

ΥΠΟΥΡΓΕΙΟ ΕΘΝΙΚΗΣ ΠΑΙΔΕΙΑΣ ΚΑΙ ΘΡΗΣΚΕΥΜΑΤΩΝ
ΓΕΝΙΚΗ ΓΡΑΜΜΑΤΕΙΑ ΕΚΠΑΙΔΕΥΣΗΣ ΕΝΗΛΙΚΩΝ
ΙΝΣΤΙΤΟΥΤΟ ΔΙΑΡΚΟΥΣ ΕΚΠΑΙΔΕΥΣΗΣ ΕΝΗΛΙΚΩΝ

Ευρωπαϊκές γλώσσες - Ευρωπαϊκή Ιστορία

Αγγλικά στο εργασιακό περιβάλλον



ΚΕΝΤΡΑ ΕΚΠΑΙΔΕΥΣΗΣ ΕΝΗΛΙΚΩΝ



Επιστημονική Ευθύνη	Ευανθία Τσιούρη, Διδάκτωρ Εφαρμοσμένης Γλωσσολογίας, Σχολική Σύμβουλος ΠΕ6 ΥΠ.Ε.Π.Θ.
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ΕΥΡΩΠΑΪΚΟ ΚΟΙΝΩΝΙΚΟ ΤΑΜΕΙΟ



Η ΠΑΙΔΕΙΑ ΣΤΗΝ ΚΟΡΥΦΗ
Επιχειρησιακό Πρόγραμμα
Εκπαίδευσης και Αρχικής
Επαγγελματικής Κατάρτισης

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UNIT 1

I'M NEW AT THE OFFICE



Task 1

Discuss with your partners:

- Where are you from?
- Do you work/study?
- Do you like your job?

Task 2



Read the text about Nicky. Then tick (✓) the right box (True or False).

My name is Nicky Stephanou and I'm Greek. I'm 26 years old and I work as a part-time secretary for DANIELS S.A. at the company Headquarters in Maroussi, Athens.

It's my third day at work and I can say that I'm really pleased with the working environment. My previous position as a full-time secretary was at a rather small company, so I didn't have the chance to meet lots of people.

Here, at DANIELS S.A. company, I have met about 20 new people in three days! It's exciting!

- | | T | F |
|---|--------------------------|--------------------------|
| 1. Nicky likes her new job | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. She doesn't like meeting new people | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. It's her first secretarial position | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. She worked for a smaller company | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. She works 8 hours a day in her present job | <input type="checkbox"/> | <input type="checkbox"/> |

Task 3

Step 1

We meet people at the office but also at the canteen or the cafe. Fill in the gaps in Nicky's conversation with Irene. These are the words you need.



Let, department, resources, do, services, floor, office, busy, again, myself, meet, too

Nicky: Hello. (1)_____ me introduce (2) _____. *I'm Nicky Stephanou.*

Irene: Nice to (3)_____ you. *I'm Irene Fanariotis. You can call me Irene.*

Nicky: Nice to meet you (4)_____. Which (5)_____ are you in ?

Irene: I work *in the Human* (6)_____ *Department.* What do you (7)_____ *Nicky?*

Nicky: I'm *the new part-time secretary for the clients* (8)_____ *department.*

Irene: Really? So you're *on the second* (9)_____. We're *on the second floor too!*

Nicky: So, *we're neighbours.*

Irene: Oh, it's 12.50. I'm afraid I have to go back to the (10)_____. You see, we're always very (11)_____.

Nicky: It's OK *Irene.* See you (12)_____.

Step 2

In pairs, act out the conversation. Change the phrases in italics to give information about yourselves. If you don't have a job think of one!

Task 4



Two new people introduce themselves. Complete the sentences.



1. My _____ Sarah Newton. I _____ _____ Edimburgh _____ Scotland. I work _____ DANIELS S.A. International. I'm _____ the Advertising _____.

2. _____ Eli Heuters. I _____ _____ Berlin _____ Germany. I'm a student at the University of Westminster. I _____ Accounting and Finance. I'm writing a report on the organisation of the _____ Department here at DANIELS S.A.

Task 5

When you are introduced to a new colleague use her/his first name and ask for some extra information.

Step 1

Catherine, George and Herbert work for the same company. Put the phrases of their dialogue in the right order.

- Is it a big department?
- Catherine, I'd like to introduce you to Herbert Spruce. Herbert, this is Catherine Nikitopoulou.
- Hello George
- Not actually. There are only 9 of us working there, so, we're always very busy.
- No, I'm not. I work in the Marketing Department.
- Nice to meet you Herbert.
- Hello Catherine.
- Nice to meet you too. Are you in the HR department too?



Step 2

Now answer the questions.

- Who introduces whom?

- Which phrase does George use to introduce the two people?

- Which phrase(s) does Herbert use to ask for information?

Task 6

Step 1

Work in groups and make your own business cards. You can use real names and jobs or imagine your own ones.



Step 2

One person from each group introduces people from his group to the others. Use the language you practised in previous tasks 4 and 5 and exchange information about your jobs.

Task 7

In this activity you will exchange addresses, phone numbers and e-mail addresses with your partners.

Step 1

Study the information chart:

A typical e-mail address e.g. georgstef@hol.gr includes:

Symbols	we read
@	at
.	dot
—	dash or huphen
<u> </u>	underline
ABC	capital letters or upper case
Abc	small letters or lower case

Step 2

Work in pairs.

Student A: Dictate your address, phone number and e-mail address to your partner

Student B: Write your partner's address etc. You can ask questions such as:

- Could you repeat that please?
- How do you spell that?

Step 3

Check your spelling. Did you get everything right? Change roles and continue the activity. Make a list of your e-mail addresses and send your first English e-mail to your partner(s)

LANGUAGE FOCUS

ORGANISING A PHRASE BOOK

In this activity you will practice how to organize the useful phrases you learn.

- Keep a record of the phrases you learn. Give a heading with the help of your teacher. e.g. Introductions or Asking for information
- Write the meaning of the phrases in your language
- Write a simple sentence with your new phrase
- Compare your phrase book with your partner's and exchange information



Introductions

Phrase

Let me introduce

.....

Meaning

Να σας συστήσω

.....

Example/sketch

Let me introduce myself

.....

Office things

Word/phrase
drawer

Meaning

συρτάρι

Example/sketch

There are 3 drawers in my desk



UNIT 2

WHERE'S YOUR OFFICE?



Task 1

Discuss with your partners:

- Where is the place you work?
- How do you get there?
- Do you like the place and the surroundings?

Task 2



Nicky meets her friend Natasha at the cafe. Read their conversation and answer the questions.



Natasha: So, Nicky, do you like your new office?

Nicky: Yes, I do Natasha. I love it. It's nice and light with a big window. We're on the 7th floor and...

Natasha: Is it a skyscraper?

Nicky: No, it's a 10 floor block of flats. The best thing about it is that I have a great view of a green park.

Natasha: It sounds really great! But is it well organized, too?

Nicky: Yes. If I need a document from the filing cabinet, it's next to my desk, just on the right. There's also an artistic calendar and a clock above the cabinet, so I can easily check times and dates.

There's a computer with an inkjet printer, two telephone lines and a photocopier which is a fax machine as well. There are 4 drawers in my desk on my right. The fourth is full of useful items such as...

Natasha: You can be really thorough with details (laughs).
 Nicky: You're right. You see, I'm so excited. The only difficulty is that I have to commute through the suburbs to get to work.
 Natasha: Why don't you look for an apartment in the city centre?
 Nicky: Well, I don't want. You see, my house is right beside the new cinema complex, so I can see films every evening if I want.

1. Does Nicky like her new office? How does she feel about it?
2. What kind of building is her office in?
3. Describe the office equipment
4. What's the best thing she enjoys in her new surroundings?
5. What's the only disadvantage?

Task 3

Step 1



Underline the words in the dialogue that describe office equipment. Then label the items in the photo.

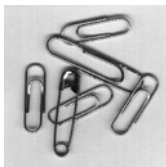


- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

Step 2

Write these words under the right picture.

staplers, rubber, pins, paperclips, markers, hole punch, paper bin, calculator



Task 4

Use your new vocabulary from task 3 and fill in the blanks.

1. Use the _____ to punch the documents and always put them in the right _____.
2. Keep a record of important events in the _____.
3. Make sure that the _____ and _____ show the right time and date.
4. File documents according to content in the _____ _____
5. Use the _____ to attach the pages of a document.
6. At the end of the day clean your _____ and throw all unnecessary paper in the _____.
7. Use the _____ to do sums quickly and accurately.

Task 5

It's a bad day at work and things go wrong.

Act out the dialogue between Nicky and her boss.



Student A

You're Nicky's boss. Ask her to print/fax/copy/write a document or scan a picture. Use language from phrase box A.

Phrase Box A.
- Can you _____?
- I'd like you to _____.

Student B

You are Nicky. Explain the problem. Use language from phrase box B.

Phrase Box B.
I'm afraid _____
The _____ is out of order.

Task 6

Form groups of five. One of you will describe 2 office items to you, because she/he doesn't know their names.

e.g. Can I have that stuff for _____ holes?

Guess which items she/he is describing. Write them down.

Change roles. Did you get the right words?

Check your spelling.

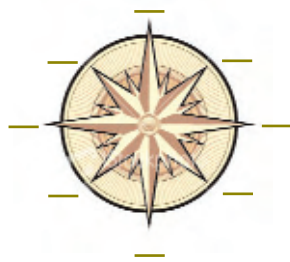
Write your score here.

MY SCORE:

_____/10

Task 7

Study this short paragraph about Athens and write the points of the compass.



Athens spreads across the central plain of Attica, which is bound by mount Aegaleo on the **west**, Mount Parnitha on the **north**, mount Penteli on the **northeast** Mount Hymettus on the **east** and the Saronic Gulf on the **southwest**.

Task 8

In pairs ask and answer questions to find out where your partner lives/works/studies and where she/he would like to live/work/study.

e.g.

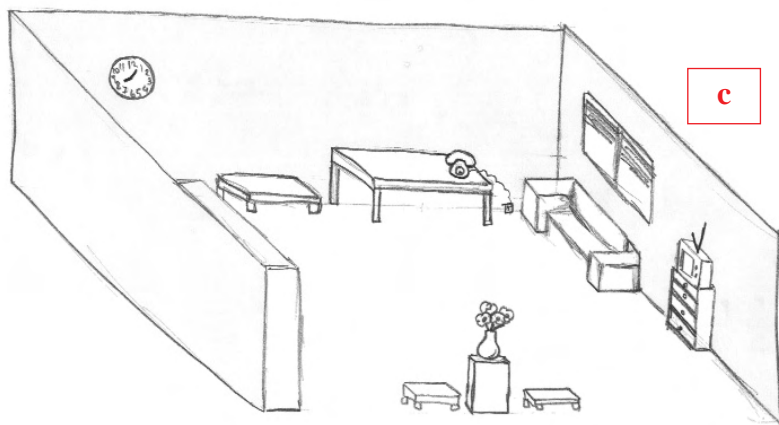
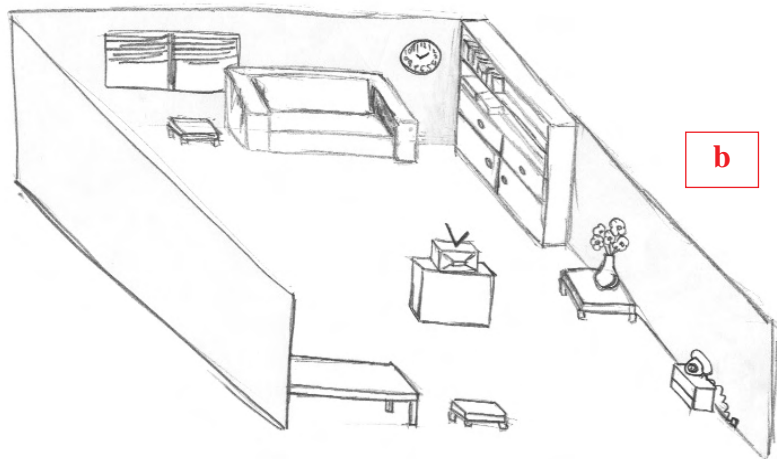
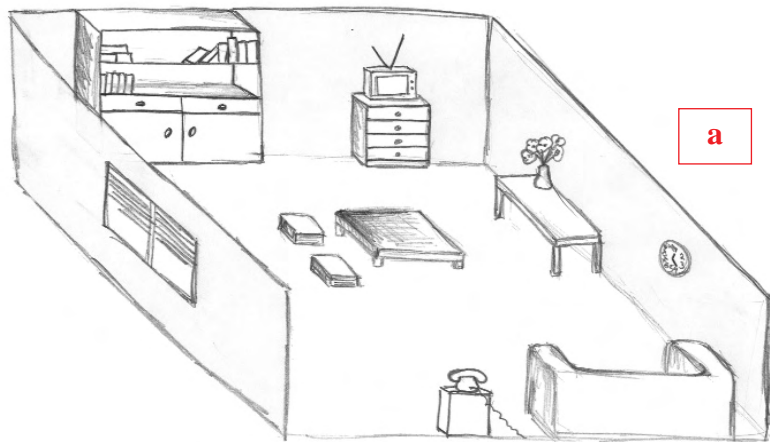
- Where do you live? / Where would you like to live?
- I live in _____, in _____ Athens. It's in the suburbs / city centre.
- I'd like to _____ because it's exciting / quiet. There are lots of things to do.

Task 9

Let's play a game.



Form groups. One of you says 1-2 sentences to describe one of the places in the pictures. Guess which.



Task 10

Write a paragraph to describe your office/workplace. Give information about:

- where it is
- what type of building
- equipment
- how you get there
- how you feel about it

LANGUAGE FOCUS

PLURAL FORMS

A. Put the sentences in the plural form.

1. There's a fax on your desk.
2. There's a dictionary in the drawer.
3. There's a mouse in the wastepaper basket.
4. The watch is in the bag.
5. There's a car key in this box.

B. Use the right form of the verbs: 'to be' / 'to have'.

1. Where _____ the staples?
2. _____ you got any markers?
3. _____ there a fax machine?
4. Both printers _____ out of order.
5. _____ Nicky got a nice view from her office?

C.

Step 1

Put these nouns in the plural form.

Flower	_____	Baby	_____	Person	_____
Man	_____	Tomato	_____	Boat	_____
Dish	_____	Student	_____	Bus	_____
Church	_____	Bus	_____	Shelf	_____
Leaf	_____	Foot	_____	Woman	_____

Step 2

Arrange the plural forms in the right category.

-s	-es	-ies	Irregular forms

Step 3

Do you remember the rules? Write them down in your Grammar notebook.

UNIT 3

DAILY ROUTINES



Task 1

Answer these questions.

- **What time do you start/finish work?**
- **Do you think it's good to start and finish work at the same time every day?**
- **Where do you usually go at lunchtime?**

Task 2



Read the texts and find out these people's daily routines.

- My name's Michalis Arnaoutis and I'm from Lamia. I'm a computer programmer. I work for VASSIS HEL-LAS, a Greek Company in the Food Industry. As you can understand I don't have a 9.00 - 17.00 job. I work flexi - time, but when the company asks me to develop new software or update our old stuff I work over-time. I don't get paid for it but I think I get a competitive salary.



- I'm Jasmine Yousef and I'm from Komotini. I'm a sales assistant at a Department Store selling children's toys in Syntagma. I do shift work either 9.00 - 17.00 or 12.00 - 20.00. Ms Kastani, the Head of Sales, announces our weekly timetables every Saturday. I usually work on Saturdays but I don't work overtime. I get the initial salary. It's quite low, so I can't afford to rent a home. I still live with my parents.



- My name's Irene Kanaki and I'm a florist. I run my own flower shop in Pagrati a very crowded and busy neighbourhood. I work from 11.00 am to 12.00 pm from Monday to Sunday. I usually have a day off every two weeks. My husband keeps the shop open in the mornings and on my day off. We can hardly make the two ends meet. Before the end of the month we're broke and there's no one to ask for a salary advance.



