A  Hiroshi Akimoto works for GameZ, a video games company in Japan. He is at the airport to meet two visitors. Listen. Check (✔) what you hear.

1 ☐ Excuse me.
2 ☐ No, I’m not.
3 ☐ Yes, that’s right.
4 ☐ Good afternoon.
5 ☐ Welcome to Osaka.
6 ☐ This is my colleague.
7 ☐ Can I help you with your coat?
8 ☐ That’s very kind.
9 ☐ How was your flight?
10 ☐ It was fine.

B  Listen again. Check (✔) true or false.

<table>
<thead>
<tr>
<th></th>
<th>True</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mr. Akimoto and Mr. Tomlin know each other.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Mr. Tomlin and Ms. Klein arrive in the morning.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The airport is in Osaka.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Ms. Klein is Mr. Akimoto’s colleague.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The flight was long and hard.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Mr. Akimoto wants to take a taxi.</td>
<td></td>
</tr>
</tbody>
</table>

C  Work in groups of three. Practice meeting and introducing yourself and others.

Excuse me. Are you . . . ?
My name is . . .
Nice to meet you.
Nice to meet you, too.
How was your flight / your trip?

Good morning/afternoon.
I’m . . . from . . .
This is . . .
Can I help you with . . . ?
Read the information about these four businesspeople.

<table>
<thead>
<tr>
<th>Name</th>
<th>From</th>
<th>Works In</th>
<th>Company</th>
<th>Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hiroshi Akimoto</td>
<td>Tokyo, Japan</td>
<td>Osaka, Japan</td>
<td>GameZ</td>
<td>marketing manager</td>
</tr>
<tr>
<td>Lin Yao Chen</td>
<td>Taipei, Taiwan</td>
<td>Osaka, Japan</td>
<td>GameZ</td>
<td>IT data scientist</td>
</tr>
<tr>
<td>Christine Klein</td>
<td>Berlin, Germany</td>
<td>London, UK</td>
<td>Digital Design</td>
<td>video game designer</td>
</tr>
<tr>
<td>Robert Tomlin</td>
<td>Glasgow, Scotland</td>
<td>London, UK</td>
<td>Digital Design</td>
<td>product manager</td>
</tr>
</tbody>
</table>

Hiroshi Akimoto and Lin Yao Chen are colleagues. They work for GameZ in Japan. What do they do there? Hiroshi is a marketing manager. Lin Yao is an IT data scientist. They like their jobs. They live in Osaka, but they don’t come from there. Hiroshi comes from Tokyo. And where does Lin Yao come from? She comes from Taipei.

Christine Klein and Robert Tomlin are colleagues, too. But they aren’t in the same department. Christine is a video game designer. Robert is a product manager. They work for Digital Design in London, but they don’t live in London. They live outside London. And where do they come from? Robert comes from Glasgow and Christine comes from Berlin. She isn’t English. She’s German. But she doesn’t speak German at work. She speaks very good English. And you? Do you speak good English, too?

The verb to be

<table>
<thead>
<tr>
<th>Long form</th>
<th>Short form</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>he is</td>
<td>he isn’t</td>
<td></td>
</tr>
<tr>
<td>she is</td>
<td></td>
<td>they’re</td>
</tr>
</tbody>
</table>

Hiroshi is a marketing manager.
Complete the sentences.

### Present simple

<table>
<thead>
<tr>
<th>Statements</th>
<th>Hiroshi .............. for GameZ. He ............... his job.</th>
<th>Hiroshi and Lin Yao .............. for GameZ. They ............... their jobs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lin Yao ... for GameZ, too. She also ............... her job.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Negatives</th>
<th>Christine comes from Berlin, but she ............... there.</th>
<th>Christine and Robert work in London, but they ............... there.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robert comes from Scotland, but he ............... there.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Questions</th>
<th>A: Where .............. Lin Yao ...............?</th>
<th>A: Where .............. Hiroshi and Lin Yao ...............?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B: She works in Osaka.</td>
<td>B: They work in Osaka.</td>
</tr>
<tr>
<td>A: What .............. she ..............?</td>
<td>A: What .............. they ..............?</td>
<td></td>
</tr>
<tr>
<td>B: She’s an IT data scientist.</td>
<td>B: He’s a marketing manager. She’s an IT data scientist.</td>
<td></td>
</tr>
</tbody>
</table>

### D Complete the chart.

<table>
<thead>
<tr>
<th>Present simple</th>
<th>Positive</th>
<th>Negative</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>I/you/we/they</td>
<td>work</td>
<td>doesn’t work</td>
<td>Do ..............?</td>
</tr>
<tr>
<td>he/she/it</td>
<td>............</td>
<td>............</td>
<td>............</td>
</tr>
</tbody>
</table>
Listening and speaking

Opening and closing conversations

A 1 How do you start a conversation? The words in these sentences are mixed up. Put them in the correct order. Then listen and check.

