What? When? Where?

3

Unit overview

3.1	**We're very busy in December** **Lesson outcome:** Learners can talk about their routines and the busy periods in their jobs.	**Vocabulary:** Months and seasons **Communicative grammar:** Talking about ability and possibility **Video:** I can work flexible hours **Task:** Asking and talking about your partner's work
3.2	**Requests** **Lesson outcome:** Learners can make and reply to requests.	**Vocabulary:** Ordinal numbers and dates **Reading and listening:** Can I have some time off? **Speaking:** Talking about taking time off
3.3	**I am writing to complain ...** **Lesson outcome:** Learners can write a short email describing a problem and requesting action.	**Reading:** Complaints **Communicative grammar:** Talking about the past **Writing:** An email to describe a problem and request action
3.4	**Work skills:** We have a problem **Lesson outcome:** Learners can describe problems in a simple way and explain solutions.	**Video:** A progress meeting **Speaking:** A progress meeting
3.5	**Business workshop:** A problem with a client **Lesson outcome:** Learners can identify problems, explain solutions and make and reply to requests.	**Reading:** A customer complaint **Speaking:** A problem-solving meeting; A phone call

Review 3	**Pronunciation:** 3.1 *can* and *can't* 3.2 ordinal numbers	**Grammar reference:** 3.1 Talking about ability and possibility; *at, in, on, from ... to ...* 3.2 *Can ... ?/Could ... ?* 3.3 Talking about the past

LIVEWORKSHEETS

3.1 We're very busy in December

Lesson outcome Learners can talk about their routines and the busy periods in their jobs.

Lead-in

1 **Match the photos with the seasons.**

autumn spring
summer winter

Vocabulary

Months and seasons

April August December
February January June
July March May
November October
September

2A 3.01 **Put the months in order. Then listen and check.**

B **Match the seasons in Exercise 1 with the months in Exercise 2A.**

C **What months are busy in your job?**

3A 3.02 **Listen to Emily and Mark talking about their jobs. Write the correct name next to each picture.**

A _____

B _____

B **Listen again. Are the sentences *true* (T) or *false* (F)?**

Emily

1 We're never busy in March or April.
2 Winter is always quiet so I usually go on holiday in July or August.
3 I always go on holiday in spring.
4 I **can** speak Japanese.

Mark

5 November and December are busy.
6 I usually go on holiday in March, April or May.
7 I **can** go on holiday in summer.
8 I **can't** speak Spanish.

Communicative grammar

TALKING ABOUT ABILITY AND POSSIBILITY → Grammar reference: page 107

\+ I/You/He/She/It/We/They **can** speak seven languages.
I/You/He/She/It/We/They **can** go on holiday in spring.

– I/You/He/She/It/We/They **can't** speak other languages.
I/You/He/She/It/We/They **can't** finish work at 2 p.m.

? **Can** I/you/he/she/it/we/they speak Japanese?
Yes, I/you/he/she/it/we/they **can**. / No, I/you/he/she/it/we/they **can't**.
Can I/you/he/she/it/we/they go on holiday in January?
Yes, I/you/he/she/it/we/they **can**. / No, I/you/he/she/it/we/they **can't**.

→ page 98 See Pronunciation bank: *can* and *can't*

LIVEWORKSHEETS

4 3.03 **Complete the office rules with *can* and *can't*. Then listen and check.**

In the new flexi-time system, staff need to work thirty-seven hours a week. They [1]_____ choose when they start and finish work and they [2]_____ decide when to go to lunch.

- All employees need to be in the office from 10.30 a.m. to 3 p.m.
- This means employees [3]_____ start after 10.30 a.m.
- They [4]_____ finish work before 3 p.m.
- The building opens at 7 a.m. so employees [5]_____ start work then.
- Employees [6]_____ take one hour for lunch from 11.15 a.m. to 2.45 p.m.
- They [7]_____ take lunch before 11.15 a.m. or after 2.45 p.m.
- They [8]_____ work until 8 p.m. when the building closes.
- Remember, if you drive to work, you [9]_____ only park your car in spaces 120–225.
- Employees need their ID card or they [10]_____ enter the car park.

