



# SKRYPT JĘZYK ANGIELSKI PODSTAWOWY



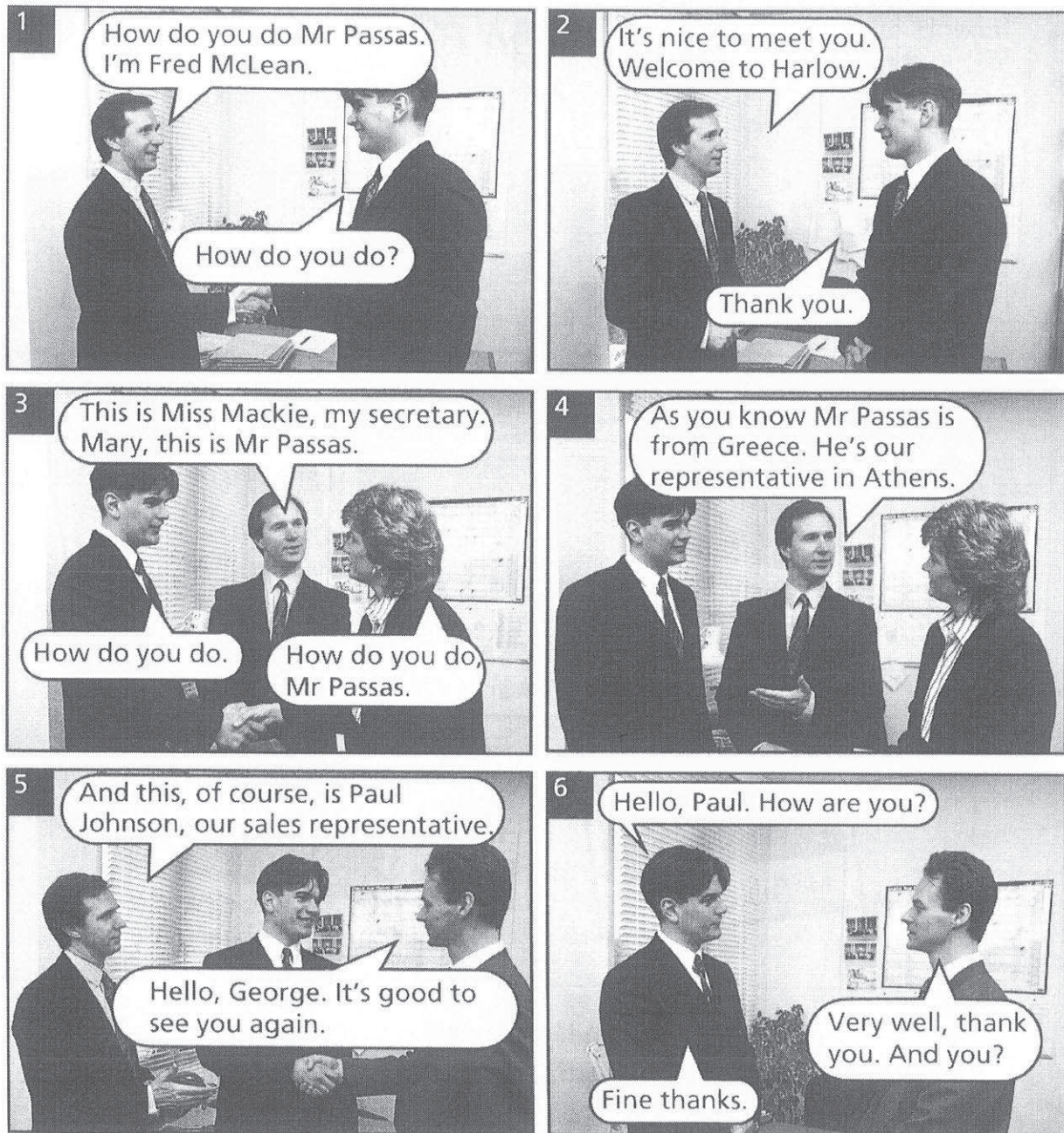
**KAPITAŁ LUDZKI**  
NARODOWA STRATEGIA SPÓJNOŚCI

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*Cykl szkoleniowy realizowany jest w ramach projektu pn. „Wdrożenie strategii szkoleniowej”, Programu Operacyjnego Kapitał Ludzki współfinansowanego ze środków Unii Europejskiej w ramach Europejskiego Funduszu Społecznego (Priorytet V, Działanie 5.1, Poddziałanie 5.1.1).*

Fred McLean is introducing a visitor to some of the BOS staff.



**Exercise 1 Comprehension**

- 1 What is the visitor's name?
- 2 Where does the visitor come from?
- 3 Does George know Mary?
- 4 What does Paul Johnson do?
- 5 Does George know Paul?

1. Norman Susan. We Mean Business: Elementary Course in Business English: Students' Book. LONGMAN.



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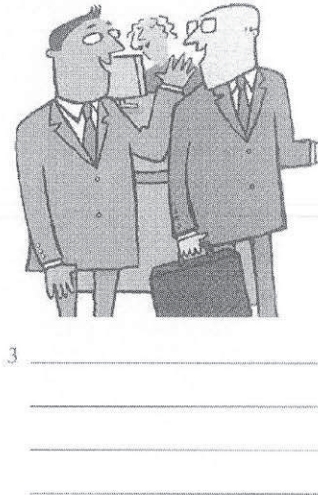
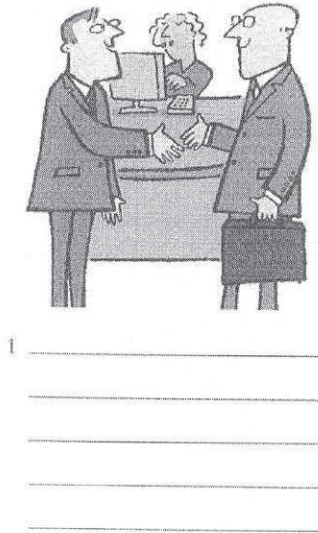
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**Focus on communication**

**Greetings, introductions and goodbyes**

- 1 Look at the three pictures. Match the phrases from the box below with the correct pictures. Which expressions are used for
- greetings?
  - introductions?
  - goodbyes?



Can I introduce you to Mr Bothelo?	Pleased to meet you, too.
Goodbye. See you again soon.	Nice to meet you.
I enjoyed meeting you, too.	Fine, thanks. Very busy as always.
Have a good trip.	How's everything?
Good morning, Mr Tinoco.	Very well, thanks.
How are you?	

- 2 Write two conversations between Mr Tinoco and his colleague, Mr Bothelo.  
1 when they meet and say hello    2 when they say goodbye

**Conversation 1**

MR TINOCO Good morning, Mr Bothelo. \_\_\_\_\_  
\_\_\_\_\_

MR BOTHELO \_\_\_\_\_  
\_\_\_\_\_

MR TINOCO \_\_\_\_\_

**Conversation 2**

MR TINOCO Well, goodbye, Mr Bothelo. \_\_\_\_\_  
\_\_\_\_\_

MR BOTHELO \_\_\_\_\_

MR TINOCO Thanks. \_\_\_\_\_

2. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



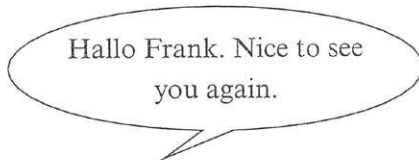
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## Introductions and greetings

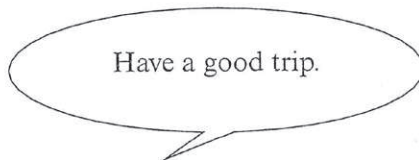
Fill in the missing words in the dialogues below. Choose from the following:

- |  |   |
|--|---|
| a) Pleased to meet you. I'm May Bell, personal assistant to John McGregor. | d) Yes, see you on Thursday. Bye.                                 |
| b) Thank you. I hope to see you again sometime.                            | e) Good morning, Ms Estell.                                       |
| c) Sylvia, I'd like to introduce you to Lee Yau from our Hong Kong office. | f) Hallo John. How are you?                                       |
|  | g) Nice to meet you. I'm Davinia Woods-Barnes. Please call me Di. |
|  | h) Petula Hirsh?  |
|  | i) It's been nice meeting you.                                    |
|  | j) Tony! It's lovely to be back again.                            |

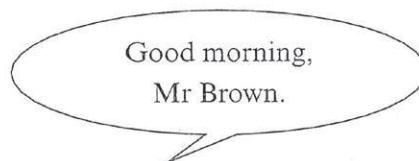
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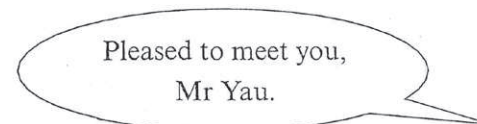
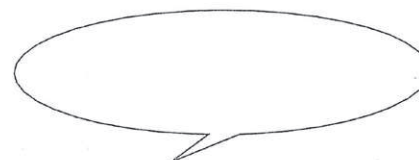
2



3



4



3. Alison Pohl, Test Your Business English: Secretarial, Penguin English Guides.



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a) Look at the pictures. Write the question and the answer.



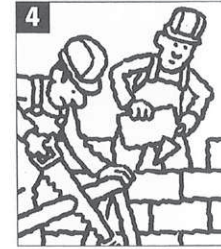
What does she do?  
 She's a lawyer.

What \_\_\_\_\_ do?  
 \_\_\_\_\_.



What \_\_\_\_\_ do?  
 \_\_\_\_\_.

What \_\_\_\_\_ do?  
 \_\_\_\_\_.



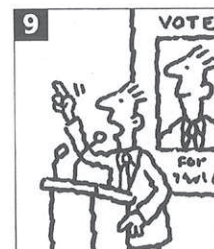
What \_\_\_\_\_ do?  
 \_\_\_\_\_.

What \_\_\_\_\_ do?  
 \_\_\_\_\_.



What \_\_\_\_\_ do?  
 \_\_\_\_\_.

What \_\_\_\_\_ do?  
 \_\_\_\_\_.



What \_\_\_\_\_ do?  
 \_\_\_\_\_.

What \_\_\_\_\_ do?  
 \_\_\_\_\_.



b) Test your memory. Cover the sentences. Look at the pictures and say the sentences.

- A What does he do?
- B He's a doctor.

4. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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## ABOUT YOU

### KEY LANGUAGE

*Phrases:*

My name is...  
I am (I'm) from Berlin.  
I work for DTT.  
I am an engineer.

*Grammar:*

*a/an*  
the verb *to be* (*am, is, are*)  
subject pronouns (*I, you, he, she, etc.*)

Giving your (telephone) number

### GRAMMAR POINT

The indefinite article: *a/an*

1 We normally use *an* before a vowel sound (a e i o u):

e.g. an accountant, an engineer, an American name, an Italian address

And we normally use *a* before other letters:

e.g. a sales rep, a department, a company, a telephone number

Notice that in English, we use *a* or *an* when we talk about the job we do.

e.g. I'm a sales rep.

He's an accountant.

2 Now fill in the gaps in these sentences.

a I'm \_\_\_\_\_ engineer.

b It's \_\_\_\_\_ interesting job.

c Are you \_\_\_\_\_ sales rep?

d I work for \_\_\_\_\_ multi-national company.

e It's not \_\_\_\_\_ good department.

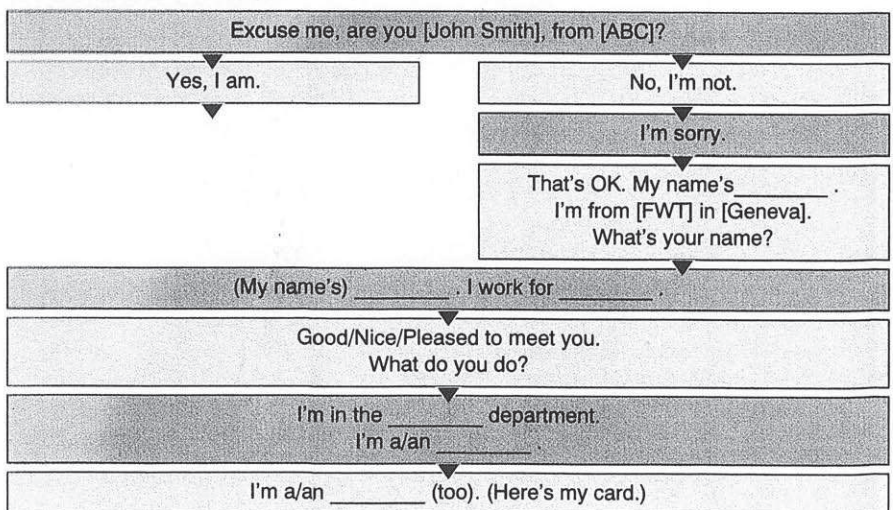
f Is it \_\_\_\_\_ English company?

g He isn't \_\_\_\_\_ accountant.

h It's \_\_\_\_\_ French name.

### ACTIVITY

In pairs, practise saying who you are, using this chart.



5. Ian Badger, Pete Menzies, Multilevel Business English Programme Elementary MacMillan



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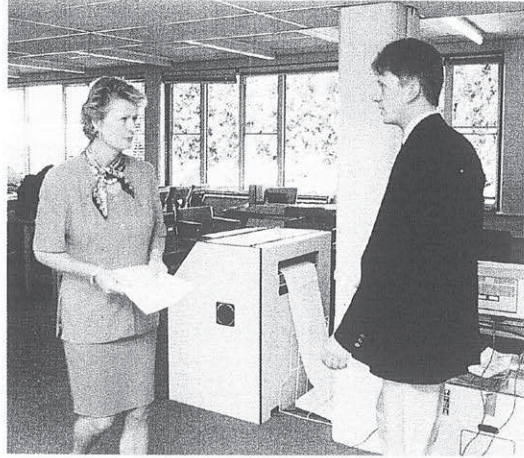


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GRAMMAR POINTS

1 Fill in the gaps in the following sentences, and then practise the dialogue with a partner.

A: (a) \_\_\_\_\_ Susan Hogg from Finance?



◀ 'Are you Susan Hogg?'

B: No, (b) \_\_\_\_\_ .  
 A: Where (c) \_\_\_\_\_ ? Do you know?  
 B: No, I don't. (d) \_\_\_\_\_ in the office.  
 A: Does she have a mobile (phone)?  
 B: I think so.  
 A: What (e) \_\_\_\_\_ her number?  
 B: (f) \_\_\_\_\_ sorry. I don't know.  
 A: (g) \_\_\_\_\_ from the finance department?  
 B: No, (h) \_\_\_\_\_ . (i) \_\_\_\_\_ a receptionist.

Revise the subject pronouns.  
 Singular: *I, you, he, she, it*  
 Plural: *we, you, they*

2 In pairs, practise subject pronouns by giving short answers. Partner A asks questions from the table. Partner B answers.

Questions		Answers
Am I	[Bill Smith]?	Yes, I am.
Are you	a [sales rep]?	No, I'm not.
Is [John]	an [engineer]?	Yes, you are.
Is [Mary]	in the (sales) dept?	No, you aren't.
Is (your name/number)	(706 328)?	I don't know.
Are you and [John]	from [New York]?	etc.
Are [John] and I	from [ICT]?	
Are [John] and [Mary]	[accountants]?	

ACTIVITY

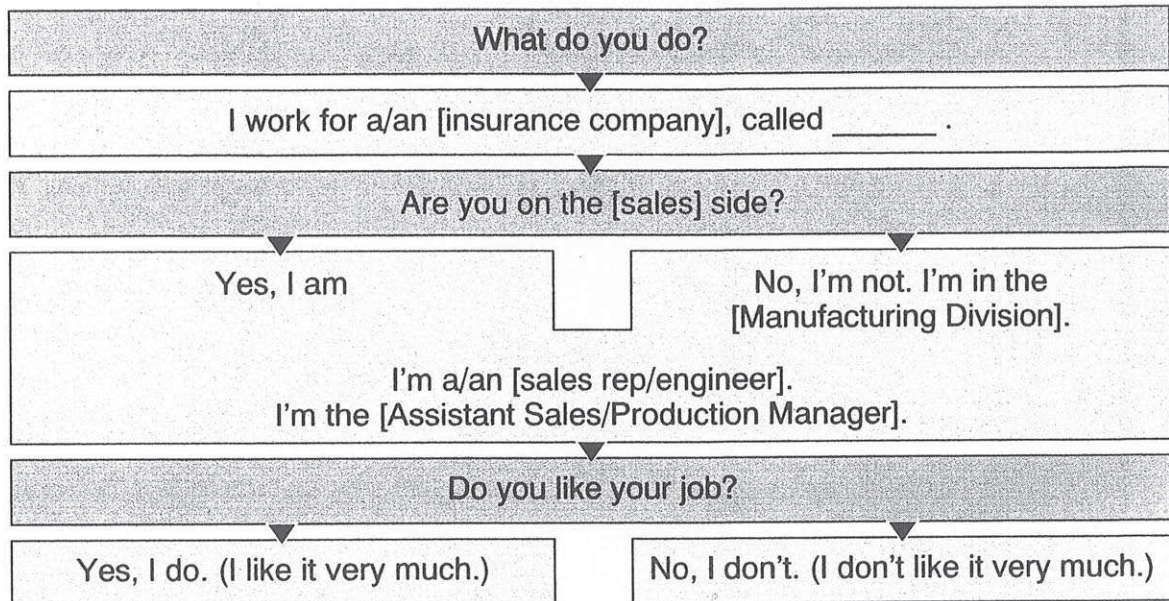
Revise telephone numbers.

Interview members of your group, then fill in a file card like this.

Surname:	_____	_____
First name:	_____	_____
Nationality:	_____	_____
Occupation:	_____	_____
Company:	_____	_____
Department:	_____	_____
Telephone:	_____	_____
(home)	_____	_____
(work)	_____	_____
(mobile)	_____	_____

6. Ian Badger, Pete Menzies, Multilevel Business English Programme Elementary MacMillan

In pairs, practise saying what you do, using this chart.



7. Ian Badger, Pete Menzies, Multilevel Business English Programme Elementary MacMillan





*be I am happy today. Are we late?*

+	I am you are he/she/it is we are they are
?	am I? are you? is he/she/it? are we? are they?
-	I am not you are not he/she/it is not we are not they are not

*I am a doctor. Are you American? We are not ready.*

**1 Put in am, are or is.**

- ▶ You are late.
- 1 We ..... very well.
- 2 My sister ..... a doctor.
- 3 John and Ann ..... in America.
- 4 I ..... happy today.
- 5 I think you ..... tired.
- 6 Our house ..... very small.

In conversation and informal writing, we use **contractions**:

*I'm you're he's she's it's John's the train's we're they're*  
*I'm a doctor. You're late. John's in London. The shop's open. We're ready.*

**2 Write these sentences with contractions.**

- ▶ Ann is ill. Ann's ill
- 1 We are all tired. ....
- 2 They are here. ....
- 3 I am sorry. ....
- 4 My name is Peter. ....
- 5 You are early. ....
- 6 The shop is closed. ....

To make questions (2) with *be*, we put the verb before the subject.

