



# Business Result

Pre-intermediate Student's Book

David Grant & Jane Hudson



OXFORD



# 1

# Companies

## Learning objectives in this unit

- Talking about what companies do
- Talking about your company using the present simple
- Making polite requests
- Introducing yourself and others

## Activity

- Make that contact!

## Starting point

- 1 Look at the pictures on this page. What do you know about these companies?
- 2 Do you think it's better to work for a large or a small company?
- 3 What kind of company do you work for?

## Working with words | Company facts



### 1 Read these descriptions of some companies. Complete their names.

1 This company **provides** many different Internet services, including news, online shopping, and email. Most of its **sales** come from advertising on its website. Its head office is in Sunnyvale, California.

Y \_\_\_\_\_

2 This company **produces** tyres for cars and other vehicles. It is **based** in France, but it has more than 125,000 **employees** all over the world. It is also well known for its red and green travel guides.

M \_\_\_\_\_

3 This northern European company operates in the retail market. It **specializes** in low-price products, including furniture, bathrooms, and kitchens.

I \_\_\_\_\_

4 It's a **subsidiary** of the European Aeronautic Defence and Space Company (EADS). The company makes planes for the commercial aircraft market, where its main **competitor** is Boeing.

A \_\_\_\_\_

5 This company makes many different electrical and electronic products, such as TVs, computers, and mobile phones. It is South Korea's largest company and **exporter**.

S \_\_\_\_\_



## 2 Complete these sentences with the words in **bold** in 1.

- 1 Some companies make or \_\_\_\_\_ goods.
- 2 Other companies \_\_\_\_\_ or offer services.
- 3 If you \_\_\_\_\_ in a particular product or service, it's your main activity.
- 4 If you work for a company, you are an \_\_\_\_\_.
- 5 If your head office is in a particular city, your company \_\_\_\_\_ there.
- 6 If you work in a \_\_\_\_\_, your company is part of a bigger group.
- 7 If you sell a lot of products, your \_\_\_\_\_ are very good.
- 8 If another company operates in the same market as you, it is your \_\_\_\_\_.

»» For more exercises, go to **Practice file 1** on page 102.

## 3 Work with a partner. Make sentences using the words in the table.

Gazprom	produces / makes ...
Pirelli	specializes in ...
AOL	operates in ...
Mitsubishi	provides / offers ...
Volkswagen	sells ...
UNICEF	's competitors are ...

## 4 01▷ An employee is talking about her company. Listen and complete the information in the table.

Name of company	BESAM
Products	<sup>1</sup> A _____ <sup>2</sup> d _____ mechanisms: locks and <sup>3</sup> s _____ systems
Group	Assa Abloy
Nationality	<sup>4</sup> S _____
Number of employees	<sup>5</sup> _____,000
Sales	<sup>6</sup> € _____ billion
Number of subsidiaries	<sup>7</sup> _____ in 40 countries
Other information	Main <sup>8</sup> c _____ are the Eastern Company, Ingersoll-Rand, and Master Lock



## 5 Work with a partner. Talk about Besam, using some or all of these phrases and the information in 4.

It's a(n) ... company / organization.	
It's a subsidiary of ...	Its head office is ...
It makes / produces ...	It provides / offers ...
It has ... employees	It operates in ...
It is based in ...	It specializes in ...
Its main competitors are ...	It has sales of ...

## 6 Now talk about your company using the phrases in 5.

»» Interactive Workbook »» Glossary

## Language at work | Present simple

### 1 Work with a partner. Ask and answer these questions.

- 1 Do you work for a multinational company?
- 2 Is it a new company?
- 3 What does it do?
- 4 Does it operate in many countries?
- 5 Where do you work?

### 2 Match the questions in 1 to answers a–e.

- a Yes, it does. \_\_\_\_
- b It provides engineering services to the car industry. \_\_\_\_
- c I have an office in London and another in Tokyo. \_\_\_\_
- d Yes, I do. \_\_\_\_
- e No, it isn't. \_\_\_\_

### 3 We use the present simple to talk about general facts or regular actions. Find examples in 1 and 2 for each of these rules.

