

Success with Business

B1 Preliminary

Student's Book Answer Key

MODULE 1

1.1 World of work

Training and workshops

READING

2

1 D 2 A 3 B 4 C

3

1 trainer 2 consultant 3 author 4 speaker

4

1 Yes. (The text states that J&C is based in Oxford.

It doesn't say that the training is provided at the training centre, so the assumption is that you can have a trainer at your university or in your company.)

2 No. (From the list of courses in exercise 1, none of them are IT courses. NB: *How to set up a business through the Internet* isn't a course on IT.)

3 Yes. (Janet is the author of books on public speaking and she also gives motivational talks. Therefore, she can probably help somebody to give a speech at a wedding.)

4 No. (From the list in exercise 1, J&C doesn't offer any creative writing courses.)

5 Yes. (From the list in exercise 1, J&C offers team building courses. As J&C runs courses for companies and universities, they probably organise this type of team-building course at weekends, when they can do outdoor activities, such as rock climbing, sailing and cycling.)

What does your job involve?

LISTENING

5

1 D 2 C 3 E 4 B 5 A

6 (Track 1.1)

Katherine Alessi: management consultant

Mark Jenkins: sales representative

Kostas Hadavas: personal assistant

Suzanne Wilkes: chief financial officer

Carmen Selles: quality manager

The present simple

GRAMMAR

1

1 does, produce, makes

2 do, employ, have

- 3 Do, export, ship
- 4 do, have, don't hold
- 5 do, start, begin
- 6 Does, help, doesn't have

Adverbs and expressions of frequency

GRAMMAR

2

- 1 We have two meetings every month.
- 2 He always gets a bonus in December.
- 3 We rarely receive any complaints.
- 4 We produce a new catalogue every year.
- 5 She is never behind schedule.

1.2 Personal and professional details

Meeting people

VOCABULARY

1

1 D 2 B 3 A 4 F 5 G 6 E

3

People are meeting for the first time in:

0, 1, 2 (possible), 4 (possible), 6

5 (Track 1.2)

- 1 May I introduce myself?
- 2 Nice to meet you, Ian.
- 3 My boss is in Sydney.
- 4 Do you know her?
- 5 She's in Singapore, too.
- 6 It's a real pleasure to work with her.

job and work

VOCABULARY

2 (Track 1.3)

- 1 How do you spell your surname?
- 2 What do you do?
- 3 Who's the managing director?
- 4 What does your job involve?
- 5 Do you write reports too?
- 6 Do you work only in the Athens area?
- 7 Do you like your job?
- 8 Why do you like it?

4

- 1 job (noun)
- 2 job (noun)
- 3 work (verb)
- 4 job (noun)
- 5 job (noun)
- 6 work (verb)
- 7 job (noun)
- 8 job (noun)
- 9 job, work (nouns)
- 10 work (noun)

1.3 B1 Business Preliminary Exam

EXAM FORMAT

1

- 1 Three.
- 2 Reading, Writing, Listening and Speaking.
- 3 120.
- 4 Around 80.
- 5 No.
- 6 Reading & Writing.
- 7 Seven.
- 8 Three.
- 9 Approximately seven weeks after the exam.
- 10 The overall grade, and your performance in each paper.
- 11 About four weeks after the results.
- 12 No. (Only if you pass.)

Reading Test

EXAM FORMAT

2

- 1 False (There are 7 parts.)
- 2 False (Part Six tests grammar.)
- 3 True
- 4 True
- 5 False (There are 45 questions altogether in the test.)
- 6 True
- 7 True
- 8 False (You can make notes on the text, but not on the Answer sheet.)
- 9 True
- 10 False (Only parts 1, 5 and 6 are multiple choice.)

MODULE 2

2.1 Work in progress

New projects

LISTENING

1 (Track 2.1)

Vicky and Steve are a married couple.

(Hi, darling. ... what are the children doing?)

2 (Track 2.1)

1 C 2 B 3 C 4 C

4

1 A (*construction contract; that's business*)

2 A (*the guests; swimming pool on the 12th*

floor – NB: alternative answers might be possible)

3 C (*some minor problems, but it doesn't say what*)

4 B (*I think we're ahead of schedule*)

5 B (*I'm flying back to Britain at the weekend*)

The present continuous

GRAMMAR

6

1 are discussing

2 is giving, 're launching

3 is making

4 is talking

5 're having, 's leaving

7

1 're having

2 isn't following

3 'm meeting

4 's talking

5 'm flying

Differences:

– They're having some problems in Valencia.

– The local manager is not following the building plans.

– Everything is behind schedule.

Flexible working

READING

3

1 B People find it difficult to balance the demands of a job and a home life.

2 A Technology and the Internet

3 B for jobs with less face-to-face contact

4 C you can manage your work from home.

4

1 balance

2 commute

3 stressful

4 flexible

5 flexitime system

- 6 concentrate
- 7 work responsibilities

SPEAKING

5

- A Negative
- B Positive
- C Positive
- D Negative
- E Positive
- F Negative

Hiring and firing VOCABULARY

6

- 1 saving
- 2 Are you coming
- 3 Are you firing
- 4 'm going

7

- 1 a pay rise
- 2 employ
- 3 sacking
- 4 firing

2.2 Making arrangements

Arranging a meeting

LISTENING

1 (Track 2.2)

Day: Wednesday

Time: 12.30

2 (Track 2.2)

Martina

Monday, 18

am Visit new plant.

pm –

Tuesday, 19

am Meet sales team.

pm Meet sales team.

Wednesday, 20

am Go to strategy meeting – 10 am.

pm Meet Dave – 12.30.

Thursday, 21

am –

pm –

Friday, 22

am –

pm –

Dave

Monday, 18

am –

pm Take time off.

Tuesday, 19

am –

pm –

Wednesday, 20

am Go to strategy meeting – 10 am.

pm Meet Martina – 12.30.

Thursday, 21

am Visit clients.

pm Fly to Prague.

Friday, 22

am Go to trade fair.

pm Come back.

4

Subject: Meeting next week

5

How about Monday morning? ✓

Are you free on Thursday? ✓

What about Tuesday, for lunch? ✓

How does 12.30 sound? ✓

Confirming a meeting

WRITING

8

To: Carlos Martinez

Subject: Meeting next week

Hi Carlos

I'm just writing to confirm our meeting next

Thursday at 4.30.

Have a good evening.

Rebecca

Prepositions of time: at, in, on

GRAMMAR

1

1 at 2 in 3 at 4 in 5 in 6 in

7 on 8 on 9 in 10 on 11 at

2

1 on, at

2 in, in

3 on, on

4 in

5 on

6 at

Accepting an invitation

WRITING

3

The letter is to: Mr Olaya

The letter is from: New Directions

4

The correct order is: 5-4-2-3-6-1.

6 (Track 2.3)

1 in 2 on 3 in 4 on 5 at 6 in 7 at

7

Sample answer:

Dear Ms Greer

Thank you for your invitation to the New Directions Book Fair. I can confirm that we will be at the fair on both days.

Thank you also for the invitation to the special reception. I regret that neither I nor my colleague, Felix Lund, will be able to attend the reception, as my company have organised an event on Thursday evening. However, I look forward to seeing you again during the day.

Best wishes

Bob Olaya

2.3 Writing Test: Introduction

EXAM PRACTICE

1

Sample answer:

Dear Ms Dilts

I'm writing to say that I'm getting ready for my B1 Business Preliminary exam. Could you tell me something about the Writing Test? And can you give me advice on how not to make mistakes?

