

OXFORD

Business Result

SECOND EDITION



Pre-intermediate *Student's Book*

with Online practice

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Contents

Introduction

4–5

1 Companies

6–11

2 Contacts

12–17

3 Products & services

18–23

4 Visitors

26–31

5 Customer service

32–37

6 Employment



38–43

7 Travel

46–51

8 Orders

52–57

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
	Company facts	Present simple	How to ask somebody to repeat information	Making introductions	Make that contact!	<ul style="list-style-type: none"> talk about what companies do talk about your company ask somebody to repeat information introduce yourself and others
	Describing your job and contacts	Present continuous	How to say phone numbers and spell names	Making and receiving phone calls	Do you work too much?	<ul style="list-style-type: none"> describe your job and the people you work with talk about work activities give phone numbers and spell names make and receive phone calls
	Describing products and services	Past simple	How to show interest	Giving a research report	Products you can't live without	<ul style="list-style-type: none"> describe a company's products and services talk about inventions show interest in a conversation give a research report
Viewpoint 1  VIDEO A company profile 24–25						
	Company structure	Asking questions	How to confirm information	Welcoming a visitor	The question game	<ul style="list-style-type: none"> talk about company structure ask questions confirm information welcome a visitor
	Customer service	Comparisons	How to 'soften' a message	Making and dealing with complaints	The WOW! Awards	<ul style="list-style-type: none"> talk about customer service make comparisons soften a message when complaining make and deal with complaints
	Employment	Present perfect (1)	How to avoid negative answers	Evaluating options	The best companies to work for?	<ul style="list-style-type: none"> talk about employment procedures describe your experience in a job interview turn a negative answer into a positive answer evaluate options
Viewpoint 2  VIDEO The customer journey 44–45						
	Air travel	<i>will/going to/present continuous</i>	How to ask for directions	Arranging to meet	The travel game	<ul style="list-style-type: none"> talk about air travel discuss future plans, arrangements and decisions ask for and give directions make arrangements to meet
	Orders and deliveries	The passive	How to discuss payment terms	Making requests	Comparing payment methods	<ul style="list-style-type: none"> talk about orders and deliveries talk about order processes discuss payment terms make and respond to requests

	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
9 Selling 58–63	Advertising	Modal verbs (1) – obligation, necessity and permission	How to interrupt and avoid interruption	Controlling the discussion in meetings	Going viral	<ul style="list-style-type: none"> • talk about advertising • talk about obligation, necessity and permission • interrupt and avoid being interrupted • control the discussion in meetings
Viewpoint 3 VIDEO What colour is your logo? 64–65						
10 Environment 66–71	Environmental protection	First conditional	How to ask for clarification	Giving a formal presentation	Nudging	<ul style="list-style-type: none"> • talk about environmental protection • talk about probable future results • ask for clarification • give a formal presentation
11 Entertaining 72–77	Corporate hospitality	Countable and uncountable nouns	How to ask about food on a menu	Inviting and offering	Hospitality or bribery?	<ul style="list-style-type: none"> • talk about corporate hospitality • talk about corporate event facilities • ask about food on a menu • make invitations and offers
12 Performance 78–83	Evaluating performance	Present perfect (2) – with <i>for</i> and <i>since</i>	How to say complex numbers	Describing trends	The performance game	<ul style="list-style-type: none"> • talk about performance • talk about how long and when you have done things • say complex numbers • describe performance trends
Viewpoint 4 VIDEO Green business 84–85						
13 Future trends 86–91	Global issues	Future predictions	How to link ideas	Predicting and forecasting	Cause marketing	<ul style="list-style-type: none"> • talk about global issues • make predictions • link ideas together • make predictions and forecasts
14 Time 92–97	Managing time	Second conditional	How to use time expressions	Negotiating conditions	What happened to our free time?	<ul style="list-style-type: none"> • talk about time management • speculate and discuss consequences • talk about deadlines • negotiate conditions
15 Training 98–103	Personal development and training	Modal verbs (2) – giving advice	How to give positive feedback	Making and responding to suggestions	Ambition!	<ul style="list-style-type: none"> • talk about personal development and training • give advice • give and respond to positive feedback • make and respond to suggestions
Viewpoint 5 VIDEO A successful partnership 104–105						