5 3.04 **There are different ways to tell the time. Listen and tick (✓) the one you hear.**

1
ten a.m. ☐
ten o'clock ☐

2
ten p.m. ☐
ten o'clock ☐

3
twelve ☐
twelve o'clock ☐

4
seven thirty ☐
half past seven ☐

5
three fifteen ☐
quarter past three ☐

6
eleven forty-five ☐
quarter to twelve ☐

7
eight ten ☐
ten past eight ☐

8
four forty ☐
twenty to five ☐

We can use the twenty-four-hour clock to talk about schedules, e.g. at the airport.
The flight is at 20.45 (= twenty forty-five).

AT, IN, ON, FROM ... TO ... → Grammar reference: page 107

at + time
***at** 3.30, **at** 11 o'clock*

in + month, season, year, part of the day
***in** June, **in** autumn, **in** 2020, **in** the morning*

on + day, date, special day, official holidays
***on** Friday, **on** the 19th of June 2020, **on** my birthday, **on** New Year's Day*

from + day, time, date ***to*** + day, time, date
***from** Monday **to** Friday, **from** 10 o'clock **to** 6 o'clock, **from** the 15th **to** the 31st of August*

T Teacher's resources: extra activities

VIDEO 6A 3.1.1 **Watch Part 1 of the video. Are the sentences *true* (T) or *false* (F)?**

1. Fi usually works from 2.30 to 5.30.
2. Fi can't work flexible hours.
3. Fi can speak three languages.
4. Fi never goes on holiday in December.
5. Ellie usually finishes work at 5.30 p.m.
6. Ellie has a meeting with her manager on Mondays at 12.00.
7. Ellie can't go on holiday in September.

B Watch Part 2 of the video. Answer the questions.

1. What time does Kathryn start work?
2. When does Kathryn have team meetings?
3. When is her busy period?
4. When can she go on holiday?

7A Work in pairs. Use the ideas in the box to ask questions about your partner's work.

TASK

what time / start/finish work? | when / busy? | busy / spring? | when / go for lunch? | when / go on holiday?

***A:** When can you go on holiday? **B:** We can go on holiday in spring, so I usually go on holiday in April.*

B Now explain your partner's work to a new partner.

***A:** Susana can go on holiday in spring, so she usually goes on holiday in April.*

Self-assessment I can talk about my routine and the busy periods in my job. ☺ ☹

LIVEWORKSHEETS

3.2 Requests

Lesson outcome Learners can make and reply to requests.

Lead-in **1** **What's your favourite company? Why?**

Vocabulary **Ordinal numbers and dates**

2A 3.05 **Listen and complete the list with the company names in the box.**

Apple	Berkshire Hathaway	ExxonMobil	General Electric
Microsoft	Novartis	PetroChina	~~Toyota Motor Corporation~~

FT

FT Global 500 – World's top companies in 2015

	Company	Country	Value ($bn)
1st	_____	USA	724.7
2nd	_____	USA	356.5
3rd	_____	USA	356.5
4th	Google	USA	345.8
5th	_____	USA	333.5
6th	_____	China	329.7
7th	Wells Fargo	USA	279.9
8th	Johnson & Johnson	USA	279.7

	Company	Country	Value ($bn)
9th	Industrial and Commercial Bank of China	China	275.3
10th	_____	Switzerland	267.8
11th	China Mobile	Hong Kong	267.2
12th	Wal-Mart Stores	USA	265.1
13th	_____	USA	249.7
14th	Nestlé	Switzerland	243.7
15th	Toyota Motor Corporation	Japan	238.9
16th	Acme Digital	USA	221.6

B **The list in Exercise 2A is from 2015. Which companies do you think are first, second and third today? What other companies do you think are on the list today?**

Look, there are no big e-commerce companies on this list! I think Amazon or Alibaba are on the list today.

