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Unit 1 Contacts

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The global business world

Keynotes

In modern business, company employees often have **business contacts** in different countries. When we meet someone for the first time, we **greet** the person. We **introduce** ourselves by saying our **first name** and **surname.** Sometimes we give the person a **business card** with details about our **job title** and company.

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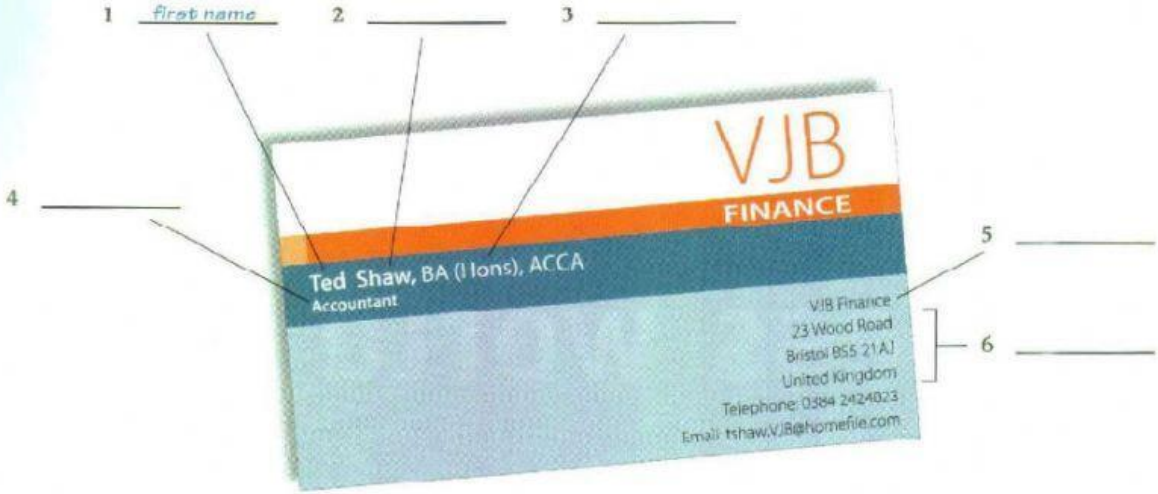
Preview **1 What information is on most business cards? Label the business card with the words in the box.**

qualifications	address	~~first name~~	surname
company name	job title		



2 Read about business cards in different countries. Complete the information with the countries in the box.

Switzerland	Mexico	China	~~the UK~~

1 People often exchange business cards at the end of a meeting in the UK.

2 It is a good idea to print business cards in Spanish and English in _____.

3 Titles (for example, Dr, MBA, PhD) are important in _____. Write professional titles and qualifications on your business card.

4 Businesspeople give and receive business cards with both hands in _____. Read the card immediately and then give your card to your business contact.

Speaking **How do people greet business contacts in your country? How do people greet business contacts in other countries around the world?**

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Reading

1 Read the article and find the following.

1 Carlos Ghosn's nationality ___Brazilian___
2 two companies that he works for _____
3 a city in Asia _____
4 three European cities _____
5 a country in Asia _____

2 Read the article again. Are these statements true or false?

1 Carlos Ghosn is the head of BMW. *false*
2 He travels between Asia, Europe and the USA.
3 Some workers travel to different countries to work on projects.
4 Indian software engineers work on projects in the UK.
5 It's difficult to travel between European cities.
6 It's interesting to meet people from different countries.
7 Contacts in different countries are good for business.
8 It isn't difficult to know what country to pay tax in.

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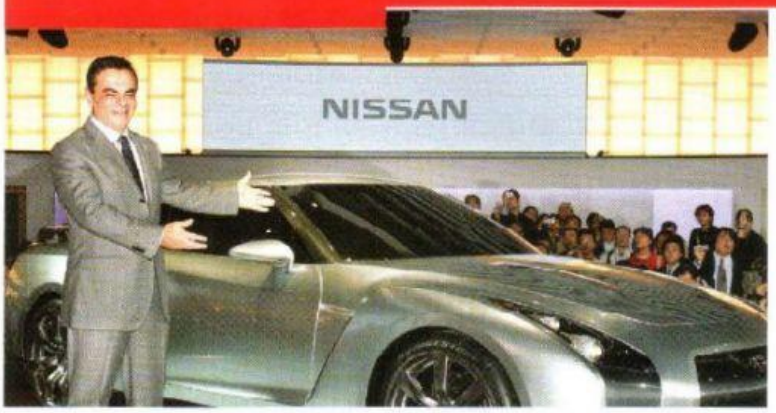