STATEMENT +: *I am late. The taxi is here. We are late. Your keys are in the car.*  
 QUESTION ? : *Am I late? Is the taxi here? Are we late? Are my keys in the car?*

**3 Make questions.**

- ▶ Bill / Scottish Is Bill Scottish?
- 1 Marie / from Paris .....
- 2 We / very late .....
- 3 John / in bed .....
- 4 The boss / in Japan .....
- 5 His car / fast .....

Do you know all these **question words**?

*who what when where why how*

Contractions with *is*: *who's what's when's where's how's why's*

*Who's that? What's this? When is the party? Where's the station? Why are we here?*  
*How are you?*

**4 Put in question words with are or 's.**

- ▶ *'Who's ..... that?' 'It's my brother.'*
- ▶ *'Where are ..... Joe and Ann?' 'In London.'*
- 1 *'..... your name?' 'Maria.'*
- 2 *'..... my glasses?' 'Here.'*
- 3 *'..... your English teacher?' 'Mrs Allen.'*
- 4 *'..... you late?' 'My watch is broken.'*
- 5 *'..... the exam?' 'On Tuesday.'*
- 6 *'..... your mother?' 'Very well, thanks.'*

8. Michael Swan, Catherine Walter, The Good Grammar Book, OUP.



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To make negative (❏) sentences with *be*, we put *not* after *am/are/is* or *'m, 're, 's*.

*I am not Scottish. We are not ready. I'm not tired. She's not here. They're not my friends.*

We can also make contractions with *n't*: *you aren't, she isn't*, etc (BUT NOT *+amn't*).

**5 Write negative (❏) ends for the sentences.**

- ▶ It's winter, but (❏ cold) *It isn't cold.*
- ▶ I'm Greek, but (❏ from Athens) *I'm not from Athens.*
- 1 She's tired, but (❏ ill) .....
- 2 They are in England, but (❏ in London) .....
- 3 You're tall, but (❏ too tall) .....
- 4 We are late, but (❏ very late) .....
- 5 It's summer, but (❏ hot) .....
- 6 I'm a student, but (❏ at university) .....

We often use *be* with: *hungry, thirsty, cold, hot, right, wrong, afraid, interested, what colour?, what size?*  
 And we use *be* with ages.

*Have you got anything to eat? I'm hungry. I'm cold. It's very hot here in summer.  
 'It's late.' 'You're right. Let's go.' Are you afraid of spiders? What colour is her hair?  
 What size are your shoes? 'How old are you?' 'I'm 17.' I'm interested in politics.*

**6 Complete the sentences under the pictures.**



- ▶ She is *hungry*.. 1 He .....
- 2 She .....
- 3 .....
- 4 It .....

**7 Put in words from the box.**

afraid ✓ colour interested right size

- ▶ He is a big man, but he is *afraid*..... of her.
- 1 You think I'm wrong, but I know I'm .....
- 2 What ..... - small, medium or large?
- 3 What ..... is your car?
- 4 Sorry, I'm not ..... in her problems.

**8 Read the text, and then write about yourself.**

His name's Nouredin. He's from Rabat, in Morocco.  
 He's a student. He's 21. He isn't married. He's interested in music and politics. He isn't interested in sport.

My name's .....

.....

.....

.....

.....

9. Michael Swan, Catherine Walter, The Good Grammar Book, OUP.



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- a Complete the conversation with *is*, *are*, or *am*. Use contractions where possible.



PETRA Hello.

JUAN Hi.

PETRA <sup>1</sup> Is this Class 2?

JUAN Yes. <sup>2</sup> \_\_\_\_\_ you here for the English class?

PETRA Yes I <sup>3</sup> \_\_\_\_\_. <sup>4</sup> \_\_\_\_\_ you in this class too?

JUAN Yes. We <sup>5</sup> \_\_\_\_\_ in the same class. My name <sup>6</sup> \_\_\_\_\_ Juan.

PETRA Hello. My name <sup>7</sup> \_\_\_\_\_ Petra.

JUAN Where <sup>8</sup> \_\_\_\_\_ you from, Petra?

PETRA I <sup>9</sup> \_\_\_\_\_ from the Czech Republic. And you?

JUAN I <sup>10</sup> \_\_\_\_\_ from Madrid in Spain.

PETRA <sup>11</sup> \_\_\_\_\_ you Spanish?

JUAN No, I <sup>12</sup> \_\_\_\_\_ not. I <sup>13</sup> \_\_\_\_\_ Mexican, but I live in Spain.

PETRA Who <sup>14</sup> \_\_\_\_\_ our teacher?

JUAN Her name <sup>15</sup> \_\_\_\_\_ Diane.

PETRA <sup>16</sup> \_\_\_\_\_ she English?

JUAN No, she isn't. She <sup>17</sup> \_\_\_\_\_ Canadian.

PETRA Where <sup>18</sup> \_\_\_\_\_ the other students?

JUAN They <sup>19</sup> \_\_\_\_\_ in the classroom! We <sup>20</sup> \_\_\_\_\_ late!

- b Practise the conversation with a partner.

10. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



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a Look at the pictures. Complete the sentences with *my*, *your*, etc.



This is our hotel.



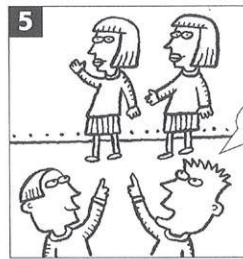
His name is Michael.



They're my dogs.



My mobile phone number is 555 4242.



Their names are Sue and Sally.



Is this my train?



Is this my chair?



They're my boots.



Where's my car?



His name is Peter.

b Test your memory. Cover the sentences. Look at the pictures and say the sentences.

11. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.






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*have without do: have got Have you got a cat?*

	I/you/we/they <b>have got</b>	he/she/it <b>has got</b>
	<b>have</b> I/you etc <b>got?</b>	<b>has</b> he/she/it <b>got?</b>
	I/you etc <b>have not got</b>	he/she/it <b>has not got</b>
Contractions: I've, he's etc; haven't, hasn't		

We often use **got** with **have**, especially in the **present**. This does not change the meaning: we use **have/has got** like **have/has** to talk about **possession** etc.

**I have got** is the same as **I have**.

**Have you got?** is the same as **Do you have?** (We don't use **do/does** with **have got**.)

**She hasn't got** is the same as **She doesn't have**.

**I've got a cat.** (more natural than **I have a cat**)      **Has she got a dog?** (NOT ~~Does she have got...~~)

**I haven't got a car.**      **She's got a sister.**      **You've got beautiful eyes.**      **Have you got a cold?**

**1 Write about John's possessions etc.**

- ▶ a bicycle: ✓ *John's got a bicycle.*
- ▶ suits: 2 *He's got two suits.*
- ▶ a horse: ✗ *He hasn't got a horse.*
- ▶ any children: ✗ *He hasn't got any children.*
- 1 brothers: 2
- 2 a car: ✗
- 3 dogs: 3
- 4 a dictionary: ✓
- 5 long hair: ✗
- 6 any sisters: ✗

**2 Write four sentences about your possessions etc. Use words from Exercise 1.**

- 1 I've got
- 2
- 3
- 4

To make questions (❏) with **have got**, we put **have/has** before the subject.

STATEMENT ❏: *I have got a cold.*      *Eric's got a fast car.*      *Sue and Joe have got tickets.*

QUESTION ❏: *Have you got a cold?*      *Has Eric got a fast car?*      *Have Sue and Joe got tickets?*

**3 Ann and Bill have got a lot of money. Ask questions with have got.**

- ▶ they / big house *Have they got a big house?*
- 1 they / big garden
- 2 Ann / good job
- 3 Bill / big car
- 4 they / plane
- 5 they / any horses

**Past forms** (*I had got*, etc) are **unusual**. We don't use **got** in the future.

*She had a fast car.* (more natural than *She had got a fast car.*)      *I will have.* (NOT ~~+will have got~~)

12. Michael Swan, Catherine Walter, The Good Grammar Book, OUP.



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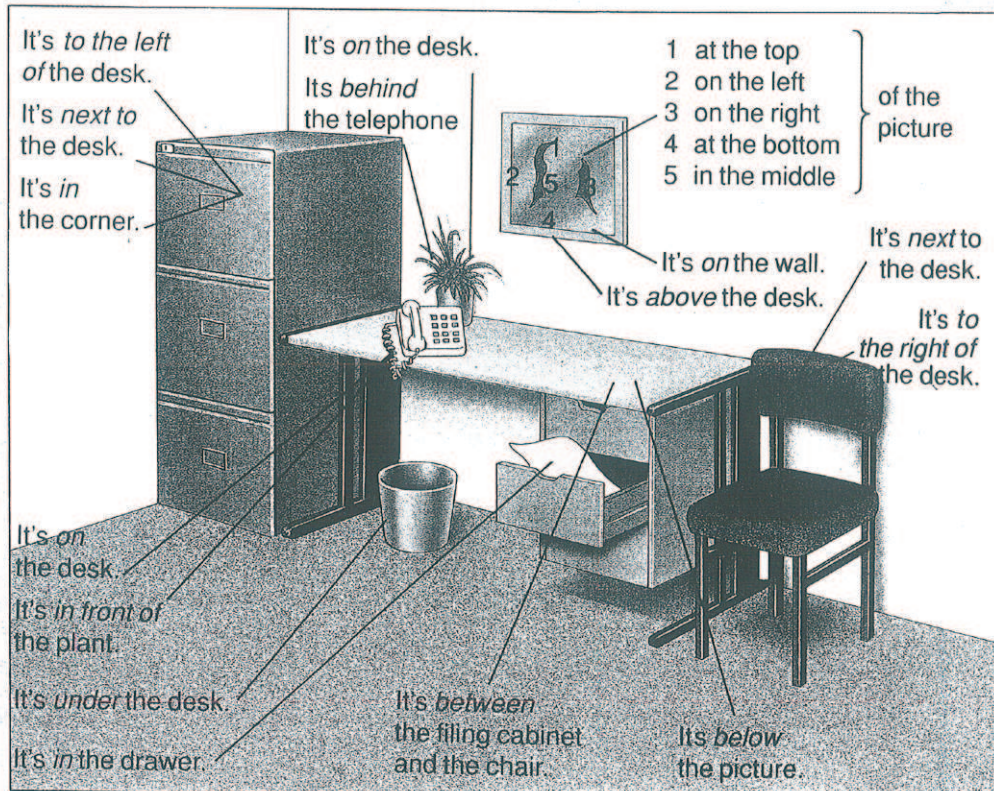
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Language notes

Some prepositions



Cardinal numbers

0 oh/zero/nought	10 ten	20 twenty
1 one	11 eleven	31 thirty-one
2 two	12 twelve	42 forty-two
3 three	13 thirteen	53 fifty-three
4 four	14 fourteen	64 sixty-four
5 five	15 fifteen	75 seventy-five
6 six	16 sixteen	86 eighty-six
7 seven	17 seventeen	97 ninety-seven
8 eight	18 eighteen	100 a hundred, one hundred
9 nine	19 nineteen	500 five hundred ( <i>not</i> five hundreds)*

638 six hundred and thirty-eight (UK) six hundred thirty-eight (US)

- 1,000 a thousand, one thousand
- 10,000 ten thousand (*not* ten thousands)\*
- 100,000 a hundred thousand
- 1,000,000 a million,\* one million
- 1,000,000,000 a billion

\*Hundred, thousand, million and billion always remain in the singular in numbers

13. Norman Susan. We Mean Business: Elementary Course in Business English: Students' Book. LONGMAN.

**Numbers**

1 one	1st* first
2 two	2nd* second
3 three	3rd* third
4 four	4th fourth
5 five	5th fifth
6 six	6th sixth
7 seven	7th seventh
8 eight	8th eighth
9 nine	9th ninth
10 ten	10th tenth
11 eleven	11th eleventh
12 twelve	12th twelfth
13 thirteen	13th thirteenth
14 fourteen	14th fourteenth
15 fifteen	15th fifteenth
16 sixteen	16th sixteenth
17 seventeen	17th seventeenth
18 eighteen	18th eighteenth
19 nineteen	19th nineteenth
20 twenty	20th twentieth
21 twenty-one	21st* twenty-first
22 twenty-two	22nd* twenty-second
23 twenty-three	23rd* twenty-third
30 thirty	30th thirtieth
31 thirty-one	31st* thirty-first
40 forty	40th fortieth
50 fifty	50th fiftieth
60 sixty	60th sixtieth
70 seventy	70th seventieth
80 eighty	80th eightieth
90 ninety	90th ninetieth
100 a hundred	100th hundredth
120  a hundred and twenty, one hundred and twenty	one hundred twenty
200 two hundred (not <del>two hundreds</del> )	
1,000 a thousand, one thousand	
2,000 two thousand (not <del>two thousands</del> )	

- When you give a specific figure, you say *two hundred euros* (not ~~two hundred of euros~~).
- But when there is no specific figure, you use *of*.  
*hundreds of euros*  
*thousands of people*  
*millions of dollars*
- When you don't give an exact figure, you can use *about*.  
*About 3 million people live in Latvia.*

14. Bill Mascull, Jeremy Comfort Best Practice Elementary, Heinle.

**Dates**

- \*Be careful with these abbreviations when you write dates. Don't write ~~1th, 2th, 3th, 21th~~ etc!
- Say: *the 31st of March* or *March the 31st* ,  
*March thirty-first*
- Write: *31st March, 31 March, March 31st, or March 31* (only the last two are used in the US)

**Streets**

- In the US, streets are often described like this.  
*Where's the New York State Theater?*  
*– On West 62nd Street between 9th Avenue and 10th Avenue.*

**Floors**

- In the US, when you go through the front door of a building, you are normally on the *first floor*; in Britain, you are on the *ground floor*.  
*There are great views from the top floor of the Swiss Re building in London (not the ~~last floor~~).*



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**Numbers**

① How do we say these numbers? Write *a* or *b* after the number.

a ●●

b ●●

- 1 30 b    3 90 \_\_\_    5 70 \_\_\_    7 17 \_\_\_  
 2 19 \_\_\_    4 14 \_\_\_    6 50 \_\_\_    8 15 \_\_\_

② Write the numbers.

- 1 562 five hundred and sixty-two  
 2 806 \_\_\_\_\_  
 3 1,120 \_\_\_\_\_  
 4 2,190 \_\_\_\_\_  
 5 6,700 \_\_\_\_\_  
 6 9,815 \_\_\_\_\_

**Telling the time**

① Draw the clock hands to show the times.



1 It's six ten.



3 It's twelve forty.



5 It's eleven fifty.



2 It's five fifteen.



4 It's three oh five.



6 It's eight twenty-five.

② Write the times.



1 It's four thirty-five.



4 \_\_\_\_\_



2 \_\_\_\_\_



5 \_\_\_\_\_



3 \_\_\_\_\_



6 \_\_\_\_\_

15. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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**Dates**

① Write the British English way of saying the dates.

Example 1.5.01 The first of May two thousand and one.

1 9.6.04 \_\_\_\_\_

2 6.7.02 \_\_\_\_\_

3 3.9.98 \_\_\_\_\_

4 12.4.90 \_\_\_\_\_

② Write the American English way of saying the dates.

Example 1.5.01 January fifth two thousand and one.

1 2.8.99 \_\_\_\_\_

2 12.2.03 \_\_\_\_\_

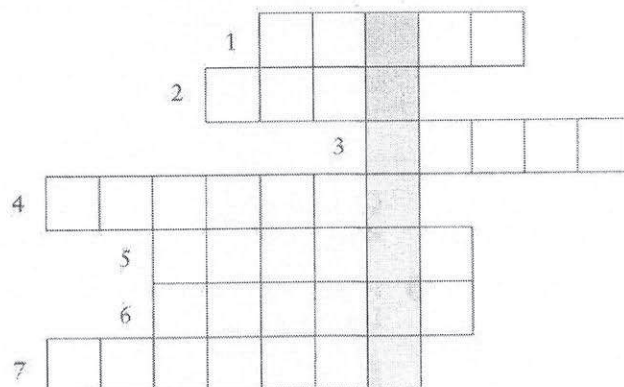
3 8.4.05 \_\_\_\_\_

4 10.11.00 \_\_\_\_\_

**Money**

Find the missing words and write them in the puzzle. Find another word relating to money.

- 1 My sister is an accountant. She \_\_\_\_\_ lots of money.
- 2 Can I pay you with a €200 \_\_\_\_\_? I don't have anything smaller.
- 3 The bus tickets cost €4. Have you got two 2-euro \_\_\_\_\_?
- 4 I don't have enough money. Is there a cash \_\_\_\_\_ near here?
- 5 I'm afraid we don't take \_\_\_\_\_ cards here: just debit cards or cash.
- 6 Do you \_\_\_\_\_ American Express cards?
- 7 My salary goes straight into my bank \_\_\_\_\_.



What is the vertical word? \_\_\_\_\_

16. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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**a** Look at objects 1–12. Whose are they?  
 Write ten more sentences.

- 1 It's Luke's football.
- 2 They're Matt's books.

- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 \_\_\_\_\_
- 10 \_\_\_\_\_
- 11 \_\_\_\_\_
- 12 \_\_\_\_\_

**b** Cover the sentences. Test a partner.

- A *Whose is this?*
- B *It's Luke's football. Whose are these?*
- A *They're Matt's books.*

17. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



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**a** Complete the sentences with *me, you, him, her, it, us, or them*.  
 Write in the **PRONOUN** column.

