart shows the percentage of room occupancy in the Hotel Ambassador. Study the figures and complete the chart for October, November and December this year.



2 Study and answer

Study these figures for room occupancy in the Hotel President. Make a chart to show the analysis.



Now answer the questions.

a Is the occupancy pattern the same in both years in the Hotel President?

b Is the occupancy rate high or low in the first four months?

c When does the occupancy rate rise sharply?

d What pattern of occupancy would you expect in the Hotel President next year?

UNIT SIX : Section 1

1 Read and decide

Read this text.

Food is essential for a healthy body. It provides warmth, gives energy and aids growth. But if you eat more food than your body requires, the body builds up fat. If you eat less food than is required, the body uses up stored fat. The energy value of food is measured in calories. In order to lose weight you should try to reduce your calorie intake.

- a Does the text come from a book called
- Cooking without Fat
 - Food is Fun
 - A Guide to Slimming?

Answer

- b Are these statements true or false? Write true or false.

- Food provides energy for the body.
- The body stores fat if too little food is eaten,
- Fat is used up if a person eats too much.
- Calories are used to measure the energy value of food.
- Reducing calorie intake can help people lose weight.

2 Study and complete

Study this list of contents from a 'Calorie guide to slimming'.

	page
Dairy products	1
Fruit	2
Meat	3
Poultry	4
Drinks	5
Cereals, pasta, flour	6
Sweets	8
Fish and seafood	9
Vegetables	10

Which page do you look at to find the number of calories in these foods?

- | | | |
|------------------------|-------------------|-------------------|
| a apples <i>Page 2</i> | e yoghurt | i bananas |
| b coffee | f beef | j spaghetti |
| c prawns | g chocolate | k bread |
| d carrots | h butter | l chicken |

3 Study and refer

The following abbreviations are all in Enterprise Three.
Write the complete word or meaning for each abbreviation.
Use a dictionary to help you.

a These are shortened words which are sometimes written in full.

enc	Inc	memo
ext	tel	TV
Ltd	no.	Dr

b These abbreviations are from words which are not usually written in full.
Study their meanings in a dictionary and use each abbreviation once in the items below.

am pm is eg etc Mrs Ms Mr pp re Miss

The block contains several handwritten examples of abbreviations and their meanings:

- on behalf of**: A note showing "Yours Faithfully" followed by "John Green" and "..... Edward Blake".
- man**: A note showing "TO" and "FROM Alawi".
- married woman**: A note showing "Al. Bahar" and "Alawi".
- unmarried woman**: A note showing "Badria" and "is dealing with it.".
- in the afternoon**: A note showing "at 3 today.".
- for example**: A note showing "We need more stationery— paperclips, headed paper Please order some.".
- in the morning**: A note showing "I'll be in for the meeting tomorrow..... at about 11.30 Could you start typing some of the urgent letters the one to Mr. Green?".
- that is**: A note showing "MEMO" and "and other things".
- woman: married? single?**: A note showing "Dear Smith" and "..... Account no. 9876/56".
- on the subject of**: A note showing "Dear Smith" and "..... Account no. 9876/56".

UNIT SIX : Section 2

1 Read and answer

Study this short dialogue and answer the questions below.

- A: Members of staff have been getting in late nearly every day. I'm a little concerned about it.
 B: They've all had excuses. But I think stress is the real reason for it. We all work long hours under too much pressure.
 A: We'll have to discuss ways of reducing stress.

- a Are these two people
 i. a manager and a client
 ii. the receptionist and the manager
 iii. two senior employees in the same firm
 iv. two senior employees in different firms?

Answer

- b Do the speakers
 i. agree
 ii. agree that there is stress in the job
 iii. want to reduce stress
 iv. all of these?

Answer

- c Are the speakers
 i. angry
 ii. co-operative
 iii. annoyed
 iv. anxious?

Answer

2 Study and answer

What are the following foods?



- a Which of these foods do you eat every day?

- b Name countries where these foods are commonly eaten.

- c What did you eat yesterday:

for breakfast?

for lunch?

for dinner?

UNIT SIX : Section 1

3 Complete

Complete this chart about yourself. Fill in the number of hours you spent on each activity last week.

Compare your results with another person in the class.

	working	sleeping	travelling	relaxing	exercising
Mon					
Tues					
Wed					
Thur					
Fri					
Sat					
Sun					
TOTAL NO. OF HOURS					

Now answer these questions:

- a Do you think you spent too long working?
- b Did you have enough sleep or not enough?
- c Do you usually sleep more or less than this?
- d How long did you spend travelling?
- Is that more or less than usual?
- Do you think you spend too long travelling?
-
- e What do you do for relaxation? Do you watch television? Do you read?
.....
- f How many hours a week do you exercise? Do you play games or go out for walks? Do you jog or play football?
.....
- g Which activity would you like to do *more* or *less* if you could choose?
.....

