

## WORKBOOK

### UNIT 1

#### CONTACTS

#### WORKSHOP 1



Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

## Page 2: Vocabulary 1 - Business Cards

### Business Card

|                                     |
|-------------------------------------|
| <b>NORDIC AIR</b>                   |
| <b>Erik Larsson</b>                 |
| International Sales Director        |
| Email: erik.larsson@nordicair.com   |
| Phone: +46 8 123 4567               |
| Website: www.nordicair.com          |
| Location: Stockholm Arlanda, Sweden |

### ☒ A. Questions about the card

1. What is the company name? \_\_\_\_\_
2. What is Erik Larsson's job title? \_\_\_\_\_

3. What is the email address? \_\_\_\_\_
4. What is the phone number? \_\_\_\_\_
5. What is the website? \_\_\_\_\_
6. Where is Nordic Air located? \_\_\_\_\_

### B. Complete the sentences

1. Erik Larsson works for \_\_\_\_\_.
2. Erik is an International \_\_\_\_\_ Director.
3. His email address is \_\_\_\_\_.
4. The company website is \_\_\_\_\_.
5. Nordic Air is in \_\_\_\_\_, Sweden.
6. The phone number is \_\_\_\_\_.

### C. Order the words to make questions

1. name / his / What / is / ?  
\_\_\_\_\_
2. company / What / for / he / work / does / ?  
\_\_\_\_\_
3. job / his / What / title / is / ?  
\_\_\_\_\_
4. email / What / address / is / his / ?  
\_\_\_\_\_
5. located / Where / the / is / company / ?  
\_\_\_\_\_

## Page 3: Vocabulary 2 - Countries, Nationalities & Greetings

### A. Nationalities crossword

**Words:** Japanese, French, Brazilian, German, Mexican

|   |  |   |  |   |  |   |  |   |  |  |  |
|---|--|---|--|---|--|---|--|---|--|--|--|
|   |  |   |  |   |  |   |  |   |  |  |  |
|   |  | 1 |  |   |  |   |  |   |  |  |  |
|   |  |   |  |   |  |   |  |   |  |  |  |
| 2 |  |   |  |   |  |   |  |   |  |  |  |
|   |  |   |  |   |  |   |  |   |  |  |  |
|   |  |   |  | 3 |  |   |  |   |  |  |  |
|   |  |   |  |   |  |   |  |   |  |  |  |
|   |  |   |  |   |  | 4 |  |   |  |  |  |
|   |  |   |  |   |  |   |  |   |  |  |  |
|   |  |   |  |   |  |   |  | 5 |  |  |  |
|   |  |   |  |   |  |   |  |   |  |  |  |

### Clues

1. A person from Japan is \_\_\_\_\_.
2. A person from France is \_\_\_\_\_.
3. A person from Brazil is \_\_\_\_\_.
4. A person from Germany is \_\_\_\_\_.
5. A person from Mexico is \_\_\_\_\_.

### B. Complete with countries and nationalities

| Country | Nationality |
|---------|-------------|
| Poland  | _____       |
| _____   | Russian     |
| China   | _____       |
| _____   | Spanish     |
| Egypt   | _____       |
| _____   | Italian     |

### C. Complete the sentences

1. Marta is from Poland. She is \_\_\_\_\_.
2. Ivan is from Russia. He is \_\_\_\_\_.
3. Li is from China. She is \_\_\_\_\_.
4. Carlos is from Spain. He is \_\_\_\_\_.
5. Omar is from Egypt. He is \_\_\_\_\_.
6. Sofia is from Italy. She is \_\_\_\_\_.