Yours sincerely

Michela

2

A 3 B 4 C 5

3

1 Part One

2 Part Two

3 Part One

4 Part Two

5 Part One

6 Part Two

7 Part One

8 Part Two

9 Part One

10 Part Two

4

To: Jeff Hutchinson

From:

Date: 21 May

Subject: Training Course

Hi Jeff

I'm going to ^{Sp}attend a training course on selling

techniques for ^{Sp}free ^Gday, so I'm not going to be

^Gin office.

I'll be back on ^{WW}Mondays, 27th ^PMay.

^{WW}Remind that tomorrow a temp ^Gis start ^PDeborah

will show her what to do.

MODULE 3

3.1 Company biography

The man behind McDonald's

READING

2

- 1 San Bernardino, California
- 2 hamburgers, French fries, soft drinks and milkshakes
- 3 Richard and Maurice (Mac) McDonald
- 4 Ray Kroc
- 5 over 31,000

3

- 1 A 2 C 3 B 4 C

The past simple

GRAMMAR

4

Regular verbs

<i>infinitive</i>	<i>past simple</i>
feature	featured
include	included
decide	decided
want	wanted
talk	talked
prepare	prepared
realise	realised
open	opened
continue	continued

Irregular verbs

<i>infinitive</i>	<i>past simple</i>
run	ran
be	was / were
have	had
can	could
see	saw
buy	bought

5

- 1 In San Bernardino, California.
- 2 Hamburgers, French fries, soft drinks and milkshakes.
- 3 No. It was very cheap.
- 4 In 1955.
- 5 \$366.12.
- 6 He paid them \$2.7 million.
- 7 It opened in 1994.
- 8 Yes, it was.

Company profiles

READING

1

Possible answers:

The Body Shop™: They sell personal care products (eg soaps, shampoo, make-up). Their products are made from natural products and are not tested on animals. They started in the UK. They have shops all over the world.

easyJet™: They offer low-cost flights. The tickets are very cheap. They don't give you free drinks on board. You have to pay for the drinks.

lastminute.com™: You can buy a holiday online and get very good prices. Their website is user-friendly. You can book a flight or a hotel with a few clicks.

2

The Body Shop

1 visited

2 began

3 opened

4 were

5 bought

6 paid

3

easyJet

1 didn't own

2 didn't sell

3 didn't have

4 was

5 sold

6 began

7 took

8 became

4

1 Where did Brent Hoberman and Martha Lane Fox start the company?

2 What did the website sell?

3 Which countries did the company expand into?

4 How many employees did they have after six years?

5 When did the company go public?

6 When did Martha leave the company?

5 (Track 3.1)

1 In Brent's living room.

2 Late flights and late hotel bookings.

3 France, Germany and Sweden.

4 1,400.

5 In 2000.

6 In 2003.

Presenting your company

SPEAKING

6

Answers and definitions:

1 O (a person who is self-employed and works for several businesses)

2 M (an organisation that does not try to make a profit)

3 M (a British company whose shares can be bought and sold by the public and whose debts are limited if it fails financially)

4 O (a person who trades by himself / herself without the use of a company structure or partners and bears full responsibility for the actions of his/her business)

5 M (a company whose owners have limited responsibility for the money that it owes)

6 M (a company that is owned by two or more people)

7 O (a person who doesn't work for an employer, but finds work for him/herself)

10

Sample answer:

LoseWeight.com is a successful company that sells special shoes that make you lose weight by just wearing them. The idea came to a university student, Mark Zimmerman, when he added weight to his running shoes to burn more calories while jogging. He patented the idea in 2005 and started selling the shoes to his friends and relatives in Switzerland. The following year, he started taking orders from all over the world, thanks to the excellent website he set up.

3.2 Company performance

What companies do

VOCABULARY

3

1 C (a new product – Athens Daily Menu)

2 D (a new contract – SISSO plc)

4

	Athens Daily Menu	SISSO plc
Products, services	meals, catering services (for special occasions)	seats and interiors for cars, sport utility vehicles and vans
Customers	major businesses, hospitals, schools and colleges	clients in Europe and the USA
Other information	15,000 meals every lunchtime	exports up to 50% of its production

Press release

WRITING

5

Sample answer:

Soap Heaven is pleased to announce that a new CEO is joining the company next year. Her name is Tanya Radcliffe and she has ambitious plans for expansion into new EU markets, especially Northern and Eastern Europe. The company is based in Portugal and produces natural soaps, shampoos and skin-care products that are very popular with teenagers, both male and female.

Company structure

LISTENING

6 (Track 3.2)

Hardware and software solutions for satellite technology.

7 (Track 3.2)

R&D activities: Ross Benton

Industrial Department: Gerhard Kulzer

Contracts & purchasing: Arnaud Gamage

9 (Track 3.2)

1 False (Parker Electronix is based in Fleet, in the **south** of England.)

2 True

3 False (He founded the company in the **1960s**.)

4 False (Our latest product is a **new program for optical instruments**.)

5 False (We have a workforce of **60** employees.)

6 True

Production, sales and share prices

VOCABULARY

1

A go up; increase; rise

B decrease; drop; fall

C remain steady

D level off

2

A rose

B fell

C went up

D decreased

E increased; levelled off

F remained steady

3 (Track 3.3)

Production: A

Sales: D

Share prices: E

An agency built on proactive processes

READING

5

A potential investors

Ask students to underline the words in the text which helped them to choose the correct answer.

(4) Last year we doubled our client base and our share price rose by 30 per cent. In the coming year we are hoping to consolidate our leading position and to continue giving excellent returns to our investors.

6

1 The UK.

2 All over Europe.

3.3 Listening Test: Introduction and Part One

EXAM FORMAT

1

No, it won't.

Listening Test: Part One

EXAM PRACTICE

2 (Track 3.4)

1 C 2 B 3 C 4 A 5 A 6 B 7 B 8 A

MODULE 4

4.1 International business

Opening the Silk Road once more

READING

4

- 1 port
- 2 retailer
- 3 competitor
- 4 consumer
- 5 producer
- 6 warehouse
- 7 customs
- 8 wholesaler

5

- 1 Products for London high street retailers, clothing, and smaller personal items such as wallets and bags, food and drink
- 2 retailer, wholesaler, clothing, warehouse, consumer, producer, customs

7

- 1 A (*It's a Chinese train which left the city of Yiwu in eastern China ... Once it's unloaded, UK producers will fill it up with British-made products and the train will return home.*)
- 2 A (*it follows a similar route to the famous Silk Road which once connected European and Chinese trade ...*)
- 3 B (*Larger corporations are unlikely to use this type of transport ...*)
- 4 B (*On its way back, it also stops in European cities ...*)
- 5 C
- 6 A (*... plans to add 20 more European routes in the future.*)

8 (Track 4.1)

Shipping, air, train, road

9 (Track 4.1)

- 1 The ~~retailer~~ manufacturer in China can start production as early as next week.
- 2 The clothing firm ~~has~~ hasn't confirmed the final price to the retailers.
- 3 Last time, three container loads were held up by customs for over a ~~month~~ week.
- 4 In a worst-case scenario they'd use air transport but it reduces their ~~costs~~ profits.
- 5 The price of transporting a container by train is a ~~lot~~ little more than shipping.
- 6 The distance from the manufacturer to Yiwu ~~won't~~ might affect the costs.

