



Basic Business Agenda

60 units for students
of business English
by Andrew D. Miles

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Basic Business Agenda

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1 The Company Party

Laura Hello.
James Hello.
Laura I'm Laura. What's your name?
James It's James. Are you a manager?
Laura No, I'm not. Are you a manager?
James Yes, I am.

Laura Are you from the Financial Department?
James No, I'm not.
Laura Oh, where are you from?
James I'm from the Export Department. Where are you from?
Laura I'm from the Imports Department.

James Are you a secretary?
Laura Yes, I am.
James Are you a senior secretary?
Laura No, I'm not.

James Are you a junior secretary?
Laura Yes, I am.
James OK. Bye, Laura.
Laura Bye, James.

Highlights

Verb to be
Personal pronouns



Notes

2 A Business Visit

Client Excuse me.
Silvia Yes?
Client Are you the receptionist?
Silvia No, I'm not. She is the receptionist.

Client Are you the receptionist?
Sandra Yes, I am.
Client I'm Bob Roberts. Is the Export
Manager in the company?
Sandra Yes, he is.
Client Good.
Sandra Are you here on business, sir?
Client Yes, I am.
Sandra And...Where are you from?
Client From Roberts Ltd. in London.
Sandra Thank you. Please sit down.

James Hello. I'm James Stone, the Export
Manager.
Client Hello. I'm Bob Roberts.
James Are you from Roberts Inc. in New
York?
Client No, I'm not. I am from Roberts Ltd. in
London.
James Oh, sorry.
Client We're an English company. They're an
American company.

Highlights

Questions & answers with the verb to be
A & the

3 A New Programmer

- K Hi. I'm Karla, the new computer programmer.
- B Hello. I'm Brenda. Please come with me.
- B This is your office and that is the meeting room.
- K Where is the stationery?
- B Here. Look. Pens, envelopes, pencils, glue...
- B James, this is Karla, the new programmer.
- J Pleased to meet you.
- K Pleased to meet you too, James.
- J Sorry, what's your name?
- K It's Karla. Are you the Systems Manager?
- J No, I'm not. I'm James, the Export Manager.
- B That is your desk and those are your files.
- K Thanks. Are these my CDs?
- B No, these are my CDs. That is your computer and those are your CDs.

Highlights

This & that
These & those

Notes

4 At Our Office

The office

- D I work at an ugly office and my boss is very old.
- E Really? My office is beautiful and my boss is young.
- D Is he? What's his name?
- E My boss is a woman. Her name is Anne Wilson.

The copier

- F Gus, we need a new copier.
- G A new copier? Are you sure?
- F Yes, our copier is old and slow. We need a good one. Maybe a Canon or a Xerox. Their models are modern and fast.
- G Are they expensive?
- F I'm not sure. Ask Peter. His copier is very good.

The applicant

- H Is this your application, Andrea.
- A Yes, it is.
- H OK. How good is your typing?
- A Very fast.
- H And you're German?
- A It is not bad, sir.

Highlight

Possessive adjectives

5 The Convention

At the reception desk

- B Good evening.
R Good evening, sir. What's your name, please?
B Bob Roberts.
R Are you here for the convention?
B Yes, I am. Where is the meeting room?
R There, sir. First floor, suite 7.
B Thanks.
R You're welcome.

At the meeting room

- B Is this the meeting room?
C Yes, it is.
B Good. Where are the salespeople?
C Pardon?
B Where are the sales reps? Isn't this a sales convention?
C No, it isn't! We are accountants. This is our convention.
B I'm sorry!
C What's your job?
B I'm a Sales Manager.

At the reception desk

- B Excuse me. Suite 7 is for an accounting convention. Where is the meeting room for my convention?
R Aren't you Mr Nick Roberts, the American tax expert?
B No, I am not. I'm Bob Roberts. I'm British.
R Oh, sorry! The sales convention is on the second floor, suite 9.

6 At a Hotel

- R Good afternoon.
K Good afternoon. We have a reservation.
R What are your names?
K Apple. Mr and Mrs Apple.
R Yes. A double room with a shower for three nights. Is that right?
K Yes, it is.
- R Could I see your passport?
K Yes. Here you are.
R Thanks. Could I have your credit card, please?
K Certainly. Here it is.
- K Is there a bank near here?
R Yes, there is. First street right, second left.
K What about a post office?
R There's one in front of the bank.
K Thanks. Now...Are there any public toilets at the hotel?
R Yes, of course. They are in the lobby, behind that column.
- W Good evening.
K Could we have two cups of coffee?
W Certainly. Black or white?
K White for my wife and black for me, please.
W Here you are, sir.
K How much is it?
W Two dollars fifty, sir.
K Could you charge it to our room?
W Of course, sir.

Highlight

Could

7 The New Factory

Mrs Christina Jones is the president of an Australian company. Her company needs a new factory. She is with her Production Manager. The plan for the factory is on her desk.

- B This is the plan for the new factory.
C OK. Where is it placed?
B In Ho Chi Minh City, Vietnam.
C In Ho Chi Minh! Why?
B Taxes are very low in Vietnam.
- C Is there a dining room for the staff?
B Yes, there is. There is a dining room, two car parks, a meeting room and four big offices.
- C How many parking places are there?
B There are eight at the front and twenty seven at the back.
- C Where is the systems department?
B Here. There is one IBM computer with seven terminals.
- C And...Where are the assembly lines?
B Here. There are two assembly lines in this big building.
- C Good. Are there any robots?
B Yes, of course. There are some robots in every line.
- C All right. What is the estimated building cost?
B US\$ 10 million.
C Well, it is very expensive. Is there any financing?
B Yes, there is.

Highlights

There is & there are

8 Two Candidates

James Stone, the Export Manager, goes to see Anne Wilson, his company's Human Resources Manager. He knocks at her office.

- A Who is it?
J It's James.
A Come in, James. How are you?
J All right, thanks. How are you?
A Fine. Please sit down.
- J Are you busy now?
A Not for you, James. How can I help you?
J It's about the new secretary for my department.
A Oh, yes. We have two candidates.
J Who are they?
A Wendy Mason and Andrea Parr.
- J Can they speak German?
A Yes, but Wendy's German is better.
J Can Wendy speak French?
A Yes. She can write and speak French and Spanish.
J And how good is Andrea's Spanish?
A Her Spanish is poor but her French is very good.
- J All right. Now, who has more experience in exports?
A Wendy. She has a lot of experience in international trade.
J Well, who then? Andrea or Wendy?



Highlight

Can

9 Much & Many

Kim and Wendy are checking the stationery at their office.

K Are there any staples, Wendy?
W Yes, there are many.
K And...Is there any ink for the printer?
W No, there isn't any.
K Is there any typing paper?
W Well, there's some.
K How much is there?
W Let's see. One...two... three pads.

K Are there any pens?
W Yes, there are many.
K All right. Are there any pencils?
W Pencils? No, there aren't any.
K What about paper clips?
W Well, there are some.

K How many are there?
W There are two boxes.
K How many CDs are there?
W There are many. There are twelve boxes.
K Good. How much glue is there?
W There's a lot.

K OK. How many erasers are there?
W Erasers? Where are they?
K They're in that drawer.
W Let's see... There are ten boxes.
K And how many envelopes are there?
W Envelopes? More than a thousand!

