



Intelligent Business

Skills Book

Elementary
Business English



Unit 1

Make the first contact

Introduce yourself

Check information

Introduce yourself at reception



Task 1A

Individually

Objective: Introduce yourself to a partner

Step 1 Preparation

Complete the conversation with your personal information.

A: Hello. I'm _____ [your name]. I'm from _____ [your country].
I'm with _____ [your company].

OR

I'm a student at _____ [your school, college or university].

B: Nice to meet you.

Pairs

Step 2 Practice

Introduce yourself to the person next to you. Use the phrases from the conversation above. Practise again with one or two other people sitting near you.

Building vocabulary

Jobs

1 Which of these jobs do you know? Use a dictionary to help you.

accountant architect engineer finance manager
lawyer sales manager receptionist secretary

2 What other jobs do you know? What is your job title in English?

Task 1B
Whole class

Objective: Introduce yourself to the class

1 Introduce yourself to the rest of your class. Say your name, nationality, company and job. If you are not in work, choose a company and job that you would like to have.

2 What are the different jobs of the people in your group? What are the different nationalities?

CD 1 Listening 1

1 Three people arrive for a company training course. Listen to them introducing themselves. Are they all different nationalities?

2 Listen again. Are these statements true or false? Correct the false statements.

- | | |
|---|------------------------------|
| 1 Mr Morris is American. | <i>False – He's British.</i> |
| 2 Ms Davidsson is British. | |
| 3 The German is a sales manager. | |
| 4 The British man is a finance manager. | |
| 5 Two people are sales managers. | |

3 Listen again and write the first name of the British man.



Grammar reference: *to be*, page 83

What do you say? 1

Checking information

1 Match the questions 1–8 with the answers a–h.

- | | |
|--|-------------------------|
| 1 Are you British? | a Tony Wilson. |
| 2 Where are you from? | b W-I-L-S-O-N. |
| 3 What company are you with? | c Yes. I'm an engineer. |
| 4 Sorry, what's your company name again? | d It's BP. |
| 5 What's your job? | e I'm an engineer. |
| 6 Can you say that again? | f I'm with BP. |
| 7 What's your name? | g No, I'm not. |
| 8 Sorry, can you spell that? | h I'm from Canada. |

2 Practise the questions and answers with a partner.



Strategies: Introducing yourself, page 76



Task 2
Pairs

Objective: Check information

1 Find out about your partner. Follow the instructions below.

- Take turns to ask and answer questions (see 1-8 on page 7) to find out the name, company, job and nationality of your partner. Write the information in the table. Ask your partner to spell his/her name and company name. Check the information: ask your partner to say difficult words again.
- Student A turn to page 97.
- Student B write the information in the table below.

2 Change roles and repeat the task.

- Student B turn to page 102.
- Student A write the information in the table below.

Name	
Company	
Job	
Nationality	

CD 2 Listening 2

1 A visitor to a company comes to the reception desk and introduces himself. Listen to the conversation and answer the questions.

- 1 Does the visitor want to see Sonia Brown or Julia Brown?
- 2 Where is Mrs Brown at the moment?
- 3 Complete the receptionist's question:
Can you wait about _____ minutes?
- 4 At the end of the conversation, the receptionist gives something to the visitor. Is it:
 - a a business card?
 - b a visitor's badge?
 - c a cup of coffee?



2 Listen again and complete the visitor's book with information about the visitor.

Visitors' book

Name of visitor	Company	To see	Signature
Carol Springer	Kiddels & Co	Chris Maserati	C. Springer
A. Mackintosh	Red Plastics plc	Raine Lewis	A. Mackintosh

What do you say? 2

At reception

Complete the conversation.

Visitor: ¹ _____ morning. My ² _____ Maria Sanchez.
³ _____ here to see Mr Jackson.

Receptionist: Peter Jackson or Alan Jackson?

Visitor: I'm ⁴ _____ sure.

Receptionist: ⁵ _____ his _____?

Visitor: Sales manager.

Receptionist: That's Peter Jackson. Just a ⁶ _____. I'll call him.
 Hello? Reception here. Maria Sanchez is ⁷ _____ to see
 Peter Jackson. ⁸ _____ sorry, Ms Sanchez. Mr Jackson
⁹ _____ in his office at the moment. ¹⁰ _____ in a
 meeting. ¹¹ _____ wait about five minutes?

Visitor: Yes, ¹² _____.

Receptionist: Here is your visitor's ¹³ _____. ¹⁴ _____ have a seat.

