

Coursebook

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with
Digital Resources
access code inside

A1

Business Partner

Your Employability Trainer

1.1

Nice to meet you

Lesson outcome

Learners can introduce themselves and others and say where they are from.

Lead-in 1A 1.01 Listen and match 1-3 with a-c.

- 1 Lena, this is Jorge.
 - 2 I'm Kathy.
 - 3 Excuse me.
- a I'm Irish.
 - b Are you Miss Sato?
 - c He's from Spain.

B 1.02 Complete the dialogues with the sentences in Exercise 1A. Then listen and check.



A _____



B _____



C 1c

Vocabulary

Countries and nationalities

2 Match the flags with the countries in the box.

Brazil India Japan
Mexico Poland



1 Poland



2 _____



3 _____



4 _____



5 _____

3A Choose the correct word.

- 1 Miguel is Mexico / Mexican.
- 2 Marcin is from Poland / Polish.
- 3 Paola is Brazil / Brazilian.
- 4 Suresh is from India / Indian.
- 5 Shoko is Japan / Japanese.

B 1.03 Complete the dialogues. Use the countries and nationalities in Exercise 3A. Then listen and check.

1 **Miguel:** Marcin, this is Paola. She's 1 Brazilian.

Marcin: Hi, Paola. Nice to meet you.

Paola: Nice to meet you, too. Where **are** you from, Marcin?

Marcin: I'm 2.

Paola: Are you from Warsaw?

Marcin: No, I'm **not**. I'm from Krakow.

Paola: And **are** you from 3, Miguel?

Miguel: Yes, that's right.

2 **Suresh:** Are you 4, Shoko?

Shoko: Yes, I **am**. I'm from Tokyo. And you?

Suresh: I'm from 5.

Shoko: And where **is** Paola from?

Suresh: She's from 6.

4 1.04 Complete the tables. Then listen and check.

Countries	Nationalities
Argentina	Argentinian
<u>1 Brazil</u>	Brazilian
China	Chinese
<u>2</u>	German
India	<u>3</u>
Ireland	<u>4</u>

Countries	Nationalities
<u>5</u>	Japanese
<u>6</u>	Mexican
Poland	<u>7</u>
<u>8</u>	Spanish
the UK	British
the USA	American

T Teacher's resources:
extra activities

Communicative grammar

INTRODUCTIONS

→ Grammar reference: page 105

I'm (= I am) from Poland.

You/We/They're (= You/We/They are) from Brazil.

He/She/It's (= He/She/It is) from Spain.

Are you/they from Poland?

Yes, I am. / Yes, they are.

No, I'm not (= I am not). / No, they aren't (= they are not).

What's (= What is) your name?

Where are you from?

I'm not (= I am not) from Poland.

You/We/They aren't (= You/We/They are not) from Brazil.

He/She/It isn't (= He/She/It is not) from Spain.

Is he/she/it from Poland?

Yes, he/she/it is.

No, he/she/it isn't (= he/she/it is not).

I'm (= I am) Kathy.

My name's (= My name is) Mark.

This is Julia.

'm 'm not are (x4)
aren't is isn't 's

Teacher's resources:
extra activities

5 1.05 Complete the dialogue with the words in the box. Then listen and check.

Hans: Hello, I¹ 'm Hans.Maria: Hi, Hans. My name² is Maria.

Hans: Nice to meet you.

Maria: Nice to meet you, too.

Hans: ³ Where are you from? you from Argentina?Maria: No, I⁴ am not. I'm Brazilian.

Hans: Is your boss Brazilian?

Maria: No, she⁵ isn't. She's from Mexico.

Mike: Maria! Hello!

Maria: Hi, Mike! And Lisa! Hans, this⁶ is Mike and Lisa. They⁷ are from the UK.

Hans: Nice to meet you.

Mike: Nice to meet you, Hans.

Lisa: Hi.

Hans: ⁸ Where are you from? you from London?Lisa: No, we⁹ are not. We¹⁰ are from Liverpool.

VIDEO



6 1.1.1 Watch the video and answer the questions.