C **Work in pairs. Practise saying the numbers from 1st to 15th. Then try to say the numbers in the box.**

16th	18th	20th	21st	22nd	23rd	27th	30th	31st	40th	100th	500th

1st – first, 2nd – second, ... 20th – twentieth, ... 23rd – twenty-third

3 3.06 **Listen and underline the number you hear.**

1 Our department always has a meeting on the *1st / 3rd* Thursday of the month.
2 Mr Barker's office is on the *22nd / 32nd* floor.
3 The delivery arrives on the *10th / 12th* of November.
4 Can you come to Sam's *13th / 30th* birthday on Monday?
5 That's the *15th / 50th* email today.
6 My holiday starts on the *9th / 19th* of July.
7 Thank you for waiting, you are *5th / 15th* in line.
8 I'm out of the office from the *12th / 20th* of January for a week.

Say years in two parts:
1814 'eighteen fourteen'
1945 'nineteen forty-five'
2019 'twenty nineteen'.
But 2000 is *'two thousand'* and 2001–2009 are *'two thousand and one'*, etc.

4A 3.07 **Listen and write the dates you hear.**

1 *14/9/2021* 3 _____ 5 _____ 7 _____
2 _____ 4 _____ 6 _____

B **Work in pairs. Practise saying the dates in Exercise 4A.**

14/9/2021 – the fourteenth of September twenty twenty-one

LIVEWORKSHEETS

19	13	60
10	50	1

Teacher's resources: extra activities

5 3.08 **Play bingo. Listen and circle the numbers as you hear them.**

Student A: Look at the bingo card on the left.
Student B: Look at the bingo card on page 113.
Student C: Look at the bingo card on page 116.
Student D: Look at the bingo card on page 118.

page 98 See Pronunciation bank: Ordinal numbers

Reading and listening

Can I have some time off?

6 **Read the email. What does Michaela want? Why?**

Hi Colin,
Good news! We move house on Tuesday 19th July.
Could I please take some time off from Monday 18th to Thursday 21st July for the move? And could I also take Friday 15th July to prepare?
Can you let me know as soon as possible? I need to start organising things!
Thanks,
Michaela

CAN ... ?/COULD ... ? Grammar reference: page 107

Requests

Use *could* to make polite requests.
Could *I please take some time off?*
Could *you finish the report before you go?*

Use *can* for requests in informal situations.
Can *I take some time off?*
Can *you finish the report for me?*

Replies

To reply positively, use: *Yes, of course (I/we* ***can****).*
To reply negatively but politely, use:
I'm sorry but *we* ***can't****.* ***I'm afraid*** *you* ***can't****.* *We* ***can't****.* ***I'm sorry****.* *We* ***can't****,* ***I'm afraid****.*

Teacher's resources: extra activities

7 3.09 **Listen to Colin's phone call with Michaela. Answer the questions.**

1 Does Colin give Michaela some time off?
2 How many people are on holiday in July?
3 What dates does Colin suggest for Michaela's holiday?
4 What does Colin ask Michaela to do?

8 **Match 1–6 with a–f.**

1 Could I please take	**a** as soon as possible?
2 You can take from	**b** Monday 18th to Wednesday 20th.
3 I'm afraid you can't take	**c** all the days you want.
4 Could you let me know	**d** the report before you go?
5 Could I also take Friday	**e** some time off?
6 Can you finish	**f** 15th July?

Speaking

9 **Work in pairs.**

Student A: Look at page 114 and read the information.
Student B: Look at page 119 and read the information.

Self-assessment I can make and reply to requests. ☺ ☹

LIVEWORKSHEETS

3.3 I am writing to complain ...

Lesson outcome Learners can write a short email describing a problem and requesting action.

Lead-in

1 Match 1–5 with A–E.

What's wrong?

1 My delivery is **late**. C
2 The product is **broken**. ___
3 The package is **damaged**. ___
4 An item is **missing**. ___
5 The price is **incorrect**. ___

Reading

2A What problems in Exercise 1 are complaints i–iv about? One problem is not used.

How can we help?

i Our order **was** three parts, not two! Only two parts **were** in the box, the third **wasn't** there. *An item is missing.*
ii The price on the website **was** $250 but the price on the invoice **was** $300.
iii Our delivery **was** 8–11 a.m. I **was** here, but my packages **weren't**!
iv My new laptop **was** broken. The package and box **were** both OK, but the screen **was** damaged.

B Use the questions 1–4 to continue the complaints in Exercise 2A.

1 iii What time is the delivery?
2 ___ Where is the missing part?
3 ___ What is the correct price?
4 ___ When can you send me a new laptop?

