Business communication | Networking

1 Discuss questions 1–3 with a partner.

1 Do you ever attend networking events?
2 How important is networking in your job?
3 In what other situations do you need to network with people?

2 ▶1.4 The Culham Health Trust is holding an event for its key personnel, staff and fundraisers. Listen to the extracts from two different conversations. Write notes about the jobs and responsibilities for these people.

Luc Akele: _____
Jo Johansson: _____
Walter Mayer: _____

3 ▶1.4 Listen to the conversations again. Tick (✓) the person who says each expression.

Conversation 1	Hannah	Jo	Luc
1 I want you to meet …			
2 Nice to meet you.			
3 What do you do, exactly?			
4 I'm afraid I have to go now.			
5 It was nice meeting you, too.			
6 I'd like to keep in contact.			
7 Do you have a card?			

Conversation 2	Dr Mayer	Hiroko
8 Let me introduce myself.		
9 I'm delighted to meet you.		
10 Please, call me Walter.		
11 I'm very pleased to meet you, too.		
12 Here's my card.		
13 Which part of Japan are you from?		
14 It was nice meeting you.		
15 I look forward to hearing from you.		

4 Which conversation is more formal? Give reasons for your answer.

» For more exercises, go to **Practice file 1** on page 106.

5 Work with a partner. Practise a networking conversation with your own jobs and responsibilities using this flow chart.



6 Stand up with your partner from **5** and meet other students in the class. Introduce your partner to other students and continue networking.

Key expressions

Introducing yourself
Hi / Hello / Good evening.
I'm …
Let me introduce myself.
I don't think we've met (before). I'm …
Please, call me (Walter).

Exchanging greetings
Nice to meet you, (too).
I'm very pleased to meet you. / I'm delighted to meet you.

Introducing other people
I want you to meet …
This is …
I'd like to introduce you to …

Asking about personal details
What do you do, exactly?
Where are you from?
Which part of … are you from?

Keeping in contact
Do you have a card?
Here's my card.
I'd like to keep in contact.

Ending the conversation
I'm afraid I have to go now.
It was very nice to meet you.
It was nice meeting you, (too).
I look forward to hearing from you.

LIVEWORKSHEETS

1 | Practice file

Working with words

1 Match 1–8 to a–h to make sentences.

1 Our firm specializes _b_
2 I'm responsible ___
3 Both our roles consist ___
4 We work ___
5 I work as ___
6 She works in ___
7 They're in ___
8 He deals ___

a for the company accounting and general finance.
~~b in furnishings and household design.~~
c the areas of pharmaceuticals and hospital supplies.
d with all the enquiries from clients in our northern region.
e of leading small teams of people on projects.
f charge of dealing with after-sales and client services.
g a sales assistant for an engineering firm.
h with each other most of the time.

2 Complete 1–6 in the email with a verb from A and a preposition from B.

A
charge responsible consist specialize work deal

B
in of with for of

Hi Burcu,

Thanks for your email and congratulations on the new position! They couldn't pick a better person to be in [1]_____ _____ their sales team in Ankara. It'll be hard to be [2]_____ _____ all those different people at first but I'm sure you'll manage.

With regard to your request for a good translator, I do know someone based in London. Most of her work tends to [3]_____ _____ translating technical documents, and I think she might [4]_____ _____ English-German translations. However, she's also fluent in Turkish, so I'm sure she could [5]_____ _____ your type of sales literature.

Let me know if you'd like me to contact her. I'm sure you'd find her easy to [6]_____ _____.

Best

Gerald

Business communication

1 Rick Parry is a buyer for a supermarket chain. He is introducing a colleague, Marcel Grover, to Patti Kline, the representative of a key supplier. Complete their conversation with words from the list.

this is ~~I want you to meet~~ what do you do I'm very pleased really here's my nice to meet you it was nice

Rick Marcel, [1]_I want you to meet_ one of our guests. Marcel, [2]_____ Patti Kline. She works with Longridge, one of our biggest suppliers.

Marcel [3]_____ to meet you, Patti.

Patti [4]_____, too. So Marcel, [5]_____ exactly?

Marcel Well, I'm in charge of all our stores in the south of England.

Patti [6]_____? That must be very demanding. You know, a lot of responsibility.

Marcel Well, I don't do everything alone. I've got a good team.

Rick Sorry, I need to talk to someone over there. [7]_____ seeing you, Patti. Keep in touch.

Patti Sure. [8]_____ card.

2 Read the beginning and end of another conversation. Put the words in *italics* in the correct order.

Greg Good afternoon.

met / I / think / we've / don't / before
[1]_I don't think we've met before_. I'm Greg Wilkes from the National Bank.

Jen *to / delighted / meet / I'm / you*
[2]_____, Mr Wilkes. My name's Jen Mills.

Greg *call / please / Greg / me*
[3]_____. I see you're from Research and Development.

Jen *are / which / of / you / from / the / US / part*
[4]_____?

Greg Boston, though I spend a lot of time in Europe these days. Anyway, *have / to / I'm / I / now / afraid / go* [5]_____.

Jen Sure. *to / meet / nice / you / it / very / was*
[6]_____.

