

Reading New office

1 Read the email and answer the questions.

- | | |
|-------------------------------------|---|
| 1 Who is Stan Nagy? | 4 When is the delivery? |
| 2 What did employees get last year? | 5 What time can staff come to the office on Thursday? |
| 3 What do they get this year? | |

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Subject: New desks and chairs

To all staff,

Last year, we bought new computers for all our employees. This year, there are new desks and office chairs for every employee. Delivery of the desks and chairs is on Thursday next week. In preparation for this, please do the following on Wednesday afternoon:

- Remove everything from your desk.
- Put all of your things in a box.
- Write your name on the box.
- Please don't put your box on your desk.
- Leave your box on the floor.
- Don't put anything on your chair.

On Thursday, please:

- work from home in the morning.
- don't come to the office before 2 p.m.

We appreciate your cooperation. Please keep your new desk tidy!

Best wishes,
Stan Nagy, Office Manager

2 Read the email again. Are the sentences *true* (T) or *false* (F)?

- | | |
|---|-------|
| 1 Staff need new computers. | _____ |
| 2 Staff don't need to pay for their new desks and chairs. | _____ |
| 3 Boxes need to have names on them. | _____ |
| 4 Employees need to leave their things on their desks. | _____ |
| 5 Staff don't need to work on Thursday morning. | _____ |
| 6 It's possible for staff to work from home. | _____ |
| 7 Employees don't need to work in the office on Thursday afternoon. | _____ |
| 8 The Office Manager wants all staff to be tidy. | _____ |

3 Put the words in the correct order to make instructions.

- | | |
|---|-------|
| 1 work / 9 a.m. / please / at / start / . | _____ |
| 2 the weekend / come / don't / to / the office / at / . | _____ |
| 3 at / don't / please / eat / desk / your / . | _____ |
| 4 don't / please / drive / work / to / . | _____ |
| 5 to / bring / don't / large / work / bags / . | _____ |
| 6 your / remove / please / desk / any mugs / from / . | _____ |

Reading and listening

1  4.01 Listen to announcements 1-8. Tick (✓) the place (airport or train station) and the problem (cancellation, delay, change or busy).

Announcement	Airport	Train station	Cancellation	Delay	Change	Busy
1		✓		✓		
2						
3						
4						
5						
6						
7						
8						

2 Are the sentences *true* (T) or *false* (F)? Listen again and check your answers.

- 1 The 15.45 train to Edinburgh is on platform 3. _____
- 2 There is a delay to flight BA0730 of approximately half an hour. _____
- 3 You need thirty minutes to go through security in the airport today. _____
- 4 Flight AC604 to Toronto Pearson Airport has technical problems. _____
- 5 Departure of flight TK0762 to Istanbul is from gate 6. _____
- 6 The 8.35 train to Exeter isn't delayed. _____
- 7 The train to Amsterdam is departing from platform 16. _____
- 8 Passengers going to Paris, Amsterdam or Brussels need to go through security. _____

3 Complete the text messages with *will* and the correct verb in the box.

be (x2) call see stay

Hi Gina,
My train to Edinburgh is delayed because of a technical problem. Sorry, but I
1 _____ about twenty minutes late.
Rob

Hello Katya,
I'm in the airport. My flight to Geneva is delayed by half an hour. I'm sorry but I
2 _____ late for the presentation.
I 3 _____ when I arrive.
Alex

Hi George,
I'm sorry, but my flight is cancelled.
4 _____ at a hotel in London tonight and fly to Toronto tomorrow.
Val

Kamal
Did you hear the announcement? Our flight is now departing from gate 4, not from gate 6.
5 _____ you there!
Mina

Functional language

Problems with teleconferencing

1 4.02 Put the conversation into the correct order. Then listen and check.

- a ☐ Sorry, my camera isn't working.
- b ☒ Hello Rafik! Are you there?
- c ☐ Oh, OK. Let's have an audio call.
- d ☐ Good morning, Rafik. I can't see you.
- e ☐ Yes, I'm here. Good morning, Emma.

2 4.03 Put the words in the correct order to make sentences about teleconferencing. Then listen and check.

1 unmuting / try / microphone / your / .

2 frozen / the / is / screen / .

3 internet / sorry, / is / my / slow / connection / .

4 off / try / your / turning / video / .

5 screen / sharing / now / I'm / my / .

6 adding / I'm / the / Fiona / call / to / .

7 on / are / mute / you / ?

8 me / try / back / calling / .

3 4.04 Complete the conversation with the phrases in the box. Then listen and check.

breaking up can't hear hang up no problem on mute see me
the connection you repeat that

Karl: Hello Gina, can you ¹_____?

Gina: Hello? Hello, Karl? I can see you, but I ²_____ you.

Karl: Oh, sorry. I was ³_____. Can you hear me now?

Gina: Hello? Hello Karl. Are you there?

Karl: Sorry, Gina. ⁴_____ isn't very good.

Gina: Karl? Hello? Can you hear me now? We need to talk about the sales figures.

Karl: Gina, you're ⁵_____. Hang up and I'll call you back.

Gina: Sorry, can ⁶_____, please?

Karl: It's a very bad connection. Hang up and I'll call you back.

Gina: OK. I'll ⁷_____ now.

Karl: Gina, hello? Can you hear me?

Gina: Hi Karl. Yes, ⁸_____. It's OK now.

Karl: Great! So, how are you?