#### D. Match countries with greeting customs

| Country       | Greeting custom                                                         |
|---------------|-------------------------------------------------------------------------|
| 1. JP Japan   | A. A handshake is common in formal business meetings.                   |
| 2. MX Mexico  | B. A bow is a traditional greeting.                                     |
| 3. DE Germany | C. A warm handshake and friendly conversation are common.               |
| 4. FR France  | D. A handshake is common; cheek kisses may happen in social situations. |
| 5. IN India   | E. "Namaste" with hands together is a common greeting.                  |

Answers: 1-\_\_\_\_ 2-\_\_\_\_ 3-\_\_\_\_ 4-\_\_\_\_ 5-\_\_\_\_

### Page 4: Reading Comprehension

#### Meeting New People in Business

Business meetings are different around the world. In Japan, people often greet each other with a bow. Business cards are important, and they are usually given and received with both hands. Careful attention to the card shows respect.

In Mexico, business meetings can be friendly and warm. A handshake is common at the beginning of a meeting. People often spend a few minutes talking about general topics before discussing business. Personal relationships are important.

In Germany, meetings are usually formal and organized. Punctuality is very important. A firm handshake is common, and people often use titles and last names in professional situations. Clear information and good preparation are valued.

In the UK, business greetings are usually polite and professional. A handshake is common when meeting for the first time. Small talk about travel, weather, or work can happen before the main topic. Meetings are often structured but not too formal.

 A. Complete the table

| Country | Common greeting | Important business custom |
|---------|-----------------|---------------------------|
| Japan   | <hr/>           | <hr/>                     |
| Mexico  | <hr/>           | <hr/>                     |
| Germany | <hr/>           | <hr/>                     |
| UK      | <hr/>           | <hr/>                     |

 B. Reading questions

1. What greeting is common in Japan? 

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2. How are business cards usually given in Japan?  

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3. What is common at the beginning of a business meeting in Mexico?  

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4. Why are personal relationships important in Mexico?  

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5. What is very important in Germany? 

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6. What do people often use in German professional situations?  

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7. What topics are common for small talk in the UK?  

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8. Which country in the text has very formal and organized meetings?  

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 C. True or false

1. Business cards are important in Japan. 

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2. Meetings in Mexico are always cold and silent. 

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3. Punctuality is important in Germany. \_\_\_\_\_
  4. In the UK, small talk can happen before the main topic. \_\_\_\_\_
  5. A handshake is never used in business. \_\_\_\_\_
- 

### Page 5: Grammar 1 - Verb "To Be"

#### A. Choose the correct form

1. Erik **am / is / are** from Sweden.
2. Maria and Tom **am / is / are** new colleagues.
3. The meeting **am / is / are** at 9:00.
4. Sarah **am / is / are** a project manager.
5. The business cards **am / is / are** on the table.
6. Mr. Park **am / is / are** from South Korea.
7. Anna and Elena **am / is / are** at the conference.
8. The office **am / is / are** in London.

#### B. Complete with am, is, or are

1. David \_\_\_\_\_ a sales representative.
2. The clients \_\_\_\_\_ from Brazil.
3. Anna \_\_\_\_\_ an assistant manager.
4. The phone number \_\_\_\_\_ on the card.
5. Mr. Tanaka \_\_\_\_\_ Japanese.
6. The emails \_\_\_\_\_ important.
7. The reception area \_\_\_\_\_ busy.
8. Sarah and Elena \_\_\_\_\_ colleagues.

#### C. Write questions with the verb "to be"

1. Erik / from Sweden
-

2. the meeting / at 10:30

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3. Maria and Tom / new colleagues

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4. Anna / a receptionist

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5. the company / in Stockholm

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 D. Complete the conversation