10 At the Restaurant

- W Good evening, sir.
C Good evening. Could I have the menu, please?
W Here you are, sir. What would you like to drink?
C Is there any wine?
W Yes sir. Which wine would you like?
C Some white wine, please.
- W Very good, sir. What would you like to eat?
C Have you got any pizza?
W Of course, sir. Which pizza would you like?
C I am not sure...Yes, one with a lot of cheese.
- W All right. Double cheese then, sir. Would you like some salad?
C No, thank you.
W Very good, sir. A bottle of white wine and some pizza, then.
- W Would you like some dessert, sir?
C Yes, I would. Is there any apple pie?
W No, there isn't any. Would you like some ice cream?
C All right. Some chocolate ice cream please.
W Very good, sir.
- C Waiter, I'd like the bill, please.
W Yes sir. Its 14 pounds.
C Can I pay with credit card?
W Of course, sir.



Highlights

Would

Numbers from 11 to 20

11 The Investment

Charles Canson is a financial manager at Sydney Rubber Company. He is with Vivian Walters, an investment consultant in London.

Bank deposits

- C What do you think, Vivian? Do you recommend bank deposits?
- V I don't like them. Bank deposits have low interest rates.
- C But they are not risky!
- V You're right, Charles. They're safe, but they're not good business.

The Stock Market

- C Then, do you advise us to invest in the stock market?
- V I think it's a good idea.
- C Why?
- V Because stocks are cheap now.
- C Are you sure?
- V Yes. The Financial Times recommends buying stocks...

Precious metals

- C What about precious metals. Are they good business?
- V Maybe. Metals are a safe investment and they can be excellent business.
- C Good idea! But which metals do you recommend?
- V I don't really know. Maybe gold or platinum...

12 Advertising

Mary and Mark work at Adam & Eve Advertising Agency. Adam, one of the company's executives, is with them. He needs a good advertising campaign for Pasta King Corporation, an important client.

TELEVISION



- Adam Where are your proposals?
Mary Here. This is my idea and that is Mark's.
Adam A three-minute TV commercial! Whose is
 this proposal? Is this your idea, Mark?
Mark No, it isn't. It's Mary's.
Adam Three-minute ads are very expensive,
 Mary!
Mary Yes, but they are perfect for this product.
Adam No, they aren't. What's your proposal,
 Mark?
Mark It's a ten-second spot. It's short and
 cheap.

RADIO



- Adam OK. Mark's ad for television. Now, where
 are the copies for radio advertising?
Mark Here they are.
Adam Thanks. Whose is this idea of a twenty-
 minute radio programme?
Mary Mine. Pasta King Corp. could sponsor a
 news programme in the morning.
Adam Sponsor a programme? Sponsored
 programs are long and boring!

13 The HR Manager

- D Excuse me, are you Anne Wilson, the Human Resources Manager?
- A Yes, I am.
- D Pleased to meet you. I'm John Dunn.
- A How do you do Mr Dunn? Please sit down.
- D Thank you.
- A Could you give me your application, please?
- D Here you are.
- A Thanks. So your name's John Dunn...
- D That's right.
- A Fine. Can you type, Mr Dunn?
- D Type? No, I can't.
- A OK...you can't type. Now, can you speak any foreign language?
- D Yes, I can. I can speak French and a little Japanese.
- A All right. French and Spanish...Can you speak German?
- D No, I'm afraid not.
- A Right...Are you good at mathematics?
- D Yes, I am. I'm an engineer.
- A Very good. Could you begin work immediately?
- D Yes, of course!
- A OK. Could you be at the factory Monday morning?
- D Certainly. Who must I see there?
- A You can ask for Mr Slate. He's the Chief Engineer.
- D Well, thank you very much!
- A It's a pleasure, John. And welcome aboard!

Highlights

Can

Could

14 Have

Anthony Smith, from Tecno Corporation, USA

Anthony Smith is a vice-president at Tecno, an American company. Tecno is a high-tech business that specialises in computer applications. They have their head office in Silicon Valley, but they don't have any foreign representatives. They have more than one hundred employees and a powerful computer, which they use for programming. Business is very good for them and Tecno is looking for a European partner to expand their market.

Christina Jones, from Sydney Rubber Company, Australia

Christina Jones is the president of Sydney Rubber Company. Her company has two divisions the Sales Division and the Manufacturing Division. Each division has an area manager and five departments. Sydney Rubber Co. manufacture rubber products in Australia, Brazil and Vietnam. They sell their finished products to the USA and the EU.

Adam Apple, from Adam & Eve Advertising Agency, UK

Adam Apple is an executive at Adam & Eve Advertising Agency. He has a lot of experience in advertising but he doesn't have much free time because he spends most of his day visiting clients. He has three international awards in his office and enjoys his job very much.

Highlight

Have

15 Travelling

Anthony Smith is in Quebec and wants to travel to London. He's talking to a travel agent now.

S I'd like some information on direct flights to London.

A When would you like to travel?

S On Friday.

A At what time, sir?

S In the morning. Around 8 or 9 AM.

A Let's see. No, there aren't any seats available on Friday morning.

S All right. What about Saturday?

A There's a flight at 6.45 in the evening.

S That's fine.

A Would you like a ticket?

S Yes please.

S How much is it?

A It's 1,200 Canadian dollars, sir.

S That's expensive! It's cheaper in the Internet!

A But we give you a better service, sir.

S Can I pay with Euros?

A Yes, you can, but we need to charge a small commission.

S Why?

A Because we need to exchange the Euros for Canadian dollars.

S And how much is the commission?

A It's 1.2 percent.

S What time must I be at the airport?

A At around 3.30, sir. It's always better to check in early.

S And when does the plane land in London?

A At 7 o'clock London time, sir.



Highlights

Days of the week

The time

16 The Appointment

Calling the Grey & Grey Bank

- T Grey & Grey Bank. Can I help you?
B Yes, I'd like to make an appointment with the manager.
T Where are you calling from, sir?
B From Motorway Inc. My name's Bill Brick.
T All right, Mr Brick. I'll connect you with her.

Calling Ms Grey's office

- Y Ms Grey's office. Good afternoon.
B Good afternoon. Is this the manager's office?
Y Yes it is.
B Fine. I'd like to make an appointment.
Y Could I have your name, please?
B Bill Brick, from Motorway Inc.
Y Right, sir. Could you come Monday at 9.30?
B Yes. Thank you.
Y You're welcome, sir.

Meeting Ms Grey

- G Pleased to meet you, Mr Brick.
B How do you do?
G Come into my office.
B Thanks.
G Please sit down. Would you like some coffee?
B All right. Black coffee please.
G With sugar?
B No thanks. No calories for me!

17 At the Airport

Trevor Cutts is Tecno Corporation's president. He's travelling to London with his family.

At the information desk

- C Excuse me...
- Z Yes sir?
- C Can I ask you a question?
- Z Of course. What can I do for you?
- C Could you tell me where to check in for British Airways?
- Z Over there, sir. The second counter on your left.
- C Pardon? Which counter?
- Z That one. The red and blue one over there.
- C Thanks.

At the check-in desk

- T Good morning. Can I help you?
- C Hello. Is this the British Airways counter?
- T Yes it is.
- C Fine. We're travelling to London.
- T OK sir. Can I see your tickets, please?
- C Here you are.
- T Thanks. What nationality are you?
- C Well, I'm American. My wife and my son are Brazilian.
- T All right. Can I see your passports, please?
- C Here they are.
- T Thank you, sir. Can you put your cases on the scales, please?
- C Yes. Which one shall I put in first?
- T It's better to weigh the bigger ones first and the smaller ones later.



