

UNIVERZITA J. E. PURKYNĚ V ÚSTÍ NAD LABEM



HANDOUT FOR LEARNERS OF BUSINESS ENGLISH

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Handout

for Learners of Business English

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*Tento projekt je součástí
IPRM Ústí n. L. – Centrum.*

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Handout for Learners of Business English

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1 A Introducing and greeting, socializing

1 B Revision of questions

1 A Introducing and greeting

Lead in: It may cause embarrassment having to start a conversation with a stranger in a foreign language. In this chapter you may find useful expressions and topics, which could help you overcome this initial awkwardness.

Input:

Text:

T: Hello, John, nice to see you again. How are you?

J: I am fine, thanks, Tom. And you?

T: Very well, thank you. I would like to introduce you to Mary, my colleague. Mary, this is John. John, this is Mary.

J: Nice to meet you. Tom told me about you. How do you do.

M: How do you do.

T: So, welcome to our firm. I would like.....

Look at other possible introductions

Hello. I don't think we have met before. My name is.....

I would like to introduce myself. My name is

Hello. You must be Sarah. I am.....

Let me introduce a colleague of mine to you.

Can I introduce myself? My name is.....

Excuse me. Are you ?

I don't think we know each other. I am.....

May I introduce my secretary to you? This is

Which introductions are formal, informal, and neutral?

Where do you introduce yourself? Other person?

Introducing yourself

My name is

What is your name?

Have we met?

I'd like to introduce myself.

Introducing somebody

Do you know.....?

Have you met ?

This is

I'd like to introduce to you.

Nice to meet you.

How are you? I am fine / well / okay. Thank you. And you?

How do you do? How do you do?

Talking about topics

1. Name? Nationality?

2. City, town?

3. Job?

4. Languages?

5. Family?

6. Hobbies?

7. Travel? Holidays?

1. What is your name?

Where are you from?

Are you English?

I am Czech. I am from the Czech Republic.

2. Where do you live?

Which town are you from?

What is your home town?

3. What do you do?

Are you studying?

I work for

I am responsible for

4. What languages do you speak?

Do you speak Spanish?

What is your native language?

How do you spell it?

Where do you come from?

Yes, I am. No, I am not.

I live in Ústí.

Are you from Děčín?

What is it like?

I am a teacher.

I am not a teacher, I am a student.

I am studying

I am in charge of

I speak a little , I speak well.

- | | |
|------------------------------|-----------------------------------|
| 5. Are you married? | I am single / divorced / widowed. |
| Have you got any children? | How old are they? |
| 6. What are your hobbies? | Do you like sport? |
| What do you like doing? | I likeing. |
| 7. How did you travel there? | |
| Do you like travelling? | Yes, I do. No, I don't. |
| Have you been to.....? | Yes, I have. No, I haven't. |

Vocabulary development

<u>Countries</u>	<u>Nationalities</u>	<u>Countries</u>	<u>Nationalities</u>
Britain.	English.	Japan.	Japanese.
Germany.	German.	Sweden.	Swedish.
Italy.	Italian.	France.	French.
Russia.	Russian.	Poland.	Polish.
the Czech Republic.			Czech.
the United States of America.			American.

Jobs, nationalities and articles.

- | | |
|----------------------------|-------------------------------------------|
| I am a teacher. | We are teachers. |
| Are you a doctor? | No, I am not a doctor, I am an architect. |
| I am Czech. Are you Czech? | No, we are Americans. |

Exercises:

0—0 1

Match the phrases and responses

- | | |
|--------------------------------|---------------------------------|
| 1 Nice to see you again! | A How do you do. |
| 2 How are you? | B Hello. And you are Jane. |
| 3 How do you do. | C Then you must call me Sarah. |
| 4 I haven't seen you for ages. | D Nice to see you, too. |
| 5 Please call me Jim. | E I am fine, thanks. |
| 6 This is Susan. | F No, I have been away, lately. |
| 7 How is work? | G Nice to meet you, I am Mike. |
| 8 You must be Ann. | H It is okay, thank you. |

0-0 2

Now match the questions and the answers

- | | |
|----------------------------------------------|--------------------------------------|
| 1 What nationality are you? | A Novels, sometimes science fiction. |
| 2 Do you do any sport? | B Knitting and bird watching. |
| 3 What kind of music do you like? | C Czech. |
| 4 What kind of books do you read? | D She is calm and friendly. |
| 5 Can you play the piano? | E In Ústí nad Labem. |
| 6 What do you like doing in your spare time? | F Classical. |
| 7 Where do you live? | G He is tall and fair. |
| 8 Have you got any brothers or sisters? | H Yes, swimming and cycling. |
| 9 What is your sister like? | I Just one sister. |
| 10 What does your father look like? | J No, but I play the violin. |

0-0 3

Now make your own questions appropriate to the following answers:

Jenny Cook	London	British
Secretary	Detective stories	Volleyball
Rock and pop	One brother	Very nice

1 B Revision of questions

Making questions

She is	(Why) Is she
She has got	(What) Has she got
She can/must	(Why) Can/Must she
She drives	(When) Does she drive.....?
She drove	(Why) Did she drive.....?

Questions

Auxiliaries and modals

I	am	at home.	Are	you	at home?
He	is	tired.	Is	he	tired?
They	are	sleeping.	Are	they	sleeping?
She	was	angry.	Was	she	angry?
David	has	gone.	Has	David	gone?
I	can	swim.	Can	you	swim?

We	must	learn.	Must	we	learn?
We	will	play.	Will	you	play?

Lexical verbs

They	work	Do	they	work...?
He	speaks	Does	he	speak...?
She	watched. . . .	Did	she	watch...?
He	went	Did	he	go....?

Object questions

Sylvia saw Paul.	Who did Sylvia see?
George likes oranges.	What does George like?

Subject questions

Sylvia saw Paul.	Who saw Paul?
George likes oranges.	Who likes oranges?
Something happened.	What happened?

Question words

Who? What? Where? When? How? How much? How many? Whose?

Exercises:

0—0 1

Ask about the underlined word:

I live in a small town near Vienna.

We went to the cinema yesterday.

My sister wrote me a long email about it.

I lost my handbag in Paris.

She will study economics at the University in Cambridge.

I am going to repaint this wardrobe blue.

David has been hurt in an accident.

She has been playing the piano for a choir for seven years.

John saw Kate in town last night.

Monica likes oranges.