- 1 In the third person singular (*he / she / it*), the verb ends in *-s* or *-es*.

*Example:* \_\_\_\_\_

- 2 With *I / you / we / they*, there is no final *-s*.

*Example:* \_\_\_\_\_

- 3 In most questions, use *do* with *I / you / we / they* and *does* with *he / she / it*.

*Example:* \_\_\_\_\_

- 4 Don't use *do* and *does* in questions with the verb *to be*.

*Example:* \_\_\_\_\_

» For more information and exercises, go to **Practice file 1** on page 103.

### 4 Read the text. Discuss the questions with a partner.

When you see the name Nestlé, perhaps you think of breakfast cereals, Nescafé instant coffee, or Nespresso machines. But what else do you know about the company? What other products does it sell, and where? How many people work for the company and why do they like working there? What does the company do to protect the environment?

Listen to *Nestlé in Focus* tonight at 8.00 p.m. to get answers to these and many other questions.



### 5 Work with a partner. Make questions about Nestlé using the prompts below.

*Example:* *How old is the company?*

- 1 How old / company?
- 2 What products / company / specialize in?
- 3 What / its annual sales?
- 4 Where / its head office?
- 5 How many factories / have?
- 6 company / sell / products / all five continents?
- 7 How many people / employ?
- 8 What / offer / its employees?
- 9 company / a lot of work in the community?
- 10 How / protect the environment?

### Tip | Questions with prepositions

In a question with a preposition, the preposition is usually the last word, not the first.

*Where is he **from**?*

*Who do you work **for**?*

*What market do you sell **in**?*



6 02> Match answers a–j to questions 1–10 in 5. Then listen to the radio programme and check.

a 780. —	f Many possibilities for training. —
b More than 140 years old. —	g Yes, it gives money and other help. —
c Yes, it does. —	h Food and beverages. —
d 276,000. —	i Vevey, Switzerland. —
e More than 107 billion Swiss francs. —	j By using less energy and packaging. —



7 Make sentences about Nestlé, using the questions in 5 and answers in 6.

Example: The company is more than 140 years old.

8 Work with a partner. Ask and answer the questions in 5 about your company.

9 Work with a different partner. Tell them about your first partner's company.

## Practically speaking | How to make polite requests

1 Complete these questions with *I* or *you*.

- 1 Could \_\_\_ speak to you for a moment?
- 2 Can \_\_\_ tell me your name?
- 3 Can \_\_\_ have another drink, please?
- 4 Could \_\_\_ call me again tomorrow?
- 5 Would \_\_\_ repeat that, please?
- 6 Could \_\_\_ help me for a moment?

2 03> Work with a partner. Match the questions in 1 to responses a–f below.

Listen and check your answers. Then practise the conversations.

a Yes, sorry. The reference is 1256 K. —	d Sorry, but I'm very busy. —
b Yes, of course. —	e Certainly. Same again? —
c I'm afraid I'm on holiday. —	f Sure. It's Woody Neilson. —

3 Work with a partner. Take turns to make and respond to requests, using the verbs in brackets.

Example: Can I have your telephone number, please?

- 1 I want your telephone number. (have)
- 2 I want your address. (give)
- 3 I don't understand you. (speak more slowly)
- 4 I need your signature on this document. (sign)
- 5 I need two chairs for my table. You have two free chairs at your table. (take)
- 6 I don't have time to speak to you now. (talk later)
- 7 I need your pen to sign the visitor's book. (borrow)
- 8 I didn't hear what you said. (say)

### Tip | can, could, and would

Could and would are generally more polite and formal than can.

Would is not used with *I*:

Could I speak to you?

NOT Would I speak to you?

## Business communication | Introducing yourself and others

**1 04** Gianluca Donatelli is at a conference. Listen to him introducing himself to Jana Frkova. Make notes about

- 1 Jana's nationality
- 2 her job
- 3 why she's at the conference.

