

# 12

# Schedules

## Learning objectives in this unit

- Talking about schedules
- Talking about recent past actions
- Saying when something happens
- Saying dates
- Planning a schedule

## Activity

- The revision game

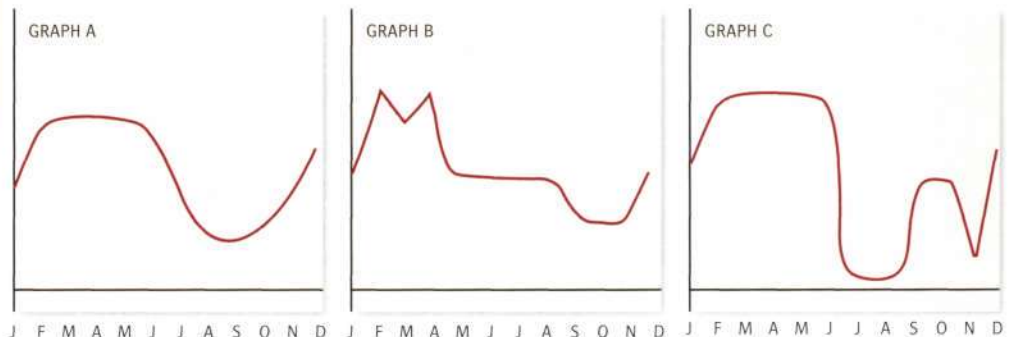
## Starting point

- 1 What's your busiest month?
- 2 Which month do you normally take a holiday in?
- 3 Which is your favourite season in the year? Spring, summer, autumn, or winter? Why?

## Working with words | Calendars and schedules

- 1 These graphs show busy periods in the year for three types of business. Work with a partner and match the businesses to the graphs.

*delivering flowers   selling houses   trade fair industry*



- 2 Now read these texts from people working in these businesses. Check your answers in 1 and answer these questions.

- 1 Which people have a similar schedule every year?
- 2 What is different about the real estate industry now?
- 3 Which days are very important in the flower delivery business?

### **Katrina Bieber works in the German Trade Fair Industry:**

'60% of all major international trade fairs now take place in my country, and January to mid-May is the really busy period. So I can usually take my annual leave in June or July and then some more time off in the autumn before I start planning again for next year.'

### **Prescott Bowden runs a real estate firm in Atlanta, Georgia:**

'People always think spring is a good time for selling houses, but you can't predict the market these days. For example, Christmas is the time when everyone has busy schedules, so you expect real estate to have a quiet period. But last year, December was one of our best months.'

### **Jayne Henry is a sales manager for a flower company:**

'We promise to deliver flowers the same day so we have very tight deadlines. We also need to be sure we have the right amount of staff. For certain public holidays or Valentine's Day and Mother's Day we need about 80 people and five team leaders. During quiet weeks we only have about 10 full-time staff in the centre.'

**3** Find word pairs from the texts in **2** by matching a word from A to a word from B.

A	B
tight _____	holiday
busy _____	period
annual _____	off
public _____	schedule
busy _____	period
quiet _____	deadline
time _____	leave

**4** Complete these questions with words from **3**.

- Do you have a busy \_\_\_\_\_ and a \_\_\_\_\_ period during the day?
- Do you have any time \_\_\_\_\_ this month? When is your annual \_\_\_\_\_?
- Many companies have \_\_\_\_\_ deadlines around Christmas. Is this true for your company?
- What happens if a \_\_\_\_\_ holiday is at the weekend?

**5** Work with a partner. Ask and answer the questions in **4**.

**6** Whose schedule is this from **2**? Is she busy all week?

Wednesday 27th	Thursday 28th	Friday 29th
Final day for annual conference registrations	10 a.m. Open trade fair stand	Day off – Long weekend in Paris!
8 p.m. Dinner with Franco at 'Nara Sushi' at Friesenstrasse 70	2 p.m. Meet association members	

Don't forget!