UNIT SIX: Section 3

Study and write

Read this letter from Mary Leyton to her friend, Bill. Then complete the two letters below. Study Unit 6 Section 3 in the Students' Book to help you.

Dear Bill,

Thank you for the good luck card you sent me before my interview with Gifford and Co. I'm afraid they didn't offer me the job.

I had an appointment for another interview with Randall and Wilkes the next day but I was ill so I couldn't keep the appointment. I hope they'll be able to arrange another interview for me. I'll let you know if I get the job!

Mary

From: Gifford and Co.

Dear Ms Leyton

.....
.....

Thank you for attending the interview. We are enclosing a cheque for your travel expenses.

Yours sincerely

To: Randall and Wilkes

Dear Miss Porter

I am sorry I was
last Friday. As I explained on the telephone this was

However, to attend an interview at another time. Perhaps you could suggest another date.

I

Yours sincerely

Mary Leyton.

UNIT SIX: Section 4

Study and write

Complete the telephone message form using the information given in the dialogue.

TELEPHONE MESSAGE	
From:	
To:	
Please ring back <input type="checkbox"/>	Will call again <input type="checkbox"/>
MESSAGE:	
.....	
.....	
.....	
.....	
.....	
.....	
.....	
.....	
Time:	
Taken by:	

Julia Rossetti: Have you rung the office, John?

John Rossetti: Yes, I rang at nine o'clock.

Julia: Did you speak to Mr Simons?

John: No, I left a message for him. I spoke to Amanda Littlewood. I just said you couldn't go to work today because you were ill. I said you hope to be back tomorrow.

Julia: Did she say anything?

John: She hoped it wasn't serious. And she thanked me for ringing.

Julia: I hope it'll be all right.

UNIT SEVEN: Section 1

1 Study and complete

Study this information about a commodity service.

WORLDWIDE COMMODITIES SERVICE

Worldwide Commodities Service helps companies to monitor worldwide developments.

The service provides information 24 hours a day, 5½ days a week. The information includes news of:

- major political and economic events that influence commodities such as metals, cocoa, coffee, cotton and other natural and synthetic fibres
- government decisions
- scientific and technical developments
- selected commodity prices
- price changes and production statistics
- industrial disputes
- mergers and other changes in commodity companies

This service provides the most comprehensive, up-to-the-minute information available. It's quick, convenient and reliable.

Now complete this dialogue between A and B.

A: How do traders get up-to-date information of all the factors that can influence the market?

B: They read and talk to each other, of course. Many use

A: The Worldwide Commodities Service? What's that?

B: It's a service available by teleprinter which enables

A: What hours does it operate?

B:

A: Which commodities does it give information about?

B:

A: Does it give prices?

B:

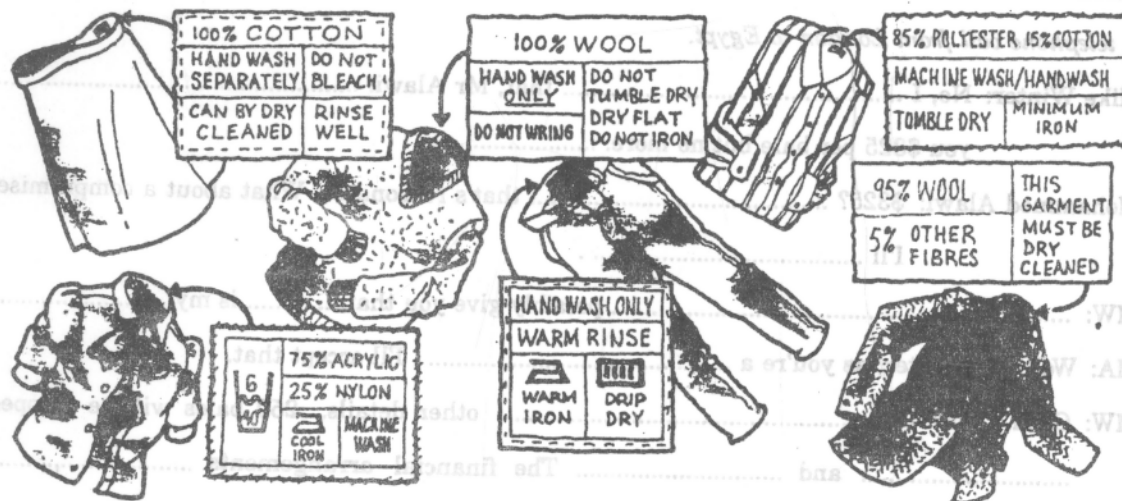
A: Is the information reliable?

B:

A: It sounds a very useful service.