**2 05** Complete what Gianluca says. Listen and check your answers.

- 1 Excuse me. \_\_\_\_\_ this seat free?
- 2 Thanks very much. Can I \_\_\_\_\_ myself? I'm Gianluca Donatelli.
- 3 Nice to meet you \_\_\_\_\_, Jana. Where are you \_\_\_\_\_?
- 4 And \_\_\_\_\_ do you work for?
- 5 Oh really? And what do you \_\_\_\_\_?
- 6 So \_\_\_\_\_ are you at this conference?
- 7 That's interesting. A friend of mine works for an Italian service provider. Can I introduce \_\_\_\_\_ to \_\_\_\_\_?
- 8 Roberto. Can you come here for a minute? This is ... Sorry, what's your name \_\_\_\_\_?
- 9 Roberto. \_\_\_\_\_ is Jana. She's writing an article on Internet service providers.

**3 05** Listen to Gianluca again. He asks Jana eight questions. Match Jana's responses to each question. Then work with a partner and practise the dialogue.

1 <u>c</u>	a I am a journalist.
2 _____	b Jana. Jana Frkova.
3 _____	c Yes, it is.
4 _____	d Nice to meet you. I am Jana Frkova.
5 _____	e I'm here to research an article on Internet service providers.
6 _____	f I am self-employed.
7 _____	g Yes, of course. That would be nice.
8 _____	h I'm from the Czech Republic.

**4** Why don't we learn much about Gianluca in the conversation in **1**?

**5 06** Listen to two extracts from a different version of the conversation.

- 1 What do we learn about Gianluca this time?
- 2 Underline the stressed words in Jana's questions.
  - 1 What about you? What do you do?
  - 2 What about you? What are you here for?

»» For more exercises, go to **Practice file 1** on page 102.

**6** Work with a partner. Have short conversations. Talk and ask about these things.

*Example: A Where are you from?  
B I'm from Spain. What about you? Where are you from?  
A I'm from Japan.*

• name	• company	• reason for being here
• country	• job	

**7** Work in groups. You are at a party at a conference. Introduce yourself and find out about another person. Then introduce this person to other people in the group.

### Key expressions

#### Introducing yourself

Can I introduce myself?  
My name's / I'm ...

#### Introducing others

Can I introduce you to ...?  
This is ...

#### Responding

Nice to meet you /  
How do you do.  
Nice to meet you too.

#### Asking about a person / job / company

What about you?  
What's your name (again)?  
Where are you from?  
Who do you work for?  
What do you do?  
Why are you here?

»» Interactive Workbook »» Phrasebank

## Make that contact!

07> Work with a partner. You are both at a conference. You are competing for a big customer. The first person to finish is the winner. Turn to File 01 on page 135 for the rules of the game.

PLAYER A Start		PLAYER B Start		
Where are you from?	I'm a sales manager.	Who are your main competitors?	Yes, I am. Nice to meet you.	Is this seat free?
We make car windows.	Who do you work for?	冗 JOKER 冗	Sorry, what's your name again?	No, it's a French company.
Can I introduce you to my boss?	It's 1263 Gray Rd, Carmel.	Does your company operate in Europe?	Italy	I'm Spanish. What about you?
How do you do?	冗 JOKER 冗	Yes, sure. It's Jan Olsen.	冗 JOKER 冗	Yes, it's 07 45 32 19 66.
What are your annual sales?	In Milan.	How many employees do you have?	We operate in Europe and North America.	What does your company do?
No, I work in one of our subsidiaries.	What services do you provide?	冗 JOKER 冗	Do you use English in your job?	Yes, I am.
Where's your head office?	No, we don't. We're a service company.	What do you specialize in?	Yes, of course. Please take it.	What does your company specialize in?
No, I'm American.	冗 JOKER 冗	I work for Goodyear.	冗 JOKER 冗	I'm in the Hotel Cap Verde.
Can you tell me your hotel room number?	My wife? She's a journalist.	Does your company have a website?	That's a very personal question!	Do you do any business in Asia?
Yes, we do / No, we don't.	Can I borrow your pen?	冗 JOKER 冗	You speak very good English!	Yes, of course. I'll give you my phone number.