1 Watch Part 1. Are the sentences true (T) or false (F)?

a Her name is Asako. b She is Japanese. c She's a Designer.

2 Watch Part 2. Answer the questions.

a Are they German? b Are they from Warsaw? c Is she an Office Manager?

3 Watch Part 3. Answer the questions.

a What's his name? b Where is he from? c What's his nationality?

7A Work in pairs. Take turns meeting each other and introducing yourselves. Talk about your name, nationality and job.

A: Hi. My name's Luis. I'm Spanish.

B: Hi, Luis. I'm Lise.

A: Where are you from?

B: I'm German. I'm from Berlin. Where are you from?

A: I'm from Spain - from Madrid.

B Now work with another pair. Take turns introducing yourself and your partner. Ask questions.

C Put the words in the correct order. Say goodbye to each other.

you later see

TASK

Self-assessment

I can introduce myself and others and say where we are from.



1.2

Can you fill this in, please?

Lesson outcome

Learners can complete a form giving personal details about themselves.

Lead-in

- 1 1.06 Look at the employee identification card. Complete the dialogue with the words in the box. There is one extra word. Then listen and check.

address email address ID card number passport phone number

- Leah:** What's your ¹ _____, Jacek?
Jacek: It's 28 Oak Road, London, W55 1TF.
Leah: What's your ² _____?
Jacek: It's 124232.
Leah: What's your ³ _____?
Jacek: It's j.iwaniec@ccce.com. All lower case.
Leah: OK, thanks. And what's your ⁴ _____?
Jacek: It's 020 7946 0800.



Vocabulary

Personal details

- 2 Look at the hotel guest information. Match 1-9 with a-i.

- a first name / given name 2
 b surname / last name _____
 c title _____
 d nationality _____
 e middle name _____
 f postcode / zip code _____
 g home address _____
 h passport / ID card number _____
 i phone/mobile/cell number _____

HOTEL IQBAL: GUEST INFORMATION

¹Mr ²Wilhelm ³Ernst ⁴Schmidt
⁵Chausseestrasse 41
 Teterow, Germany
⁶17161
 T: ⁷03996 55 06 78
 E: W_Schmidt@net-mail.com
⁸German
⁹Identification card number T29445678
 One room, two nights
 Leisure/Business

- 3 Write information about yourself.

HOTEL ARKADIA: GUEST INFORMATION

TITLE: MR / MS / OTHER _____ FIRST NAME _____
 MIDDLE NAME _____ SURNAME _____
 HOME ADDRESS _____ POSTCODE _____
 EMAIL ADDRESS _____ MOBILE NUMBER _____
 NATIONALITY _____ PASSPORT / ID CARD NUMBER _____
 ARRIVAL DATE _____ ARRIVAL TIME _____

→ page 96 See Pronunciation bank: The alphabet

1 2 3 4 5 6 7
 W_Schmidt@net-mail.com

- 4A Match 1-7 with a-g.

- a dot _____ c hyphen _____ e lower case n _____ g all lower case _____
 b at _____ d underscore _____ f capital W _____

- B 1.07 Listen and practise saying the email address in Exercise 4A.

- C 1.08 Listen and write the email addresses.

- 1 ben@abc.net 4 _____
 2 _____ 5 _____
 3 _____

- D Practise saying email addresses. Ask your classmates.

What's your email address?

It's jorge underscore gomez at net hyphen mail dot com. It's all lower case.

Reading and listening

Filling in forms

5A  1.09 Look at the new employee registration form. Then listen to Anna's phone conversation and complete the form.



NEW EMPLOYEE REGISTRATION

Surname ¹ Weber
 First name ² Anna
 Gender: ³ male ☐ female ☐ other ☐
 Nationality ⁴ _____
 Marital status: ⁵ single ☐ married ☐ other ☐
 Email address ⁶ _____
 Phone / mobile / cell number ⁷ _____
 Emergency contact number ⁸ _____
 ID card / Passport number ⁹ _____
 Healthcard # _____

Phone numbers



0	00	22	653-3340
oh	double oh	double two	six five three, double-three four oh
zero	zero zero	two two	six five three, three three four zero

→ page 112 See Numbers

B Match 1–6 with a–f. Then listen again and check.