Task 3

Find words/phrases from the text to match with the definitions:

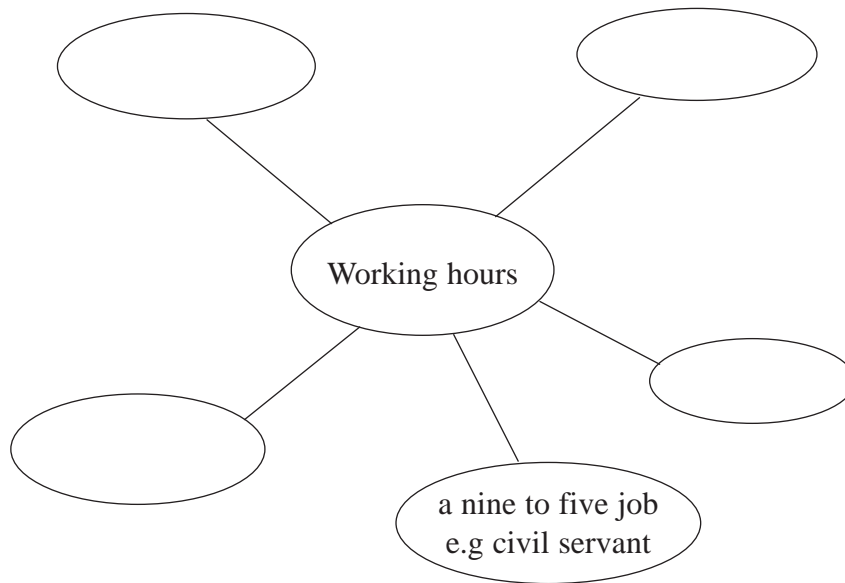
1. _____ ask for part of your salary before the end of the month
2. _____ a day you don't have to work
3. _____ work different times of the day
4. _____ work extra hours
5. _____ start work later and/or finish later
6. _____ have no money at all
7. _____ the salary you receive when you start the job
8. _____ a good salary for that particular job
9. _____ earn as much as you spend
10. _____ I don't have enough money

Task 4

Step 1

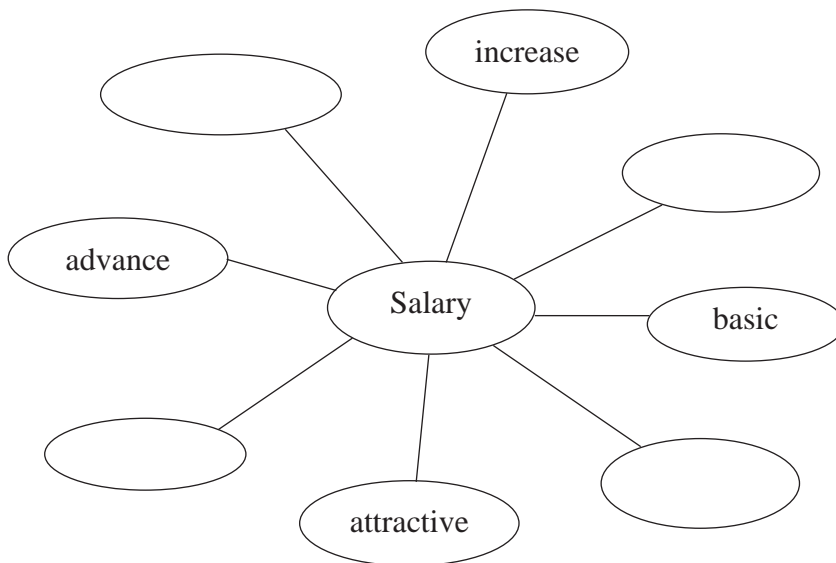
Organise your new vocabulary of working hours and salaries in the spidergrams below. Give a short phrase as an example.

You can think of people you know well (family, friends) and write example phrases about them.



Step 2

Look up the word "salary" in your dictionary. Find three more "salary – related" phrases to add to your spidergram. Use coloured pens throughout the activity.



Step 3

Choose 3 phrases from above and write your own sentences.

Task 5

Step 1

Choose a job and make a few simple notes about working hours, salary, duties etc. Don't tell your partner(s) about it.

Step 2

Form pairs. Ask each other questions to find your partner's job.

BRAINSTORM YOUR QUESTIONS	PHRASE BOX
work from home	Do you work part time, _____?
university degree	Do you have to _____?
hours	Do you need a _____?
write down messages	Can you _____?

Step 3

Keep notes of your partner's answers.

Did you guess his/her job?

Now write a few sentences about it.

e.g. Kostas works for _____. He's _____. He has to _____. He can't _____.

LANGUAGE FOCUS

PRESENT SIMPLE

A

Circle the correct answer.

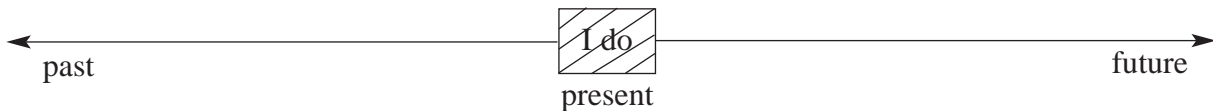
- 1) We use the present simple
 - (a) to describe daily routines
 - (b) to talk about something that is happening now.

- 2) We use _____ to form negative statements
 - (a) don't/doesn't,
 - (b) isn't/aren't

- 3) We use _____ to form questions
 - (a) is/are,
 - (b) do/does

B

Study the diagram and then put the verbs in brackets in the present simple.



- The City Museum _____ (close) at 5.00 in the evening.
- My job is very interesting. I _____ (meet) a lot of people.
- She _____ (go) to work by bus.
- Peter _____ (wash) his hair twice a week.

C1

Work in groups and fill in this grid.

Write ✓ for Yes, I do
✗ for No, I don't

Add your own questions.

Do you	Nick	Me	Maria	Jenny	Anna	
like your job						
want to find a new one						
often ride a bike						
always wake up early in the morning						

C2

One member of each group asks questions to the students of other groups:

Example

- Does Maria/Nick often ride a bike?

- Yes he does / No, he doesn't.

Find 5 people in your class who do these activities.

D

Write 6-10 sentences about your favourite day of the week.

- What do you do in this day?

- Why is it your favourite?

Exchange and compare your sentences with your partner's.

Which is everyone's favourite day?

S _ _ _ _ **Y**



UNIT 4

ARE YOU THE RIGHT PERSON FOR THIS JOB?

HAGERSTOWN BUSINESS REFERENCES.

OFFICES	BUILDERS CONTRACTORS ETC.	INSURANCE	PHYSICIANS
J. W. STONERBAKER, Div. of JOHN H. BART ISAAC ABERNETHY	H. C. THORNBERG, Contractor, Carpenter and Builder J. C. PATRICK, Contractor and Builder, Drafting	H. A. McCOMAS, General Insurance Agent, Office N. W. Park, Suite 200 G. W. FOLB, Trustee and Agent of "Platinum" Mt. Washington Co.	DRS. WILLIAM RAGAN & SON (W. R. Ragan, M. D., O. H. W. Ragan, M. D.) Physicians and Surgeons, 101 W. Washington St. DR. FREDRICK DORSEY, Physician DR. J. B. SCOTT & SON, Optician R. F. HARMAN, Heteropathic Physician, First Floor, 101 W. Washington St. DR. A. B. HAMMOND, Heteropathic Physi- cian, Office 27 S. Potomac St. DR. E. M. MOULTON, Optician DR. M. W. ALEXANDER, Physician

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BOOTS AND SHOES	FURNITURE	MERCHANT TAILOR	MISCELLANEOUS
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W. H. GARDNER, Dealer in Boots, Shoes, Hosiery, Socks, Ties, Suspenders, etc. 101 W. Washington St.	W. H. GARDNER, Dealer in Boots, Shoes, Hosiery, Socks, Ties, Suspenders, etc. 101 W. Washington St.	J. B. DORSEY, Merchant Tailor and Dealer in Coats, Suits, and Ties, 101 W. Washington St.	DR. J. B. SCOTT & SON, Optician, 101 W. Washington St.
G. W. GARDNER, Dealer in Boots, Shoes, Hosiery, Socks, Ties, Suspenders, etc. 101 W. Washington St.	G. W. GARDNER, Dealer in Boots, Shoes, Hosiery, Socks, Ties, Suspenders, etc. 101 W. Washington St.	D. B. GARDNER, Merchant Tailor and Dealer in Coats, Suits, and Ties, 101 W. Washington St.	DR. F. H. BARNETT, Agent for the largest variety of optical goods, 101 W. Washington St.
W. H. GARDNER, Dealer in Boots, Shoes, Hosiery, Socks, Ties, Suspenders, etc. 101 W. Washington St.	W. H. GARDNER, Dealer in Boots, Shoes, Hosiery, Socks, Ties, Suspenders, etc. 101 W. Washington St.	J. B. DORSEY, Merchant Tailor and Dealer in Coats, Suits, and Ties, 101 W. Washington St.	DR. J. B. SCOTT & SON, Optician, 101 W. Washington St.

Task 1

Discuss in class.

- What are your skills?
- What are your qualifications?
- What are the skills and qualifications needed for a secretary?

Task 2



Bobbi Gutentag is looking for a secretarial position. She has sent this letter to 100 firms and companies. Read her letter and do the tasks following it.

DO YOU NEED MORE STUFF?

If you need a full time secretary but you can pay only a part-time one, you should go through this letter.

Wouldn't it be great to have a part time secretary with all the skills and experience of a full - time secretary?

Here are some of my skills and abilities.

- Get things done quickly and efficiently
- Organise my time and complete tasks accurately
- Work very well independently
- Have extremely good interpersonal skills
- Am a skilled typist - 90 words per minute
- Am fluent in English
- Am attractive and well - groomed
- Have a strong secretarial background, as well as experience in supervision

EXTRA: I LOVE TO BE BUSY

I am looking for part - time secretarial work and will provide you with quality service.

If you are looking for the best, why not give me a call?

Bobbi Gutentag

bgutentag@email.com

100 Red Street, Liverpool, 82015

Task 3

Step 1

Find words in Bobbi's letter with the following meanings.

- | | |
|----------|------------------------------|
| a. _____ | Διαπροσωπικός-η-ο |
| b. _____ | Υπόβαθρο |
| c. _____ | Επίβλεψη, επιτήρηση |
| d. _____ | Με ακρίβεια |
| e. _____ | Αποτελεσματικά |
| f. _____ | Ελκυστικός |
| g. _____ | Με ευχέρεια λόγου |
| h. _____ | Έμπειρος & ειδικευμένος |
| i. _____ | Καλοβαλμένος (στην εμφάνιση) |
| j. _____ | Ανεξάρτητα |
| k. _____ | Γραμματειακός |

Step 2

Use 10 words from above to fill in the gaps in the following sentences.

- You need a calculator to do sums _____.
- _____ communication is very important for this position.
- She is _____ in Spanish but her English is not very good.
- Air stewardesses need to be _____ and _____.
- _____ work involves a lot of typing.
- You can study English _____, at your own place.
- Working _____ means you always finish tasks successfully and on time.
- Bob is _____ in the art of graphic design.

Task 4

Find out what is the job these people are doing.

Step 1

Label the sketches with the words given:

*carpenter, plumber, repairsperson, electrician, mechanic, accountant,
architect, lawyer, engineer, pharmacist, travel agent, dentist, vet, surgeon,
greengrocer, fashion designer, optician*





Step 2

Use words from the previous exercise. Complete the sentences and say what these people do.

- A(n) _____ is a person who helps people with their finances.
- A(n) _____ is a person who fixes broken pipes.
- A(n) _____ is a person who fixes your light switches and sockets.
- A(n) _____ is a person who sells medicine.
- A(n) _____ is a person who sells you flights and holidays.
- A(n) _____ is a person who fixes things that aren't working.
- A(n) _____ is a person who sells fruits and vegetables.
- A(n) _____ is a person who designs new clothes.
- A(n) _____ is a person who helps people with legal problems.
- A(n) _____ is a person who sells glasses.

Step 3

There are 7 more jobs in the pictures. Write your own sentences and say what these people do in their jobs.

Step 4

Look back at task 3. Write down at least one of these jobs that is impossible for these people.

- a. Someone who isn't good at figures _____.
- b. Someone who doesn't have a university degree _____.
- c. Someone who cannot talk persuasively _____.
- d. Someone who doesn't love animals _____.
- e. Someone who is afraid of blood _____.
- f. Someone who can't draw _____.
- g. Someone who isn't imaginative _____.
- h. Someone who doesn't like working with his hands _____.
- i. Someone who can't work independently _____.

Task 5

Step 1

Look back at tasks 2, 3 and 4. Brainstorm some more adjectives and/or adverbs one needs to do these jobs efficiently. Use a bilingual dictionary for help.

BRAINSTORM	
good at.....,	
.....,	creative,
technically minded,	
persuasive,	
.....,	honest

Step 2

Now use these adjectives and/or adverbs and make sentences as in the examples:

- A secretary needs to have a strong secretarial background.
- You need to be creative to be a fashion designer.
- You have to do sums accurately to be an accountant.

Task 6

Step 1

Form groups of five people. Write down on a piece of paper the skills, abilities and qualifications you need to do your job / or your dream job.

One person from each group collects the notes and reads them aloud. Other students guess whose job is described.

Step 2

Develop your job notes in a short paragraph. Use vocabulary from all the previous tasks.

LANGUAGE FOCUS

A

Look back at Bobbi's letter. Which verb is missing from lines 6, 7, 8? Choose the correct:

- (a) CAN
- (b) HAVE TO
- (c) NEED

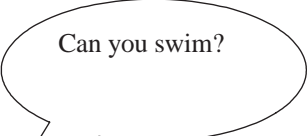
Complete the rule:

We use _____ to talk about skills and _____.

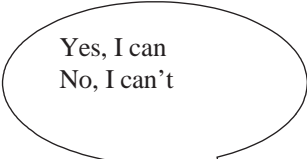
A1

Find out who in your class can/can't do these things:

draw, design, make things with his/her hands, speak foreign languages,
type, send e-mails, drive, ride a bike, cook



YOU



YOUR PARTNER

A2

Look back at Task 5, step 2.

You need to be creative.
You have to do sums accurately.
Complete the rule:

We use **have/need** to to talk about _____.



INTERROGATIVE			NEGATIVE		
do	I/we/you/they	have to...?	I/we/you/they	don't	have to...?
Does	he/she/it		he/she/it	doesn't	

A3

Use the verbs **can, have to/need to** in the right form to complete the sentences.

1. My eyes are not very good. I _____ wear glasses.
2. You _____ have to driving licence to drive a car.
3. I like my new office. I _____ see the park from the window.
4. She got the job because she _____ speak four languages.
5. What time _____ you _____ to get up?
6. Where _____ she _____ to go?
7. Where's the hole punch I _____ see it.
8. Speak louder please. I _____ understand you.
9. You _____ to copy it. You can photocopy it.
10. Ian _____ work very hard. He's got an easy job.

B

WORD FORMATION

Look back at the text.

Bobbie Gutentag can handle books **efficiently**. She can also work **independently**.

Circle the right answer:

These words are:

- (a) adjectives (b) adverbs

Now complete the rule:

We form adverbs by adding _____ to the adjective.

B1

Form the adverbs. Look back at Bobbi's letter for help.

Adjectives	Adverbs
quick	
fast	
hard	
good	
efficient	
honest	
extreme	
bad	
skillful	
clever	

• Which are the exceptions to the rule? Write them here:

UNIT 5

UNEMPLOYED BUT NOT INACTIVE



Task 1

Go round your class and ask people or ask each other in class.

- Have you ever been unemployed?
- How long?
- How did you feel about it?

Task 2



Read the text and then tick (✓) the right statement.

In Greece lots of young people are out of work. Helen Karinidaki aged 24 left school 6 years ago. She lives in Livadia, an area of high youth unemployment. She can't find a job.

“My parents don't understand how I feel. My dad started working in the cement industry when he was 17. Things are different now, but he thinks I should start bringing home some money. Well, I get my unemployment benefit, but it's too little and I hate queuing for it every month. I hate having to ask my mother and father for money. My mother gives me €20 for tights now and then, but she can't stand seeing me at home all day. I've almost stopped looking for a job. I buy the local paper every day but I'm really tired of looking through the “Situations Vacant column”

- | | T | F |
|---|--------------------------|--------------------------|
| 1. Many young people are unemployed in Livadia | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Her father is unemployed, too | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Her mum doesn't mind seeing her at home | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Helen has no income at all | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Helen doesn't mind asking her parents for money | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. She hopes to find a job through the “Situations Vacant column” | <input type="checkbox"/> | <input type="checkbox"/> |

Task 3



Helen went to the Careers Advisory Centre. This is part of the conversation she had with them. Fill in the gaps with the right question word (which, when, what, how long, why). Then match the questions with Helen's answers.

- Questions**
1. _____ kind of job are you looking for?
 2. _____ have you been unemployed?
 3. _____ are your qualifications?
 4. _____ was your first job?
 5. _____ cities/towns, outside Livadia, would you like to apply for a job?
 6. _____ did you stop working there?

- Answers**
- a. I worked as a secretary for a small engineering company
 - b. I had to. The firm closed down
 - c. I'm interested in being a dentist's receptionist because I like meeting people.
 - d. I've been unemployed for 4 years now.
 - e. I'm a trained secretary. I did a two - year course at the local Vocational Training Institute.
 - f. I don't want to work in another town or city. I'm scared of living on my own in a big city.

Task 4



Form groups of four.

Students A & B work for the Careers Advisory Centre. Ask your partners questions to find out what kind of job they are suitable for. Find out their skills, qualifications, interests.

Students C and D are the unemployed. Give information about yourselves – skills, qualifications, interests.

Use Language from PHRASE BOX A to talk about your skills, interests and education.

PHRASE BOX A	PHRASE BOX B
interested in tired of like / dislike + ...ing start / stop hate don't mind	I finished Junior High School Senior High School Technical Vocational School (TEE) Institute of Vocational Training (IEK) I graduated from University / Polytechnics I have a certificate / degree in.....

Task 5

Now check your vocabulary of “hire and fire”. Match the two halves of the sentences.

1. If you “hire someone”
2. If you “fire someone”
3. If you “make somebody redundant
4. If you “recruit people
5. If you “hand in (or give in) your notice”
6. If a company “gives someone a notice”
7. If an employer “sacks someone”
8. If you “get the sack” or “given the sack”.