Greg It was very nice to meet you, too. I'd like to keep in touch. *have / you / a / card / do*
[7]_____?

Jen Here you are. *I / hearing / forward / from/ to / look / you* [8]_____.

LIVEWORKSHEETS

Business communication | Exchanging contact details

1 How much information do you keep about your work contacts? Tick (✓) the type of information you keep.

___ Email	___ Website	___ Work address
___ Home address	___ Mobile number	___ Office number
___ Home number	___ Picture	___ Name of spouse
___ Name(s) of children	___ Birthday	___ Other?



2 How difficult is it to organize contact information these days? Why?

3 ▶2.3 Listen to a phone conversation between two colleagues, Raul and Mirella. Complete the missing information from a business card.

Name: Leif _____

Office: _____

Email: _____

Company website: _____

4 ▶2.3 Match expressions 1–8 to responses a–h. Then listen again and check.

1 Could you give me his details? ___
2 Can I have his number? ___
3 Sorry, can you repeat that? ___
4 So that's 96 7 55 6745. ___
5 And do you spell his last name with one N or double N? ___
6 Sorry, was that E-R or A-R? ___
7 Do you have his email? ___
8 What's his company's web address? ___

a A as in apple. So it's Gunnarson.
b Yes, it's double 0 46 for Sweden. And then 967 double 5 6745.
c It's www.SBNshipping.se/sales. The SBN is in upper case letters.
d Double N. So that's G-U-N-N-A-R-S-O-N.
e Yes, that's it.
f It's leif.gunnarson@sbnshipping.se
g Yes, sure.
h His mobile or his office?

» For more exercises, go to **Practice file 2** on page 108.

5 Prepare for a similar conversation with your partner. Write down a last name, a phone number, email and company web address.

6 Take turns to ask for and give the contact details using these prompts. Afterwards, check the information is correct.

1 Can / last name?
2 What / number?
3 Could / give / email?
4 Do / company web address?

7 Work with a partner and practise two similar phone conversations. **Student A**, turn to **page 137. Student B**, turn to **page 142.**

Key expressions

Asking for contact details

Could you give me her details?
Can I have his number?
What's your web address?
Do you have his/her email?

Saying phone numbers and emails

00 = double zero / zero zero / double oh
Say phone numbers in groups: 095...745...6745
@ = at . = dot / = slash
_ = underscore – = dash
lower case = a, b, c, etc.
UPPER CASE = A, B, C, etc.

Checking numbers and spelling

So that's ...
Do you spell that with one N or double N?
A for apple. / A as in apple.
A not E.

Asking for repetition and clarification

Can you say that again?
Can you repeat that?
Is that E-R or A-R?
Sorry, was that E-R or A-R?

LIVEWORKSHEETS

2 | Practice file

Working with words

1 Complete the sentences with the phrases from the list.

~~*flexitime*~~ *overtime* *home-working* *core hours*
lunch break *public holiday* *paternity leave*
unpaid leave *annual leave* *statutory pay*

1 I work *flexitime*, so I can start and finish my working day whenever I like.
2 Our employees' _____ _____ are between ten and four, when they have to be in the office.
3 Last week, I worked for 55 hours, so I did 20 hours _____.
4 I work from home once a week because my company has a system of _____-_____.
5 With maternity leave, the first 12 weeks are fully paid and then you receive 27 weeks' _____ _____, which is less.
6 I rarely take a _____ _____. I usually keep working and eat my sandwich at my desk.
7 In many countries, 1st January is a _____ _____.
8 Nowadays, more fathers are taking _____ _____ to help with a new baby.
9 Last year, I took six months _____ _____ to travel round the world. It was a great experience but I missed receiving a salary!
10 I need to take the rest of my _____ _____ before the end of the year or I'll lose it.

2 Choose the correct words (a, b or c) to complete 1–6 in the text.

According to research by Peran Kandola, a business psychology firm, 86% of employees also see a link between their moods and how well they do their work. How can this help us at work?

- Take control. If you don't like the terms and [1]_____ at your company, do something about it. Talk to someone or maybe even change jobs.
- Don't work late every day or be the person who always says, 'I'll work [2]_____!' It'll only end up with you needing to take [3]_____ leave.
- Keep your body healthy as well as your mind. Try cycling to work or do exercise during your [4]_____ like a walk round the building.
- Aim for a good work-life [5]_____. Make time for your family and friends. Make sure you take time off when you need it and always take your full [6]_____.

1	a conditions	b agreements	c employment
2	a core hours	b overtime	c unpaid
3	a annual	b statutory	c sick
4	a holiday	b lunch break	c unpaid leave
5	a balance	b day	c flexible
6	a paternity leave	b annual leave	c flexitime

Business communication

1 Put the words in the correct order to make questions in a phone conversation.

a last name / what / his / 's
What's his last name?
b say / can / that / you / again
_____?
c his / have / number / can / I
_____?
d that / is / case / lower / all
_____?
e GSA / or / that / was / GSI
_____?
f me / you / give / that / could
_____?