**Anna:** Good morning. \_\_\_\_\_ Mr. Tanaka here?

**Mr. Tanaka:** Yes, Mr. Tanaka \_\_\_\_\_ here.

**Anna:** Nice to meet. Anna Kowalski \_\_\_\_\_ from the Warsaw office.

**Mr. Tanaka:** Nice to meet. \_\_\_\_\_ Anna the marketing assistant?

**Anna:** Yes, that \_\_\_\_\_ correct.

**Mr. Tanaka:** Excellent. \_\_\_\_\_ the meeting room ready?

**Anna:** Yes, it \_\_\_\_\_. The documents \_\_\_\_\_ on the table.

**Mr. Tanaka:** Thank you. The schedule \_\_\_\_\_ very clear.

## Page 6: Grammar 2 - A/An & Vocabulary 3 - Jobs

### A. Complete with a or an

1. \_\_\_\_\_ accountant
2. \_\_\_\_\_ architect
3. \_\_\_\_\_ designer
4. \_\_\_\_\_ lawyer
5. \_\_\_\_\_ mechanic
6. \_\_\_\_\_ receptionist
7. \_\_\_\_\_ salesperson
8. \_\_\_\_\_ teacher
9. \_\_\_\_\_ email address
10. \_\_\_\_\_ international company
11. \_\_\_\_\_ office
12. \_\_\_\_\_ business card

### B. Complete the sentences with jobs

**Jobs:**  accountant,  architect,  designer,  lawyer,  mechanic,   
receptionist,  salesperson,  teacher

1. A/An \_\_\_\_\_ works with money and financial records.
2. A/An \_\_\_\_\_ designs buildings.
3. A/An \_\_\_\_\_ creates visual ideas and products.
4. A/An \_\_\_\_\_ works with legal documents and cases.
5. A/An \_\_\_\_\_ repairs cars and machines.
6. A/An \_\_\_\_\_ welcomes visitors and answers calls.
7. A/An \_\_\_\_\_ sells products or services.
8. A/An \_\_\_\_\_ works in a school or training center.

 **C. Choose the correct option**

1. Elena is **a / an** receptionist at Zenith Bank.
2. Tom is **a / an** architect in a design studio.
3. Maria is **a / an** accountant.
4. David is **a / an** salesperson.
5. Anna is **a / an** assistant manager.
6. Mr. Park is **a / an** lawyer.
7. Sarah is **a / an** designer.
8. Lucas is **a / an** mechanic.

 **D. Write sentences about jobs**

1.  accountant: \_\_\_\_\_
2.  architect: \_\_\_\_\_
3.  designer: \_\_\_\_\_
4.  lawyer: \_\_\_\_\_
5.  mechanic: \_\_\_\_\_
6.  receptionist: \_\_\_\_\_
7.  salesperson: \_\_\_\_\_
8.  teacher: \_\_\_\_\_

**Page 7: Listening 1, 2, 3 & 4 - ROLE-PLAY**

 **Listening 1:**  Sarah and David at a conference

**Sarah:** Good morning. Sarah Green, Project Manager at BrightTech.

**David:** Nice to meet. David Lee, Sales Representative at Global Connect.

**Sarah:** Nice to meet too. BrightTech has a stand near the entrance.

**David:** Global Connect has a presentation at eleven.

**Sarah:** Excellent. The conference schedule is very busy today.

**David:** Yes, and the networking area is open all morning.

### Comprehension

1. Where are Sarah and David? \_\_\_\_\_
2. What is Sarah's job? \_\_\_\_\_
3. What is David's job? \_\_\_\_\_
4. What time is the Global Connect presentation?  
\_\_\_\_\_
5. Is the networking area open in the morning?  
\_\_\_\_\_

### **Listening 2:** Elena at Zenith Bank

**Receptionist:** Good afternoon. Zenith Bank reception.

**Elena:** Good afternoon. Elena Rossi, from Milan Finance.

**Receptionist:** Welcome, Ms. Rossi. The appointment is with Mr. Carter.

**Elena:** Correct. The meeting is at two thirty.

**Receptionist:** The meeting room is on the third floor.

**Elena:** Thank you. The visitor badge is ready?

**Receptionist:** Yes, the badge is here.

### Comprehension

1. Where is Elena? \_\_\_\_\_
2. What company is Elena from? \_\_\_\_\_
3. Who is the appointment with? \_\_\_\_\_
4. What time is the meeting? \_\_\_\_\_
5. Where is the meeting room? \_\_\_\_\_