Highlight

One & ones

18 His & Hers

- M Would you like some more tea?
P Yes please.
M Is this your cup?
P No. That one's mine.
M And whose is this one?
P I don't know. It could be his.
M Whose?
P Paul's. This cup could be his.
- N Your plates are very clean, Cynthia.
Which detergent do you use?
C Superwhite, Norah. It's not very
expensive and it's good.
N Do your sisters use the same brand?
C They don't. They prefer Cosmo
detergent.
N And...Which is the best one?
C Superwhite, of course. My detergent is
much better than theirs.
- P Can you show me your paint collection,
Mark?
M Of course Paul. Look, this is my Renoir.
P Very nice...I like this one especially.
M Which one?
P This small one here. Who is the painter?
M This one? It's mine. I am the painter
P Congratulations. It's very good!
- M Well, goodbye.
P Bye. Thanks for the invitation.
M That's all right. Thank you for coming.
Now, which is your jacket?
P This one's mine.
M And that one?
P I think it's Norah's
M Norah's?
P Yeah, I'm almost sure it is hers.

19 Arriving

Trevor Cutts has arrived at Heathrow Airport in London.

The migrations officer

- O Good morning. Can I see your passport?
C Certainly. This one's mine.
O Which one?
C This one. The blue one.
O OK. You're American.
C Yes I am.

The customs officer

- X Which are your cases?
C These cases are ours.
X OK. Do you have anything to declare?
C Well, we have a little wine and my wife has a few cigarettes.
X How much wine have you got?
C Not much. Only two litres.
X And how many cigarettes has your wife got?
C Not many. Just two boxes.

The taxi driver

- T Good evening.
C Hello. Can you take us to Cambridge Avenue, please?
T Sure. What number?
C Forty-one. Beside Kilburn Park underground station.
T OK. Have you got any cases?
C Yes.
T How many have you got?
C Just a few. Only three.

20 An E-mail

To: Pat O'Connor
From: George Reeves
Subject: Mickey doll samples

Dear Pat,

Thanks for your last mail. We received your payment last Monday, so everything is OK now.

Today I'm writing about the Mickey Doll samples you requested. They are ready and their quality is excellent. They leave by plane tomorrow morning and should reach your Dublin office on Wednesday.

The dolls are made of rubber and can be painted with your company's logo. We can manufacture the 550 sets you need in one week.

The price is 25 pounds FOB for every fifty-doll set. But if you buy at least 600 sets we can reduce it to 22 pounds. These prices include royalties paid to Disney Enterprises, Inc. but they do not include taxes.

If you order more than 1,000 pieces we could get an additional discount because we are quite interested in the Irish market.

Please e-mail or fax your answer to this office ASAP.

Best regards,

George Reeves
Sales Manager

21 Where's Everybody?

It's lunch time at Britsoft Limited. George Dougall –the firm's Sales Manager – is talking to Vicky. She is his personal assistant.

G I can't see Tom at his desk. Do you know where he is?

V He's working with Emma King. I think they're preparing next year's promotion campaign.

G OK. Where is Kate?

V She's typing a report.

G That's good. What about Nicholas? Is he working on his sales presentation?

V No, he isn't. He's having lunch with Anthony Smith, an American businessman.

G Vicky!

V Yes sir?

G Do you know where Richard and Sophie are?

V They're helping at the exports department. They're controlling and classifying all international shipping documents.

G All right. But who's checking payments?

V Wendy and Andrea are. They're preparing a list of bad debts.

G Good. That's very important. Now...

V Yes?

G What about you? What are you doing?

V I'm waiting, sir.

G Waiting? What for?

V My computer is printing some invoices and I can't continue with my work until it finishes.

22 The Oil Field

- N Eton Oil Company. Can I help you?
D Yes. I'd like to speak to Ken Simpson immediately, please.
N Ken Simpson. What's his extension number?
D I don't know.
N I see. Which division is he in?
D He's a security officer at the Accident Prevention Department.
N All right. Who's calling?
D This is Michael Devon.
N Hold on, Mr Devon, please.
- N I'm sorry sir, but his line's engaged.
D Can't you interrupt him? It's an emergency...
N I'm afraid I can't. It's against company rules.
D Is it? Well, is there anybody else in the department?
N Wait a minute sir. I'm going to check.
D Please hurry up. It's urgent!
- N Where are you calling from?
D From Texas.
N Where in Texas, sir?
D From the Madison oil field.
N Fine. Does Mr Simpson have your number?
D Yes he does.
N OK. When can he phone you?
D As soon as possible.
N As soon as possible? Why?
D It's urgent. We have a fire in the field!
N Oh!

23 At the Bank

Andrea Parr wants to open a bank account so she goes to a G&G Bank branch near her home.

- A Good morning.
M Good morning, madam. Can I help you?
A Yes. I'd like to open an account.
M Certainly. Would you like to take a seat?
- M What kind of account would you like to open?
A Well, I don't really know...
M Is it a personal account or a company account?
A It's a personal account.
- M Fine. Would you like a current account or a savings account?
A What is the difference?
M A savings account bears interest while a current account doesn't bear any interest.
- A Can I have cheques in both accounts?
M Yes, you can.
A I see. I think that a savings account is better.
M Fine, Madam.
A Now, tell me...are there any expenses?
M Pardon?
A Are there any expenses?
M That depends, madam. If your average balance exceeds five hundred pounds you don't have to pay any bank charges. If it's less you have to pay a small commission.

24 Western's Ad

Adam Apple is reading two sample advertisements for Western Airline's radio advertising campaign.

Mark's idea: "What our clients say."

Anthony Smith, Silicon Valley

*"Once you try the best, you like nothing else.
Western is the only option for me."*

Alison Powell, New York

*"I believe in safety. I fly Western because
their pilots are experienced. I trust them."*

Christina Jones, Sydney

*"My assistant always books Western for us.
I would never fly any other airline."*

Ed Chang, Taipei

*"When we need to deliver goods fast we always
send them by Western. They're reliable and
punctual".*

Mary's idea: "Western, the happy airline."

Fly with us and be happy! Western Airlines can take you and your family (including your pets) all around the world.

Once a week from Boston to Hong Kong, twice a week from Shanghai to Sydney, seven times a week from London to Paris.

Western is for me, for you, for her, for him, for them, for everybody! Fly with us – and be happy!

25 Going to

George Dougall is working at his office. Nicholas knocks at his door.

- G Who is it?
N It's me, Nicholas. May I come in?
G Yes certainly, Nick. What can I do for you?
N Well, I'm trying to organise a meeting with all the managers.
G What for?
N We're going to talk about Tecno.
- G Sorry. Who's Tecno?
N It's an American company from Silicon Valley.
G Silicon Valley?
N I think we're going to start a new business with them.
G Really?
- N Well, we're planning to meet tomorrow morning. Can you come?
G Actually, I'm not going to be here all day tomorrow.
N Why?
G I have to see John. We're going to discuss the new freight rates.
- N What about Wednesday? Will you be free on Wednesday?
G If it is Wednesday morning, yes.
N Fine. Wednesday then. Is 9.45 all right for you?
G Yeah, no problem.
N Great. See you on Wednesday then.
G See you.

26 Some Prepositions

9.35

Andrea's waiting outside her company's conference room. She has to attend a business presentation there. At this moment, she is looking towards the speaker, who's coming out of the lift. He's carrying an overhead projector and a laptop. A security guard is helping him.

9.45

Now Andrea's inside the conference room. She's sitting between Wendy Mason and a lawyer. A production engineer is sitting in front of her. The speaker is introducing himself. His name is Smith. He's drawing a chart and writing some numbers under it. Soon he's going to speak about manufacturing techniques in the USA.

10.05

The presentation isn't very interesting, so Andrea's looking at the people around her. The man behind her is eating a sandwich. The engineer is reading a magazine. The lawyer is talking by phone and Wendy is writing on her PDA. Very soon the speaker is going to turn the lights off so the public can see his videos.

10.30

At the moment the conference room is dark. The man behind Andrea is not eating now but the lawyer is still talking. The engineer is sleeping. Smith is walking across the room. He's speaking about his company, which is placed in California. Andrea's looking towards the door. She is tired and bored. She wants to go home.