2 A Making and changing appointments

2 B Giving directions

2 A Making and changing appointments

Lead in: Not only in business, but also in your private life you are confronted with situations in which you have to arrange appointments with people of other nationalities, you have to fix time, date and place and to give them directions as to how to get to your place

Input:

A: Good afternoon. DVS. Dolly Newton speaking.

B: Ah, Ms Newton. Hello. This is Polly Oldton from BTS.

A: Oh hello, Ms Oldton, how can I help you?

B: I would like to speak to Mr. Bigton, please.

A: Yes, of course, will you hold, please? I will put you through.

B: Mmm. Okay, I will wait.

A: I am sorry. No response. He is in a meeting, I think.

B: The reason I am calling is to fix a meeting in Prague next week.

A: Would you like to leave a message?

B: Yes, could you tell him that I will not be there on Tuesday, I am tied up, and
could we postpone it to Wednesday, please?

A: Let me check his diary. Yes, he should be free on Wednesday afternoon. What
time suits you?

B: What about 3 a.m.? The same place?

A: Three should be okay, I will check with him and call you later today to confirm.
Is this fine for you?

B: Yeah, certainly. Thank you very much.

A: Goodbye, Ms Newton.

B: Goodbye.

Look at the conversation, find phrases used for – introducing yourself, explaining the purpose of telephoning, discussing the date, time, concluding a conversation.

Vocabulary development

Look at some other useful phrases:

I am sorry her line is busy.

What time would suit you?

Could you make it on Monday?

Yes, Monday suits me fine.

I am too busy on Monday.

Can we meet in the afternoon?

He is at lunch, in a meeting, on holiday.

Could you take a message?

What about later?

Thanks for calling.

Try to guess the meaning of some other phrases, what do the underlined words mean:

I am tied up this week.

We were cut off.

The line is very faint, I can't hear you.

Could you hold on, please?

Can you speak up a little, please?

Can we postpone, call off our appointment, make it earlier?

I will put you through.

Hang on, please.

It is extension 351.

Now look at this email talking about an appointment

Beauty Products
57 Newbury Rd.
Brighton
Tel: (44) (0) 1867-896754
Email: ejones@beauty.co.uk

25th May, 2010

Dear Ms Morris,

I am writing to confirm your visit to our company on 12th June for our Open Day. From 10.00 to 11.00 you will meet your Marketing Consultant who will offer you personal advice and answer any of your questions.

This will be followed by a coffee break and a presentation of our new products given by our Marketing Manager.

After lunch a Champagne Reception will start at about 15.00, giving you opportunity for informal talks with our other specialists.

Please, find enclosed a map of our town centre with directions indicated from the station to our company. On arrival, ask at the Reception and you will be directed to the appropriate office.

We are very much looking forward to having you with us.

Yours sincerely,

Elizabeth Jones
Marketing Manager

Why was this email written?

What information is included?

Ideas for discussion

What is the purpose of an "Open day"?

A champagne reception after lunch? Do you find alcohol in the middle of the working day acceptable?

Exercises

0—0 1

Role-play

Student A

Phone Skoda company.

Ask to speak to Mr. Brown, Sales dpt.

Then to Mr. Black.

Want to leave a message.

Call Mr. White, Praha, next week.

Student B

You work for Skoda company.

His line is engaged.

Is on holiday.

Take a message.

Promise to pass it on.

0—0 2

Role-play with your own ideas

0—0 3

Put these sentences in order

take, Can, a, I, message, ?

morning, free, Monday, Are, on, you, ?

line, busy, her, afraid, is, am, I, .

appointment, sorry, off, I, to, am, have, our, call, I.

please, you, moment, Could, a, wait, ?

mobile, ring, Give, a, me, on, my, please, .

moment, afraid, he, I, am, is, at, out, the, .

0—0 4

Write an email, inviting a representative of Skoda to your company. Your company produces and delivers seats for their cars and you want to discuss some details.

2 B Giving directions, imperatives

Input:

Giving directions: Go straight on

Go along this street, up the street, down the hill

Turn left, right

Take the first, second, third, fourth turning right, left

Go past the theatre, pass the cinema

Cross the square, go across the street, over the bridge, through the park

Go up to the . . .

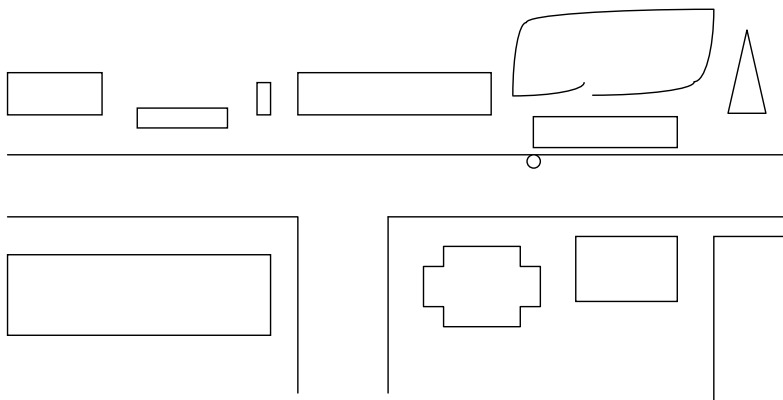
It is on the corner, opposite the car park, between the . . . and the . . .

in front of the . . . , behind the . . . , near the . . . , next to the . .

Exercises

0—0 1

Label the buildings in the drawing according to the description



The supermarket is on the corner of Horizontal Road and Vertical Street, opposite the hospital and two other buildings. There is a bus stop in front of the school and a garden behind the school. The church is at the end of Horizontal Road, opposite the greengrocer's. The hotel is between the school and the newsagent's. There is a bank and a cinema opposite the supermarket, the cinema is next to the newsagent's. Near the hospital, there is a chemist's.

Look at the prepositions of place; describe the drawing by yourself, using the prepositions.

0—0 2

Draw a similar part of a town, describe it to your partner and he or she will draw it.

0—0 3

Complete the text, giving directions, with the following prepositions

Up to, opposite, on, across, down, through, along, over, out of, past
(sometimes there are more possibilities)

Go the hill, and walk the river, the pond,
the bridge. Then go the bridge, and the gate. You have to go .
. the road and take the path the park. When you come
the park, take the second street on the left, then turn right and go straight

0—0 4

*Give your partner directions as to how to get to your house from your school. You
can also use the following expressions*

Take bus number

Get on at, get off at

Use imperatives

Go

Go past

Cross

Don't cross.