1 At a hotel
A: me / excuse / Ms. Lee / are / you ?
B: that’s / yes / right / Mr. Tang / must / you / be
A: am / I / yes / to / keep / you / sorry / waiting / I’m
B: right / all / that’s

2 On an airplane
A: are / you / to / Indonesia / on / business / going ?
B: I / yes / am / you / and ?
A: no / on / vacation / going / I’m
B: you / lucky !

B 3 When we meet somebody for the first time, we often talk about everyday topics. Listen to the conversation and check ✓ the topics the two people talk about.

- food
- hobbies
- jobs
- language
- traffic
- vacations

What do you talk about in your country when you don’t know somebody?

C 4 Listen to two ways to finish a conversation. Complete the sentences.

1 A: Well, it was ............... to you.
   B: Yes, I hope ............... sometime.
   A: That would be great. I’ll call you next time I .............
   B: Fine.

2 A: Would you ............... ? I have to go soon.
   B: What time ............... leave?
   A: At six. So I really ............... 
   B: ............... Shall I call you a taxi?

D Work with a partner. Practice the conversations in 3A and 3C.

I can open, continue, and close a conversation.
**Vocabulary focus**

**Focus 1: Numbers**

A) Listen to the flight announcements and fill in the chart.

<table>
<thead>
<tr>
<th>Flight number</th>
<th>Destination</th>
<th>Gate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bangkok</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>6</td>
</tr>
</tbody>
</table>

B) Complete the telephone messages with the numbers you hear.

1. To: Mr. Akimoto  
   From: Robert Tomlin  
   Message: Please call at the Hilton in Osaka.  
   Number:  

2. To: Ms. Chen  
   From: Christine Klein  
   Message: She has some new information. Please call.  
   Number:  

3. To: Ms. Otaka  
   From: Miti Arak, Palace Hotel  
   Message: Room is booked. Call if you have questions.  
   Number:  

4. To: Yoshio Tani  
   From: Cintya Dewi  
   Message: Fax is working. Please send documents.  
   Number:  

C) Work with a partner. Ask your partner for these numbers. Write the numbers down and then your partner can check them.

1. his/her age  
2. the age of two members of his/her family  
3. his/her house number  
4. his/her telephone number

I can ask for and tell people numbers.
Listen and check (✔) the countries and regions you hear.

Talking about … countries and regions

Step 1: Work with a partner. List …

- five countries in Asia.
- five countries in Europe.
- three countries in ASEAN.
- two countries in Africa.
- two countries in South America.
- two countries in North America.

Step 2: Form a small group and compare your lists.

Key words Look at the words at the bottom of pages 1–4. Choose the best words to complete the sentences.

1. A lot of planes fly from …………..
2. Christine and Robert work together. She is his …………..
3. Hiroshi works in the marketing …………..
4. Christine is a video game …………..
5. I’m not here on business. I’m here …………..
6. We use everyday ………….. to start a …………..
7. How was your …………..?
8. ………….. ………….. Is this seat free?

I can talk about countries and regions.
Before you read You have three minutes to make a list of all the jobs you know. Then skim the article to see if the jobs it talks about are on your list.

Asian Business Online
talks to four young people in the ASEAN region about when they use English in their jobs.

My name is Tran Van Huan. I’m a computer specialist in Hanoi. I make computer networks for companies, and I train people to use the networks. I don’t work for a company. I work for myself. I like my job. It’s interesting. I work with companies all over the world, and we use English to communicate.

My name is Nadia Tengu. I’m a department manager in a bookstore in Kuala Lumpur. I wear a uniform, but only at work. I like my colleagues a lot. Our store is open every day, so we work very hard. Sometimes we have customers from China or Europe, and I need to speak English to help them.

My name is Cintya Dewi. I’m a website designer. I work in an electronics company in Jakarta. It’s a big company, so I don’t know everyone, only the colleagues in my department. We do a lot of business with Chinese and Indian firms, so I need to read and write emails in English.

My name is Miti Arak. I’m a hotel receptionist in Bangkok. I meet a lot of people in my job. Sometimes I work at night, but I don’t like that very much. Most of our guests are from other countries, so we usually use English to communicate. Some of our staff also speak Chinese and German.