Communicative grammar

TALKING ABOUT THE PAST → Grammar reference: page 108

+ I/He/She **was** late for work.	- I/He/She **wasn't** (= **was not**) late for work.
You/We/They **were** late for work.	You/We/They **weren't** (= **were not**) late for work.
It **was** broken.	It **wasn't** broken.
There was a problem with the order.	**There was no** problem with the invoice.
There were three late deliveries in January.	**There were no** late deliveries in February.
? **Were** you/they at work yesterday?	+/- Yes, I/he/she **was**. / No, I/he/she **wasn't** (= **was not**).
Was he/she at work yesterday?	Yes, we/they **were**. / No, we/they **weren't** (= **were not**).
Was it broken?	Yes, it **was**. / No, it **wasn't** (= **was not**).
Was there a late delivery yesterday?	Yes, **there was**. / No, **there wasn't** (= **was not**).
Were there items missing?	Yes, **there were**. / No, **there weren't** (= **were not**).

Why **was** the invoice wrong?
Where **were** the missing items?

LIVEWORKSHEETS

3 Choose the correct word.

1 There *was / were* a problem with the order.
2 How many items *was / were* missing?
3 The delivery *wasn't / weren't* correct.
4 My items *was / were* broken.
5 The delivery address on the invoice *was / were* wrong.
6 *Was / Were* there three computers in the package?
7 There *was / were* five items missing.
8 Two items *was / were* late, and one *was / were* broken.

4 Write questions with *was* and *were*.

1 What / the problem? _____
2 Why / the packages damaged? _____
3 When / the meeting? _____
4 Where / the reports? _____
5 he / in the meeting / yesterday? _____
6 Where / the order? _____

T Teacher's resources: extra activities

5A Read the email. Which of the problems in Exercise 1 does Beata have?

From: Beata Minari
Beata.Minari@TPY.comm
Subject: Missing order

Dear Sir/Madam,

I am writing to complain about the order (Ref: 13267B) from Monday last week.

Our order [1]_____ three different parts. Unfortunately, only two parts [2]_____ in yesterday's delivery – parts RJY4653 and PHG847 [3]_____ both in the box, but NBG7896 [4]_____. Where is the missing part?

This third item is now one week late, and this is a big problem for us.

Can you [a]_____, please?

I look forward to hearing from you.

Best regards,

Beata Minari
Purchase Manager, TPY Inc.

B Complete gaps 1–4 in the email with *was(n't)* or *were(n't)*.

C Read the requests below. Then look at gap a in the email. Which two requests can Beata use?

Can you [change the part, / send the missing item, / send a different item, / resend the invoice, / send the correct order,] please?

Writing

6 Put the phrases in the correct order. Use the email in Exercise 5A to help you.

a I look forward to hearing from you. ___
b Best regards, ___
c I am writing to complain about ... ___
d Dear ... , ___

7 Look at the situations ii–iv in Exercise 2A. Choose one and write an email like the one in Exercise 5A. Remember to:

- use the phrases from Exercise 6 in your email.
- describe the problem.
- request action.

Self-assessment I can write a short email describing a problem and requesting action. ☺ ☹

LIVEWORKSHEETS

3.4 WORK SKILLS
We have a problem

Lesson outcome Learners can describe problems in a simple way and explain solutions.

Lead-in

1 Look at the photos. Complete the types of meeting (a–c) with the words in the box.

planning progress problem-solving

a a _____ meeting

b a _____ meeting

c a _____ meeting

VIDEO

2A Match the problems 1–3 with the solutions a–c.

1 can't find parts at a good price
2 people are on holiday in summer
3 website doesn't work properly

a ask an IT specialist for help
b hire more people in July and August
c use big, international suppliers

B Match the problems/solutions in Exercise 2A with the items on the agenda (i–iii).

C 3.4.1 **Watch the meeting. Who can meet their deadline? Who can't?**

Team meeting:
10 June, 10.00–10.30, room 5

AGENDA
i Project planning
ii New supplier
iii Online invoice system
Any other business

LIVEWORKSHEETS

3 **Put the words in bold in the correct order. Watch the video again if necessary.**

1 Paulo, **with are where we** planning the new project?

2 **aren't we finished**. I'm sorry.