Don't miss

3 A Reporting, describing graphs

3 B Language of meetings, simple and progressive tenses

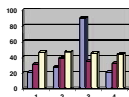
3 A Reporting, describing graphs

Lead in: When preparing to give a talk or a presentation, reporting on some results or trends, describing graphs, tables or pictures and explaining data or drawings constitute a key part of your performance. They could result in failure or confirmation of your personal success.

Input:

Look at the visuals below and decide, what their names are

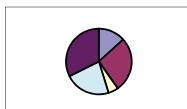
1



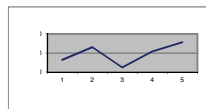
2



3



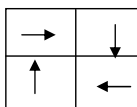
4



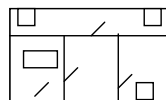
5

	2001	2002
1	32	28
2	65	53
3	12	45

6



7



Help:

Line graph, organigram, drawing, bar graph, table, pie chart (graph), and plan

Topics for discussion

Are these visuals useful? Why?

What other visuals do you know?

Put together two extracts, which can help you to attract attention to your visuals

EXTRACT 1

years. Let's take a closer
which shows the production
growth sector.
I'd like you
volume of our firm in the last ten
to look at this chart
look for a moment at the product

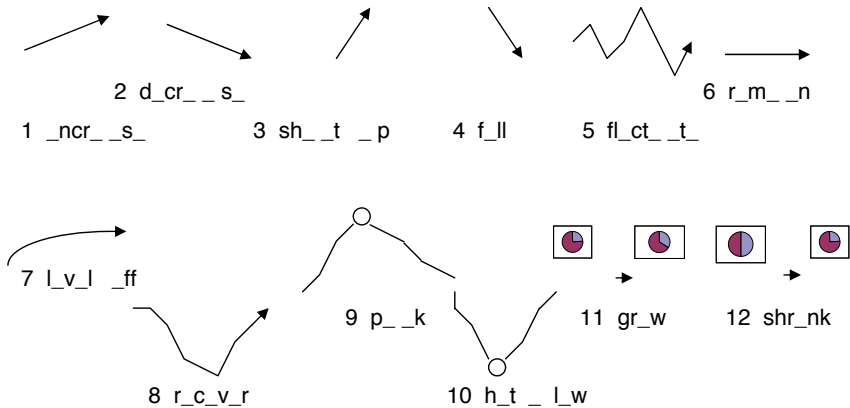
EXTRACT 2

Have a look at
and the horizontal
this graph. You can
shows turnover in hundreds of crowns
of a young company. The vertical axis
see the growth
axis represents the years 2000 to 2002.

Vocabulary development

In many presentations you need to talk about changes and developments.
Here are the most important words used to describe them.

Complete them by adding the vowels a, e, i, o and u.



Which verbs are irregular? What are their forms?

Verbs of movement

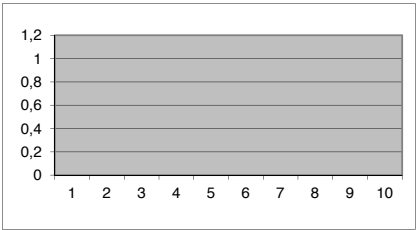
Try to guess what the following verbs mean - increase or decrease?

Mount, plunge, recover, improve, slump, harden, jump, sink, advance, climb,
drop, escalate, grow, rise, decline, dive, soften, contract, expand, diminish, fall

Exercises

0—0 1

You can draw a simple graph and describe it. The others can draw it according to your description or ask about the changes in your graph.



0—0 2

Put the following together with its preposition and place them in their positions in the following diagram:

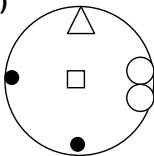
at	the	bottom, top
in		corner, side
on		right, left



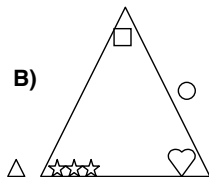
0—0 3

Read the description of the first picture; complete the description of the second picture; and write the third description yourself.

A)



There's a big circle. Inside the circle at the top there's a small triangle. On the right at the side there are two small circles. On the left at the side there's a dot, and there's another dot at the bottom. In the middle there's a small square.



There's a big the triangle, at the
 there's a On the at the
 there are three ;

and on the there is a Outside the triangle
 on the in the middle of the side there is a ,
 and there's a small near the bottom left-hand

C)

Draw a picture like this, describe it, dictate it to your classmates, let them draw it and then compare it to your drawing.

3 B Language of meetings, simple and progressive tenses

Lead in: English is a very polite language. Short words yes and no are considered to be very impolite, there are always ways to soften the meaning and make it sound more pleasant.

1 Using would

Would is often used to soften the strict tone. *Try to change the following sentences in the way shown.*

This is unacceptable. \Rightarrow This would be unacceptable.

I don't agree.

That is late.

We prefer to meet on Monday.

An email is better.

Money is the problem.

We will need a guarantee.

That is too expensive.

2 Using questions

Suggestions or objections could be presented as questions.

This is too late. \implies Is this too late?

Change the following sentences:

We could cancel this appointment.

We would need references.

It is a good idea to involve the third party in it.

We can meet again to discuss it in greater detail.

We will change our marketing strategy.

He is too busy just now.

We can use another shipper.

3 Using negative questions

You can make your statements more tentative and negotiable by putting questions into the negative.

Use the sentences from the previous exercise.

4 Using qualifiers

Another useful strategy to soften general statements is by means of the addition of slight, a bit, a little, some, short and so on.

Practice these with the following sentences.

We have a problem.

We will need time.

The delivering firm is in trouble.

They have production difficulties.

We had a disagreement.

We need changes in our management.

The order will be delayed.

5 Using not + very + positive adjective

English often avoids negative words in the way shown.

It is bad. \implies It is not very good.

Now use this strategy in the following sentences.

The hotel was dirty.

The traffic is slow.

The results are unsatisfactory.

This argument is useless.

The food was cold.

I am unhappy about this idea.

This proposal is unsuitable.

6 Progressive tenses

Look at the examples, and then complete the table

He was tired, because he had been playing tennis for two hours.

She was working, when I came.

By next spring I will have been teaching here for 10 years.

I am learning now.

They have been studying economics for the whole semester.

What will you be doing this time tomorrow?