- a. you are fired
- b. they fire them
- c. you persuade them to work for you
- d. you employ them
- e. you dismiss them from their jobs for economic reasons
- f. you dismiss them from their job, usually because of something they did
- g. you tell your employer that you’re going to leave the company
- h. they tell them that they are going to lose their jobs

Task 6

Fill in the gaps with the right word(s) from task 5.

1. We _____ him on a six month contract
2. I had to _____ Sally because she kept on making mistakes.
3. They are closing down the factory and making 500 people_____
4. It’s difficult to _____ people because our pay is so low.
5. She handed in her _____ - this morning and is leaving out the end of the month.
6. The company only gave me three days’ _____ that I was being made redundant.
7. They _____ me without notice after ten years with the company
8. He was given_____ because he kept arriving late.

Task 7

The local Career Advisory Centre has organized a seminar with talks, workshops and interviews to help the unemployed people of the area. Here's part of the talk given by Ms. Alicia Konstantinidis, a job counselor. Read carefully and fill in the missing words.

out of, contact, attention, temporary, depressed, useful, part-time, for, nothing, unemployment, in, unemployed, work, selfworth, at all, records



Inactivity during _____ (1) can make you feel _____ (2). So never let yourself be _____ (3) in your mind, even for a day. Always find something _____ (4) to do. If necessary, volunteer a few hours a week, or work ___(5) for a friend. Almost any work is better than no work _____(6). Even _____(7) work provides _____ (8) with people. Pay _____(9) to your language. Don't say things like, "I'm _____ (10) work. I have _____ (11) to do. No one wants me". That's not only ridiculous, it's terribly damaging to your sense of _____ (12). You can say: "I've got several things going while I'm _____ (13) the market. I _____ (14) part – time _____ (15) a firm, handling their correspondence. I'm also helping the Local Health Centre keep _____ (16) of their patients in computerized form". Doesn't that sound better?

Task 8

Discuss in groups.

- Do you agree with Ms Konstantinidis view?
- What are the advantages of being active while unemployed?
- What kind of activity(-ies) can you have during unemployment in your town?

LANGUAGE FOCUS

Work in groups. You work for the Careers Advisory Centre.

- You have to write a leaflet to help the unemployed people in your area get an interview and be successful. Include tips from Ms Konstantinidis talk. Make a short questionnaire to help them make clear what kind of job they're looking for. Include questions such as: do you like... / do you mind... / are you good at...
- Include DOS and DON'Ts about clothes to wear, the way to take a seat and so on before and during the interview.
- Get help from both a Greek – English dictionary and an English – Greek dictionary.

UNIT 6

AT THE INTERVIEW



Task 1

Discuss in class:

- Who of them makes a good/bad impression? Why?
- Discuss “DOS” and “DON’T S” before and during the interview.

Task 2

You’ve got an interview for a job –good! So, now for the hard word. To do well at an interview you need to put in some thought first. The employer wants to know if you are the person he wants. He also wants to know if you are really interested in the position. Here are a few questions interviewers and interviewees often ask. Read carefully.

- What are your short – term goals?
- Do you enjoy working with others?
- What can I do to make you successful?
- What is your greatest strength?
- What is your greatest weakness?
- I feel my background and experience are suitable for this position and I am very interested. What is the next step?
- Do you have any actual work experience?
- Why did you choose this career?
- Tell me about an employee. What makes that person special?

- Describe a situation in which you were successful.
- What kind of salary are you looking for?
- Can you tell me more about the position and the type of person you are looking for?
- Are you willing to travel?
- What is your long term goal?
- How does my background compare with others you have interviewed?



Sort out the questions and put them in the right list. Add 1-2 more you think are important.

The Interviewer	The Interviewee

Task 3

In groups discuss:

- Which are the questions that show the most about a candidate?
- Which ones are the most difficult to answer?

Task 4

Work in pairs: think about the last interview you attended and discuss the questions.

- Why do you think you were successful or unsuccessful?
- What were the most difficult questions?
- If you could go through it again, what would you change?
- What impression did you try to give?
- Were you completely honest?

Task 5

It is very important to practice your answers before the interview. It is not enough to think about them in your head. Form groups of four to five people and do the “*Interview Preparation Workshop*”. Take it in turns to be the Interviewer, the Candidate and the Observer.

Interviewer: ask the Candidate the questions of Task 1

Candidate: Answer the questions and ask yours.

Observer: As you listen to the interview, take notes on the following:

- ✓ Was the candidate nervous? How did it affect his/her performance?
- ✓ What impression did the Candidate give?
- ✓ Which questions did he/she answer well?
- ✓ Which questions did he/she answer badly?
- ✓ What advice would you give to the candidate?

Comment on the following:

- Qualifications
- Confidence
- Skills and abilities
- Work experience
- Overall impression

Task 6

Read the job advertisement that appeared in KATHIMERINI Yellow Pages and answer the questions.

We are Producer and Distributor of Sales Promotional Articles and Pricing Systems. For the area of Athens we are looking for

An experienced Sales Representative

We offer:	The candidate should have:
• company car	• Age 25-35 years
• 14 months salary	• Technical background
• further social contributions	• Experience in Sales
• efficient training on the job	• Basic knowledge in MS Office

Please send us your complete application documents to the b/m fax or e-mail address:

Fax: +30 (0) 21510479-11 • e-mail: nta@vif-ruzel.gr

- What kind of company is advertised?
- Where is the job based?
- What special skills are required?
- What does the company offer?

LANGUAGE FOCUS

Read the model CV and then write a new CV for the advertisement above.

Sample Resume /CV

STEPHANOS DOUKAS

Objective:

Looking for an International Sales Management position in the Food Industry where my sales experience will be fully used.

Experience:

2003 - present → FYRCO London, UIC National Sales Manager

- Increased sales from £60 million to £100 million.
- Doubled Sales per representative from £5 to £10 million.

1999 - 2003 → ESS Holdings Cambridge U.I.C. Sales Representative

- Increased sales by 200% annually
- Awarded Company's top sales award each year.
- Developed "Winning Presentations" training course.

Education:

1994 - 1996 → London University London, UIC

- MBA Business Administration
- Captain of University Rugby Club

1990 - 1994 → Piraeus University, Athens Greece

- B.A, Business Administration & Information Systems

1988 - 1994 → Ionidios School, Piraeus Greece

- President of school's Drama Society
- 3 awards in the National Maths Competition

17 King's Street, Surrey, UK

Tel +44161 133 456

E-mail sd@repu.co.uk

UNIT 7

REVISION - CONSOLIDATION - EXTENSION

A

QUESTION WORDS

Use the correct question word to complete the questions:

Where, when, why, how, what, who, which, what time

Then match the answers with the questions.

1. _____ are you going?
2. _____ are you leaving ?
3. _____ does she take the bus to work?
4. _____ did they get to England?
5. _____ do you have breakfast?
6. _____ is the restaurant?
7. _____ are you feeling today?
8. _____ did you do last night?
9. _____ car do you prefer, the family car or the sports car?
10. _____ are they?

- a. Because she doesn't have a car.
- b. I went to the cinema.
- c. At half past eight.
- d. At eight o'clock.
- e. The sports car.
- f. By plane.
- g. They're my brothers.
- h. I've got a headache.
- i. In Baker street.
- j. To the shops.

B

SUBJECT PRONOUNS - OBJECT PRONOUNS

B1

Fill in the chart:

SUBJECT PRONOUNS	OBJECT PRONOUNS
I	me
_____	_____
_____	_____
_____	_____
we	us
_____	_____
_____	_____

⇐ Why do you call these OBJECT pronouns?

↑

Why do you call these SUBJECT pronouns? _____

B2

Write these sentences using subject and object pronouns instead of the underlined words.

1. **John and I** saw Paul yesterday. He bought **John and me** a cup of coffee.
We saw Paul yesterday. He bought **us** a cup of coffee.
2. **Sandy and Ann** are arriving today. I'm meeting **Sandy and Ann** at the station.
3. **Nick and I** saw a film called "The Firm" yesterday. Have you seen "The Firm"?
4. Come to the swimming pool with **Mary and me**. **Mary and I** are leaving now.
5. **John and Helen** are meeting Jack today. **Jack** is having lunch with **John and Helen**.
6. There's Vicky! **Vicky's** got a heavy suitcase. Shall we help **Vicky**?

B3

Put object or subject pronouns in the gaps.

At the moment I'm at university. I'm studying Marketing. _____'s an interesting subject. Two of my schoolfriends are at university with _____. Our teachers are good but _____ give _____ a lot of work to do. Next week _____ are all taking our first exams. I want to get good marks in _____

C

THE VERB "TO BE"

C1

Write the short form of the verb "To be".

Affirmative		Negative	
I'm	we're	I'm not	we aren't
_____	_____	You _____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

C2

Use the right form of the verb "to BE" to complete the sentences.

1. My parents live in France. They're teachers.
2. New York _____ in England. _____ in America.
3. Edwin _____ from Germany. _____ German.
4. My sister is a doctor. _____ thirty years old.
5. _____ very cold today. Let's stay at home.
6. _____ six o'clock! _____ late.
7. Look at the time! Chris and Ann _____ late.

D POSSESSIVE ADJECTIVES - POSSESSIVE PRONOUNS

Read the sentences:

- It's her handbag
- Hers is brown

What's the difference between the two words?

Write the rule here:

We use possessive adjectives _____ nouns.
We use possessive pronouns _____ nouns.

D1

Fill in the charts.

Possessive Adjectives	Possessive Pronouns
My _____	Mine _____
_____	_____
_____	Theirs _____
Their _____	_____
_____	_____
_____	_____

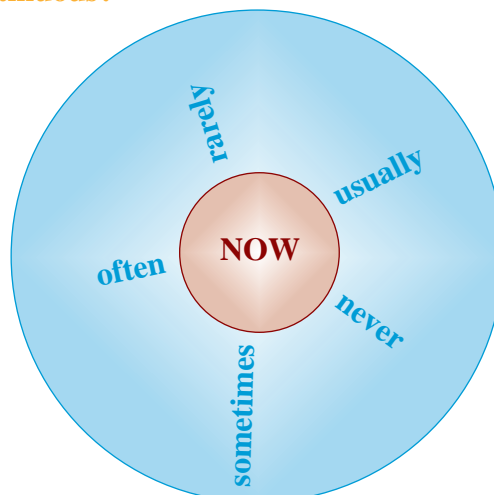
D2

Circle the correct word in the brackets.

This is a picture of my friends in their garden. It's not (mine/my) garden. It's (their/theirs). Nick, Mary and (theirs/their) daughter, Helen, are with (their/theirs) dog. It's cold, so they have got warm clothes. Nick's got a nice pullover. (His/Its) sweater has got stripes. He's got gloves on (her/his) hands. The dog has also got a sweater. It has a scarf on (his/its) neck. Mary has got a nice sweater, too. (Their/Her) sweater is red and white. I haven't got a dog in (your/my) garden. Has (our/your) family got one?

E PRESENT SIMPLE - PRESENT CONTINUOUS

Study the diagram and discuss. Which circle describes the present simple? Which circle describes the present continuous?



Write here two sentences to describe the use of these tenses *present simple - present continuous*. Use the phrases in the box for help.

actions happening at the time of speaking, general truths,
habits or actions that usually happen

1. The present Continuous describes

2. The Present Simple describes

E1

Underline the correct verb form.

1. 'Are you *speaking* / *Do you speak* English?' 'Yes, a little'
2. Sometimes *we're going* / *we go* away at weekends
3. (You meet Jacob in the lift) Hello Jacob. Where *are you going* / *do you go*?
4. How often *do you write* / *are you writing* reports?
5. Helen is a sales representative. *She's selling* / *she sells* new products
6. *I'm never talking* / *I never talk* on the phone for more than 5 minutes
7. Where are Mr. Mitchells and Ms. Janniou?
They're having / **They have** a meeting at the moment.
8. What time *are you usually having* / *do you usually have* lunch break
9. I'm afraid Ms. Janniou isn't at her office.
She's attending / **She attends** a seminar
10. 'Would you like some tea?' 'No, thank you'
I'm not drinking / **I don't drink** tea

E2

Correct the mistakes or put a tick if the verb form is correct.

Dear Mary,

I live in a large flat in Athens. *I'm having* _____ two brothers. They are called Nick and John. *We are getting up* _____ at seven o'clock every morning, and *we have* _____ coffee and a small breakfast. *I leave* _____ the flat at eight and walk to the office. *I am finishing* _____ the work at five every day, and *I arrive* _____ home at half past five. This month *I work* _____ very hard for a project. At the moment, *I eat* _____ dinner in the kitchen of our flat, my mother *drinks* _____ coffee, and my brothers *are watching* TV _____.

On Sunday afternoons I *am playing* _____ volleyball with my friends, or *I go* _____ to the cinema. Today, I'm going to see a new American film. Sometimes I *am watching* _____ films on TV, but I'm not *understanding* _____ the words! *Are you liking* _____ films?

Write back soon.
Best wishes,
Angela

F

PAST SIMPLE

Read the sentences:

- I **graduated** from University in 1999
- **Did you get** a job right afterwards?
- No, I **didn't**. I **spent** two years looking for the right job.

- What kind of events do the underlined verbs describe?
- Are the actions complete?
- When do we use the PAST SIMPLE?

Write your answers below.

F1

Choose the correct answer.

1. Madrid isn't/wasn't in Portugal. It's in Spain.
2. Are you / were you hungry? Shall I make you a sandwich?
3. Juliet watches/watched TV every evening.
4. I like / liked your new car.
5. How much did you pay for your TV? Is it / was it expensive?
6. Did you play/Do you play tennis yesterday afternoon?
7. Does she drive to work? No, she doesn't/didn't.
8. He doesn't live / didn't live in London now. He lives in Sussex.
9. Sue wasn't/isn't at home last weekend.
10. She gives/gave me some beautiful flowers yesterday.
11. Last year we are/were in Paris.
12. There wasn't/isn't any TV 100 years ago.
13. Birds fly/flew in the sky.
14. Once a day we take/took the dog for a walk.
15. John is/was at the soccer field yesterday.
16. Do/did you play tennis last Saturday?
17. Did Nick stop/stopped the car at the red light?
18. We travel/travelled to Italy last year
19. We listen/listened to the radio last night.
20. Mary reads/read a book every week.

F2**Put the sentences in the other two forms (positive-negative-interrogative).**

1. Ms. Rowlands left an hour ago
2. We attended the conference last week
3. Jane spoke rudely to the manager
4. Did you type the report?
5. They didn't send an answer to our proposal

G**COUNTABLE UNCOUNTABLE NOUNS
SOME - ANY - NO****G1****Underline the uncountable nouns.**

House	Office	Toast	Ball	Information
Advice	Doctor	Jumper	Teacher	Watch
Painting	Coffee	Car	Milk	Rain
Holiday	Park	Tea	Bose	Apple
Tennis	Book	Cigar	Money	Lemon
Cup	Cheese	Pen	Chair	Bike
City	Table	Luggage	Sugar	Water
Bread	News	Shirt	Snow	Exam
Cat	Bed	Sock	Television	Banana
Clock	Cinema	Cloud	School	Homework
Petrol	Shoe	Coat	Hour	Film
Museum				

G2**Put the correct word in the following sentences.**

1. (slice, piece, cup) I'd like a _____ of coffee please
2. (glass, slice, spoonful) would you like a _____ of cheese on your toast?
3. (pieces, cups, bottles) My father gave me two _ of advice.
4. (slice, bottle, piece) Could you buy a ___ of wine?
5. (spoonful, piece, cup) That was an easy _____ of homework
6. (glass, piece, slice) Would you give me a _____ of juice?
7. (slices, cups, pieces) How many _____ of luggage do you have?
8. (spoonfuls, glasses, cups) I take two _____ of sugar in my coffee
9. (pieces, slices, litres) I've just put thirty _____ of petrol in my car
10. (piece, slice, glass) I need a _____ of information
11. (piece, kilo, slice) I'd like a _____ of coffee, please.

G3

Complete the table below with some - any - no.

	Positive verb form	Negative verb form	Interrogative verb form	Positive verb form-negative meaning
Countable nouns	a/an, _____	_____	_____	no
Uncountable nouns	_____	_____	_____	_____

G4

Fill in the gaps using some, any or no.

1. I'm thirsty. I'd like _____ water.
2. I went to the library, but I couldn't find _____ interesting books.
3. Could you give me _____ toast, please?
4. I bought _____ coffee this morning, but it's too strong
5. Could you give me _____ magazines, please?
6. I have a party tonight, but I've got _____ music
7. I'll go to the supermarket. We haven't got _____ milk.
8. What's happening at the airport? There are _____ flights today
9. I'm going to buy _____ bread.
10. I haven't got _____ money

H

VOCABULARY

Read the text about hiring new staff. Fill the gaps with words from the box. Find any words you are not sure about in your dictionary.

advertisements
applications, applicants,
job ads,
experience
interview
qualifications

Most companies hire new staff by advertising in the press. Pages with job _____ are usually called _____. They contain descriptions of the sort of people the advertiser is looking for. _____ (degrees, diplomas, certificates) are certainly important, but _____ may be even more important. The aim is to attract a small number of well qualified _____, so that it is easy enough to make a shortlist of the people you really want to _____. If the advertisement is not clear enough, hundreds of people will send in their _____ but if it demands too much they may be discouraged and not apply at all.