**Congratulations! You made contact with the customer first!**

# Activity

# 2

# Contacts

## Learning objectives in this unit

- Talking about your job and the people you work with
- Talking about work activities using the present continuous
- Giving phone numbers and spelling names
- Making and receiving simple telephone calls

## Case study

- Dealing with a public relations crisis

## Starting point

- 1 At work, who do you usually speak to
  - 1 by phone?
  - 2 face-to-face?
- 2 Do you prefer communicating with people by email or on the phone?
- 3 How much of your day do you spend
  - 1 speaking with people?
  - 2 working alone?

## Working with words | Describing your job and job contacts

### 1 What do these people do in their work?

- 1 a retail buyer
- 2 a public relations officer
- 3 an occupational psychologist

### 2 Read the text quickly and compare your answers to 1.

#### 1 Sara – Retail Buyer



#### 2 Benjamin – Public Relations Officer



#### 3 Heidi – Occupational Psychologist



I work for a supermarket chain. My job **involves** buying prepared salads and vegetables from local and national **suppliers**. I also **take part** in different logistics projects. For example, at the moment we're working with an external **consultant**. He's looking at ways to get our salads and vegetables to the supermarket shelves more quickly.

I work for the police, but I'm not a policeman. A lot of my work **consists of** answering questions from journalists when the police are in the news. I'm also **involved in** a new project to attract new people to the police force. For this, I'm working with senior police officers and with outside **employment agencies**.

I'm self-employed. Basically, I **deal with** problems of relations between **staff**. At the moment, for example, I'm doing a study on virtual teamwork for one of my industrial **customers**. They work with many **sub-contractors** all over the world, and their managers want to communicate better with their **colleagues** abroad. I work a lot with **training organizations** which provide the courses my customers need.



3 Read the text again and complete the table.

Which person or people ...	Sara	Benjamin	Heidi
work(s) on problems of communication?			
work(s) with people outside the company?			
work(s) with products?			
works with companies, but not for a company?			

4 Work with a partner. Match the words in *italics* in the text to definitions a–h.

- a companies which sell their products to you \_\_\_\_\_
- b organizations which find new employees for you \_\_\_\_\_
- c companies which do work for you which you can't do yourself \_\_\_\_\_
- d people who work in the same company as you \_\_\_\_\_
- e organizations which offer courses to company employees \_\_\_\_\_
- f a person from outside a company who gives expert advice \_\_\_\_\_
- g companies which buy your products \_\_\_\_\_
- h all the people who work for a company \_\_\_\_\_

5 Work with a partner. Which people or organizations do you have contact with in your job?

6 08▷ Sang Chun is talking about his job in a software company. Listen and tick (✓) the people that he works with and the jobs that he does.

People	Jobs
Customers	Answering calls
Suppliers	Visiting
Sales reps	Developing new programs
Programmers	Discussing old programs

7 08▷ Complete this description of Sang Chun's job with a form of the phrases in **bold** from the text in 2. Listen again and check your answers.

Main job

This \_\_\_\_\_ answering calls from customers who are having problems with their software. It also \_\_\_\_\_ working with sales reps from time to time.

Other tasks

He isn't \_\_\_\_\_ developing *new* programs. But when programmers are preparing new versions of *old* products, he \_\_\_\_\_ in the discussions.

Typical problems

He \_\_\_\_\_ installation issues, password problems, bugs, etc.

» For more exercises, go to Practice File 2 on page 104.

8 Work with a partner. Tell your partner about your job. What is similar to your partner's job, and what is different?

- Main job
- Typical problems
- Other tasks (projects, etc.)
- People you work with inside and outside the company

**Tip** | verb / adjective + preposition + *-ing*

When a verb follows a preposition, it always ends with *-ing*.

*My job consists of answering the phone to customers.*

*He's involved in developing new software.*