

Working in English

Student's Book

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 **CAMBRIDGE**
UNIVERSITY PRESS

PUBLISHED BY THE PRESS SYNDICATE OF THE UNIVERSITY OF CAMBRIDGE
The Pitt Building, Trumpington Street, Cambridge, United Kingdom

CAMBRIDGE UNIVERSITY PRESS

The Edinburgh Building, Cambridge CB2 2RU, UK
40 West 20th Street, New York, NY 10011-4211, USA
477 Williamstown Road, Port Melbourne, VIC 3207, Australia
Ruiz de Alarcón 13, 28014 Madrid, Spain
Dock House, The Waterfront, Cape Town 8001, South Africa

<http://www.cambridge.org>

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First published 2001

Fifth printing 2003

Printed in the United Kingdom at the University Press, Cambridge

Typeface Janson Monotype 11/14pt. *System* QuarkXPress® [ODI]

A catalogue record for this book is available from the British Library

ISBN 0 521 77684 8 Student's Book
ISBN 0 521 77683 X Teacher's Guide
ISBN 0 521 77685 6 Personal Study Book with Audio CD
ISBN 0 521 77682 1 Student's Book Audio Cassette Set
ISBN 0 521 77681 3 Student's Book Audio CD Set
ISBN 0 521 77679 1 Video [PAL]
ISBN 0 521 00851 4 Video [SECAM]
ISBN 0 521 00850 6 Video [NTSC]

1

Pleased to meet you!

Meeting people for the first time



A

1 In your country, when business people meet for the first time, what do they usually do? Put ticks or crosses in the boxes to show your answers:

✓✓ = usually ✓ = sometimes ✗ = not usually ✗✗ = never

- They exchange business cards.
- They shake hands.
- They bow to each other.
- They talk about a neutral subject (such as the weather) before getting down to business.
- They get down to business right away.
- One offers the other a cigarette.
- They have a drink together.
- They have a meal together.

2 Listen to two conversations where people are meeting for the first time. Tick the questions you hear.

How are you?
Did you have a good journey?
Did you have any difficulty finding the office?
Is this your first visit to Paris?
Would you like something to eat?

How's it going?
How was your journey?
Did you manage to find us all right?
Have you been here before?
Have you had lunch?

3 Work in pairs. What other questions can you think of for the situations above?



You never get a second chance to make a good first impression.

B

- 1 Look at these phrases which you can use when meeting someone on business. **Highlight** the phrases you want to remember.

Host/Receptionist

Good morning. Are you Mr Brown?

Hello, Mr Brown, my name's Sam Allen.
Pleased to meet you.


Mrs Green will be back in a few minutes.
Would you like to sit down?
Can I take your coat?
Can I get you something to drink?
Would you like some coffee or tea?
How do you like your coffee?

Visitor

Good morning, yes, I'm Tony Brown.
I have an appointment with Mrs Green.

Nice to meet you, Sam. Do call me Tony.

Thank you. That's very kind of you.
Coffee would be nice, please.
Black/white please, no sugar/two sugars.

- 2  You are Kim Wilson. What can you say to Mr Jones in this conversation? Communicate the ideas in brackets. Write your exact words in the blanks, using some of the phrases above.

You: *Oh, good afternoon, are you Mr Jones?*

Mr Jones: *Yes, good afternoon. I'm here to see Kim Wilson.*

You: _____ (That's you!)

Mr Jones: *It's nice to meet you too, Kim.*

You: _____ (Welcome him, offer a seat.)

Mr Jones: *Oh, yeah, thanks.*

You: _____ (Offer him a drink.)

Mr Jones: *Oh, yes, please, could I have some coffee?*

You: _____ (White?)

Mr Jones: *Oh, no, thanks, black, please, without sugar.*


You: _____ (Does he want something to eat?)

Mr Jones: *No, no thanks, I'm all right, I had lunch on the plane.*


You: _____ (Ask about his journey.)

Mr Jones: *Oh, you know, not too bad . . .*

- 3  Listen to the recording and compare your ideas with the model version.

- 4  Role-play meeting someone for the first time. Take turns to be the host and the visitor.

C

- 1  Imagine that you are attending a conference and want to get to know some fellow-delegates. You'll be role-playing meeting them for the first time. One of you should look at **File 1** on page 118, the other at **File 31** on page 130. Follow the instructions there.

