Lead-in

1A **Which of these things do you do on an average day? What else do you usually do at work or at university and in your free time? Make a list.**

'escape' at lunchtime	get to work/class early	give presentations	have meetings	
listen to music	read a book	sit in heavy traffic	talk to colleagues	use public transport

B **Work in pairs. Compare your lists and ask each other some questions.**

A: What time do you get to work? *B: About 8 o'clock.*

Reading

2 **Work in pairs. Read an interview with a businesswoman and follow the steps below.**

Student A: Read the article and complete exercises 2 and 3 on page 132.

Student B: Read the interview with Anne Kiem on this page and put the questions in the correct place. Two questions are not used.

a What is your favourite book?
b What is an average day at work like?
c What is the biggest lesson you have learnt?
d What is the best advice you have ever received?
e What is the worst job you have ever had?

3 **Student B: read your article again and answer the questions.**

1 What was Kiem's first profession after university?
2 Why does she get to work early?
3 What does an 'open-door' policy mean?
4 How does she relax during the working day?
5 What question does she say is important to ask?
6 What was difficult about her worst job?

4A **Tell your partner in your own words about the businesswoman you read about. What similarities and differences between Anne Kiem and Kathryn Bishop can you find? Use the ideas in the box or your own ideas.**

city where they work	country of residence	education
number of jobs	previous work experience	working day

's resources:
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B **Which person do you think has a more interesting professional life?**

5 **Choose three questions from the interviews in Exercise 2 to ask your partner.**

Women in Business: Anne Kiem

Anne Kiem is Chief Executive of the Association of Business Schools in London. Ms Kiem grew up in Australia and then studied to become a teacher and taught maths in London before moving into finance. She has worked at Barclays Bank and the Institute of Financial Services. In her free time, Ms Kiem enjoys listening to live music.

1 _____

I like to be at my desk by 8 a.m., partly because the tube is less busy at that time, but also because it gives me some quiet time to prepare for the day ahead. I have an open-door policy and anyone can come and speak to me about anything. I want to know what is going on. It means that anything might happen, but I like it like that. I also go and talk to people to see what is going on. I escape the building at lunchtime when I can. I think it is important to try to take some time out during the day to help me not get too stressed by what is going on.

2 _____

Perhaps the biggest is to never be afraid to ask the question 'Why?' Some of the most intelligent and successful people I know don't mind asking that question over and over again. So many things are as they are because that is the way they have always been.

3 _____

Delivering newspapers – I was nineteen, studying at university in Australia. We had to do it at 3 a.m. before the traffic became too heavy. It wasn't difficult work, but to then go off to university and study maths was a bit strange, and I admit I sometimes found it difficult to stay awake in lectures.

LIVEWORKSHEETS

Student A

Read the interview with Kathryn Bishop on this page and put the questions in the correct place. Two questions are not used.

a What is your favourite book?
b What is an average day at work like?
c What is the biggest lesson you have learnt?
d What is the best advice you have ever received?
e What is the worst job you have ever had?

Read your article again and answer the questions.

1 What did Kathryn study at university?
2 Which types of organisations has she worked for?
3 When does she seem busiest – on her teaching or non-teaching days?
4 How many jobs does she have now?
5 In which parts of her life has Deborah Tannen's book helped her?
6 How does she try to organise herself?

Women in Business: Kathryn Bishop

FT

Kathryn Bishop works as a Consultant and is also an Associate Fellow at the University of Oxford's Saïd Business School. She has a degree in English and American literature from Wellesley College in the USA, and a Masters in English Studies from Oxford. She designs and teaches women's leadership development programmes. She has worked for financial services companies and has had a variety of roles in universities and government.

1 _____

When teaching at Saïd, I am busy from breakfast until after dinner each night: listening, presenting, holding discussions and learning from participants, as well as checking with the administrative staff if there are any practical problems that I need to respond to.

On non-teaching days I might meet with academic colleagues to discuss new ideas or parts of the programme, or talk to people in other departments, such as marketing and business development, who make the programme happen. I have three jobs and two voluntary roles and I enjoy the variety. I regularly learn something in one job that can be useful in the other.

2 _____

An Intimate History of Humanity by Theodore Zeldin. It has taught me to look at a problem in many different ways. I also recommend *You Just Don't Understand: Women and Men in Conversation* by Deborah Tannen, an American professor of linguistics – a book that has helped me work in boardrooms and also helped my marriage.