2 Now complete 1–6 in the conversation with the questions a–f from **1**.

Katja Hello, Katja speaking.
Niki Hi, Katja. It's Niki.
Katja Oh, hi.
Niki You know the man we met yesterday?
Katja Paul?
Niki Yes. [1]_____
Katja Bicknell. Paul Bicknell.
Niki Thanks. [2]_____
Katja Sorry, I don't have it but I do have his email.
Niki That's great. [3]_____
Katja Yes, sure. It's p dot bicknell at …
Niki Sorry, [4]_____
Katja P dot bicknell at GSI dot org.
Niki [5]_____
Katja I as in India.
Niki Thanks. [6]_____
Katja GSI is upper case.
Niki So that's p dot bicknell at GSI dot org.
Katja That's right.

3 Write the email addresses, URLs and phone numbers.

1 It's g, e, c at hotmail dot com.
_____
2 My number's double zero, double four, three one nine, double four, oh one oh.
_____
3 My email's Lydia underscore forty-nine, at yahoo dot d for dog, t for Turkey.
_____
4 The new website is www dot, about dash, me, dot com, slash courses, underscore online.
_____

LIVEWORKSHEETS

Business communication | Updating and delegating tasks

1 How often do you have meetings with people in your department or team? How important is it to receive regular updates on everyone else's work?

2 ▶3.5 Ramon is leading his department meeting. Listen to part of the meeting and complete his notes on the discussion.

Recruitment

- Update:[1] *They have recruited frontline staff but they need to interview for the post of manager.*
- When:[2] _____
- Problem: Sue needs[3] _____
- Action: Eloise will[4] _____

Induction training

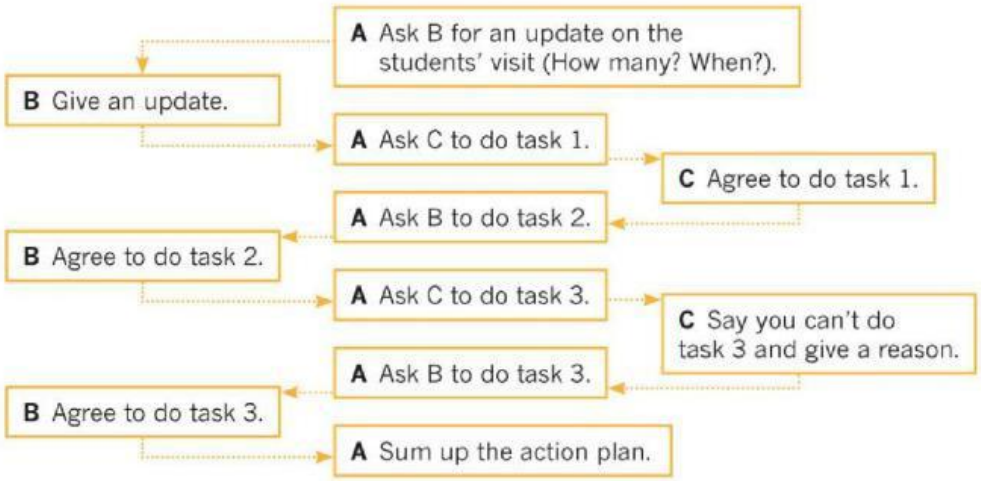
- Update:[5] *Xavier scheduled induction training for new frontline staff.* _____
- When:[6] _____
- Problem:[7] _____
- Action:[8] _____

3 ▶3.5 Look at these expressions from the meeting. Listen again and number the expressions 1–12 in the order you hear them.

1 Can you update me on that?
___ Sorry, but I've never run induction training before.
___ Eloise is going to interview with Sue.
___ Is that something you can help with?
___ Let's check we all know what we're doing.
___ What's happening with that?
___ Can anyone else help you?
12 Let's meet again in three weeks' time.
___ I'd like you to help if possible.
___ Would you like to help with that?
___ Yes, no problem.
___ I'd do it, but I'm away as well that week.

» For more exercises, go to **Practice file 3** on page 110.

4 Work in groups of three. Ten business students are visiting your company on the 23rd. You need to book a room for the talk (task 1), get name badges (task 2), organize refreshments (task 3). Have a short meeting using the flow chart.



5 Work with a partner. Ask for and give updates about two projects. **Student A,** turn to **page 137. Student B,** turn to **page 142.**

Key expressions

Asking for an update
Can you update me on ...?
What's the progress on ...?
How's everything going?
What's happening with ...?
Where are we with ...?

Giving an update
We've done/finished/completed ...
So far, so good.
Everything's on track.
We're currently (verb + *-ing* ...)

Delegating
Is that something you can help with?
Can anyone else help you?
Would you like to help with that?
I'd like you to help ...
Yes, no problem. / I'll do it.
Sorry, but ... / I'd do it, but ... / I'm afraid I can't do it.

Summing up the action plan
So, let's check we all know what we're doing ...
You're going to ... and I'm going to ...
Let's meet again in two weeks to review the situation/progress.

LIVEWORKSHEETS



4 Services & systems

Starting point

1 What types of online services do you use?
- Online banking
- Cloud storage
- Newsfeeds
- Others?

2 What are the benefits of these services?

3 Does your company offer any online services? Tell the class about them.



Working with words | Services and systems

1 How often do you use apps? Which app do you find most useful? How does it help you?

2 Read reviews of three apps and answer these questions for each one.
a What are the main benefits of the app?
b What type of person would use this kind of app?

