Business
PLUS

Preparing for the workplace

Margaret Helliwell
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| Talking about jobs              | Meeting and greeting        |                                | Students can . . .  
• welcome a visitor.  
• ask for and give personal information.  
• open, continue, and close a conversation.  
• ask for and tell people numbers.  
• talk about countries and regions.  
• understand a text about different jobs.  
• talk about greeting people in different countries.  |
| Offices around the world        | Emails                      |                                | Students can . . .  
• talk about different types of office.  
• describe an office and talk about routines.  
• ask about and describe a typical day.  
• talk about office equipment and where it is.  
• understand a text about different offices.  
• write an email to ask for information.  |
| The unbreakable cell phone      | Business cards in Asia      |                                | Students can . . .  
• understand telephone phrases.  
• talk about what people are doing now.  
• understand telephone messages and talk about cell phones.  
• spell names.  
• use telephone language.  
• understand a text about new smartphones.  
• read a text about business cards in Asia.  |
| Showrooming                     | An inquiry                  |                                | Students can . . .  
• understand conversations in a store.  
• use some/any and much/many.  
• talk about shopping habits and service in stores.  
• understand and give directions.  
• use words that go together.  
• understand a text about the future of shopping.  
• write an email asking for product information.  |
| London to Beijing in two days   | Communication styles        |                                | Students can . . .  
• understand a conversation about making appointments.  
• discuss future plans.  
• understand a discussion about plans and make suggestions.  
• talk about times and dates.  
• understand the main idea of a text about future plans.  
• understand different communication styles.  |
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**Partner files** Pages 91–94  
**Irregular verbs** Page 95  
**Transcripts** Pages 96–111
# Learning outcomes

**Students can . . .**

- change a hotel reservation on the phone.
- compare people, places, and things.
- talk about vacations and ways to travel.
- use different words to talk about traveling.
- describe pictures.
- understand comments on a hotel.
- write a confirmation email.
- understand somebody talking about a company.
- talk about things in the past.
- research and present information about a company.
- talk about countries and nationalities.
- ask and answer questions with make and do.
- understand a text about women in top jobs.
- understand conversation taboos.
- understand an invitation and a conversation in a restaurant.
- use the modal verbs can, must, have to, need to.
- use countable and uncountable nouns.
- talk about a restaurant menu.
- talk about food, drinks, and a favorite dish.
- invite somebody and say yes or no to an invitation.
- understand a text about a private jet service.
- invite somebody and write yes or no to an invitation.
- understand a conversation about work and leisure.
- use -ing and to-infinitive forms after some verbs.
- use connecting words.
- understand and talk about travel and leisure in Asia.
- talk about leisure time activities.
- understand a text about tourism in Thailand.
- understand body language in Asian countries.
- understand people saying goodbye.
- use will and won’t to talk about the future.
- listen to and talk about life in the future.
- say hello and goodbye and use prepositions after verbs.
- understand an article about the advantages of the ASEAN Economic Community.
- write a thank-you email.

## Reading

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Before you begin

Can you match the business situations in Units 1–10 with the photos? Then check the units.

1 Nice to meet you
   At the airport

2 In the office
   Types of office

3 On the phone
   Can I take a message?

4 Buying and selling
   Helping customers

5 What are you doing tomorrow?
   Making an appointment

6 Out and about
   Customer service in a hotel

7 Tell me about your company
   The story of a company

8 Let’s eat out
   Entertaining in the business world

9 Work and play
   During and after work

10 Come again soon!
    Saying goodbye