	<b>PRONOUN</b>
1 It's an awful song. I hate [ ] .	<u>it</u>
2 We have a meeting with the manager. She wants to speak to [ ] .	_____
3 I like these clothes but I can't buy [ ] . They are very expensive.	_____
4 I have a new baby son. I love [ ] very much.	_____
5 My aunt lives in Prague. I like visiting [ ] .	_____
6 My husband gets home late, but I always have dinner with [ ] .	_____
7 Can you go to the office? The secretary wants to see [ ] .	_____
8 It isn't a great film, but I like [ ] because it has good special effects.	_____
9 <b>A</b> Do you like the Rolling Stones?	
<b>B</b> No, I don't like [ ] . They are too old.	_____
10 We don't know the city very well. Can you help [ ] ?	_____
11 This exercise is very difficult. I can't do [ ] .	_____
12 My daughter is at university. We hardly ever see [ ] .	_____
13 Hello again! Do you remember [ ] ? My name's Jane.	_____
14 Where are my keys? I can't find [ ] .	_____
15 We often write to Anne, but she never writes to [ ] .	_____

**b** **Test your memory.** Cover the **PRONOUN** column. Say the sentences again with the pronoun.

18. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



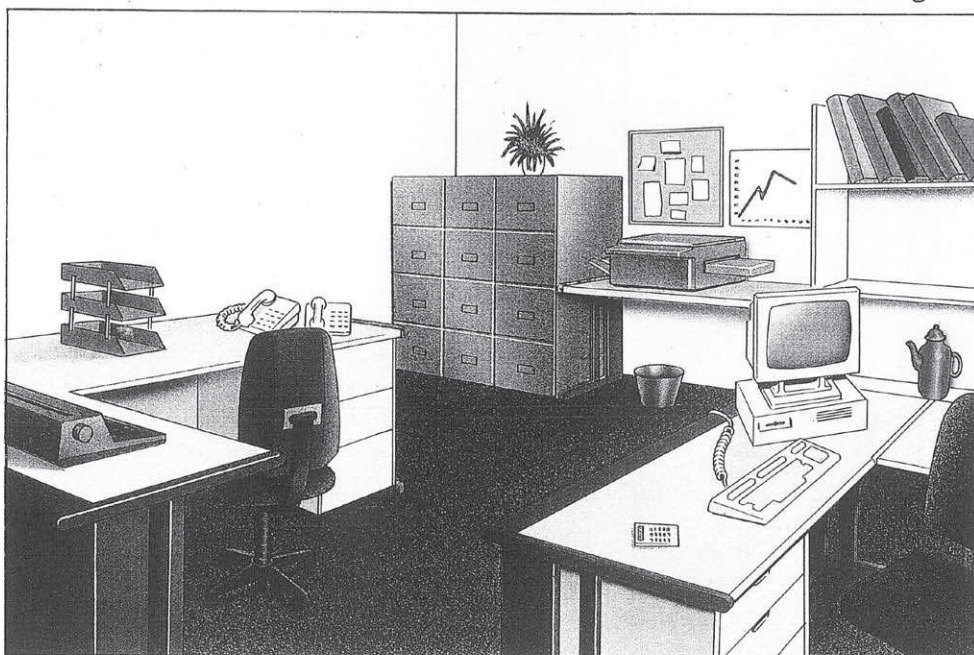
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*Anne's office*

In this picture Anne's desk is on the left and Simon's desk is on the right.



Are these sentences *true* or *false*? Correct the false sentences, like this:

- 1 There are two telephones on Anne's desk. – *True*
- 2 There are two word processors in the room. – *False. There is one word processor in the room.*
- 3 There is a photocopier on the table.
- 4 There is a pot plant in a filing cabinet.
- 5 The notice board is next to the shelves.
- 6 The graph is between the notice board and the shelves.
- 7 There is a book on the bottom shelf.
- 8 There are ten filing cabinets.
- 9 There is a word processor on Simon's desk.
- 10 The wastepaper bin is under the table.
- 11 The coffee pot is on the top shelf.
- 12 There are three trays on the table.
- 13 There is a calculator on Anne's desk.
- 14 The graph is on the wall above the table.
- 15 There are two typewriters in the room.

*Where is it?*

In pairs, describe and guess where something is in Anne's office, like this:

A: *It's on the wall above the table.*      B: *Is it the notice board?*

A: *No. It's between the shelves and*      B: *Is it the graph?*  
*the notice board.*

A: *Yes it is.*

19. Norman Susan. We Mean Business: Elementary Course in Business English: Students' Book. LONGMAN.



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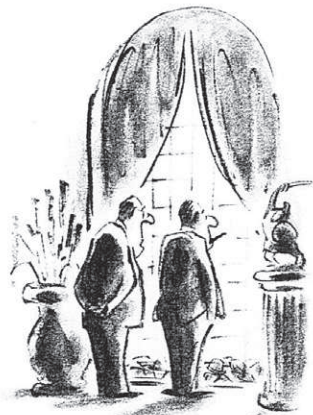
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## Present simple



"We study, we plan, we research. And yet, somehow, money still remains more of an art than a science."

Good design is nice to look at, but great design integrates form, function, and market need.

Low interest rates on mortgages usually increase housing demand and prices. People borrow against the values of their homes. That increases consumption.

### A Form

This table shows the present simple of the verb *to work*.

Affirmative	Negative	Question
<i>I work</i>	<i>I do not (don't) work</i>	<i>Do I work?</i>
<i>You work</i>	<i>You do not (don't) work</i>	<i>Do you work?</i>
<i>He/she/it works</i>	<i>He/she/it does not (doesn't) work</i>	<i>Does he/she/it work?</i>
<i>We work</i>	<i>We do not (don't) work</i>	<i>Do we work?</i>
<i>They work</i>	<i>They do not (don't) work</i>	<i>Do they work?</i>

- ⊕ (NOT He work in a bank.)
- ⊕ (NOT He doesn't to work in a bank.)
- ⊕ (NOT He doesn't works in a bank.)
- ⊕ We use contractions (in brackets) in speech and informal writing.

### B Uses

- ⊕ We use the present simple for permanent situations.  
*Nike manufactures sportswear.*
- ⊕ We use the present simple for regular routines.  
*It often takes an hour to answer all my emails.*
- ⊕ We use the present simple for habits.  
*I go to Austria every winter to do some skiing.*
- ⊕ We use the present simple for scientific and other facts.  
*Stainless steel contains chromium.*
- ⊕ In general, we use the present simple to describe actions and situations that are always or generally true.

### C Time adverbs

- ⊕ To talk about routines and habits we can use frequency adverbs: *always, often, usually, sometimes, occasionally, rarely, never.*  
 Note the positions.  
 Before the main verb: *The Swiss franc usually rises at times of international crisis.*  
 After the verb *be*: *Czech beer is usually very good.*
- ⊕ Other frequency adverbs include: *every day/week/month, daily/weekly/monthly, once a day/four times a year, from time to time, most of the time, etc.*  
 These can come at the beginning or end of the sentence.  
*Four times a year we prepare a sales report.*  
*We prepare a sales report four times a year.*
- ⊕ We use the present simple to refer to the future after these words: *after, as soon as, before, if, in case, unless, until, when.*  
*Be ready in case he calls you.*  
*When the parcel arrives, let me know.*

20. Paul Emerson, Business Grammar Builder, Macmillan.



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**Exercises**

**1.1 Underline** the correct words.

- 1 Violet work/works at our Head Office in Paris now.
- 2 Violet doesn't to work/doesn't work in Spain any more.
- 3 Our company produce/produces parts for the automobile industry.
- 4 Our company doesn't have/doesn't has a factory in Europe.
- 5 Where does you/do you live?
- 6 Where does he/do he live?
- 7 Increased competition often causes/causes often a fall in prices.
- 8 Increased competition always is/is always bad for profits.
- 9 I'll let you know as soon as I hear/I'll hear from him.
- 10 When you'll get back/you get back from Madrid, send me an email.

**1.2 Complete** the article about Wal-Mart by using these verbs in the present simple: *close, dominate, employ, open, not/pay, rule*.

Walmart  
number 1  
in retailing

Wal-Mart is the biggest corporation in the world. It (1) dominates retailing in the US, with sales of more than \$250 billion a year, and it (2) \_\_\_\_\_ three times more people than General Motors. Of the ten richest people in the world, five are Waltons – the family which (3) \_\_\_\_\_ the Wal-Mart empire. But the success of Wal-Mart has its controversial side. Wal-Mart (4) \_\_\_\_\_ very good salaries, and when a big store (5) \_\_\_\_\_ in an out-of-town location, the local shops often (6) \_\_\_\_\_.

**1.3 Complete** the dialogue by putting the verbs into the present simple.

- HELMUT: It's a good conference, isn't it?
- TATIANA: Yes, it is. (1) \_\_\_\_\_ (you/come) every year?
- HELMUT: Not every year. It (2) \_\_\_\_\_ (depend) on whether I have the time. I (3) \_\_\_\_\_ (work) in technical support in the IT area and we often have to deal with a crisis at short notice. We (4) \_\_\_\_\_ (not/know) our job schedule from one week to the next. But I (5) \_\_\_\_\_ (come) to the conference whenever I can. What about you? What (6) \_\_\_\_\_ (you/do)?
- TATIANA: I'm an information systems manager. I (7) \_\_\_\_\_ (direct) the work of systems analysts, computer programmers and support specialists like you. Listen, can I ask you something? (8) \_\_\_\_\_ (you/plan) to stay in your company for ever?
- HELMUT: Well, I like my work, but of course if someone (9) \_\_\_\_\_ (make) me a more attractive offer, I'll consider it. Why? What (10) \_\_\_\_\_ (you/have) in mind?
- TATIANA: Our company often (11) \_\_\_\_\_ (need) IT technicians, and we pay well. Here's my card. Give me a call next week. We (12) \_\_\_\_\_ (not/have) any vacancies at the moment, but we're a big organization and we may be recruiting more people soon.

21. Paul Emerson, Business Grammar Builder, Macmillan.



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**1 READING**

a Natasha and Darren want to meet a partner on the Internet. Look at their pictures. How old do you think they are?



b Natasha e-mails Darren and he answers. Read their e-mails. Then cover them and complete the sentences with *Natasha* or *Darren*.

- 1     Darren     is 30.
- 2                    lives in north London.
- 3                    works for a magazine.
- 4                    works with computers.
- 5                    likes burgers.
- 6                    likes the cinema.
- 7                    doesn't like fast food.
- 8                    likes Japanese food.

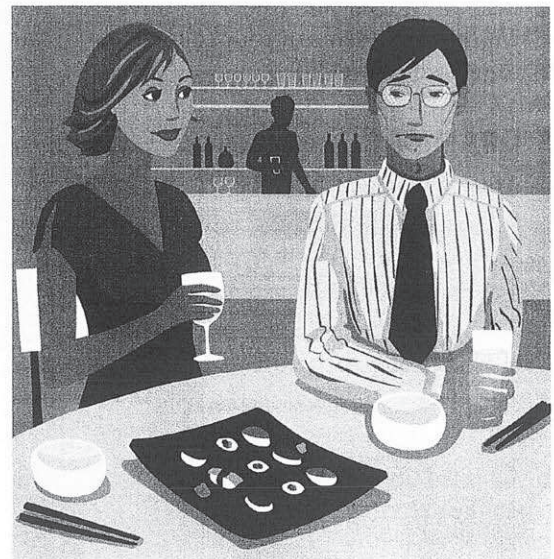
Dear Darren,  
My name's Natasha and I have a flat in north London. I'm 28 and I work for a magazine. I like music, good food and the cinema. Please write.  
Natasha

Dear Natasha,  
Thanks for your e-mail. I live in London too. I'm 30 and I work with computers. Let's meet for lunch. Do you like burgers? I know a good burger restaurant in north London...  
Darren

Hi Darren,  
Sorry, I don't like burgers, but I love Japanese food. Friday at 1.00 in Kiku? It's a Japanese restaurant in Pond Street.

Hi Natasha  
OK. See you on Friday.

**2 GRAMMAR** present simple [?]



Natasha and Darren meet for lunch

Complete the conversation.

- D Hi. Are you Natasha?  
N Yes, and you're Darren. Nice to \_\_\_\_\_ you.  
D Sorry I'm late.  
N No problem. Would you like a glass of wine?  
D No, thanks. I don't \_\_\_\_\_ alcohol. Mineral water for me.
- D What's this?  
N Sushi. It's fantastic. Don't you \_\_\_\_\_ it?  
D No, I \_\_\_\_\_. Sorry.  
N \_\_\_\_\_ food do you like?  
D I usually \_\_\_\_\_ at home. My mother's a very good cook.  
N Do you \_\_\_\_\_ with your mother?  
D Yes, I do.  
N Oh. Does your mother work?  
D Yes, she \_\_\_\_\_.  
N Where does she \_\_\_\_\_?  
D She \_\_\_\_\_ in a supermarket.

22. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



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1 Read what Stephanie and Timo say about using English in their jobs. What do they find difficult?

★ ★ *Europa Magazine*

## Business Language


---

### Stephanie Debord



*I'm a lawyer in the south of Belgium and my clients work in agriculture. They do business with countries like the UK and the USA. They get a lot of documents in English. So I read and explain the documents for them. I don't speak much English at work. I sometimes answer the phone, but it's difficult to understand. I prefer using English for emails and letters.*

### Timo Kekkonen



*English is very important in my job. All the information I need is in English. My colleagues are in the USA. We speak on the phone and write emails in English. I use English all the time – speaking English is a normal part of my life. I love speaking English and working with people from other countries. It's great. But when I write emails in English I make a lot of spelling mistakes. It's really tricky!*

2 Work in groups. Why do you need English? Make a list. Present your list to the class.

Examples

We	need English for	our jobs, work in the future, travel.
We	need English to	speak on the phone, read and write emails.

23. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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- ① Put the words in the correct order to make the interviewer's questions.
- 1 you/get up/do/what time? *What time do you get up?*
  - 2 do/leave/you/what time/home? \_\_\_\_\_
  - 3 go/how/you/do/to work? \_\_\_\_\_
  - 4 get/what time/to work/you/do? \_\_\_\_\_
  - 5 finish/do/what time/work/you? \_\_\_\_\_
  - 6 home/what time/you/do/get? \_\_\_\_\_
- ② Work in pairs. Ask your partner the questions in ①. Answer your partner's questions.

Tick (✓) the things you do. What other things do you do? Tell the class about your working day or a day of study.

At work	Stephanie	Timo	You
I read and write emails.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I read financial newspapers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I look at information on the Internet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I make phone calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have meetings with clients and customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I give advice/information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have meetings with colleagues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have business lunches.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I travel to other cities/countries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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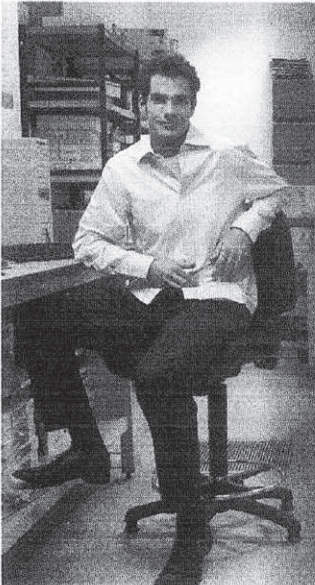
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Read about Timo Kekkonen's typical day. Complete the information about his day.



### Timo Kekkonen

Hi. My name's Timo Kekkonen. I'm Finnish and I live in Espoo. I live with my partner, Seija. She's a receptionist at a hotel. We have a son, Matti. He's two. I work for a bank in Helsinki. I get up very early – at six o'clock, and I leave home at 6.30. I go to work by train. It takes an hour and it's very crowded. The normal time to start work at my company is eight o'clock. I get to work at 7.30 because I always have a lot of work. I finish work at 7 o'clock every day. I get home an hour later. It's a long day, but I don't work at the weekend.

A typical day	Timo	Stephanie
I get up at	6.00 (six o'clock)	7.15 (seven fifteen)
I leave home at		
I go to work by		
I get to work at		
I finish work at		
I get home at		

### Present Simple /I/you/we/they

Read the examples and grammar rules.

#### Positive

I live in Laforêt.  
I go to work by train.

#### Negative

I don't work at the weekend.  
We don't live in Brussels.

#### Question

Do you enjoy your job?  
Do you get home at 3.40?

#### Short answer

Yes, I do.  
No, I don't.

- Use the Present Simple to talk about facts (e.g. *I live in Laforêt*) and regular activities (e.g. *I go to work by train*).
- Use *I/you/we/they* + infinitive (e.g. *enjoy, live*) to make positive sentences.
- Use *I/you/we/they* + *don't (do not)* + infinitive to make negative sentences.
- Use *Do + I/you/we/they* + infinitive to make *Yes/No* questions.

Correct the mistake.  
Do you live in Milan? Yes, I live.

25. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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- a Answer the questions in the YOU column.
- b Ask the questions to a partner and write their answers in the YOUR PARTNER column.
  - A *When's your birthday?*
  - B *On March 5th.*
  - A *What time do you usually get up?*

	You	Your partner
When's your birthday?	_____	_____
What time do you usually get up?	_____	_____
When do you have a shower or bath?	_____	_____
What time do you usually have lunch?	_____	_____
What time do you finish work / school?	_____	_____
What time do you usually have dinner?	_____	_____
When do you usually go shopping?	_____	_____
When do you usually have your summer holiday?	_____	_____
When do you go to English class?	_____	_____
When do you do your homework?	_____	_____
When do you usually read?	_____	_____
When do you usually listen to music?	_____	_____
What's your favourite time to watch TV?	_____	_____
When do you usually do sport or exercise?	_____	_____
When do you usually see your friends?	_____	_____
What's your favourite day of the week?	_____	_____
When's the next public holiday in your country?	_____	_____
What's your favourite public holiday?	_____	_____
When is it?	_____	_____
When do you usually _____?	_____	_____

26. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



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a What's the time?



1 *It's ten past six.*

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

6 \_\_\_\_\_


7 \_\_\_\_\_


8 \_\_\_\_\_





b Test your memory. Cover the sentences and remember the times.


c Look at the clocks and complete the text.


Every day I get up  at seven o'clock. I have a shower and I get dressed. I have breakfast



 at quarter past seven. I usually have a big breakfast: cereal, toast, fruit, and coffee. I get to


work  \_\_\_\_\_. I work at a sports centre. I answer the phone at reception

and give people the keys to the changing rooms. I start work  \_\_\_\_\_.

 \_\_\_\_\_ I have lunch with my colleagues in the cafeteria. I usually finish

work  \_\_\_\_\_. Sometimes I stay late at the centre to do some exercise. I get

home  \_\_\_\_\_. I have dinner  \_\_\_\_\_.

Then I watch TV. I go to bed  \_\_\_\_\_.

27. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



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Past simple

The German DAX 30 added 0.6% on Thursday, while the French CAC-40 index gained 0.4%. Shares in BT Group, the U.K. telecom carrier, jumped 4.4% after the company said pre-tax profits rose 21% in the fourth quarter.

Wall Street Journal website

A Form

- This table shows the past simple of the verb *to work*.

Affirmative	Negative	Question
<i>I worked</i>	<i>I did not (didn't) work</i>	<i>Did I work?</i>
<i>You worked</i>	<i>You did not (didn't) work</i>	<i>Did you work?</i>
<i>He/she/it worked</i>	<i>He/she/it did not (didn't) work</i>	<i>Did he/she/it work?</i>
<i>We worked</i>	<i>We did not (didn't) work</i>	<i>Did we work?</i>
<i>They worked</i>	<i>They did not (didn't) work</i>	<i>Did they work?</i>

- The verb *to work* is regular. Regular verbs add *-d* or *-ed* to the infinitive to form the affirmative.
- For negatives and questions we use the auxiliary verb *did* and the infinitive (without *to*). (NOT *I-didn't-to work* or *Did you-worked?*)
- We use contractions (in brackets) in speech and informal writing.

B Irregular verbs

- There are many verbs where the affirmative of the past simple is irregular. There is a list on pages 150–1. Here are some common examples:

<i>be – was/were</i>	<i>come – came</i>	<i>grow – grew</i>	<i>meet – met</i>	<i>spend – spent</i>
<i>become – became</i>	<i>fall – fell</i>	<i>have – had</i>	<i>pay – paid</i>	<i>take – took</i>
<i>begin – began</i>	<i>feel – felt</i>	<i>know – knew</i>	<i>put – put</i>	<i>tell – told</i>
<i>bring – brought</i>	<i>get – got</i>	<i>leave – left</i>	<i>rise – rose</i>	<i>think – thought</i>
<i>build – built</i>	<i>give – gave</i>	<i>lose – lost</i>	<i>see – saw</i>	<i>win – won</i>
<i>buy – bought</i>	<i>go – went</i>	<i>make – made</i>	<i>sell – sold</i>	<i>write – wrote</i>

Waitt **founded** Gateway in 1985. The company **enjoyed** tremendous success over the next decade. But Gateway **suffered** from the slow PC selling cycle that IBM, HP, Compaq and others **felt** around 2001. PCs eventually **became** a commodity and prices **dropped**.