Practice files **106–135**

Audio scripts **144–158**

Communication activities **136–143**

Irrregular verb list **159**

Introduction

Welcome to **Business Result Second Edition Pre-intermediate**. In this book you will find:

- 15 units
- 5 Viewpoint video lessons
- Practice files
- Communication activities
- Audio scripts
- Access to the Online practice

What's in a unit?

Starting point

- an introduction to the theme of the unit
- discussion questions

Working with words

- reading and listening about a work-related topic
- focus on key words and phrases
- practise the new words in speaking activities

Language at work

- grammar presented in authentic work contexts
- *Language point* box focuses on the key grammar points
- practise using the language in real work situations

Practically speaking

- focus on an aspect of everyday communication at work
- helps you to sound more natural when speaking
- practise speaking in real work situations

Business communication

- key expressions for authentic work contexts
- improve your communication skills for meetings, presentations, socializing, and phone calls
- *Key expressions* list in every unit

Talking point

- focus on interesting business topics and concepts
- improve your fluency with *Discussion* and *Task* activities
- *Discussion* and *Task* allow you to apply the topic to your own area of work

What's in the Communication activities?

- roles and information for pair and group activities
- extra speaking practice for the main sections of each unit

What's in the Viewpoint lessons?

The *Viewpoints* are video lessons, which appear after every three units. The topics of the *Viewpoint* lessons relate to a theme from the main units and include:

- interviews with expert speakers
- case studies of real companies

Each *Viewpoint* is divided into three or four sections, with a number of short video clips in each lesson. A *Viewpoint* lesson usually includes:

- A focus to introduce the topic. This contains a short video showing people discussing the topic.
- Key vocabulary and phrases which appear in the videos.
- Main video sections which develop listening and note-taking skills, and build confidence in listening to authentic language in an authentic context.
- Activities which provide speaking practice about the topic of the lesson.

All of the videos in the *Viewpoint* lessons can be streamed or downloaded from the *Online practice*.

What's in the Practice files?

Written exercises to practise the key language in:

- *Working with words*
- *Business communication*
- *Language at work*

Use the *Practice files*:

- in class to check your understanding
- out of class for extra practice or homework

The *Practice files* include a *Grammar reference* section with more detailed explanations of the grammar from each unit.

Follow the links (as shown below) to the *Practice file* in each unit.

» For more exercises, go to **Practice file 6** on page 116

» For more information, go to **Grammar reference** on page 117

What's in the *Online practice*?

- practice exercises for each *Working with words*, *Language at work*, and *Business communication* section
- unit tests
- email exercises for each unit
- automatic marking for instant answers
- gradebook to check your scores and progress

BusinessResult Pre-Intermediate

Content | Tracking | Class Tools | Communication | Resources | Advanced Tools

Contents > Unit 12 > Language at work 1

Language at work 1

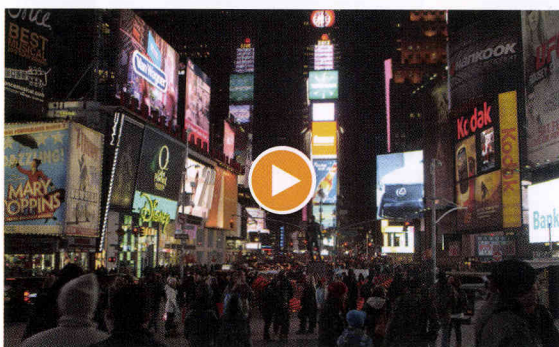
Choose the correct words to complete the sentences.