UNIT 8

MAKING A BUSINESS TRIP



TASK 1

Discuss in groups.

- When was the last time you travelled to another country? What did you do there?
- What does a business traveller look for when arranging a trip?
- Which of these things are most important when arranging a flight and a hotel? Put a tick next to your choice(s).

Flight	Hotel
Choice of flight times	Express reservation
Choice of airlines	Access to fax / e – mail
Good food	Close to airport
Lots of leg room	Room for business meetings
Express check – in	Mini bar
Immediate car hire on arrival	Sports centre
Limousine service from airport to hotel	Express check – in / check – out



TASK 2

Read the text and answer the questions that follow.

Agent: Right, Mr. Clark, let me just check the details again: That's a single ticket for one person, business class from London, Heathrow to Athens, Eleftherios Venizelos, Olympic Airways flight OA907. Date of departure Friday 20 March at 9:00 a.m. And in Athens there's a reservation for you at the Plaza Hotel in Syntagma square.

Customer: That's downtown. All right. You do take visa, don't you?

Agent: Yes, no problem. It will just take a moment for the machine to check the details.

Customer: While we're waiting can I ask you if there's a bus service to the Hotel?

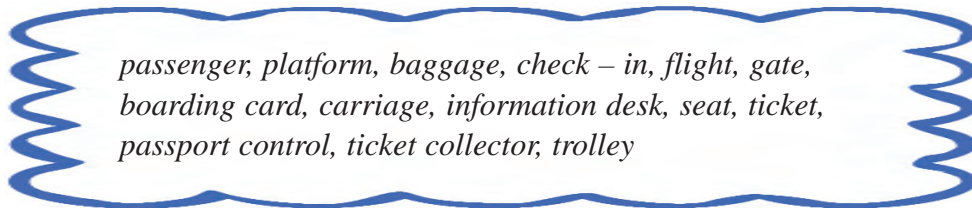
Agent: Certainly. There's a bus service to the hotel but I'm afraid you'll have to wait for 40 minutes. You can also take the suburban railway and change to the Metro at Neratziotissa. Your hotel is just opposite the Syntagma Square station.

Customer: That's fine. Thank you.

1. Where is Mr Clark travelling to?
2. Which airline is he flying with?
3. When is he leaving?
4. Where is he staying?
5. How is he going to pay?
6. How can he reach his hotel from the airport?

TASK 3

Put the words into the correct column.



Aeroplanes / Airports	Trains / Stations

TASK 4

Work in pairs. Complete the gaps with the words from the list. Use your dictionary for help.

leg – room, aisle, luggage tags, 28F, behind, window, emergency exit.

1. OK Mr Jones, here's your boarding pass. You're in seat _____
2. I've got two _____ seats next to each other in row 29
3. I'm afraid that there are no _____ seats available in non-smoking section.
4. You've checked in two items. Your _____ are on the back of the boarding pass.
5. There are two seats together at the front which have extra _____.
6. Row 26 is right next to the _____. Is that OK?
7. There are two seats _____ each other in rows 27 and 28.

TASK 5

Chris is phoning the travel agent. He is asking questions to find out details about his flight / hotel arrangements

Step 1



Go through the questions carefully. Choose the appropriate answer from the ones given in the box. Watch out! They are not in the right order. The words in bold can help you.

Agent: 010 662 761 5248
Agent: 03:45 next morning, local time
Agent: terminal 03
Agent: 11:40
Agent: Your booking number is YW 3702192
Agent: I booked you into the "Las Fallas"
Agent: Iberian Lines, PR 731

Chris: What's the **airline** and the **flight number**?

Agent: _____

Chris: **What time** is it leaving the Airport?

Agent: _____

Chris: From which **Terminal**?

Agent: _____

Chris: **When** does it arrive in Barcelona?

Agent: _____

Chris: I see. Which **hotel** am I staying at?

Agent: _____

Chris: Good! I may need to call them. Do you have the **phone number**? With the **dialing code**, please

Agent: _____

Chris: Thanks. Now, suppose I have to call you again. Is there a **booking number** I should use?

Agent: _____

Step 2

Work in pairs. Act out the dialogue with your partner. Take turns to be the agent and Chris.

TASK 6

Travel Agents complete booking forms with all the details of flight / hotel reservations. In pairs choose one of the booking forms below. One of you is the travel agent. The other one is a client asking for details. Using the details from the booking form, act out the dialogue. Use the dialogue in task 5 as a model.



<p>Booking Form: Mrs Sally Avis</p> <p>Booking No: KW37840/99 Departure date: 20 March 99 Date: 10 March 99</p> <p>Operator: BA 116 Status: OK Cost: €350,00</p> <p>Date: 20 March From: LHR/4 To: AEV Dep: 09.20 Arr.: 11.40</p> <p>Hotel Reservation: Hilton Tel. 0030 210 6826742</p>	
<p>Booking Form: Miss Anna Jones</p> <p>Booking No: Y2JYCF/06 Departure date: 06 March 06 Date: 27 February 06</p> <p>Operator: IB4802 Status: OK Cost: €360,00</p> <p>Date: 06 March From: BES/3 To: AEV/4 Dep: 11.40 Arr.: 15.25</p> <p>Hotel Reservation: Intercontinental Tel. 0030 2107225310</p>	<p>Booking Form: Mr Carlo Vitti</p> <p>Booking No: AW38042/97 Departure date: 10 May 97 Date: 5 May 97</p> <p>Operator: OA 907 Status: OK Cost: €280,00</p> <p>Date: 10 May From: AEV/6 To: LHR Dep: 12.40 Arr.: 14.30</p> <p>Hotel Reservation: Ritz Tel. 0044 2678 840</p>

LANGUAGE FOCUS

Can / can't , must / mustn't, have to / don't have to

A. Circle the correct, i or ii, to complete the rules.

- a. We use **must** / **have to**
 - i. When you think it is necessary to do something
 - ii. When you think it is a good idea to do something
- b. We use **mustn't**
 - i. When you think, it is wrong to do something
 - ii. When you think it is simply not necessary to do something
- c. We use **don't have to**
 - i. When you think it is wrong to do something
 - ii. When you think it is simply not necessary to do something

A1 Find the sentences with the same meaning.

1. We can leave the conference early.
2. We must leave the conference early.
3. We mustn't leave the conference early.
4. We needn't leave the conference early.
5. We had to leave the conference early.

- A. We must stay until the end.
- B. We couldn't stay until the end.
- C. We can't stay until the end.
- D. We needn't stay until the end.
- E. We can stay until the end.

B. Now read this rule with the examples that follow it.

Use **must** or **have to** when you say what you think is necessary, when you give your opinion
e.g. It's a fantastic film. You **must** / **have to** see it.

When you are not giving your personal opinion use **have to** not **must**
e.g. You **have to** go to the dentist if you have a toothache.

B1 Circle the correct verb form.

Sometimes both **must** and **have to** are correct.

1. Why is Ann leaving? She *must* / *has to* meet someone?
2. What's wrong? You *must* / *have to* tell me. I want to help you
3. You can't park your car here for free. You *must* / *have to* pay
4. I *have to* / *must* attend a seminar next week.
5. At the end of the course all students *must* / *have to* take a test.

B2 Use each verb once to complete these regulations.

Can, can't, must, have to, don't have to, mustn't

1. Passengers ____ make sure their luggage is clearly labelled.
2. Passengers _____ take a small bag onto the plane.
3. Passengers _____ carry dangerous objects such as weapons, knives or fireworks.
4. Passengers _____ check-in 60 minutes before departure on international flights.
5. Passengers ____ check – in 60 minutes before departure on domestic flights, 30 minutes is sufficient.
6. The airline _____ accept responsibility for delays due to bad weather.

UNIT 9

ALL SORTS OF THINGS CAN GO WRONG...



TASK 1

Discuss in groups.

- What sort of things can go wrong before and / or during a flight?
- What kind of problems can someone face when travelling by train / car / bus?

TASK 2



Clara Andrews and Bill Jameson are two young executives. They are travelling to Barcelona to attend a conference. Their company has made all the necessary travel arrangements for them but unfortunately things go wrong.





Read the dialogue between them and find out *what their problem(s) is/are*.

Clara: Listen Bill, There's another announcement.

Announcement: "We are sorry to announce that flight IASW080 to Barcelona is delayed. Passengers are kindly requested to remain in the departure lounge until further announcement."

Clara: Oh, not again. Last time I was travelling to Milan there was a two hour delay in my flight. I had to run directly to the conference, didn't have time to change clothes, or take a shower.

Bill: I do hope it won't take so long this time

Clara: Look, it's almost 12.00. **Shouldn't they** offer us a meal or something to **make up for** the inconvenience? 1. 9
1. 10

Bill: Don't worry about that, I'm sure they will. At least, they usually do it for business-class passengers.

Clara: Thank God, we're flying directly to Barcelona. You know the other day I was flying to Berlin via Budapest and guess what happened...

Bill: Let me guess... Your flight to Budapest was delayed and you missed your **connection**. 1. 16

Clara: Well, almost, but not actually. I didn't miss **it**. But I had to run like a 200 metre sprinter to catch it. 1. 17

Bill: Carrying your hand luggage, laptop computer and hand bag I suppose...

Clara: Exactly! There are no reliable airlines any more.

Bill: Stop complaining, there's another announcement. Listen...

TASK 3

Answer the following questions. **Underline the words / phrases in the dialogue that help you find the correct answer.**

1. Where are the passengers asked to wait?
2. Who had bad experiences before or during previous flights?
3. Describe his/her bad experiences
4. Who or what does the word **they** in line 9 refer to?
5. What do the words "**make up for**" in line 10 and "**connection**" in line 16 mean?
6. What does the word "**it**" in line 17 refer to ?
7. What do you think will happen next?

TASK 4

Step 1

Study this phrase from the dialogue in TASK 2 “... there was a *two hour* delay in my flight.” Two hour is an adjective made of two words. It is a *compound adjective*.

Match the words from columns A, B, C and form *compound adjectives*. Combine them with a noun from column C and write them in column D. Compare your phrases with your partner’s.

A	B	C	D
Fifteen	hour	hotel	1 _____
Four	year – old	drive	2 _____
Five	star	note	3 _____
Ten	minute	session	4 _____
Two	pound	girl	5 _____

Step 2

Underline the correct phrase.

1. It takes *two hour* / *two hours* to get there
2. It was a *two hour* / *two hours* flight
3. I got to her place after a *fifteen minutes* / *fifteen minute* walk
4. I had to walk for *fifteen minutes* / *fifteen minute* to get there.

TASK 5

Step 1

Study this phrase from the dialogue in task 2: “Carrying your *handluggage*...”. *Handluggage* is a *compound noun*. Study again the dialogue and find two compound nouns. Write them in the space provided.

1 _____ 2 _____

Step 2

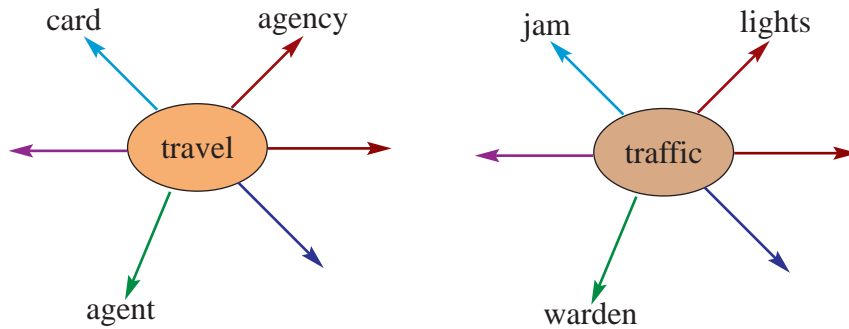
Now join words from columns A & B to form more compound nouns. Write them in column C.

A	B	C
Passport	Agent	1 _____
Credit	Meter	2 _____
Tooth	Card	3 _____
Traffic	Crossing	4 _____
Parking	Card	5 _____
Pedestrian	Office	6 _____
Ticket	Aid	7 _____
First	Line	8 _____
Air	Past	9 _____
Travel	Light	10 _____
boarding	control	11 _____

Step 3

Work with pairs. Take the first or the second part from each *compound noun* and create more. Use your dictionary for help.

e.g



TASK 6

Using words from the previous tasks and useful language from the dialogue have a short conversation with your partner about bad experiences you have had during business trips and travelling in your country by any means of transport.

Example

Student A: What's the worst thing that has ever happened to you?

Student B: The travel agent didn't spell my name correctly. So my ticket and boarding card had the wrong name on. What about you?

Student A: _____

Student B: _____

TASK 7

Step 1



Work in pairs. Read the dialogues 1,2,3 and complete them with the words given. Then answer the question: *where are these people?*

ticket(2), £25, 10:30, baggage, excuse me, gate 7, seat, 14A, passport, air hostess, return, platform, arrive, flight(2), boarding card.



On the plane



At the check-in desk



At the railway station

Dialogue 1

Man: _____ are you sure this is your _____?

Woman: Yes, I am. Number _____.

Man: But my _____ has got that number.

Woman: Well, ask the _____ about it.

Dialogue 2

Woman: I'd like a _____ to London, please

Man: Single or _____?

Woman: Single.

Man: Smoking or non-smoking?

Woman: Non – smoking, please.

Man: That'll be _____, please.

Woman: What _____ does it go from?

Man: Number 7, over there.

Woman: And what time does it _____?

Man: At _____.

Dialogue 3

Woman: Good morning. How much _____ have you got?

Man: Just one case.

Woman: Could I see your _____ please? That's fine.

Man: The _____ is late, isn't it?

Woman: Yes, but only 15 minutes. Here is your _____. Go through _____ now and then listen for the _____ number.

Man: Thank you.

Step 2

Take turns to be the man/woman behind the desk and act out dialogues 2 and 3 on your own.

TASK 8

Put the words in the correct order to make questions.

1. like/stay/you/would/when/to?
2. you/or/double/single room/would/a/like/a?
3. I/name/May/please/have/your?
4. that/you/please/spell/could?
5. telephone/have/number/your/I/can

LANGUAGE FOCUS

PRONUNCIATION: Stressing words in the sentence.

Step 1



The meaning of a sentence changes if you put the stress on a different word. Listen carefully to your teacher. How does the meaning change in each sentence? Discuss the difference. Study this example:

- (a) *I want two **return** tickets to Newcastle.*
He/She means: two return not single tickets.
- (b) *I want two return tickets to **Newcastle***
He/She means: to Newcastle not to Leeds.



Listen again carefully to your teacher. Underline the word(s) stresses. Practise saying the same sentences changing the word stressed.

1. I want two return tickets to Newcastle
2. I want two return tickets to London
3. I want one single ticket to Leeds
4. I want to go to Thessaloniki by train
5. I'd like a single ticket for a night train
6. A woman told me to go to gate four at three o' clock.
7. I want to go to Newcastle by bus
8. I want a return ticket to Athens.

Step 2

Form groups of five people. Four of you will ask one of the questions below (not in the same order). One of you will answer with the sentence in the blue star stressing each time the appropriate word.

Students A, B, C, D.

- i) Who gave Mary a ring?
- ii) How did Mary get the ring?
- iii) Who did Alex give the ring to?
- iv) Which present did Alex give to Mary?



UNIT 10

COMPARING SERVICES – MEANS OF TRANSPORT



TASK 1

Discuss with your partner.

- What kind of hotel do you prefer staying at when you are on a business trip/on holiday?
- Have you ever been to the “wrong” hotel?
- Which means of transport do you prefer when traveling abroad / in your country / within the city?

TASK 2

Step 1



Read the article about the two hotels and then answer the questions.



ATTICA NEW is a renovated, comfortable C- class hotel located in the centre of Athens. It is less than 10 minutes walk to Syntagma Square, fifteen minutes walk to the top of the Akropolis, five minutes from Ermou shopping area and one hundred meters from the Metro Station. In addition to the hotel’s modern facilities, there are 80 rooms with air-conditioning, central heating, soundproof windows, direct-dial phone, satellite TV, bathrooms with hair dryers, a safe and a mini fridge in every room. There is also a Bar – TV room, a breakfast room and a roof garden with a fantastic view of the Akropolis and Lycabetus Hill. The hotel’s family management offers you friendly service, which makes your stay more pleasant.



LEDA is a modern A- class hotel located on Panepistimiou Avenue in the middle of the historical and commercial centre of Athens, between Syntagma and Omonia square. It is close to the Metro and underground station, bus and trolley stops and in a walking distance from the shopping, commercial and historic centre of Athens. The new electronically controlled fire detection and safety system ensures your safe stay here. Smoke detectors have been installed in all

rooms, whereas fire-resistant doors have been installed in all common grounds. The rooms have all modern facilities available. They have air conditioning, satellite television, ISDN line, electronic keys, voice mail, Internet access and mini bar. The hotel also provides Conference Rooms, secretarial and fax services and laundry service. A good way to start your day is with the American Buffet Breakfast served from 6.30 to 10.00. Apart from breakfast you can also discuss business over lunch or dinner in the two restaurants. The Garage, with a capacity of 200 cars, is available 24hours a day.