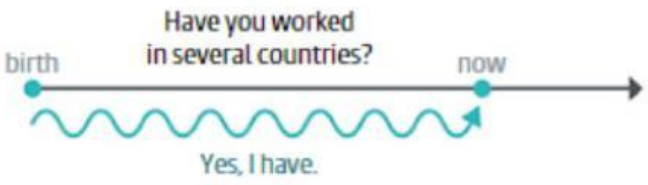
3 _____

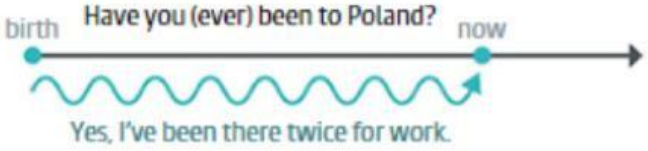
There is only so much time in a day and there is always more to do. The advice I have found most useful in dealing with this problem is, 'Only do what only you can do.' I used to manage my time carefully, but now I manage my energy.

We use the **Present Perfect Simple** to talk about our **experiences when we do not say a specific time in the past**

I've been to Poland.

She's worked in several countries.





LIVEWORKSHEETS

Grammar Present Perfect Simple

6 **Look at these extracts from the interviews. Answer the questions.**

a Anne Kiem **has worked** at Barclays Bank.
b What is the biggest lesson you **have learnt**?
c What is the worst job you **have ever had**?
d It **has taught** me to look at a problem in many different ways.
e ... a book that **has helped** me work in boardrooms ...
f What is the best advice you **have ever received**?

1 Do we know exactly when Anne Kiem worked at Barclay's Bank?
2 How are the verbs *learnt*, *had* and *taught* different from *worked*, *helped* and *received*?
3 In extracts c and f, which word can we use in questions to mean 'at any time'?

→ page 122 See Grammar reference: Present Perfect Simple

7 **What is the infinitive form of these common irregular verbs?**

been	bought	given	met	read	seen	sold	spoken	thought	taken	won	written

8A **Complete the dialogue with the Present Perfect Simple form of the verbs in brackets.**

A: [1]_____ (you/ever/buy) a good business book?
B: No, I [2]_____ (never/buy) one but I [3]_____ (read) a few from the library and I [4]_____ (see) some business experts on YouTube, like Daniel Kahneman. He [5]_____ (write) a lot about how we make decisions and how we don't think as clearly as we believe we do.
A: Ah yes! What was the title of that famous book of his?
B: *Thinking, Fast and Slow*. You know, he's a psychologist, but he [6]_____ (win) a Nobel Prize for Economics.
A: Really? That's interesting. I [7]_____ (never/see) him talk. You know, I [8]_____ (start) that book several times, but I [9]_____ (never/finish) it!

B 4.02 **Look at Exercise 8A again and use contractions where possible. Listen and check your answers.**

Teacher's resources: extra activities

→ page 116 See Pronunciation bank: Present Perfect Simple

Speaking



9A **Complete the questions with the Present Perfect Simple form of the verbs in the box. Some are regular, some are irregular and some are not used.**

be	give	meet	sell	speak	take	think	visit	want	write

Have you ever ...

1 _____ an email in English?
2 _____ another country for work?
3 _____ in English on the phone?
4 _____ late for work or class?
5 _____ something online?
6 _____ a presentation in public?
7 _____ about working abroad?
8 _____ to be self-employed?

B **Work in pairs. Ask and answer the questions in Exercise 9A. If your partner answers *yes*, ask Past Simple questions to get more details.**

What did you ... ?	When did you ... ?	Why did you ... ?	Where did you ... ?

A: *Have you ever sold something online?* ***B:*** *Yes, I have*
A: *Really? What did you sell?* ***B:*** *I sold some books.*

LIVEWORKSHEETS

Exercise 1 A

Complete the sentences by putting the verbs in brackets into a form of the present perfect. Use contractions where possible.