★★★★½

Was this review helpful?

Yes 1,469
No 27

'A HANDY APP'

This **handy** app lets you book a taxi and reduce your waiting time. It uses the GPS on your phone to find the nearest driver. You can even see all the taxis within a mile of you. The system sends you a text with an **accurate** waiting time. Once your taxi arrives, you receive another text to check the driver's identity, so it's all very safe and **secure**. And the really nice part is that you don't need to hand over any local currency to the driver because your credit card is automatically charged.

★★★★

Was this review helpful?

Yes 1,672
No 15

'SIMPLE AND USER-FRIENDLY'

Many people say meetings are the worst part of their job but, for me, arranging the meetings is worse! Emailing everyone, waiting for their replies and then working out when everyone is available can take longer than the meeting itself. For an **efficient** way to organize a meeting, this simple, **user-friendly** app makes it easier for you to schedule a meeting by offering everyone a choice of time slots. You tick the time slots that are possible and the app decides which time slot suits the majority. Automatic reminders mean there's no excuse for being late.

★★★★★

Was this review helpful?

Yes 1,803
No 9

'HIGHLY RECOMMENDED'

This app allows you to keep track of all your investments in one place. **Up-to-date** newsfeeds allow you to log into any stock market in the world and follow the daily ups and downs, and **high-quality** infographics illustrate the latest trends. I highly recommended it for any investors on the move.

3 Would you be interested in these apps? Do you already use something similar? Why/Why not?

LIVEWORKSHEETS

3 | Practice file

Working with words

1 Put the letters in brackets in the correct order to make words that match the definitions.

1 something available to exploit and use: *resources* (ESCRORUSE)
2 timetable of activities: _____ (CSEHDLUE)
3 news on how something is progressing: _____ (UTEPAD)
4 money spending plan: _____ (BDTUGE)
5 the last day for finishing a piece of work or project: _____ (ADENDELI)
6 working together: _____ (EAWKTMRO)
7 practical abilities: _____ (LSIKLS)

2 Match 1–8 to a–h to make sentences.

1 It's always difficult to allocate *a*
2 You need to learn how to delegate ___
3 What I like about my boss is she always lets me get ___
4 We're falling ___
5 It's difficult to stay within ___
6 If we continue like this, we should meet ___
7 Hi, Melinda, it's Hanna, I need to get an ___
8 I'm sure we'll be able to catch ___

~~a resources – skilled staff are in short supply.~~
b behind schedule, so we all need to work this weekend.
c update on how the project is progressing.
d tasks – you can't possibly do everything yourself.
e up – there are three more weeks left.
f on with my work on my own.
g budget – we always overspend.
h the deadline without too much trouble.

3 Complete the email with the correct form of words from **2**.

Dear Jan,

I'm afraid it looks like we are not going to be able to meet the [1]_____ next Friday. We've fallen behind [2]_____ because we were not [3]_____ sufficient [4]_____. We need more [5]_____ with the appropriate skills to be put on the project immediately. Of course, this does mean that we won't be able to stay within our [6]_____ either. I will send you an [7]_____ after our team meeting this afternoon to let you know what is decided.

Very best wishes,

Graham

Business communication

1 Complete the conversation with the words from the list.

~~*on track*~~ *happening with* *anyone else* *so far* *we're currently* *let's check* *help with* *update me* *let's meet* *where are*

Henry Right, so everything's [1] *on track* with accommodation. What's next on the list? Ah yes, before I forget, Melinda, can you contact the car hire people for the VIPs?
Melinda I'd prefer not to if that's OK. I'd do it but I'm really busy with the caterers.
Henry Oh really? What's [2]_____ them?
Melinda The usual problems with menu changes – which is why I can't take anything else on.
Henry As Melinda's busy, is that something you can [3]_____, Martin?
Martin Sure, no problem.
Henry Thanks, Martin.
Martin You're welcome.
Henry And [4]_____ we with replies to the invitations, Rebecca?
Rebecca I've sent them out but [5]_____ waiting for replies from 70 people.
Henry That many? Can [6]_____ help you check if they're coming?
Rebecca No, I can manage. I'll ring them individually over the next two days.
Henry Thanks, Rebecca. OK Ralph. Can you [7]_____ on briefing the media?
Ralph [8]_____ so good. I've sent out a press release and a few journalists have already confirmed.
Henry Good, so [9]_____ we all know what we're doing. Melinda is dealing with the caterers, Rebecca is handling the invitations, Martin is handling the car hire firm and Ralph has volunteered to deal with the media. OK, if that's everything, [10]_____ again in a week to review progress.

2 Put the words in *italics* in the correct order to complete the conversation.

Kevin Express Printers, Kevin speaking.
Ludo Hi Kevin, it's Ludo here. *everything / going / 's / How* [1] *How's everything going* with our brochures?
Kevin So far so good. *almost / we / finished / 've* [2]_____.
Ludo Great, so *track / everything / on / is* [3]_____?
Kevin Yes, but we need somebody to deliver them.
Ludo Well, *something / I / is / can / that* [4]_____ help with? Call me when they're ready and I can come and collect them.
Kevin OK. Great.
Ludo Good. So to sum up, you're going to make sure they're completed *I / going / 'm / to / and* [5]_____ collect them.