2 Study and answer

Look at the garment labels below. Give full answers to the questions.



a Would you dry-clean or machine-wash the jacket?

b Do the manufacturers recommend bleaching the skirt?

They say '.....'

c How should you dry the jumper?

d Is it better to use a hot iron or a cool iron on the blouse?

e Is a hot rinse recommended for the trousers?

f Which garments include artificial fibres?

g Which garments can be machine-washed safely?

h What are you wearing now? Look at the care label if you can. What does it say?

UNIT SEVEN: Section 2

1 Listen and complete

Listen to the recorded material and complete the dialogue.

A telephone call from London to Egypt.

Mike Winter: No, I that, Mr Alawi.
.....
..... you \$325 per bale but no more.

Mohammed Alawi: \$325? that's reasonable. What about a compromise?
..... I'll

MW: possibly give you that. is my

MA: Well, Mr Winter, as you're a, I'll accept that.

MW: Good. Now let's other details. 250 bales will be shipped
..... and The financial arrangements

MA: That sounds fine. ?

MW: Of course. Mr Alawi.

2 Study and answer

Study these retail labels and answer the question below.



All the words in the labels have a similar meaning.

What is the meaning?

UNIT SEVEN: Section 1

UNIT SEVEN: Section 3

3 Study and complete

Read this conversation and complete the order form.

- A: Hello, Fashion Extra ordering service.
 B: Hello, I'd like to place an order for some cotton shirts, please.
 A: Certainly. Would you like to give me your name and address, please?
 B: Yes, it's Mrs Greystone.
 A: And the initial?
 B: G. And my address is 16, Holland Park Gardens, London W2.
 A: Can I have the full post code, please?
 B: It's W2S 2XB.
 A: Could you give me the reference number on the order form, please?
 B: It's QZ5.
 A: Now can you give me the details of your order?
 B: I want one shirt, style 023, in size 12.
 A: Yes, 023, size 12. What colour?
 B: Blue. Then I want two shirts, style 024, in red, also size 12.
 A: Style 024, size 12, red.
 B: That's right. Then I want one black shirt in size 14, style 025.
 A: One style 025, size 14, in black.
 Thank you for your order. We'll send you the invoice after the goods have been sent.
 B: Thank you. Goodbye.

FASHION EXTRA LTD

Order now - pay later

ITEM	STYLE NO.	COLOUR	SIZE	REF QZ5 QTY

MR/MRS/MISS/MS

ADDRESS

POSTCODE

POST THIS FORM OR ORDER BY PHONE
 SEND NO MONEY WITH THIS ORDER

023



024



UNIT SEVEN: Section 3

Read and complete

Read this memo and complete the bill of lading below. Look at page 56 of the Students' Book to help you.

MEMO

TO Chief Clerk

FROM A. Henderson

Transglobe Ltd

Please make out a bill of lading in three originals as follows:

for one container marked IMPEX 29368, for delivery to Al Sharif (warehouse), Cairo, Egypt. The exporter is IMPEX International (UK) Ltd, 146 Baker Street, London W1B 2AX and their ref. is 3453/486. The goods, office furniture and accessories, will be shipped from London to Alexandria Port on board the PRINCESS ROYAL. Freight charges will be £6430.

BILL OF LADING

B/L No. 5648

Exporter

Exporter's ref.
Forwarder's ref.

Consignee

Name of shipping line

Vessel/aircraft

Port of loading

Port of discharge

Place of delivery

Marks, numbers
and
Container No.

Number and kind
of packages.
Description of
goods

Gross
weight

Cube m³

TBA

Freight charges

Ocean freight payable at
destination

UNIT SEVEN: Section 4

Study and write

On 21 March 1987, Mike Winter, Managing Director of Winterwear Ltd, spoke to Paul Chang, Sales Manager of Suprema Ltd, Hong Kong. They agreed amendments to a sales contract (No.601/87). Mike Winter is sending two originals to Paul Chang for signing and dating. Write the covering letter to Paul Chang. The address of Suprema is 18/22 Harbour Road, Aberdeen, Hong Kong.

date

Winterwear Ltd
37 High Street
Plaistow,
Essex

Dear

Re:

Further to

I am pleased to enclose *two originals of the*

.....with the amendments as discussed.

Would you please sign and date both originals and return one to me.

Thank you once again for your co-operation.

Y.....

Mike Winter

MIKE WINTER

.....

.....

UNIT EIGHT: Section 1

1 Study and complete

Study the details of the guarantee and the receipt for the Fonafone. Complete the Guarantee Registration Certificate.

1 Your new **Fonafone** is guaranteed for one year from date of purchase. After this period you may wish to take out a service contract. So that we can deal quickly with any request for service under the guarantee, please fill in and

return the Guarantee Registration Certificate without delay.