- | | |
|---------------------------|-----------------------|
| 1 What's | a nationality? |
| 2 Can you | b your surname? |
| 3 What's your | c that, please? |
| 4 Sorry, could you repeat | d spell that, please? |
| 5 Are you married | e address? |
| 6 What's your email | f or single? |

➤ MY, YOUR, HIS, HER, ITS, OUR, THEIR

➔ Grammar reference: page 105

She's **my** manager.
 What's **your** email address?
 This is **his** office.
 What's **her** nationality?

Its name is the Hotel Arkadia.
Our phone number is 232 4578.
 What are **your** passport numbers?
 What's **their** address?

T Teacher's resources:
extra activities

Speaking 6A Look at the new employee registration form. What questions do you need to ask to get the information? Use Exercise 5B to help you.

New Employee Registration

SURNAME _____ FIRST NAME _____
 GENDER: MALE ☐ FEMALE ☐ OTHER ☐ NATIONALITY _____
 MARITAL STATUS: SINGLE ☐ MARRIED ☐ OTHER ☐ EMAIL ADDRESS _____
 PHONE / MOBILE / CELL NUMBER _____ EMERGENCY CONTACT NUMBER _____
 ID CARD OR PASSPORT NUMBER _____
 NATIONAL INSURANCE NUMBER _____

B Work in pairs. Ask and answer the questions. Complete the form with your partner's information.

Self-assessment

I can complete a form giving personal details about myself.



1.3

My company

Lesson outcome

Learners can describe their company and workplace.

Lead-in 1 Is your workplace like one of these? Which of these places are in your town or city?

Fashion HiQ has workplaces around the world.



A warehouse, Poland



B office, Germany



C factory, China

Listening 2 1.10 Listen to three people who work for the clothing maker Fashion HiQ. Match each speaker with a picture in Exercise 1.

1 ____ 2 ____ 3 ____

3 Listen again. Tick (✓) the buildings, departments and facilities for each location.

	Buildings			Departments			Facilities		
	factory	office	warehouse	production	sales	shipping and receiving	canteen	gym	employee break room
Head office, Germany		✓							
Manufacturing division, China									
Distribution division, Poland									

4A Look at these staff comments on their workplace. Which comments are positive? Which are negative?

- | | |
|--|---|
| 1 The office is large . / - | 5 It's noisy . + / - |
| 2 It's very light . + / - | 6 The break room is quiet . + / - |
| 3 The canteen is small . + / - | 7 The warehouse is old-fashioned and dark . + / - |
| 4 The factory is modern . + / - | |

B Match 1-4 with a-d.

- | | |
|-----------------|----------|
| 1 dark | a large |
| 2 noisy | b light |
| 3 old-fashioned | c modern |
| 4 small | d quiet |

C Which words in Exercise 4B describe your workplace or place of study?

Reading 5 Complete the description of Fashion HiQ. Use the table in Exercise 3 to help you.

canteen department division factory gym manager office warehouse

My company has three locations in three countries. **There's** a(n) ¹ _____ in Germany, a(n) ² _____ in China and a(n) ³ _____ in Poland. I'm a(n) ⁴ _____, in the production ⁵ _____. It's part of the manufacturing ⁶ _____. The factory is modern. At the factory, **there's** a(n) ⁷ _____, but **there's no** ⁸ _____.

Communicative grammar

DESCRIBING YOUR COMPANY

→ Grammar reference: page 105

There's (= There is) a canteen.
There's no gym.

There are three departments.
There are small restaurants near the office.
There are no offices.

6 Look at the company information. Are the sentences *true* (T) or *false* (F)?

a/one restaurant → two restaurants
 a/one factory → two factories

Company name: Scarpe, Portafogli e Borse, K.K.