LIVEWORKSHEETS

4 Match the positive adjectives in **bold** in the text in **2** to adjectives 1–7 with the opposite meaning.

1 difficult-to-use _____
2 incorrect _____
3 unsafe _____
4 poor-quality _____
5 useless _____
6 old _____
7 time-consuming _____

5 Complete these sentences with a positive or negative adjective from **4**.

1 Online ordering is more _____ than going to a shop. It saves you lots of time and these days orders arrive within hours.
2 Our automatic downloads help to keep your computer software _____.
3 My online banking is very _____ because it always asks for your username, PIN code and password.
4 Cloud storage is a _____ way to store your files and access them easily from anywhere.
5 Travelling to meetings takes so long. I think video-conferencing would be much less _____.
6 Why is this photocopier so _____? I never know how to print on both sides of the paper!
7 Our new track and trace app lets you know the progress of your delivery with a precise location and an _____ estimate for the time of delivery.

6 Which of the adjectives in **4** could you use to describe the following services and systems?

- Online banking
- Passport control at an airport
- System for booking a meeting room at work
- A childcare service for working parents

7 ▶4.1 Listen to three people talking about a service or system in **6**. Make notes about each question in the table.

1 Which service or system is each person talking about?
Speaker 1:
Speaker 2:
Speaker 3:
2 Does the speaker think it makes life easier? Give reasons for your answers.
Speaker 1:
Speaker 2:
Speaker 3:

Tip | *let*

Verbs such as *help*, *allow* and *enable* are usually followed by an object + infinitive with *to*. However, the verb *let* is followed by an object + infinitive without *to*:
*This app **lets you** ~~to~~ **download** your boarding card.*

8 These sentences are from the reviews of the apps in **2** and the listening in **7**. Underline the correct verb in *italics*. In two sentences, both verbs are possible.

1 This simple, user-friendly app *helps / makes it easier* for you to schedule a meeting.
2 This handy app *lets / enables* you book a taxi.
3 This app *allows / makes* you to keep track of all your investments in one place.
4 The system of colour coding *lets / helps* you see if a room is free.
5 They've even introduced a new self-service system which *enables / allows* you to put your passport on a screen and walk through.

» For more exercises, go to **Practice file 4** on page 112.

9 Think of three more services and systems which make your life easier. Tell your partner about the benefits of these services and systems.

Example: *Online video-conferencing is an efficient way to communicate and lets us talk to our overseas staff.*

LIVEWORKSHEETS



Language at work | Comparative forms and modifiers

1 What types of software and online systems does your company use? How do they help your work?

2 Ercho Management Systems has received user feedback on its new warehouse management systems software. Complete the comments with the correct form of the adjectives in brackets.

Please leave your comments below:

1 'So far, there have been fewer mistakes. The new system seems *far* _____ (accurate).'

2 'It takes *a little* _____ (long) to learn how to use it.'

3 'When existing customers place an order, it's *slightly* _____ (easy) to find their information.'

4 'It's much faster and *a lot* _____ (time-consuming) than the old system was.'

5 'The old system was *almost* as _____ (user-friendly) as this upgrade, but I think the new customer-profile option on this version makes life easier.'

3 Look at the modifiers in *italics* before each comparative adjective in **2**. Complete the explanations in the *Language point*.

LANGUAGE POINT

1 We use *much*, _____ and _____ to talk about big differences.
2 We use *a bit*, _____ and _____ to talk about small differences.
3 Before *as* + adjective + *as*, we use *nearly* and _____ to talk about small differences.

» For more information, go to **Grammar reference** on page 113.

4 ▶4.2 Listen to part of a phone conversation between an after-sales representative from Ercho and a user of their software. Complete the representative's notes about the new version.

User feedback on …	Better?	Big difference?	Comments?
the new version of the software	Y / N		
using the customer-profile system	Y / N		
filling in the order forms	Y / N		

5 ▶4.2 Listen again and write the missing words.

1 Do you think it's _____?
2 Overall, it works a lot _____ than the old version.
3 You could find a profile almost as _____.
4 The options are a lot more _____.
5 Staff are filling it in a little _____.

6 Which comparative forms in **5** are adjectives and which are adverbs?

» For more exercises, go to **Practice file 4** on page 113.

Tip | Comparative adverbs

Most comparative adverbs use *more* + *-ly*:
*We need to work **more** quickly.*
Note that some adverbs are irregular:
*We did **well/badly**.*
→ *We did **better/worse**.*

LIVEWORKSHEETS

4 | Practice file

Working with words

1 Replace the words in *italics* in 1–8 with the words from the list and rewrite the sentences.

secure ~~*user-friendly*~~ *handy* *up-to-date* *accurate* *time-consuming* *poor quality* *efficient*

1 Everything about this app is really *easy to understand and operate.*
Everything about this app is really user-friendly.

