

1.1 Transport, accommodation and travel

1 Complete the missing words.

- I have made a r s a n for you for two nights at the Orion Hotel.
- The p i t s r t n in the city is very quick and cheap.
- Inés always travels business class when she takes l g - au flights.
- They enjoyed their s y in Mexico and want to go back next year.
- How often do you have to go a o d on business trips?
- Do you ever use a r d s r g app to travel around the city?
- We need to buy a new v le for deliveries.
- The flight to Brunei was d y d yesterday, so we arrived at the meeting late.

1.2 Comparatives and superlatives

2 Complete the sentences using the phrases in the box.

happier than less important than
more difficult than the best
the least expensive the worst

- Managing large teams is hard. In fact, it's _____ managing small teams.
- The staff are _____ they were in the old offices.
- _____ day to have company meetings is Friday because everyone is tired.
- The CEO stayed in _____ hotel in town, of course!
- This restaurant is _____ one in town, but the food is great.
- This report is _____ the interviews for new staff so could you do those first, please?

Functional language

1.3 Making small talk

3 Complete the dialogue using the words and phrases in the box.

about six hours yes, a little do you know
do you live visiting how long was that's right
what are you you come from

- A: Hi, I was introduced to you earlier. You work in sales.
B: ¹_____. I remember you. I'm Grigor.
A: Hi, Grigor. I'm Dina. Where do ²_____?
B: Russia, but I work in Dubai.

A: Really? That's interesting. ³_____ your flight from there to Rome?

B: ⁴_____. It wasn't too bad. And you? Where ⁵_____?

A: In London.

B: Very nice! ⁶_____ Rome?

A: ⁷_____. I came here on a business trip last year. I hope to do some more sightseeing when I'm not at this conference. ⁸_____ doing here?

B: I'm ⁹_____ some clients and watching them give talks.

1.4 Explaining and solving IT problems

★ 4 Complete the dialogue. Use only one word in each gap.

A: I'm ¹_____ trouble logging on to the system. I don't know ²_____ to connect to the intranet.

B: You ³_____ to use the login details I gave you.

A: I ⁴_____ find my login details. Can you give them to me again?

B: ⁵_____ 'expert123'. ⁶_____ you try logging on again now?

A: OK ... No, I still can't log on.

B: Right. Can you try setting up a new account name?

A: ⁷_____ do I do that?

B: Don't worry. I'll ⁸_____ it for you.

1.5 Email - Asking for information

★ 5 Choose the correct option in italics to complete the email.

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¹*Hello / Dear Sir or Madam,*

I am writing to ²*ask / enquire* for information about your conference facilities. We are ³*asking / looking* for a venue which can accommodate 150 people. We ⁴*would / can* also like to book all your bedrooms for the period of the conference. Would that be possible? We ⁵*need / hear* each room to have a desk and wi-fi. The conference is four days, 3–6 November next year, and we are planning to have breakfast and lunch at your hotel each day. Please can you ⁶*inform / confirm* your best price for this?

I ⁷*look / hope* forward to hearing from you.

⁸*All / Kind* regards,