Model verbs: *can/could* and *should*

GRAMMAR

1

- 1 request
- 2 recommendation
- 3 ability
- 4 advice
- 5 future possibility
- 6 past possibility
- 7 offer
- 8 ability

2

- 1 can't
- 2 Can/Could
- 3 Can, can't.
- 4 Can
- 5 Can
- 6 couldn't

The skill of effective teleconferencing

READING

5

Advantages: cheaper, quicker

Disadvantages: technical problems, can be confusing with too many people

6

- 1 B
- 2 A
- 3 A
- 4 C

7

- 1 go wrong
- 2 connect people
- 3 arrange a date
- 4 plan a meeting
- 5 send out the agenda
- 6 have technical problems
- 7 avoid any difficulties
- 8 write the minutes

4.2 Business communications

On the phone

SPEAKING

1

- 1 R 2 C 3 R 4 R 5 C 6 C 7 R
- 8 C 9 R 10 R 11 C 12 R 13 R 14 R

2

- 1 C 2 E 3 A 4 F 5 D 6 B

3 (Track 4.2)

paper, printer cartridges, pencils, pens

4 (Track 4.2)

- a) A4
- b) 5
- c) 2
- d) 4
- e) HP92274A
- f) 764812

Dealing with complaints

WRITING

6

B to complain about the non-arrival of an order

7

Sample answer:

Dear Mr Paxman

I apologise for the fact that your order has not arrived yet. Unfortunately, this is a period of very high demand, and our usual supplier is causing us some problems. However, we now have all of the items you requested and we are ready to send your order. Because of this delay, I would like to offer you a 5% discount. Thank you for your patience.

Yours sincerely

Raj Kahn

will for offers and promises

GRAMMAR

1

Possible answers:

- 1 I'll tell
- 2 I'll call/ring/phone
- 3 I'll look/take a look
- 4 I'll carry
- 5 I'll post
- 6 I'll be

3 (Track 4.3)

Answers (underlined in script):

N = Natalia S=Sven

N Westlaine Pharmaceuticals.

S Hello. I'd like to speak to Natalia Marin, please.

N Speaking.

S Hi, Natalia. It's Sven. I need your budget figures for the report. Can you email them to me?

N They're not ready yet, I'm afraid. I'd like to check them again. Some of the figures aren't quite right.

S When do you think they'll be ready?

N I'm working on them now. I'll send them to you this afternoon. Is 4 o'clock all right?

S Yes, that's fine. I'll write the report tomorrow morning.

N Oh, by the way, Margareta is leaving next week.

We're having a little party tomorrow afternoon.

Would you like to come?

S Yes, I'd love to. What time?

N Half past three.

S Great. I'll see you tomorrow. Bye.

Telephone messages

LISTENING

6 (Track 4.4)

Tick expressions 2, 3, 4 and 5.

7 (Track 4.5)

Call 1: AS Associates; 0632 158431.

Call 2: Mr Horbaczewski; email a copy.

Call 3: Hofmann gmbh; on the 18th.

Call 4: Kraemer; he has accepted the first offer.

8 (Track 4.6)

1 C 2 B 3 C

4.3 Speaking Test: Introduction and Part One

EXAM FORMAT

1

1 Three

2 Two

3 One

4 Two

5 One and Three

6 Three

7 Two

8 Two

2 (Track 4.7)

1 Benferrhat

2 France

3 Portugal

4 advertising

5 English

6 customers

7 creative

8 windsurfing

9 art exhibitions

10 smaller towns

3

2 How do you spell your surname?

3 Where are you from?

4 Do you work or study?

5 Do you like your job?

6 What do you do in your spare time?

7 Do you have any hobbies?

8 Do you think it's better to live in a small town or a big city?

MODULE 5

5.1 Career choices

Escaping the rat race

READING

2

The pictures show them after their 'escape'.

3

	In the past		In the present
Peter Van Der Groot	He worked in London as a stockbroker.	→	He lives in the countryside.
Rob & Manda Brent	They worked in Birmingham as teachers.	→	They live in Italy, in the Tuscan hills.

4

1 C 2 C 3 B 4 C 5 A

5

1 Rob

2 Peter

3 Peter

4 Rob

5 Rob

Money expressions

VOCABULARY

7

1 borrow money

2 earn an income / money

3 go bankrupt / over budget

4 make a loss / a profit / money

5 spend money

8

1 borrowed money

2 went bankrupt

3 made, profit

4 gone over budget

5 making, loss

6 earned, income

The present perfect

GRAMMAR

1

Regular past participles: 3 (*he's started; they've both resigned; we've borrowed*)

Irregular past participles: 5 (*have you ever thought; people who have done; he has seen; they've bought; we've never had*)

2

1 has worked (*since*)

2 became (*four years ago*)

3 retired (*when*)

4 moved (*Last year*)

5 have increased (*Since then*)

6 has wanted (*for a long time*)

7 bought (*Six months ago*)

8 has started (*this month*)

3

this week – PP

last week – PS

just – PP

yesterday – PS

today – PP / PS

... ever ...? – PP

when – PS

since Friday – PP

already – PP

in 2007 – PS

recently – PP / PS

three hours ago – PS

not ... yet – PP

for two days – PS / PP

never – PP / PS

How long ...? – PP/PS

4

1 I have just bought a guitar ...

2 Have you read any good books recently?

3 ... but I have already seen the film.

4 Have you seen it yet?

5 I've been here for 20 minutes!

Career changes

LISTENING

6 (Track 5.1)

Petra is a human resources manager.

Alex was an accountant; now he is a professional photographer.

7 (Track 5.1)

1 A Right (*I came for an interview ... with you about three years ago.*)

2 B Wrong (*We offered you a job, but you went to work with one of our competitors ...*)

3 C Doesn't say

4 B Wrong (*I've moved to the head office ...*)

8

He's given up banking all together, and he has become a professional photographer.

5.2 Achievements and plans

In-company communications

READING

1

- Who is it to? **Elena Gonzalez**
- Who is it from? **Andres Martino**
- What is the relationship between them? **Elena is the PA to Andres.**

2

1 call the design office and ask for the three designs for the book covers.

2 write to the printers (Synapse) and get price quotations for the three designs (colour and black and white).

3 send the three designs to the printers.

Progress reports

WRITING

4

Sample answer:

From: Elena Gonzalez

To: Synapse

Date: 3 October

Subject: Price quotation

Could you please send us a price quotation for three designs, for both full colour and black and white?

I attach two of the designs, and tomorrow I'll send the third one.

Looking forward to your reply.

Best regards

Elena Gonzalez

5

Sample answer:

Hi Andres

I called the design office and spoke to Octavio. Only two of the designs were ready. I've sent them to the printers and asked them for a price quotation. I'll send them the third one tomorrow afternoon.

Elena

Talking about results

SPEAKING

7 (Track 5.2)

1 've published

2 've done

3 've sold

4 've started

5 has been

6 've been

7 've just been

8

1 CEO

2 Eastern European

3 Western Europe

4 Book Fair

5 science

6 move

7 Eastern

8 busy

going to

GRAMMAR

1

1 is going to move

2 're going to build

3 's going to be

4 isn't going to be

5 Are they going to fire

6 're going to offer

7 are you going to do?

8 Are you going to apply for

2

1 He's going to look for a new job.

2 We're going to launch the new product / it in the summer.

3 She's going to buy a sports car.

4 It's going to pay the staff a bonus.

5 He's going to apply for the / a job.

6 She's going to start her own business.

3

Possible answers:

Today, I'm going to phone the removal companies and arrange the date.

Tomorrow, I'm going to change the details on our company stationery. Then I'm going to send the file to the printers.

I'm going to phone the telephone company later to make sure that we keep the same telephone numbers.

Tomorrow morning, I'm going to send an email to all of our clients and suppliers informing them about the change of premises.

I'm going to send memos to all staff, to keep them updated.