- 2  After the role play, discuss these questions:

- How did you get better at meeting people for the first time?
- What would you do differently next time?
- How are real-life meetings different from the role play?



"First, as an ice breaker, how many of you have tattoos?"

2

What do you do?

Finding out about work routines



Charles Cotton



Peter Callaghan

A

1 Look at the photos and discuss this question:

- What kind of work do you think each person does?

2 Listen to Charles and Peter talking about their work. Fill the blanks in the summaries below.

Charles Cotton is Chief Officer of Virata, a software and semi-conductor company. The company's Office is in California and employs people in different locations around the world.

His job is satisfying because the company has been , and it's exciting to see the way they are helping to change the nature of communications in the .

Peter Callaghan is a 'company '. His job is to help unsuccessful companies to make a profit. He does this by encouraging the people in the company to their attitudes and this leads to a change in the success of the company. But not every employee can do this. He has a saying: 'If you can't change the people, you have to the people' – and employees who won't change, lose their .

3 Listen to Charles and Peter describing a typical day. Answer the questions by writing **C** for Charles or **P** for Peter next to each one.

Which of them ...

- | | |
|--|--|
| starts work at 7 am? | doesn't receive much mail? |
| starts work at 9 am? | has meetings with people outside the company, such as investors? |
| doesn't switch on his computer when he first gets to the office? | has meetings with project teams? |
| receives up to 100 e-mails a day? | has two or three meetings a day? |

4 Discuss these questions:

- What are the differences between your own job (or a job you would expect to have) and their jobs?
- How would you feel if Peter was called in as 'company doctor' in your company?


B


1  Match these questions to the numbered fields on the screen below.


- a *What's your name?*
- b *When do you work on Saturdays?*
- c *If you're not in the office, who is the best person for me to talk to?*
- d *What is your busiest time of day? When do you prefer not to receive phone calls?*
- e *What is your phone number / e-mail address / fax number?*
- f *What is your quietest time of day? When is the best time to phone you?*
- g *What is the best way to get in touch with you quickly? By phone, e-mail or fax?*
- h *What is the time difference between here and your country?*
- i *What time do you start work in the morning? When do you finish work?*
- j *What time do you usually go for lunch?*
- k *What do you do? / What's your job?*
- l *What's the name of your company?*
- m *What's the postal address?*

The screenshot shows a 'Client Database' window with a form. On the right side of the form, 13 numbered circles are placed next to the input fields to indicate where the questions from the previous list should be matched. The fields are:

- 1. Name
- 2. Job title
- 3. Company
- 4. Address
- 5. Time difference
- 6. Working hours (Mon-Fri)
- 7. Lunch break
- 8. Working hours (Sat)
- 9. Busiest time of day (when not to call):
- 10. Quietest time of day (best time to call):
- 11. If not available, talk to:
- 12. Preferred way of getting in touch: phone e-mail fax
- 13. phone number + extension
- e-mail address
- fax number

2  Ask each other questions and complete the fields in the database with information about your partner. (Use your imagination and make up the information about yourself, if necessary.)

3  Work with a different partner. Ask questions to find out about the person your partner was talking to in 2.

4  One of you should look at **File 2** on page 118, the other at **File 32** on page 130. You'll be helping each other to fill in the missing information for two clients.

3

Around the world

Being sensitive to other people's customs, culture and behaviour



A

1 You'll hear Charles Cotton and Isabel Boira Segarra talking about their experiences of working in California and Spain. Before you listen to the recordings, try to fill some of the blanks in the summaries below.

2 Listen to the interviews and fill the blanks, using the words on the right.



In technology companies in California, people work at least a -hour day. They start before am and finish at or pm. They are in bed by pm. The idea of a '' day started in California, but now people are smartly again.

Even though Charles is Chief Executive Officer, everyone calls him by his name. The working environment is and there is not much hierarchy. Every the staff have an informal where they can each other on what's happening in different .

- 10
- 12
- 7
- 7
- 8
- first
- dress-down
- dressing up
- areas
- Friday
- get-together
- relaxed
- update



There are many public holidays in Spain. Employers have to take their main holiday in a block in . If there is a holiday on a , people often take the Friday off, too. In many people take a whole week off.

