WORKBOOK

UNIT 1

CONTACTS

WORKSHOP 1

Name: _____

Class: _____

Date: _____

Page 2: Vocabulary 1 - Business Cards

Business Card

NORDIC AIR
Erik Larsson
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? _____

LIVEWORKSHEETS

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 / ?

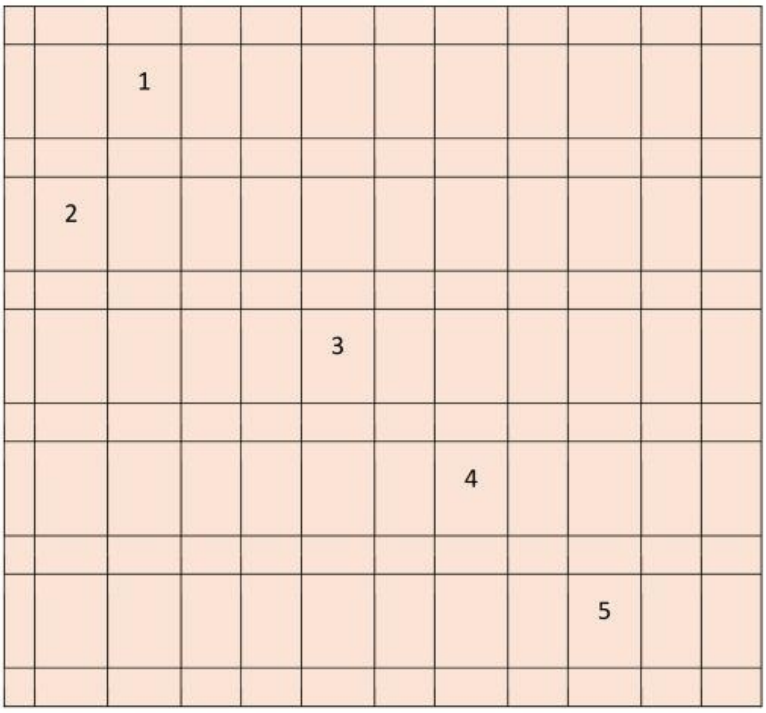
5. located / Where / the / is / company / ?

LIVEWORKSHEETS

Page 3: Vocabulary 2 - Countries, Nationalities & Greetings

A. Nationalities crossword

Words: Japanese, French, Brazilian, German, Mexican



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

LIVEWORKSHEETS

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 _____.

LIVEWORKSHEETS

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.

LIVEWORKSHEETS

A. Complete the table

Country	Common greeting	Important business custom
Japan	_____	_____
Mexico	_____	_____
Germany	_____	_____
UK	_____	_____

B. Reading questions

1. What greeting is common in Japan? _____
2. How are business cards usually given in Japan?

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

   _____
4. Why are personal relationships important in Mexico?

   _____
5. What is very important in Germany? _____
6. What do people often use in German professional situations?

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

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

   _____

C. True or false

1. Business cards are important in Japan. _____
2. Meetings in Mexico are always cold and silent. _____

LIVEWORKSHEETS

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

LIVEWORKSHEETS

2. the meeting / at 10:30

3. Maria and Tom / new colleagues

4. Anna / a receptionist

5. the company / in Stockholm

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.

LIVEWORKSHEETS

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.

LIVEWORKSHEETS

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.

LIVEWORKSHEETS

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? _____

LIVEWORKSHEETS

🎧 **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? _____

LIVEWORKSHEETS

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:

_____

_____

_____

LIVEWORKSHEETS

_____

_____

_____

_____

_____

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.

LIVEWORKSHEETS

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.

LIVEWORKSHEETS