27 A Call from London

Los Angeles, 9.01 am

- G Tecno Corporation. Good morning.
O. Good afternoon. May I speak with Giselle, please?
G Yes. Who's calling?
O. It's Anthony Smith from London.
O. Hold on, sir...

Los Angeles, 9.02 am

- G Mr Cutts' office. Can I help you?
A Hi. It's Anthony Smith here. Who's speaking?
G It's Giselle. How are you Anthony?
A I'm fine. I have made lots of contacts with British companies. How are you doing?
G I'm very well, thanks. When are you coming back?
A Next Tuesday, Giselle. Now, may I speak to Mr Cutts, please?
G I'm going to check if he is in. Just a moment, please.

Los Angeles, 9.03 am

- C Cutts speaking.
G Mr Cutts, I have Mr Smith on line B. He's calling from London.
C OK. Put him through to extension 743, please.
G Right, sir.

28 A New Business

This is the meeting room at Tecno Corporation in Silicon Valley. Tecno's president – Mr Cutts – is talking to the chairman of Britsoft Limited, a British company.

They're discussing plans to start a company that specialises in innovative technologies. The new corporation's name is going to be Riversoft Inc. Both executives expect the new company to be competitive and dynamic.

Now, both men are signing the contract. Then they're going to attend a reception with all the shareholders, employees and important customers. At the reception, Mr Cutts is going to make a speech.

Initially, Riversoft Inc. are going to market software programs for the building industry but later they're going to manufacture printers and monitors at a plant in Europe. They're also going to open branches in New York, Tokyo and London. Anthony Smith is going to be Riversoft's general manager and Giselle is going to be his private assistant.

At this moment all the guests are drinking champagne and chatting. Very soon Mr Cutts will make a speech titled "From the Internet towards the New Frontier." It's going to be about prospects for communication technologies in the future.

After the reception, Anthony and Giselle are going to catch a taxi because they have to travel to New York. In New York, they're going to supervise the decoration of Riversoft's new office.

Highlights

Going to & present continuous

29 At the Academy

- Y Good evening...
- V Good evening sir. Can I help you?
- Y Do you teach business courses here?
- V Yes we do. Please sit down.
- Y Have you got any interesting course?
- V Of course. But what exactly are you looking for?
- Y Well, I'm out of work at the moment...
- V Yes?
- Y And the unemployment office recommended your academy.
- V Oh, yes. We train many unemployed people at our school.
- Y Well, I'd like to study something useful.
- V Something useful? All our courses are useful, sir!
- Y Are they?
- V May I recommend our typing and computer seminar?
- Y No! I don't enjoy typing and I hate computers.
- V Uhuh...What about management studies? There's a lot of demand for managers nowadays.
- Y Yeah. But I don't like that. Management is so boring...
- V OK. I think I have what you need. Our travel and tourism course. Travel and tourism are interesting.
- Y Are you sure?
- V Yes, I'm certain. Can you speak any languages?
- Y Well...I speak a little Italian.
- V Good.

30 Booking

George Dougall has to travel to Manchester on business. His private secretary is making some reservations.

Booking a room at the Rose Lane Hotel

- H Rose Lane Hotel. Good afternoon.
V Hello. I'd like to book a room for Mr George Dougall.
H Fine. How many nights will Mr Dougall stay at the hotel?
V He'll be there from Monday 12 until Friday 16 June.
H Good. Shall we reserve a single or a double room?
V A double room, please.
H A double room from June 12 to 16. Is that all?
V Yes, that's everything. Thank you.

Booking a table at the Pelican Restaurant

- P Pelican Restaurant. Good evening.
V Good evening. Have you got any table free for Wednesday?
P Certainly, madam. For how many people?
V Just two. Mr and Mrs George Dougall.
P Good. Would you like a table near the orchestra or near the garden?
V I'm not sure. Do you have any next to the swimming pool?
P Of course. It's a perfect choice because that's a very romantic place.
V OK. Beside the pool then.

31 The Memo

To Wendy From James

We need a good laser printer for our new computer. Could you please phone some of our suppliers and ask for prices? I do not want you to spend too much money, but the machine has to print well because it's for international invoices. Thanks.

To James From Wendy

I called Stillman & Sons. They recommend a Hewlett Packard, because HPs are quiet and efficient. They print quietly and efficiently. The price for their top model is £ 350 plus VAT. Do you want me to buy it?

To Wendy From James

Thanks for your memo, but £ 350 is too expensive for our budget, so I do not want you to purchase that model. Could you please ask for a cheaper printer or a discount?

To James From Wendy

Stillman & Sons say that cheap models are not suitable for our needs. However, they could give us a 15% discount if we pay cash. Shall I buy it?

32 At the Bank

- U Can I change some dollars?
V Yes, madam.
U What's the exchange rate?
V It depends. What currency do you want to buy?
U Euros.
V Just a moment, please. I'll check the rates on the screen.
- W I'd like to send a money order.
M Domestic or abroad?
W To India.
M That's abroad then. It's the second counter on your left.
W. Pardon?
M The second counter on your left. The green one over there.
W Oh yes. Thanks.
M Don't mention it.
- Z I have an appointment with Mr Peterson, the credit officer.
X Fine, madam. What's your name, please?
Z Jessica Punt.
X He's expecting you, Ms Punt. Through here, please.
- F I can't find my chequebook!
E Isn't it in your handbag?
F No. I have looked for it but I can't find it!
E Well. Where could it be?
F I don't know. On the bus. Or the train...
E I see. I'm going to notify all our branches then.
F Why? Is that necessary?
E Yes it is. Somebody could try to cash one of your cheques.

Highlight

Banking

33 Daily Life

Christina Jones, 35, married, mother of two girls

Christina is the CEO of Sydney Rubber Co. She always arrives at her office early and reads her mail. Then she dictates the answers to her secretary and signs her letters. She usually leaves her company at eight in the evening and has dinner at home with her husband and daughters.

George Roberts, 41, divorced, father of one boy

George Roberts works as a sales manager. He always travels to his office by car and arrives there between 9 and 10 AM. Then he reads the newspaper and talks to his department's employees. He generally has lunch at a nearby restaurant with a client and rarely returns to the company before 3 PM. He never arrives home until 9 at night.

Charles Demming, 36, single

Charles Demming is unemployed. He always gets up at nine in the morning and buys the newspaper. He reads the "Appointments" section and sometimes writes letters to prospective employers. He often spends his afternoons playing on his computer and looking for job opportunities through the internet.

Adam Apple, 39, married, father of six children

Adam works in the advertising industry. He usually wakes up at ten in the morning. He has a quick shower and a simple breakfast. After breakfast he often visits his firm's studios. He rarely gets to his office before 1 PM. Then he sits at his desk and works on his business papers until 1.30. At that time, he generally goes to play squash with his friends. Adam usually finishes his game at half past two, but he never returns to the office until four.

34 Clothes & Colours

Stan Chair is the owner of Baron's, a traditional shop in Kensington. He is now talking to Ed Chang, a clothes manufacturer.

C Well, Mr Chang...what can I do for you?

K I'd like to see if you're interested in the products we manufacture. We have quite a wide range of clothes.

C Have you?

K Yes. For example, we can supply you with very cheap blue jeans and jackets...Would you like to see some samples?

C No, no thanks. We don't sell jeans at our shop.

K Well, what do you sell?

C Designer clothes, exclusively. For instance, would you have anything for our men's department?

K We have everything! Every colour and every fabric. Yellow nylon trousers, green corduroy suits, orange cotton T-shirts, purple underwear...

C Purple underwear? Isn't that a bit unusual for men?

K Oh no! Purple's in fashion nowadays.