In Isabel's experience, Spanish people have a attitude to time. There is often a lot of in offices. A Spanish office is more than an English office. She has to remember to keep her down in England.


- noisy
- November
- relaxed
- August
- Friday
- smoke
- Thursday
- voice

3 Discuss these questions:

- Which of the points that Isabel and Charles made are also true about your country?
- When do co-workers use first names in your country?
- Would you call your boss by his/her first name?
- What kind of clothes do people wear for business in your country?
- What are the normal working hours in a factory and in an office in your country?
- How much do people socialize with each other after work?

4  What advice can you give to Charles and Isabel if they visit your country?

People don't usually . . . It's better to . . .

B 1  There are many aspects of non-verbal behaviour that vary across cultures. This text focuses on two: the use of space and touching. Read the text and discuss these questions:

- Do you agree with the text?
- What (other) similarities and differences are there between your culture and the ones mentioned in the text?
- What other aspects of non-verbal behaviour should business people be aware of?

The use of space


How close should you sit to someone when you are doing business? Of course, it will depend on where you are: in the office, restaurant or boardroom. And whether you are dealing with someone of the same or opposite sex, and standing or sitting.

However, you should always bear in mind that people will have a different 'space bubble' depending on their background. For example, people from the Mediterranean tend to sit or stand closer together than Northern Europeans or East Asians when doing business.

And if you are from a large 'space bubble' culture and meet someone from a small 'space bubble' culture, stepping back may be misunderstood. It may look like you don't like the person.


Touching

Business people touch when they shake hands, but the strength of the handshake can vary. In Germany it is firm, whereas in France it is light. As for other forms of physical contact, it is all right to pat someone on the shoulder or slap them on the back in the USA, but in the UK people sometimes don't like this sort of behaviour.

2  Imagine that a new colleague from another country has come to work in your office. (Think of a workplace you know – or imagine a typical workplace in your country.) You're sitting together having coffee. How would you answer these questions?

*What are the working hours? Is it OK to call colleagues by their first name?
What sort of clothes should I not wear? Is there a dress code in the office?
When is lunchtime? How long do we have for lunch?*

- What other questions might the new colleague ask you?
- What questions would you ask him or her to be friendly?

3  One of you should look at **File 3** on page 119, the other at **File 34** on page 131. You'll be taking part in a role play.



If you visit another country, don't expect everyone to behave in the same way that you do. Remember that foreign visitors to your country may find things strange and may not behave in the 'right' way – so be tolerant!

4

Could you please . . . ?

Offering to help • Making requests • Asking permission



1 Imagine that Anna and Ben, the people in the pictures, are colleagues of yours. What would you say to them? Decide which phrases you would say and tick the boxes.

	To Anna	To Ben	To neither
<i>I'll see if I can make it work, if you like.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>I'll turn up the air-conditioning, if you like.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Is there anything I can do?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Leave it to me, I'm an expert.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Shall I try to fix it for you?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Shall I turn down the heating?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Why don't you go outside for some fresh air?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Why don't you take off some of your clothes?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Would you like me to help you with that?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Would you like me to open the window?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Look at the phrases below. Imagine that you didn't offer to help them.

- What can Anna and Ben say to REQUEST your help – and how would you reply?
- What can Anna and Ben say if they want to ask your PERMISSION – and how would you reply?

offering to do something

- yes
- no

Shall I . . . ? Would you like me to . . . ?
Oh, yes, please. That's very kind of you.
No, don't worry. I can manage.

making a request

- yes
- no

Could you please . . . ? Please could you . . . ?
Yes, certainly. All right.
I'm afraid not because . . . I'm sorry, I can't because . . .

asking permission

- yes
- no

Do you mind if I . . . ? Would anyone mind if I . . . ?
Go ahead. No, of course not.
I'm afraid you can't do that because . . .

3 Listen to the recording and practise saying the phrases.



If you want to sound polite, say 'Please', 'Thank you' and 'You're welcome' a lot. If someone's not looking directly at you (and can't see your smiling face), it's best to be very polite – especially on the phone where they can only hear your voice.

B

1 Take turns to play each role in this conversation.

Before you begin the role play, you may find it helpful to go through it together deciding exactly what you're going to say. Then take part in the role play together.



Say hello.

Say hello. Ask if he/she has a problem.

There's a paper jam in the photocopier.

Offer to help.

Accept the offer.

