

3

Location

Learning objectives in this unit

- Talking about your company location and buildings
- Asking for details about a workplace
- Starting and ending a telephone call
- Leaving telephone messages

Case study

- Finding the right location

Starting point

- 1 Does your company have offices or operations in different countries? Where?
- 2 Do you always work in the same place? What places do you visit for your job?
- 3 Where is your head office?

Tip | about, around

about / around = not exactly
The company has 847 employees = The company has **about 850** employees.
It sells products in 102 countries = It sells products in **around 100** countries.

Working with words | Location and company buildings

- 1 Read about Spectrum Brands. Is the company in different locations? Where?

Spectrum Brands

Spectrum Brands is a global consumer products company. It produces batteries, lighting, and grooming products. It has a number of world-class brands, including Rayovac, Varta, and Remington. Spectrum Brands operates on six continents, it has about 10,000 employees, and it sells its products in around 120 countries.



- 2 Work with a partner. Take turns to ask each other to name countries in these continents and regions.

Example: A Name two countries in the Middle East.

B Saudi Arabia and Dubai.

the Middle East ___ North America ___ Latin America ___
Asia-Pacific ___ Africa ___ Europe ___

- 3 18▶ Listen to a presentation about Spectrum Brands. Number the continents and regions in 2 in the order you hear them.



4 18▷ Listen again and write numbers and locations in the notes below.

WORKPLACE	WHERE
Head office	Atlanta, USA
Technical centre	Madison, Wisconsin
Factories	twenty-one in ¹ _____
	four in ² _____ (Guatemala, Brazil, Colombia)
	two in ³ _____ (Germany, UK)
	one in ⁴ _____
Sales offices	⁵ _____ in North America
	⁶ _____ in Latin America
	⁷ _____ in Asia-Pacific
	⁸ _____ in Europe
	One in Dubai for the ⁹ _____ and Africa
Distribution centres	¹⁰ _____ around the world

5 Match the five workplaces in 4 to these pictures.



1 _____

2 _____

3 _____

4 _____

5 _____

6 Work with a partner. Read sentences 1–5. Which workplace from 5 do they describe?

- We make all our products here.
- This is where we do our research and development.
- Our sales reps visit customers four days a week, but come here on Fridays.
- The Managing Director and all the other company directors work here.
- The products come here and we deliver them to customers.

»» For more exercises, go to Practice file 3 on page 82.

7 What is your workplace? What do you do there? Tell the class.

8 Prepare a presentation about your company or use the information about the company in File 03 on page 103. Write notes about the workplaces and the locations.

9 Give your presentation to your partner or to the class. Use some of these expressions.

Good morning. Today, I'd like to tell you about ...

We are ... / We have ...

Language at work | *There is / are* | *Some / any*

1 Read about Dubai. Is it a good location for business? Why?



Why do more businesses choose Dubai?

LOCATION

Dubai is at the centre of the Middle East and the city is the perfect meeting place for the markets of Europe, Asia, and Africa. There are over 65 airlines to 100 destinations worldwide from our international airport.

BUSINESS

Dubai is the perfect location for a regional office and has conference and exhibition centres. There are some excellent services (banks, law firms, advertising agencies) and hotels at every price.

TRANSPORT

Unlike many cosmopolitan cities, there isn't a problem with transport in Dubai. Take a taxi or use public transport – there's a bus every 20 minutes on most bus routes.

2 Complete these sentences.

- 1 Use *there is* / _____ in positive sentences.
- 2 Use _____ / *there aren't* in negative sentences.
- 3 Complete this table for questions and short answers.

Questions	Short answers
<i>Is there ...?</i>	<i>Yes, _____ . / No, there isn't.</i>
<i>Are there ...?</i>	<i>Yes, there are. / No, _____ .</i>

3 19▶ Two people are discussing Dubai as the location for a large conference. Complete their conversation with words from the list. Then listen and check your answers.

there are there is there isn't is there are there

- A Dubai is a great location for a conference. The weather is always good.
 B What about the airport? ¹ _____ lots of international flights?
 A Yes, ² _____. And ³ _____ a problem with transport from the airport because public transport is excellent in Dubai.
 B But ⁴ _____ a good place for a conference?
 A Yes, ⁵ _____. It's the Dubai International Exhibition and Convention complex. It's perfect.

4 Read these sentences. When do we use *some*? When do we use *any*?

There's a taxi. *Are there **any** taxis?*
*There are **some** taxis.* *Is there a taxi?*
*There aren't **any** taxis.*

5 Work with a partner. Ask and answer questions about your place of work.

Example: A Is there a car park for staff?
B Yes, there is.