Tomorrow, I'm going to call the utilities companies to arrange for new contracts.

Negotiating a bank loan

LISTENING

4 (Track 5.3)

1 C 2 B 3 A 4 B 5 C 6 B

5 (Track 5.3)

1 selling, drinks

2 expand

3 sell, drinks

4 market

5.3 Reading Test: Introduction and Parts One to Three

EXAM FORMAT

1

2 dispatched

3 when they receive

4 payment

5 C

EXAM PRACTICE

2

1 B – Displays, signs & posters

2 H – Shipping

3 E – Internet design

4 A – Market research

5 D – Business trips & travel

3

1 rose

2 rise

3 dramatic

4 same

5 considerable

6 slight

4

Europe

5

1 Year 2

2 Year 4

3 Year 3

4 Year 1

5 Year 7

MODULE 6

6.1 Business travel

Flight problems

LISTENING

1

People: passenger; pilot; air traffic controller;
baggage handler; flight attendant

Documents: passport; boarding pass; identity card;
return/single ticket

2

1 journey

2 travel

3 trip (NB: 'journey' is also possible here, but
'journey' is the best answer for 1.)

4 return

5 luggage

3 (Track 6.1)

Passenger 3 was very satisfied ...

Passenger 1 missed his/her flight ...

Passenger 4 was delayed because of a strike ...

Passenger 2 was delayed because of bad
weather ...

4 (Track 6.1)

1 B (... *we had to buy two tickets for another flight.*)

2 A (... *told me to go back to my hotel and wait.*)

3 A (... *they pushed my wheelchair ...*)

4 B (*There's one every week.*)

Reported speech

GRAMMAR

6

1 is

2 Go, wait

3 're going, don't know

4 'll bring

5 will be

7

was/were It was late.

Past simple It left at 6am.

Past continuous It was landing.

Past perfect It had arrived.

Past perfect It had taken off.

would It would be early.

could It could leave.

8

2 She told me to go back to my hotel and wait.

She said, 'Go back to your hotel and wait'.

3 She said they were going to close the airport,
and she didn't know for how long.

She said, 'We are going to close the airport. I
don't know for how long.'

4 The woman in the lounge said she would bring me some food.

The woman in the lounge said, 'I'll bring you some food.'

5 'that day' – reported speech ☐ 'today' – direct speech

9

1 luggage was over the limit.

2 would have to pay an excess charge of £45.

3 could be bad.

4 was going to take off at 15.55.

5 didn't eat meat.

6 would like the vegetarian menu.

Two tickets, no reimbursement

READING

3

1 B (*I had a flight ... to Ho Chi Minh City for my connecting flight back to Milan.*)

2 A (*... and the next flight was in the morning.*)

3 B (*She didn't apologise ...*)

4 A (*I bought another (much more expensive) ticket ...*)

5 C

6 B (*I called the first airline ... I wanted my money back ... they said they couldn't do that ...*)

6

5 I hope that our reply has been helpful and your next trip is free from problems.

2 The terms and conditions on the airline's website reserves the right to cancel a flight for circumstances beyond its control. It must then offer the passenger a seat on the next available flight, which it did.

4 The fact that you bought another ticket was your choice and so the first airline does not have to reimburse you for this. So, I'm afraid on this occasion the information you were given was correct.

1 Dear Mario

Thank you for writing to us about your bad experience. It's clear that you have suffered from some poor customer service; however, based on your description, the airline has not actually broken any rules.

3 Surprisingly, your economy ticket did not require the airline to offer you overnight hotel accommodation, though in our opinion, good customer care would mean trying to find passengers a suitable hotel for the night.

7

Sample answer:

Dear Mr Ricci

Our in-flight magazine editor has written to me about your complaint.

I have spoken to the check-in staff, and they told me what they do in these situations. When flights are cancelled, we offer passengers a seat on the next flight, which would have been in the morning in your case.

On this occasion, we will reimburse you for your first ticket. We look forward to seeing you on board one of our planes soon.

Yours sincerely

6.2 Travel arrangements

Hotel amenities

VOCABULARY

2

- Restaurant
 - State-of-the-art gym
 - Sports facilities: indoor and outdoor swimming pools, tennis courts, nine-hole golf course
 - Secretarial and translation services
 - Business support: computers, printers and scanners, high-speed Internet access and photocopying facilities
 - 24-hour multilingual concierge service
 - Airline reservations
 - Internet broadband access
 - Direct-dial multi-line telephones with voicemail
- Yes, the hotel is suitable for the conference.

Booking enquiries

WRITING

3

- 1 ... ~~on~~ in March.
- 2 The provisional dates ~~is~~ are ...
- 3 ... with approximately 30 ~~person~~ people ...
- 4 for three nights from ~~the~~ 10/03.
- 5 ... the availability of the rooms ...

4

Sample answer:

Dear Mr Rogers

We are looking for a hotel to host our marketing conference in June. The provisional dates are 23/06–26/06, with about 20 people attending. We will need one conference room with a computer for PowerPoint™ presentations. We won't need an Internet connection. We will need full-board, single-room accommodation for everyone attending, for three nights from 23/06.

Could you let me know the availability of the rooms, and send me a full quote for the rooms and

equipment?

Yours sincerely

5

Sample answer:

Dear ...

Thank you for your enquiry about hiring our hotel.

We have 20 single rooms available for the dates you mentioned, and also one conference room. All of our conference rooms have computer presentation facilities with Internet access. The accommodation costs £95 per room per night, and the conference room costs £650 per day, including the cost of the equipment and the presence of a technician. Therefore, the total cost is £7,650.

I look forward to hearing from you.

Yours sincerely

David Rogers

At the hotel

LISTENING

6

1 A business centre secretary deals with business people's needs.

2 A porter carries people's bags and suitcases.

3 A waiter works in a restaurant and brings food to customers.

4 A cleaner cleans and tidies hotel bedrooms.

7

1 receptionist 2 porter 3 cleaner

4 waiter 5 business centre secretary

9 (Track 6.2)

1 C 2 B 3 E 4 A 5 D

10 (Track 6.2)

1 C 2 C 3 A 4 A 5 C

Arranging business travel

LISTENING

1

A 09.00: nine o'clock; nine am; oh nine hundred hours; nine in the morning

B 12.15: a quarter past twelve; twelve fifteen pm.

C 07.45: a quarter to eight; seven forty five am.

D 21.30: half past nine; twenty one thirty; nine thirty pm

E 17.05 five past five; seventeen oh five

F 22.40: twenty to eleven; twenty two forty; ten forty pm

2 (Track 6.3)

1 07.55 2 08.15 3 23.15 4 07.00

3

Possible flights are: any on Tuesday evening, or Air France at 06:40, and British Airways at 06:20,

on Wednesday morning.

4 (Track 6.4)

BA395, at 06:20.

6 (Track 6.4)

1 book

2 fully booked

3 available

4 booking

5 passenger's

6 booking

Changes to flight details

WRITING

8

Sample answer:

We have just heard that there is going to be a strike by air traffic controllers in Paris next week, so all flights to Paris will be diverted to Lyons. The strike could last only a short time, but there is no guarantee of this.

Therefore, we can give you a refund on your ticket, or alternatively make a booking for a later date. Please let us know which option you would prefer.

Yours sincerely

9

Sample answer:

From: JK Wilkins

To: Travelease

Subject: Re: Changes to flight details

Thank you for your email about the strike in Paris next week. As I must go to Paris, I'll go by train.

Therefore, I would be grateful for a refund on my ticket.