Present progressive	
Past progressive	
Future progressive	
Present perfect progressive	
Past perfect progressive	
Future perfect progressive	

Exercises

0—0 1

Form the sentences with the use of progressive tenses

We / send you / all necessary details / in the enclosure.

This order / take / over three months / to prepare it / because of the supplier.

They / try / to keep firm control over expenses / because of the financial crisis.

Last summer / our market share / go slightly down / but this one / it / increase.

This week / sales of washing machines / rise.

0—0 2

Supply the verb forms

What are all these people doing? The manager (discuss) a new project. The assistant (write) a report and the secretary (phone) the customer.

The assistant (work) on it for two hours already. Yesterday it (rain) the whole way while I (drive) to Prague. When I came there, they (have a meeting) and nobody was able to meet me. They (develop) a new product for half a year and have not finished it. Just now they (conduct) a continuous market research to find new possibilities. Tomorrow they (launch) it together with a great campaign, so they (be) very busy. Their manager (work) in this firm for 20 years and we (do business) with them for 10 years in September, so there will be a celebration and a party.

4 A Writing business letters

4 B Conditional clauses

4 A Writing business letters

Lead in: From time to time everybody has to write an official letter to ask for information, to book something or to apply for a job. The better the letter, the better your chances of being successful in your pursuit.

Input:

Layout 1 (traditional)

Bradgade 51
Copenhagen K
DENMARK

20th May, 2010

Supersound Ltd.
Warwick Street
London
UNITED KINGDOM

For the attention of the Sales Manager

Dear Sir or Madam,

Please would you send me more details about the DVD player you advertised in the April edition of Music.

Thank you very much for the information, in advance.

Yours faithfully,

D. Norman (Ms)

Study the layout and name its different parts: signature, sender's address, inside address, salutation, body of the letter, date, attention line, complimentary close
In which place are they located?

What other parts of a business letter do you know?

Layout 2 (traditional)

SUPERSOUND LTD.

Warwick Street, London
UNITED KINGDOM

Your ref.:

Our ref.: DM/11

Ms. Norman
Bradgade 51

London
UNITED KINGDOM

Dear Ms. Norman,

Information about DVD player

Thank you for your enquiry. We will be happy to send you our brochure with all the details you asked for.

We look forward to hearing from you.

Yours sincerely,

Mary Durman(Ms)
p.p. J. Parman
Sales Manager

Enc.: Brochure

Study the second sample and name some other parts: enclosure, references, letterhead, per pro, subject title, company position

Layout 3 (blocked, international)

Merton Music
Clayfield
25 Discovery Rd.
CHESTER
UNITED KINGDOM

Dear Sir or Madam,

We are more than happy to send you all the information you requested. You will find our order form in the enclosure as well.

We look forward to our future cooperation.

Yours faithfully

SUPERSOUND
Ing. Fairman
Sales Manager

Exercises:

0—0 1

Match the greetings and endings. Decide, which are formal.

- | | | |
|---------------------|-------|------------------------------|
| 1 Dear Jane | _____ | A Yours Bill |
| 2 Dear Sir or Madam | _____ | B Yours faithfully Jane Ball |
| 3 Darling Mary | _____ | C Love Tom |
| 4 Dear Ms Linton | _____ | D Lots of love, Fred |
| 5 Dear Monica | _____ | E Yours sincerely Tina Wall |

When do we use *yours sincerely* and when *yours faithfully*?

0—0 2

Complete the following sentences with your own ideas

Dear

The reason I am writing is

We read your advertisement about

We would like to know more about

Could you, please, send us

Thank you for

Yours.

4 B Conditional clauses

Look at the examples

0 – always An egg breaks, if you drop it.

1 – future I will call you, if I am in Prague.

2 – present He would travel, if he had money.

3 – past If she had known about the party, she would have come.

Study the sentences and complete the types of tenses into the table:

<u>Type</u>	Main clause	If clause
0 - always		
1 - future		
2 - present		
3 - past		

Exercises

0—0 1

Complete the proper forms of verbs

They would be offended, if I (go) to see them. If we
(catch) the 10.20 train yesterday, we (arrive) too early. We will go
for a trip, if it (be) nice in the afternoon. If I knew his number, I
. (phone) him. What would you do, if you (have) a lot of
money? If Liz had known you were in hospital, she (come) to see
you. I decided to stay at home, I (go) to the party, if I
(be) so tired. If John (have) a camera he would take a photograph
of you. If I (be) hungry, I would eat something.

0—0 2

Change the sentences the way shown

I am not hungry, I will not eat. \implies If I was hungry, I would eat.

I wasn't hungry, I didn't eat, \implies If I had been hungry, I would have eaten.

We didn't take a taxi. We came late.

She is tired, she doesn't want to play tennis.

I don't have a camera, I don't take pictures.

John didn't pass the exam. He didn't study law.

The accident happened, because the driver stopped suddenly.

They didn't take a loan. They didn't have enough money for the project.

We didn't advertise, our sales were low.

5 A Applying for a job, writing a CV

5 B Verbs + ing or infinitive

5 A Applying for a job

Lead in: Even Czech firms now request their applicants to fill out an English application form so that they can see, if the applicants are able to communicate at least to a certain extent in English. Apart from that, many students want to work in English speaking countries during their holidays.

Input:

21 Mansion
London
N15 7FD

21st Oct., 2012

The Jungle Research Project
24 Lime Road
London
SW6 8KL

Dear Sir or Madam,

I am applying for the job of helper with your project. I read your advertisement in yesterday's newspaper.

I very much like animals and just now I am looking for a summer job. I will be available from June to October.

I am enclosing my CV. As you can see, I studied at a high school which specialized in sciences and I am interested in biology. I have worked on a sheep farm in Scotland and assisted my uncle with his veterinary practice as well. I am sociable, friendly, good at working in teams.

I look forward to hearing from you.

Yours faithfully,

Petr Novotný

Enclosure: CV

Exercises

0—0 1

Look at the example and put the following in the order in which it appears in the letter

- 1 Signature
- 2 Address of the organization you are writing to
- 3 Complimentary close
- 4 Salutation
- 5 Where you got the information
- 6 Explanation why you are interested
- 7 Applicant's address
- 8 Why you are writing
- 9 Enclosures
- 10 Description of your qualities
- 11 Date

Which expressions are used for which function?

Do you know any similar ones?