Visitor: ¹⁵ _____.

Task 3 Pairs

Objective: Introduce yourself at reception

Role-play a conversation between a visitor and a receptionist. Take turns to be the visitor.

- Student A turn to page 97.
- Student B turn to page 100.

Summary

In this unit, you have learnt to:

- introduce yourself
- ask questions to check information
- introduce yourself at reception

Unit 2

Talk about jobs

Introduce someone

Introduce your team

Describe your daily routine



Warm up

What information do you usually give about a person when you introduce them in a business situation? What information do you give in a social situation? Choose from the following.

- ☐ name
- ☐ home town
- ☐ nationality
- ☐ company
- ☐ family
- ☐ interests
- ☐ job title
- ☐ department (e.g. finance, personnel, marketing)

CD 3 Listening 1

1 Listen to two introductions. Which one is a business situation? What information do you hear about each person?

2 Listen again. Mark the boxes above 1 (first introduction) or 2 (second introduction).

What do you say? 1

Introducing other people

CD 3

Tick (✓) the phrases you hear in each introduction in *Listening 1*. Listen again and check.

Intro 1 Intro 2

- | | | |
|--------------------------|--------------------------|--|
| ☐ | ☐ | Can I introduce ...? |
| ☐ | ☐ | This is ... |
| ☐ | ☐ | He/She lives in ... |
| ☐ | ☐ | He/She works for ... in the ... department |
| ☐ | ☐ | He/She likes ... |
| ☐ | ☐ | He/She is interested in ... |



Grammar reference: Present simple affirmative, page 84

Task 1

Objective: Introduce someone

Individually

Step 1 Preparation

Write six things about yourself (personal or work, or both). Give your list to a partner.

Groups of up to 6

Step 2 Practice

Introduce your partner to the other people in your group, using their list. It can be a business or social situation.

Building vocabulary

Describing jobs

What do these people do in their jobs? Choose a verb from column A and a phrase from column B below to complete the job descriptions. Use a dictionary to help you.

- 1 A project co-ordinator co-ordinates projects.
- 2 A conference organiser _____.
- 3 A marketing executive _____.
- 4 A sales representative _____.
- 5 A customer services manager _____.
- 6 A personnel officer _____.
- 7 A finance manager _____.
- 8 An IT service engineer _____.

A

co-ordinates
works
deals with
organises
sells
maintains
controls
hires

B

new employees
company products
the budget
computer equipment
conferences
the problems of customers
in marketing
projects

1 A sales manager introduces her team to a visitor. Listen and match the names with the jobs.

Name	Job
1 Janine Parks	a department secretary
2 Fiona Quigley	b conference organiser
3 Ben Thomas	c sales manager
4 Wayne Carr	d sales representative
5 Zoe James	e customer services manager
6 Gina Scott	f sales representative

2 Listen again. Are these statements true or false?

- 1 Fiona Quigley is responsible for sales in the north.
- 2 Ben Thomas is in charge of the sales department.
- 3 Zoe James is in charge of customer services.
- 4 Wayne Carr is responsible for communication.
- 5 Gina Scott is responsible for organising sales conferences.

3 What is each person in the team responsible for?

4 What do Ben, Wayne and Zoe do in their jobs? Choose from the following.

answer the telephone answer questions arrange meetings
organise conferences deal with problems travel take messages
visit customers work in the office

Task 2

Groups of
2 or 3

Objective: Introduce your team

1 Each person choose a job. Introduce yourself and explain 'your' job to the rest of the group.

- Group A choose from list A below.
- Group B choose from list B.
- Then go to the back of the book to find out the job responsibilities and main activities.

A

Marketing manager (Turn to page 97.)
Export sales assistant (Turn to page 98.)
Advertising manager (Turn to page 104.)

B

Web designer (Turn to page 100.)
IT project manager (Turn to page 101.)
IT service engineer (Turn to page 102.)

Hello. I'm [name] and I'm a/an [export sales assistant]. I'm responsible for / in charge of [sales to other countries]. In my job, I [travel a lot].

Group A + B

2 Take turns to introduce the people in your group to another group. Remember to ask for spelling or repetition if you don't understand.



Strategies: Introducing other people, page 76

Task 3**Objective: Describe your daily routine**

Individually

Step 1 Preparation

1 Wayne Carr, the customer services manager from *Listening 2*, describes his daily routine. Number the activities in the order that he does them each day.