C Well, to say the truth, Mr Chang...

K Yes?

C Our shop only buys exclusive garments from top designers.

K But our designs are excellent and we also work with first quality material!

C Do you? Well, we have quite a different notion of quality, Mr Knee. Thanks for your visit and goodbye!

35 Usually

Sarah is a new secretary. She's now talking to her boss, because she wants to organise his weekly agenda.

S Can we start with Monday, Mr Dougall?
What do you usually do on Monday?

G Well, I seldom get to the office before lunch time, so don't set any appointments during the morning.

S All right, sir. What about Tuesday?

G I often arrive early on Tuesday. It's a good day for meetings.

S Fine sir. And Wednesday?

G Cross it off! I always visit the factory on Wednesday, so I'm never here. But you can arrange meetings for Thursdays.

S Right. By the way, Miss Wilson wants to see you. Can I write her down for Thursday at eleven in the morning?

G Miss Anne Wilson, the personnel manager?

S Yes.

G No. Ask her to have lunch with me today. I must speak to her urgently.

S OK. So Thursday morning's free then. What about Thursday afternoon, sir?

G I'm rarely available. We generally meet customers and suppliers.

S Fine sir. And Friday?

G I generally meet Mr Apple for golf on Friday, so don't write anything down for Fridays.

S OK, sir.

36 At the Party

Riversoft Inc. are holding a party at a disco in New York City. The party is to celebrate the opening of Riversoft's new offices on the American East Coast. At this moment, there are more than three hundred guests at the disco.

Christina Jones is drinking some whisky on the rocks and chatting with Trevor Cutts. They generally talk business when they meet, but today they're enjoying the party and talking about politics. The disc-jockey is playing a record by Madonna, a pop singer. Christina likes pop music very much, but Trevor prefers jazz.

Adam Apple, George Roberts and Alison Powell are sitting at a round table. Adam is listening to the music. George is asking Alison to dance. Alison loves to dance so she is going to say yes. Behind them, a waiter is pouring some champagne into their glasses.

Eve Bronson doesn't like parties. She rarely attends them. But Riversoft is an important client so it was impossible to say no. Right now, she's standing beside Michael Devon. She's trying to sell Michael an old computer, but Michael is not interested. He's not listening to Eve. He's watching Wendy Mason. She's wearing a black mini-skirt and silk tights. Very soon Michael's going to ask Wendy to have a drink with him.

Anthony Smith is Riversoft's new managing director, but he's not speaking to any guest at the moment. He's hiding behind some curtains. He is with Giselle, his private secretary. They work together every day. However, they're not working today. Now they are kissing behind the curtains. They love each other but they never kiss in public. In a few minutes, Anthony's going to ask Giselle to marry him.

37 The New Trainee

- J Hello. I'm John Dunn, the new trainee.
D Hi. I'm David. Nice to meet you.
J Nice to meet you too. Tell me, do you know where the Quality Control Area is?
I'm looking for the chief engineer.
D No idea. I don't usually work here. I'm from head office in town. But I'll introduce you to Kim. She knows everything about the factory.
J Great. Thanks.
- D Kim, this is John Dunn, the new trainee. He wants you to tell him where the quality control people are.
K Pleased to meet you, John. Welcome to the company!
J Pleased to meet you too. Thanks. Now, could you please direct me to the Quality Control Area?
K Yes, sure. But it's not an area. It's a department. Quality Control is a department in the Production Area.
J Oh – sorry.
- K That's all right. Don't worry. First I'm going to explain how to get to the production plant. You can ask someone else there.
J Good.
K Leave the office through the front door and turn right along the paved path. Then walk on for about 100 yards. You'll see the factory on your left.
J Right. Has it got a sign?
K I think so...yes; it says "Production Plant." Anyway, you can't miss it. It's a huge red brick building.

38 A Public Bidding

Motorway Inc. is a construction company. They generally build roads, but today they're preparing a project for a railway bridge in Portugal, because they're planning to take part in an international bidding.

8pm at the Chairman's office

Bill Brick is Motorway's Chairman of the Board. He usually leaves his office at seven, but today he's talking to a friend in the Ministry of Transport. Bill wants to know which other companies are planning to present projects, but his friend can't tell him.

9pm at the project's office

Six engineers and two architects are working hard on their computers. They are drawing a plan. They usually draw slowly and carefully, but today they're drawing very fast because the plan must be ready before eight tomorrow morning.

10pm at the systems department

Sharon and Kathy are good mathematicians. They always work well. Sharon rarely stays at the company in the evenings because she has a small son. Luckily, today her husband can look after him, so she's helping Kathy. They're making structural calculations for the new bridge.

7am at the Chairman's office

Bill is dictating the last paragraphs of the proposal to Alice, an English-Portuguese translator. Alice is typing carefully. Later she's going to print the proposal on Motorway's official stationery.

Highlights

Present continuous

Adjectives and adverbs

39 International Trade

The importer & the exporter

- E How many barrels of beer are you going to buy this time?
- I Three hundred.
- E Good. And how much wine?
- I 150,000 litres in total. Half red wine and half white wine.
- E Perfect. Now I'd like to confirm the price... It's US\$ 57,200, if I'm not wrong.
- I You're right.
- E And the delivery date is September 23.
- I Yes. Now, could we pay by cheque instead of by Letter of Credit this time?
- E No, I'm afraid our company only exports against L/C.

The importer & the transport company

- I We're importing some wine and beer from South Africa.
- F OK. Which port are the goods leaving from?
- I From Cape Town. Delivery's on September 23rd.
- F Fine. There's a ship that leaves Cape Town on 25th September and reaches Plymouth on 13th October.
- I Sounds OK.
- F Good. How much room do you need?
- I It's 300 barrels of beer plus 150,000 bottles of wine.
- F I see. That means we'll have to use ten containers.
- I Yes, I think so.
- F Right. I'll call the shipping company now to arrange everything.

Highlights

Numbers over 10000

Much and many

40 A Business Letter



B_{oo} S_{hampoo} I_{nc.}

PO Box 3122 Wexford Ireland

PJ/WM

12 March 2005

Mr George Reeves
Sydney Rubber Company
Sydney Rubber Co. Road
Clayton, Vic. 3168
Australia

Dear Mr Reeves

Thank you for the Mickey doll samples you sent to our head office in Dublin. We are interested in doing business with you but your costs are too high.

In fact, we have a quotation for a similar doll – Cocky the Croc – from a Chinese factory and their price for 1,100 sets is 7 % lower than your best figures.

If you could make an effort and offer us a 10 % discount on your £ 22 price, we would be ready to order 2,000 units immediately plus 3,500 additional sets early next year.

Best regards

Peter Jones

41 I Was a Manager

Riversoft Inc. are planning to open a factory in Leeds and they're looking for a General Manager. Ann Wilson is now interviewing Charles Demming, an experienced industrial engineer.

- A I can see from your résumé that you have managing experience, Mr Demming. Is that right?
- C Yes. I was assistant to the CEO at Ontario Hardware, the most important Canadian computer manufacturer.
- A Right. Now, could you tell me what your actual job was?
- C Of course. I was in charge of running the company when the general manager was away on business.
- A And was that often?
- C Very. Ontario Hardware is a multinational corporation and my boss was away most of the time!
- A Well, that was your last position, wasn't it?
- C Yeah. I am unemployed now. I was dismissed because our company was taken over by a Dutch electronics manufacturer.
- A Yes, I know that. Now, what was your previous job?
- C My previous post? Oh, yes. I was a production manager at CGS in Bath. That was from March to December 2003.
- A OK. Just one more question about your background...How many people were there under your responsibility at CGS?
- C Around ten. There were three engineers, and six or seven technicians.