Curriculum Vitae

Petr Novotný

Phone: 602 153 126
Date of birth: 28th August, 19....
Address: Moskevská 54, 400 96 Ústí nad Labem
Nationality: Czech

Education

Primary School, Palachova, Ústí nad Labem
Grammar School, Jateční, Ústí nad Labem
Faculty of Social and Economic Studies

Responsibilities

Editor of school magazine
Member of the school football team

Work experience

2010 – Sheep farm in Scotland

2011 – Veterinary practice

Certificates

FCE in English

Driving licence, group B

Skills

Languages – English fluent, German passive

PC – Word and Excel

Interests

Rock climbing, cycling, bird watching

Referees

Mr. Novák, Dr. Horák

Useful tips

Write all the necessary personal information

Write any responsibilities you have now or had in the past at school

List any work experience you may have had

Think of any interests you have outside school

Write the name of at least one referee. It can be one of your teachers, or someone who knows you well.

0—0 2

Now look at this advertisement and apply for this job, enclose your CV

Looking for a summer job?

A new bar opens in July and we are looking for waiters, waitresses and cleaning staff.

You will be part of a young team, well paid, working five days a week only. Food and accommodation provided. At least a little knowledge of English necessary.

Send your applications and CVs to: Hurdle Bar, 45 Oak Street, London, DG4 5HJ, U.K.

5 B Verbs + ing or infinitive

Verbs + ing

- Use of – ing
- 1) After some verbs (see the list)
 - 2) After prepositions (I am good at skiing)
 - 3) Used as a noun (swimming is healthy)

Verbs +ing

Enjoy, finish, go on, keep on, hate, like, dislike, love, mind, don't mind, spend, start, stop

And also delay, fancy, consider, admit, miss, involve, postpone, imagine, avoid, deny, risk, practice

Try to complete these sentences

Could you please stop (make) so much noise?

Imagine (be) on the beach now.

I am afraid of (climb) mountains.

Would you mind (prepare) it for me, please.

They kept on (walk) in spite of the rain.

She is keen on (snowboard) and often goes to the mountains.

It started (rain) while we were in the park.

Verbs + infinitive

- Use of infinitive
- 1) After some verbs (see the list)
 - 2) After adjectives (it is easy to learn)
 - 3) In clauses of purpose (I went there to write a test /why?/)

Verbs + to

Decide, forget, help, hope, learn, need, offer, plan, pretend, promise, remember (remember to bring the dictionary), start (she started to cry), try, want, would like/love/prefer

And also offer, deserve, attempt, promise, agree, plan, aim, afford, manage, threaten, refuse, arrange, forget, fail

Try to complete these sentences

Don't forget (post) the letter.

I would like (learn) to play the violin.

You deserve (be) happy at last.

She hopes (travel) to America some day.

We promised (come) home in time.

Do you know why he refused (go) there?

Is it difficult (drive) a lorry?

They went to the restaurant (have lunch) there.

Verbs without to

Make (She made me laugh.)

Let (Her parents don't let her go out.)

Exercises

0—0 1

Now complete these sentences and be very careful ☺

They decided (take) a taxi instead of (walk) there.

I enjoy (watch) TV. It is especially relaxing (watch) comedies.

They are fond of (play) cards, they spend evenings (play) them.

My mother is good at (knit), but she hates (sew, mend) clothes.

Would you like (drink) wine or beer now?

She loves (read) but she can't stand (watch) sports on TV.

. (smoke) is not good for your health.

Let me (tell) you about my holiday.

We have to offer better prices (get) more customers.

6 A Chairing a meeting, discussions

6 B Reported speech

6 A Chairing a meeting, discussions

Lead in: Being on duty and having to call up a meeting, start discussions and lead it to a successful conclusion can be difficult even in your mother language. In the following chapter you will find some useful expressions, which may help you in such a situation.

Input:

Opening

Hello and welcome to everybody.

Shall we start?

The first item on the agenda is

Stating objectives

The aim of this meeting is to discuss

As you know we are planning, preparing

In this meeting we have to decide, prepare

Beginning the discussion

John, would you like to start?

So, what is your opinion?

What are your views?

Could you begin, Tony?

Interrupting

Just a minute, could I just say something?

Excuse me, can we get back to this point?

Well, in my opinion

You could be right, but

Asking for clarification

Could you explain that?

Would you mind repeating it?

Could you go over it again, please?

I don't quite follow you, could you explain

Checking agreement

Is that clear?

Do we all agree?

Does it suit you?

How do you feel about it?

Expressing polite disagreeing

I am sorry.....

I am afraid

You are right but

Well, I have to disagree

Well, in my opinion that is not.....

I would rather

Moving on

We need to come to an agreement.

Does anyone have a question before we go on?

Let's move on to the next topic.

Concluding

Is there anything else to discuss?

Well, I think that's everything.

We are nearly out of time; can we come to a conclusion?

Summarizing

So, to sum up

To recap it

So, what we have decided is

Do we all agree that

Closing

Good, let's call it a day.

Well, that's it.

That seems fine.

I will put everything in writing by the end of and send it to you.

Thank you very much, everyone.

Exercises

0—0 1

Look at the following sentences, put those under three headings

A Expressing opinion

B Chairing a meeting

C Interrupting, asking

1 I'd go along with that.

7 Personally, I think

2 May I ask something?

8 Let's call it a day.

3 I am afraid I can't agree with that idea.

9 You could be right.

4 Let's check if everybody understands.

10 Basically, the decision is

5 I am not sure about this idea.

11 You may be right, but

6 Is that the final decision?

12 Could we go back to it?

In which part of the meeting are they used?

0—0 2

Complete the following useful phrases with prepositions from the selection

for – on – out – in – by – through – about

1 Based the facts we know, it is time to start this production.

2 my opinion, we should go ahead with it.

3 What does this mean our business?

4 Let me just go the key issues again.

5 We found that our sales department needs extra staff.

- 6 That's all I wanted to say our market research.
 7 We saw that the delays were caused technical problems.