1. When the company?
2. sia? – No, never, but I would like to.
3. I to their Managing Director last week.
4. Jan unemployed since she left IBM last year.
5. The weather awful during our business trip to the USA.
6. I China several times since 1996.

Try again Start again Submit

Additional resources

- watch and download all of the *Viewpoint* videos
- listen to and download all of the class audio
- sample emails for each unit



BusinessResult Pre-Intermediate

Content | Tracking | Class Tools | Communication | Resources | Advanced Tools

Contents > Student resources > Sample emails > Unit 10 sample email

Unit 10 sample email

Sample Email 10 Asking for and giving clarification

From: Carrie Compton
To: Keith Brown

Subject: September conference invitation

Dear Carrie,

Thank you for inviting me to speak at your conference in September. **Could I just clarify** exactly what you are asking me to do? **If I understood correctly, you're asking** that I do three separate presentations, **to that what you mean**, or was it a choice of those different times?

Also, **I understand that** you want me to talk on cutting carbon emissions in the office. I spoke on a similar topic in Bratislava last autumn. I have attached the PowerPoint presentation from that talk for you to look at. **Can you tell me if this is what you want?** I look forward to hearing from you.

Yours
Keith

How to access your *Online practice*

To access your *Online practice*, you will find an access card on the inside cover of your Student's Book. This contains an access code to unlock all the content in the *Online practice*.

Go to www.oxfordlearn.com and activate your code, and then follow the instructions online to access the content.



1

Companies

Starting point

- 1 What kind of company do you work for?
- 2 Do you think it's better to work for a large or a small company?

Working with words | Company facts

- 1 Work with a partner. What do you know about these companies?

Ben and Jerry's Michelin Yahoo! Samsung Ikea



- 2 Read this text. Match descriptions 1–5 to the companies in 1.

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

- 2 This company makes tyres for cars and other vehicles. It is **based** in France, but it has more than 111,000 **employees** all over the world. It is also well known for its red and green travel guides.

- 3 It's a Swedish company and it **operates** in 37 countries. It **specializes** in low-price household products, including furniture, bathrooms and kitchens. _____
- 4 It's a **subsidiary** of Unilever. The company makes ice cream and frozen yoghurt, and its main **competitor** is Häagen-Dazs.

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

- 3 Work with a partner. Which companies in 2 do you know well? Do you use any of the companies or their products? What do you think of them?

4 Complete these sentences with the words in bold from 2.

- 1 Some companies make or _____ goods.
- 2 Other companies _____ or offer services.
- 3 If you _____ in a product or service, it's your main activity.
- 4 If you work for a company, you are an _____.
- 5 Your company is _____ in the town or city where it has its head office.
- 6 If you work in a _____, your company is part of a bigger group.
- 7 Your company _____ in a country where it sells or makes its products.
- 8 A company in the same business as you is your _____.
- 9 A company that sells its products in other countries is an _____.
- 10 Your _____ is the money you receive for your products or services.

5 How many syllables are there in the words in 4? Where is the stress?

6 Complete this text with words from 4. Sometimes you need to change the form.

Skoda ¹ _____ cars and other vehicles. It is a ² _____ of Volkswagen (VW) Group and it is the third oldest car maker in the world. It's ³ _____ in the Czech Republic, but it is a global company. It ⁴ _____ in 103 markets and has more than 25,000 ⁵ _____ worldwide.

Skoda has the advantages of a central European location and technology from the VW Group. For this reason, its costs are lower than many of its ⁶ _____, and it ⁷ _____ in cars which offer good value for money.

When the company started, it produced bicycles. Today, it continues to ⁸ _____ support services to the Tour de France and Tour of Britain cycle races.

» For more exercises, go to **Practice file 1** on page 106.

7 Name three big companies in your country. What do they do?

8 ▶ 1.1 Listen and complete the information about the ASSA ABLOY Group.