2 The new café round the corner is a bit expensive, but it's so *convenient* for lunch.

3 How *correct* are these figures? They don't appear to add up.

4 All your information is stored on state-of-the-art servers, so it's very *safe* from identify thieves.

5 You take a numbered ticket at the bank now instead of queuing. It's really *good for reducing the time.*

6 I'd like a report on the situation which is detailed and *says what's happening now!*

7 This new software seems to have made doing the monthly payroll *take up more of my day* compared to the old system.

8 The graphics on this new version are really *not very good given the price.*

2 Complete the sentences with the phrases from the list. Then underline the correct verbs in *italics.*

Having a financial adviser *Flying business class*
Hiring a consultant *Online banking*

1 _____ *helps / allows* the company look at problems objectively and consider all the possibilities.
2 _____ *makes / allows* me to concentrate on earning the money and not on what to do with it.
3 _____ *lets / makes* it so much faster than going to a building and waiting with everyone else.
4 _____ *lets / allows* me get a decent night's sleep and saves the cost of a hotel room.

Business communication

1 Complete the sentences with words from the list.

allow *convinced* *find* *happens*
problems *question* *seem*

1 One of the biggest _____ is that the Wi-fi signal is very weak.
2 That's a good _____.
3 What _____ if I press this flashing button?
4 I'm not _____ that the new motor is faster. To me, it seems slower.
5 Even though it's automatic, will it _____ me to save my work manually?
6 It might _____ complicated now but, in fact, it'll become clear when you start using it.
7 I'm sure you'll _____ it much easier to use once you get used to it.

2 Complete the conversation with the phrases from the list.

another useful feature is *it'll let*
the main benefit is *it's also a lot less*
makes things easier *make your life easier*
will it let *that's probably true*

A So, this is the new photocopier. [1] _____ that it's faster and can do larger amounts at one time. [2] _____ time-consuming to use because it's programmable.
B [3] _____ me copy on both sides of the paper?
A Yes, of course. [4] _____ you copy on two sides, put two pages on one side and reduce and enlarge pages. Everything really. I'm sure you'll find it will [5] _____.
B [6] _____, but it still looks rather complicated.
A It might seem like that at first but, in fact, it's very user-friendly and [7] _____.
B What happens if I select this button that shows a double-sided option with a staple?
A Well, [8] _____ that the photocopier can staple pages together.
B Really?
A Yes, try it.

LIVEWORKSHEETS

7 Work with a partner. Make sentences to compare two financial software products on the market. Use the information in the table and the modifiers + adjective or adverb below in the comparative form.

Example: *Financepro is a lot cheaper than Accounter 3.1.*

a lot / cheap almost / secure far / up-to-date a little / easily much / quickly

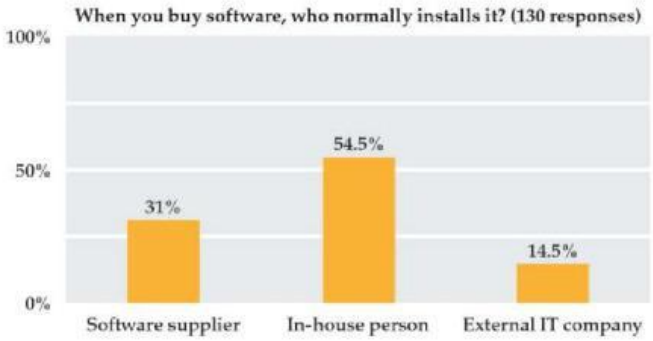
	Financepro	Accounter 3.1
1 Price?	$499	$710
2 Easy-to-use?	Staff can learn to use it easily.	Staff can learn to use it very easily.
3 Security features?	Secure	Very secure
4 Technical support?	They can help within 24 hours.	They can help within one hour.
5 Most recent version?	Two years old	Last month

8 Make a similar table of notes about one of your company's products or services in comparison to your main competitor. Then work with a partner and tell each other about your product or service.

Example: *We're a bit more expensive than our competitor, but …*

Practically speaking | How to be approximate

1 Ercho Management Systems recently surveyed businesses about their management software needs. The graph below shows the results for one of the questions. How many people responded to the question? How do most companies install new software?



2 ▶4.3 Listen to someone describing the results in the table. Write the missing words for approximating numbers.

130: _____ _____ one hundred 31%: _____ a third

54.5%: _____ half 14.5%: ___ _____ _____ 15%

3 Match the language for approximating in 1–4 to the synonyms in a–d.

1 well over	a almost
2 nearly	b just below
3 a little under	c around
4 about	d well above

4 Work with a partner. Take turns to describe these numbers in different ways.

Example: *Nearly a quarter / Just below a quarter.*

24% 1,002 37% 240 49% 67%

5 Tell your partner approximate numbers or percentages for your company and country. Talk about:

- annual turnover
- number of part-time employees
- number of customers
- population
- inflation
- unemployment

Example: *My company's annual turnover is just over three million a year, I think.*

Tip | Fractions

We often use fractions for approximate numbers:
a fifth = 20%
a quarter = 25%
a third = 33%
(a) half = 50%
two-thirds = 66%
three-quarters = 75%

LIVEWORKSHEETS



Business communication | Explaining features and benefits

1 A company wants to use a new type of software. Read about its key features and discuss questions 1–2 with a partner.

1 What concerns do you think some employees might have about this software?
2 How could the company explain the benefits of the software to the employees?