0—0 3

Put the two halves of the sentences together

- | | |
|------------------------------|-------------------------------------|
| 1 Sorry I don't | A your question, please? |
| 2 Good point, but I'd prefer | B what your opinion is? |
| 3 I am afraid, I am not | C not to discuss it today. |
| 4 What would that | D in a position to comment on that. |
| 5 Perhaps we could | E quite understand your point. |
| 6 Could you tell me | F deal with it some other time. |
| 7 Can you repeat | G mean for us? |

6 B Reported speech

Look at the examples

- | | |
|-------------------------|------------------------------------------|
| ♀ I am hungry. | ♂ She said (that) she was hungry. |
| I was in Prague. | She said (that) she had been to Prague. |
| I have been to the U.S. | She said (that) she had been to the U.S. |
| I will go to Britain. | She said (that) she would go to Britain. |

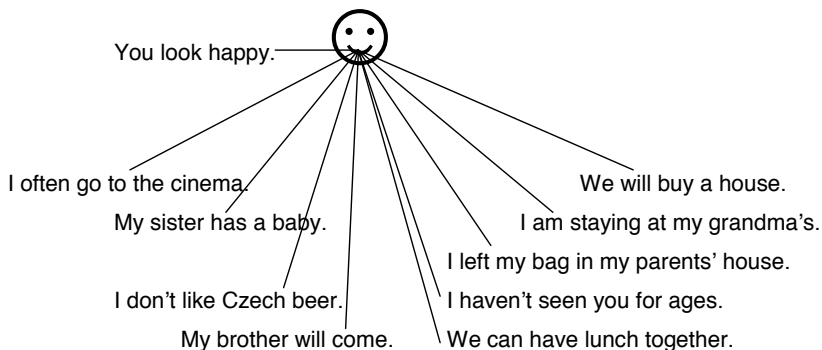
Study the sentences and complete the table:

present tense →	
past tense, present perfect →	
future will →	

Exercises:

0—0 1

Yesterday you met George. Here are the sentences he used in his conversation with you:



Tell your mother what George told you.

Be careful with pronouns. Start with

He said (that) he (I)

0—0 2

Relate to another friend, what Sarah told you about her holiday

It's a beautiful place to visit.

We spent a week there.

The weather was beautiful.

We're going to the same place next year.

I have never thought of going there.

They will build a new restaurant there.

It's the nicest place I've been to.

Start with: Sarah said (that)

7 A Giving talks and presentations

7 B Reported questions

7 A Giving talks and presentations

Lead in: The following chapter will provide you with some tips, which will help you to give successful presentations and prepare you for your own talks

Input:

Introducing yourself

Let me introduce myself.

My name is

I am from

I work for

Introducing the topic

The aim of my presentation is to

Today I will talk about

This morning I am going to describe

Structuring the presentation into sections (make it clear and simple)

I have divided my talk into (three parts)

My presentation will be in (three parts)

First,	I will	move on to
Second,	we will	speak about
Then	I would like to	focus on
After that	I want to	talk about
Finally		deal with

Referring to questions

Feel free to ask, if you don't understand something.

Please, feel free to interrupt me if you want to ask something.

If you don't mind, please leave the questions till the end of my presentation.

Introducing and summarizing each section (signposting)

Let's start with

Now let's move on to

Let's turn our attention to

Let's go to

This leads me to

So that was my second point.

This brings me to the end of my third point.

Referring backwards and forwards

As I mentioned earlier

I will say more about it later.

We will come to this point later.

Checking understanding

Is that clear?

Do you agree with me?

Referring to visual information

Look at this graph.

This slide shows

I would like to draw your attention to this chart.

Summarizing

I'd like to sum up the main points.

Let me briefly summarize what I have said so far.

So, there are five key points of

Concluding and closing

That brings me to the end of my talk.

That concludes my presentation.

Thank you for your attention.

Thank you all for listening.

Dealing with good / awkward questions

That's a good point.

I am glad you asked that question.

Can I get back to you on that later?

I don't have the information at present.

I am afraid I am not the right person to answer that.

Perhaps we could deal with it at some other time.

Exercises

0—0 1

The Three-Minute Talk Machine

Look at the skeleton for a short talk, then choose one of the topics below and try to complete the talk here:

There are three important things to consider when . . .

First you must . . . This is necessary because

EXPAND WITH EXAMPLES

Secondly . . . is also vital so that . . .

EXPAND WITH EXAMPLES

Finally, you should remember . . . in order to . . .

EXPAND WITH EXAMPLES

So, to sum up, and . . . are the three points that lead to success when . . .

When buying a banana . . .

When making a cup of coffee . . .

When choosing a brand of beer . . .

When deciding where to go on holiday . . .

When buying a book to read . . .

When going on a first date . . .

When feeding an alligator . . .

When asking for a raise . . .

When buying a flat . . .

When cooking svičková . . .

0—0 2

Match the two halves of sentences together

- | | |
|---------------------------------|------------------------------------------|
| 1 Let me show you | A which shows the results in 2010. |
| 2 As you can see | B some interesting details. |
| 3 I have a slide | C to our new sales strategies. |
| 4 I would like to move on | D the sales figures for this product. |
| 5 The drawing on the flip chart | E the main points. |
| 6 To illustrate this | F shows the plan of a new office. |
| 7 Let me summarize | G the sales have considerably increased. |
| 8 The black line gives us | H I will show you my next graph. |

7 B Reported questions

Input:

Look at the examples

Where does he live?

Do you know where he lives?

What did she eat?

Do you know what she ate?

Can they play chess?

Do you know if they can play chess?

What happens to auxiliary verbs?

Which changes are there in the word order?

Exercises

0—0 1

Does he speak English?

Where did they study?

Will she be at home?

What is the time?

Is there any butter in the fridge?

Has she got a brother?

Can John speak Japanese?

Did Jane eat fish?

Has he been to Britain?

Where was George born?

Now change these questions beginning with

Do you happen to know	where
I wonder	what
Can you tell me	if

! Do not change the tenses, because the main clause is in the present tense!

0—0 2

Now change these questions and keep in mind the pronouns and the tenses at the same time (look at chapter 6, in case you don't remember the changes in tenses)

Where do you live?	Can you speak German?
Do you know my brother?	Have you been to America?
Where is my coat?	Do you eat octopus?
Will you go to the cinema with me?	Do you love me?
When did you come home?	Will you have coffee with me?

Start:
She asked me when / if

Look at how to change the imperatives

Go home. \Rightarrow She asked me (ordered) to go home.
Don't open your books. \Rightarrow She asked us (ordered) not to open our books.

0—0 3

Now do the same with the following sentences:

Come in time.
Start immediately.
Don't lose your time.
Write with a pen.
Don't write with a pencil.
Don't speak, please.
Finish, when I say stop.

8 A Economics and economy

8 B Most common passives, tense review

8 A Economics and economy

Lead in: Why should we study economics? There is a lot around you which you cannot understand until you know something about economics. Economics is everywhere and everybody has to make serious economic decisions. And what is more, it is a good exercise in mental development.