Name of group	ASSA ABLOY
Products	¹ l _____ and ² s _____ s _____
Competitors	³ E _____ C _____, Ingersoll-Rand, and Master Lock
Nationality	⁴ S _____
Number of employees	⁵ _____,000
Revenue	⁶ € _____ billion
International operations	⁷ over _____ countries, ⁸ _____ companies
Name of the subsidiary	⁹ B _____

9 Make sentences about the employee and her company, using the information in 8 and some or all of the words in 4.

Example: She works for ASSA ABLOY.

It produces locks and security systems.

10 Work with a partner. Talk about your company or organization.

Tip | Word stress

To pronounce a longer word correctly, you need to know (a) the number of syllables (b) which syllable has the main stress or accent.

company (3 syllables)

country (2 syllables)

activity (4 syllables)

Language at work | Present simple

- 1 Work with a partner. Ask and answer questions 1–5.
 - 1 Which company do you work for?
 - 2 Is it a new company?
 - 3 What does it do?
 - 4 Do you work at the head office?
 - 5 Does the company have offices in other countries?

- 2 Work with a partner. Are these sentences about *Gazprom*, *Nestlé* and *Toyota* true (T) or false (F)?
 - 1 Gazprom produces energy.
 - 2 The companies aren't competitors.
 - 3 Nestlé provides services but it doesn't produce anything.
 - 4 Two of the companies produce cars.
 - 5 Toyota isn't Russian.
 - 6 Nestlé and Gazprom don't have their head office in Japan.

- 3 Find examples from 1 and 2 for descriptions 1–5 in the *Language point*. Then choose the correct words in *italics* to complete sentences a–c.

LANGUAGE POINT

- 1 Verbs with *-s* or *-es* at the end _____
 - 2 A negative sentence using the verb *do* _____
 - 3 A negative sentence using the verb *be* _____
 - 4 A question using the verb *do* _____
 - 5 A question using the verb *be* _____
- a We use the present simple to talk about *something happening now* / *facts or regular actions*.
- b We add *-s* or *-es* to the end of the verb in the *second* / *third* person singular.
- c We use *be* / *do* for questions with adjectives, and we use *be* / *do* for questions with verbs.

» For more information, go to **Grammar reference** on page 107.

- 4 Choose the correct words in *italics* to complete the text.



You probably ¹*know / knows* that Nestlé ²*produce / produces* Nespresso machines and Nescafé instant coffee. And many people ³*see / sees* the Nestlé name on their breakfast cereal packet every morning. But what else ⁴*do / does* you know about the company? What other products ⁵*is / does* it sell, and where? And the food industry ⁶*isn't / doesn't* always green, so what does the company ⁷*do / does* to protect the environment?

Our reporter Rosa Manning ⁸*talk / talks* to employees of Nestlé and discovers what they do. She ⁹*learn / learns* why most employees ¹⁰*are / do* happy to work there and why most of Nestlé's employees ¹¹*isn't / don't* want to leave.

Listen to Nestlé in Focus tonight at 8 p.m. to learn more about one of the world's biggest food companies.

5 ▶ **1.2** Listen and make a note of three interesting facts about Nestlé. Compare with your partner.

6 ▶ **1.2** Listen again and answer questions 1–9.

- 1 How old is the company?
- 2 What products does it produce?
- 3 What is its annual revenue?
- 4 Where is the head office?
- 5 How many factories does it have?
- 6 How many employees does it have?
- 7 Is employee training important for the company?
- 8 Does the company help local communities?
- 9 Is it a green company?

7 Use the information from **6** to make sentences about Nestlé.

Example: The company is over 150 years old.

» For more exercises, go to **Practice file 1** on page 107.

8 Work with a partner. Ask and answer the questions in **6** about your company or a company you know well.

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

Practically speaking | How to ask somebody to repeat information

1 Somebody speaks to you at a conference but you don't hear them. How can you ask the person to repeat the information?

*Hi. My name's **** and I work for **** in ****.*

2 ▶ **1.3** Listen to the conversation. Write the information about the company.