In the company	Near the company
car park for staff	good restaurants
canteen	airport
drinks machines	shops
conference room	gym

» For more information and exercises, go to **Practice file 3** on page 83.



6 Work with a partner. You want information about hotels in Dubai for a meeting. Student A, turn to File 06 on page 104. Student B, ask Student A about The Arabian Garden Hotel. Write notes in the table below.

Example: Is there a bus to the airport?

	The Arabian Garden Hotel	The Dubai Grand Hotel
Bus to the airport?		
Car park?		
Restaurants and bars?		
Leisure facilities (swimming pool, gym)?		
Services (Internet, bank)?		
Conference / Meeting rooms?		
Other services?		

7 Now repeat the exercise in 6. Student A, ask Student B about The Dubai Grand Hotel and write notes in the table. Student B, turn to File 32 on page 110.

8 Now compare the two hotels and choose one for a conference. Then present your reasons to another pair.

Example: At the Arabian Garden Hotel, there's a ..., but there aren't any ...

Practically speaking | How to start and end a telephone call

1 Read these expressions for the telephone. Are they at the start or the end? Who says them? The caller, the receiver, or both?

	start / end	caller / receiver
1 Hello, the Dubai Grand hotel.		
2 Can I help you?		
3 This is ...		
4 I'm calling about ...		
5 Thanks for your help.		
6 You're welcome.		
7 Goodbye.		

2 20▶ Listen to two parts of a telephone call. Check your answers in 1.

3 Work with a partner. Take turns to be the caller and hotel representative. Telephone a hotel about

- business services (meeting rooms, Internet access, fax)
- car parking and car hire
- rooms for 30 people next week
- buses from the airport.

Tip | This is ...

On the telephone say your name like this:

This is Raymond Sadler.

My name's Raymond Sadler.

It's Raymond Sadler.

NOT ~~I am~~ Raymond Sadler.

Business communication | Leaving telephone messages



- 1 **21▶** Listen to parts of two telephone calls. What mistakes does the receiver make?
- 2 **21▶** Listen again. How do the callers correct the information?
 1 _____
 2 _____
- 3 Work with a partner. Telephone your partner and check and correct details. Student A, turn to File 04 on page 103. Student B, turn to File 37 on page 112.
- 4 **22▶** Listen to a telephone conversation. Complete the message.

MESSAGE FOR: Teresa Baum

FROM:

CALLING ABOUT:

PHONE NUMBER:

CALL BACK? **URGENT?**

- 5 **22▶** Match 1–9 to a–i. Then listen again and check.

1 Could I speak ____	a ... your message.
2 I'm sorry, but ____	b ... a contact number?
3 Could I leave ____	c ... a message for her?
4 It's ____	d ... right?
5 So ____	e ... that's A-N-D-A-C.
6 Can she call ____	f ... to Teresa Baum, please?
7 Can I have ____	g ... Richard Andac.
8 Is that ____	h ... she isn't here this morning.
9 I'll give her ____	i ... me back as soon as possible?

»» For more exercises, go to Practice file 3 on page 82.

- 6 Work with a partner. Practise leaving messages. Student A, turn to file 07 on page 104. Student B, turn to file 34 on page 111.

Key expressions

Asking to speak to someone

Could I speak to ...?
 I'd like to speak to ...
 Is ... there?

Leaving a message

Could I leave a message?
 My number is ...
 Can she call me back (as soon as possible)?

Take a message

I'm sorry, but she isn't here / available.
 Can I take a message?
 Can I have a contact number?
 I'll give him / her your message.

Checking details

So that's ...
 Is that right?

Correcting details

No, it's N as in New York / O as in Oslo.

i » Interactive Workbook
 » Phrasebank

i » Interactive Workbook » Email and » Exercises and Tests

Finding the right location

Background

Best place for your business?

Martin Bloemberg, a location expert, says it's very important to get information about the location for your business. You must find out:

- are there other businesses in the area with the same product?
- are there a lot of people living near your business?
- is there car parking?
- is there public transport nearby?

Before you find a location you need to ask local people about the area. If you don't do this, you could lose a lot of money!

Discussion

- 1 What must you find out about the area before you buy an office or shop?
- 2 Why?
- 3 Where's your company? Is it in a good location for customers / staff / business?

Task

You have a sandwich bar in your town. Business is good. You want to open another sandwich bar, but you don't know where. You have contacts in three other towns. They have information about three sandwich bars for sale in these towns.