- Email this timetable to Franco.
- Email a reminder to members about Thursday meeting.

**7** Find four words or phrases in the schedule and note in **6** to match these definitions.

- time off on Saturday, Sunday and one extra day (Friday or Monday)  
\_\_\_\_\_
- a note to tell you to do something \_\_\_\_\_
- a plan or schedule with times for each stage \_\_\_\_\_
- meeting for a group of people once a year \_\_\_\_\_

» For more exercises, go to **Practice file 12** on page 100.

**8** Work with a partner. Talk about the following.

- your schedule or timetable this week
- time off and holidays this year
- deadlines this month
- events you have every year

*Example: I have a very busy schedule this week because ...*

**Tip** | remember, remind

**Remind** Katrina to send the schedule. = Tell Katrina so she doesn't forget ...

Katrina must **remember** the schedule. = Katrina mustn't forget ...

## Language at work | Present perfect

**1** Greta Helsing works for Original Oils. Read the information about the company and her email below and answer these questions.

- 1 Where does Original Oils sell its product?
- 2 Where does it buy its materials?
- 3 What is Greta's deadline?



## Original Oils

imports and sells natural cosmetic products (soap, lotions) to high street shops in Western Europe. Usually, the company buys raw materials from Pakistan and India, but this year Original Oils **has ordered** Palmarosa oil from a new supplier in Nepal. It wants to produce a new soap with the oil for Valentine's day but the delivery **hasn't arrived yet**.

Subject: Palmarosa soap

Dear Barati

How are you? I'm checking our order because it hasn't arrived. **Have you shipped** the oil yet? We need the delivery by 20<sup>th</sup> October.

Greta Helsing

Original Oils

**2** Look at the verbs in bold in 1 and answer these questions.

- 1 Are they talking / asking about a past, present, or future action?
- 2 Does the action affect the present or the past?

**3** Complete these rules for forming the present perfect.

- 1 to make positive statements use have / \_\_\_\_\_ + past participle.
- 2 to make negative sentences use haven't / \_\_\_\_\_ + past participle
- 3 to form the past participle of regular verbs (order, arrive, etc.) add \_\_\_\_\_ to the verb.

**4** Work with a partner. Look at Barati's list. Take turns to say what he has or hasn't done.

*Example: He's checked the database.*

Check database (✓)

Contact shipping firm (✓)

Email producer (✓)

Telephone Greta (X)

Arrange next visit to producers (X)

Update website with product details (✓)

### Tip | yet

With the negative and question form of the present perfect, you can add *yet* to say that you intend to do it:

*I haven't done it yet (but I'm going to ...)*

- 5** 63▷ Listen to this telephone call. Is the delivery going to be late? What is Greta going to change?
- 6** 63▷ Listen again and complete these sentences with the present perfect of the verbs in brackets.
- We \_\_\_\_\_ (send) it ...
  - We \_\_\_\_\_ (have) a few problems here.
  - \_\_\_\_\_ you \_\_\_\_\_ (take) lots of orders for the soap?
  - There \_\_\_\_\_ (be) a lot of interest.
  - \_\_\_\_\_ you \_\_\_\_\_ (see) some of the other products on our website?
  - \_\_\_\_\_ you ever \_\_\_\_\_ (be) to Nepal?
- 7** Read the final part of audio 63 on page 127. How does Greta give short answers in the present perfect?
- » For more information and exercises, go to **Practice File 12** on page 101.
- 8** Work with a partner. You each have some tasks to complete before the end of the week. Ask each other about your progress on the tasks. Student A, turn to File 28 on page 109. Student B, turn to File 53 on page 116.

## Practically speaking | How to use prepositions of time

- 1** Underline the prepositions in these sentences.

- My busiest period is in spring.
- My flight is at ten.
- We open on public holidays.
- I close the restaurant in May.
- The conference starts on the thirteenth.
- What are you doing at the weekend?

- 2** Put the prepositions from **1** into this table.