Yours sincerely

6.3 Writing Test: Introduction and Part One

Writing Test: Introduction and Part One

EXAM SKILL

1

Possible answers:

The email is from Brian Winter to Janet Poole.

It's about the computer training course, which Brian can't attend in the morning.

The message is from Rachel to Hector. Rachel asks Hector to contact the technician because her printer isn't working.

2

1 ... I would like to come to the afternoon session.

2 ... can you contact the technician?

3

The email is formal: (*Dear Ms Poole, I'm afraid, However, Yours sincerely, Brian Winter*)

The message is informal: (*Hi Hector, See you ..., Bye, Rachel*)

The use of contractions also indicates an informal style.

EXAM PRACTICE

4

Sample answer:

Dear Gianni

I haven't received your data yet, and it's getting late.

I have to write the report for Cairoli & Sons, and I need the data for this. Please send it by tomorrow morning.

Thanks.

Margaretha

EXAM SKILL

5

Memo: neutral

Email: formal

Note: informal

6

Memo: contains facts, and is general, not personal

Email: *Dear Mrs Odell, I would like ..., ... to request ..., Yours sincerely, James McGuire*

Note: *Hi Toni, Thanks, Pat*, use of contractions

EXAM PRACTICE

7

Sample answer:

Dear Emilia

Thanks for your report. I found it very useful and interesting. It was well written and complete. I'd like to talk to you personally about your conclusions.

Would next Thursday be convenient?

Best wishes

Mark

MODULE 7

7.1 Products and services

Smart homes: the future is here

READING

1

Bill is referring to *Green Garden*.

Lynne is referring to *Personalised Spaces*.

2

1 B

2 A

3 B

Comparatives and superlatives

GRAMMAR

3

1 A – false

B – true

C – true

2 A – false

B – true

C – true

3 A – true

B – false

C – true

4

Possible answers:

1 A photocopier isn't as complicated as a scanner.

A scanner is more complicated than a photocopier. (It is user friendly.)

A scanner isn't as complicated as a photocopier.

A photocopier is more complicated than a scanner. (Its technology is simpler.)

2 A typewriter isn't as modern as a computer.

A computer is more modern than a typewriter.

3 A USB stick isn't as useful as cloud storage.

A USB stick is more useful than cloud storage.

4 A conference phone isn't as cheap as Skype.

Skype is cheaper than a conference call.

5 A laser printer is as quick as a photocopier.

Hotel of the future

LISTENING

1 (Track 7.1)

They're underwater.

2 (Track 7.1)

1 Florida, USA

2 a month ago

3 78

4 190

5 23

6 1,900

3

Possible answers:

The Anemone is the least exclusive hotel.

The Atlantis is the most expensive hotel.

The Atlantis is the deepest hotel.

The Atlantis is the largest hotel.

The Atlantis is the newest hotel.

Choosing a business school

READING

7

- Academic reputation of the school
- Attractiveness of the school building
- Preparation for a career in business
- Quality of the teaching
- Variety of subjects on the curriculum

8

1 A 2 A 3 B 4 C 5 C 6 C 7 B 8 B

7.2 Orders and contracts

Shapes and sizes

VOCABULARY

2

Nouns: square, rectangle, circle

Adjectives: triangular, oval, semicircular

3

1 E 2 H 3 B 4 A 5 F

6 C 7 G 8 I 9 J

4

1 How wide is that orange box?

2 How high / tall is that lamp?

3 How deep is that swimming pool?

4 How big is your LCD monitor?

5 How much does that leather briefcase weigh?

How heavy is that leather briefcase?

6 How much is that mobile phone?

How much does that mobile phone cost?

7 How big is the wheel?

Making an order

LISTENING

6 (Track 7.2)

1 A filing cabinet (that fits under a desk).

2 Green.

3 No, he doesn't.

7 (Track 7.2)

1 74 2 50 3 65 4 2 5 140 6 90

7 red 8 black

8

1 A 2 A 3 C 4 C 5 C 6 C

9

Article Number 4832-CA

Size (*metres*)

Length:	5.5
Width:	5.5
Height:	5.5
Weight (kilograms)	140
<i>Prices (euros)</i>	
4-hour rental:	220
8-hour rental:	260
2-day rental:	340

Article Number	685-SL
<i>Size (metres)</i>	
Length:	20
Width:	4.5
Height:	6
Weight (kilograms)	450
<i>Prices (euros)</i>	
4-hour rental:	N/A
8-hour rental:	280
2-day rental:	360

Service providers

SPEAKING

1

- 1 service users
- 2 provider
- 3 landlines
- 4 broadband
- 5 technical support
- 6 contracts

2

Possible answers:

Do you have a speedy connection? Are you satisfied with the service?

Is your connection reliable?

Do they provide efficient technical support?

Do you think the monthly charge is good value for money?

Changing Internet service provider

LISTENING

4 (Track 7.3)

- 1 national calls
- 2 landlines
- 3 broadband connection
- 4 connecting calls
- 5 10
- 6 free
- 7 24 hours a day
- 8 network or single computer
- 9 €75 per month
- 10 €120
- 11 two years

5

Possible answer:

Yes, because the customer will pay a fixed sum of €120 per month, instead of a sum between €100 and €200 per month

ISP contract

WRITING

6

The correct order is: 5-2-3-4-1

The purpose of this email is to confirm the cancellation of a contract.

7

Sample answer:

Dear Mr Ross

We have received your request to purchase our MaroonBusinessOne package. The contract will start as soon as we receive your signed copy of the contract, and you will be able to start using the new connection on the same day.

Best regards

Maroon Communications

7.3 Listening Test: Parts Two and Three

Listening Test: Part Two

EXAM PRACTICE

2 (Track 7.4)

1 computer

2 ECDL12M

3 Tuesday, 09/09

4 6

5 Coxten

6 Goff

7 848497

Listening Test: Part Three

EXAM PRACTICE

5

Our customers now – 4

We intend to – 6

We manufacture – 1

You might have seen – 7

We expect to bring out – 5

He started off by producing – 2

The machines made in 1958 – 3

6 (Track 7.5)

1 exercise equipment

2 bikes

3 competitions

4 organisations, such as sports centres

5 early spring

6 France

7 not true

MODULE 8

8.1 Manufacturing processes

Personalising your product with 3D printing

READING

2

1 With traditional manufacturing, large quantities of products are made in factories. With 3D printing, products are made at home.

2 3D printers can make items such as jewellery, toys and models, and household decorations.

3 Shapeways helps customers design, produce and sell. The main stages are designing, uploading, checking, choosing the materials, building in layers, sending (or delivery).

3

1 A (... can be produced in the customer's home using a 3D printer.)

2 C

3 B (Shapeways is a company which helps customers design, produce and even sell their new products.)

4 A (... printers which work with a variety of materials.)

5 A (Shapeways can also help the client with their marketing and retail needs.)

6 C

The passive

GRAMMAR

4

With traditional manufacturing, large quantities of the same product are made in factories, transported and then sold in shops to customers. However, with 3D printing, this view of production has completely changed. A product doesn't have to be made in a factory or in another city or country, but can be produced in the customer's home using a 3D printer. 3D printers are also becoming cheaper and people can buy one for their homes for less than \$1000. 3D printing also lets the customer design and create unique or specialised products.

If you don't want to buy your own printer, Shapeways is a company which helps customers design, produce and even sell their new products. It was founded in 2007 and typically it produces small items such as jewellery, toys and models, and household decorations. The 3D production process is divided into six main stages: First, the customer designs their product using an app or design software. Next, their design is uploaded on

Shapeways' website. Then it is checked by the company's in-house experts.