Write A for ATTICA NEW, AND L for LEDA HOTEL.

1. Which hotel:
 - offers Internet Access _____
 - is suitable for business conferences _____
 - is closer to the metro station _____
 - has garage facilities _____
 - has fax facilities _____
 - offers laundry services _____
 - offers business dinners _____

2. Which hotel is suitable :
 - a) for business travellers _____
 - b) for tourists on a sightseeing holiday _____
 - c) for Very Important Persons
(top business people, politicians, etc.) _____

Step 2

Discuss your answers with your partners. Give reasons for your choices.

TASK 3

Find synonyms from the text.

- Internet connection: _____
- Bed sheets: _____
- Situated: _____
- Restored: _____
- Residence: _____
- Trade: _____
- Tracer: _____
- Meal: _____

TASK 4

Work in pairs. Take turns to be the hotel receptionist and the company secretary. Make the necessary hotel reservations in the following situations. Use language from units 8-9.

1. You want to book rooms for 2 clients coming from Holland.
2. You want to book 2 rooms for two of your best employees as a prize.
3. You want to book for a conference that your company is organizing.
4. You want to book a room for a foreign client's family (two young children) visiting Athens for holidays.

TASK 5

Label the following means of transport.



















TASK 6

Let's use the means of transport to get around in the city

Step 1

Which means of transport can combine with the words below?

e.g. Miss *the bus*
the train

_____ station

_____ driver

get on _____

Get in _____

_____ fare

_____ journey

Step 2

Write a short paragraph (3-4 lines) using the past tenses and words from above to describe an experience of yours. Exchange your story with your partners. Who had a common experience/who had the funniest/the most unusual... experience?

TASK 7

Step 1



Read what these two working women told us about their daily commuting to work. First fill in the gaps with the suitable words, then use the words and talk to your partner about your daily commuting.

full, wait, queue, commute, miss, punctual, on, run, line, nicer, change, reliable, catch, station.



I normally (1) _____ to work by bus. Sometimes buses are not very (2) _____. Where I live buses should (3) _____ every ten minutes, but sometimes I (4) _____ at the bus stop for half an hour with a long (5) _____ of people, and then three buses come together. In case they're (6) _____ I don't get (7) _____, I start looking for a taxi. There are times however, when the bus is early and I (8) _____ it.

I take the Metro from Petralona (9) _____ going to Omonia.

There I (10) _____ to another (11) _____ of the Metro. I have to go down the stairs quickly in order to (12) _____ the first train. Otherwise, I have to wait for 10 minutes. I think the Underground is more (13) _____ than the bus and the Metro stations are usually (14) _____ than bus stations.



Step 2

Interview your partner about how they get to work. Take turns to be the interviewer and the interviewee.

TASK 8

Discuss in groups. Which is the best means of transport to get around in a busy city? Compare the following means of transport. Here are some adjectives you can use:

Reliable, cheap, fast, comfortable, expensive, safe

Suburban railway / underground	Bus service	taxi

TASK 9

Here are some of the facilities international hotels usually offer. Work in two groups. Arrange them in order of importance and discuss your choices. Use adjectives/adverbs in the comparative and superlative forms. (useful, convenient, enjoyable, etc). One person from each group reports to class the results. e.g. We think that a self-service cafeteria is more necessary than a jacuzzi ... Were your choices the same or different?

<i>Cocktail lounge</i>	<input type="checkbox"/>
<i>24-hour room service</i>	<input type="checkbox"/>
<i>free car parking</i>	<input type="checkbox"/>
<i>buffet-style breakfast</i>	<input type="checkbox"/>
<i>24-hour coffee shop</i>	<input type="checkbox"/>
<i>fitness centre</i>	<input type="checkbox"/>
<i>photocopying</i>	<input type="checkbox"/>
<i>internet connection</i>	<input type="checkbox"/>
<i>hotel secretary</i>	<input type="checkbox"/>
<i>swimming pool</i>	<input type="checkbox"/>
<i>video movies</i>	<input type="checkbox"/>
<i>restaurant services</i>	<input type="checkbox"/>
<i>Jacuzzi</i>	<input type="checkbox"/>
<i>self-service cafeteria</i>	<input type="checkbox"/>

LANGUAGE FOCUS

COMPARISONS

A.

Read these sentences.

LEDA hotel is **safer** than ATTICA NEW. It is also **more comfortable**. The underground is **the fastest** means of transport in the city and it is also **the most convenient**.

a. Complete the rules.

Comparative and superlative forms are formed in four ways

- 1 With -er and _____
- 2 With -ier and _____
- 3 With _____ and _____
- 4 Irregular forms: better, best, further, furthest, worse, worst.

b. How are the comparative and superlative forms of these adjectives formed? Put 1,2,3,4 next to each one. Remember good / bad are irregular.

Beautiful___	Cheap___	Cold___
Convenient___	Expensive___	Busy___
Nice___	Heavy___	Reliable___
Comfortable___	Polluted___	Far___
Fast___	Interesting___	Friendly___
Slow___	Crowded___	Intelligent___
Quick___	Boring___	Noisy___

c. When do you use -er/est, -ier/-iest, and more/most?

Write your answer here.



d. Now listen to your teacher. She/he will read some sentences that Tina Marini, a business woman has said about the places she has visited. Some of them are facts and some are just her opinions. Complete the missing words.

London is an _____ city but for Greek people New York is _____ than London and of course Tokyo is _____ of all. New York has _____ parks than Tokyo, but London has _____ parks. There are five in the city centre.

American cars are much _____ than ours and the streets are much _____ and _____ too. But Americans drive _____ than we do and _____ too. _____ thing about my job is that I travel a lot. _____ is that I'm so busy while I'm on a trip that I can't spend much time sightseeing. Anyway it's much _____ than sitting in an office.

UNIT 11

GIVING DIRECTIONS



TASK 1

Discuss in groups.

- How do you get to work?
- How easy is it for clients to find your workplace?
- Where could a visitor to your city go at the weekend?
- Where can a visitor buy local specialities to take home?

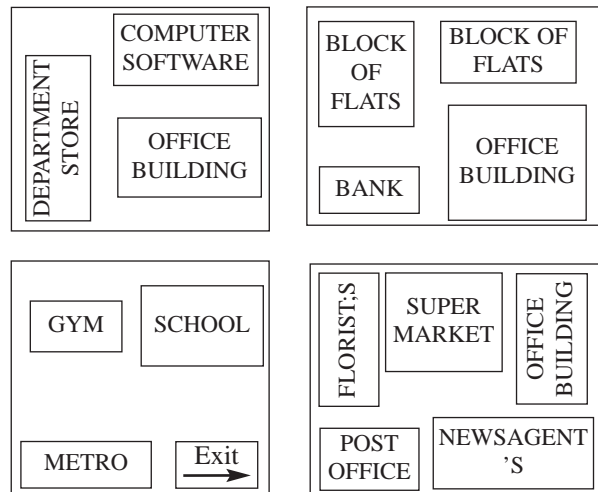
TASK 2



Read the e-mail and find Sandra's office building on the map. Map the route on the picture with arrows.

Dear Sue,
 Thanks for your message. The best way to get here from the hotel is by metro. Take the metro to Esplugas. When you come out of the station, turn left. Then take the first turning on the right (there's a bank on the corner) and walk about 100 metres. Our office is the twelve floor grey building on the left. The receptionist will show you to my office.
 Look forward to seeing you on Wednesday

Best wishes,
Sandra

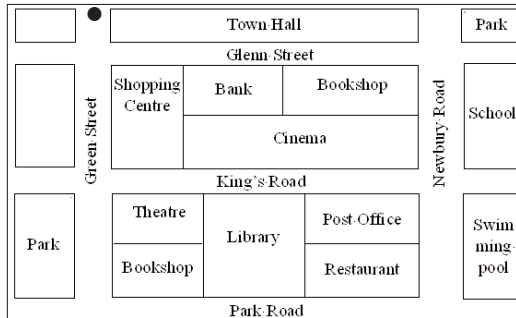


TASK 3

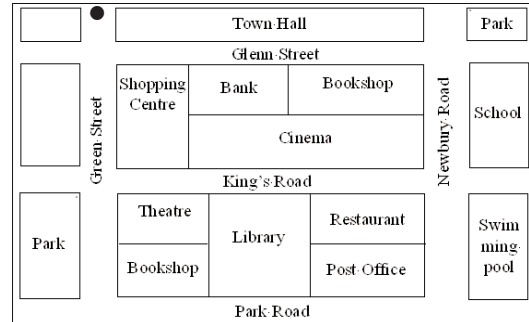
Listen to these people asking for directions and find which is the right map.

Dialogue 1

A

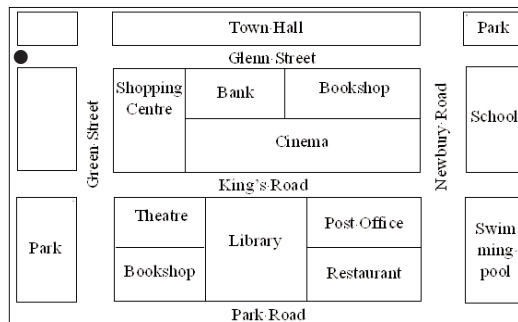


B

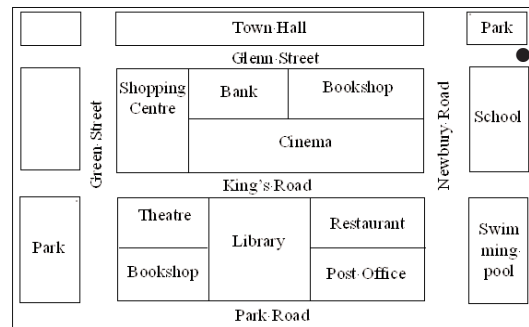


Dialogue 2

A



B



TASK 4

Read this e-mail and circle the correct word.

Dear Pat,

Thanks for your message. I'm sorry, I **forget / forgot** to **give / gave** you directions before. You need to take a train to Oxford from Kings Cross Station. To **get / arrive** to King's Cross, from your hotel go to Tottenham Court Road underground. **Go / Take** the Central Line east, and change at Holborn Station to the Piccadilly Line. Go two stops north to Kings Cross. You should **try / want** to get the 8.30 train, which arrives in Oxford at 9.45. The walk to our office will take you about 10 minutes. Come out of Oxford station and go straight ahead **on / for** about 100 metres. Take the first right and then the second left. Walk **to / at** the end of the road – you will see the BWA building **in / by** front of you. I'll come down to the Reception to meet you.



TASK 5

Listen to the dialogues and complete the words missing.

1.

A: Excuse me. How do I _____ King's street from here?

B: You need the District Line. _____ the next eastbound train and _____ at Victoria for the Victoria line northbound. _____ at Oxford Circus. It's the second stop and when you come out of the station you'll see King's Road.

A: So, I need the District Line and then the Victoria line northbound.

B: Yes, that's right.

A: Thank you very much.

2.

Mary: Hello, Mary Brown.

Cathy: Hi, Mary, it's Cathy. How do I _____ your office from my hotel?

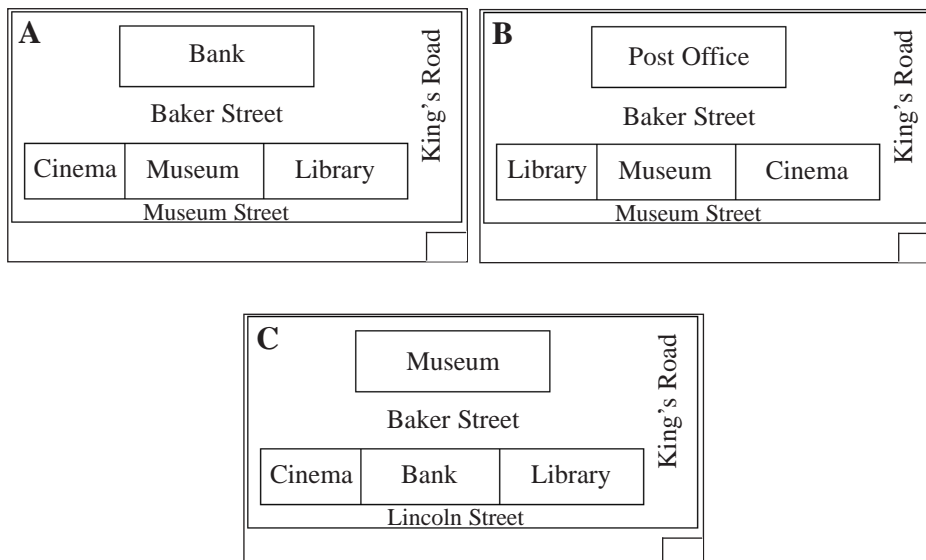
Mary: Well, it's a fifteen – minute walk, or you can _____ a taxi.

Cathy: I'd like to walk. Can you give me directions?

Mary: Sure, it's very easy. _____ left out of the hotel, then take the second right, opposite the bank. _____ straight on for about ten minutes, and you'll see our office on the left.

TASK 6

Your teacher will give you directions to the Museum. Look at the maps and choose the right one.



Step 2:
Work in pairs.

Student A:
Give directions to your partner according to a different map.

Student B:
Tick the correct map.

TASK 7

Work in pairs. There's a client coming from London. Give directions on how to get from the airport to his hotel in Syntagma and then from his hotel to your company at Perissos. Use the map given and useful vocabulary from previous tasks.



LANGUAGE FOCUS

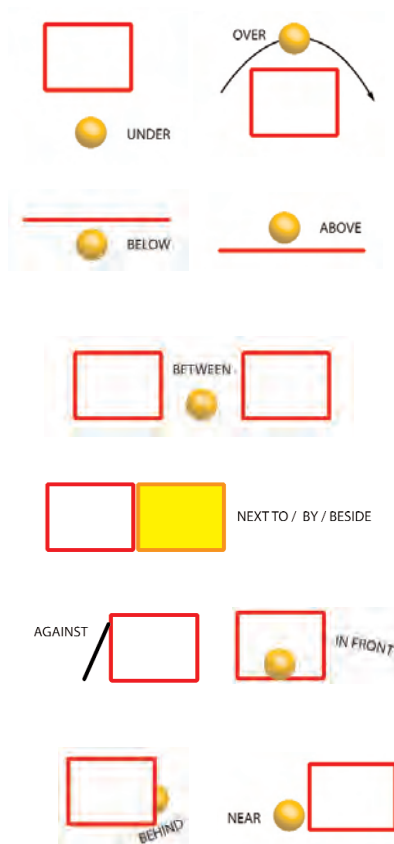
A. Write the ordinal numbers.

- a. One: first
- b. Two: ____
- c. Twelve: ____
- d. Seventeen: ____
- e. Three: ____
- f. Five: ____
- g. Twenty: ____
- h. Thirty: ____
- i. Eight: ____
- j. Nine: ____
- k. Forty – one: ____
- l. Sixty – four: ____

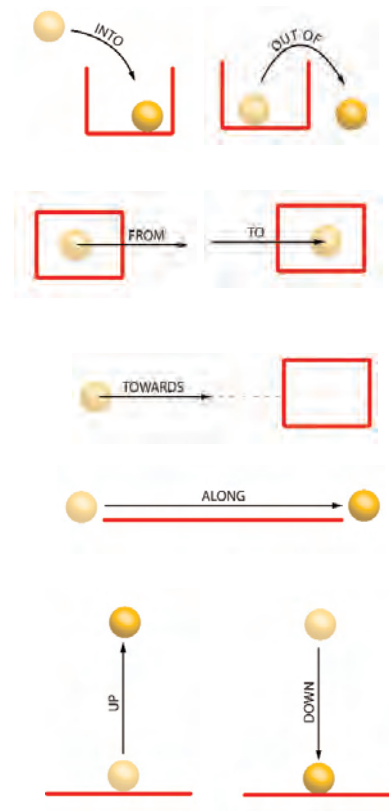
B. Prepositions of Place.

B1. Study the sketches with the most common prepositions.

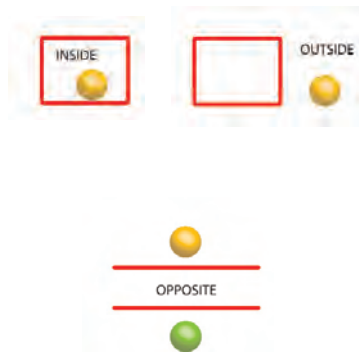
PLACE



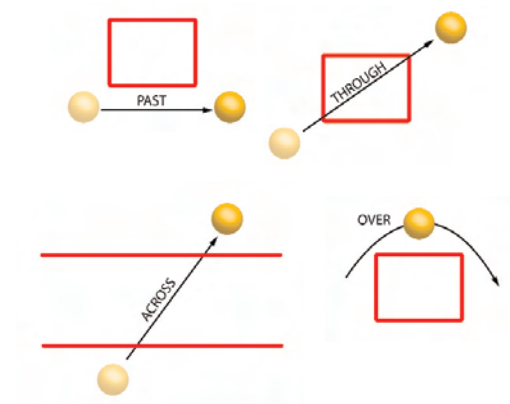
MOVEMENT TOWARDS A PLACE



PLACE



MOVEMENT TOWARDS A PLACE



B2. Use the prepositions of place and / or movement towards a place and complete the sentences. There are more than one correct answers.