1 _____	2 _____	3 _____
... Monday	... February	... nine-thirty
... the twenty-first of November	... winter	... midday
... New Years Day	... the morning	... the weekend
	... an hour	

- 3** Tell your partner about these. Use a preposition of time.

*Example: My birthday is on ...*

- your birthday
- your annual leave
- your next trip abroad
- your busiest part of the year
- when this lesson ends

## Business communication | Planning a schedule

Greta Helsing is meeting with Soledad and Martin at Original Oils. They are discussing and planning the schedule for the new Palmarosa Soap. Martin is coordinating production and Soledad deals with sales to the High Street shops.

**1 64▶** Listen to the meeting. Complete Greta's notes with the dates.

Palmarosa Soap	
Must be on the shelves by <sup>1</sup> _____	Final product ready by <sup>4</sup> _____
Launch date <sup>2</sup> _____	Start delivery to shops on <sup>5</sup> _____
Packaging ready by <sup>3</sup> _____	

**2 64▶** Listen again and match 1–12 to a–l to make sentences.

- |                               |  |
|-------------------------------|--|
| 1 ... the schedule is ____    | a ... taken it to the warehouse.                         |
| 2 The situation is ____       | b ... for this?  |
| 3 ... we've already ____      | c ... to launch it on January 20th.                      |
| 4 The aim is to ____          | d ... deliver the product ...?                           |
| 5 What's the deadline ____    | e ... get the soap on the shelves ...                    |
| 6 What date is ____           | f ... with that date?                                    |
| 7 We plan ____                | g ... do we need for production?                         |
| 8 How much time ____          | h ... about a week late.                                 |
| 9 Why don't we ____           | i ... delivery from the warehouse ...                    |
| 10 Let's start ____           | j ... going to call our packaging people                 |
| 11 Is everyone happy ____     | k ... that the raw material from Nepal has just arrived. |
| 12 So, to summarize, I'm ____ | l ... the launch?  |

**3** Put the sentences in **2** into these categories.

- 1 Stating the current situation: \_\_\_\_, \_\_\_\_, \_\_\_\_
- 2 Saying what needs to be done: \_\_\_\_, \_\_\_\_
- 3 Asking about dates and times: \_\_\_\_, \_\_\_\_, \_\_\_\_
- 4 Proposing a plan: \_\_\_\_, \_\_\_\_
- 5 Summarizing and confirming the plan: \_\_\_\_, \_\_\_\_

» For more exercises, go to **Practice file 12** on page 100.

**4** Work in groups of three. You are preparing a company brochure for next year. Today's date is July 1<sup>st</sup>.

Student A is in charge of the schedule. Turn to File 33 on page 111.

Student B is in charge of information for the brochure and dealing with the designers. Turn to File 54 on page 116.

Student C is dealing with the printers. Turn to File 57 on page 116.

**5** Present your schedule to another group. How similar are your schedules?

**6** Make a list of the stages in a typical schedule where you work.

For example:

- invoicing customers each month
- the stages for a new product
- arranging the weekly staff meeting
- arranging the annual conference

Present the stages to the class and say how long each stage usually takes.

### Key expressions

#### Stating the current situation

At the moment, the schedule ...

The situation is that ...

We've already ...

#### Saying what needs to be done

The aim is to ...

We plan to ...

#### Asking about dates and times

What's the deadline?

What date ...?

How much time do we need for ...?

#### Proposing a plan

What if ...?

Let's ...

Why don't we ...?

#### Summarizing / confirming the plan

Is everyone happy with that date?

I'm / You're / We're going to ...

So, to summarize ...

② » Interactive Workbook  
» Phrasebank

② » Interactive Workbook » Email and » Exercises and Tests

## The revision game

Work with a partner. Take turns to choose a square.

On a yellow square, have a role-play with your partner, on a blue square follow the instruction, on a pink square answer the question(s).

If you are correct, or if you complete the role-play, you win the square.