Glossary

head (n) the person who manages a company

employee (n) a person who works for a company

IT (n) Information Technology

commute (v) travel to and from work

tax (n) the money that a company and employees pay to the government

Business and travel

Working in a foreign country

There is a new type of worker in today's global business

1 Today, more and more people travel in their job. Carlos Ghosn is a Brazilian businessman and he travels to different countries for his work. He is the head of the French car company Renault, and he spends 40 per cent of his time in Paris. He is also the head of Nissan, and he spends 35 per cent of his time in Asia, in Tokyo. He spends 25 per cent of his time in other countries, such as the USA.

2 Some employees travel to different countries to work on projects. They are in a country until a project ends and then they return home. For example, many IT engineers live in India but work on projects in the UK and the USA. Other people live in a country but go to work every day in a different country. In Europe, workers regularly commute between Brussels, London and Paris. Plane tickets are not expensive and travel between the cities is easy with a European passport.

3 But is the increase in business travel a good thing? It is interesting for employees to meet different nationalities. It is also good for business to have contacts in different countries around the world. But there are also problems. Some employees spend a lot of time away from their home country and it is not easy for governments to decide exactly where workers should pay tax. ■

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Speaking **Do you like the idea of working in different countries as part of your job? What countries do you think are interesting to work in?**

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Vocabulary 1

Countries and nationalities

1 Complete the table with a country or nationality. 1–5 are from the article on page 9. Use a dictionary to help you with 6–12.

Country	nationality	Country	nationality
1 *France*	French	Germany	7
Brazil	2	8	Chinese
3	American	9	Polish
* 4	British	Japan	10
5	Indian	11	Russian
Spain	6	Kuwait	12

* There are four countries in the UK. England, Scotland, Wales and Northern Ireland.

2 Look at the article again and complete the information about continents. What other continents, and people from them, can you name?

Continent	A person from this continent
1 Europe	
2	Asian

Working English

We can talk about nationality in different ways.

I'm from ***Britain.*** *I'm* ***British.*** *It's a* ***British*** *company.*
I'm from ***Asia.*** *I'm* ***Asian.*** *It's* ***an Asian*** *company.*

3 Choose the correct word in *italics*.

1 We're *Britain* / *British* but we live in *China* / *Chinese*.
2 There are a lot of *USA* / *American* workers in Hong Kong.
3 I'm from *Poland* / *Polish* and I live in Warsaw.
4 Three of our employees are in *Spain* / *Spanish* on a project.
5 The head of the company is *Russia* / *Russian*.
6 Is this your first visit to *Kuwait* / *Kuwaiti*?

Speaking

1 Talk about the nationalities of these companies. Talk about other companies that you know.

Shanghai Tang Michelin General Motors Aeroflot Marks & Spencer
Banco de Bilbao Sanyo

Shanghai Tang is a Chinese company.

2 Work with a partner. Take turns to ask and answer questions about you and your company or college. Change partners and practise again.

Where are you from? I'm from Germany.
Where is your university? It's in Japan.

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Language check 1 **to be**

Study the examples from the article on page 9 and complete the sentences in the table.

a *Plane tickets* ***are not*** *expensive.*
b *He* ***is*** *the head of Renault.*
c *It* ***is not*** *easy to decide exactly where workers should pay tax.*
d ***Is*** *the increase in business travel a good thing?*
e *They* ***are*** *in a country until a project ends.*

to be

Positive	Negative	Question	Short answer
I am (I'm)	I am not (I'm not)	Am I?	Yes, I am. / No, I'm not.
You are (You're)	You are not (aren't)	Are you?	Yes, you are. / No, you aren't.
He/She/It [1] _____ (He's/She's/It's)	He/She/It [2] _____ (isn't)	[5] _____ he/she/it?	Yes, he/she/it is. / No, he/she/it isn't.
We are (We're)	We [4] _____ (aren't)	Are we?	Yes, we are. / No, we aren't.
They [2] _____ (They're)	They are not (aren't)	Are they?	Yes, they are. / No, they aren't.

For more information, see page 158.

Practice **Complete the sentences with the correct form of *to be*.**

1 *Are* you a student?
2 Ali _____ a student. He's an accountant.
3 Leo and Elena _____ from Russia.
4 I _____ Chinese.
5 _____ Mr Amery the head of the company?
6 We _____ from the USA. We're British.
7 Dominique _____ an engineer.
8 _____ SMGP an Indian bank?