42 The Report

After interviewing several candidates for the post of General Manager, Anne decides to write a report on two of the applicants.

Charles Demming

He's British but has ample foreign experience. He worked as an assistant manager in Canada but now he would like to move back to England. He isn't married.

He's got both an Engineering Degree and an MBA from Nottingham University. He can speak several languages, including German and Dutch. He did a total quality course at Harvard and can handle most computer programs.

Mr Demming isn't working now. His last position was as assistant manager at Ontario Hardware. Before that, he was a production team engineer at CGS, the hi-tech conglomerate in Bath. His team supervised assembly lines at the factory but they weren't responsible for managerial tasks.

Claire Stone

She's a married, middle-aged woman. Her main interests are centred on family and work. Her children attend school in Leeds. She was born in Bradford, a nearby city.

She isn't an engineer but she has a degree in Chemistry from MIT in Boston.

Three years ago she was an executive at Motorway Inc. but now Mrs Stone is the General Manager at Spacetest, a small consultancy firm that specialises in mass production technologies.

43 The Auditor

John Sulton works as an internal auditor at the Grey & Grey Bank. Just now, he's talking to Miles Peterson, a credit officer at the bank.

J I'm John Sulton, from the auditor's office.

M The auditors...? Oh, yes! I'm Miles Peterson. How do you do?

J Pleased to meet you, Mr Peterson.

M So...What can I do for you?

J I'm here to ask some questions about a personal loan.

M Which loan?

J The Jessica Punt operation.

M Oh, that. It was a long time ago.

J Did you approve that credit?

M I remember the loan, but I am sure I did not see the contract.

J No? Didn't you sign this document?

M I beg your pardon? Which document?

J This one. This application form.

M Sorry. I'm afraid I can't see my signature.

J Look here, Mr Peterson. On the bottom line. Didn't you sign this paper?

M Well, the writing looks like mine...

J It is yours, Mr Peterson. Our bank's experts checked it.

M Oh!

J Did you know that Mrs Punt had no collateral guarantees?

M No, I didn't. I thought she had a car and a house.

J Yes, she did. But she sold the car and the house was mortgaged.

M Oh!

44 Sulton's Memo

To:	Auditing Manager
From:	J. Sulton
Subject:	Jessica Punt Loan Operation

1 Ms Jessica Punt was granted a £ 105,800 loan last year. She didn't pay back any of the instalments. The loan operation was authorised by Miles Peterson.

2 Ms Punt didn't supply any proof of salary or other income. Moreover, the credit officer – Peterson – did not check her credit history.

3 Ms Punt had a criminal record in Poland, Italy and Belgium. She was convicted twice for tax evasion and once for fraud. Ms Punt told Peterson's secretary that she worked at Harrods, but that was a lie.

4 She didn't have a job and her only assets were a bankrupt shop and a mortgaged house. She also had a 1977 jaguar, which she sold to buy a plane ticket to Colombia.

5 She was having a love affair with Mr Peterson. His secretary says that Peterson and Jessica Punt met for dinner at the Blue Moon Club every Wednesday and Saturday.

6 Peterson did not come to work this week. His house is empty and nobody answers the phone. He told one neighbour that he was selling his house. The neighbour thinks Peterson went to live abroad.

45 Buying a House

Barbara Apple wants to buy a house. She's now talking to an estate agent. They are looking at the plan of a new house.

- A Could you please show me a plan of this house?
- S Certainly. Here's the ground floor. It has a sitting-room, a toilet, a dining room and a kitchen.
- A Very nice. How big is the sitting-room?
- S Quite big. It's exactly 408 square feet.
- A Right. I'd like to see the bedrooms now.
- S Of course. Here you are. Upstairs there are four bedrooms and three bathrooms.
- A But I thought the house had five bedrooms!
- S Well, we can divide the main bedroom into two smaller rooms if you want.
- A By the way...what's the price of this house?
- S £ 267,000.
- A It's a bit expensive. Have you got any financing?
- S Of course. We can give you a mortgage for up to 80 % of the total price.
- A Oh. How much would that be, then?
- S £ 2133,600. We can lend you up to this amount.
- A And the rest?
- S Cash. The remaining £ 53,400 must be paid cash.

46 Loans

Talking about a loan

- B Good morning, Mrs Grey. How are you today?
- G Fine, Bill. How can I help you?
- B Our company needs a loan.
- G How much would you need?
- B In fact, we're only requesting a small credit – exactly 576,000 pounds.
- G What for?
- B It's to help finance a bridge we are building in Portugal.

Talking about a balance sheet

- G Could you show me your balance sheet, please?
- B Here it is.
- G Thanks. Let's have a look. Assets... £5,433,000... liabilities... £ 6,567,000...net worth...minus... £ 1,134,000! Is this a joke, Bill? Your company is bankrupt!
- B No...well, you see...we hope to improve our performance. When we finish this new bridge in Portugal...

Talking about rates and terms

- G OK. Here are the conditions: your premises as guarantee, 15 % interest rate and payback within twelve months.
- B But that rate's too high!
- G Is it? What about our risk? We must cover ourselves.
- B Yes, but it's still too expensive. And the term is too short...
- G Well, maybe we can extend it to eighteen months.

47 Alison's World Tour

Alison Powell is an official at the World Bank. Now she's at the World Bank's office in New York, but she spent part of last week travelling.

Tuesday, 1st September

Alison woke up at 6.30 AM and made breakfast for her flatmate, Alan. Then she left her apartment and took a taxi to J.F. Kennedy airport. From there she flew to Ho Chi Minh City in Vietnam, where she met Ms Christina Jones. They spoke about globalisation.

Wednesday, 2nd September

Alison and Christina visited Sydney Rubber Company's new factory in Vietnam. They ate at the factory, drank champagne and Alison made a speech. Both businesswomen left Vietnam at 9 PM in Christina's private jet. They flew to London.

Thursday, 3rd September

Alison spent the morning resting at her hotel. In the afternoon she bought some presents at Harrods. Then, she read an article from The Economist and wrote a report on her laptop. Alison met George Roberts – an old university classmate – that evening. They had dinner at The Dover Street Restaurant. Alison came back to her hotel at 1.00 AM.

Friday, 4th September

Alison spoke to the Chancellor of the Exchequer in the morning and afterwards took a plane back to New York. She slept through the flight. Due to the time difference, she arrived at the World Bank before 5pm. She went into her boss's office, said hello, and gave him the report on her trip.

48 Alison's Interview

Rod Lord is a reporter at Forbes Magazine. He's interviewing Alison Powell because he wants to write an article about the World Bank.

R Good morning. May I come in?

A Yes, of course. Mr...

R Lord. Rod Lord, from Forbes. I made an appointment with your secretary last month.

A Yes, of course. Well, it's nice to meet you, Mr Lord.

R Glad to meet you too. May I sit down?

A Please. Make yourself comfortable.
Would you like something to drink?

R No thanks. I don't drink when I work. Do you mind if I record our conversation?

A No, not at all.

R All right. Are you ready?

A Yes. Let's begin.

R Good. My first question is...Why did you travel to Vietnam last Tuesday?

A I went there to open Sydney Rubber Company's new automated plant.

R I see. Who supplied the funds for this factory?

A We did. Our organisation provides low interest financing for development projects. Sydney Rubber Co. applied for a subsidised loan. The project was analysed and approved last year.

R Did you do anything else in Vietnam?

A No. Well, yes...I ate very good seafood and I also made a speech at the factory!

49 Shopping

At the grocer's

- A Good morning.
B Good morning, Miss. Can I help you?
A Have you got any red wine?
B No. But we have some white wine.
We've got a little Californian white wine
and some Spanish white.
- A Sorry...How much Californian wine did
you say?
B A little. We've only got a few bottles.
A Well, I do prefer Californian to Spanish
wine, so could I have three bottles,
please?