Number of countries: _____

Number of factories: _____

Number of employees: _____

Annual sales: _____

3 ▶ **1.3** Listen again and complete the expressions for asking somebody to repeat the information.

1 Sorry, can you _____?

2 Sorry, can you _____ a bit _____?

3 Sorry, _____ employees do you have?

4 And _____ your annual sales _____?

4 Which two questions in **3** ask the speaker to repeat only part of the information? What similar questions can you ask in response to the person in **1**?

5 Write five facts about yourself or your company, but replace certain words with ****. Read your sentences to your partner. Take turns asking them to repeat the missing information.

Tip | Intonation in questions

In a *Wh* question (*What, Where, Why, etc.*), your voice normally goes down at the end. When you ask a person to repeat certain information, your voice goes up:

What's your name? →

Mika Krzyzewski

Sorry, what's your name (again)? →

Just call me Mika.



Business communication | Making introductions

- 1 What do you talk about when you meet someone at a conference for the first time?
- 2 ▶ 1.4 Listen to Gianluca introducing himself to Carmen at a conference. Make notes about:
 - 1 Carmen's nationality
 - 2 her job
 - 3 why she's at the conference
- 3 ▶ 1.4 Complete what Gianluca says. Then listen again 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 _____, Carmen. 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 a minute? This is ... Sorry, what's your name _____?
 - 9 Roberto. _____ is Carmen. She's writing an article on Internet service providers.

- 4 ▶ 1.4 Match questions 1–8 in 3 to Carmen's responses a–h. Then listen and check.

- | | |
|------------|--|
| 1 <u>c</u> | a I'm a journalist. |
| 2 _____ | b Carmen. Carmen Sanchez. |
| 3 _____ | c Yes, it is. Go ahead. |
| 4 _____ | d Nice to meet you. I'm Carmen Sanchez. |
| 5 _____ | e I'm here to research an article on Internet service providers. |
| 6 _____ | f I don't work for a company. I'm self-employed. |
| 7 _____ | g Yes, of course. That would be nice. |
| 8 _____ | h I'm from Argentina. |

- 5 Practise the conversation with a partner.

- 6 ▶ 1.5 Listen to another extract of the conversation between Gianluca and Carmen. Underline the stressed words in Carmen's questions. Why does she stress these words?

- 1 **Gianluca:** What do you do? **Carmen:** What about you? What do you do?
- 2 **Gianluca:** Why are you here at this conference? **Carmen:** How about you? Why are you here?

» For more exercises, go to **Practice file 1** on page 106.

- 7 Work with a partner. Have short conversations using the prompts below.

- Name
- Company
- Country
- Job
- Reason for being here

Example: A Can I introduce myself? I'm Felipe.

B Nice to meet you. My name's Juan.

A Where are you from, Juan?

B I'm from Spain. What about you? Where are you from?

A I'm from Brazil.

- 8 Work in small groups. You are at a conference. Introduce yourself to 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 person/job/company

What's your name (again)?

Where are you from?

Who do you work for?

What do you do?








Why are you here?

What/How about you?

TALKING POINT

Make that contact!

► 1.6 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 page 136 for the rules of the game.

	PLAYER A Start here		PLAYER B Start here	
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?	JOKER 	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?
You, too.	JOKER 	Olsen. Jan Olsen.	JOKER 	Yes, it is.
What is your annual revenue?	In Milan.	How many employees does your company 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?	JOKER 	Do you use English in your job?	Yes, I am.
Where's your head office?	No, we don't. We're a service company.	I'm here to look at new products. What about you?	Fifteen	What does your company specialize in?
No, I'm from South America.	JOKER 	I work for Goodyear.	JOKER 	No, I'm not. Just today.
I'm in room 356. How about you?	My husband/wife? He's/She's a journalist.	Sorry, what's your company again?	That's a very personal question!	Do you do any business in Asia?
Yes, we do.	Do you come here every year?	JOKER 	Why is your English so good?	No, it doesn't.

Congratulations! You made contact with the customer first!