Input:

Economics is a social science that analyzes the production, distribution and consumption of goods and services. The term economics comes from the Ancient Greek “oikonomia” (management of household, oikos-house, nomos-custom, law)

[Wikipedia]

In general, it is a science about economic laws, the laws governing the economic life of a society. It originated in the 18 century, even if the earliest economic writings date from earlier Mesopotamian, Greek, Roman, Indian, Persian and Arab civilization. Notable writers include Aristotle, Xenophon, Thomas Aquinas among others.

Modern economic analysis is said to have begun with Adam Smith (1723 – 1790), whereby his publication *The Wealth of Nations* (1776) has been described as the birth of economics as a separate discipline. The book identified basic economic terms, such as market, factors of production – land, labour and capital, resources, profit a.s.o.

He described the market mechanism as an “invisible hand” that leads all individuals, in pursuit of their own self-interest, to produce the greatest benefit for the society as the whole.

He was the founder of the Classical Economic School.

Neoclassical economists systematized supply and demand as joint determinants of price and quantity in market equilibrium, affecting both the allocation of output and the distribution of income.

Keynesian economics derived from John Maynard Keynes, argued that market forces could produce equilibrium in the long run only and therefore recommended governmental intervention in the economy.

In the 1950s and 1960s, Monetarists, most notably Milton Friedman, began to argue that Keynesian fiscal policy had negative long-term effects. They claimed the government should abandon any attempt to manage the level of demand in the economy through its fiscal policy.

The Chicago School of Economics is best known for its free market advocacy and monetarist ideas.

Other well-known schools include the Austrian school, the Freiburg school, the School of Lausanne, post-Keynesian economics and the Stockholm school. They usually refer to a particular style of economics practiced by groups of academicians.

The science of economics has two branches – macroeconomics and microeconomics. Macroeconomics deals with issues relating to the economy as a whole, such as market, competition, aggregate supply and demand, unemployment, inflation a.s.o., and tries to explain broad aggregates and their integrations.

Microeconomics, on the other hand, studies the activities of the individual elements – firms, households, the behaviour of customers, the changes in prices and products, rational choice theory and the theory of the firm.

Economy can be explained as a complex of human activities related to production, distribution, exchange and consumption of goods and services.

In the course of history, different economic systems have developed. The differences between them were namely in the way the goods were produced and distributed, how they were managed and to what extent the government intervened.

From all of them, many are mixed; combining elements of different economies, others being in transition, i.e. on the way from one system to another.

Three basic types can be distinguished and described:

Traditional economy – custom economy

It is the oldest economic system, but still exists. People produce what they need and there is no division of labour.

Command economy – planned economy

It is typical for socialist countries, all the economic decisions, what, how and for whom to produce are made by the government.

Free market economy – market managed economy

Production is driven by market forces via the law of supply and demand and profitability is the main governing aspect.

Exercises:

0—0 1

To complete this introduction in the economic theory, we have a few more notions to explain, match the words and their definitions:

1 Market	A A universally accepted medium of exchange
2 Primary industry / sector	B Institutions specializing in money business
3 Secondary industry / sector	C Goods being sold and offered
4 Tertiary industry / sector	D Rise in the price level and reduction of the purchasing power of money
5 Supply	E Processing raw materials and producing products
6 Demand	F Number of people without jobs
7 Perfect competition	G Goods being asked for, the interest of buyers
8 Money	H Services
9 Banks	I Economic area specializing in the exchange of goods and services
10 Inflation	J Market with a large number of sellers and buyers
11 Unemployment	K Extracting raw materials and producing semi-products

0—0 2

Complete the table:

Noun	Adverb	Verb
Economy	Economic	Economize
Government
.....	Improved
.....	Employed

Specialization
.....	Distributing
.....	Organize

8 B Most common passives

Input:

Look at these two sentences

Somebody cleans **the office** every day. active voice

The office is cleaned every day. passive voice

Now look at the examples of passives and try to identify parts of the structures

This room		is		cleaned		every day.
I		was		born		in Prague.
This sweater		has been		made		in China.

am, is are (present simple)

was, were (past simple)

has been, have been (present perfect)

had been (past perfect)

will be (future)

am being, is being, are being (present progressive)

was being, were being (past progressive)

Exercises

0—0 1

Complete the sentences with the present passive.

Oranges (import) from Spain. glass

(make) from sand? This computer (not use) very often. In Britain

stamps (sell) at the post office. How this word

. (pronounce)? How often these offices (clean)? Many

accidents (cause) by dangerous driving.

0—0 2

Now complete the sentences with the past passive.

My bicycle (steal) a few days ago. Three people (injure) in the accident. When this house (build)? you (invite) to the party? He (see) in town yesterday. This book (write) by P. G. Woodhouse. When this window (break)?

0—0 3

Now change these sentences into passives (which is more common in English)

We expect you at 10 p.m.
Somebody will direct you to the Sales Manager.
He will welcome you by coffee.
We will display all semi-products in the halls.
They will also show you our new products.
We will allow you to see the whole production.
We will translate everything into English for you.

8 B The system of English tenses - revision

0—0 1

Write the correct verb form, using the underlined verb

Sell

He has a good job, he computers.
We our car last month and got 200,000 CK for it.
Before they moved to Chicago, they their house there.

Work

At the end of the next term I at this faculty for 10 years.
When I met her she in Manchester.
He changes his job so often, I wonder where he. at this time next year.

What is he doing? He in his room.

Write

I the entire book by next Christmas.

She articles to newspapers for 30 years before she retired.

Make

She this cake for 50 minutes and it is not ready yet.

He this nesting box himself.

I am hungry, I make pizza for both of us.

0—0 2

Now complete the tense chart with the verbs from the previous exercise, 1 in each box

	Simple	Continuous
Present		
Past		
Future		
Present perfect		
Past perfect		
Future perfect		

Key to exercises

1 A Introducing and greeting

0—0 1

1 D, 2 E, 3 A, 4 F, 5 C, 6 G, 7 H, 8 B.

0—0 2

1 C, 2 H, 3 F, 4 A, 5 J, 6 B, 7 E, 8 I, 9 D, 10 G.

0—0 3

Possible questions:

What is your name?

What do you do? What is your job?

What music do you like?

Where do you live? Which city are you from?

What books do you like? What do you like reading?

Have you got any brothers or sisters?

What nationality are you?

Do you like / play any sport? Which sport do you like / play?