Once the design has been checked, then it's decided which materials are going to be used in the printing process. Shapeways uses different types of printers which work with a variety of materials. If the printer is working with plastic, it builds the object in layers. Once the object has been printed, it is left for a day to cool down and then it is checked in the post- production process. Finally, the 3D product can be sent directly to the customer or anywhere else in the world. Many of these objects will be sold around the world and Shapeways can also help the client with their marketing and retail needs.

At the moment, 3D printing is typically used in the production of small, specialised objects but as the technology develops and becomes cheaper, it's possible that even larger objects such as aeroplanes will be regularly manufactured in the same way.

5

- 1 is informed
- 2 is being tested
- 3 were shown around the factory
- 4 has been increased
- 5 will be cleaned tomorrow

6

- 1 develop
- 2 are interviewed
- 3 has been done
- 4 start
- 5 are being developed
- 6 will be promoted
- 7 have agreed
- 8 can be manufactured
- 9 will be sold
- 10 can take

Supply and demand

VOCABULARY

2

- 1 warehouse
- 2 orders
- 3 demand
- 4 an automated
- 5 capacity
- 6 products

3

- 1 supply
- 2 plant
- 3 handmade
- 4 produce
- 5 output

6 Deliveries

Production philosophies

VOCABULARY

4

1 J 2 F 3 B 4 C 5 G

6 E 7 I 8 A 9 D 10 H

5

places: loading bay, factory floor

physical items: raw materials, waste, inventory, stock

financial item: storage costs

READING

7

Paragraph 1: waste; production processes; improvements

Paragraph 2: raw materials; storage costs; inventory; response time

Paragraph 3: defects; factory floor;

Paragraph 4: stock

8

1 Because its production processes were slow and inefficient.

2 Ford produced a lot of waste.

3 Overproduction, expensive inventory, slow movement, unnecessary effort and time, transportation, overprocessing, faults and defects.

4 To produce more cars without paying more for labour and raw materials.

5 Just-in-time (JIT).

8.2 Problems and solutions

Solving problems

LISTENING

1

B

2

1 Somebody has filled the car with the wrong fuel.

2 Somebody has got stuck in the doors of a bus.

3 The cows are escaping, because the gate was left open.

3 (Track 8.1)

1 The tube for diesel is too big to fit in the hole of a petrol car; the diesel car has a mechanism that measures the diameter of the tube.

2 Optical cells stop the doors from closing when people are getting off the bus.

3 A big stone makes the gate close automatically.

5 (Track 8.1)

1 Poka-yoke mechanisms *can prevent* a mistake from becoming a catastrophe.

2 The tube is designed *so that* it only fits the right tank.

3 Optical cells *stop* the doors from closing when people are getting off the bus.

4 The stone is used *to* make the gate close automatically.

6

Possible answers:

Voicemail is a telephone answering system created so that you can receive telephone messages even when you can't answer the phone.

Closed circuit television (CCTV) is used to watch different parts of a large building to protect it against thieves.

Conference phones are used so that you can call a number of people in different parts of the world, and everyone can take part in the same conversation.

Fingerprint scanners are used to identify people for security purposes; for instance, at airport passport control.

Smoke detectors / alarms are used to inform the fire brigade when there is a fire, and to prevent it from causing a lot of damage.

Barcode scanners are used to keep track of the goods that are sold by a shop, to prevent the shop from running out.

Use a Smart Lid

READING

8

The lid changes colour, from brown to red, when the liquid inside the cup is hot.

If the lid is on the cup correctly, there is a brown ring around the lid. If the lid is not on correctly, the ring is incomplete.

when and if

GRAMMAR

9

1 Present simple tense

2 The cause

10

Possible answers:

1 turns red

2 burn yourself

3 melts

4 boils

5 the room cools down

6 it doesn't work

7 the company pays us extra

8 it protects your computer against infection

Collocations with *problem*

VOCABULARY

1

- 1 detect
- 2 causing
- 3 having
- 4 explain
- 5 avoid
- 6 deal with, solve

We've got a problem

SPEAKING

3 (Track 8.2)

- 1 Hi, David. Is something wrong?
- 2 Is it serious?
- 3 Oh, what's wrong, exactly?
- 4 Oh no! Have you stopped production?
- 5 OK, I'll contact Head Office immediately.
- 6 Yes, I'll do that, too.

8.3 Speaking Test: Parts Two and Three

Speaking Test: Part Two

EXAM SKILLS

1

- 2 topics
- 3 presentation
- 4 minute
- 5 notes
- 6 booklet

EXAM PRACTICE

2

- Speed of service – B
Cost – C
Recommendation from a friend – A

3

- Other reasons: types of packing, customs,
discounts, extra costs

MODULE 9

9.1 The future

Developing driverless cars

READING

1

1 F 2 H 3 B 4 C 5 D 6 G 7 E 8 A

2

B

3

1 B (... *there is a long way to go before they are on the market.*)

2 A (... *so far – in tests – driverless cars are much safer.*)

3 C

4 A (*The most likely winner will be a joint venture between a car company and a tech company.*)

The first conditional

GRAMMAR

6

Possible answers:

1 If bigger planes start flying over our district, we'll start a protest against the airport management.

2 If we don't find alternative 'green' fuels, we'll run out of oil in a few years.

3 If we install domestic solar panels, we'll save a lot of money in the future.

4 If we keep cutting down trees in big forests, we'll experience more and more changes to local weather.

5 If there is no more fuel, people will have to find different holiday destinations closer to home.

7

1 finish, *will* + infinitive

2 'll get, present

3 will be, present

4 meets, *will* + infinitive

5 arrive, *will* + infinitive

6 'll look for, present

Strategies for the future

READING

1

1 E 2 A 3 C 4 F 5 D 6 B

3

B

4

1 Political

2 Economic

3 Social

4 Technological

5

1 A 2 B 3 A 4 B

A strategy meeting

LISTENING

6 (Track 9.1)

changing all the time

unpredictable

assurances and guarantees

environmentally protected

7

1 C (for)

2 F (against)

3 A (against)

4 D (against)

5 B (against)

6 E (for)

9.2 Meetings

Tropical storm hits Poland

READING

1

The storm killed six people, injured several dozen,
left up to a million people without electricity,
damaged public buildings and homes.

Crisis meeting

LISTENING

2 (Track 9.2)

1 B 2 A 3 B 4 B 5 C 6 A

4 (Track 9.2)

1 Marek

2 Jonathan

3 a small team

will + time clauses

GRAMMAR

5

1 When (certainty)

2 If (possibility)

WHEN / IF + PRESENT

6

1 Before

2 Until

3 until

4 before

Brainstorming

SPEAKING

7

Possible answers:

Too few administrative staff.

Suppliers on strike.

A subcontractor goes bankrupt.

Crisis strategy

LISTENING

1

1 collapsed 2 hit 3 damaged 4 cost 5 fight

3 (Track 9.3)

c, a, b, d

4 (Track 9.3)

1 crisis plan	4 (crisis) team
2 effectively	5 spokesperson
3 situation	6 audiences

Collocations with *meeting*

VOCABULARY

6

1 board, crisis, departmental, team
2 attend, arrange, chair, hold, miss, run
3 agenda, action points, chair, chairperson, minutes

7

1 minutes 2 attend 3 agenda
4 miss 5 arrange

Letter of apology

WRITING

9

Sample answer:

Dear Mr Weakes

I'm writing to apologise for the poor service you received in our restaurant last week, and for the food poisoning you suffered.