1 Are you sure it isn't working? Have you tried (you/try) it?
2 I ..... (never/see) such a boring presentation.
3 Luckily, our customers ..... (not/complain) about the price rise.
4 We ..... (already/spend) quite a lot of money on this project.
5 ..... (they/reply) to your last email?
6 I ..... (not/get) the figures to hand – can I call you back later?
7 Unemployment ..... (go/up) by 2% since January.
8 I'm sorry, she's not here. She ..... (just/leave).
9 Their shares ..... (fall) by 15% since the merger.
10 ..... (you/ever/take) the Eurostar to Brussels?

Exercise 2 B

Look at the paired sentences below. Match each one with situation a) or b).

1	Inflation has fallen by 1%.	b	a)	Two years ago it was 4%. Last year it was 3%.
2	Inflation fell by 1%.	a	b)	Last month it was 4%. This month it is 3%.
3	I think I've lost the file.		a)	I can't find the file. I wonder where I put it?
4	Sorry, I lost the file.		b)	The file has gone and I'll never find it.
5	Has Jane called this morning?		a)	Jane promised to call this morning. It's 11 am.
6	Did Jane call this morning?		b)	Jane promised to call this morning. It's 2 pm.
7	Sales improved.		a)	Last year sales were poor. This year they are better.
8	Sales have improved.		b)	Sales were poor initially. A year later they were better.
9	How long have you worked here?		a)	In 1999.
10	When did you start working here?		b)	Since 1999.

Exercise 3 C

Complete the sentences with a suitable time expression from the list below.

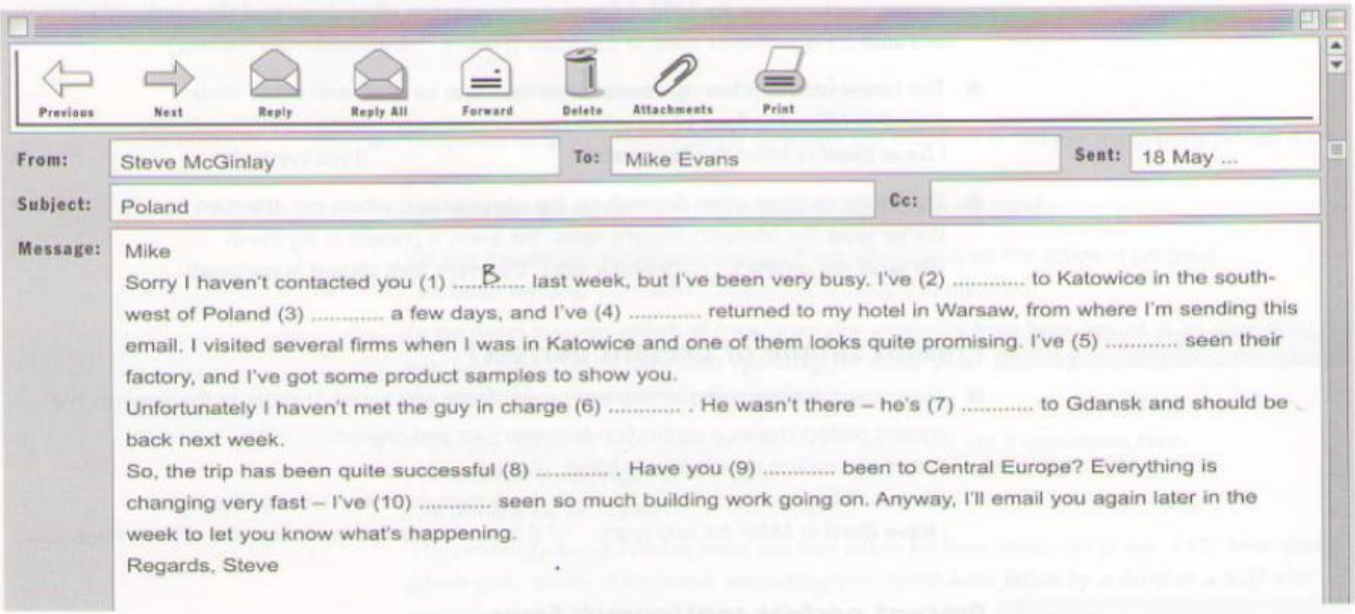
~~already~~ yet ever never just for since always

1 The goods will be with you soon. They've already left our warehouse.
2 I've ..... had a great idea! Why don't we launch a new range of colours?
3 We've known each other ..... more than twenty years.
4 I've ..... used my credit card on the Internet. I don't think it's safe.
5 I haven't had a chance to speak to Magda ....., but I'm sure she'll agree.
6 I've ..... worked in insurance, ever since leaving university.
7 I'm sorry he hasn't called you back. He's been in a meeting ..... lunchtime.
8 Have you ..... been to São Paulo? It's completely different from Rio.