Internet News website

C Uses

- We use the past simple to talk about completed actions in the past.  
*Philip Morris, the tobacco company, **changed** its name to Altria in 2003.*  
*Pfizer, the world's largest drug company, **said yesterday** that fourth quarter earnings **rose**.*
- With the past simple we usually know when the action happened, and this may be mentioned or clear from the situation.

D Time adverbs

- With the past simple we use time adverbs like:  
at *at ten o'clock/at the end of the month/at the weekend*  
in *in the morning/in July/in 2001/in the 1980s/in the summer*  
on *on Tuesday/on Tuesday afternoon/on the tenth of March/on the 24th*  
no preposition *yesterday/a few days ago/last week/when I was young*

28. Paul Emerson, Business Grammar Builder, Macmillan.



Exercises

- 4.1 Complete 1–3 using the past simple of these verbs: *be, give, go, have, know, survive*. There is a mixture of affirmative, negative and question forms.
- Enron was the biggest scandal in US financial history. They \_\_\_\_\_ from dominance of the US energy market in the 1990s to bankruptcy in 2001.
  - Investors at the time of Enron's collapse were shocked. They asked: \_\_\_\_\_ anyone at the top \_\_\_\_\_ what was happening? And \_\_\_\_\_ the auditors, investment bankers or analysts \_\_\_\_\_ any warnings?
  - When the authorities started to investigate Enron, there was a problem: they \_\_\_\_\_ most of the important documents. The auditors, Arthur Andersen, had destroyed them. Arthur Andersen \_\_\_\_\_ this scandal and closed down a few months later.
- 4.2 Cover the opposite page. Write down the past simple (affirmative form only) of the verbs in this list. Most, but not all, are irregular: *become, begin, build, buy, come, develop, get, give, go, grow, have, know, leave, make, meet, need, put, sell, take, think*.
- 4.3 Complete each sentence with a verb: *become, decide, finish, get, put, renovate* and a time adverb: *at, at, in, in, on, on*.
- We decided to have the conference call on Friday morning.
  - I worked hard last year and I \_\_\_\_\_ a good bonus \_\_\_\_\_ December.
  - We \_\_\_\_\_ the meeting \_\_\_\_\_ seven o'clock in the evening.
  - They say they \_\_\_\_\_ the money in our account \_\_\_\_\_ the 21st.
  - We \_\_\_\_\_ the building \_\_\_\_\_ the beginning of the year.
  - Klaus Kleinfeld \_\_\_\_\_ chief executive of Siemens \_\_\_\_\_ 2005.
- 4.4 Complete this article by putting the verbs into the past simple. Some are irregular.

**Samsung: from dried fish to high tech**

<p>In 1938 Byung-Chull Lee (1) <u>started</u> (start) a business in Korea called Samsung. He (2) _____ (sell) vegetables and dried fish to China. Ten years later he (3) _____ (have) his own manufacturing and sales operations, and the business (4) _____ (grow) quickly. Over the next few decades Samsung (5) _____ (buy) several insurance companies and department stores.</p>	<p>In the 1970s Samsung (6) _____ (invest) in heavy industries like chemicals and shipbuilding, but then in the 1980s they (7) _____ (begin) to focus more on technology and electronic products. In 1987 Kun-Hee Lee (8) _____ (take) the place of his father as Chairman of the company. In 1988 he (9) _____ (announce) the 'Second Foundation' of the company, directing Samsung towards becoming a world-class 21st century corporation.</p>
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29. Paul Emerson, Business Grammar Builder, Macmillan.



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### Past Simple

- 1 Complete the article. Write the Past Simple form of the verb in brackets.

# The world's first space tourist

DENNIS TITO, a 60-year-old multi-millionaire Californian businessman became<sup>1</sup> (become) the world's first space tourist when he \_\_\_\_\_<sup>2</sup> (begin) an eight-day holiday in space on 28 April 2001. He \_\_\_\_\_<sup>3</sup> (travel) to space in the Russian Soyuz capsule and \_\_\_\_\_<sup>4</sup> (stay) in the International Space Station (ISS), 325 km above Earth. The Russians \_\_\_\_\_<sup>5</sup> (agree) to take him into space but the Americans \_\_\_\_\_<sup>6</sup> (not be) happy and \_\_\_\_\_<sup>7</sup> (not want) to have a space tourist in the ISS. Before the trip he \_\_\_\_\_<sup>8</sup> (have) 900 hours of preparation for the trip from the



Russians. He \_\_\_\_\_<sup>9</sup> (pay) \$20 million for his holiday in space. After he \_\_\_\_\_<sup>10</sup> (return) from space, he \_\_\_\_\_<sup>11</sup> (tell) journalists, 'It \_\_\_\_\_<sup>12</sup> (be) like going to paradise'.

- 2 Complete the questions with the Past Simple form of the verb in brackets.

- 1 How long was (be) Dennis Tito's holiday in space?
- 2 When \_\_\_\_\_ (he, begin) the trip?
- 3 How \_\_\_\_\_ (he, travel) to space?
- 4 Where \_\_\_\_\_ (he, stay)?
- 5 \_\_\_\_\_ (the Americans, want) to have a space tourist in the ISS?
- 6 What preparation \_\_\_\_\_ (Tito, have) before the trip?
- 7 How much \_\_\_\_\_ (he, pay) for the space trip?
- 8 What \_\_\_\_\_ (he, tell) journalists after he returned from space?

30. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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3 Complete the article about Dennis Tito. Use the Past Simple form of verbs in the box.

be ✓ become begin come decide get go  
 leave need say see start not stay study

## 40-year-old dream comes true



Dennis Tito *was*<sup>1</sup> the son of Italian parents who \_\_\_\_\_<sup>2</sup> Italy to live in the USA. His interest in space travel \_\_\_\_\_<sup>3</sup> in 1961 when he \_\_\_\_\_<sup>4</sup> a satellite in the sky. He \_\_\_\_\_<sup>5</sup> aerospace engineering at university, then he \_\_\_\_\_<sup>6</sup> a job with NASA. But he \_\_\_\_\_<sup>7</sup> in that job. He \_\_\_\_\_<sup>8</sup> his own company and at the age of 40 he \_\_\_\_\_<sup>9</sup> a millionaire. After a Japanese journalist and a British scientist \_\_\_\_\_<sup>10</sup> into space with the Russians he \_\_\_\_\_<sup>11</sup> to offer \$20 million to do the same. The Russians \_\_\_\_\_<sup>12</sup> the money for their space programme and \_\_\_\_\_<sup>13</sup> 'yes'. For Tito, a 40-year-old dream \_\_\_\_\_<sup>14</sup> true.

31. Liz Taylor, Alastair Lane. International Express Elementary, OUP.







### Business trips

- ① Complete the questions. Use the Past Simple form of the verbs in the box.

go ✓ have be stay go stay travel go

- 1 Where did you go on your last business trip?
- 2 How \_\_\_\_\_ ?
- 3 When \_\_\_\_\_ ?
- 4 Where \_\_\_\_\_ ?
- 5 Who \_\_\_\_\_ with?
- 6 How long \_\_\_\_\_ ?
- 7 What \_\_\_\_\_ the weather like?
- 8 \_\_\_\_\_ a good time?

- ② Match these replies to the questions in ①.

- a  Five days.
- b  In the Doral Hotel on Park Avenue.
- c  To New York.
- d  By plane.
- e  Last month.
- f  Yes, it was great.
- g  With my boss.
- h  It was sunny.

32. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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## Irregular verbs

Base form	Past tense	Past participle	Base form	Past tense	Past participle
be	was/were	been	lie	lay	lain
become	became	become	lost	lost	lost
begin	began	begun	make	made	made
break	broke	broken	mean	meant	meant
bring	brought	brought	meet	met	met
build	built	built	pay	paid	paid
buy	bought	bought	quit	quit	quit
catch	caught	caught	read	read	read
choose	chose	chosen	ride	rode	ridden
come	came	come	ring	rang	rung
cost	cost	cost	rise	rose	risen
cut	cut	cut	run	ran	run
deal	dealt	dealt	say	said	said
do	did	done	see	saw	seen
draw	drew	drawn	sell	sold	sold
drink	drank	drunk	send	sent	sent
drive	drove	driven	set	set	set
eat	ate	eaten	shake	shook	shaken
fall	fell	fallen	shoot	shot	shot
feel	felt	felt	show	showed	shown
find	found	found	shut	shut	shut
fly	flew	flown	sing	sang	sung
forbid	forbade	forbidden	sit	sat	sat
forget	forgot	forgotten	sleep	slept	slept
get	got	got	speak	spoke	spoken
give	gave	given	spend	spent	spent
go	went	gone	spread	spread	spread
grow	grew	grown	stand	stood	stood
have	had	had	steal	stole	stolen
hear	heard	heard	stick	stuck	stuck
hide	hid	hidden	swim	swam	swum
hit	hit	hit	take	took	taken
hold	held	held	teach	taught	taught
hurt	hurt	hurt	tell	told	told
keep	kept	kept	think	thought	thought
know	knew	known	throw	threw	thrown
lay	laid	laid	understand	understood	understood
lead	led	led	wear	wore	worn
learn	learnt/learned	learnt/learned	win	won	won
leave	left	left	write	wrote	written
lend	lent	lent			
let	let	let			

33. Bill Mascull, Jeremy Comfort Best Practice Elementary, Heinle.



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### Past Simple based EU quiz

Match the dates to the appropriate events.

1951:	France, West Germany, Italy, Belgium, the Netherlands and Luxembourg established the European Coal and Steel Community.
1957:	There were 25 member countries in the EU.
1979:	The United Kingdom entered the EU.
1973:	The Treaty of Maastricht established the European Union.
1993:	The EU introduced Euro coins and notes.
1993:	The Treaty of Rome established a common market.
1995:	The first direct elections to the European Parliament took place.
2002:	The single market was complete.
2004:	Poland became a member of the EU.



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## Countries, adjectives, capitals

### European Union

Country	Adjective	Capital
Austria	Austrian	Vienna
Belgium	Belgian	Brussels
Cyprus	Cypriot	Nicosia
Czech Republic	Czech	Prague
Denmark	Danish	Copenhagen
Estonia	Estonian	Tallinn
Finland	Finnish	Helsinki
France	French	Paris
Germany	German	Berlin
Greece	Greek	Athens
Hungary	Hungarian	Budapest
Ireland	Irish	Dublin
Italy	Italian	Rome
Latvia	Latvian	Riga
Lithuania	Lithuanian	Vilnius
Luxembourg	—	Luxembourg
Malta	Maltese	Valetta
Netherlands	Dutch	The Hague
Portugal	Portuguese	Lisbon
Slovakia	Slovakian	Bratislava
Slovenia	Slovenian	Ljubljana
Spain	Spanish	Madrid
Sweden	Swedish	Stockholm
Poland	Polish	Warsaw
United Kingdom*	—	London

### \*Countries of the UK

England	English	London
Wales	Welsh	Cardiff
Scotland	Scottish	Edinburgh
Northern Ireland	Northern Irish	Belfast

England + Wales + Scotland = Great Britain.  
 The adjective = British.

### Some other European countries

Switzerland	Swiss	Berne
Norway	Norwegian	Oslo
Russia**	Russian	Moscow

\*\*Of course, a lot of Russia is in Asia!

34. Bill Mascull, Jeremy Comfort Best Practice Elementary, Heinle.

### Some Asian countries

Country	Adjective	Capital
China	Chinese	Beijing
India	Indian	New Delhi
Japan	Japanese	Tokyo
Malaysia	Malaysian	Kuala Lumpur
Pakistan	Pakistani	Islamabad
Taiwan	Taiwanese	Taipei
Indonesia	Indonesian	Jakarta
Philippines	Philippine	Manila
Singapore	Singaporean	Singapore
South Korea	South Korean	Seoul

### Australasia

Australia	Australian	Canberra
New Zealand	—	Auckland

### Some North African countries

Morocco	Moroccan	Rabat
Tunisia	Tunisian	Tunis
Egypt	Egyptian	Cairo

### Some other African countries

Kenya	Kenyan	Nairobi
Nigeria	Nigerian	Abuja
South Africa	South African	Pretoria

### North America

Canada	Canadian	Quebec
United States	American	Washington, DC

### Some countries in Latin America

Argentina	Argentinean	Buenos Aires
Brazil	Brazilian	Brasilia
Chile	Chilean	Santiago
Mexico	Mexican	Mexico City



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## Nationalities and currencies

Complete the table.

Country	People	Language	Currency
Australia	Australian	English	Dollar
Canada		English/French	
China	Chinese		
	Colombian	Spanish	
Egypt			Pound
France	French	French	
		German	
India	Indian	Hindi/English	
	Japanese		Yen
Russia		Russian	
South Africa	South African		
Sweden		Swedish	
Switzerland		German/ French/Italian	
Turkey		Turkish	Lira
USA		English	

35. Alison Pohl, Test Your Business English: Secretarial, Penguin English Guides.



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## Present continuous



"I'm not trying to sell you anything, sir. I'm doing market research, and all I ask is two or three hours of your time to answer a few thousand questions."

Last month David Noble was appointed chairman of Pyaterochka, a Russian supermarket group. The country is growing dynamically and consumers are getting wealthier. Unless you want to give up working and live on a beach, this is the most exciting place to be, Noble says.

Telegraph website

A trial is currently taking place at the High Court which raises questions about accountancy firms and the way in which they are insured.

Accountancy Age website

### A Form

- We form the present continuous with the auxiliary verb *be* and the *-ing* form of the verb.

Affirmative	Negative	Question
<i>I am ('m) working</i>	<i>I am not ('m not) working</i>	<i>Am I working?</i>
<i>You are ('re) working</i>	<i>You are not (aren't) working</i>	<i>Are you working?</i>
<i>He/she/it is ('s) working</i>	<i>He/she/it is not (isn't) working</i>	<i>Is he/she/it working?</i>
<i>We are ('re) working</i>	<i>We are not (aren't) working</i>	<i>Are we working?</i>
<i>They are ('re) working</i>	<i>They are not (aren't) working</i>	<i>Are they working?</i>

- We use contractions (in brackets) in speech and informal writing.
- The negative has an alternative form: *you're not, he/she/it's not, we're not, they're not*.
- If a verb ends with the letter *-e*, we leave it out when we add *-ing*. So we write: *we are having* (NOT *haveing*), *they are coming* (NOT *comeing*), etc.
- Some verbs are not normally used in a continuous form. (See unit 3.)

### B Uses

- We use the present continuous to describe activities in progress right now, at the moment of speaking.  
*Angela is talking to a client at the moment.*  
*The network isn't working – the IT department are trying to remove a virus.*
- We use the present continuous to describe activities in progress now, but not at this exact moment.  
*I'm reading a book about the life story of Bill Gates.*  
*We're negotiating with the trade union. The next meeting is on Monday.*
- We use the present continuous to describe trends and developments in progress over a longer time period.  
*The problem of global warming is getting worse.*  
*Turkey is developing its links with the EU and the standard of living is improving.*
- In general, the present continuous describes an activity that is temporary rather than permanent. It has the idea of something happening for a limited time.

### C Time adverbs

- We use the following time adverbs with the present continuous: *at present, at the moment, currently, now, nowadays, right now, these days, this week*.  
*Our Public Relations department is currently sponsoring a range of sports events.*  
*These days more and more companies are moving production to South East Asia.*  
*This week I'm taking the bus to work – they're repairing my car at the garage.*

36. Paul Emerson, Business Grammar Builder, Macmillan.



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NARODOWA STRATEGIA SPÓJNOŚCI

**UNIA EUROPEJSKA**  
EUROPEJSKI  
FUNDUSZ SPOŁECZNY



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### Exercises

2.1 Match the present continuous forms 1–3 with their uses a)–c) below.

- |   |                          |
|---|--------------------------|
| 1 Great conference! And I'm <i>staying</i> at the Sheraton, only five minutes away. | <input type="checkbox"/> |
| 2 More and more people <i>are using</i> the Internet to make telephone calls.       | <input type="checkbox"/> |
| 3 I'm <i>calling</i> about our order number K356.                                   | <input type="checkbox"/> |
- a) something happening right at this moment  
 b) something happening around now, but not at this exact moment  
 c) a long-term trend/development

2.2 Underline the correct words.

- I *writing*/I'm *writing* the report this week – it will be ready on Friday.
- Mr Sorensen is busy at the moment. He *is expecting*/Is he *expecting* you?
- The lift *isn't working*/doesn't *working*. We'll have to take the stairs.

2.3 Complete this article by using these verbs in the present continuous: *become*, *continue*, *co-operate*, *move*.

## Japan and China: the connections get stronger

The economies of South East Asia

(1) are becoming more and more connected. Panasonic, a Japanese company, (2) \_\_\_\_\_ production of low-end products like televisions from Japan to China. At the same time it (3) \_\_\_\_\_ to manufacture high-end products, like industrial

robots, in Japan. But many of these robots are then sold to Chinese companies. So Panasonic benefits from access to China in both cases. China and Japan have been rivals in the past, but these days they (4) \_\_\_\_\_ more and more. Who knows? One day there may even be a common currency: the Asian dollar.

2.4 Complete the conversation by putting the verbs into the present continuous.

- FRANK: Hello, Jackie, what (1) are you doing (you/do) here in Hamburg?
- JACKIE: I (2) \_\_\_\_\_ (visit) someone at Axel Springer, the publisher. We (3) \_\_\_\_\_ (develop) a project together to share digital media content.
- FRANK: That sounds interesting. Where (4) \_\_\_\_\_ (you/stay)?
- JACKIE: At the Crowne Plaza. And what about you? How (5) \_\_\_\_\_ (business/go)?
- FRANK: As you know, the advertising industry (6) \_\_\_\_\_ (not/do) very well at the moment. Luckily our agency is OK, but the market (7) \_\_\_\_\_ (become) very fragmented – digital TV channels, films, specialist magazines, Internet sites. A lot of advertisements (8) \_\_\_\_\_ (not/reach) the target audience like they used to, and our clients know it.
- JACKIE: I can see the problem, but I'm sure you'll be OK in the long term. After all, business can't survive without advertising.

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● Complete the sentences with the verb in brackets in the present continuous.

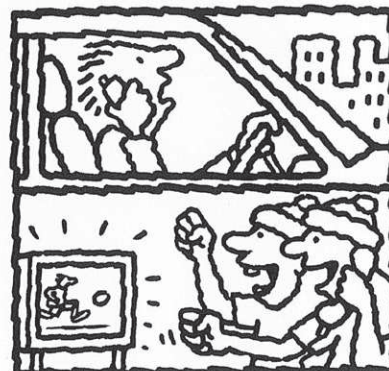
A <sup>1</sup> *Are you watching* the match (watch)?

