

# Unit 1

# Contacts



Vocabulary: **Contacts**

Language: **to be**

Career skills: **Introducing yourself**

Writing: **Email introducing yourself**

## Vocabulary

**1** What is the nationality of people from these countries?

- |           |                |          |       |
|-----------|----------------|----------|-------|
| 1 Spain   | <u>Spanish</u> | 5 Poland | _____ |
| 2 The USA | _____          | 6 The UK | _____ |
| 3 Brazil  | _____          | 7 Russia | _____ |
| 4 China   | _____          | 8 Japan  | _____ |

**2** Find the eight nationalities above in the word search.

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

**3** Which places in the box are countries and which are continents? Match the countries with the continents.

<del>Africa</del>	France	India	(North) America	Asia
<del>Kenya</del>	Europe	Argentina	Canada	(South) America

Country	Continent
Kenya	Africa

**1** Read the article and choose the correct answer a–c to complete the sentences.

- 1 British business people usually give their business cards ... b
  - a at the start of a meeting.
  - b after a meeting.
  - c at dinner.
- 2 In the UK, people often start meetings by ...
  - a singing a song.
  - b giving a presentation.
  - c talking about general subjects.
- 3 People often send new business contacts ...
  - a an email.
  - b a letter.
  - c a memo.
- 4 British people socialise ...
  - a only with friends.
  - b only with family.
  - c with colleagues and business contacts.

**2** Underline the correct words in *italics* to make true sentences about the article.

- 1 Business contacts are often from the *same* / different countries.
- 2 It is / isn't usual to have a breakfast meeting.
- 3 People often have *video* / *telephone* conversations with business contacts.
- 4 It is / isn't OK to smoke in restaurants.
- 5 It is a *good* / *bad* idea to talk about religion and politics with new business contacts.

## The Economist

### Reports

# Business etiquette in London

London is an international city. Business contacts are often from different countries. Here is some information about British business etiquette.

### Business cards

- British people often give their business cards at the end of a meeting.

### Meetings

- In the UK, people are usually on time for meetings. The meeting sometimes starts with polite conversation. Then people talk about business.
- Meetings are usually in work hours (9am–5pm). It isn't usual to

have breakfast meetings.

### Communication

- In the UK, new business contacts often communicate by email. Then people have telephone conversations or meetings to talk about business.

### Socialising

- British people often socialise with their work colleagues and business contacts. They sometimes go to the pub or for an informal dinner in a restaurant.
- It isn't possible to smoke in offices, pubs or restaurants.
- These conversation subjects are OK in Britain: public transport, the weather, sport, house prices, the



news. It isn't a good idea to talk about religion, politics or salaries.

- A business lunch isn't always in an expensive restaurant. Sometimes lunch is a sandwich and a coffee at work or in a café.

**1** Complete the conversation with the correct form of *to be*.

- 1 Are you Natasha Cole?
- 2 No, I'm not Natasha West.
- 3 Ah, yes, you're working with GLK Bank.
- 4 Yes, I'm working a marketing manager at GLK.
- 5 What's Maurice Wallis with your company?
- 6 No, he isn't. He's working with Merton Bank.
- 7 Justin and I are with Hologate Finance. We're not accountants.
- 8 Is Hologate Finance an American company?

**2** Correct the mistakes in these sentences.

- 1 ~~Are~~<sup>Is</sup> Tomas a salesperson?
- 2 Jack is a architect.
- 3 Kim and Agnes is from South Africa.
- 4 Is Lee mechanic?
- 5 We are an designers.
- 6 Chloe's isn't a receptionist. She's a teacher.

## Writing

**1** Write sentences about these people.

1



Geraldine Hill  
Country: The USA  
Harvard Business School

2



Ahmed Mazra  
Country: Kuwait  
Job: architect

3



Karin and Wilhelm  
Country: Germany  
Job: designers

- 1 Geraldine Hill's American. She's a student.
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

**2** Alex Wilson has a business contacts magazine. Write an email (20–30 words) to Alex with information about you (your name, nationality and what you do). Then compare your answer with the suggested answer on page 91.

Dear Mr Wilson

Here is some information about me for your business contacts magazine.

I'm ...

Listening 1

Listen to three conversations and choose the correct answer a–c to complete the sentences.

- 1 The conversation is between a woman and a ...
  - a manager at work.
  - b friend in the office.
  - c person in a shop.
- 2 Franco is ...
  - a a student.
  - b a teacher.
  - c an architect.
- 3 The conversation is between a man and ...
  - a an employee from the same company.
  - b a new business contact.
  - c his mechanic.

Listening 2

1 Claudine and Vincent are at a conference. Listen and complete Claudine's business card. Circle the correct information in *italics*.



INDUSTRIES

Claudine <sup>1</sup> *Hardy / Harris*

<sup>2</sup> *IT / Sales manager*

<sup>3</sup> *VPN / MPG Industries*

<sup>4</sup> *New York / Sydney*

2 Listen again and complete the conversation with the words in the box.

And you do company isn't manager ~~I'm~~  
 Australian Pleased with American

- Claudine: Hi. <sup>1</sup> I'm Claudine Harris.
- Vincent: Hello. <sup>2</sup> \_\_\_\_\_ to meet you, Claudine. I'm Vincent Hardy.
- Claudine: What <sup>3</sup> \_\_\_\_\_ are you with, Vincent?
- Vincent: I'm with MPG Finance. <sup>4</sup> \_\_\_\_\_?
- Claudine: I'm <sup>5</sup> \_\_\_\_\_ VPN Industries.
- Vincent: What do you <sup>6</sup> \_\_\_\_\_?
- Claudine: I'm a sales <sup>7</sup> \_\_\_\_\_. And you?
- Vincent: I'm an accountant. Is VNP an <sup>8</sup> \_\_\_\_\_ company?
- Claudine: No, it <sup>9</sup> \_\_\_\_\_. It's <sup>10</sup> \_\_\_\_\_. I work in the Sydney office.