At the stationer's

- J Good morning. I need a printer
cartridge.
I I beg you pardon? What kind of
cartridge?
J An ink cartridge for an Epson printer.
Have you got any?
I We do have a few. Which model do you
need?
J Let me look it up.
- I How many cartridges would you like?
J I only need one.
I We do have several...
J Thanks, but one is enough.
I Here you are.
J How much is it?

50 George Gets a Call

Tim Kelly phones George Roberts because he needs an estimate for some brochures.

- G George Roberts speaking.
K Oh, Mr Roberts. It's Tim Kelly, from Dublin.
G Pardon?
K Tim Kelly. Alison Powell gave me your name.
G Sorry, who gave you my name?
- K Alison Powell. She's a friend of mine.
G Sorry again! Did you say Alison's a friend of yours?
K Yes. She's a friend of mine. But can you hear me properly?
G I'm afraid not. There's a funny noise in the line.
K All right. Please hold on and I'll change phones.
G Fine.
- K That's it. Can you hear me better now?
G Perfectly. What were you saying about Alison?
K She gave me your phone. She's a friend of mine.
G Really? Alison and I were classmates. How can I help you?
K My company is about to launch a new product – powder shampoo – and we need an estimate for brochures.
- G Fine. Are the products yours or do you just distribute them?
K They're 100 % ours. We manufacture and distribute them.
G How many brochures would you need?
K About 250,000 for Europe and 300,000 for America.
G Right. Well, those are interesting figures...

51 The Transfer

- G Grey & Grey Bank.
C Good morning. My name's Adam Apple.
G Yes sir. How can I help you?
C Well, I have a problem with a transfer.
G Fine, sir. I'll put you through to Mrs Milton.
She usually does all the work connected
with transfers.
C Thanks.
- T Tess Milton speaking.
C My name's Adam Apple. I have a
problem with a transfer.
T What is it, Mr Apple?
C Well, I made a transfer by Internet a
week ago, but the money never arrived.
T Can you please give me your account
number?
C Certainly. It's 990876534/K. I opened it
last year.
T Yes. I have it here on my screen – Mr
Adam Apple, 25 Sussex gardens.
C That's right.
- T We debited your account on 5 May.
Three hundred pounds transferred to a
certain Miss Claire Tricker, Barclays Bank,
Edgware Road branch.
C I already know that, Mrs Milton. Don't
forget that I ordered the operation. The
problem is that the people at Barclays
say they never received the money!
T Could we then check the beneficiary's
account number, sir?
C OK. Hold on for a second, please. I'll
have to look for it.
T Right, sir.

Highlight

Pronunciation of verbs in past

52 A Business Trip

Yesterday Anthony returned from a business trip to the United Kingdom. Now he's talking to Trevor Cutts, Riversoft's Chairman.

- J Well, Anthony, you worked hard in London, didn't you?
- A I certainly did, sir.
- J You usually stay at the Cumberland Hotel, don't you?
- A Yes. They have a good restaurant for business lunches.
- J You had a meeting with George Dougall there, didn't you?
- A Yes.
- J What did he say about sales prospects?
- A Not much. Britsoft reached their production goals this year but they still have 1,200 pieces in stock. In my opinion, they won't achieve their sales objectives.
- J Ah...
- A I also visited Owen Burton in Wales.
- J Owen? He didn't talk about a merger, did he?
- A Not exactly. He proposed a take-over. There's a British company called Motorway Inc...
- J Yeah. They're no good! They owe about \$1,000,000 to the G&G Bank.
- A That's the point, sir. They are desperate for cash! They need us.
- J What do you mean?
- A The combination of our managerial experience and their building capacity could result in a highly competitive organisation!

Highlight

Question tags

53 New Company Chart

Last month, Riversoff's Board of Directors decided to buy a 53 % stake of Motorway Inc. Now Riversoff's new Chairman – Trevor Cutts – is talking to Bill Brick, Motorway's former CEO. They're discussing the company's new organisation chart.

- C It is our plan to split the company into two divisions. Project Development on one side and Construction on the other.
- B I do not agree. Large divisions are usually inefficient and over-staffed. Our present organisation chart emphasises efficiency by breaking the firm into ten sections.
- C Sorry, but we will have to change that! Nowadays Motorway cannot afford to pay ten managers...plus their secretaries... plus their company cars...plus their travel allowances...
- B Do you mean there will be layoffs?
- C It's quite likely. We need to act firmly to save this company.
- B Well, that's not what Smith said at our meeting last September.
- C Smith is only an employee. He's one of our top executives, but he doesn't make the rules. He just follows them.
- B And what about me? Where will I fit in this new plan?
- C As I was saying before you interrupted, we'll have two divisions. Each division will be broken into three departments with a vice-president at the head.
- B Will I be one of those vice-presidents?
- C I'm afraid not.

54 Business & Pleasure

Charles Canson and Vivian Walters are having dinner at a French restaurant.

- C Well, Vivian. Which wine would you like to have with the trout?
- V I guess white wine. It goes better with fish.
- C Of course. I'll tell the waiter to get us some Italian white.
- V It's all right with me. You're the expert in wine.
- C Ah yes. Thanks. Now, here's a question I'd like to ask. I was planning to put some of my savings into shares. What do you say?
- V I already told you this is the worst moment to go into stocks. Your best move would be a safe investment. Gold, for instance.
- C In fact, I have already analysed one company...
- V You have? Which one?
- C Riversoft.
- V It's bad business. Their president – Anthony Smith – is making mistake after mistake. Now he's taken over Motorway Inc., a nearly bankrupt construction company. Can you believe that? He's the worst manager I know!
- C Are you sure?
- V Yes, I am. But weren't we going to have a nice time, a romantic evening? All you're doing is talk about money – and not about us. Next time I'll come out with George! He is a gentleman.

55 The Operator

1 At the factory

- X** Paul Lewis.
Z May I speak to Chris?
X I'm afraid he's out.
Z Do you know where I could reach him?
X Yes. He could either be with Mary Lou or down at the shop.
Z Right. Thanks a lot.
X That's OK.

2 At the school

- A** Marble Arch Academy.
E Hello. I'd like to talk to Andy.
A Andy? Andy who?
E Well, I don't know his surname, but he was my teacher two years ago.
A Oh yes! Andy Jones. Well, he's not available now.
E Could I leave him a message?
A Yes, but you'll have to wait a minute. I'm busy with another call right now.

3 Calling Karen

- H** Extension 103.
N Hello. Is that you, Karen?
H No. Who's calling?
N George Roberts, from Roberts Ltd. Who's that?
H It's Linda, George. I'm afraid Karen isn't at her desk now.
N Do you know where she is? I must get in touch with her.
H Actually...she's at the lady's now. If you want, I can call her...

4 At the agency

- U** A & B Advertising Company. Can I help you?
C Yes. I'd like some information on your services.
U Fine, Madam. Then you must speak to our Media Chief. Just hold on, please...
Y Young speaking.
U There's a lady on line B for you.
Y OK. Put her through.

56 A Business Letter

1st April 2007

Miss Giselle Smith
2210 East Cerritos Avenue
Anaheim
CA 91748

RE: Invoice No. 0277

Dear Ms Smith

Thank you for ordering our "Sherlock Holmes" collection.

However, our accountancy chief tells me that you still owe us \$152 for the "Collected Plays and Poems" by William Shakespeare plus \$ 18 for shipping and handling (invoice 277). You ordered these books from our Summer Catalogue forty-two weeks ago and we sent them by Federal Express.