Head office: Yokohama, Japan

- sales division
- marketing department
- Sales Manager, Marketing Manager
- gym and canteen

Factory: Katowice, Poland

- manufacturing division
- production department
- Production Manager
- canteen

Warehouse: Naples, Italy

- distribution division
- shipping department
- Warehouse Manager, Shipping Manager
- canteen

- There's a factory in Naples. *F*
- There are two managers in the warehouse.
- There's no gym in Yokohama.
- There are no factories in Poland.
- There's a canteen in the warehouse.
- There's a production department in Katowice.

7 Choose the correct word.

- There's / *are* four divisions.
- There's / *are* no warehouses.
- There's / *are* a factory.
- There's / *are* break rooms for employees.
- There's / *are* no canteen.
- There's / *are* a gym.

8 Complete the sentences with *There's* or *There are*.

- _____ a sales department in Madrid.
- _____ large factories in Japan.
- _____ a canteen in the factory.
- _____ no managers in the warehouse.
- _____ three departments in the manufacturing division.
- _____ no gym for employees.

T Teacher's resources:
extra activities

→ page 96 See Pronunciation bank: Plural -s

Writing 9 Write a description of a company and workplace like the one in Exercise 5. Use your own, or the one below. Include information about:

- locations (offices, factories, warehouses, etc., and countries and/or cities).
- departments and/or divisions.
- facilities in the location where you work.

Company name: Muebles Madali, S.A.

Head office: Madrid, Spain

- sales division
- marketing department
- example job: Sales Rep
- offices – light
- canteen and gym

Factory: Puebla, Mexico

- manufacturing division
- production department
- example job: Engineer
- workplace – noisy
- restaurants near the factory

Warehouse: Alicante, Spain

- distribution division
- shipping department
- example job: Warehouse Manager
- building – modern
- canteen

1.4

WORK SKILLS Welcoming a visitor

Lesson outcome

Learners can introduce themselves when visiting a company, greet visitors to their place of work and make simple offers.

Lead-in 1A Match the photos (A and B) with the situations in the box. There is one extra situation.

saying hello to a friendly visitor introducing a colleague giving your name at reception



B Complete the dialogues in Exercise 1A with sentences a-d.

- a Could you spell that, please?
- b No, thanks.
- c My name's Krzysztof Grzeszak.
- d Good to see you! How about a coffee?

VIDEO 2A 1.4.1 Watch Part 1 of the video without sound. Tick (✓) who says each line.

	Liz	Krzysztof
1 'Good morning. How may I help you?'		
2 'I'm here to see Yumiko Kobayashi.'		
3 'Sorry, could you repeat that, please?'		
4 'Have a seat, please.'		
5 'Would you like some tea or coffee?'		
6 'Milk, please. No sugar, thanks.'		

B Watch Part 1 of the video with sound. Check your answers.

3A 1.4.2 Watch Part 2 of the video. Which of these items are in the video?



tablet



photocopier



laptop



coffee machine



whiteboard



printer

B Is the receptionist and Krzysztof's conversation formal or less formal?
And Yumiko and Krzysztof's conversation?

4 Watch the video again. Match 1-5 with a-e and 6-10 with f-j.

- | | | | |
|---------------------|------------------------------|-------------|------------------------|
| 1 Could you | a a seat, please. | 6 How about | f really well, thanks. |
| 2 Have | b keep you waiting. | 7 How | g a coffee? |
| 3 Ms Kobayashi will | c repeat that, please? | 8 I'm | h you. |
| 4 Sorry to | d see you again! | 9 Please | i come in. |
| 5 Good to | e be ready in a few minutes. | 10 After | j are you? |

Speaking

> WORKPLACE VISITS

Formal language

Greetings

Good morning. How may I help you?
I'm sorry, he's not at his desk.

I'm here to see Mr Lee. My name's Ella Jones.

Exchanging information

What's your name, please?
Could you repeat that, please?
Could you spell that, please?

It's Michael Connery.
Yes, it's Michael Connery.
Sure. M-I-C-H-A- ...

Offers

Have a seat, please.
Would you like some tea or coffee?
Would you like milk or sugar?

Thank you.
Coffee, please. Thanks.
Milk, please. No sugar, thanks.

Less formal language

Greetings

Hello! Good to see you again!
How are you?