LIVEWORKSHEETS

Exercise 5 C D

Read this email from Steve, the Purchasing Manager of a UK importer, who is in Poland on a business trip. Complete the email by choosing the correct alternative from A, B, C or D below.



1	A for	B since	C just	D so far
2	A going	B gone	C being	D been
3	A for	B since	C already	D so far
4	A now	B been	C just	D so far
5	A yet	B already	C been	D gone
6	A just	B already	C now	D yet
7	A going	B gone	C being	D been
8	A so far	B yet	C just	D now
9	A yet	B since	C ever	D never
10	A yet	B since	C ever	D never

Exercise 1 A

Underline the correct words.

1 Yesterday *I phoned / I've phoned* the bank about my overdraft.
2 I *work here / have worked here* since the end of last year.
3 Your taxi *has just arrived / just arrived*.
4 We're enjoying our trip. We *have made / made* a lot of useful contacts.
5 *I've seen / I saw* Hugh Hopper a few days ago – he sends his regards.
6 We *went / have been* to an interesting seminar last week.
7 Today *has been / was* really busy – and it's only lunchtime!
8 Today *has been / was* really busy. It's 7 pm – I'm going home.
9 I'm afraid Patrizia *left / has left* the office an hour ago.
10 I'm afraid Patrizia isn't here – she *left / has left* the office.

LIVEWORKSHEETS

Exercise 2 A B

Complete the sentences by putting the verbs in brackets into either the present simple, past simple or present perfect.

1 The company is doing very well. Last year sales went up (go up) by 15%, and so far this year they have gone up (go up) another 12%.
2 We ..... (operate) all over Latin America. Recently we ..... (set up) branches in Peru and Ecuador.
3 This ..... (not look) like the right block. Are you sure we ..... (come) to the right address?
4 ..... (you/see) my laptop? I'm sure I ..... (leave) it here earlier.
5 I ..... (just/met) Andrew from Sales. ..... (you/know) him?
6 I ..... (never/speak) to him, but I ..... (speak) to his assistant on the phone yesterday.
7 I ..... (work) for WorldCom now – I ..... (be) there for more than five years. ..... (you/know) WorldCom?
8 I ..... (work) for WorldCom since last year, but now I ..... (want) to change jobs. ..... (you/hear) of any vacancies?

Exercise 4 A

Complete this dialogue by putting the verbs in brackets into the correct form of the past simple or present perfect. Use contractions where possible.

VICTORIA: Hi, Sue. I (1) haven't seen (not/see) you for ages!
SUE: Hi. No, I'm sorry. I (2) ..... (not/be) in touch with anyone recently ... I (3) ..... (be) really busy.
VICTORIA: Oh, what have you been up to then?
SUE: Well, you know I (4) ..... (leave) my job in January so that I (5) ..... (can) go freelance as a graphic designer?
VICTORIA: Yes, I remember, you (6) ..... (talk) a lot about that last year. How's it going?
SUE: Well, it (7) ..... (be) a really difficult year so far. I (8) ..... (never/do) anything like this before ... it's much harder work than I (9) ..... (imagine). (10) ..... (you/ever/be) self-employed?
VICTORIA: No, never, although I (11) ..... (often/think) about it. So, why has it been so difficult?
SUE: Well, at the beginning I (12) ..... (have) two or three good clients – and, you know, people that I (13) ..... (know) for many years, like Tom Pierce. And since then I (14) ..... (have) a lot of interest from different companies, but none of them (15) ..... (become) regular customers.
VICTORIA: What about advertising in the specialist magazines?
SUE: I (16) ..... (already/do) that. I (17) ..... (put) an advert in Design Monthly a couple of months ago, but I (18) ..... (not/get) any replies.
VICTORIA: Oh, dear, well, (19) ..... (put) up a website with examples of your work?
SUE: Yes, I (20) ..... (just/finish) it. Would you mind having a quick look at it and tell me what you think of it?

LIVEWORKSHEETS