We would like to point out that an inspection by the local authority confirmed that hygiene standards in our kitchens are very high, and that all our food is delivered fresh every day and is of the best quality.

However, we accept full responsibility and would like to offer a complimentary dinner for two.

Yours sincerely

The Manager

Kingfisher Restaurant

9.3 Reading Test: Parts Four and Five

Reading Test: Part Four

EXAM PRACTICE

1

1 B (... without asking for collateral)
2 A (The bank also accepts deposits, provides other services ...)
3 C
4 B (... without extremely high interest rates ...)

5 C

Reading Test: Part Five

EXAM PRACTICE

2

1 C (... *people are tired of commuting.*)

2 A (... *employees are less likely to take time off.*)

3 C (... *middle management have to change their management style ...*)

4 B (... *they should also have enough discipline ...*)

MODULE 10

10.1 Career development

Business skills portfolio

READING

1

C people already in jobs (*Education in the workplace*)

2

1 C 2 A 3 B 4 C 5 A 6 A 7 C 8 A

Relative clauses

GRAMMAR

3

1 who are given training and development opportunities

2 which run for a full or half day.

4

1 who

2 which

5

1 bosses who knew how to motivate people.

2 company which values its employees.

3 sessions which were most useful to us.

4 someone who always gets good results.

6

1 which

2 which

3 where

4 who

5 where

6 whose

7 who

8 whose

9 which

10 who

7

1 The trainer (who) ...

2 The prices (that) ...

3 That's the course (which) ...

4 The man who took my application form was in my group.

5 The qualifications (which) ...

Leadership qualities

LISTENING

1 (Track 10.1)

1 E (a telephone call)

2 A (a presentation)

3 C (a job interview)

4 D (a trade fair meeting)

5 B (two friends at university)

2 (Track 10.1)

- 1 A (Because people in the team disagreed a lot of the time)
- 2 A (That they have different roles)
- 3 C (Because she doesn't think he can solve her problem)
- 4 B (Listening and trying to understand the market)
- 5 B (She doesn't want to sound overconfident.)

VOCABULARY

3

- 1 I
- 2 B
- 3 C
- 4 J
- 5 G
- 6 D
- 7 E
- 8 F
- 9 A
- 10 H

10.2 Organising a conference

Collocations

VOCABULARY

1

- | | |
|----------------------|-------------------------|
| 1 keynote speaker | 4 enrolment form |
| 2 development agency | 5 multi-sectorial event |
| 3 new venture | 6 speaker's fee |

What's still to do?

LISTENING

2 (Track 10.2)

Tick the following: confirm date, book rooms, set up online registration form, arrange promotion and advertising, arrange catering

3 (Track 10.2)

3rd–4th May; 9.30am–5.30pm; five rooms; hot and cold snacks

4

Priority: choose keynote speaker

6

Sample answer:

Dear Ms Hanson

I am writing to invite you to speak at a conference in Dublin on 3rd–4th May. The theme is Starting up and networking for small businesses, and the target is local business people.

We would be delighted if you could give the keynote speech on the 3rd. Please confirm that you are available for this event. I enclose details of the other

events at the conference.

Yours sincerely

The conference budget

LISTENING

7 (Track 10.3)

centre fees €1,720; speakers €2,000; packs €875;
equipment €20 per hour

8 (Track 10.3)

Enquire about a reduction in conference centre
fees, and if Internet is needed.

Small talk

SPEAKING

2 (Track 10.5)

Answers underlined:

C = Celia E = Eva

C Good morning, Ms Hanson. I'm Celia Kirkpatrick
from CityActive.

E How do you do? Please call me Eva.

C How do you do, Eva. I hope you haven't been waiting long?

E No, not at all. Where I come from, we have a habit of
arriving a little early. I was just sitting here admiring the
view of the river.

C Yes, we're very proud of our river here in Dublin. Have
you been to Ireland before?

E No, this is the first time. Everything is very green, isn't it?

C Yes, thanks to the rain we get, I suppose. By the way,
would you like to borrow an umbrella?

E That's very kind of you. I haven't brought one with me.

C And how was your journey? No delays with the weather,
I hope?

E It was fine. There were no problems at all, thanks.

C Well, shall we set off? I have a taxi waiting outside.

3

Possible answers:

1 Hello, Ms Hanson. / Hello, is that Ms Hanson?

2 No, not long. / No, I haven't. Don't worry.

3 Have you visited Dublin before? / Have you ever
been to Dublin before?

4 Yes, thank you. / Yes, please.

5 Did you have a good journey? / How was the
flight / journey?

6 Let's go. / If you're ready, we can go. / Shall we
set off?

5

1 False

2 False

3 False

4 True

5 False

6 True

Offers and invitations

LISTENING

7 (Track 10.6)

1 A 2 C 3 C 4 A

Replying to an invitation

WRITING

9

... are you free for lunch one day?

10

Sample answer:

Dear Laura

Thank you for your email. I am free on Wednesday and I would be delighted to have lunch with you then.

There's a nice French restaurant just around the corner. If you like, we can go there.

Eva

10.3 Writing Test: Part Two

Writing Test: Part Two

EXAM PRACTICE

1

an email, Ms Brent.

2

1 C 2 A 3 D 4 E 5 B

3

Sentence 1 and sentence 2.

Sentence 5 and sentence 3.

4

Sample answer:

Dear Ms Brent

I have read your recent advertisement in the *Evening News*.

We are currently organising a dinner for some of our clients. The dinner will be on 20 October, and there will be approximately 400 people attending.

Could you please give me a quotation for this dinner? Could you send me details of the discount you give for large numbers?

Yours sincerely

David Loader

5

Sample answer:

Dear Mr Prandrakash

Thank you for your letter about the DVD player you bought from our shop.

I am very sorry that it does not work properly, and we will of course be pleased to give you a full refund for the machine if you bring it back to the shop.

Alternatively, we can replace the player with another of the same model.

Yours sincerely
Maureen Price

MODULE 11

11.1 Health and safety

Signs

VOCABULARY

2

1 B 2 D 3 A 4 F 5 G 6 C 7 H 8 E

A factory tour

LISTENING

3 (Track 11.1)

the production area

the warehouse

the main offices

5 (Track 11.1)

1 hard hat

2 smoke

3 protective clothing

4 warehouse

5 waste material

6 food and drink

7 fire alarm

8 arrive

Modal verbs: *must(n't)* and *(don't) have to*

GRAMMAR

6

1 mustn't

2 had to

3 don't have to

4 had to

5 must

6 mustn't

7 don't have to

8 must

7

1 shouldn't

2 must

3 should

4 mustn't

5 mustn't

6 must

7 have to

8 mustn't

9 mustn't

10 should

Why is it dangerous?

READING

3

1 DVT stands for deep vein thrombosis. It's a clot or a lump that can form in the veins in the legs

when you sit in one place for a long time.

2 It affects office workers, people who work in IT, in telephone call centres and air travellers.

3 It happens when you sit in one place for a long time.

4 To prevent DVT, you can walk around the office or the aeroplane for a few minutes every hour, do simple exercises to move your legs and feet while you are sitting in your seat, and wear loose, comfortable clothes. Drinking plenty of water and no alcohol is also very important.

4

Possible answers:

Drink plenty of water.

If you spend hours in front of the computer, look away from time to time and focus on something in the distance.

Take a break every hour and do some relaxation exercises.