Key features

- The software tracks when an employee starts and ends work from when they log on and off or when they switch their computer on and off.
- It monitors the number of hours worked and sends this information to payroll.
- The mobile app enables employees to log on from home or when travelling.

2 ▶4.4 Listen to an IT trainer explaining the features of the new software to a group of employees. Make notes about:

1 the main benefits of the software
2 the employees' questions and concerns

3 ▶4.4 Match 1–10 to a–j to make sentences and questions from the discussion. Then listen again and check.

1 The main benefit is ___	a log on from a hotel?
2 It's a lot more accurate because ___	b it automatically knows how many hours you've worked each month.
3 One of the problems is that ___	c the payroll feature.
4 What happens if I ___	d have to adjust the settings on our computers?
5 That's a good ___	e it's possible to do that every time you're abroad.
6 But wouldn't that require us to ___	f your manager has to fill in a form for each of you.
7 It might seem that you'd need to adjust your settings, ___	g but in fact the software can do this automatically.
8 Will it let me ___	h question.
9 I'm not convinced that ___	i forget to log on in the morning when I start work?
10 I'm sure you'll find it much ___	j easier to use than the current system.

» For more exercises, go to **Practice file 4** on page 112.

4 Work with a partner. Read about a new company system below and make two lists:

1 A list of the benefits of this system. How can it make things better?
2 The problems of this system. What objections might employees have?

Afterwards, present your list to the class and share your ideas.

A company wants to introduce a new system to improve employee performance. The key features of the system are:

- Managers measure the performance of employees in their departments.
- Each employee has a meeting with their manager at the end of every month to discuss their performance.
- Managers can give bonuses for an excellent performance.
- The company will introduce an 'employee of the month' award.

5 Work with the same partner. You are going to discuss the features and benefits of the new system. **Student A**, turn to **page 138**. **Student B**, turn to **page 142**.

Key expressions

Explaining the features and benefits

The main benefit is ...
It'll let you / It'll make it easier to / It'll help you to / It'll enable you to ...
Another useful feature is ...

Comparing services and systems

It's a lot more accurate / It's a lot less time-consuming because ...
The new system will be much ...
One of the problems is that ...

Asking questions and expressing concerns

Will it let me / allow me to ...?
What happens if ...?
But wouldn't that ...?
I'm not convinced that ...
I have a question, too.

Handling questions and concerns

That's a good question.
That's true, but ...
It might seem ..., but in fact ...
I'm sure you'll find it much ...

LIVEWORKSHEETS

Language at work

GRAMMAR REFERENCE

Comparative forms and modifiers

Form

1 Add *-er* to one- and some two-syllable adjectives and to adverbs with the same form as adjectives.
small → smaller
fast → faster
If the adjective or adverb ends in *-y*, change the *-y* to an *-i* and add *-er*.
happy → happier
2 Double the consonant after a vowel at the end of short adjectives.
hot → hotter
big → bigger
thin → thinner
3 Some adjectives and adverbs are irregular.
good/well → better, bad/badly → worse
4 Add *more* to adjectives and adverbs with two or more syllables.
accurate → more accurate
quickly → more quickly
5 Add *than* after the comparative form to compare two things.
Carole is more sociable ***than*** *Vincent.*

Use

1 Use the comparative to compare two or more things or people.
This new system is ***better*** *than the old one.*
2 To say something is the same, use *as* + adjective + *as*.
It's ***as accurate as*** *the old system.*
3 To say something is different, use *not as* + adjective + *as*.
It ***is not (isn't) as efficient as*** *the old system.*

Modifying comparative adjectives and adverbs

Use modifiers to talk about differences in the size of the comparison.

1 Big differences: *much, far, a lot, a great deal.*
Sales are ***far bigger*** *this year than last year.*
We sold out ***much more quickly*** *this year.*
Before *as* + adjective + *as*, use *not anything like.*
Sales were ***n't anything like as*** *big* ***as*** *last year's.*
2 Small differences: *a bit, a little, slightly, marginally.*
Sales were ***a bit better*** *this year.*
Overall, we did ***a little better*** *this year.*
Before *as* + adjective + *as*, use *nearly* or *almost.*
There were ***nearly as*** *many customers last night* ***as*** *there were at Christmas.*

1 Complete the guidelines for designing a website with the correct form of the adjectives in brackets.

To be effective, websites must always score much [1] *higher* (high) in what 'usability guru', Jakob Nielsen, calls 'the three Fs'.

Functional

First of all, a website must be as [2]_____ (easy) to use as anyone else's. Badly-designed sites don't function as [3]_____ (good) as their competitors' and so they lose a lot more business. Another point is that sites which are successful are continually looking at how they can be even [4]_____ (friendly) to the user.

Fast

The second F is to be [5]_____ (fast) than the rest. Customers won't want to use the website if downloading pages on the site is [6]_____ (slow) than on other sites.

Familiar

The final F is familiarity. A site which is [7]_____ (original) than its competitors' may look good, but in the end it will be [8]_____ (popular) if it's similar to other websites and users know how it works and what it does.