2 You must return the Guarantee Registration Certificate fully completed within 30 days.

RECEIPT No. L10767

COMMUNICO Centre Ltd
18 Brock Street
Bath
Avon BA1 2LW

VAT Reg.: 628 3124 16

Customer's name: Ward P.L.
13 Halkon Road
London N1 1HT

Date of purchase: 14/9/87
Description: 1 black Fonafone
(model F1)

TOTAL: £35.50

GUARANTEE REGISTRATION CERTIFICATE

TO BE COMPLETED BY THE PURCHASER

Name:

Address:

Signature

TO BE COMPLETED BY THE RETAILER

We certify that a (model)

was purchased at a price of £.....

Title of firm:

Address:

Signature

Date of purchase

2 Read and complete

Complete this dialogue between a retailer and a customer.

Customer: Is there a guarantee with a Fonafone?

Retailer:guarantee.

Customer: How do I register the purchase?

Retailer:

Customer: What happens after one year?

Retailer:

3 Study and complete

Study these illustrations and instructions. Complete the instruction for each item with one word from the list on the right.

- a Place one slice of in the toasting slots
- b Stir contents into a of water and drink immediately.
- c Press the button marked ➔ to the tumble dryer.
- d To open: Slide finger left to right under flap. Pull out and unwrap end. Refold after use.
- e Shake the before opening.

Use these words:

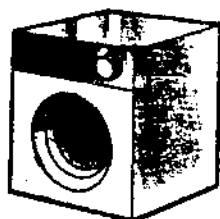
start

carton

bread

glass

packet

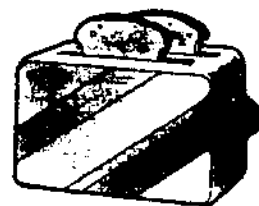


1

Instruction:

.....

.....



2

Instruction:

.....

.....



3

Instruction:

.....

.....

4



Instruction:

.....

.....

5



Instruction:

.....

.....

4 Study and find out

Study these action verbs. Find out what they mean. Translate them.

stir pull press

slide shake fold

UNIT EIGHT: Section 2

1 Study and complete

Study the dialogue and the form. Complete the dialogue and fill in the form.

Customer: Good morning.

Assistant: Good morning.

Cus: I hope so. I bought this radio from your electrical department and it's no good at all.

Ass: ?

Cus: The volume button is stuck and I can't hear anything at all.

Ass: Mmm. I see. Oh yes, there is something wrong.
..... ?

Cus: I'd prefer a refund. Then I'll get one from another shop.

Ass: I'll have to fill in a form.
..... ?

Cus: It's M. A. Wilkins. 32, South Drive SE19.

Ass: ?

Cus: I bought it on 15 January 1987.

Ass: ?

Cus: Yes, I've got it here. It's number 467589/E.

Ass: ?

Cus: I paid by cheque. It was £27.50.

Ass: Good, now I just need to get the supervisor's signature.

Goods Returned for refund/replacement		Form R/R 102
Customer's name		
Customer's address		
Item purchased	MODEL R/361/85	Date 1/87
Cost £27.50	Method of payment	
Receipt number	Department	
Nature of complaint		
Refund / replacement		
Supervisor's signature		

2 Study and write

Study the beginnings and endings of these complaints. Write complete sentences below.

- a We're most dissatisfied
b We would like to request
c This delay has been
d We're not satisfied
e Your failure to replace the goods
f Unfortunately the quality of the goods

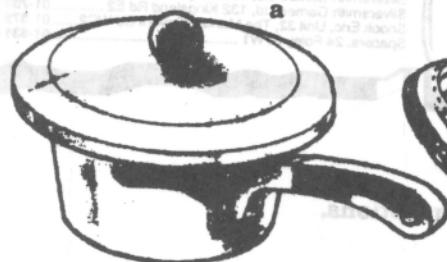
- i. extremely inconvenient.
ii. is most disappointing.
iii. is not acceptable to us.
iv. with the poor standard of service.
v. an immediate refund.
vi. with the quality of the articles.

a
b
c
d
e
f

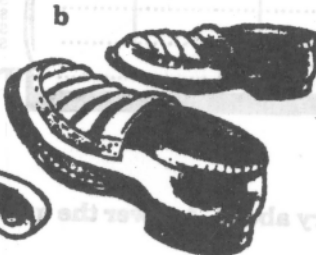
3 Study and write

Four customers have complaints. What is the problem?
Write sentences. Use these words:

too big
broken
cracked
different sizes



a The saucepan lid is



b
c
d

UNIT EIGHT: Section 3

1 Study and complete

Read the memo below. Complete the invoice using the information in the memo. Find the address in the directory extract.

Memo

To DESPATCH DEPT.

From Sales Dept.

Would you please send the following to
Mr Paul Simmonds of Playland Games & Co.