3 And Rachel, **situation the what's with** finding a new supplier?

4 OK, **what we do can** to solve this?

5 **Can finish we** on schedule?

6 No. I think **time we more need**.

7 Martin, **you about tell can us** the online invoicing system?

8 We **a with problem have** the website, but **we solve can** it.

9 **we're schedule on**.

Speaking

A PROGRESS MEETING

Talking about progress

Where are you/we with planning the new project? — We aren't / It isn't finished.
What's the situation with the product testing? — We're/It's on schedule.

Talking about problems

The problem is they can't make the parts we need.
We have a problem with the website.
There was a problem with the invoices.

Talking about solutions

What can we do to solve this? — We can look for international suppliers.
How can we fix this? — We need to change how the system works.
We can see the solution.
We can solve it.

Talking about schedules

Is everything on schedule? — Yes, I think we can finish it by Friday.
Can you/we finish by next week? — I think we need more time, I'm sorry.
Can you/we meet the deadline?

T Teacher's resources: extra activities

Team meeting:

AGENDA
i Car design
ii Supplier
iii Website
Any other business

4 **Work in groups of four. You all work in a car company. Look at the agenda and have a team progress meeting.**

Student A: Look at page 119 and read the information.
Student B: Look at page 113 and read the information.
Student C: Look at page 115 and read the information.
Student D: Look at page 117 and read the information.

Self-assessment I can describe problems in a simple way and explain solutions.

LIVEWORKSHEETS

BUSINESS WORKSHOP

A problem with a client

Lesson outcome Learners can identify problems, explain solutions and make and reply to requests.

A customer complaint

1 Read the email and choose the correct words.

1 The order yesterday was *correct / incorrect*.
2 *Three / Five* parts were not in the package yesterday.
3 The other parts in the order yesterday were *right / wrong*.
4 This is the *first / second* time the delivery was late.
5 GKB Production want *the missing parts / different parts*.

C.Charleston <Chris.Charls@GKB.co.uk>
Order 45231C

Dear Sir/Madam,

I am writing to complain about our order (Ref. 45231C) yesterday from Denilson's.

Unfortunately, the order was wrong. Three parts were missing and the other parts were incorrect. The package was also two hours late.

This is the first time there was a problem with late delivery, but it is the third time there was a problem with an order. Last month, all the parts in our order were broken and last week five of the items were missing.

This is a big problem for us. Can you send us the missing parts and improve delivery for the next order, please?

I look forward to hearing from you.

Best regards,

Chris Charleston,

Purchasing Manager, GKB Production

A problem-solving meeting

2 Read your role card and prepare for the meeting.

Student A: Follow the instructions on this page.
Student B: Look at page 113 and follow the instructions.

Student A
Work with another Student A. Put the bold words in the correct order.

1 **with are where we** GKB? _____
2 **we fix how can** this? _____
3 **with the what's situation** the delivery company? _____
4 **change can we** the delivery company? _____
5 **find you can** a solution this week? _____
6 **give we can** GKB a discount on their next three orders. _____

Read your role card and prepare for the meeting with your employee.

You are the Sales Manager at Denilson's.
- Meet your employee. He/She is a Sales Rep and GKB Production is his/her client.
- Discuss the delivery problems with him/her.
- Use the agenda and try to include the sentences above in your conversation.
- Agree on possible solutions and a time to visit GKB together.

Work in Student A/B pairs. Have the meeting.

AGENDA
1 Discuss the problems with the GKB delivery.
2 Discuss possible solutions.

A phone call

3 Work with a partner.

Student A: Follow the instructions on this page.
Student B: Look at page 115 and follow the instructions.

Student A
You are the Sales Manager at Denilson's. Your employee, the Sales Representative for Denilson's, calls you to ask for something. Listen to his/her request and use the information below in your call.

- The Sales Representative doesn't need to go to the meeting at GKB.
- You have a meeting with the CEO on Monday 12th May at 2 p.m.
- You are on holiday on Friday 9th May, so you need to know about the new delivery company on Thursday 8th May.

Self-assessment I can identify problems, explain solutions and make and reply to requests.

LIVEWORKSHEETS