If you are not correct, the squares stays open.

The winner is the first person to win five squares in a row, across (^), down (J), or diagonally (S).

ММММНДМММММ

Where are you from? What is your nationality?  
What is your job?

Find the mistake:  
Are you from Peru?  
Yes, I from.

When you take a flight, what's the procedure at the airport?

Explain how to use the photocopier.

Talk about your last phone call. Who was it with? What was it about?

A Call a hotel and ask about its services then book a room.

B Answer B's questions.

Which words go together?  
tight / leave / annual / schedule / busy / deadline

A Introduce yourself to B - you've never met.  
B Respond.

Compare your company to its competitors.

Can I join you?  
Do you come here often?  
What do you think of this lesson?

### Instruction:

Ask your partner three questions about his / her job.

Give your opinion on this then ask for B's opinion:  
Your CEO wants to move your offices to a city 500 km away.

Talk about your job and your responsibilities.

What's your company working on at the moment?

A You want to speak to a colleague but he / she isn't there. Leave a message.  
B Answer the call.

**BWSffaw**

A Call your partner and ask for his / her email address.  
B Respond.

What have you done today?

What is the location of your company and what is near it?

Think of three qualities that these jobs need:

- airline pilot
- administrator

What do you do if you work in real estate?

### Instruction:

Describe your favourite restaurant using superlatives. E.g. *best, most expensive*, etc.

### Meeting:

Plan a party for your English group next week. Discuss with B your plan and the schedule.

### Instruction:

Describe a typical day at work. Use these words: *always, often, rarely, sometimes, usually, and never*

### Questions:

Where is your head office?  
What other workplaces does your company have?

### Instruction:

Give a visitor to your company directions from Reception to your office.

A Arrive at a hotel and check in. Ask about breakfast and dinner.  
B Respond.

Talk about your last trip.  
Where did you go?  
How long?  
When did you leave / arrive?

What are your plans for the next year / few months? Why are you doing this?

A Call and arrange a meeting for next week.  
B Respond.

Ask for help to print a document.

## File 24 | Unit 11

Business communication, Exercise 1, page 70

Student A

61▶ You are Ms Chiang. Listen and write down this information.

- cost of room \_\_\_\_\_
- what it includes \_\_\_\_\_
- check-in time \_\_\_\_\_
- location of hotel \_\_\_\_\_

## File 25 | Unit 11

Business communication, Exercise 4, page 70

Student A

1 You need a hotel room. Telephone the Metro Hotel. Ask about

- double rooms and cost for two nights
- breakfast (included?)
- location of hotel.

Your name is: S. Laurukenas

Credit card details:

- American Express
- 9967 4563 1102 3544
- Expiry date: 11/14

2 You are the receptionist at the Excelsior Hotel. Student B telephones to book a room.

- You have double rooms (cost \$110 per night).
- Breakfast is extra (\$15).
- The hotel is in the centre of the business district.
- Take the caller's name and credit card details.

## File 26 | Unit 11

Business communication, Exercise 8, page 70

Student A

Now you are a visitor. Check in and ask for information on the following.

- wake-up call at 6.30 a.m.?
- restaurant in hotel? necessary to book?
- meeting room for tomorrow at 10.00 a.m.?
- sauna and solarium?

## File 27 | Unit 11

Case study, Task, Exercise 1, page 71

Student B

You work for Hotel Supreme. Answer the phone call from your partner and give the information.

Hotel name	Hotel Supreme
Location	City centre
Rooms available	30 doubles
Price (including breakfast)	€250
Services	3 meeting rooms 1 conference room All available Offers sightseeing tours in the evening
Restaurant reservation	Only buffet restaurant – can recommend good restaurants nearby
Special group booking rates	No special rates

## File 28 | Unit 12

Language at work, Exercise 8, page 75

Student A

Here is a list of your tasks for the week. Ask Student B if he / she has done his / her tasks and say if you have done yours.