- 3 doz plastic chess sets (£3.50 each)
- 20 Wonder Word Games Sets (£2.95 each)
- 20 Miniature TV Sets (£3.45 each)
- 100 Assorted Zoo animals (50 pence each)

INVOICE

Client's Name:

Business address:

Bus. Tel. No.

Quantity	Description	Unit Price	Total

TOTAL OF ORDER

◆ Toy & game shops

SEE ALSO MODEL SHOPS: VIDEO, TV & ELECTRONIC GAMES

A.P.J. Sports (Games) Ltd, 7 Maryland Rd W9	01-286 3861
Baybarn Kington, 3 Mansfield Rd NW3	01-267 0934
Brody A. (Retail) Ltd, 246 Bethnal Gn Rd E2	01-738 8641
Chicken's Book Centre Ltd, 229 Kensington High St W8	01-937 0362
Competence, 263 Eversholt St NW1	01-380 0666
Davey's, 542 Kingsland Rd E8	01-254 7060
Doll's House Toys Ltd, The—, Unit 29, The Market, Covent Gd WC2	01-379 7243
Frog Hollow, 15 Victoria Gro W8	01-581 5493
Game Advice Ltd, 1 Holmes Rd NW5	01-483 2188
Games Centre—, 22 Oxford St W1	01-637 7911
184 Regent St W1	01-734 6635
439 Oxford St W1	01-493 9554
Games People Play, 5 Wellington Ter W2	01-727 9275
Hamleys of Regent St Ltd—, 168 Regent St W1	01-734 3161
HARVEY JOHN'S-PARKWAY STUDIOS, 18-20 Parkway NW1	01-485 1718
Howes, 63 St. Peter's St N1	01-226 8201
Hummel of Burlington Arcade Ltd, 16 Burlington Arc W1	01-483 7164

INTERCOL PLAYING CARDS—

Antiquarian & Modern For Collectors,
1a Camden Wk N1 01-354 2599

J.J. Toys Ltd—

138 St John's Wd High St NW8	01-722 4855
Just Games, 62 Brewer St W1	01-437 0781
Do.	01-734 6124
L.D. Toys & Novelties, 6 Umberston St E1	01-481 3728
Do.	01-481 3724

LAFREAY'S Ltd,

345 King's Rd SW3	01-352 2705
Loughnan J, 18 Beauchamp Pl SW3	01-589 0867
Morgan Tony, 82 East St SE17	01-703 7375
Morgan-Richards Tony, 10 Northways Pde NW3	01-722 9821

PATRICK'S TOYS, MODELS AND

BICYCLES—

Come To The Friendly Store Mo/Sa 9-6 Fri 7-30, 107 Little Rd, Fulham SW6	01-386 8864
Playland Games & Co, 29 Princes Gate SW7	01-584 2918
Playthings of Oxford Walk Ltd, 150 Oxford St W1	01-589 5142
Pollock's Toy Museum, 1 Scala St W1	01-438 3452
Robin's Toy Store (L.R. Robin & Co Ltd), 56 East St SE17, 01-703 6208	
Silvernath Games Ltd, 132 Kingsland Rd E2	01-729 3519
Snook Eric, Unit 32, The Market, Covent Gd WC2	01-379 7861
Spacers, 24 Foley St W1	01-631 4589

2 Refer

Refer to the extract of the directory above. Answer the questions.

a Give the name and address of a bookseller.

b Where could you get advice about games?

c Give the address of a toy museum.

UNIT EIGHT: Section 4

Study and write

Read the guarantee on this bar of chocolate. Study the receipt.
Write the letter which the customer sent.

Look at this bar of nut chocolate.
There are no nuts in it. I'm going
to write to the manufacturers.

GUARANTEE
We want you to enjoy this product.
If you are not entirely satisfied with
it, please return the complete
package to The Consumer
Service Manager, Velvet
Confectionery Company,
Birmingham, UK., stating where
and when purchased. We will be
happy to give you a complete
refund of the purchase price.



SWEETIE
CONFECTIONERS
& NEWSAGENTS
118 High Street NW.6

20 25

THANK YOU
FOR YOUR CUSTOM
PLEASE CALL AGAIN

5.11.87

Lay out your letter correctly.

Use your own address. Date the letter 8 November 1987.

A large, rectangular area with a wavy top and bottom edge, containing horizontal lines for writing a letter.

UNIT NINE : Section 1

1 Read and decide

Read this advertisement for a new financial journal.

Are the following statements true or false?

- a This is a weekly magazine.
- b It covers Europe and other parts of the world.
- c It is not intended for private investors.
- d It gives news of changes in big companies.
- e There are descriptions of important people.
- f It is only available to companies.
- g There are articles on health and sport in the journal.
- h The journal does not give advice to people who want to invest.
- i The paper is edited and printed in two different places.
- j You must pay for the magazine by credit card.

