

Vocabulary 3.1 Months and seasons

1 Write the months and seasons in the calendar.

Winter	2 _____	Summer	6 _____
December	March	4 _____	September
January	3 _____	5 _____	7 _____
1 _____	May	August	8 _____

2 Match the times 1-7 with the dates A-E on the calendar. There are two extra options.

- | | | | |
|---------------------|-------|---------------------|-------|
| 1 one p.m. | _____ | 5 quarter to two | _____ |
| 2 eleven forty | _____ | 6 quarter past five | _____ |
| 3 quarter to twelve | _____ | 7 quarter past one | _____ |
| 4 seven thirty | _____ | | |

MARCH						
1	2	3	4	5	6	7
8	9	10	11	12 A 13:00 - Lunch with Mark	13	14
15 B 13:45 - Team meeting	16	17	18	19 C 17:15 - Phone call with New York office	20	21
22	23	24	25 D 19:30 - Dinner with manager	26	27	28
29 E 11:40 - Train to Manchester	30	31				

3.2 Ordinal numbers and dates

3 3.01 Listen and write the dates.

- | | | |
|--------------|---------|---------|
| 1 13/05/2017 | 3 _____ | 5 _____ |
| 2 _____ | 4 _____ | 6 _____ |

Grammar 3.1 Talking about ability and possibility

1 Look at the pictures and complete the sentences with *can* or *can't*.

1 He _____
meet the client at the
factory.



2 He _____
open the file.



3 You _____
work from home.



4 I _____
travel to the
conference.



5 She _____
go on holiday in
summer.



6 He _____
use the company
car park.



2 Write questions for the answers.

- 1 _____ ?
Yes, I can speak Italian.
- 2 _____ ?
No, we can't go on the business trip.
- 3 _____ ?
Yes, they can meet the client today.
- 4 _____ ?
No, he can't work late tomorrow.

3.3 Talking about the past

3 Complete the sentences with *was/were* and *wasn't/weren't*.

- 1 My boss _____ late for work yesterday. (✓)
- 2 There _____ a problem with the invoice. (✓)
- 3 We _____ on a business trip in Nice. (✓)
- 4 They _____ in a meeting at 4.30. (X)
- 5 I _____ on the phone. (✓)
- 6 You _____ on holiday in May. (X)
- 7 Jane _____ in Amsterdam with my colleague. (✓)
- 8 Our old office _____ on the fourth floor. (X)

4 Write questions using the prompts.

- 1 what / the problem?

- 2 they / in a meeting / yesterday?

- 3 why / the product broken?

- 4 the delivery / correct?

Reading and
listening

Can I have some time off?

1 Read the email. What two things does Bill ask Sarah about?

flight information holiday dates hotel information office meeting working at home

Hi Sarah,

Good news! We have a two-day meeting with a client in Austin, Texas to talk about the new product range. The dates are Thursday 22nd and Friday 23rd November.

Can I work at home on Monday 19th and Tuesday 20th November to prepare for the meeting? My flight is on Wednesday 21st November.

Also, could I please take some time off from Monday 26th November to Wednesday 28th November to visit Texas?

Thanks,

Bill

2 3.02 Sarah phones Bill. Listen to the conversation and choose the correct answer, a, b or c.

- | | |
|---|---|
| <p>1 Can Bill work from home?</p> <p>a Yes.</p> <p>b He can work at home on the 19th November, but he can't work at home on the 20th.</p> <p>c No.</p> | <p>3 What does Sarah ask Bill to do after his holiday?</p> <p>a Have a meeting with the same client.</p> <p>b Have a meeting with a different client.</p> <p>c Have a meeting with the Sales Manager.</p> |
| <p>2 Can Bill go on holiday from 26th to 28th November?</p> <p>a Yes.</p> <p>b No, but he can go on holiday on the 29th and 30th November.</p> <p>c No.</p> | |

3 Complete the phrases from the conversation with the words in the box. Then listen again and check.

could you I'm afraid let me know of course you can

- 1 _____ work at home on the 19th.
- 2 ... but _____ you can't on the 20th.
- 3 And _____ you can take time off from the 26th to the 28th.
- 4 _____ stay in Texas and arrange a meeting with him?
- 5 Could you _____ what he says as soon as possible?