Example: A Have you ordered a new computer?  
B Yes, I have.

You	Done?	Student B
order a new computer	yes	book venue for annual conference?
ship delivery to Argentina	no	write minutes for team meeting?
telephone clients about new product	no	organize meeting with union rep?
email new brochure to clients	yes	ask boss for some time off?

## File 33 | Unit 12

Business communication, Exercise 4, page 76

Student A

You are in charge of the schedule. You need to schedule the following stages:

- product details and price list
- design
- printing
- sending the brochures to customers

Find out from Students B and C how long each stage takes.

You want to send the brochure to clients by 1st November at the latest. Also find out when Students B and C have time off because this will change the schedule.

Discuss the final schedule and write down the stages with all the important dates.

## File 34 | Unit 3

Business communication, Exercise 6, page 22

Student B

Call 1

You work in an office with Michelle McGoldrick. She is out. Answer the phone and take a message.

Message for: \_\_\_\_\_

From: \_\_\_\_\_

Phone number: \_\_\_\_\_

Calling about: \_\_\_\_\_

Please call back:  Urgent:

Call 2

You are Henri Watunda. Telephone Youssuf Hussein about your meeting this evening. You are at the Arabian Garden Hotel in Dubai. Your room number is 701. The hotel number is 00971 4228663.

## File 35 | Unit 3

Case study, Task, Exercise 1, page 23

Student B

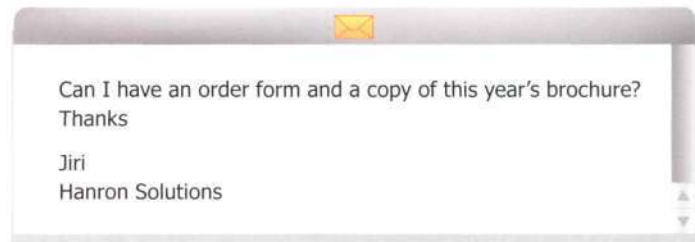
	A	B	C
Location		small town near the sea	
Other businesses near		tourist shops, supermarket	
Transport		walking distance to shops and beach	
Type of customers		lots of tourists, local people, workers	
Parking		yes	

## File 36 | Unit 5

Working with words, Exercise 8, page 31

Student B

- 1 Student A is away on a business trip. You check his or her email. Telephone A and explain the emails. Ask what to do. Make notes and check you understand.



- 2 You are on a training course. Student A checks your email and telephones you for help. Ask what the emails are about and give the following instructions.
  - Email 1: It's in a folder called 'Budgets'. Please print her a hard copy.
  - Email 2: Forward it to the right department – it's not my responsibility.



## File 58 | Unit 10

Business communication, Exercise 5, page 64

PAPOTECH	Possible solutions	Cost in €
Prices	Offer 10% lower prices on the 100 most popular products	
	a) to all customers	100,000
	b) to our biggest customers	45,000
Pay	Increase salaries	
	a) by 10%	50,000
	b) by 5%	25,000
Training	Give more training to call centre staff	10,000
Jobs	a) Recruit two new staff for the call centre	60,000
	b) Offer three staff the post of team leader	20,000
IT	a) Buy a new computer system	100,000
	b) Train staff to use the new system	15,000

## File 59 | Unit 11

Business communication, Exercises 7 & 8, page 70

### Metro Hotel Services

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We are pleased to offer guests many services:

#### Room Service (310)

Order food in your room from 07.00–24.00

#### Wake-up call (311)

Telephone for an early morning wake-up call. We can also order taxis to the airport.

#### Breakfast (313)

Served in the restaurant from 07.00–09.30. (Also available in rooms)

#### Restaurant (313)

Book a table for dinner this evening at our French restaurant.

#### Business services (314)

One meeting room is available. Please book in advance.

#### Gym and sauna

On basement floor. Open 24 hours a day.

#### All rooms have

- wireless Internet access
- pay to view TV with eight film channels
- air conditioning.