- i. A man came ____ the house and got ____ the car.
- ii. You are not supposed to look ____ the window during a meeting.
- iii. I was walking ____ the road with my dog when the accident happened.
- iv. Go ____ the grey 4 storey building and walk ____ the road for 20 metres. The Bank is ____ of you ____ your left. You can't miss it.
- v. Be careful! Don't fall ____ the stairs.
- vi. The new ring road goes ____ the city centre but the old road went ____ it.
- vii. How far is it ____ from ____ the airport?
- viii. The Company Headquarters are ____ the National Bank.
- ix. My boss is flying ____ Geneva next week.
- x. He walked ____ me and he didn't even say "hello".

UNIT 12

ENTERTAINING CLIENTS



TASK 1

Discuss the questions.

- What is your favourite restaurant?
- Would you take a business associate there? Why? Why not?
- What is more important for your choice of a restaurant? Put the following in order of importance: food – quality of service – value for money – location – view.

TASK 2



John has organized a business dinner. Read the text and answer the questions.

Waiter: Good evening, ladies and gentlemen. Do you have a reservation?

John: Yes, we do, in the name of Smiths.

Waiter: Let me see. Right. This way, please. Can I take your coats?

Jennifer: It seems nice. Have you been here before John?

John: Yes, I have, it's quite well – known.

Waiter: Here is the menu. Can I get you something to drink? Would you like an aperitif?

Gregory: Yes, a dry martini.

Jennifer: A fruit cocktail for me, please.

John: A dry martini for me too.
 Anne: And a cocktail for me, please.
 John: Shall we have an appetizer?
 Jennifer: Sure, I'm pretty hungry.
 Waiter: Are you ready to order?
 Anne: Yes, I think so. Just a question, what is the crispy salad? Is it a mixed salad?
 Waiter: No, it's fresh lettuce with dressing, cheese and croutons mixed in.
 Anne: OK. I'll have that.
 Jennifer: Well, I'll have the oysters to start.
 John: I'll have the green vegetable soup.
 Gregory: And I'll have a Caesar's salad.
 (an hour later).....
 Jennifer: You get a lot of business people in here, local and passing through.
 John: Yes. It's a very good restaurant with nice food and close to the office too.

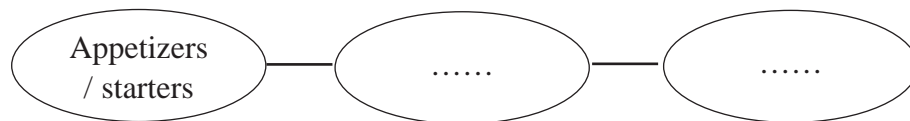
Questions

1. Have they made a reservation?
2. Has John been there before?
3. What is the crispy salad?
4. Who orders some kind of seafood?
5. Do they all have an aperitif?
6. Is it a good place to entertain business people? Why?

TASK 3

Step 1



What are the other parts of a meal? Write here.



Step 2

Put the following types of food and drink in the right category and complete the menu.

Citrus and avocado salad, Roast Pork in Creamy Sauce, Coffee, Fried prawns with rice, Chocolate mousse, oysters with vinaigrette, apple pie, fried trout with almonds and wine, mineral water, hot fudge.

Appetizers	Drinks
_____	_____
_____	_____
	
Main Course	Desserts
_____	_____
_____	_____
_____	_____
	

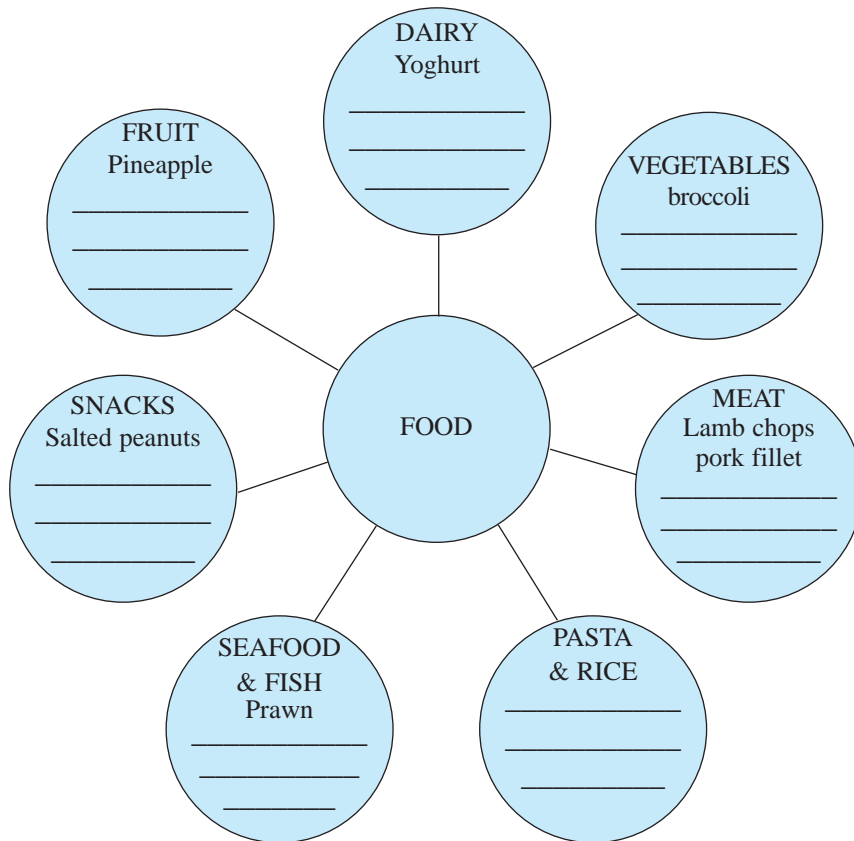
Step 3.

Work in groups. Take turns to be the waiter / waitress and customers. Look out the menu and order. You can ask questions about the dishes.

e.g. What is hot fudge? / Is mousaka a kind of meat dish?

TASK 4

Fill in the food spidergram with words you know. Use coloured pen to write in your language the words you don't know but you want to learn. Compare your spidergram with your partner's. Use a bilingual dictionary to find the words none of you knows.



TASK 5

Step 1

Look at your FOOD spidergram. What can be

Grilled? _____

Fried? _____

Baked? _____

Boiled? _____

Steamed? _____

Roast? _____

Step 2

Your partner has never eaten Greek food before. Explain to her / him a traditional local dish she / he wants to taste.

TASK 6

You are at a restaurant.

Match the situations on the left with the phrases on the right.

1. At the end of the meal you say you'll pay for every one	1. Can I have the bill, please?
2. Ask for the bill	2. Do you accept credit cards?
3. It is not clear if you should or shouldn't tip the waiter	3. OK. This in on me!
4. You don't have enough cash	4. Is service included?

TASK 7

Step 1

Alex and George are on a business trip. All their business meetings and appointments are over. They have a free day and they want to rent a car for a day trip.



Put their dialogue with the car rental agent in the correct order.

- Alex: €100? Shall we get something cheaper?
- Agent: We have a Porsche for €200 a day.
- Agent: Certainly. What kind of car would you like?
- George: Good morning, we'd like to rent a car please.
- George: A fast sports car.
- George: That's €100 each.
- Agent: We also have a Mercedes at €150 a day.
- Alex: Won't that be a bit expensive?
- George: Yes, sure.
- Alex: Shall we have an ordinary car?

Step 2

Work in pairs. Take turns to act out the dialogue.

LANGUAGE FOCUS

Simple Future Tense

A. Complete the table.

Affirmative	Question	Negative
I'll take	Will I take?	I won't take
You _____	Will you _____	You _____
He _____	_____	_____
She _____	_____	_____
It _____	_____	_____
We _____	_____	_____
You _____	_____	_____
They _____	_____	_____

B. When do we use “will” – “going to”? Write will / going to next to the following situations.

- We want to talk about future facts _____
- We want to talk about things we think will happen in the future _____
- We want to talk about things we have already decided to do in the future _____
- We want to predict the future using information we know _____
- We want to express our decision to do something _____

C. Use the Simple Future and *promise* to do the following things.

- Get the report by tomorrow _____
- Give your friend a lift to the airport _____
- Post the letters _____
- Send faxes _____
- Make copies _____
- Help with a report _____

D.

Step 1

Fill in your plans and appointments for each day of the week coming.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
a.m 10-12 meet Rogers						
p.m						
Evening						

Step 2

Work in pairs. Find out what your partner is going to do. Then ask questions to find out what he will do if something unexpected happens.

- e.g. – What are you going to do on Monday morning 10-12 a.m?
– I'm going to meet one of our suppliers from Thessaloniki
– What will you do if he's ill?
– I'll change my plans. I'll work on a report.

E. Now read this rule about the use of Future Tenses.

Don't use Future Forms after time words (**when, while, after, before...**) and **if/whether**

E1. There is a mistake in these sentences. Find it and correct it.

- I'll make some coffee when the clients will arrive.
- I think I go out to take some fresh air.
- We won't catch the train if we won't hurry.
- After we'll finish the meeting, we'll entertain the clients in a restaurant.
- Mr. Richards please let me know when Mr. Chatzesky will be here.

UNIT 13

PLACING AN ORDER



TASK 1

Discuss in groups.

- How often do you need to place an order for office items / household goods?
- Do you prefer ordering by phone / by e-mail / in writing?
- What are the advantages of each type of ordering?

TASK 2



Study this note. Mrs Athanasiou left for her secretary Mrs Niarhakis. Match the words in bold with the pictures.

I received this brochure from Calibex. I'd like some of their supplies. I need 10 **cables** and 5 **Adapters**, 5 monitors and 5 **chargers**. I also need 5 **mouse pads** and 10 CD RW. Will you order them online for me? I need them on Friday. Choose the most economical ones!

Thanks
N. Athanasiou



TASK 3

Now study the CHARGE Computers & Electronics catalogue and fill in the order form for Ms Athanasiou.

C.H.A.R.G.E. – Computers Electronics Software Discount Computer Equipment – Compare & Save		
CABLES	CODE	PRICE
3m cable	12725	€19,24
4m cable	12726	€22,25
6m cable	12727	€24,29
ADAPTERS	CODE	PRICE
165 mm x 70mm x 37mm / 9 tips	510572	€78,07
165 mm x 70mm x 37mm / 7 tips	510562	€70,92
MONITORS	CODE	PRICE
N3260W View Sovic / 2 years guarantee	792802	€345
Swimtec J-25 / 2 years guarantee	805203	€469
LCD LME 3M61/ 1 year guarantee	816531	€450
CHARGERS	CODE	PRICE
1200 VALE 2001 APC/ 2 years guarantee	461 946	€51,50
travel power: portable AC/DC/ 75 Watt	510572	€78,07
MOUSE PADS	CODE	PRICE
Mouse pad optical 3M	449202	€9,98
Mouse pad jel black	560812	€4,11
CD – RW	CODE	PRICE
SKC 700MB	338653	€0,89
Maxi EMTECH	737664	€0,99

ORDER FORM

CODE	DESCRIPTION OF ITEM	QUANTITY	PRICE
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

TASK 4

Step 1



Nicky is ordering some new office equipment on the phone. Ms Niakaris from Fast Order is receiving the order but her questions and answers are in jumbled order. Put them in the right order and then take turns to act out the dialogue with your partner.

Ms Niakaris: _____

Nicky: Hello! I'd like to place an order.

Ms Niakaris: _____

Nicky: It's Signat, S-I-G-N-A-T.

Ms Niakaris: _____

Nicky: Firstly, we need four phones the style EW500 model.

Ms Niakaris: _____

Nicky: And then we need a fax, the FASTCOM FAX.

Ms Niakaris: _____

Nicky: Yes, one more. Two office chairs, the T11 model.

Ms Niakaris: _____

Nicky: I need them before that. Could you do it the tenth?

Ms Niakaris: _____

Nicky: Yes, thank you.

Ms Niakaris: _____

Nicky: To the Marketing Manager Ms Athanasiou, please.

- OK! So that'll be for delivery on March the sixteenth.
- And who shall we send the order to?
- Is there anything else?
- Certainly. May I take your company's name?
- What would you like?
- Fast Orders. How can I help you?
- Fine, I'll just read the details back to you.
- I'm sorry, no. We don't have everything in stock at the moment, but we'll be able to do it on the fourteenth, is that OK?

Step 2

Work in pairs and act out a similar telephone conversation, changing the products you order and the details. Use items from task 3 or from previous units about OFFICE EQUIPMENT.

TASK 5

Step 1

Here are ten words we almost always need when we place an order. Match them with the greek words.

In stock / out of stock / delivery / delivery charge / retail / wholesale / discount / quantity / quality / cash / credit

1. ποιότητα _____
2. χονδρική πώληση _____
3. ποσότητα _____
4. έκπτωση _____
5. μετρητά _____
6. πίστωση _____
7. λιανική πώληση _____
8. (έχω) αγαθά διαθέσιμα προς πώληση _____
9. δεν έχω αγαθά... _____
10. παράδοση (εμπορευμάτων) _____
11. χρέωση για την παράδοση αγαθών _____

Step 2

Now make your own sentences using these words.

TASK 6

Have a look at C.H.A.R.G.E. catalogue again. Act out a conversation with your partner suggesting the best monitor /charger / mouse – pad. Use language from the phrase box. Alternatively, you can bring your own catalogues and price lists and do the same.

PHRASE BOX

Why don't we _____?

What about _____?

It's cheaper / more reliable _____

Let's decide on _____.

LANGUAGE FOCUS

Writing a letter: placing an order

A. Study the following sample letter. Then do the tasks following it.

Customer Service Manager
C.H.A.R.G.E. Computers
Electronics Software
133 Mesogion Ave
Ag. Paraskevi
60811 Athens

Micro PC Office Equipment
129, Vass. Irakliou Ave
N. Ionia, Athens

13th December 2005

Dear Sir,

I refer to your letter of 12th December enclosing your catalogue of Electronics & Software. I would like to place an order for some of the products advertised.

I enclose a completed order form. I suppose that the total amount payable will be subject to the usual trade discount. Please inform us if this is not the case.

I look forward to receiving your confirmation of my order and would be obliged if you would inform me in advance of the delivery date.

Since we want to reorganise our stock so as to be ready for the Winter period of Sales I would be grateful if you would give this matter your urgent attention.

Yours faithfully,
Marios Konstantinidis
Chief Buyer

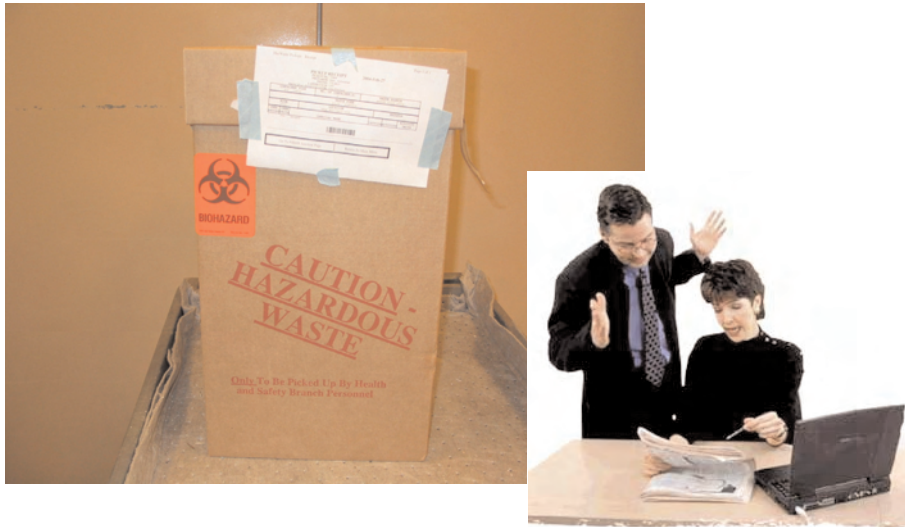
A1. With the help of your dictionary find words / phrases with the following meaning.

- i. _____ εσωκλείω
- ii. _____ συνολικό πληρωτέο ποσό
- iii. _____ υπόκειται σε
- iv. _____ επιβεβαίωση
- v. _____ προκαταβολικά
- vi. _____ περιμένω, προσδοκώ
- vii. _____ εμπορική έκπτωση
- viii. _____ θέμα, ζήτημα
- ix. _____ επείγων / επείγουσα
- x. _____ υπόχρεος

- A2. Find phrases / sentences in the letter that you can always use when writing a letter to place an order. Underline them and copy in your notebook.**
- A3. Write your own letter to placing an order using this model. You can use real catalogues from shops on the Internet. Keep your letter in a “writing models bank” in your notebook.**

UNIT 14

DEALING WITH COMPLAINTS



TASK 1

Discuss in groups.

- How much of your company's business is with foreign countries?
- What problems have you had in your work that led to complaints or apologies?
- How do you prefer to deal with problems? Face to face, by phone or in writing? Why?

TASK 2



Mr Gitakos is phoning COMPUWORLD to complain about some mistakes in the delivery of the products he ordered. Read the dialogue and answer the questions following it.

Compu. Secretary : COMPUWORLD. Can I help you?

Mr Gitakos : I hope so. There are two problems with the order you delivered today.

Compu. Secretary : I'm sorry about that. What's wrong?

