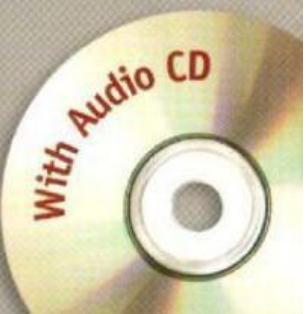




# Intelligent Business

## Workbook

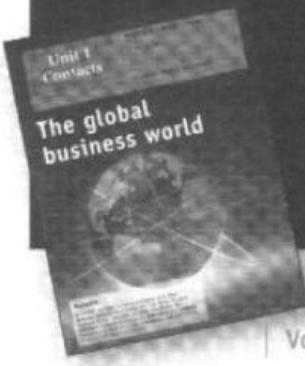
Elementary  
Business English



The  
Economist

# 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	<i>Spanish</i>	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.

<b>Africa</b>	France	India	(North) America	Asia
<b>Kenya</b>	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.

## Language check

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

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

## 2 Correct the mistakes in these sentences.

- 1 Is 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.

①	②	③
<p>Dear Mr Wilson</p> <p>Here is some information about me for your business contacts magazine.</p> <p>I'm ...</p>		

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 <sup>1</sup> *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.