- ☒ 1 I usually travel to work by train.
- ☐ 2 I leave work at 5 or 5.30pm.
- ☐ 3 I start work at 8.30am.
- ☐ 4 In the afternoon, we sometimes have a team meeting.
- ☐ 5 The first thing I do is read my emails.
- ☐ 6 In the evening, I often go out with my colleagues.
- ☐ 7 I usually have lunch at 12 o'clock.



2 Write down six or eight activities from your daily routine. Use the phrases in bold above.

Pairs or small groups

Step 2 Practice

Tell your partner or partners about your daily routine.

Summary

In this unit, you have learnt to:

- introduce someone in business and social situations
- introduce other people in your team
- describe your daily work routine

Unit 3

Talk about companies

| Describe a company

| Check numbers

| Exchange company information



Warm up

People often talk about their company when they meet new contacts, for example at conferences, in sales situations or when they meet someone on an aeroplane. What kind of information do people usually give? Choose from the following.

- ☐ Company name
- ☐ Kind of company (for example: retail, services or manufacturing) or industry
- ☐ Location of headquarters
- ☐ Number of employees
- ☐ Name of the CEO
- ☐ Other? _____

Building vocabulary

Industries

Match the companies 1-8 with the industries a-h. Use a dictionary to help you. What other industries do you know?

- | | |
|---------------|---------------------|
| 1 Samsung | a airline |
| 2 Lloyds | b retail |
| 3 Nestlé | c computer services |
| 4 Qantas | d electronics |
| 5 Exxon Mobil | e food production |
| 6 Nissan | f insurance |
| 7 Microsoft | g oil / petroleum |
| 8 Wal-mart | h car manufacturing |

CD 5 Listening 1

1 Listen to four people describing their company. Which industry does each person work in?

- | | |
|---------|---------|
| 1 _____ | 2 _____ |
| 3 _____ | 4 _____ |

2 Listen again. Complete the information each person gives about their company.

- 1 Posies sells _____.
- 2 Hassel is based in _____.
- 3 The Rexoil headquarters are in _____.
- 4 Kim Sung has _____ in many countries.

What do you say? 1
Pairs



Describing a company

Find information about a company at the back of the book. Use the language below to write six sentences about it. (Don't tell your partner about your company yet.)

Student A: Axa (Turn to page 99.)

Student B: Hyundai (Turn to page 100.)

The company is called ...

It's a manufacturing / retail / services company.

It produces ... / sells ... / develops ... / makes ...

It's an American / a Japanese / a French / [other nationality] company.

It's based in [country].

The headquarters are in [place].

Task 1
Pairs

Objective: Describe a company

1 Take turns to describe 'your' company (Axa or Hyundai) to your partner.

2 Tell your partner about the company where you work, or about another company that you know.

CD 6 Listening 2

1 Pascual Santander talks to Helen Scott about his company, Delicias, which is based in Chile. Listen and write down the number he gives for the following.

- 1 Number of subsidiaries: _____
- 2 Number of factories: _____
- 3 Number of employees: _____
- 4 Sales: _____ USD

2 Listen again. Number the check questions in the order that you hear them.

- ☐ Can you repeat that number, please?
- ☐ Sorry, is that 13 or 30?
- ☐ Sorry, can you say that again?
- ☐ So, that's twelve factories?



Strategies: Talking about numbers, page 77

Task 2
Pairs

Objective: Check numbers

Your partner will give you some numerical information about a company. Use the questions from *Listening 2* to check each number. When you are sure about the number, write it down.

- Student A use the company information below.
- Student B turn to page 100.

Koa Papers (manufactures paper products)

Subsidiaries: 40

Factories: 9

Employees: 11,000

Sales: 900 million USD

What do you say? 2

Asking questions about a company

Match the questions with the answers.

- | | |
|---------------------------------------|-----------------------------------|
| 1 What's the name of your company? | a In the UK. |
| 2 What kind of company is it? | b Harry Flanagan. |
| 3 What does it make / sell / produce? | c No, it doesn't. |
| 4 Where are the headquarters? | d It's a manufacturing company. |
| 5 Does it have subsidiaries? | e It's called Keele Machines Ltd. |
| 6 How many employees are there? | f About 980. |
| 7 What are your sales figures? | g It makes office equipment. |
| 8 Who is the CEO? | h £120 million a year |



Grammar reference: Present simple negative, question and short answer, page 84

Task 3
Pairs

Objective: Exchange company information

Talk about company information. Follow the instructions below.

- Take turns to ask and answer questions about a company. If you don't have the answer, you can say *I don't know*. Ask your partner questions and write the information in the profile below. Remember to check numbers and spelling.
- Student A turn to page 97.
- Student B turn to page 101.