Mr Gitakos : Well, the first thing is that I ordered five monitors but got seven instead, besides, you charged me for eight on the invoice!

Compu. Secretary : We'll send a driver to collect the ones you don't need and of course we'll replace the invoice.



Mr Gitakos : Good! The next thing is that the sales representative promised a 20% discount but the invoice says 15%.

Compu. Secretary : I'm afraid the 20% discount is for orders over 10 items so the invoice is correct.

Mr Gitakos : I see, though they didn't explain that to me.

Compu. Secretary : I'm really sorry about that, we'll write a letter about the discounts. Who should we write to?

Mr Gitakos : The equipment is for the Sales Department, but it's the Accounts Department who deal with payments

Compu. Secretary : All right. Again, I do apologize for the inconvenience we caused.

Answer the questions:

1. How many monitors did the client order?
2. How much discount did he expect?
3. Which department should "COMPUWORLD" write to?
4. Which department should they send the new invoice to?
5. What kind of action does COMPUWORLD promise to take in order to make up for the mistakes?
6. Which phrases is the COMPUWORLD secretary using to express her apologies? Write them here: _____, _____, _____.

TASK 3



Here are some phrases you may hear in a dialogue between two businesspeople who deal with problems in the delivery of goods. Put them in the right category, below.

- Would you like a replacement?
- I'll find out what happened and let you know.
- We'll send the rest immediately.
- Would you like a refund?
- I'm afraid we're not responsible for damage in transit.
- We reserve the right to make small changes to products.
- I'll look into it straight away.
- Would you like us to repair it?
- We're very sorry about this but it's not our fault.

Making offers	Promising Action	Refusing Responsibility

TASK 4

Complete the sentences with the following words. Use a bilingual dictionary for help.

article, reduced price, supply, available, dispatch, free samples, enclose, refund

1. Thank you for letting us have _____ of the books.
2. We _____ our order No 7.
3. Please _____ us by air.
4. If your pattern No 9 is _____ please supply us.
5. We appreciate your offer of a _____ but are of the opinion that the market couldn't stand an _____ of this quality
6. We require immediate _____. Please arrange for prompt delivery.
7. They promised to _____ our money in case the goods were faulty.

TASK 5

Step 1

Brainstorm words or phrases you need to describe problems with faulty goods / bad services/ delivery / quantity or quality of goods. Write in this box. Use green pen for the words you write in English and blue for the words you write in Greek. Compare your list with your partner's. Use a bilingual dictionary to find the English words you don't know.

BRAINSTORM WORDS / PHRASES

Ρ. ἐπιθειασμός, ὁ. εἶχ
Invoice, subs. Ρ. ἀπογραφή, ἡ. αἰ
Invoke, v. trans. Ρ. and V. ἀνά- αε
κᾶλεῖν (or mid.) (V. also ἀγκᾶλεῖν), τε
μαρτύρεσθαι, Ἀρ. and Ρ. ἐπίμαρ- ἐν
τύρεσθαι, πᾶράκᾶλεῖν, Ρ. ἐπιβοᾶσθαι, ἐν
ἐπικαλεῖν, Ἀρ. and V. κᾶλεῖν (or ιη
mid.), κικλήσκου. Pray to : Ρ. and V
458

Step 2.

In pairs take turns to act out short dialogues.

Student A: Use the words / phrases from the previous step to make complaints.

Student B: Use phrases from the dialogue and task 3 to apologize, refuse responsibility or promise action.

TASK 6

Work with a partner. Take it in turns to give each other advice, about the following problems.

1.

There's
a mistake on this
invoice. What shall I
do?

I think you should

2.

My
English isn't good enough
to negotiate the deal. What
shall I do?

Perhaps you should

3.

They want me to sign
the contract but I don't under-
stand the small print? What
shall I do?

It is a good idea to

4.

I won't be able to
ship the goods on time.
What shall I do?

Why don't you

5.

I've
received some faulty parts
from one of our suppliers.
What shall I do?

If I were you I'd

TASK 7



Listen to a message Ms Fotiou has left for her colleague in the Clients Service Department and answer the questions.

1. The clients in Larissa are usually
 - a. Poor clients
 - b. Excellent clients
 - c. Problematic clients
2. What seems to be the problem?
 - a. The clients have changed suppliers
 - b. The clients are not satisfied with the merchandise
 - c. The clients cannot pay
3. What does Ms Fotiou suggest?
 - a. Changing clients
 - b. Changing suppliers
 - c. Changing banks
4. Why does Ms Fotiou want to organize a meeting with them?
 - a. To ask for their suggestions
 - b. To show them their concern
 - c. To tell them they're going to change suppliers

LANGUAGE FOCUS

Writing a letter: response to a complaint

A. Study the letter COMPUWORLD sent as a response to their customer's complaint. Then, do the tasks following it.

Mr. G. Athanasiou
Compulabs Ltd
196 Anixis st.
Ag. Paraskevi 608 41

COMPUWORLD Ltd
198, Marni street
Athens 30108

Dear Mr. Athanasiou,

I refer to your letter dated 11 March 2005 which arrived this morning with the consignment of the extra two monitors you advised you would be returning to us.

I apologize most sincerely for the inconvenience this has caused. I would also like to take the opportunity and clarify our discount policy. There is a 15% discount for orders up to 10 items and a 20% discount for more than 10.

I offer my sincere apologies for the error in the invoice and I enclose a replacement one. Please, accept my most sincere apologies once again.

Yours faithfully,
G. Papaioannou
Customer Service Manager

A1. Find words in the text with the following meaning:

- i. _____ αποστολή
- ii. _____ πληροφορώ (επίσημη χρήση)
- iii. _____ λαμβάνω την ευκαιρία
- iv. _____ δυσχέρεια, δυσκολία
- v. _____ διασαφηνίζω

A2. Find, underline and copy in your notebook all the useful phrases that you can use when writing a letter to respond to a complaint.

A3. Write a letter to respond to a complaint a customer has addressed to your company about goods that got damaged during transportation.

UNIT 15

WORKING ABROAD



TASK 1

Discuss in class.

- Have you ever worked abroad?
- Have you ever worked for a large international company?
- Have you ever worked for a big project?

TASK 2



Read the text and answer the following questions.

My name is Mary Shelley and I work here at NCP European Headquarters in Spain as a financial analyst for NCP's outsourcing business. **I've always wanted** to work in a multicultural environment and that really made me come to Spain and apply for the job. I really like living here and so **I have been here for 6 months** now. I used to have this job with NCP already working with the European Headquarters here in Spain, but on a virtual basis. This means that you can work in one location but actually do a job that belongs to another location. So I used to work from Germany but came over to Spain once a month, and the rest I was just working from Germany. The type of work I do **hasn't changed** at all. **I've been** in touch with our clients for the last three years and as a result **I have developed** my communications skills

a lot. You see communication is really crucial for my job. **I have also been preparing** presentations on our management techniques and our financial results, because I have to tell the British Headquarters what our estimates are concerning financials like revenues, gross profit margins and so on.

1. Where does Mary work?
2. Why did Mary go to Spain?
3. How many days a month did she work in Spain?
4. Has the type of her work changed?
5. What does her job include?
6. Which skill is more important at her job?

TASK 3

Find words in the text that mean the following.

- | | |
|--|-------|
| a. main offices used by a large organization | _____ |
| b. using workers from outside a company | _____ |
| c. including people from different countries | _____ |
| d. make a written request | _____ |
| e. seems almost real | _____ |
| f. contact | _____ |
| g. abilities to do something well | _____ |
| h. important | _____ |
| i. calculations | _____ |
| j. money from selling goods | _____ |

TASK 4

Step 1

Use “how long” and ask questions about Mary.

1. _____? She has been there for 6 months
2. _____? She’s been in touch with clients for the last 3 years.

Step 2

Work in pairs. Use “how long” and ask your partner questions. You can use these prompts for your questions and answers.

✓ work in your present job	✓ 3 years
✓ live in this house	✓ for 6 months
✓ learn English	✓ since 1997
✓ be married	✓ last year
✓ use a computer	✓ ...

TASK 5

Study this phrase from the text: “I’ve been preparing a presentations on our management techniques”. Talk to your partner about your job. Say what you *have been doing* lately. These prompts can help you.

Deal with customers complaints / write sales promotion letters

Organise an advertising campaign / _____

Talk with foreign customers/ _____

Send e – mails / fax / _____

TASK 6

Step 1

- **In pairs discuss the difference between the two sentences:**

- We’ve been dealing with your complaint
- We’ve dealt with your complaint

- **Which action has already finished?** _____

Step 2

Work in pairs.

Student A: You are the boss and you want to know if your secretary has done these things:

- Order the new equipment
- Answer the letters
- Send the e-mail to your partners
- Book a flight to Thessaloniki
- Make hotel reservation for the visitors
- Fix an appointment with your clients from Patras.

Student B: Answer the questions using “already”, “just”, or “not...yet”.

TASK 7

Match the two parts to make sentences.

1. They’re still not fluent even though...
2. They’ve been losing money...
3. They’ve been selling dairy products...
4. They’ve been trying to get in touch...
5. They’ve been talking about a merger...

- a. to supercash for over 20 years
- b. but haven’t agreed on the terms
- c. because of the strike
- d. they’ve been learning Spanish for years
- e. while you’ve been away

TASK 8

Work in groups. Find out how many people have ever / never done these things. Fill in the grid with your partner's answers. You can add your own questions.

Have you ever...?	Me	My partner
<ul style="list-style-type: none">• Work abroad?• Travel abroad?• Lose your passport?• Miss a flight?• Stay in the “wrong” hotel? <p>...</p> <p>...</p> <p>...</p>				

LANGUAGE FOCUS

PRESENT PERFECT

A. Fill in the tables below. Use the verb “talk”.

Present Perfect Simple	Present Perfect Continuous
I have _____	I have been _____
You have _____	You have been _____
They _____	They have been _____
She / He has _____	She / He has been _____
It _____	It _____

A1. Circle the right answer. Which of the two sentences do we use:

- To suggest that the action is **incomplete**:
 - He’s prepared his presentation
 - He’s been preparing his presentation
- To emphasize the **duration** of an event:
 - What I have been describing is a crisis in our industry
 - What I have described is a crisis in our industry
- To talk about the **reasons** for someone’s **present appearance**:
 - You look tired. – I’ve been running around all day.
 - You look tired. – I’ve run around all day.

B1. Write *P.P.* for Present Perfect Simple or *P.S.* for Past Simple and complete the rules.

- We use: _____, to look back from the present to the past.
_____, to look back on the recent past.
_____, to describe past events at fixed times.
_____, to talk about experiences in the more distant past.

B2. Tick the words / phrases we can use with the Present Perfect Tense.

Ago, recently, yesterday, get, already, never, for ten years, just, all my life, last week, in 1992, since 1992.

C1. Practice the use of these tenses: (Past Simple, Present Perfect Simple, Present Perfect Continuous, going to)

Mr. Karpathakis is on a business trip to Japan. He's writing a short letter to his friend Billy. Read the letter and put the verbs in brackets in the correct form.

Dear Bill,

I just found the time to write a few lines. As you know, I _____ (never be) to Japan before, so everything is a surprise to me. Take greetings for example. You _____ (know) that Japanese people bow to each other? Well, it's the first time I _____ (ever bow) to someone in my life. It's funny!

Well, we _____ (talk) about this merger for more than 6 hours and I admit that I _____ (start) feeling tired. Fortunately, in the evening they _____ (entertain) us in a traditional Japanese restaurant. I hope everything turns out fine, because I'm a bit nervous. You see I _____ (never taste) Japanese food before and I _____ (never eat) raw fish either!

Anyway, the good thing is that we _____ (already agree) on the financial part of the deal but we _____ (not settle) legal matters yet.

As you know, we _____ (work) on the legal details of the merger for more than 6 months, because they are of crucial importance.

Although I _____ (be) very busy these three days I _____ (find) the time to do a few things. I _____ (already buy) a new digital camera and I _____ (have) a quick look out the Hiroshima & Nagasaki Museum of History. I cannot describe my feelings. It is certainly the most awesome thing I _____ (ever experience).

That's all for now.

Best wishes
N. Karpathakis

C2. Imagine you are on a business trip to a country where you've never been before, or you've got a new job abroad. Write a friendly, quick letter to tell your friend the news: Things you have done – things you have been doing – things you're going to do.

UNIT 16

CULTURAL DIFFERENCES



TASK 1

In groups discuss the following statements about cultural differences.

- All over the world, wherever you go , people are the same.
- Cultural stereotypes are dangerous.
- Business is business all over the world, I don't mind cultural differences.

TASK 2



Read the text and answer the questions.

Communication between people is mainly **non-verbal**. So you need to know how to act so that no misunderstandings **arise**. Behaving in ways that people don't understand or don't like can make them **judge you negatively**, not take you seriously, or even think that there is something wrong with you. For example, in some cultures it is wrong to make **eye contact** but in others it is normal. If you get it wrong people can think that you're **insulting** them. In Britain joking is acceptable as a means of **relieving tension**. In Germany, however, it might give the impression that you are unprofessional. In some cultures alcohol is a taboo. However, it is not unusual to have a glass of wine or beer with a business lunch in Europe.

Do you accept the concept of "When in Rome do as the Romans do?" People don't expect you to completely **adopt** all of things they do. The best thing to do is **acknowledge** that you understand their ways and **do your best** to explain to the other culture what you are used to doing or what you find a bit **awkward**.

1. What is the main way people communicate with each other?
2. What might people think about you when you do something they don't understand?
3. Is it always good to make eye contact?
4. How do British and German people differ? Give an example
5. What does the concept "when in Rome do as the Romans do" mean?
6. What is the best thing to do when you are abroad?

TASK 3

Match the words in bold from the text with the following definitions.

- | | |
|--|-------|
| a. People think badly of you | _____ |
| b. Recognize | _____ |
| c. Look in the eye | _____ |
| d. Take it as if it's yours | _____ |
| e. Making people feel comfortable or at ease | _____ |
| f. Not in words | _____ |
| g. Come to the surface | _____ |
| h. Make every possible effort | _____ |
| i. Principle: basic idea | _____ |
| j. Embarrassing | _____ |
| k. Offending | _____ |

TASK 4

Work in groups and exchange opinions as you do the CULTURAL AWARENESS TEST. Write your answers in the blue lines.

Step 1

- What is the impression these people make on you:
good / bad / neutral



a. Someone yawning _____



b. Clicking a pen _____



c. Sniffing _____



d. Tapping his/her fingers _____



e. Talking in a loud voice _____



f. Talking in a soft voice _____

Step 2

Which of these topics do you talk / not talk about with a business associate during the first meetings? Use ✓ or ✗ to show your answers.

- Sport
- Films
- Politics
- Your family
- Business
- Religion
- Hobbies
- Travel
- The weather
- Your education

Step 3

• What do you know about others? Write True or False next to the following statements.

- a. You can introduce yourself by saying your family name and then your first name.
- b. You can use Mr., Mrs. or Ms on its own or with a first name.
- c. You can use people's first names to talk to them, even if you don't know them very well.
- d. Americans show their middle name with an initial letter.

Step 4

What do you know about other cultures?

Write 2 or 3 things you know. You can start your sentences with these phrases:

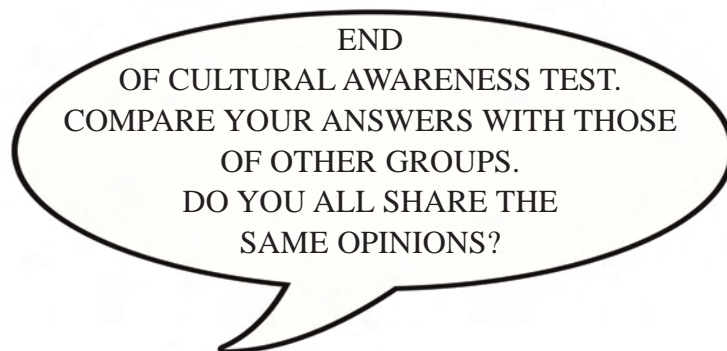
- It's worth knowing that in Egypt _____
- Whatever you do, don't _____
- You'd better _____
- You should avoid _____

Consider the following and add up your own ideas:

- Shaking hands firmly
- Kissing
- Criticizing
- Showing your emotions
- Talking about personal matters
- Pushing in a queue
- Who pays the bill in the restaurant.

Step 5

You're on a business trip to a strange country called Flaviana. You meet a Flavianian citizen on the plane who speaks excellent English. You've got very little time to find out about Flavianian culture. Write 2-3 questions about business culture.



LANGUAGE FOCUS

Infinitive – gerund

A. Study these phrases from the text.

Behaving in ways that people don't understand or don't like can make them **judge** you negatively. It is wrong **to make** eye contact.

People don't expect you **to adopt**...

... you are used to **doing**.