2 Study and complete

Study the table of subscription rates and answer the questions.

- a What is the cost of the journal for six months in Switzerland?
.....
- b What is the cost of the journal for one year in Bahrain?
.....
- c What is the cost of the journal for one year in Spain?
.....
- d What is the cost of the journal for six months in Jordan?
.....

announcing ...

The European Financial Journal

The European Financial Journal focusses on the world of business. It reports in depth on manufacturing, marketing, the growth and development of high technology. It examines the strategies and financing of multinational companies. You'll also find news of major government defence and commercial contracts. Stockmarket reports and investment advice appear daily. Major personnel moves are followed and there are profiles of business and political leaders. There are regular features on Asia, the Middle East and South America. This new daily journal provides essential news for all investors, businessmen and government officials. It is edited in Brussels and printed in Germany. To get your copy, complete the card below and return it to us enclosing a cheque or your credit card number.

SUBSCRIPTION RATES

	12 months	6 months
Belgium	8,500 BF	4,250 BF
France	1,250 FF	625 FF
Greece	15,240 Dr	7,620 Dr
Italy	260,000 L	130,000 L
Norway	1,400 NK	700 NK
Spain	22,500 Pts	11,250 Pts
Switzerland	450 SF	225 SF
U.K.	140 £	70 £
Rest of Europe	260 \$	130 \$
Jordan	250 \$	125 \$
Egypt	250 \$	125 \$
Bahrain	280 \$	140 \$

Prices in local currency or US dollars.

3 Study and decide

Stock market prices are quoted daily around the world in press reports. They are grouped under different headings. Study these headings.

Banks

Electricals

Building etc

Stores and Clothing

Food, Hotels etc

Textiles

Industrial

Commodities

Leisure

Motors and Aircraft

Under which heading would you look for the price of the shares of the following?

- a A holiday travel company *Leisure*
- b A car manufacturer
- c A supermarket chain
- d Cotton
- e A construction company
- f A trust fund
- g A fabric manufacturer
- h A department store

4 Write

Make sentences about the companies in 3. Use these words:

sell make organise manage build

- a *A car manufacturer makes cars.*
- b
- c
- d
- e

UNIT NINE : Section 2

1 Study and complete

Study this memo. Complete the dialogue below. Then write the memo to George.

Memo

To Roy

From George

Message taken at 3.15

If Bob Fuller rings, would you please tell him
that I'll be in a meeting between 3 and 4 p.m.
this afternoon but I will ring him before
5.00 today.

Thanks

Caller: Hello. May I speak to George Wells please? It's Bob Fuller here.

Roy: I'm sorry,

Caller: Oh dear. I won't be in after 4 o'clock. Would you tell him that I'll ring him tomorrow morning?

But if he wants to speak to me tonight he can phone me at home. My number is 356 8977.

Roy: 8977 I've got that. I'll leave him a note. Thank you. Goodbye.

Memo

To

From

Message taken at 3.45

Using Intercheques abroad.

Intercheques are welcomed at 190,000 bank branches in 39 countries. They can be used at 4.5 million shops, hotels, restaurants etc.

Intercheques are usually written in the currency of the country in which you are staying and are guaranteed up to approximately £100. The Intercheque card is valid for up to two years and then renewed automatically.

2 Study and answer

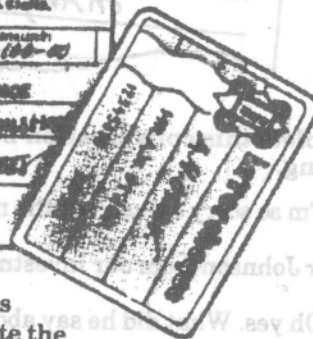
Study this information about Intercheques. Are the following statements true or false?

- Intercheques can be used in many different countries.
- Intercheques are written in pounds sterling.
- Intercheques are guaranteed up to about £100.
- After two years you need a new card.
- You must apply for a new card.

3 Study and complete

Look at this completed Intercheque.

intercheque		Little Haywood Branch.		51.90.01	
74 Stone Road, Little Haywood, Staffs.		Pay against: this cheque the sum of: (in words)		Currency: Amount:	
£100.00		Place:		Date:	
France		24 August 1987		Signature:	
A.H.ONES		11° 00000004 11°		51 .. 9001.:	



Now complete the cheque below for 384 Deutschmarks (DM). The cheque is payable to the Hotel Gieschen. Date the cheque 10th May 1987. Sign your own name.