 **Listening 3:**  Maria and Tom as new colleagues

**Maria:** Hello. Maria Santos, Accountant.

**Tom:** Hello. Tom Wilson, Architect.

**Maria:** Nice to meet. The new office is very modern.

**Tom:** Yes, the design team is on the second floor.

**Maria:** The finance department is next to reception.

**Tom:** Great. The staff meeting is at nine fifteen.

**Maria:** Perfect. The conference room is ready.

**Comprehension**

1. What is Maria's job? \_\_\_\_\_
2. What is Tom's job? \_\_\_\_\_
3. Where is the design team? \_\_\_\_\_
4. Where is the finance department? \_\_\_\_\_
5. What time is the staff meeting? \_\_\_\_\_

 **Listening 4:**  Anna and Mr. Park at a business lunch

**Anna:** Good afternoon, Mr. Park. Anna Novak, Marketing Assistant.

**Mr. Park:** Good afternoon, Ms. Novak. Nice to meet.

**Anna:** The restaurant is quiet and close to the office.

**Mr. Park:** Good choice. The business lunch is at one o'clock.

**Anna:** The menu has vegetarian options.

**Mr. Park:** Excellent. The meeting notes are in the folder.

**Anna:** The project proposal is ready too.

**Comprehension**

1. Who is the marketing assistant? \_\_\_\_\_
2. Where are Anna and Mr. Park? \_\_\_\_\_

3. What time is the business lunch? \_\_\_\_\_
4. What options are on the menu? \_\_\_\_\_
5. Where are the meeting notes? \_\_\_\_\_

### Role-play practice

| Situation                                                                                             | Names                  | Company or place            | Information to include        |
|-------------------------------------------------------------------------------------------------------|------------------------|-----------------------------|-------------------------------|
|  Conference greeting | Sarah and David        | BrightTech / Global Connect | name, job, company, schedule  |
|  Bank appointment    | Elena and receptionist | Zenith Bank                 | appointment, time, floor      |
|  New colleagues      | Maria and Tom          | New office                  | job, department, meeting time |
|  Business lunch      | Anna and Mr. Park      | Restaurant                  | job, lunch time, documents    |

## Page 8: Writing & Self-Evaluation

### A. Writing task

**Write a paragraph introducing a colleague or friend. Include:**

- Name
- Country
- Nationality
- Job
- Company or school
- Email or phone number
- One greeting custom from the person's country

**Paragraph:**

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### B. Useful language

- This is \_\_\_\_\_.
- He is from \_\_\_\_\_.
- She is \_\_\_\_\_.
- He is a/an \_\_\_\_\_.
- She works for \_\_\_\_\_.
- His email address is \_\_\_\_\_.
- Her phone number is \_\_\_\_\_.
- In \_\_\_\_\_, people usually \_\_\_\_\_.

### Activity 6: Create a Professional Business Card in Canva

#### Introduction

In today's professional world, a well-designed business card remains a powerful tool for networking and making a lasting impression. This activity guides the creation of a professional business card using Canva, a user-friendly online design platform. The card includes personal and professional details and reflects a clear professional brand.

#### Step-by-Step Instructions

1. **Access Canva:** Go to Canva.com and log in or sign up for a free account. Canva offers a vast library of templates and design tools.
2. **Find a Template:** In the search bar, type "business card" and browse the wide selection of templates. Choose one that aligns with a professional image and personal style.

3. **Customize Details:** Click on the template to edit. Update the placeholder text with essential information:
  - Full Name
  - Job Title
  - Company Name
  - Email Address
  - Phone Number
  - Location, such as city, state, or country
1. **Add Design Elements:** Personalize the card further. Incorporate at least one distinctive color or design element to make it visually appealing. This could be a background color, a subtle pattern, or a professional icon that represents a field of work.
2. **Review, Save, and Share:** Double-check all information for accuracy. Once the design is complete, save it. Download options include PDF for printing or JPG/PNG for digital sharing.