Scanning for detail Are the statements correct? If not, correct them.

Tran Van Huan
1. . . works for a company. He doesn't work for a company. He works for himself.
2. . . trains people in companies.
3. . . thinks his job is boring.

Nadia Tengu
4. . . works in Kuala Lumpur.
5. . . wears a uniform all the time.
6. . . works in a store that closes on Sundays.

Cintya Dewi
7. . . designs websites.
8. . . works in a small company.
9. . . knows all her colleagues in the company.

Miti Arak
10. . . works in a hotel.
11. . . meets a lot of people.
12. . . likes to work at night.

Now you Choose a person from your family and write about his or her job.

My brother is a(n) . . . He works in . . . He likes/doesn’t like his job because . . .

I can understand a text about different jobs.
Culture focus
Meeting and greeting

A Label the pictures with the greetings 1 to 8.

1 shake hands
2 kiss on the cheek
3 rub noses
4 wai
5 hug
6 bow
7 kiss on the hand
8 exchange business cards

B Which greetings are usual in your country for
1 family and friends?
2 business partners?

Do you know other greetings?

C In Europe and North America people usually shake hands when they meet. Here are some tips. Which is correct, A or B?

Tips for a correct handshake

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Use your</td>
<td>3 When you shake hands,</td>
</tr>
<tr>
<td>A left hand.</td>
<td>A look in a person’s eyes.</td>
</tr>
<tr>
<td>B right hand.</td>
<td>B don’t look in a person’s eyes.</td>
</tr>
<tr>
<td>2 Your handshake must be</td>
<td>4 A correct handshake is</td>
</tr>
<tr>
<td>A strong, but not too strong.</td>
<td>A quick.</td>
</tr>
<tr>
<td>B very strong.</td>
<td>B for 30 seconds.</td>
</tr>
</tbody>
</table>

I can talk about greeting people in different countries.
In the office

Business situation

Types of office

In which picture can you see this, A or B?

- a lot of people
- a man alone
- four desks
- a man without a jacket
- a man with a jacket
- family photos
- telephones
- an orange office chair

Listen to Robert Tomlin and Lin Yao Chen talking about their different offices. Does Robert or Lin Yao say this? Put a check (✓).

<table>
<thead>
<tr>
<th></th>
<th>Robert</th>
<th>Lin Yao</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>It’s quiet here.</td>
<td>✔️</td>
</tr>
<tr>
<td>2</td>
<td>There are 10 colleagues.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>There’s no one to talk to.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Colleagues want to chat.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>There’s always a lot of noise.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>It’s a bit noisy and hectic.</td>
<td></td>
</tr>
</tbody>
</table>

Complete each sentence with the correct word.

<table>
<thead>
<tr>
<th>communicate</th>
<th>colleagues</th>
<th>desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>freedom</td>
<td>noise</td>
<td>noisy</td>
</tr>
</tbody>
</table>

1. My colleagues are great people to work with.
2. It’s easier to ……………… in an open-plan office.
3. I have a computer and a printer on my ………………
4. You can ……………… a lot of time at work.
5. Be quiet! Don’t make so much ………………
6. My office isn’t quiet. It’s ………………
7. Robert has more ……………… in a one-person office.

It’s quiet in a one-person office.
A  Listen again to Robert Tomlin and Lin Yao Chen talking about their offices. Complete the sentences.

1. a desk, a chair, and a file cabinet in Robert’s office.
2. always a lot of noise in an open-plan office.
3. Lin Yao doesn’t want a one-person office because one to talk to.
4. 10 colleagues in Lin Yao’s office.
5. In a one-person office, only four walls to look at.

B  Look at these sentences.

A: Is there a printer in the office? A: Are there any files in the office?
B: Yes, there is. It is on the desk. B: Yes, there are. They are in the file cabinet.

What’s the rule? Underline the correct word.

Use there is with a singular / plural word. Use there are with a singular / plural word.

C  Work with a partner.

Student A: Go to Partner file 1.
Student B: Look at the picture below.

You each have a picture of the same office, but on different days. There are 10 differences. Can you find them? Take turns to ask questions.

Is there a ... in your picture?
Are there any ... in your picture?
How many ...?
Where ...?
What color ...?

files printer plant bookcase desk empty full lamp calculator notepad trash can

D  Use a word from each box to make sentences with there are.

two

eleven
twelve
te
twenty-six

three

thirty-one

countries days letters English alphabet
months planets players January soccer team

There are twelve months in a year.

noise • bookcase • printer • difference