



UNIT 1.1 Communication in business

1. Read the text and circle A or B to choose the suitable option to fill in the following sentences.

BRITONS BEATEN TO CITY JOBS BY STUDENTS WITH OTHER LANGUAGES

Continental competitors with better language skills are beating British graduates to jobs in the city of London and jobs in commerce. Businesses are no longer prepared to accept a monolingual workforce and the inability of otherwise well-educated Britons to speak a language other than English is becoming a handicap.

Eurostar, which runs trains between London, Paris, and Brussels, needs staff who can speak English, French, and Dutch. French and Belgian graduates cope much better in these languages than their British counterparts. A spokesman for the London Chamber of Commerce said: "This is because they seem to be better at speaking second languages to a higher level, with, where necessary, appropriate technical knowledge". The food and drink group *Diageo* has decided that 'knowledge of more than one language' demonstrated that a candidate had the ability to 'think across cultural boundaries', which is important in the business world.

1. City businesses have realized that

A. knowing one language is not enough. B. they are less competitive than before

2. People who are at English, French and Dutch can easily find jobs with *Eurostar*.

A. good B. limited

3. French and Belgian graduates are successful with *Eurostar* because they

A. are better trained B. combine languages with something extra

4. suggests that language and cultural awareness go together.

A. *Diageo* B. *Eurostar*

2. Listening: Listen to the conversation and then practise speaking. Try to act out in class. B = Bob, J = Jim, P = Paula

B: Hello, Jim. This is our new intern, Paula Atkins.

J: Nice to meet you, Paula. I'm Jim David. I work in¹. P:² to meet you, Jim.

J:³ will you be with us?

P: About⁴ months, maybe longer. B: OK, Jim, see you later.

J: Bye, Paula,⁵ your visit.

B: Now, Paula, how about a⁶? Tea or coffee?

3. Underline the correct alternative in italics, as in the example.

1. I'll write the appointment in my *agenda* / diary.
2. We'd better *fax* / *photocopy* the form directly to them.
3. They've got a wonderful *e-mail* / *website*; you really should visit it.
4. *Mobile* / *portable* phones aren't permitted in this restaurant.
5. My *computer monitor* / *notebook* is so light that I take it everywhere.
6. I'll *email* / *voice-mail* the details to her straight away.
7. I'd like this *memo* / *screen* to be circulated to all departments.
8. We use a motorcycle *courier* / *mail* service for delivering important documents to clients.

4. Match 1- 8 with replies a-h below to form pairs of exchanges from telephone calls, as in the example. Listen again and check.

A	B
1.....e.....I don't know the times of the trains.	a. At last! I've been trying to get through to you all day.
2.....Would you like to leave a message?	b. Have you tried looking it up in the phone book?
3.....I'm afraid I can't hear you. It's a really bad line.	c. Hold on, I'll see if she's here today.
4.....Simon Green speaking.	d. Yes. Could you ask him to call me back, please?
5.....I'd like to speak to Mr. Moore on extension 868, please.	e. Don't worry. I'll ring up the station.
6.....Can I speak to Julia, please?	f. Thank you caller, I'm putting you through.
7.....I'm sure he's there.	g. OK, I'll hang up and try again.
8.....I can't find her number anywhere.	h. So am I, but sometimes he won't pick up the phone.