Do you like this city / country?

1 B Revision of questions

0—0 1

Where do you live?

Where did you go yesterday? When did you go to the cinema?

Who wrote you an email? What did your sister write?

What did you lose? Where did you lose your handbag?

Who will study economics? What will she study? Where will she study?

Who is going to repaint this wardrobe? What are you going to repaint? Which colour . . .

Who has been hurt in an accident? How has David been hurt?

What has she been playing? Where has she been playing? How long . . .

Who saw Kate? Who did John see? Where did he see Kate? When did he . . .

Who likes oranges? What does Monica like?

2 A Making and changing appointments

0—0 3

Can I take a message?

Are you free on Monday morning?

I am afraid her line is busy.

I am sorry I have to call off our appointment.

Could you wait a moment, please?

Give me a ring on my mobile, please.

I am afraid he is out at the moment.

2 B Giving directions

0—0 1

From the left, above the street – bank, cinema, newsagent's, hotel,
garden/school/bus stop, church

From the left, below the street – supermarket, hospital, chemist's, greengrocer's

0—0 4

Down, along, past, up to, over, through, across, opposite, out of, on.

3 A Reporting, describing graphs

Input:

1 bar graph, 2 organigram, 3 pie chart, 4 line graph, 5 table, 6 drawing, 7 plan.

Extract 1

I'd like you to look at this chart which shows the production volume of our firm in the last ten years. Let's take a closer look for a moment at product growth sector.

Extract 2

Have a look at this graph. You can see the growth of a young company. The vertical axis shows turnover in hundreds of crowns and the horizontal axis represents the years 2000 to 2002.

Vocabulary development

Increase, decrease, shoot up, fall, fluctuate, remain, level off, recover, peek, hit a low, grow, shrink.

0—0 3

There is a big triangle. Inside the triangle, at the top, there's a small square. On the left, at the bottom, there are three stars, and on the right there is a small heart. Outside the triangle, on the right in the middle of the side there is a small circle, and there's a small triangle near the bottom left-hand side.

3 B Progressive tenses

0—0 1

We are sending, this order has been taking, they are trying, our market share was going down, this one it has been increasing, sales have been rising.

0—0 2

Is discussing, is writing, is phoning, has been working, it was raining, I was driving, were having a meeting, had been developing, are conducting, will be launching, are being, has been working, will have been doing business.

4 A Writing business letters

0—0 1

1 C, 2 B, 3 D, 4 E, 5 A

4 B Conditional clauses

0—0 1

Didn't go, had caught, would have arrived, is, would phone, had, would have come, would have gone, had not been, had, was (were)

0—0 2

If we had taken a taxi, we would not have come late.

If she wasn't (weren't) tired, she would want to play tennis.

If I had a camera, I would take photographs.

If John had passed the exam, he would have studied law.

The accident would not have happened, if the driven hadn't stopped suddenly.

If they had taken a loan, they would have had enough money for the project.

If we had advertised, our sales would not have been low.

5 A Applying for a job, writing a CV

0—0 1

7, 11, 2, 4, 8, 5, 6, 10, 9, 3, 1.

5 B Verb + ing or infinitive

0—0 1

To take, walking, watching, to watch, playing, playing, knitting, sewing, mending,
to drink, reading, watching, smoking, tell, to get.

6 A Chairing a meeting, discussions

0—0 1

1 A, 2 C, 3 A, 4 B, 5 A, 6 C, 7 A, 8 B, 9 A, 10 B, 11 A, 12 C.

0—0 2

On, in, for, through, out, about, by.

0—0 3

1 E, 2 C, 3 D, 4 G, 5 F, 6 B, 7 A.

6 B Reported speech

Table –

Present tense →	Past tense
Past tense, present perfect →	Past perfect
Future will →	Would

0—0 1

He said (that) , I looked happy.
he often went to the cinema.
his sister had a baby.
he didn't like Czech beer.
his brother would come.
they would buy a house.
he was staying at his grandma's.
he had left his bag in his parent's house.
he hadn't seen me for ages.
we could have lunch together.

0—0 2

Sarah said (that) it was a beautiful place to visit.
 they had spent a week there.
 the weather had been beautiful.
 they were going to the same place next year.
 she had never thought of going there.
 they would build a new restaurant there.
 it was the nicest place she had been to.

7 A Giving talks and presentations**0—0 2**

1 B, 2 G, 3 A, 4 C, 5 F, 6 H, 7 E, 8 D.

7 B Reported questions**0—0 1**

.....	if he speaks English?
	if she will be at home?
Can you tell me	if there is any butter in the fridge? Or
I wonder	if there is some butter in the fridge.
.....	if John can speak Japanese.
	if he has been to Britain?
	where they studied?
	what time it is.
	if she has got a brother?
	if Jane ate fish?
	where George was born.

0—0 2

She asked me	where I lived.
	if I knew her brother.
	where her coat was.
	if I would go to the cinema with her.
	when I had come home.
	if I could speak German.

if I had been to America.
if I ate octopus.
if I loved her.
if I would have coffee with her.

0—0 3

She asked me/us to come in time.
 to start immediately.
 not to lose my/our time.
 to write with a pen.
 not to write with a pencil.
 not to speak.
 to finish when she said stop.

8 A Economics and economy

0—0 1

1 I, 2 K, 3 E, 4 H, 5 C, 6 G, 7 J, 8 A, 9 B, 10 D, 11 F.

0—0 2

Governmental, govern, improvement, improve, employment, employ, specialized, specialize, distribution, distribute, organization, organizational.

8 B Most common passives

0—0 1

Are imported, is glass made, is not used, are sold, is this word pronounced, are these offices cleaned, are caused.

0—0 2

Was stolen, were injured, was this house built, were you invited, was seen, was written, was this window broken.

0—0 3

You are expected at 10 p.m.
You will be directed to the Sales Manager.
You will be welcomed by coffee.

All semi-products will be displayed in the halls.

You will be shown our new products. / Our new products will be shown to you.

You will be allowed to see the whole production.

Everything will be translated into English for you.

8 B The system of English tenses

0—0 1

Sells, sold, had sold, will have been working, was working, will be working, is working, will have written, had been writing, has been working, has made, will make.

0—0 2

	Simple	Continuous
Present	sells	is working
Past	sold	was working
Future	will make	will be working
Present perfect	has made	has been making
Past perfect	had sold	had been writing
Future perfect	will have written	will have been working

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