B Of course we are.

A What <sup>2</sup> \_\_\_\_\_ (happen)?

B We <sup>3</sup> \_\_\_\_\_ (win) 1-0, but we <sup>4</sup> \_\_\_\_\_  
 (not/play) very well. Why <sup>5</sup> \_\_\_\_\_ you \_\_\_\_\_  
 (not/watch) the match?

A I <sup>6</sup> \_\_\_\_\_ (drive) home from work but the traffic is  
 terrible.



A How's your sister?

B She's fine.

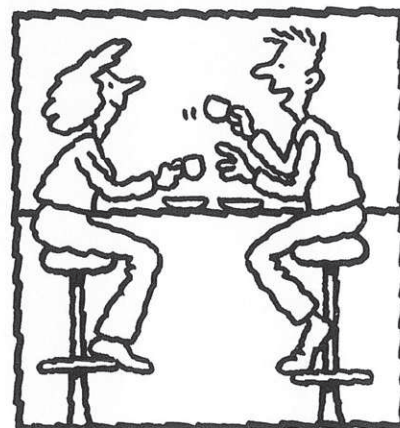
A What <sup>7</sup> \_\_\_\_\_ she \_\_\_\_\_ (do) now? <sup>8</sup> \_\_\_\_\_ she  
 \_\_\_\_\_ (work)?

A No, she's in Thailand at the moment with two friends. They  
<sup>9</sup> \_\_\_\_\_ (travel) round the world.

A What <sup>10</sup> \_\_\_\_\_ you \_\_\_\_\_ (do) now?

B I <sup>11</sup> \_\_\_\_\_ (not/work) at the moment but

I <sup>12</sup> \_\_\_\_\_ (look for) a job.



A What can you see?

B There are three men downstairs.

A What <sup>13</sup> \_\_\_\_\_ they \_\_\_\_\_ (do)?

B They <sup>14</sup> \_\_\_\_\_ (count) money I think. No, sorry.

They <sup>15</sup> \_\_\_\_\_ (not/count) money. They  
<sup>16</sup> \_\_\_\_\_ (play) cards.

A Can you see Jim?

B Yes, he's upstairs.

A What <sup>17</sup> \_\_\_\_\_ he \_\_\_\_\_ (do)?

B He <sup>18</sup> \_\_\_\_\_ (look) at us!










38. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



a Can you say the alphabet? Listen and repeat the letters.

**A B C D E F G H I**  
**J K L M N O P Q**  
**R S T U V W X Y Z**

b Listen and repeat the words and sounds.

						
train	tree	egg	bike	phone	boot	car
A	B	F	—	O	Q	R
—	C	L	Y		—	
J	—	M			W	
—	E	—				
	G	S				
	—	—				
	—	Z				
	—					

c Write the other letters of the alphabet in the correct column. Listen and check.

d In pairs, practise saying these abbreviations.

**PC OK CD VIP DVD**  
**MTV USA UK BMW FBI**

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**Telephone/e-mail language****Asking for someone**

*Can I speak to Mr Bashir, please?*  
*Is Alessandra Tivoli there?*  
*Can I speak to someone in sales, please?*

**Saying who you are**

*This is Mick (speaking).*  
*Paolo Ponte here.*  
*I'm calling/phoning from Mimosa Cars in Italy.*

**Asking for the caller's name**

*Who's calling, please?*  
*How do you spell your name, please?*  
*Can you say that again, please?*

**Asking the caller to wait**

*Hold on, please.*  
*Hold the line, please.*  
*Please hold.*  
*Would you like to hold?*  
*- OK. I'll hold. / No thanks. I'll call back later.*

**Offering help**

*Sorry to keep you waiting.*  
*Can I help?*  
*How can I help?*

**If the person is not available**

*Sorry - the line's busy.*  
*I'm sorry, but he isn't here today.*  
*Sven Karlsson is in a meeting / out of the office / on holiday.*  
*Can I take a message? / Would you like to leave a message?*

**Leaving a message**

*Can you give him a message?*  
*I'm phoning/calling about ...*  
*Can he call/phone me tomorrow, please?*  
*Can you ask him to call/phone me back?*  
*Can he send me an e-mail?*  
*I have a problem for Wednesday afternoon. Can he call/phone me back so we can fix another time?*

**Confirming details**





*I'll give him/her the message. So, (just) to check the details. Your surname is Baxter: B-A-X-T-E-R.*  
*- That's right. / That's it.*

**Telephone alphabet**

If you want to spell a word, you can say, for example, 'C for Charlie' or 'C as in Charlie'. This list shows words often used for this, but you can use your own names or words.

Apple	Hotel	Oscar	Uniform
Bravo	India	Papa	Victor
Charlie	Juliet	Quebec	Whisky
Delta	Kilo	Romeo	X-ray
Echo	Lima	Sierra	Yankee
Foxtrot	Mike	Tango	Zulu
Golf	November		

**Phone numbers**

Write: 00 1 212 734 892 3020  
 Say: oh-oh one two-one-two seven-three-four  
 eight-nine-two three-oh-two-oh   
 or: zero-zero one two-one-two seven-three-four  
 eight-nine-two three-zero-two-zero   
 Write: 744 2899  
 Say: seven-double-four two-eight-double-nine   
 or: seven-four-four two-eight-nine-nine 

**E-mail addresses**

Write: paolo.ponte@mimosa.it  
 Say: Paolo dot Ponte at Mimosa dot I T  
 Write: Sven dot Karlsson at splashpools dot co dot uk  
 or:  
 Write: Sven dot Karlsson - Karlsson with a K and two Ss -  
 at splashpools - splashpools all one word - dot co  
 dot uk

40. Bill Mascull, Jeremy Comfort Best Practice Elementary, Heinle.



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**Starting a phone call**

1 Complete the sentences and questions on the left with the words and phrases on the right.

- |   |                                 |
|---|---------------------------------|
| 1 Good morning.<br>Orbit International. How ... | a ... is Dick Ledbetter.        |
| 2 Hello. Could ...                              | b ... about the meeting.        |
| 3 Are you ...                                   | c ... please?                   |
| 4 I'm phoning ...                               | d ... moment, please.           |
| 5 Who's calling, ...                            | e ... free on Monday afternoon? |
| 6 Hold ...                                      | f ... can I help you?           |
| 7 This ...                                      | g ... on, please.               |
| 8 Just a ...                                    | h ... I speak to Mr Kurtz?      |

1 f 2 \_\_\_ 3 \_\_\_ 4 \_\_\_ 5 \_\_\_ 6 \_\_\_ 7 \_\_\_ 8 \_\_\_

2 Do the phrases have the same meaning? Write *yes* or *no*.

- |   |                        |                        |            |
|---|------------------------|------------------------|------------|
| 1 | Hold on, please.       | Just a moment, please. | <u>yes</u> |
| 2 | I'm calling about ...  | Yes, speaking.         | ___        |
| 3 | It's ...               | This is ...            | ___        |
| 4 | How can I help you?    | How are you?           | ___        |
| 5 | Who's calling, please? | Is that Ingrid?        | ___        |
| 6 | I'm phoning about ...  | I'm calling about ...  | ___        |
| 7 | Can I speak to ...?    | Could I speak to ... ? | ___        |
| 8 | Fine, thanks.          | Good morning.          | ___        |

41. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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**3** Put the dialogue in the correct order.

- 1 RECEPTIONIST Good morning. Redfern Marketing.  
How can I help you?
- \_\_\_ LOUISE It's Louise Martin.
- \_\_\_ LOUISE Fine, thanks. I'm calling about lunch tomorrow.
- \_\_\_ RECEPTIONIST Hold on, please.
- \_\_\_ LOUISE Hello, Mr Kurtz. It's Louise Martin.
- \_\_\_ LOUISE Hello. Can I speak to Mr Kurtz, please?
- \_\_\_ MR KURTZ Hello, Louise! How are you?
- \_\_\_ RECEPTIONIST Who's calling, please?
- \_\_\_ MR KURTZ Yes? Kurtz speaking.

**5** Call Louise Martin about a meeting on Friday. Use the phrases in **1** and **2** to write the conversation.

SECRETARY \_\_\_\_\_

YOU \_\_\_\_\_

SECRETARY \_\_\_\_\_

YOU \_\_\_\_\_

LOUISE \_\_\_\_\_

YOU \_\_\_\_\_

LOUISE \_\_\_\_\_

YOU \_\_\_\_\_

42. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



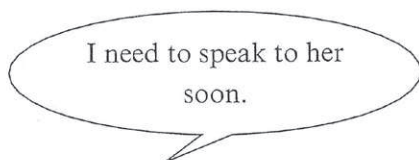


## Telephone communication

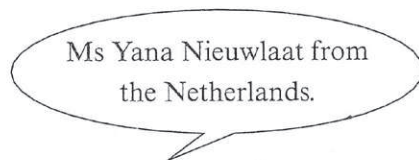
Fill in the missing words in the telephone dialogues below. Choose from the following:

- |   |  |
|---|--|
| a) Could I speak to Phillip Harlow, please?     | f) I'm afraid she's not available at the moment.               |
| b) Who's calling please?                        | g) I'm afraid we've got a bad line.                            |
| c) Speaking!                                    | h) I didn't quite catch her name. Could you repeat it, please? |
| d) Can I take a message?                        | i) Shall we say Friday at 10?                                  |
| e) Could you ask him to call me this afternoon? | j) Thanks for calling.   |

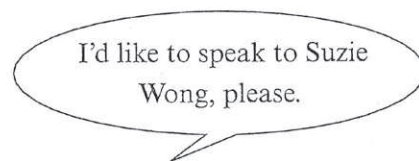
1



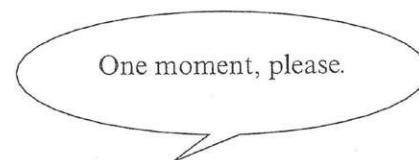
2



3



4



43. Alison Pohl, Test Your Business English: Secretarial, Penguin English Guides.



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**Answerphone messages**

- 1 Complete the sentences on the left with the phrases on the right.
- |  |   |
|--|---|
| 1 Thank you for ...                          | a ... soon as possible.                             |
| 2 Please call ...                            | b ... putting 5466 before the last 6 digits.        |
| 3 The office is ...                          | c ... calling International Exporters plc.          |
| 4 I'm sorry I can't take your call right ... | d ... answer your call as soon as possible.         |
| 5 I'll get back to you as ...                | e ... your name, address and postcode.              |
| 6 All our agents are ...                     | f ... now closed.                                   |
| 7 To receive our catalogue, please leave ... | g ... back during these times. The shop is open ... |
| 8 Please dial again, ...                     | h ... dialling has been changed.                    |
| 9 Please hold and an agent will ...          | i ... busy at the moment.                           |
| 10 The number you are ...                    | j ... now, but please leave your name and number.   |

1 c 2 \_\_\_ 3 \_\_\_ 4 \_\_\_ 5 \_\_\_ 6 \_\_\_ 7 \_\_\_ 8 \_\_\_ 9 \_\_\_ 10 \_\_\_

- 2 Which of the messages in 1 do you hear:  
 a on a company answerphone? 1 \_\_\_ \_\_\_ \_\_\_  
 b on a friend/colleague's answerphone? \_\_\_ \_\_\_  
 c from the telephone company? \_\_\_ \_\_\_
- 3 Write an answerphone message for your phone. Say you are sorry you are not there to answer the call. Ask for the caller's name and number. Say you will phone the caller as soon as you can.



44. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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**Leaving a message**

1 Put the words in the correct order to make questions and sentences.

1 message/can/a/take/I?

*Can I take a message?*

2 561/can/I/extension/have?

3 that/say/could/again/sorry/you?

4 your/I'll/message/her/give

5 me/you/her/to/call/ask/could?

6 the/afraid/engaged/I'm/line's

7 back/ring/I'll/later

8 your/spell/could/please/you/name?

9 will/hold/you?

10 but/in/she's/sorry/meeting/I'm/a

2 Number the sentences to make a telephone conversation.

**Receptionist**

- Thank you. And could you say the number again?
- Thank you, Mr Hedman. I'll give her your message.
- Could you spell your name, please?
- 7 Good morning. Boland Engineering.
- Yes, of course. Could you give me your name and telephone number?
- Goodbye.
- Yes. One moment, please. I'm sorry, she's not in her office. Can I take a message?

**Caller**

- Yes, 476 564832.
- Thanks a lot. Goodbye.
- Yes, please. Could you ask her to call me?
- Yes. Magnus, that's M-A-G-N-U-S, Hedman, H-E-D-M-A-N.
- Yes. My name's Magnus Hedman and the number is 476 564832.
- 2 Good morning. Can I speak to Ms Costa, please?

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**Classroom communication**

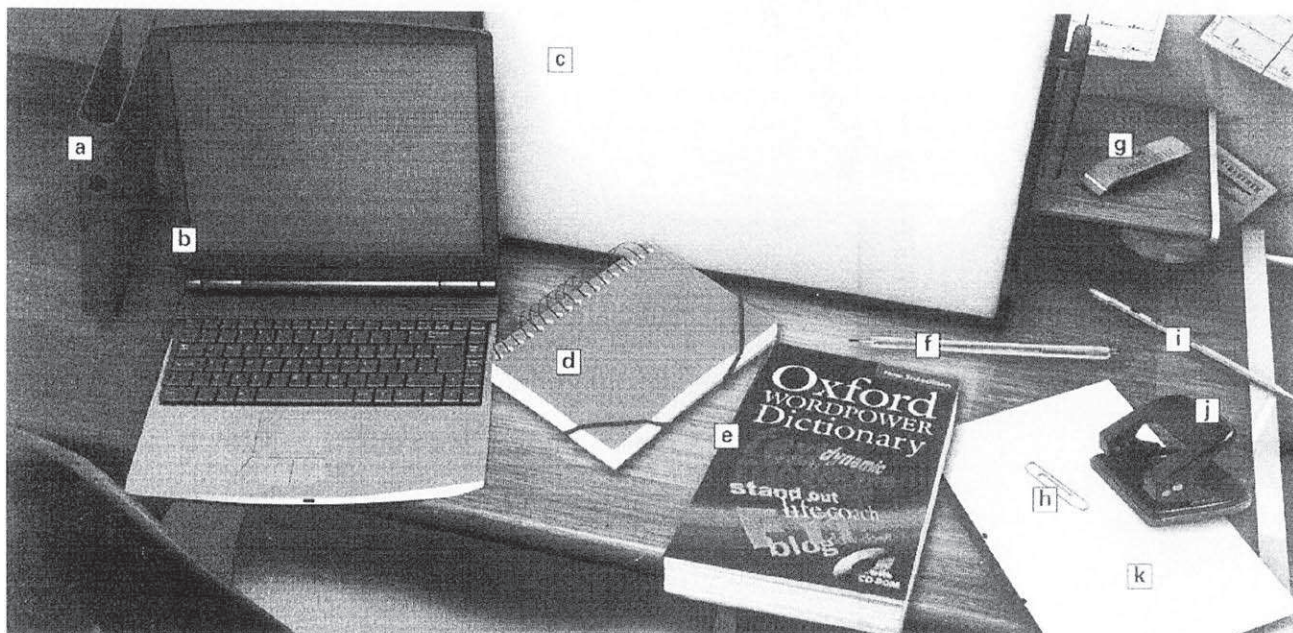
1 Complete the questions with a verb from the box.

excuse	borrow	understand	spell ✓	mean
say (x 2)	write	repeat	speak	

- 1 How do you spell colleague?
- 2 Sorry, can you \_\_\_\_\_ the question?
- 3 \_\_\_\_\_ me, can you \_\_\_\_\_ that again, please?
- 4 Can you \_\_\_\_\_ slowly, please?
- 5 How do you \_\_\_\_\_ *autostrada* in English, please?
- 6 Can you \_\_\_\_\_ the word on the board, please?
- 7 Can I \_\_\_\_\_ your dictionary, please?
- 8 What does the word *leisure* \_\_\_\_\_?
- 9 What's the word for this  in English?
- 10 I'm sorry, I don't \_\_\_\_\_.

2 This is the office where Alice and the students have the English lesson. Match the words and pictures a-k.

a dictionary	an eraser	a hole punch	a paper clip
a folder	a pen	a pencil	a whiteboard
a laptop	a notebook		a piece of paper



46. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



## Booking a room

Fill in the missing words in the telephone conversation below. Choose from the following:

account	confirmation	dates	facilities	invoice
name	rear	reservation	single	welcome

- A: Good afternoon. I'd like to make a room (1) .....
- B: Certainly. What (2) ..... would you like?
- A: 6<sup>th</sup> and 7<sup>th</sup> June.
- B: For how many people?
- A: Just for one. A (3) ..... room with private (4) ....., please.
- B: Yes, that's fine.
- A: I'd like a quiet room facing the (5) ..... of the hotel, if possible.
- B: Yes, certainly. What's the (6) ....., please?
- A: John Tripper. Can we pay on (7) ....., please?
- B: Have you got an (8) ..... with us?
- A: Yes. The company is called Intersec.
- B: That's fine. Can I have your name, please?
- A: Yes. It's Ana Brooks. Can you fax me the (9) ..... today, please?  
My number is 01075 000345.
- B: I'll do that.
- A: Thanks very much.
- B: You're (10) ..... Goodbye.

47. Alison Pohl, Test Your Business English: Secretarial, Penguin English Guides.



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● Use the information to make comparative sentences.

**1**

**Diameter**

- Mars 6,786 km
- Earth 12,756 km

**big**

1 *Earth is bigger than Mars.*

**3**

**Price**

- A Rolex Daytona €5204
- A Cartier Roadster €3828

**expensive**

2 \_\_\_\_\_

3 \_\_\_\_\_

**5**

**Calories per glass**

- beer 130
- water 0

**healthy**

4 \_\_\_\_\_

5 \_\_\_\_\_

**7**

**Maximum speed**

- A Fiat Uno 165 km/h
- A Lamborghini Countach 330 km/h

**slow**

6 \_\_\_\_\_

7 \_\_\_\_\_

**9**

**Annual rainfall**

- Moscow 575mm
- Rio de Janeiro 1086mm

**wet**

8 \_\_\_\_\_

9 \_\_\_\_\_

10 \_\_\_\_\_

**2**

**Murders in 2001**

- New York 643
- London 200

**dangerous**

**4**

**Area**

- Germany 356,840 km<sup>2</sup>
- France 543,965 km<sup>2</sup>

**small**

**6**

**Average temperature**

- Seville 18°C
- Toronto 7°C

**hot**

**8**

**Invented**

- compact discs 1981
- cassettes 1963

**new**

**10**

**Built**

- The Leaning Tower of Pisa 1350
- The Taj Mahal 1653

**old**

● **Test your memory.** Cover the sentences and look at the pictures. Compare the things.