- Which of the words in bold is
an infinitive: _____
a bare infinitive: _____
a gerund: _____
- Underline the correct word and form the rules:
 - We use the infinitive / the gerund as a noun
 - We use the infinitive / the gerund to express purpose
- With your teacher's help put these verbs and expressions into the right column
Enjoy, stop, plan, expect, promise, forget, finish, suggest, mind, hope, offer, refuse, avoid, consider, decide, dislike, make, let, want, need, had better, be used to, it's worth

Verbs followed by gerund	Verbs followed by infinitive	Verbs followed by bare infinitive

- Notice that we use the gerund after prepositions
E.g. Before leaving, you should talk to Sarah
- Notice that we use the infinitive after "to be + adjective" combinations
E.g. **It is impossible** to make a deal with them

B. Practice

Put the verb in brackets in the correct form (infinitive, bare infinitive, gerund)

- I didn't expect _____ (see) you at the meeting.
- Would you mind _____ (not smoke) please?
- We plan _____ (extend) the company's activities in more European countries.
- They promised _____ (make) salary increases for all the staff next year.
- You'd better _____ (discuss) the matter with the Managing Director.
- He refused _____ (meet) the Workers' Union.

7. It's worth _____ (visit) the Science Museum while you're in London
8. I suggest _____ (organize) a meeting with our clients.
9. They made their employees _____ (work) overtime, without _____ (get paid).
10. I'm not used to _____ (work) on the PC but I hope _____ (get) used to it soon.

UNIT 17

REVISION - CONSOLIDATION - EXTENSION

In this section you will:

- practice **Grammar** (how words relate to each other) and Syntax (in what order we put words next to each other) in order to be able to communicate
- you will also revise and extend your ‘business’ vocabulary

A. TENSES

A1. Fill in the gaps with verbs in the Past Simple.

Stay, fly, find, start, work, leave, return, live

Last year Mary **flew** to Barcelona. She _____ in a flat at the city centre. She _____ in an office. After a few weeks Jane _____ a language school and she _____ to improve her Spanish. After eight months Mary _____ Barcelona and she _____ in Costa Brava. Then she _____ to Greece.

A2. Put the verbs in the Present Perfect.

I've **seen** (see) many places in my life and I _____ (travel) in America. I _____ (visit) New York and California I _____ I (drive) across Mexico. I _____ (work) in Argentina. I _____ (stay) in expensive hotels. I _____ (swim) in the Atlantic Ocean. I _____ (eat) in the best restaurants in the world. I _____ (have) holidays in Spain and I _____ (live) in Portugal. I _____ (take) many wonderful photographs.

A3. Write sentences using “going to”.

It / rain
He / eat / a pizza
She / not / play / tennis
He / not / win / the race
They / watch / a film
We / play / the guitar

A4. Fill in the gaps with the right form of the verb.

Have, open, receive, look, move, stop, try, send, work, start

1. She's **been trying** to get through to the accountant all morning.
2. The phone _____ ringing since we started work.

3. In 2000 our company _____ one factory in Thessaloniki.
4. I _____ working here when I finished university.
5. I _____ for the file for the past 15 minutes.
6. While you _____ lunch, Mr. Smith called.
7. I _____ the letter to the customer, but I _____ a reply yet.
8. She _____ in Barcelona, but then she _____ to Rome.

A5. Fill in the gaps with “will” or “going to”.

1. If I call you before 6 pm _____ you still be in your office?
2. _____ you let me know when the goods arrive?
3. When are you _____ write an e-mail to PPC?
4. Tomorrow, I _____ ask the boss for a rise.
5. I _____ put the documents in the post to you tomorrow.
6. Don't disturb me, I _____ to phone New York.
7. When are you _____ write to our American clients?
8. I'm sure the spare parts _____ arrive soon.
9. When _____ you be able to ship the goods?
10. What is she _____ apply for?
11. She _____ be accepted for the job.
12. The machine _____ break down.

A6. Use the verb *develop* in the right tense and complete the sentences.

- C.H.A.R.G.E. _____ a new product now / at the moment
 C.H.A.R.G.E. _____ a new product already
 C.H.A.R.G.E. _____ a new product in two months time
 C.H.A.R.G.E. _____ a new product lately / recently

Use the verb *make* in the right tense and complete the sentences.

- Times are hard so they _____ 50 people redundant next month.
 Times are hard so they _____ 50 people redundant last month.
 Times are hard so they _____ 50 people redundant since last Christmas.

Use the verb *send* in the right tense and complete the sentences.

- Kate usually _____ in her report late.
 Kate _____ her report late today.
 Kate _____ her report late for the last 3 months.

A7. Fill in the gaps with *used to*.

1. When I was 5 I _____ watch cartoons.
2. Mary _____ be very shy.
3. Helen _____ live in Thessaloniki. Now she lives in Athens.
4. When I was at school I _____ wear a uniform.
5. My grandmother _____ tell me stories.

A8. Put the verb in the present perfect or past simple.

A: **Have you ever been** (you / ever / be) to Tokyo?

B: Yes, we **went** (go) there on holiday two years ago.

A: _____ (you / have) a good time?

B: Yes, it _____ (be) great.

A: Where's Kostas? _____ (you / see / him)?

B: Yes, he _____ (go) out a few minutes ago.

A: And Maria?

B: I don't know. I _____ (not / see) her.

A: Do you know the new Company Secretary?

B: I _____ (see) her a few times but I _____ (never/speak) to her. _____ (you / ever / speak) to her?

A: Yes. I _____ (meet) her at the department's meeting last week. She's very nice.

B. COMPARATIVES

B1. Fill in with comparatives or superlatives.

Least expensive, more important, cheapest, fewer, less, more widely available, more difficult

1. This product is the _____ on the market.
2. Your product is the _____ on the market.
3. There are _____ brands on the market nowadays.
4. The other features of the product are _____ than its colour.
5. This product costs _____ than theirs.
6. It's _____ to service the new model.
7. Our product is _____ than most of the other brands.

B2. Fill in the gaps with the correct comparative form of the adjectives.

AC computers and W Machines have decided to merge. AC is a much _____ (young) company than W but it has had _____ (fast) growth. It is now _____ (big) than W. AC's sales organization is _____ (competitive) than W's. It is _____ (large) and plays a _____ (important) role in the organization. The AC management team feel that they are _____ (hard – working) and _____ (innovative) than the W team.

B3. Put the words in the right order to make sentences.

1. The world – Antarctica – coldest – is – place – the – in
2. City – the – Newcastle – in England – is – friendliest
3. In New York – expensive – club – the Big Apple – the – is – most
4. City – most – in Spain – Barcelona – beautiful – is – the

C. INFINITIVE & GERUND

C1. Fill in the gaps with the gerund form of these verbs (*invest, fly, eat, catch, make*).

1. I'd like to go to the USA but I'm afraid of _____
2. I had an upset stomach after _____ oysters.
3. I drove very fast, but I didn't succeed in _____ the plane.
4. The new secretary keeps on _____ spelling mistakes.
5. The shareholders are interested in _____ in IT development.

C2. Complete the sentences using your own ideas. Pay attention to the correct form of the verbs you are going to use after the words in bold.

1. Time ran out before we had **finished** _____
2. After finishing the meeting they **decided** _____
3. Because of the fog at the airport, we **expect** _____
4. I'm sorry, I **forgot** _____
5. The New Managing Director **intends** to _____
6. After 6 hours of negotiations our team **gave up** _____
7. We were very disappointed **about** _____
8. She felt much better **after** _____
9. I had an upset stomach because **I'm not used** to _____
10. I **look forward to** _____.

D. SOME - ANY

At the Restaurant

Read this dialogue between Harry and Irene in a restaurant. Write some / any to fill in the gaps.

WAITER: Are you ready to order now?

HARRY: Yes, we are.

IRENE: Do you have _____ (1) Hungarian Salad today?

WAITER: No, we don't have _____ (2). I'm sorry. We have _____ (3) Mexican Salad though. Would you like _____ (4)?

IRENE: Oh, OK. I'll have _____ (5)

HARRY: Well, I'll try the Mexican Salad too. Then... can I have _____ (6) of the Spanish seafood starters that are on the menu? Would you like _____ (7) too, Irene?

IRENE: Oh no, not for me. I never eat _____ (8) seafood.

WAITER: What about the main course? We have _____ (9) very nice steak today.

HARRY: Well, I don't eat _____ (10) red meat so I will have the "mixed rice in creamy sauce" Is there _____ (11) meat in that?

WAITER: No there isn't _____ (12) meat in it Sir, and for you madam?

IRENE: I would like the steak please.

WAITER: Would you like _____ (13) wine with your meal?

HARRY: Let's have _____ (14) white wine. What do you think?

IRENE: OK, a bottle of white wine.

WAITER: Fine. Thank you very much.

E. COMPOUND NOUNS

Make compound nouns from the words below.

Write them here.

Departure	desk	_____
Travel	express	_____
Duty-free	flight	_____
Long-haul	class	_____
Economy	luggage	_____
Boarding	lounge	_____
Hand	shop	_____
Check-in	card	_____
American	agency	_____

THEMATIC VOCABULARY CONSOLIDATION AND EXTENSION

A. Phrasal Verbs used in Traveling

Complete the sentences with the correct particle.

off, over, in, away, on, off, down, off

1. I need to get _____ for a few days. I need a change of air.
2. The "FASTEN YOUR SEATBELTS" sign was turned ____ 30 minutes before the plane touched _____.
3. There isn't a direct flight to Amsterdam, so I'm going to stop _____ in Berlin for 6 hours.
4. I plan to set _____ early to avoid the traffic.
5. We'll come to the airport and see you _____.
6. You need to check _____ at least one hour before departure.
7. Let's stay in the lounge and see the plane take_____.

B. *Means of Transport*

Circle the right answer.

1. Where do you find taxis waiting in a queue in London?
 - i. Taxi rank
 - ii. Taxi stand
 - iii. Taxi stop
 - iv. Taxi station

2. What is the underground train system called in New York?
 - i. The Metro
 - ii. The Underground
 - iii. The Subway
 - iv. The Tube

3. The worst part of commuting is travelling in the:
 - i. Busy hour
 - ii. Rush hour
 - iii. Hurry hour
 - iv. Crowded hour

4. Train _____ are going up again, and they're so expensive already!
 - i. fees
 - ii. prices
 - iii. fares
 - iv. tickets

5. A pilot flies a plane, a captain sails a ship, but what does a cabby drive?
 - i. Train
 - ii. Bus
 - iii. Taxi
 - iv. Ferry

C. *Giving Directions*

Use these verbs to complete the directions:

get (2), walk, keep, turn, take, go, cross

- You can _____ the bus number 83. At the fifth stop you _____ and _____ the road and _____ on for about 50 metres. The Museum is on the left.

- Go to the right as you leave this building and _____ right when you _____ to the post office. _____ straight on and _____ across the river. You'll see the bus station on your right.



D. At the hotel

Mr. Richards is checking – in at “Carlton View” Hotel. Put the phrases of the dialogue with the receptionist in the correct order.

Mr Richards: Just a single, please

Receptionist: Yes, of course. We take Visa and Master. Could you sign the **register**, please?

Mr Richards: Just this bag.

Receptionist: No, just a signature. Do you have any luggage?

Receptionist: Here’s your key. Your room number is 108.

Receptionist: Good evening. Can I help you?

Receptionist: It’s actually across the street next to the bank. I hope you enjoy your stay!

Mr Richards: A shower. How much is the room?

Receptionist: Thank you. Goodnight.

Mr Richards: No, thanks. Just breakfast, please. Can I pay by credit card?

Receptionist: Of course. A single room or a double?

Mr Richards: Yes, sure. Do you need my address, too?

Mr Richards: Oh, one more thing. Where is the hotel car park?

Receptionist: Now, do you want a room with a bath or a shower?

Receptionist: €110 for the room including breakfast. Would you like to have dinner in the hotel?

Mr Richards: Yes please. Could I have a room for the night?

E. What would you say in each of these situations?

– Your flight to Madrid is delayed. Find out the reason

E.g. Can you tell me why there’s a delay on the flight to Madrid?

– You’ve booked on flight LR876 on April 16th. You want to change this to KL875 on April 17th.

You say: _____

– You don’t understand how to get a ticket from an automatic machine. Ask a passer – by for help.

You: _____

– You have lost your ticket so you ask the ticket clerk to find your name on the computer.

You: _____

– You want a plane ticket o Barcelona.

You: _____

F. At the travel agency

Here's some information about the N. H. Hotel in Barcelona. Work in pairs. The one is the travel agent and the other is the client. Write a dialogue asking information and giving details about the hotel.

The NH Barcelona hotel is connected by shuttle service to the airport. Its superb accommodation standards, wide range of restaurants as well as business and convention facilities make it the ideal choice for both business and leisure travellers. Rooms from 100 Euros per night

Shuttle connection to the Airport (28 km)

20 minutes by bus

The city centre: 10 km

10-12 min by car, train, or shuttle bus

International Exposition Centre 100m, 3 min walk

APPENDIX

UNIT 10

LANGUAGE FOCUS

expensive, more expensive, the most expensive, bigger, the biggest, busier, noisier, more slowly, more carefully, the best, the worst, more exciting.

UNIT 11

TASK 3

Dialogue 1

- Excuse me, where's the Post Office?
- Walk down Green street and turn left at the second street. That's King's Road. Walk to the end of the block and you'll see it on your right. It's on the corner of King's and Newbury Roads, next to the library and opposite the cinema.

Dialogue 2

- Excuse me, how can I get to the swimming pool?
- It isn't very far. Walk down Glenn street and turn right at the end of the block. That's Newbury Road. Cross the road and walk past the school. Then cross King's Road and you'll find it. It's on the corner of King's and Newbury Road, opposite the school.

TASK 5

Change, get off, get to (2), go take (2), turn

1.

A: Excuse me. How do I **get to** King's street from here?

B: You need the District Line. **Take** the next eastbound train and **change** at Victoria for the Victoria line northbound. **Get of** at Oxford Circus. It's the second stop and when you come out of the station you'll see King's Road.

A: So, I need the District Line and then the Victoria line northbound.

B: Yes, that's right.

A: Thank you very much.

2.

Mary: Hello, Mary Brown.

Cathy: Hi, Mary, it's Cathy. How do I **get to** your office from my hotel?

Mary: Well, it's a fifteen – minute walk, or you can **take** a taxi.

Cathy: I'd like to walk. Can you give me directions?

Mary: Sure, it's very easy. **Turn** left out of the hotel, then take the second right, opposite the bank. **Go** straight on for about ten minutes, and you'll see our office on the left.

TASK 6

Walk up King's Road and turn left at the first street. That's Baker Street. Walk past the library on the corner and you'll see it at your left. It's between the library and the cinema, opposite the bank

UNIT 14

TASK 7

Unfortunately, we're having a number of problems with our clients in Larissa. Although they're excellent clients and they always pay on time, they aren't pleased with the merchandise we're sending them. Actually, they say they are meeting with a new manufacturer next week. So, I'd like to make a few suggestions. First, I think we should take a look at some of the suppliers in the area. I'm sure we can find a better one. Second, we could show them our concern by inviting them to a meeting. What's your opinion?

PLACEMENT TEST
BUSINESS ENGLISH
LEVEL: ELEMENTARY - PRE-INTERMEDIATE

A. Complete this identity card form for YOURSELF

NAME: _____
SURNAME: _____
DATE OF BIRTH: _____
NATIONALITY: _____
ADDRESS: _____
TELEPHONE NUMBER: _____
MOBILE TELEPHONE NUMBER: _____
E-MAIL ADDRESS: _____
MARITAL STATUS: _____
OCCUPATION: _____

(10 marks)

B. Write these in full form e.g. 10:00 a.m = ten o'clock in the morning

5:25 p.m _____
525€ _____
31/10/2006 _____
10:30 a.m _____
1998 _____
11.065€ _____
7,60£ _____

(7 marks)

C. Fill in the gaps with the correct preposition

1. We often go _____ work _____ car
2. Can you buy stamps _____ this shop?
3. I'll see you _____ 6:00 p.m _____ Thursday

(3 marks)

D. Use the Simple Present or the Present Continuous of the verbs in brackets

1. We _____ an English test at the moment (**write**)
2. They _____ English every day (**study**)
3. Helen _____ an exercise about the Present Continuous Tense now (**do**)
4. I _____ jeans today (**wear**)
5. How _____ to work? (**you/travel**)

(5 marks)

E. Complete this short letter with the words in the box

Do / meet / nine / e-mail / telephone / your / home / because / sell / buy / ask

Dear Sue,

Thank you for your _____ (1) call. Can I _____ (2) some more information about _____ (3) company? You say you don't _____ (4) hi-tech gadgets. It's a pity _____ (5) our customers _____ (6) these a lot. And how _____ (7) you sell cars on the radio? Yes, we can _____ (8) on Wednesday at _____ (9). _____ (10) me as soon as possible.

John

(10 marks)

F. Choose the right answer for questions 1-5

1. How many people are coming to the conference?
 - a. There were 50 people.
 - b. About 150 people.
 - c. I don't think he's coming.
2. Do you think the boss will take us out for lunch today?
 - a. I had a hamburger and fries.
 - b. He's probably too busy today.
 - c. I didn't take the bus.
3. Did you fax the letter to the client?
 - a. I'll type it after lunch.
 - b. No, I sent it by e-mail.
 - c. I collected some important information.

4. Did you have to wait very long?
 - a. No more than an hour.
 - b. I'll stay in today.
 - c. I hate long queues.

5. Can you answer the phone?
 - a. I didn't call anybody.
 - b. Yes, I'll do that later.
 - c. Not now. I'm too busy.

(5 marks)