4 Complete the sentences with *in*, *at*, *on* or *from ... to*.

- 1 I can meet you ____ 1 o'clock.
- 2 I'm free ____ Monday.
- 3 We have a meeting ____ 3 p.m. ____ 4 p.m.
- 4 I'm on holiday ____ July.
- 5 We can meet ____ 10 a.m. ____ 12 p.m.
- 6 I have lunch ____ 12.30.
- 7 I'm travelling for business ____ October.
- 8 I'm working from home ____ Friday.

Writing An email to describe a problem and request action

1A Read the email. What wasn't a problem for Paul?

- | | |
|--|--|
| ☐ his delivery was late | ☐ the package was damaged |
| ☐ items were broken | ☐ the order was incorrect |
| ☐ items were missing | |

B What does Paul ask the company to do?

- | | |
|--|---|
| ☐ send the correct order | ☐ change the invoice |
| ☐ give him his money back | |

Dear Sir/Madam,

I'm writing to complain about our order (Ref AB 2365) from 10th July.

Our order was for twelve computer screens and ten computer keyboards, but two screens were missing and four keyboards were broken. The packages were very damaged.

Can you send two more computer screens, please? And could you also replace the keyboards?

I look forward to hearing from you.

Best regards,

Paul Finnegan

2 Read the email again. Answer the questions.

- 1 Was Paul happy or unhappy about his order?
- 2 What was the order number?
- 3 How many screens were in the delivery?
- 4 How many keyboards weren't broken?

3 Match 1-4 with a-d.

- | | |
|---------------------------|---|
| 1 I'm writing to complain | a for ten keyboards. |
| 2 Our order was | b hearing from you. |
| 3 Can you | c about our order. |
| 4 I look forward to | d send two more computer screens, please? |

4 Read the information and write an email. Use the email in Exercise 1 and the sentences in Exercise 3 to help you.

- The order number is AB 6754.
- Your company order was for twenty-five computer keyboards and ten computer screens from 12th January.
- Seven keyboards were missing and five computer screens were broken.
- Write to the supplier to explain the problems and request action.

Functional
language

A progress meeting

- 1  3.03 Complete the conversations with the phrases in the box. Then listen and check your answers.

I think we need more time. Where are we with planning the new project?
 We have a problem with the website. We need to ask an IT Specialist for help with it.
 Yes, I think we can. Yes, we're on schedule.

- 1 A: ¹ _____
 B: We aren't finished, I'm sorry. ² _____
 A: The website? What can we do to solve this?
 B: ³ _____
 A: OK. Can we meet the deadline for the product launch?
 B: ⁴ _____ I'm sorry.
- 2 A: Is everything on schedule?
 B: ⁵ _____
 A: Can you finish by next week?
 B: ⁶ _____

- 2  3.04 Listen to a conversation at a meeting. Are the sentences *true* (T) or *false* (F)?

- 1 The team can finish planning the project next week. ____
 2 The project is on schedule. ____
 3 There is a problem with the invoicing system. ____
 4 The team want to use the old system. ____
 5 The manager agrees with her colleague. ____

3 Choose the correct answer, a, b or c.

- 1 What's the situation with the reports?
 a We can solve it.
 b We aren't finished. There was a problem with the system.
 c Yes, I think we can finish it on Friday.
- 2 What can we do to solve this?
 a I think we can finish it by Thursday.
 b We can change to a new system.
 c We can see the solution.
- 3 Can you meet the deadline?
 a I think we need more time, I'm sorry.
 b We can solve it.
 c We can look for international suppliers.
- 4 Can you finish by next month?
 a We need to change how the system works.
 b Yes, I think we can.
 c It isn't finished.