Good to see you, too!
I'm really well, thanks. How about you?

Offers

How about a coffee / a tea / some water?
Please come in.
After you.

No, thanks. / Yes, please.
OK, thanks.
Thanks.



Teacher's resources:
extra activities

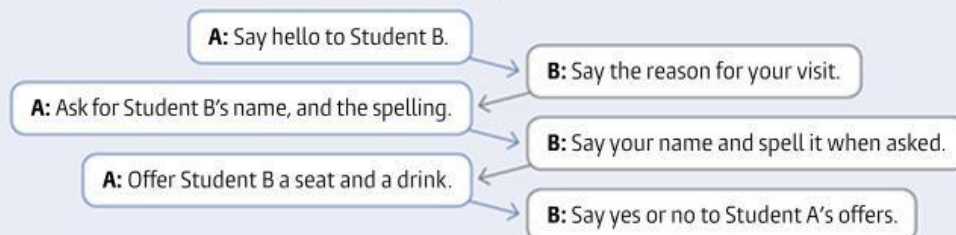
5 Work in groups of three. Write two dialogues.

Student A: You work at reception.

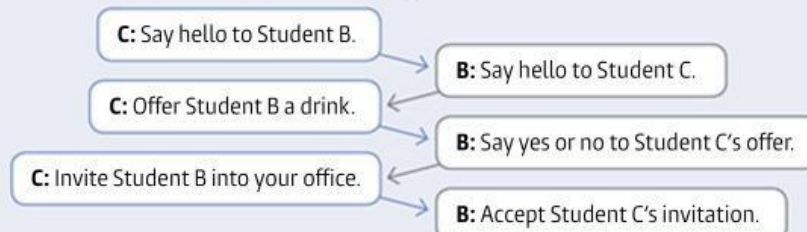
Student B: You visit Student C.

Student C: Student B visits you.

Dialogue 1



Dialogue 2



6 Practise the dialogues from Exercise 5.

Self-assessment

I can introduce myself when visiting a company, greet visitors to my place of work and make simple offers.



Lesson outcome

Learners can introduce themselves in a new job for the first time, meet new colleagues and complete an employee profile.

Arriving

1 Work in pairs. It's your first day in a new job. Take turns being Student A and Student B.

Student A: You're the receptionist.

- Say hello to Student B.
- Ask for Student B's name, and the spelling.
- Offer Student B a seat and a drink.

Student B: You're the new employee.

- Say the reason for your visit.
- Say your name and spell it when asked.
- Say yes or no to Student A's offers.

Meeting human resources

2A Work in new pairs. Take turns being Student A and Student B. Follow the conversation outline below.

Student A: You are the Human Resources Manager. You know Student B.

Student B: You're the new employee. You know Student A.

Student A – Human Resources Manager

Say hello. Say sorry to keep Student B waiting.

Ask how Student B is.

Answer, and then offer Student B a coffee.

Invite Student B into your office.

Student B – new employee

Say it's no problem and it's good to see Student A.

Answer, then ask how Student A is.

Say yes or no to Student A's offer.

Say thank you.

B Work in the same pairs. Student A: Look at page 113. Student B: Look at page 115.

C Change roles. Student A: Look at page 115. Student B: Look at page 113.

Meeting other team members

3 Work in groups of three. Use your real name and nationality.

Student A: You're the Human Resources Manager. Introduce Student B and Student C.

Student B: Say hello to Student C and ask where he or she is from.

Student C: Say hello to Student B, answer his/her question and ask where he or she is from. Also ask where Student A is from.

Completing your employee profile

4 Write information about yourself.



Employee profile

Surname ¹ _____ First name ² _____

Gender: ³male ☐ female ☐ other ☐ Nationality ⁴ _____

Marital status: ⁵single ☐ married ☐ other ☐

Email address ⁶ _____

Phone / mobile / cell number ⁷ _____

Emergency contact number ⁸ _____

ID card or passport number ⁹ _____

Start date _____

Self-assessment

I can introduce myself in a new job for the first time, meet new colleagues and complete an employee profile.