As you already know, you can pay us by entering a deposit into our Citibank account A/65798 (Carthage Branch) or by check – which must be drawn to the order of "The Bard Bookstore Ltd."

Therefore, I am afraid we cannot meet this new order until your debt has been satisfactorily settled.

Yours sincerely

Kimberly Loom

57 He Kissed Me...

- X I'm fed up with everyone at our French office!
- Z Why? What did they do?
- X Look. I e-mailed them at 8 o'clock this morning – but got no reply. So I faxed them. Again, nobody answered. In the end, I picked up the phone and talked to their boss.
- Z What did he say?
- X He said everybody was busy and asked me to call back later!
- A Did you do anything interesting yesterday?
- G Not really. I just worked at Wembley.
- A But it was Sunday!
- G I know, but I'm a referee. I always work on Sundays.
- R Wendy, how was your date with Michael?
- W Gorgeous! We had dinner, looked at the stars, walked along the river...
- R Walked? Looked at the stars? Was that everything?
- W Of course not! Michael kissed me after we stopped walking.
- R Oh –
- H Could you find the Robson files, Laura?
- G No, Bob. I searched for them but couldn't see them anywhere.
- H Did you look everywhere?
- G Yes. I checked all the drawers and looked into every folder.
- H That's too bad. Where could they be?
- G I don't know. I'm not a detective!

58 Procedures

Virginia and Guy work at a government research laboratory. They are in charge of closing the premises after every other employee leaves. Today they're following their everyday routine.

- V First of all we must check whether Delta batteries have enough power to last all night.
- G Right. Power level at 100 %. Checked.
- V Correct. Then we must control the oxygen level of tanks nine and seven.
- G Let's see...both gauges mark full supply.
- V Excellent. The third step is to set the timer on the vaults. Have you done that?
- G Not yet. But we can either do it now or just before we leave.
- V Sorry Guy, but procedures are procedures. Please set the timers now.
- G All right.
- G Shall I test the alarm system now?
- V No. I've already tested it.
- V Fine. Have you turned all lights off?
- G Done. Only mains are on. I turned the rest off.
- V OK. That's almost all of our procedure for today. I guess we can go home now.
- G Agreed. Could you please lock up? I left my key in the car.
- V Of course. Let's see – Oh!
- G What's wrong?
- V I've also forgotten my key!

59 Negotiation

Jack is a young employee at Motorway Inc. He is travelling to Australia on business. His boss is giving him some practical advice.

- B Have you already asked Kitty for some Australian dollars, Jack?
- J No, I haven't. I thought I could change my pounds at either a bank.
- B Yes. But you'll arrive in Sydney at 11 pm. Neither banks nor exchange houses will be open!
- J You're right, sir. I didn't think about that!
- B You must always think, boy. Remember that you'll be on business, not on holiday!
- J Certainly, sir. Now, must I wear a suit for the meetings?
- B Of course you must wear a suit! Dark suit – either grey or blue – white shirt or matching silk tie.
- J I have neither a blue nor a grey suit. Must I buy one?
- B Definitely. Now, listen carefully.
- J Right, sir. I'm listening.
- B Our company needs this contract. We must have it. But we want neither the Australian government nor our competitors to know that. Do you understand?
- J Yes, sir.
- B So you must negotiate very carefully. You mustn't give the Australians too much information...
- J Fine, sir.
- B ...but you must give them enough for them to be interested in our project.
- J OK.

60 Saying No

Lindsay Arrow is a head-hunter. She is currently looking for a new manager for a bank. She's phoning some people she knows.

- A Adam Apple speaking.
L Hi, Adam. It's Lindsay Arrow.
A Hello, Lindsay. What can I do for you?
L Well, I'm looking for somebody for a managerial post at the G&G bank. I thought you would be the ideal candidate...
A Thanks, but I'm not really keen on changing jobs right away.
L Aren't you? But it's a challenging position!
A In fact, I'm not interested at all.
L And the salary's excellent...
A Please don't insist. It's impossible for me to change jobs now. Thanks for phoning, anyway. So long, Lindsay.
- R Hello.
L Robert, is that you?
R Yes, who's calling?
L Lindsay.
R Lindsay? Is it Lindsay Moon, from CGS?
L No. It's Lindsay Arrow. Don't you remember me?
R I'm afraid not. What is it about?
L Well, I'm in charge of a search...
R Fine. But I'd rather not work for CGS.
L Sorry? But I'm not from CGS. I'm a head-hunter.
R Oh, yes. Lindsay Arrow. The head-hunter. Well, thanks for phoning, but a new job is out of the question for me. Bye.

BASIC BUSINESS AGENDA

GLOSSARY

List of business words that appear in this book.

account	benefit	chief
accountancy	bill	classify
accountant	Board of	client
agreement	Directors	collateral
allowance	book	company
analyst	boss	competition
applicant	branch	competitor
application	brand	component
form	brochure	computer
apply for	budget	consultancy
appoint	build	consumer
appointment	builder	consumer
architect	building	product
area	Business	consumption
ASAP ⇒ as soon as	Administration	container
possible	businessman	contract
assembly	businesswom	control
assembly line	an	convention
assets	calculation	copier
associate	campaign	corp. ⇒
auditor	candidate	corporation
automate	cash	corporation
automation	cashier	cost
average	catalogue	credit card
background	cent	credit officer
bad debts	CEO ⇒ Chief	credit
balance	Executive Officer	currency
balance	change	current
sheet	charge	account
bank	chart	curriculum
bankrupt	check	vitae
barrel	cheque	customer
bear	chequebook	data

debit	field	interview
debt	file	interviewer
decision	figure	invest
decrease	finance	investment
delivery date	financial	invoice
demand	firm N	junior
department	foreign debt	L/C ⇨ Letter of Credit
design	freight	launch
desk	funds	lawyer
develop	gain	lay off
development	gallon	layoff
director	general	layout
dismiss	general	lease
dismissal	manager	letter of credit
distribute	glue	liabilities
dollar	go public	limited
economic	goal	line
economics	grant	link
economist	graph	loan
economy	graphic	logo
efficiency	head-hunter	ltd. ⇨ limited
efficient	high-tech	machine
electronic	import	manage
employee	importer	manager
envelope	improve	managerial
eraser	improvement	market share
estate agent	inc. ⇨	market
estimate	incorporated	marketing
exchange	incorporated	mass
house	increase	production
exchange	industrial	media
rate	relations	meeting
executive	industrial	memo ⇨
executive	inflation	memorandu m
expand	instalment	memorandu m
export	institutional	merge
exporter	relations	merger
extension	interest rate	model
factory	international	
fair	International	
fax	Monetary	
fee	Fund	

money	product	seminar
mortgage	production	service
multinational	productivity	set
net worth	profit	share
network	profit-sharing	shipping
offer	profitable	document
office	programmer	shop
officer	project	sign
official	promotion	signature
operation	public	skilled worker
order	bidding	social security
organisation	public	speech
chart	relations	staff meeting
owe	quality	stake
owner	control	stationery
paperclip	quality	stock
patent	reception	strike
pay	receptionist	team
pay back	recession	transfer
payment	refund	transfer
performance	rent	transport
personal	report	trial
assistant	reps ⇒	type
personnel	representativ	unemployed
photocopier	es	unemployme
photocopy	research	nt
pint	reserve	unit
plan	résumé	unskilled worker
plant	risk	VAT ⇒ Value
plus	robot	Added Tax
port	run	vice-
portable	sale	president
computer	sales	volume
postpone	manager	wage N
pound	salesman	warehouse
premises	salesperson	word-
presentation	savings	processor
president	account	worker
press	secretary	workstation
price	sector	write off
print	security	

Basic Business Agenda

Alphabetical Index

Here is an alphabetical list of highlights and activities for every unit.

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