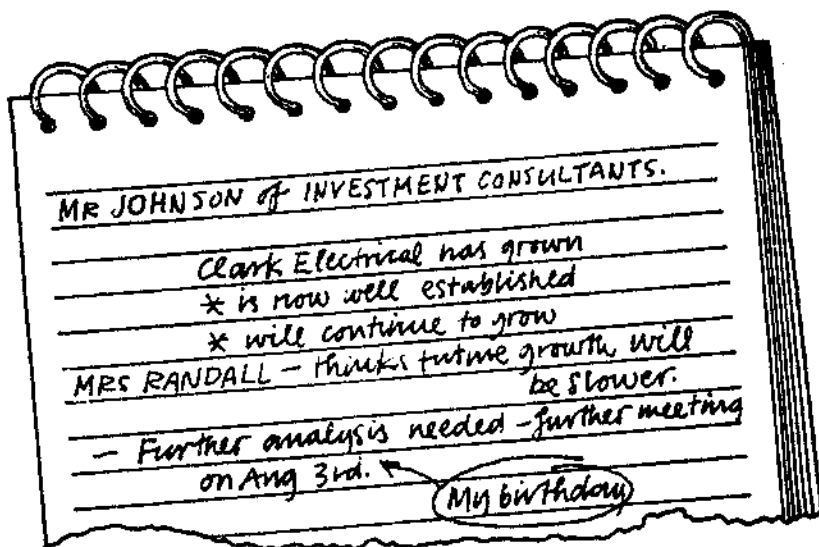
intercheque		Little Haywood Branch.		51.90.01	
74 Stone Road, Little Haywood, Staffs.		Pay against: this cheque the sum of: (in words)		Currency: Amount:	
U.K.		Place:		Date:	
10th May 1987		Signature:		11° 00000004 11°	
51 .. 9001.:					



UNIT NINE : Section 3

Study and complete

Look at the rough notes that Mr Harris made during the investment meeting on 25th July.



Now complete this conversation between Mr Harris and Mr Parsons who was absent from the meeting.

Parsons: I'm so sorry I wasn't at the meeting yesterday, Michael. What happened?

Harris: Mr Johnson from our investment consultants was there.

Parsons: Oh yes. What did he say about our proposed investment in Clark Electrical?

Harris: He

.....

.....

Parsons: Did Mrs Randall say anything?

Harris: Oh yes.

.....

Parsons: So what has been decided?

Harris: It was decided that on 3rd August.

UNIT NINE : Section 4

Study and write

On 10th March 1987, Ray Cooper telephoned Finbank International. He asked about exchange controls for companies investing in Kuwait. The assistant from the securities department is sending a letter on behalf of the Head of Securities, Mr Paul French. He is sending a copy of the brochure called 'International Services for Business Investors'. Write the letter to Mr Cooper at the Technical Department of Techno Instruments Ltd, First Avenue, Harlow, Essex.



Finbank PLC

Finbank International
49-51 City Road
London SWC 3WW

.....
.....
.....
.....
.....
.....
.....

Dear

Re:

Further to

I am enclosing

.....

If we can be of any further assistance to you please do not hesitate
to contact us.

Y.....

Margaret Morley

on behalf of

..... P.B. French

Head of Securities
Finbank International.

.....

UNIT TEN : Section 1

1 Read and answer

Read these press cuttings about the Lanback Centre. Look at page 76 in the Students' Book.

Text 1

**Multi-million project completed
'I'm delighted' says new chairman**

The new chairman of Lanback Development Company, Mr Rodney Partridge, said today that he was delighted that the \$190 million project was now complete. He was speaking after attending the official opening of the prestigious new Lanback Centre, in the east of the city. Although it was nearly a year later than expected he said the company was 'very satisfied' with the project. Manpower and supply problems for the Al Sharif Construction Company led to the late finish and considerable cost overruns. Mr Partridge stressed 'This is a sound investment. It will stimulate the property market and the employment market.'

Text 2

After waiting nearly three years and spending an additional 26% the Lanback Development Company has at last been able to open the Lanback centre. Behind yesterday's smiles were the many difficulties which have troubled the project since the beginning.

ANNOUNCEMENTS

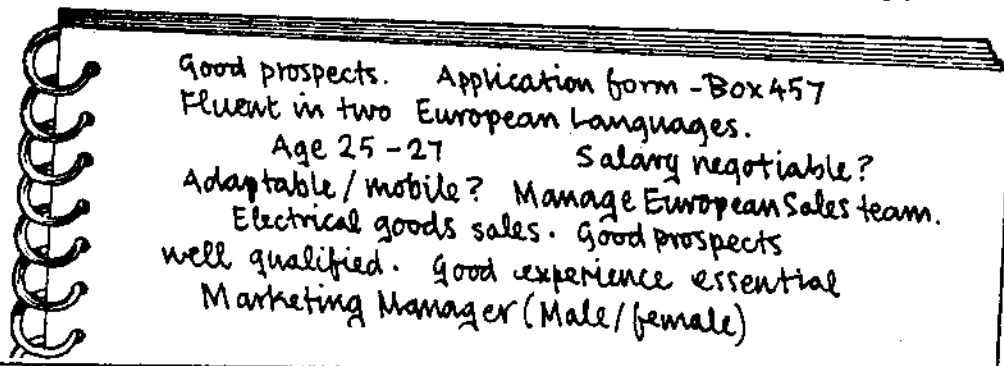
The Lanback Centre will be officially opened tomorrow.