48. Clive Oxenden, Christina Latham-Koenig, New English File Elementary, OUP.



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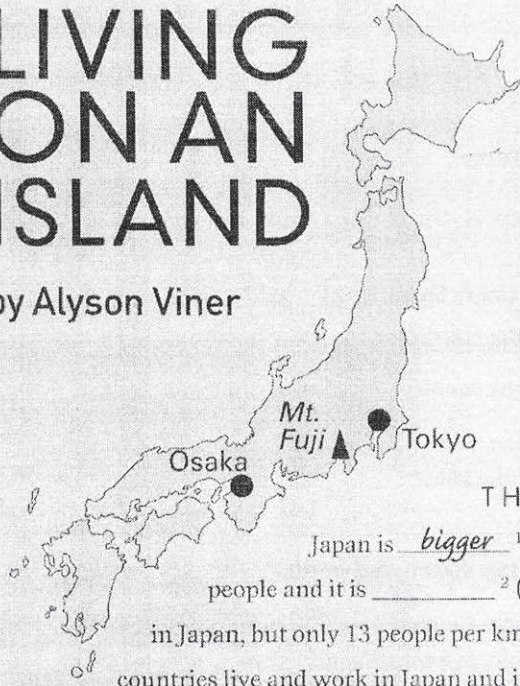


**Comparative adjectives**

- ① Read about Japan and New Zealand. Complete the article with the comparative form of the adjectives in brackets.

# LIVING ON AN ISLAND

by Alyson Viner



This week we look at two countries that are big islands, New Zealand and Japan. Here are the facts.

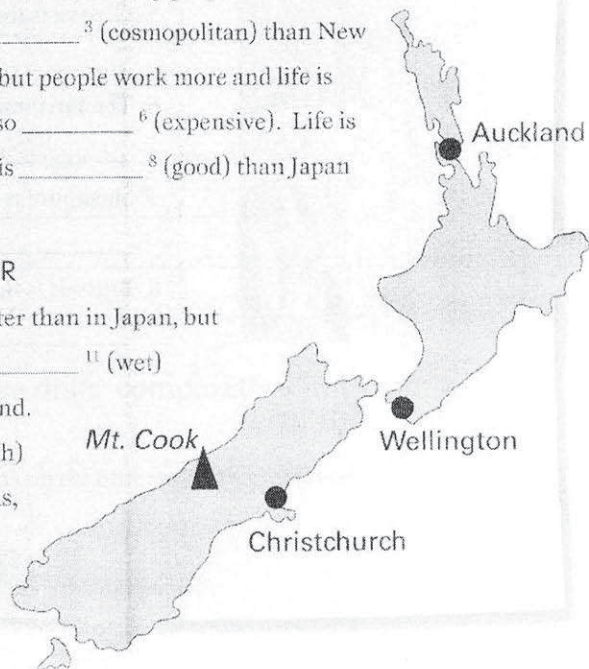
	Japan	New Zealand
population:	124,670,000	3,520,000
area:	377,835 km <sup>2</sup>	270,534 km <sup>2</sup>
winter temperatures:	4°C – 11°C	-5°C – 8°C
summer temperatures:	15°C – 25°C	15°C – 30°C
rainfall:	919 mm	961 mm
mountains:	Mt. Fuji 3,776m	Mt. Cook 3,764m
islands:	3,400	17

## THE PEOPLE AND THEIR LIVES

Japan is bigger<sup>1</sup> (big) than New Zealand, but there are also more people and it is \_\_\_\_\_<sup>2</sup> (crowded). There are more than 30 people per km<sup>2</sup> in Japan, but only 13 people per km<sup>2</sup> in New Zealand. Many people from other countries live and work in Japan and it is \_\_\_\_\_<sup>3</sup> (cosmopolitan) than New Zealand. Japan is \_\_\_\_\_<sup>4</sup> (rich) than New Zealand, but people work more and life is \_\_\_\_\_<sup>5</sup> (stressful). The shops and restaurants are also \_\_\_\_\_<sup>6</sup> (expensive). Life is calmer and \_\_\_\_\_<sup>7</sup> (relaxed) in New Zealand and it is \_\_\_\_\_<sup>8</sup> (good) than Japan for sailing and other sports.

## THE ISLANDS AND THEIR WEATHER

The weather is \_\_\_\_\_<sup>9</sup> (cold) in New Zealand in winter than in Japan, but it is \_\_\_\_\_<sup>10</sup> (warm) in summer. New Zealand is \_\_\_\_\_<sup>11</sup> (wet) than Japan. There is about 40mm more rain in New Zealand. Mount Fuji, an old volcano in Japan, is \_\_\_\_\_<sup>12</sup> (high) than Mount Cook in New Zealand. Japan has 3,400 islands, many more than New Zealand.



49. Alison Pohl, Test Your Business English: Secretarial, Penguin English Guides.



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### Opposites

2 Match the adjectives in box A with the opposite adjective in box B.

A	
1	expensive
2	calm
3	dangerous
4	clean
5	cloudy
6	early
7	long
8	small
9	old
10	crowded

B	
a	short
b	late
c	quiet
d	cheap
e	safe
f	young
g	sunny
h	stressful
i	big
j	dirty

1 d 2 \_\_\_ 3 \_\_\_ 4 \_\_\_ 5 \_\_\_ 6 \_\_\_ 7 \_\_\_ 8 \_\_\_ 9 \_\_\_ 10 \_\_\_

### Superlative adjectives

3 Disagree with these sentences. Use the superlative form of an adjective from 2.

1 Bilbao is the sunniest city in Spain.

No, it isn't. It's the cloudiest.

2 Germany is the cheapest country in the European community.

3 The English go to bed the latest.

4 The Vatican is the biggest state in the world.

5 Geneva is the dirtiest city in Switzerland.

6 The Japanese work the shortest hours in the world.

7 Singapore is the most dangerous city in the world.

8 Brussels is the most stressful city in Europe.



50. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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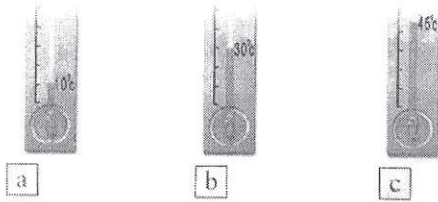
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4 Write questions, answers, and comparative sentences about the places using the information in the pictures.

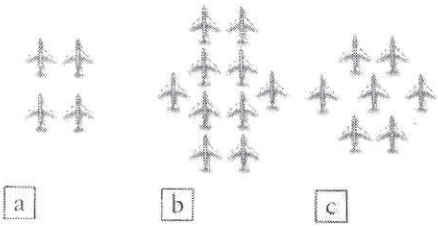


1 a Helsinki b Madrid c Jeddah (hot)

*Which city is the hottest?*

*Jeddah.*

*Madrid is hotter than Helsinki but not as hot as Jeddah.*

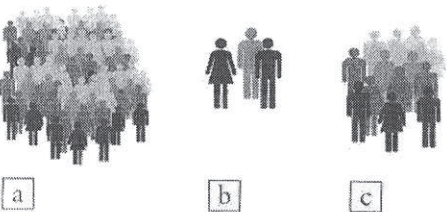


2 a Birmingham airport b Chicago airport  
c Son San Joan airport (Mallorca) (busy)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

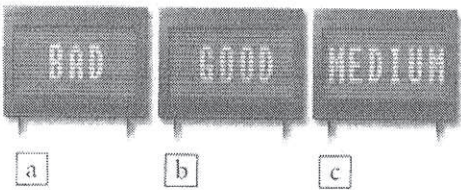


3 a Hong Kong b Wellington c Amsterdam (crowded)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

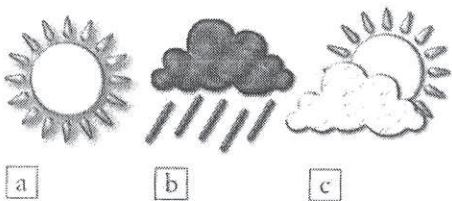


4 a Mexico City b Oslo c Paris (polluted)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

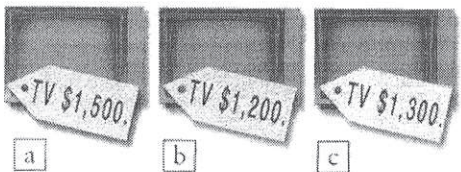


5 a Istanbul b Edinburgh c Lyon (sunny)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



6 a Zurich b Lagos c Buenos Aires (expensive)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

51. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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**Modal verbs: *should, can, have to***

1 Read the information about a hotel on the Maldive Islands. Is the information true or false?

# BAA ATOLL HOTEL




**FACILITIES**

- Coffee- and tea-making facilities
- Jacuzzi
- IDD telephone
- Mini-bar
- Hairdryer
- Room Service – 24 hours
- Satellite TV

The facilities listed are in all our rooms. The cost of telephone calls and the mini-bar will be put on your bill. The other facilities are free. You can also watch satellite TV in the bar, and use the jacuzzi next to the swimming pool.

**Conditions**

- Pay by credit card when you reserve a room. We do not take cash or cheques.
- Rooms are the same price for children and adults.
- Lunch and dinner are 50% cheaper for children.
- Check-in time: 2 p.m.
- Check-out time: 12 noon.
- Lunch and dinner are extra.

**TRIPS TO THE OTHER ISLANDS**

We organize diving, water-skiing and trekking on the bigger islands. Unfortunately, no more than 10 people can visit an island at the same time and you cannot go fishing or have barbecues on the beaches. Also please try not to make too much noise. The Maldivians like a quiet life! If you need any advice, please ask at reception. Remember, we are here to help you have a good time!

	True	False
1 You can reserve a room with a credit card.	✓	—
2 Room service closes at midnight.	—	—
3 You have to pay extra to make coffee and tea in your room.	—	—
4 The receptionist will help you and give you advice.	—	—
5 You can't check in at the hotel before 2 p.m.	—	—
6 You can go fishing on the bigger Maldivian islands.	—	—
7 You can have a barbecue on the beach.	—	—
8 Children's meals are cheaper than adults' meals.	—	—

52. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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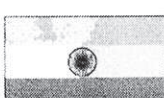
*Cykl szkoleniowy realizowany jest w ramach projektu pn. „Wdrożenie strategii szkoleniowej”, Programu Operacyjnego Kapitał Ludzki współfinansowanego ze środków Unii Europejskiej w ramach Europejskiego Funduszu Społecznego (Priorytet V, Działanie 5.1, Poddziałanie 5.1.1).*



2 Read the information about the hotel again and underline the modal verb that is correct in each sentence.

- 1 Guests can't/don't have to go fishing on the beaches.
- 2 Guests should/have to pay by credit card.
- 3 Guests can/should be quiet on the other islands.
- 4 Guests have to/can pay for telephone calls.
- 5 Guests should/can watch satellite TV in the bar.
- 6 People can't/shouldn't visit an island in groups of more than ten.
- 7 Guests can't/don't have to pay adult prices for children's meals.
- 8 Guests can/should use the jacuzzi in their bathroom.
- 9 You don't have to/can ask for advice at reception.
- 10 You have to/shouldn't make a lot of noise on the Maldives.

3 Read the sentences. Decide if the sentence is true. Underline the correct modal verb.

- 1  In Spain you have to/don't have to eat early in the evening because the restaurants stay open very late.
- 2  In the USA, in some places you can/can't carry a gun at 18 but you can/can't drink alcohol until you're 21.
- 3  When someone gives you their business card in Japan, you should/shouldn't study it carefully.
- 4  Visitors to people's houses in Russia should/shouldn't say no when they are invited to drink something.
- 5  In Germany, when you give flowers, you have to/don't have to buy an odd number like 11 or 13, but never 12.
- 6  You have to/don't have to carry an identity card in the UK, but you should/shouldn't always carry an umbrella.
- 7  In Australia, when you meet someone for the first time, you can/can't use their first name.
- 8  In India, you have to/don't have to eat with your right hand, because people think the left hand is dirty.

53. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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4 Write questions for the answers with *should*, *can* or *have to*.

1 Can he leave early?

No, he can't leave early.

2 \_\_\_\_\_ ?

Yes, you have to fly to Rome.

3 \_\_\_\_\_ ?

Yes, we should speak to the boss.

4 \_\_\_\_\_ ?

Yes, they can come to the meeting.

5 \_\_\_\_\_ ?

No, he can't have a bigger office.

6 \_\_\_\_\_

Yes, we should study German.

7 \_\_\_\_\_ ?

No, you don't have to finish the report today.

8 \_\_\_\_\_ ?

Yes, she should phone first.

54. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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## Future 1: will

### A Form

- We use *will* + the infinitive (without *to*).

<b>Affirmative</b>	<i>I/you/he/she/it/we/they will work</i>
<b>Negative</b>	<i>I/you/he/she/it/we/they won't work</i>
<b>Question</b>	<i>Will I/you/he/she/it/we/they work?</i>



"Let me get this, but keep in mind that you'll pay for it in other, more subtle ways later on."

- Will* is usually shortened in speech and informal writing to *'ll*.

Ford Motor chief Bill Ford said: 'In the future I **will continue** my practice of accepting no compensation at all until the company has achieved profitability.'

USA Today website

### B Facts and predictions

- We can use *will* on its own for something certain in the future, a fact.  
*The store will be closed on Sunday.*  
*I'll be 40 next year.*
- But usually the future is not certain, and instead we have to make a prediction based on our opinions and beliefs. To do this we add a verb at the beginning like: *believe, be sure, expect, hope, know, suppose, think.*  
*I think inflation will go up next year.*  
*I hope they'll agree to the deal.*
- We can also use adverbs like *probably* and *definitely*. Note the positions.  
*She'll probably be at the meeting.* (*will + probably*)  
*She probably won't be at the meeting.* (*probably + won't*)

Q: What do you think about the consolidation going on in the software world?

A: No one should be surprised about this. The top 15 software companies are 84% of the revenues in the industry. Do the other companies have something interesting to offer, or do you just say, 'I'll buy it all from SAP or Oracle'?

Business Week online website

### C Instant decisions, promises, offers, requests

- We also use *will* when we decide to do something more or less at the moment of speaking.  
instant decision *I'll wait for you outside.*  
promises *I'll do the best I can.*  
offers of help *I'll carry your suitcase to the car.*  
requests *Will you get me an espresso, please?*
- In real life these separate uses are often combined.  
*OK, I'll email the information to you.* (an instant decision and a promise)

### D Talking about the future

- There are several ways to talk about the future in English:
- |                           |   |                |
|---------------------------|---|----------------|
| <i>will</i>               | <i>Bye! I'll see you tomorrow.</i>          | unit 12 and 14 |
| <i>going to</i>           | <i>I'm going to meet her next week.</i>     | unit 13 and 14 |
| <i>present continuous</i> | <i>I'm meeting her at nine next Friday.</i> | unit 13 and 14 |
| <i>present simple</i>     | <i>My flight arrives at half past ten.</i>  | unit 14        |
| <i>modal verbs</i>        | <i>I might meet her next week.</i>          | unit 25        |

55. Paul Emerson, Business Grammar Builder, Macmillan.



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### Exercises

12.1 Add one of these words to each sentence, in the correct place: *expect, sure, probably, probably*.

- 1 I'm we'll have to increase our prices.
- 2 I we'll have to increase our prices.
- 3 We'll have to increase our prices.
- 4 We won't have to increase our prices.

12.2 Replace the underlined words with a form of *will*. Use contractions where possible.

- 1 I promise to speak to my boss about it. I'll speak to my boss about it.
- 2 I promise not to discuss this with anyone. \_\_\_\_\_
- 3 I offer to meet you at the station. \_\_\_\_\_
- 4 It's no good – they refuse to negotiate. \_\_\_\_\_
- 5 Mrs Okada is on another line – I request that you hold. \_\_\_\_\_
- 6 We need some fresh air. I've just decided to open a window. \_\_\_\_\_
- 7 If you aren't willing to tell him the truth, I am. \_\_\_\_\_
- 8 I'm not here next week. I'm in Stockholm. \_\_\_\_\_

12.3 Match comments 1–4 with instant responses a)–d).

- |                                |                          |                                       |
|--------------------------------|--------------------------|---------------------------------------|
| 1 Can I get you anything?      | <input type="checkbox"/> | a) Don't worry, I'll deal with it.    |
| 2 It's a difficult situation.  | <input type="checkbox"/> | b) Yes, I think I'll stop now.        |
| 3 I'm afraid the line is busy. | <input type="checkbox"/> | c) I'll have a gin and tonic, please. |
| 4 You've been working all day. | <input type="checkbox"/> | d) OK, I'll call back later.          |

12.4 In this article, add the word *will* in eight places and the word *won't* in one place.

## The future of work

What your office look like in twenty years' time? I expect there be just a small number of people, sitting on comfortable chairs, talking together and using hand-held computers. I think more people probably work as freelancers, and those still inside the company on permanent contracts have more flexible job descriptions. Both groups do more work from home, and via the Internet. In general, companies be

smaller and more specialized. A consequence of all these trends is that the office become a place for 'face time' only – those occasions when meetings of real people are absolutely essential. But some things probably change. These days people want more from their work: they expect their jobs to be more interesting, creative and satisfying. And I think that this continue.

56. Paul Emerson, Business Grammar Builder, Macmillan.



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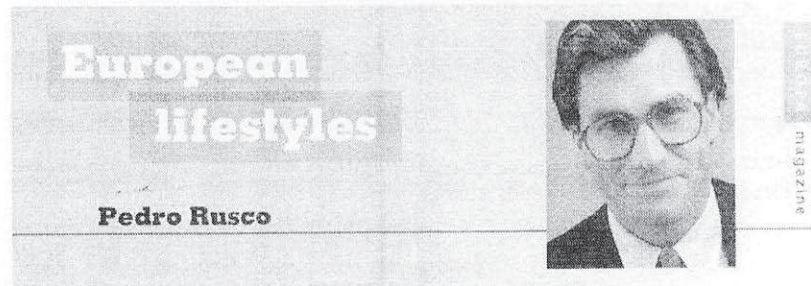


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**Future: will**

- 1 Complete the interview with Pedro Rusco for *Europa* magazine. Write the correct *will* Future form of the verb in brackets.



INTERVIEWER Pedro, when will you start your job<sup>1</sup> (you, start) in China?  
 PEDRO At the end of June.  
 INTERVIEWER Where \_\_\_\_\_<sup>2</sup> (you, live)?  
 PEDRO In Canton, which is the biggest city in China.  
 INTERVIEWER \_\_\_\_\_<sup>3</sup> (you, go) alone?  
 PEDRO No, I \_\_\_\_\_<sup>4</sup>. My wife and son \_\_\_\_\_<sup>5</sup> (come) with me.  
 INTERVIEWER \_\_\_\_\_<sup>6</sup> (your job, be) the same as your present job?  
 PEDRO No, it \_\_\_\_\_<sup>7</sup>. In China I \_\_\_\_\_<sup>8</sup> (be) the General Manager.  
 INTERVIEWER How long \_\_\_\_\_<sup>9</sup> (you, stay)?  
 PEDRO I'm not sure. I agreed to stay for two or three years. I don't know what \_\_\_\_\_<sup>10</sup> (happen) after that.  
 INTERVIEWER What language will you speak at work in China?  
 PEDRO I think I \_\_\_\_\_<sup>11</sup> (speak) English all the time.  
 INTERVIEWER \_\_\_\_\_<sup>12</sup> (you, learn) Chinese?  
 PEDRO I \_\_\_\_\_<sup>13</sup> (try) to learn it, but I think it \_\_\_\_\_<sup>14</sup> (be) difficult.  
 INTERVIEWER Do you think you \_\_\_\_\_<sup>15</sup> (have) any problems with the food or the climate?  
 PEDRO Well, the food \_\_\_\_\_<sup>16</sup> (be) very different but I think the climate in the south of China is like the climate in Argentina, so that \_\_\_\_\_<sup>17</sup> (not be) a problem.  
 INTERVIEWER \_\_\_\_\_<sup>18</sup> (you, go) back to Argentina while you are in China?  
 PEDRO Oh, yes, probably twice a year. And I hope my family and friends \_\_\_\_\_<sup>19</sup> (come) from Argentina to visit us and see China.



57. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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2 Write questions and answers about Pedro.

1 Pedro/go to China in June?

Q *Will Pedro go to China in June* ? A *Yes, he will.*

2 he/live in Beijing?

Q \_\_\_\_\_ ? A \_\_\_\_\_

3 his wife and son/stay in Argentina?

Q \_\_\_\_\_ ? A \_\_\_\_\_

4 he/speak English at work?

Q \_\_\_\_\_ ? A \_\_\_\_\_

5 the climate/be a problem for him?

Q \_\_\_\_\_ ? A \_\_\_\_\_

6 his family and friends/visit him in China?

Q \_\_\_\_\_ ? A \_\_\_\_\_

58. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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**Future 2: going to and present continuous**



"I'm afraid I'm going to be late home for dinner again, Mavis ... about three days"

**A Going to**

<b>Affirmative</b>	<i>I'm/you're/he's/she's/it's/we're/they're going to work.</i>
<b>Negative</b>	<i>I'm/you're/he's/she's/it's/we're/they're not going to work.</i>
<b>Question</b>	<i>Am I/are you/is he/is she/is it/are we/are they going to work?</i>

- We use *be + going to + infinitive* to talk about plans and decisions that we have already made. The time can be near future or distant future.

*I'm going to have a meeting with my bank manager tomorrow.*  
*We're going to move all our production to Slovakia next year.*

- We also use *going to* for predictions, especially when there is strong evidence in the present situation.

*It's going to be difficult to increase market share.* (there is a lot of competition)  
*It looks like inflation is going to fall next year.* (this newspaper article says so)

**B Present continuous**

- The present continuous (*I am working/he is working*) is described in unit 2 with a present time reference. It also has a future time reference: to talk about fixed arrangements. There is nearly always a time phrase.

*I'm catching the Eurostar to Brussels at 8.30 tomorrow morning.*  
*Next year Miki is coming from the Tokyo office to join our team.*

- The fixed arrangements are often social arrangements and appointments.  
*I'm playing tennis at 11.00, then after that I'm meeting Jim and Sue for lunch.*
- Remember from unit 3 that state verbs (*think, know, want*) are not normally used in a continuous form.

**C Going to or present continuous?**

- There are many situations where we can use either *going to* or the present continuous. *Going to* is for plans, the present continuous is for arrangements – plans and arrangements are very similar.

*I'm going to meet/I'm meeting her tomorrow.*

- However there can be a small difference. *Going to* is more common where the details are not yet finalized – it's just a plan. The present continuous is more common where the details are fixed, with a time and a place – it's 'in our diary'.

*I'm going to give a presentation at the conference.* (exact details are still unknown)  
*I'm giving my presentation at 10.30 in room G12.* (all the details are fixed)

Soon, baby boomers are going to start calling. They are going to pick up the phone book to find the section on Nursing Homes. What are they going to find? It might be scary. During the last two years, one in 10 nursing homes across the country has gone bankrupt.

Hannah Miller website

The Scottish Youth Parliament is meeting next Wednesday afternoon and a number of members have indicated that they will attend.

Scottish Parliament website

59. Paul Emerson, Business Grammar Builder, Macmillan.





**Exercises**

**13.1** Decide how *going to* is used in each sentence. Write *plan* or *prediction* at the end.

- 1 It's going to be a difficult meeting. prediction
- 2 I'm going to visit some clients in Helsinki next week. \_\_\_\_\_
- 3 The new model looks fantastic. It's going to be a huge success. \_\_\_\_\_
- 4 You want delivery by Friday? That's going to be difficult. \_\_\_\_\_
- 5 After lunch we're going to look round the factory. \_\_\_\_\_

**13.2** Replace the underlined words with a form of *going to*.

- 1 I've decided to look for another job. I'm going to look for another job.
- 2 We plan to patent this invention. \_\_\_\_\_
- 3 What do you intend to do? \_\_\_\_\_
- 4 They have decided not to have a stand at the Expo. \_\_\_\_\_
- 5 GSK intends to launch a new heart drug. \_\_\_\_\_

**13.3** Read the evidence in the first sentence. Then use the words in brackets to make a prediction with *going to*.

- 1 People are living longer and having fewer children.  
(the workforce/get older) The workforce is going to get older.
- 2 Prices in the shops are rising.  
(the trade unions/ask for higher wages) \_\_\_\_\_
- 3 We have to finish the project this month, but there's too much work to do.  
(we/not have enough time) \_\_\_\_\_
- 4 That machine is making a strange noise again.  
(I think it/break down) \_\_\_\_\_

**17 13.4** Complete the dialogue by putting the verbs into the correct form of the present continuous.  
(See unit 2 for present continuous forms.)

- SIMONE: Erica Morrison from Head Office (1) is coming (come) tomorrow to talk about marketing ideas for next year.
- REMY: Good. What time (2) \_\_\_\_\_ (she/arrive)?
- SIMONE: She (3) \_\_\_\_\_ (get) here at ten, then we (4) \_\_\_\_\_ (have) a meeting with the senior management team until about twelve.
- REMY: (5) \_\_\_\_\_ (you/take) her out for lunch?
- SIMONE: Yes. We (6) \_\_\_\_\_ (not/go) anywhere expensive – just a little Italian restaurant round the corner. Would you like to join us?

60. Paul Emerson, Business Grammar Builder, Macmillan.



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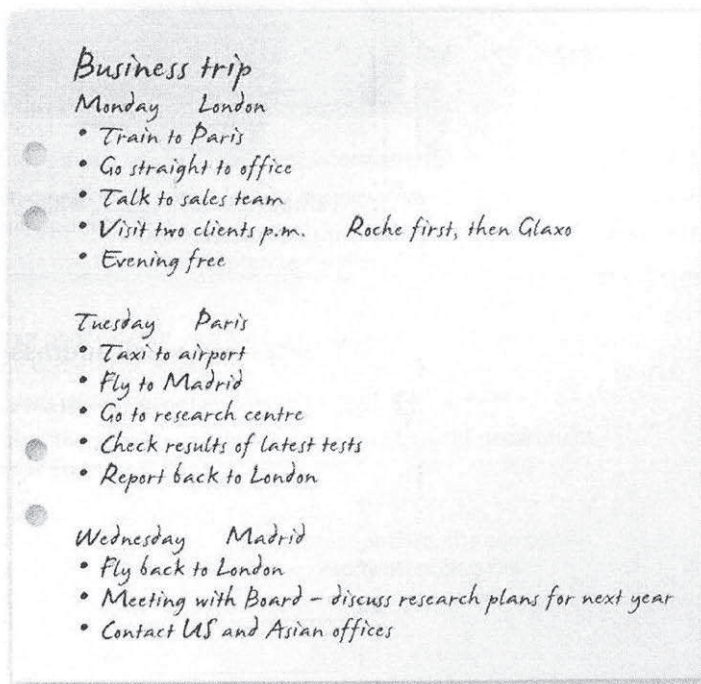


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**Future: going to**

- 4 An executive, Brett Sinclair, works for a drug company. He talks to his boss about his plans for a business trip. Use his notes to complete the dialogue.
- BOSS How are your plans for next week?
- BRETT Good. I am ready to go.
- BOSS Excellent. What are your plans for Monday?
- BRETT Well first, I am going to take the train <sup>1</sup> to Paris. I can work better on the train.
- BOSS OK. And are you \_\_\_\_\_ <sup>2</sup> straight to the office?
- BRETT Yes. The sales team want to talk about the Roche and Glaxo visits.
- BOSS When \_\_\_\_\_ <sup>3</sup> them?
- BRETT In the afternoon. I \_\_\_\_\_ <sup>4</sup> Roche first, then Glaxo.
- BOSS Are you \_\_\_\_\_ <sup>5</sup> dinner with the sales team?
- BRETT No, they have other plans.
- BOSS So how about Tuesday?
- BRETT I \_\_\_\_\_ <sup>6</sup> to Madrid and I \_\_\_\_\_ <sup>7</sup> to the research centre. I \_\_\_\_\_ <sup>8</sup> the latest results with the research team and then I \_\_\_\_\_ <sup>9</sup> to London.
- BOSS And when do you plan to come back?
- BRETT On Wednesday. I \_\_\_\_\_ <sup>10</sup> the Board to discuss the plans for next year. And then I \_\_\_\_\_ <sup>11</sup> our US and Asian offices.
- BOSS Sounds like you \_\_\_\_\_ <sup>12</sup> busy!



61. Liz Taylor, Alastair Lane. International Express Elementary, OUP.





**Przykład**

**WYDAWNICTWO AMFORA**  
ul. Jasna Rola 22  
61-609 Poznań, Poland  
Tel./fax +48-61 23 89 76

Mr Juan Alonzo  
Tavox Office Supplies  
Plaza San Juan  
Cordoba  
Spain

Your ref:  
Our ref: PL/ib/249/97

12 June 1997

Dear Mr Alonzo

Office furniture

We are interested in buying some pieces of Spanish furniture and would be pleased to receive a copy of your latest catalogue, price list and export terms fob.

Yours faithfully

*Anita Krauze*  
pp. Peter Lang  
Manager

pp - w zastępstwie

**Układ blokowy**

Współczesne listy handlowe pisane są w układzie blokowym. Przyjrzyjmy się dokładnie przykładowym listom Wydawnictwa Amfora:

- nazwa i adres odbiorcy znajdują się w prawym górnym narożniku,
- data znajduje się po prawej stronie,

62. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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- w adresie, po zwrocie powitalnym (*Dear ...*) i po zwrocie pożegnalnym (*Yours faithfully/sincerely*), nie stosuje się żadnych znaków interpunkcyjnych,
- każdy paragraf rozpoczyna się od lewego marginesu i jest pisany z pojedynczym odstępem,
- nazwisko osoby piszącej list i jej tytuł umieszcza się pod podpisem.

## Data

Pisząc datę należy pamiętać, że w Wielkiej Brytanii najpierw podaje się dzień, a w Stanach Zjednoczonych - miesiąc. Oznacza to, że np.

03 06 92

to trzeciego czerwca w Wielkiej Brytanii, ale w Stanach Zjednoczonych - szóstego marca! Najbezpieczniej zatem pisać datę w sposób następujący:

3 June 1992.

Pamiętajmy, że w języku angielskim nazwy miesięcy pisze się zawsze dużą literą. Po dniach tygodnia nie trzeba pisać liter *th*, *rd*, *nd* lub *st*.

Poniższe daty napisz zgodnie z zasadami obowiązującymi przy pisaniu listów:

- a) Feb. 18th, 1988 \_\_\_\_\_
- b) 21st May 1990 \_\_\_\_\_
- c) 5/12/94 (UK) \_\_\_\_\_
- d) 03-06-94 (USA) \_\_\_\_\_
- e) 23.9.89 \_\_\_\_\_
- f) 04.10.93 (USA) \_\_\_\_\_

## Dear ... / Yours ...

W listach handlowych stosuje się kilka form zwrotu powitalnego:

- |                 |  |
|-----------------|--|
| Dear Sirs       | - do firmy                                 |
| Dear Sir        | - do mężczyzny, którego nazwiska nie znamy |
| Dear Madam      | - do kobiety, której nazwiska nie znamy    |
| Dear Mr Jones   | - do mężczyzny                             |
| Dear Mrs Jones  | - do kobiety zamężnej                      |
| Dear Miss Jones | - do kobiety niezamężnej                   |

63. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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Dear Ms Jones            - do kobiety zamężnej lub niezamężnej  
 Dear Susan                - do przyjaciółki lub osoby dobrze znanej

**Bezpośrednio po *Mr, Mrs* itd. oraz przed nazwiskiem nie należy pisać imienia. Formy *\*Dear Mr John* czy *\*Dear Mr John Smith* są niepoprawne.**

Sposób zakończenia listu zależy od rodzaju zwrotu powitalnego:

Dear Sirs/Sir/Madam	→ Yours faithfully
Dear Mr/Mrs/Miss/Ms Jones	→ Yours sincerely
Dear Susan	→ Best regards/wishes

1. Połącz zwroty powitalne z odpowiednimi zwrotami pożegnalnymi:

- |                     |   |
|---------------------|---|
| a) Dear Mrs Preston | Best regards<br><i>Alice</i><br>Alice                   |
| b) Dear Sir         |   |
| c) Dear Ms Green    | Yours faithfully<br><i>Robert Jones</i><br>Robert Jones |
| d) Dear Peter       |   |
| e) Dear Mr Jenkins  |   |
| f) Dear Jane        | Yours sincerely<br><i>Susan Brown</i><br>Susan Brown    |
| g) Dear Sirs        |   |

2. Rozpocznij i zakończ list zgodnie z zasadami podanymi wyżej:

- |  |   |
|--|---|
| a) The Principal<br>The Harcourt Business School<br>222/224 Southern Avenue<br>London<br><br>Dear .....<br><br>Yours ..... | b) Bourne & Wayne Ltd.<br>40/44 North Road<br>Gloucester<br><br>Dear .....<br><br>..... |
|--|---|

64. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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c) Ms J Duncan  
Philips & Henderson Ltd.  
Lincoln House  
146/152 Dean Street  
London

d) Thatch Roof Co.  
14 Frimley Street  
Ipswich

e) The Marketing Manageress  
Philips & Henderson Ltd.  
Lincoln House  
146/152 Dean Street  
London

f) Mrs P Kowalski  
5 Hutton Road  
Birmingham

g) Mr Blake Carrington  
50 Poachers Avenue  
Brighton  
Sussex BR2 7LM

h) Mrs Ingrid Bergvill  
Hedgehaugsveien 19  
Stavanger  
Norway

65. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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W poniższym liście jest dziesięć błędów. Należy je odszukać, a następnie napisać list poprawnie, w stylu blokowym.

<i><b>Fabrics Limited</b></i> =====	12 High Street Bristol BD 5 7HW Tel. 483-2757
Miss June Johnson, Home Exhibitions, Birmingham B40 1NT, England.	
Your ref Our ref DK/zn	
Dear Sir	
Thank you for your letter of the second of june nineteen hundred and ninty four	
I am enclosing a brochure with details of our stand at the Fabrics for the Home Exhibition next month.	
1997, june 3rd.	Best wishes
	Marketing Manager Deborah Kerr
	<i>Deborah Kerr</i>

66. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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Elementy poniższego listu są nieuporządkowane. Przepisz list zgodnie z obowiązującym formatem w stylu blokowym.

**CYCLIST**

Bicycle Wholesalers  
25, Bicycle Street London W1  
Tel.fax 081-345 3453

Mr P Hill  
Sales Manager  
CYCLING DELIGHT  
23 Oxford Street  
London  
England

Our ref: EJ/zn

Thank you for your brochure presenting the new bicycles in your PAMIR range.

Your ref: WB/is

Dear Mr Hill

We would be grateful if you would let us have further details of your products.

7 March 1997

Director

*Eric Jenkins*  
Eric Jenkins

Yours sincerely

67. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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### Wiersz *Dotyczy*

Wiersz *Dotyczy* (*Subject line/Subject heading*) określa temat listu i ułatwia jego przekazanie właściwej osobie lub do właściwego działu. Pierwsze zdanie listu zawierającego wiersz *Dotyczy* może zawierać odwołanie do tematu listu, np.:

Dear Miss Wallace

Filing cabinets, order No 43

The above-mentioned order of filing cabinets has not arrived yet.

Please can you process it as soon as possible.

Yours sincerely

*Janet Ferguson*  
 Janet Ferguson (Ms)  
 Manager

### Ćwiczenia

Uzupełnij poniższe listy. W każdym z nich brakuje dwóch elementów.

Dear Miss Braun

.....

I am writing about the above conference.

I would like to point out to you that you have not specified the hour at which the conference is due to begin.

Please could you tell me the time as soon as possible.

.....

*Zbigniew Nowicki*  
 Zbigniew Nowicki  
 EMAS Regional Co-ordinator

**EMAS**  
**One-day conference**  
**“Writing Business Letters”**  
**12 December 1997**

Dear Colleague

I am pleased to inform you that EMAS will be holding a one-day conference on “Writing Business Letters”.

Should you wish to attend the above-mentioned conference, please contact EMAS as soon as possible.

Yours sincerely

*Ewa Braun*  
 Ewa Braun  
 EMAS Manager

68. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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<b>Resort Hotels</b> ☺	
<i>Hotel rates</i>	
Single room	\$120
Double room	\$150
Suite	\$300

Dear Mr Pebbles

Hotel rates

Thank you for your letter about .....

.....

I enclose some information which I hope you will find helpful.

.....

*Janet Baker*  
 Miss Janet Baker  
 Reservations

Dear .....

Thank you for your letter of 17 June.

I am happy to say that I will be able to attend the conference on "Writing Business Letters".

I look forward to seeing you there.

.....

Zbigniew Nowicki

*Beata*

*Write to Ewa about the conference in Warsaw.*

69. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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**Letter practice**

<b>NORFOLK RESORT HOTEL BRIGHTON</b>					
KINGS ROAD ♦ BRIGHTON ♦ EAST SUSSEX ♦ BN1 2PP ♦ PHONE (0273) 38201					
<b>Name:</b>	PIOTR KOWALSKI	<b>Folio</b>	(1) 10263M	Page 1	
<b>Room:</b>	400	<b>Arrival:</b>	05/04/97		
<b>Payby:</b>		<b>Departure:</b>	09/04/97		
<b>Package:</b>	BED & ENG BREAKFAST	<b>Guests:</b>	1		
Date	Item	CHARGE	CREDIT	Total	
1 19/01/97	T/A Commission		14.00		
2 05/04/97	Bed & English B'fast	35.00			
3 06/04/97	Bed & English B'fast	35.00			
4 05/04/97	Telephone	1.25	19:49	3.2 min	
5 05/04/97	Telephone	18.50	20:02	9.1 min	
6 07/04/97	Bed & English B'fast	35.00			
7 08/04/97	Bed & English B'fast	35.00			
8 09/04/97	Cash payment		19.75		
9 09/04/97	Account to Company		126.00	AMOUNT NOW DUE	
<b>Total amount payable (including VAT) 126.00</b>					

You have received this invoice from the Norfolk Resort Hotel in Brighton. They want you to pay an outstanding 126.00 pounds. Obviously, there must be some mistake, as your invoice has been paid by the British Council. Write a letter to the hotel explaining the mistake.