Listening 1

1 John Devlin and Rob Shaw meet at a conference. Complete the conversation with the correct form of *to be*. Use contractions where possible.

John: [1] *Are* you Rob Shaw?
Rob: Yes, I [2] _____ .
John: Hi. I [3] _____ John Devlin. I'm with Karlsco.
Rob: Hi, John. [4] _____ Karlsco an American company?
John: No, it [5] _____ a German company. You [6] _____ with Retcorp, aren't you?
Rob: Yes, I [7] _____ . [8] _____ you an engineer?
John: No, I [9] _____ . I [10] _____ a sales manager.

2 Listen and check. Practise the conversation with a partner.

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Language check 2

a / an

We often use *a / an* with singular nouns. Study the examples and complete the rules below.

a *I'm **an** engineer.*
b *It's **an** office.*
c *Jules is **a** sales manager.*
d *Are you **a** student?*

1 We use ____ before words that start with a consonant sound (b, c, d, f, g, h, j, k, l, m, n, p, q, r, s, t, v, w, x, y, z).
2 We use ____ before words that start with a vowel sound (a, e, i, o, u).

For more information, see page 158.

Vocabulary 2

Jobs

1 Do you use *a* or *an* with the jobs in the box? Think of more jobs. Do you use *a* or *an* with them?

accountant designer architect ~~lawyer~~ receptionist
teacher mechanic salesperson

2 Complete the sentences with jobs from the box above. Use *a / an* where necessary.

1 Laura is *a lawyer* – she helps people with legal problems.
2 Marco is _____ – he builds offices.
3 Stella is _____ – she's good with cars.
4 I'm _____ – I work with money.
5 Gregor and Sam are _____ – they give lessons at the college.
6 Philo is _____ – she's good at art.
7 Ronaldo and I work at Walmart – we're _____ .
8 Helen is _____ – she welcomes visitors to the company.

Listening 2

1 Listen to three conversations. Are these statements true or false?

Conversation 1
1 Petr is an engineer.
2 Hiroaki is from Saudi Arabia.

Conversation 2
3 Francesca isn't Brazilian.
4 She's an engineer.

Conversation 3
5 They're teachers.
6 They're from Russia.

2 Correct the false statements. Listen again and check.

Speaking

1 Work with a partner. Ask and answer questions about different people. Student A turn to page 137. Student B turn to page 141.

What's his/her name? He/She's ...
Is he/she from Japan / Japanese? No, he/she isn't.
Is he/she a lawyer? Yes, he/she is.

2 Make true and false statements about people in your class. Respond to your partner's statements.

Wei is from China. Yes, he is.
He's an engineer. No, he isn't. He's an accountant!

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Career skills

Introducing yourself

When we meet business contacts for the first time, we usually give information about ourselves, for example, name, nationality, job title and company. We may also need to ask people for information about themselves. Look at the following examples. Match the questions 1–4 with the responses a–d.

1 *What's your name?*	a *I'm [an IT manager].*
2 *Where are you from?*	b *I'm [Tom Allen].*
3 *What do you do?*	c *I'm [from the UK] / I'm [British].*
4 *What company are you with?*	d *I'm [with Alcoa].*

Listening 3

1 **Listen to a conversation between Jan and a receptionist. Tick (✓) the questions 1–4 above that the receptionist asks.**

2 **Listen again and complete the form.**

Name: Jan [1]K_____

Nationality: [2]_____

Company name: [3]_____ Industries

3 **Complete the phrases 1–3. Match them with the functions a–c.**

1 Can you s_____ that, please?	a check how to write a word
2 S_____ ?	b say information is correct
3 T_____ right.	c ask someone to repeat

Listening 4

1 **Listen to the conversation. Is this Jan's first or second meeting with Ben?**

2 **Listen again and complete the conversation.**

Jan: Hi. [1]_____ Jan Kowalik.
Ben: Hello. [2]_____ to meet you, Jan. I'm Ben West.
Jan: What [3]_____ are you with, Ben?
Ben: I'm with Nerada Electronics. [4]_____ ?
Jan: I'm [5]_____ Bax Industries.
Ben: Ah. What do you do?
Jan: I'm an IT [6]_____ . And you?
Ben: I'm a finance [7]_____ .
Jan: Is Nerada a [8]_____ company?
Ben: No, it isn't. It's [9]_____ .

Speaking

Work with a partner. Use the information on the business cards to introduce yourself to your partner and ask questions. Student A turn to page 147. Student B turn to page 149.