Text 3

- a Did the contractors finish the project on time or late?
- b Did the project cost more or less than expected?
.....
- c Which text stresses the problems of the project?
.....
- d What were two of the problems which account for the late finish and extra expense?
.....
- e Were there other problems?
.....
- f Do you think the company chairman wants to discuss the problems?
.....
.....

2 Study and write

Look at the notes on the pad below. Use the words and phrases to write a job advertisement. Write the advertisement in the box. Use page 77 of the Students' Book to help you.



.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

3 Write

Write an advertisement for either the job you have or the job you would like.

.....

.....

.....

.....

.....

.....

.....

.....

UNIT TEN : Section 2

1 Read and complete

You are at a job agency for an interview.
Answer the questions. Give information about yourself.

A: Good morning. Do sit down. My name's Moore. I'd like to ask you a few questions to help us find a job for you. May I have your full name please?

B:

A: And which name is your surname?

B:

A: Could you give me your date of birth?

B:

A: And your address?

B:

A: Now. What sort of jobs are you interested in?

B:

A: Have you got any qualifications or experience in that area?

B:

B: Can you tell me about your present job?

.....

.....

A: How long have you been in that job?

B:

A: Are you prepared to travel?

B:

A: What are the most important things you look for in a job?

B:

.....

A: Thank you very much. Would you please fill in this application form now?

2 Study and complete

Here is a typical application form.
Fill in the form.

USE BLACK INK. WRITE IN CAPITALS.

Surname: Single/Married/Divorced/Widowed
 First names: Date of birth: Age:
 Address: Place of birth:
 Nationality:

 Home tel. no.: Business tel. no.:

General Education (schools attended full-time)

From	To	Name of school	Examinations passed
.....
.....

Further Education/Training

From	To	University/College	Course taken	Result
.....
.....

Languages (Please tick as appropriate)

Language	Ability:	to speak	to read	to write
		fluent/fair/poor	fluent/fair/poor	fluent/fair/poor
.....		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
.....		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Previous employment

Give details of previous employment starting with most recent

Job title	Employer	Dates from/to	/Salary	/ Reason for leaving
.....
.....
.....

UNIT TEN : Section 3

1 Study and write

Study this cable from page 80 of the Students' Book. Write out the message in full sentences.

LANSHA INTERNATIONAL P.O. AL-SHARIF ARABIAN GULF

ATTENTION AHMED SAEED NASSER

RE PROPERTY MANAGER RECRUITMENT INTERVIEWS NOWNOW COMPLETED STOP

OUR FIRST CHOICE CHARLES GUILDER STOP

CV ALREADY SENT STOP PLEASE CONFIRM APPOINTMENT SOONEST

SMITH

With reference to

2 Study and write

Study this page from Mr Green's diary. Look at his luggage label. Write a telex to send to Mr Ford in his London office. Give details of Mr Green's travel and hotel plans and of his meeting.

Date	Event
8	Last day in Jeddah.
9	Flight to Kuwait KA195 arriving 20.00
10	See projects manager 9.00 am
11	Leave for London BA 930 09.00

NAME	MR. J. GREEN
DESTINATION	KUWAIT
FROM	9. 6. 88
TO	11. 6. 88
ADDRESS	HOTEL PRESIDENT

TELEX FORM

TELEX TO:

MESSAGE:

UNIT TEN : Section 4

1 Listen and write

Listen to the recorded conversation for page 82 of the Students' Book. Complete the dialogue and the telephone message below.

A: Farida Hamdan's office.

B: Good morning. ?

A: She isn't

B: Can you please tell her

A: Could you ?

B: R-A-Y-M-O-N-D John Raymond.

A: And your number?

B:

A: Please

B: That's it. Thank you.

A: Goodbye.

B:

Write the message here.

Telephone message

For

From

Taken by Safia

Time 10:15 am.

Message

.....
.....
.....
.....
.....



Enterprise Three

English for the Commercial World

TIẾNG ANH TRONG THƯƠNG MẠI

NHÀ XUẤT BẢN HẢI PHÒNG

Chịu trách nhiệm xuất bản:

PHẠM NGÀ

Biên tập:

BAN BIÊN TẬP

Vẽ bìa:

THÚY NGÀ

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 basis 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, eg 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-0435289454