- i) Who will you address the letter to?
- ii) How will you open the letter?
- iii) What subject heading will you put?
- iv) How will you end the letter?

70. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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## Koperta

Adres na kopercie powinien być taki sam, jak w liście. Jeśli list kierowany jest do konkretnej osoby w firmie (a szczególnie gdy list jest przesyłany pocztą kurierską), na kopercie należy zaznaczyć nazwisko odbiorcy, np.

<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	Bobo Fruit Co. Ltd. 25, Apple Street London attn.: Ms Plum
---	---

## Skróty i napisy na kopertach

Air Mail	-	<i>pocztą lotniczą</i>
Apt. (= apartment)	-	<i>mieszkanie</i>
Ave. (= avenue)	-	<i>ulica, aleja</i>
Bldg. (= building)	-	<i>budynek</i>
Blvd. (= boulevard)	-	<i>bulwar</i>
Co. (= company)	-	<i>firma</i>
c/o (= care of)	-	<i>pod adresem</i>
C.O.D. (= cash on delivery)	-	<i>za zaliczeniem</i>
Confidential	-	<i>poufny</i>
Corp. (= corporation)	-	<i>spółka, przedsiębiorstwo</i>
Dept. (= department)	-	<i>dział, wydział</i>
Express	-	<i>ekspres</i>
Personal (US)	-	<i>doręczyć osobiście</i>
Private (GB)	-	<i>doręczyć osobiście</i>
Pls do not bend	-	<i>proszę nie zginać</i>
Pls forward	-	<i>proszę przekazać</i>
Printed matters	-	<i>druki</i>
Rd. (= road)	-	<i>ulica, droga</i>
Registered	-	<i>polecony</i>
Sample	-	<i>próbka</i>
Sq. (= square)	-	<i>plac</i>
St. (= street)	-	<i>ulica</i>
Urgent	-	<i>pilny</i>
Via courier	-	<i>kurierem</i>

71. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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**Przykład**

<b>TAVOX OFFICE SUPPLIES</b> Plaza San Juan Cordoba	
Mr Peter Lang Manager Wydawnictwo Amfora ul. Jasna Rola 22 61-609 Poznan, Poland	Your ref: PL/n/247/97 Our ref: JM/ib/34/97
20 June 1997	
Dear Mr Lang	
We have received your letter of 12 June, enquiring about our products.	
We have enclosed our latest catalogue with details of our product range and terms of business.	
We hope that this will help you.	
Yours sincerely	
<i>Juan Martinez</i> Juan Martinez Marketing Manager	

**Części listu**

Większość listów składa się z trzech części. W pierwszej, nazywanej otwarciem, podaje się powód pisania listu. Część druga - to rozwinięcie tematu. Część trzecia - to zakończenie, które jest zwykle prośbą o załatwienie sprawy i szybką odpowiedź.

72. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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### Początek listu

Oto kilka typowych zwrotów, którymi można rozpoczynać list handlowy:

*We are writing to enquire about ...*  
*We are writing in connection with ...*  
*We are interested in ... and we would like to know ...*  
*We would like to receive information concerning ...*  
*We are interested in entering into business relations with ...*

 Jak rozpocznieš poniŹsze listy?

- a) We wczorajszej gazecie ukazało się ogłoszenie o sprzedaży samochodu Toyota. Chciałbyś uzyskać więcej informacji na ten temat.

---

---

- b) Chciałbyś uzyskać informacje na temat krzeseł sprzedawanych przez firmę Chairs Ltd.

---

---

- c) Twoja firma chciałaby zakupić 50.000 łożysk stożkowych (*taper roller bearings*). Nie wiesz, jaka jest ich aktualna cena.

---

---

- d) Chciałbyś uzyskać informacje o terminie dostawy telewizorów Sony.

---

---

- e) Chcesz uzyskać informacje na temat warunków dostawy komputerów IBM Pentium 133.

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73. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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Gdy odpowiadamy na list, naszą odpowiedź możemy rozpocząć w sposób następujący:

<i>Thank you for your letter of (data),</i>	↘	
<i>With reference to your letter of (data),</i>	→	<i>concerning ...</i>
<i>We have received your letter of (data),</i>	→	<i>enclosing ...</i>
<i>In reply to your letter dated (data),</i>	↗	<i>asking if ...</i>
		<i>enquiring about ...</i>

 Jak rozpocznesz list w poniższych sytuacjach?

- a) Otrzymałeś list od firmy BEST BUSINESS z zapytaniem, czy produkujecie drukarki laserowe.

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- b) Otrzymałeś list od Susie Brown z prośbą o zatrudnienie. Susie dołączyła do listu swój życiorys.

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- c) Otrzymałeś list z zapytaniem o terminy wyjazdu autokaru do Londynu.

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- d) Otrzymałeś list z hotelu z żądaniem zapłaty za pobyt.

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- e) Otrzymałeś list z zaproszeniem na obiad w środę wieczorem.

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74. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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- f) Otrzymałeś list z prośbą o katalog i aktualną ofertę firmy.

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- g) Otrzymałeś list z informacjami o nowych książkach Wydawnictwa Amfora.

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### Zakończenie listu

Oto kilka typowych zwrotów, którymi można zakończyć list handlowy:

*I look forward to receiving your reply/order/products/etc.  
Looking forward to hearing from you,  
We are looking forward to your early reply.  
A prompt reply will be appreciated.  
We should appreciate a prompt reply.*

Jeśli w liście przekazaliśmy pewne informacje, możemy go zakończyć w sposób następujący:

*I hope that this information will help you.  
Please do not hesitate to contact me if you need any further information.  
Please feel free to contact me if you have any further questions.  
Should you need more information, please feel free to contact me.*

75. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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Ćwiczenia

Poniżej znajduje się pięć fragmentów listów, w których brakuje początku i zakończenia. Uzupełnij listy frazami podanymi na stronie 20 oraz dopisz odpowiedni zwrot pożegnalny.

Dear Mr Jankowski

1 .....

The visit will be sponsored by the Ministry, which is planning some other visits for you to our factories.

2 .....

.....

*Thomas Wendle*  
Thomas Wendle  
Sales Manager

Dear Susan

3 .....

I am sorry that I could not answer it myself, but here is the information that you wanted.

We are leaving for the conference on Friday, 13 June at 8:00 a.m. Your contact person is Mr Young.

4 .....

.....

*Jim*  
Jim Morrison

Dear Ms Wilson

5 .....

As we have not yet received your payment for the last two shipments, we would be very grateful if you would send it as soon as possible.

6 .....

.....

*A. Littlejohn*  
A. Littlejohn  
Sales Director

76. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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Dear Mr Francis

7 .....

We manufacture three kinds of chocolate bars. The prices are PLN 1.19 (60g), PLN 2.23 (100g) and PLN 2.38 (125g). I enclose some leaflets.

8 .....

.....

*Jan Broniewski*  
 Jan Broniewski  
 Sales Department

Dear Mr Peters

9 .....

Enclosed are two copies of the contract of employment. Would you please sign both copies and return them to this office.

10 .....

.....

*Robert Brown*  
 Robert Brown  
 Personnel Manager

- a) We are pleased to extend a formal invitation for you to visit our firm in August to discuss the programme of our future co-operation.
- b) Thank you for your telephone call, enquiring about our prices.
- c) Thank you for your telephone call today.
- d) With reference to our telephone conversation on Friday, August 10, I am pleased to confirm the offer of a position as salesman in this company.
- e) We would be grateful if you could confirm your visit as soon as possible.
- f) I look forward to receiving your order.
- g) We would like to draw your attention to our bill of 4 March.
- h) Please feel free to contact me if you need any information about plane arrival times.
- i) Should you have any queries about your conditions of employment, please do not hesitate to contact this office.
- j) I am sure that this delay is due to an oversight in your accounts department.

77. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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## Letter practice

**1.** Write a letter to Peripherals Services Ltd., 62 East Avenue, Peterborough. You want a laptop computer and you would like to know if they rent them. You need a high-class machine with a very good quality ink-jet printer. You can follow this plan:

- Dear ...
- Open the letter. Say what you are writing about.
- Tell them exactly what you need.
- Close the letter.
- Yours ...
- Sign the letter with your name and title (*Senior Executive*).

**2.** You are the Personnel Manager of the Bucik Shoe Company. You have received a letter from Marlene Jones. Write back to her and ask her to send you her CV so that you can review her experience.

	543 Northern Avenue, Apt. 5N Brooklyn, New York 11465
<p>Personnel Manager Bucik Shoe Company P.O. Box 456 New York, N.Y. 10045</p> <p style="text-align: center;">June 5, 1997</p> <p>Dear Sir</p> <p>I would like to be considered for the position of administrative assistant which you advertised in the "Daily routines" on 1 June 1997.</p> <p>I am seeking a position of greater responsibility, with opportunity for advancement.</p> <p>I would appreciate an interview at your convenience.</p> <p>Yours faithfully</p> <p><i>Marlene Jones</i> Marlene Jones (Miss)</p>	

78. Zbigniew Nadstoga, Writing Business Letters, Altravox Press.



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**E-mail exchange**

**A** Look at the ways to begin and end an e-mail.

**Openings**  
 If you don't know the person very well, you can start as in a letter.  
*Dear Mr ... , or Dear Ms ... ,*  
 If you know them better, you can start with their first name.  
*Dear Francisco / Dear Charlotte,*  
 If you know them even better, you can write *Hello* or *Hi*.  
*Hi, Francisco,*

**Endings**

	More formal		Less formal
	<i>Regards,</i>	<i>Best regards,</i>	<i>All the best,</i>
		<i>All best wishes,</i>	<i>Best wishes,</i>
			<i>Best,</i>

**B** Put the extracts from e-mails between Charlotte Ramsden and Luisa Barcarem in order. There are three from Charlotte to Luisa and three from Luisa to Charlotte.

a  Thank you for your e-mail inviting me to an interview. Unfortunately I have a very important meeting on Monday December 2nd. Is another day possible?

b  Please find attached my résumé again. I hope you can open it this time.

c  Thanks for sending your résumé again – I can read it now! Your background is very interesting. Can you come for an interview in Toronto on Monday December 2nd at 2.00 pm?

d  Fine. I can now come to Toronto on Monday December 2nd.

e  I'm traveling all week from Tuesday 3rd December, so Monday is the only possible day for the interview.

f  Thank you for your e-mail. Unfortunately I couldn't open the attachment. Please could you send it again in Word 6? Many thanks.

**C** Antonia Criado has applied for a job in your department. You invite her for an interview. Write the e-mails in this exchange.

<p><b>Antonia</b></p> <p>2 <input type="text"/></p> <p>4 <input type="text"/></p> <p>6 <input type="text"/></p>	<p><b>You</b></p> <p>1 <input type="text"/></p> <p>3 <input type="text"/></p> <p>5 <input type="text"/></p>
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78. Bill Mascull, Jeremy Comfort Best Practice Elementary, Heinle

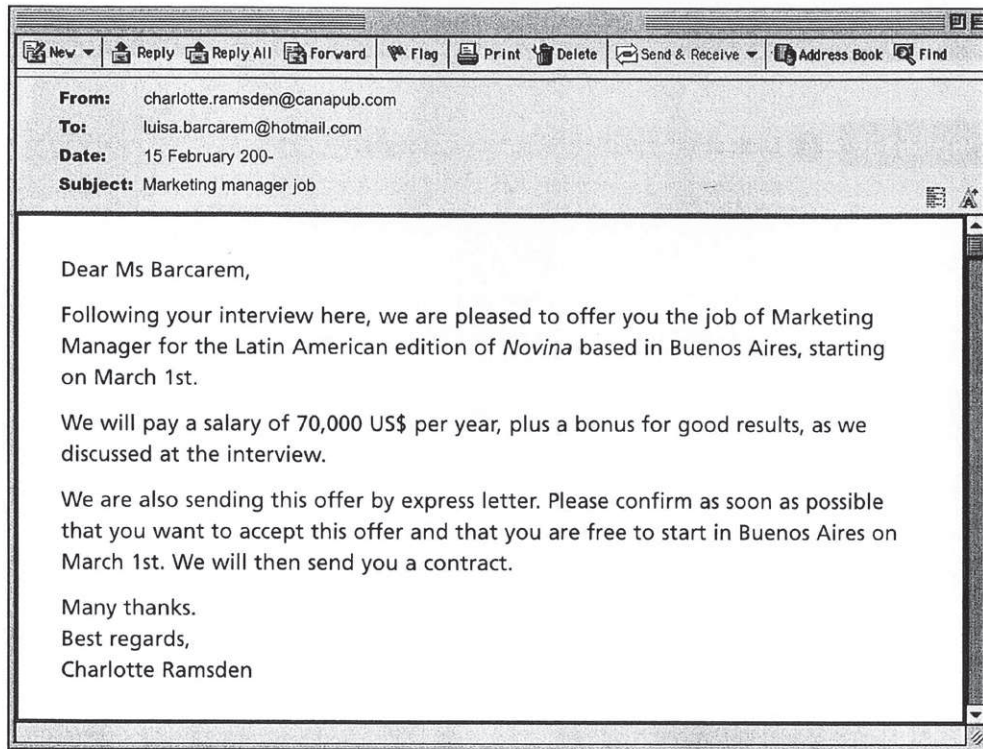


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**A Read the e-mail.**



**B Luisa writes an e-mail reply to Charlotte. Put the steps in order.**

- a  Accept the salary.
- b  End politely.
- c  Say you can start on March 1st.
- d  Thank Charlotte for offering you the job.
- e  Say you look forward to receiving the contract.

**C Now write Luisa's reply.**

**D Charlotte sends an e-mail back to Luisa. Put the steps in order.**

- a  End politely.
- b  Say you look forward to seeing her in Buenos Aires on March 1st.
- c  Thank Luisa for her e-mail.
- d  Say you will send the contract by FedEx courier.
- e  You will be in Buenos Aires from March to September to prepare for the September launch of the Latin American edition of *Novina*.

**E Now write Charlotte's reply.**

**F Write an e-mail to someone offering them a job in your organisation – giving salary, starting date, etc. Then write an e-mail with that person's reply, saying that they accept the offer.**

79. Bill Mascull, Jeremy Comfort Best Practice Elementary, Heinle



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1 Put the expressions in the box in the correct column.

- |                                    |   |
|------------------------------------|---|
| a I'm sorry to inform you ...      | f Please send me details of ...                 |
| b This fax is to confirm ...       | g Unfortunately, we cannot change ...           |
| c Could you please email me ...    | h This email is to get in touch again.          |
| d Looking forward to seeing you.   | i Following your email of ...                   |
| e Thank you for your letter of ... | j Please contact us again if you would like ... |

Starting	Saying why you're writing	Requesting	Giving bad news	Ending

2 Mary O'Brien, of Mercantile Bank Co, has sent Carlos Pavón an email with information about a conference. Read the sentences and put them in the correct order.

To: Carlos Pavón  
 Date: 13th September  
 Subject: Conference dates

a Please email me if you would like further information.  
 b The conference will finish with a look at our new financial products and a farewell dinner on the 2nd.  
 c The conference starts on 30th September and finishes on 2nd October.  
 d Best wishes  
 e Following your phone call of yesterday morning I'm sending you details of the conference arrangements.  
 f Looking forward to seeing you at the conference.  
 g On 1st October there will be presentations by a number of department heads from our European offices.  
 h Dear Mr Pavón  
 i On the 30th there will be an address by Ester Sánchez, the company chairperson, followed by a dinner for everybody attending the conference.

Mary O'Brien

The correct order: 1 \_\_\_ 2 \_\_\_ 3 \_\_\_ 4 \_\_\_ 5 \_\_\_ 6 \_\_\_ 7 \_\_\_ 8 \_\_\_ 9 \_\_\_

80. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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3 Complete Mr Pavón's reply to Mary O'Brien with the phrases in the box.

Best wishes	Unfortunately
I'm pleased to tell you	could you please email him
Please let me know	Thank you for your email of

To: Mary.Obrien@mercantilebankco.com  
 From: CarlosPavón@catalanbank.es  
 Date: 15th September  
 Subject: Conference of 30th September

Dear Ms O'Brien

\_\_\_\_\_ 1 13th September. \_\_\_\_\_ 2,

I will not be at the Mercantile Bank Co conference because I will be in Argentina when it starts.

But \_\_\_\_\_ 3 that my company will be represented at the conference. My colleague Fernando Laza will be there. I will give him the conference information you sent me. But \_\_\_\_\_ 4 with any further details? Thanks. \_\_\_\_\_ 5 if there is a problem with this change.

\_\_\_\_\_ 6

Carlos Pavón

4 Write an email to a friend. Ask how they are. Ask about their work. Say you want to see them again soon. Ask your friend to have dinner with you. Say you will phone this weekend.

To:  
 From:  
 Date:  
 Subject:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
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81. Liz Taylor, Alastair Lane. International Express Elementary, OUP.



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## Glossary

### 1 The Basics

#### Beginnings and endings

Your language

Hi Kim

How are you?

I'm finalising the details of the Leadership Course.

Best regards

No changes needed. (No changes are needed).

Dear Ms Novotna – Yours sincerely

I would like to invite you to visit us.

I look forward to meeting you again.

Dear Sir/Madam – Yours faithfully

This is to confirm that your current policy covers you.

#### Basic layout

It was good to meet you at the seminar in Paris.

I would like to arrange a meeting with you.

We have many new products that will interest you.

Could you let me know if you are available on June 5th or 6th?

I look forward to hearing from you soon.

Please note that our Korean agent will be visiting the company next Friday 21 June.

Please confirm that you can attend.

Dear all,

I've attached a copy of the menu for the annual dinner.

Laurent, please can you make the arrangements for the music?

82. Ian Badger, Sue Pedley, Everyday Business Writing, Longman.



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## 2 Making Contact

### Messages 1

I have seen your advertisement on your web page.	.....
I would like to apply for the post.	.....
I am currently working as a Marketing Assistant.	.....
I work for a publishing company in London.	.....
Thank you for your email.	.....
I am pleased to attach our online application form.	.....
I look forward to your reply.	.....
I enclose my CV as requested.	.....
Please let me know if you have any queries.	.....
I apologise for not sending this earlier.	.....
Please call me on my mobile.	.....

### Messages 2

We are writing to invite you to a conference.	.....
Please take a look at our website.	.....
I am sending the schedule for the forthcoming conference.	.....
We would like to attend the conference.	.....
We have reserved a stand for you.	.....
Could you please send us a summary of your company by the end of the week?	.....
We are an established company in the UK.	.....
We provide training for the manufacturing and service industries.	.....
We are happy to provide on-site training.	.....
We can provide training at venues in the UK.	.....

## 3 Arrangements

### Arranging a visit

We would be very pleased if you could visit our company.	.....
Please let us know your availability.	.....
Thank you for the invitation to visit your company.	.....

83. Ian Badger, Sue Pedley, Everyday Business Writing, Longman.



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