In your break

VOCABULARY

6

You could do all of the activities listed in exercise 5, except reading the newspaper, checking your emails and surfing the Internet. Remember you're having a real break!

go, play and do

VOCABULARY

8

1 play

2 go

3 go

4 done

5 do

6 go

7 played

8 go

9 been

10 do

9

Possible answers:

GO	PLAY	DO
cycling	basketball	aerobics
dancing	cards	karate
fishing	chess	meditation
horse-riding	cricket	sport
sailing	tennis	the gardening
canoeing	volleyball	judo

11.2 Reporting accidents

The past simple and past continuous

GRAMMAR

1

1 C 2 A 3 B

2

- 1 He was talking on his mobile and he walked into a glass door.
- 2 He was opening a box and the knife slipped.
- 3 He was carrying a computer and he dropped it on his foot.

The action in the past continuous started first.

3

- 1 was running, tripped
- 2 was crossing, hit
- 3 was playing, twisted
- 4 was getting, got
- 5 was changing, spilled / spilt
- 6 were walking, fell

After the accident

LISTENING

6 (Track 11.2)

- 1 Tuesday 5 May
- 2 1pm
- 3 inside / office
- 4 head
- 5 yes
- 6 Relph
- 7 half
- 8 The employee was standing on a chair to reach files which are kept on top of a cupboard. She was hit by a file which fell off the cupboard.

7

C

8 (Track 11.3)

1 B 2 C 3 B 4 A

9 (Track 11.3)

Possible answers:

They are reviewing the filing and storage systems.

They are checking the conditions of office furniture and equipment.

They mustn't keep files on the top of cupboards.

Writing

10

Sample answer:

Dear Sheila

This week, we started to review our filing system and we checked all office equipment. There are a few problems that maintenance can solve easily.

However, I think my department needs some training

on health and safety.

Mike

Theme park safety

READING

2

Fantasy City is the safest theme park in the country. It has been awarded excellent marks in all categories.

3

Possible answers:

You have to dress sensibly.

You have to be over a certain age to go on some rides.

You have to read the safety signs.

You have to identify the ride operators in case of an emergency.

You have to double check that safety belts and safety equipment are safely adjusted.

Don't go on rides you are afraid of.

If you have any health problems, such as asthma or epilepsy, always go on gentler rides and always stay with a person you know and trust.

4

Possible answers:

A 2

B 1

C 2

D 3

E 4

F 3

G 3

H 4

11.3 Listening Test: Part Four

Listening Test: Part Four

EXAM SKILL

1

1 Twice

2 Eight

3 One

4 45 seconds

5 Important words

3

2 e 3 h 4 f 5 g 6 a 7 c 8 d

5

1 B 2 C 3 C 4 C 5 A 6 C 7 B 8 A

MODULE 12

12.1 The job market

Job satisfaction

LISTENING

2 (Track 12.1)

- 1 working from home (*I'd like to work from home; I could easily do my job from home.*)
- 2 flexible hours (*flexitime; I'd come to work earlier ... and leave earlier.*)
- 3 holidays (*everyone has to take their holidays in July or August; If I could go on holiday in June ...*)
- 4 responsibility at work (*I'd like to have more responsibility; to show him what I can do.*)
- 5 unemployment (*I haven't got a job; I'm unemployed.*)

3 (Track 12.1)

- Person 1: time, money
Person 2: his children
Person 3: pay less
Person 4: experience

The second conditional

GRAMMAR

5

- 1 ... if I didn't go to the office every day.
 - 2 If I worked flexitime ...
 - 3 If I could go on holiday in June ...
- A The past simple.
B Imaginary/unlikely situations.
C No.
D The sentences that begin with the *if*-clause – Sentences 2 and 3.

6

- 1 B 2 C 3 A 4 D 5 F 6 E

7

- 1 had, would apply
- 2 could, would look
- 3 would stay, didn't have
- 4 would be, had
- 5 would change, wanted
- 6 spoke, wouldn't need

8

- 1 What would you change about your current job?
- 2 If you didn't work in this company, where would you work?
- 3 If you could, would you work from home?
- 4 What would be the advantages of working from home?
- 5 If you could have any job, what would it be?
- 6 If you lost your job, what would you do?

Relocation

READING

4

1 C

2 B (... usually a company will finance part of the relocation costs.)

3 C

4 B (When a person relocates on their own, it's often more complex ...)

5 A (If you can find a job before you leave, it will be very helpful ...)

6 A (... find out about its culture. This will make life so much easier ... reduce the risk of homesickness.)

7 C

Getting a job

VOCABULARY

5

1 vacancies

2 CV

3 application

4 recruitment

5 employers

6 qualifications

7 skills

8 interviews

12.2 Job applications

An advertisement

READING

2

A 1 B 5 C 4 D 3 E 2

3

Company name: Système (See domain name in contact email address.)

Job title: public relations co-ordinator

Qualifications required: university degree

Experience required: two years of working in public relations

Skills required:

- job-related skills – excellent IT and communication skills
- languages – fluent French and English
- personal qualities – self-motivated and well-organised

How to apply: send covering letter and CV to HR manager, Carolina Arnaud

4 (Track 12.2)

Jenny has got the qualifications and experience.

The only thing she lacks is the IT skills.

5

Possible answer:

Jenny has everything except the IT skills. Although the advertisement specifies 'excellent IT skills', these may be more desirable than necessary, and she could learn these on the job. Therefore, she may be a suitable candidate. However, if the IT skills are necessary, it is unlikely she will be offered the job.

A covering letter

WRITING

6

The guidelines are complete, but students may suggest more specific details.

7

The covering letter does follow the guidelines. However, it could perhaps explain in more detail why Jenny is the right person for the job, and address the points mentioned in the advert (*communication skills, well-organised, fluent in French and English*).

8

The differences concern the use of the postal addresses of the person to whom the letter is sent and the writer of the letter.

A job interview

LISTENING

1

1 I 2 I 3 C 4 I 5 C 6 I

7 I 8 C 9 I 10 I 11 C 12 C

3 (Track 12.3)

Questions 1, 4, 6, 9, 10

4 (Track 12.3)

1 A 2 C 3 B 4 A 5 A 6 B

5

So far, Philip appears to be a suitable candidate.

Interview follow-up

WRITING

8

Offering: *I am pleased to inform you that ..., We would like you to ..., Please confirm ..., We look forward to ...*

Turning down: *I regret to tell you that ..., We will keep your details ..., We wish you luck in your ...*

Offering and turning down: *I am writing ...*

9

Possible answers:

I am writing to thank you for attending the interview on 3 June.

I am pleased to inform you that we would like to offer you the post of head of marketing.

I regret to tell you that your application was unsuccessful.

We would like you to start working on 14 March.

Please confirm that you wish to take up this offer.

We will keep your details on our files.

We look forward to having you on our team.

We wish you luck in your search for employment.

10

Sample answers:

Dear Mr Barras

I am pleased to inform you that your interview for the post of marketing assistant was successful.

We would like you to start working here on Monday 13 October.

Please send an email to confirm that you accept the post offered.

Yours sincerely

Sandra Richards

Dear Mr Barras

I am writing to thank you for attending the interview on 5 September.

I regret to tell you that your application was unsuccessful. However, we will keep your CV on our files, in case a suitable post becomes vacant.

Yours sincerely

Sandra Richards

12.3 Reading Test: Parts Six and Seven

Reading Test: Part Six

EXAM PRACTICE

1

1 B 2 A 3 B 4 B 5 B 6 A

7 C 8 A 9 A 10 C 11 B 12 B

Reading Test: Part Seven

EXAM PRACTICE

2

Enrolment number: (1) PM1/173D

Participant's name: (2) MAUREEN CHANT

Starting date of course: (3) 19 JUNE

Reason for refund: (4) SERIOUS ILLNESS

Refund due: (5) \$770