Company profile

Company name	
Kind of company or industry	
Products / Services	
Location of headquarters	
Subsidiaries	
Number of offices / stores	
Location of offices / stores	
Number of employees	
Sales	
Name of CEO	

Summary

In this unit, you have learnt to:

- describe your company
- give numbers and check numbers
- ask and answer questions about other companies



Writing 1

Emails 1

Introduce yourself

Write an email with questions

What do you write? 1

1 Read the following information.

When you join a new team, it is usual to introduce yourself. Some teams don't meet very often because they work in different places. These team members usually communicate by phone and email.

2 Sanjay Bidi joins a team of computer consultants and introduces himself. Read the email and complete the table below with information about Sanjay.



Name	
Age	
Nationality	
Job title	
Job activities	
Work experience (number of years)	
Home town	
Interests	

3 Answer the questions about Sanjay's email.

- 1 How does Sanjay start the email?
- 2 How does he end it?

4 Look at some other ways to start and end emails. Mark each one S for starting and E for ending an email.

- | | |
|--|--|
| ☐ <i>Yours sincerely</i> (formal) | ☐ <i>Dear + name(s)</i> (for 1 or 2 people) |
| ☐ <i>Kind regards</i> | ☐ <i>Dear all</i> (for more than 2 people) |
| ☐ <i>Hi / Hello</i> (informal) | ☐ <i>Best wishes</i> |

Task 1**Objective: Introduce yourself**

You join a marketing team as a web designer. Your job is to design the company website. You have three years' experience in web design. Use other real information about yourself or make up information and write an email to introduce yourself to your new colleagues.

What do you write? 2

1 Read the following information about Jarrets.

Jarrets is a computer services company with a lot of young employees. The employees often meet in their free time and there are a number of company clubs, for example, football, table tennis, swimming, music and photography. The human resources department wants the following information about each club:

- | | |
|---------------------|-----------------------------|
| 1 The club's name | 4 How often members meet |
| 2 Activities | 5 Where they meet |
| 3 Number of members | 6 Name of the club's leader |

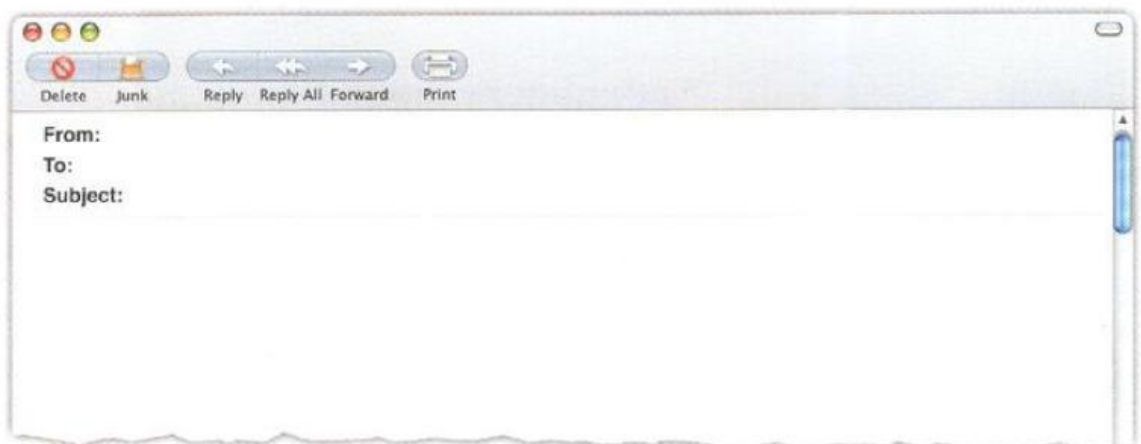
2 Put these words in the correct order to make questions. Then match the questions with the points 1-6 above.

- a there / are / members / How / many ?
- b do / you / often / meet / How ?
- c name / What / club / the / of / your / is ?
- d Who / leader / the / club's / is?
- e do / you / What / do ?
- f meet / Where / you / do?

Task 2**Objective: Write an email with questions**

You work in the human resources department at Jarrets. Write one email that you can send to all the clubs. You can use the phrases below. Decide how to start and end the email, and add the questions.

- The human resources department wants to collect details of all the company's clubs.
- This information is useful for new employees in the company.
- Can you please answer some questions about your club?
- Many thanks for your help.



Grammar reference: Articles, page 85