Explain what you're doing as you lift the lid, take out the jammed paper and close the lid.

Thank him/her.

Ask if you can make a couple of copies first.

Agree.

Thank your colleague. Make two copies. Say you've finished.

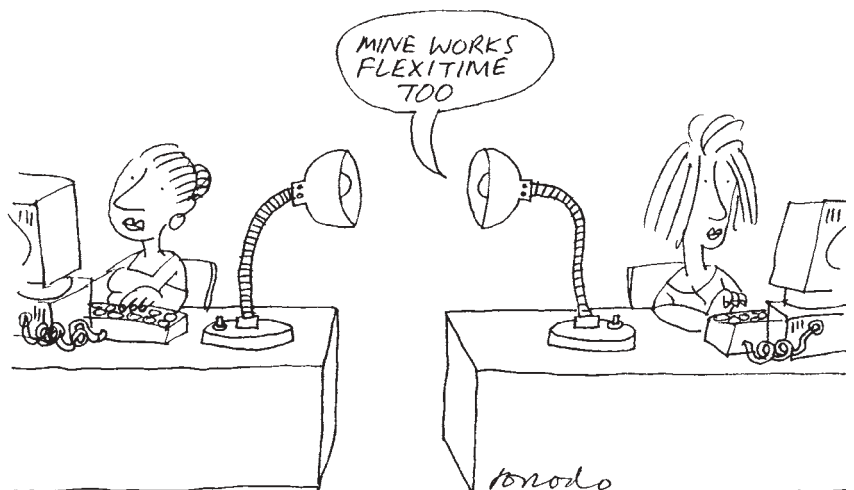
Say you hope it doesn't go wrong again.

Wish your colleague good luck and say goodbye.

Say thanks and goodbye.

2 Listen to the recording and compare your ideas with the model version.

3 One of you should look at **File 4** on page 119, the other at **File 35** on page 131. You'll have some mini-situations to role-play.



5

I'm sorry, could you say that again?

Dealing with communication difficulties



Ms Brown and Tom White



Mr Andrews and Lisa Wood

- A** 1 What do you think is happening in the photos? How do the people feel, do you think?
- 2 Listen to recordings of the two situations in the pictures. Note down why the situations are difficult. Listen again and decide what Tom White and Lisa Wood should say, and write it down.

Ms Brown, the client, is asking Tom White for information about a product.

It's difficult for Tom because

Tom should say

Lisa Wood is asking Mr Andrews, the supplier, when the goods will be shipped.

It's difficult for Lisa because


Lisa should say

- 3 Listen to what Tom and Lisa actually said, and write it down. Who coped better with the difficult situation? What do you think will happen next?

Tom:

Lisa:

B

1  Various things may make it difficult to understand people talking English. Which of the following do you find difficult? Which is the worst problem for you?

- a native speaker talking fast
- a native or non-native speaker with a strange accent
- a non-native speaker who makes mistakes in English
- background noise (traffic, machinery, etc.)
- other people talking in the background
- (on the phone) not being able to see the other person's face, body language and gestures


2   Listen to SEVEN clips of people making requests and asking for information. Choose the correct answer for each. Compare your answers and then listen again.

- 1 Ms A wants to know . . .
the retail price the wholesale price neither of these both of these
- 2 Mr B's extension number is . . .
4458 5844 8544
- 3 Ms C's assistant is called . . .
Henry Duval Henri Duvalier Henry Duvalier Henri Duval
- 4 How many boxes does Mr D require altogether?
30 45 60 75
- 5 The contract must be ready for Ms E by the . . .
15th of this month 14th of next month 4th of next month
- 6 What is the name of Mr F's hotel?
King King's Kingsway Kingswood Seafront
- 7 What is the product number that Ms G mentions?
141220 121420 121402 141202

3 In real life you can't rewind a recording to hear people again. Which of these phrases would you use to respond to the people in each situation?

I'm sorry, could you say that again, please?
Did you say . . . or . . . ?
Do you mean . . . ?
How do you spell that?
Could you say those figures again more slowly, please?
Can I just check that I've noted that down correctly?
Could you write that down for me, please?

4   Listen to the model responses. Then practise saying the phrases.

5  One of you should look at **File 6** on page 120, the other at **File 37** on page 132. You'll each have some information to give to the other, which you'll have to repeat or spell aloud.