2 Adrian Sewell's company is looking for a new website designer. He is discussing the options with two members of his team. Read this information and underline the correct words in *italics* in their conversation.

Fritz Neff	Experience: 5 years Salary expectation: very high Style: modern Sickness record: 1 day last year
Maria Mendes	Experience: 4 years, 6 months Salary expectation: medium Style: traditional Sickness record: 0 days last year
Jean Petit	Experience: 2 years Salary expectation: medium / low Style: experimental Sickness record: 11 days last year

Adrian So, Katie, Guy – what do you think of our candidates?

Katie Well, I think we should choose Maria. She is [1]*a lot / more* experienced [2]*as / than* Jean, and she didn't take any days off due to sickness last year.

Guy Yes, but I think Jean would be better [3]*than / that* Maria. He's more dynamic and his salary expectations are also [4]*a bit / a lot* lower than hers.

Adrian Well, I disagree with both of you. I think we should go for Fritz. His designs are [5]*slightly / more* up-to-date than Maria's and that's important for our image. And his sickness record is [6]*a little / much* better than Jean's and only [7]*a bit / a great deal* worse than Maria's.

Katie Yes, but Maria is [8]*almost as / not nearly as* experienced as Fritz, and her salary expectations are [9]*far / a bit* lower.

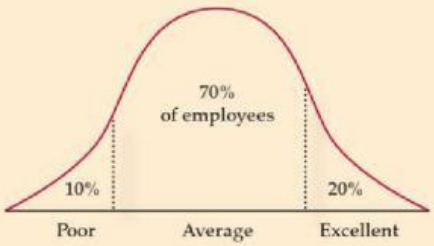
Adrian I think we can talk to Fritz about salaries …

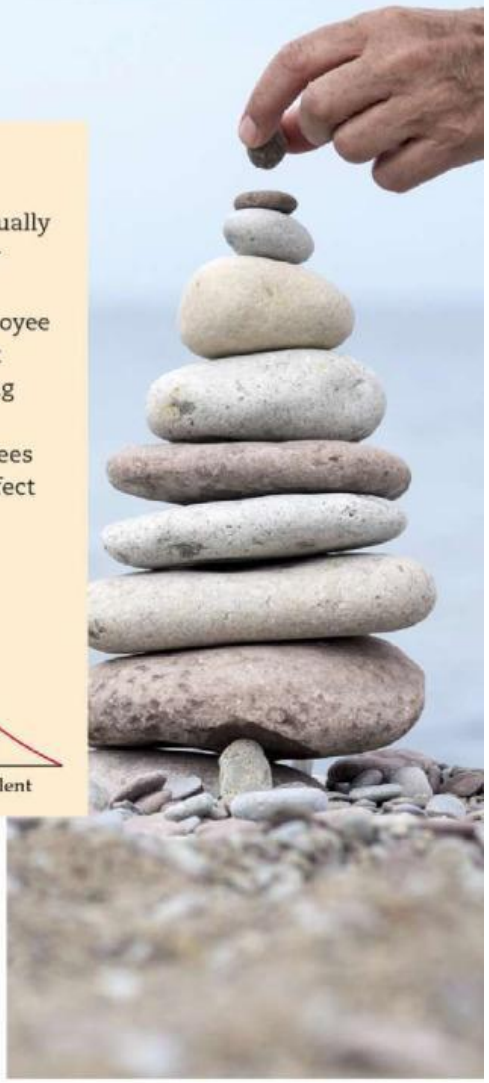
LIVEWORKSHEETS

TALKING POINT

Stack ranking

Many companies have systems to rate their employee's performance, but one of the more controversial systems is called 'stack ranking'. It's based on the idea that in any company, you have about 20% of the employees whose work is excellent and they are the future managers. Then you have the majority of employees (around 70%) who are average and, finally, 10% of employees are ranked as 'poor'. One argument for the system of 'stack ranking' is that it increases employee motivation: the idea is that by ranking a group of employees according to these percentages the system encourages healthy competition between employees and allows managers to identify (and eventually get rid of) the bottom 10%. Many companies have tried this or similar systems of ranking employee performance. However, in recent years many companies, including Microsoft, have abandoned the system because, overall, employees hated it and it had a negative effect on performance.





Discussion

1 Why do you think the article describes the system of stack ranking as controversial?

2 What are the arguments for and against the system of stack ranking? Can you think of any more arguments for and against this system?

3 Overall, do you think it is a good or bad system? Why?

Task

1 Imagine you work for a company with a system of 'stack ranking'. You are going to role-play a meeting between managers and employees at the company. Work in groups of four. Decide which two are managers and which two are employees.

2 Work with your partner and prepare your positions before the meeting.

- Managers: Before you meet the employees, make a list of arguments for stack ranking in your company but also be prepared to make some changes to the current system in order to improve employee performance.
- Employees: Before you meet the managers, make a list of arguments against stack ranking in your company and prepare a list of changes to the current system in order to improve employee performance.

3 When both sides are ready, start the meeting. Allow time for managers and employees to present their arguments and then discuss possible changes. Try to reach an agreement.

4 After the meeting, each group presents their changes to the rest of the class.

LIVEWORKSHEETS