- 1 Work in groups of three. Read about one of the locations. Student A, turn to File 08 on page 104. Student B, turn to File 35 on page 111. Student C, turn to File 56 on page 116.
- 2 Take turns to present your location to your group. While you listen to other members of your group, complete the table for their locations.
- 3 In your groups, choose one location for your sandwich bar.



Case study

File 01 | Unit 1

Language at work, Exercise 9, page 9

Student A

Ask and answer questions about the people on this site.
Write the missing information. Use these questions.

Who is / are ...? Is / Are ...? What is his / her / their ...?
Where is / are ... from?



1

Name: Renate

Company name: _____

Job: Sales Director

Country: _____



2

Name: _____

Company name: Takeyama

Job: _____

Country: Japan



3

Names: _____

Company name: Sema

Job: Sales reps

Country: _____

File 02 | Unit 2

Case study, Task, Exercise 3, page 17

Student A

Call Viking. You

- want to place an order
- are interested in a desk (Reference 05GH4).

Ask

- Can I order it by phone?
- Do I get a special price?

File 03 | Unit 3

Working with words, Exercise 8, page 19

Use this information about the pharmaceutical company,
Astra Zeneca, for your presentation.

Head office

London, UK

Research and Development

Södertälje, Sweden

Other Research and Development centres

on three continents (Europe, North America, India)

Factories

27 in 19 countries

Sales offices

on five continents:

32 in Europe

16 in North America

12 in Latin America

28 in Asia and the Middle East

13 in Africa, Australia, and New Zealand

File 04 | Unit 3

Business communication, Exercise 3, page 22

Student A

1 Telephone your partner and check these details.

Ms Bebiyon Tel. 07 364 330?

Mr Gibuvo Tel. 0034 711 5400?

2 Your partner calls to check these details. Correct any mistakes.

Mr Kassabygy Tel. 0041 909 5520

Ms Herrera Tel. 0709 553 627

File 05 | Unit 2

Business communication, Exercise 7, page 16

Student A

1 You want to book rooms at a hotel for a group of six.
Telephone the customer service representative (Student B).
Ask about the following.

- rooms for next month
- price per room
- special prices for groups

Book the rooms and give your name. Ask for the hotel email address.

2 You are the customer service representative at a hotel.
A customer (Student B) wants to book a room for a meeting.
Use this information and respond to his / her questions.

- You have a room for next week.
- You can organize lunch and drinks.
- Price: Room = 30 dollars per hour. Lunch = 45 dollars per person.
- No special prices. Price is per hour. For example, 210 dollars for seven hours.

Take the booking and ask the caller to confirm the booking by email. Your email address is conferencehotels@aol.com.

File 06 | Unit 3

Language at work, Exercise 6, page 21

Student A

You are the customer service representative at this hotel.
Give Student B information.

Example: B Is there a bus to the airport?

A Yes, there's a bus every 30 minutes and there are also buses to the city centre.

The Arabian Garden Hotel

- Bus to airport every 30 minutes and to city centre every 15 minutes.
- No car park, but guests can park on the street. There is also car hire at Reception.
- Two restaurants and one bar.
- Swimming pool, gym, and sauna.
- Internet access in all rooms.
- Conference room for 80 people and four meeting rooms.
- The hotel has a tourist information service and there are day trips to places of interest.

File 07 | Unit 3

Business communication, Exercise 6, page 22

Student A

Call 1

You are Megumi Yoshida. Telephone Michelle McGoldrick about your hotel reservation. You want the hotel details as soon as possible. Your phone number is 078 546 2394.

Call 2

You are Youssuf Hussein's assistant. He is at lunch. Answer the phone and take a message.

Message for: _____

From: _____

Phone number: _____

Calling about: _____

Please call back: Urgent:

File 08 | Unit 3

Case study, Task, Exercise 1, page 23

Student A

	A	B	C
Location	business park of a big city		
Other businesses near	4 banks, offices, college, 2 restaurants		
Transport	tram / underground		
Type of customers	office workers, students		
Parking	difficult		

File 29 | Unit 1

Language at work, Exercise 9, page 9

Student B

Ask and answer questions about the people on this site. Write the missing information. Use these questions.

Who is / are ...? Is / Are ...? What is his / her / their ...?
Where is / are ... from?

	<p>1</p> <p>Name: _____</p> <p>Company name: TUX</p> <p>Job: _____</p> <p>Country: Germany</p>
	<p>2</p> <p>Name: Eiji</p> <p>Company name: _____</p> <p>Job: Managing Director</p> <p>Country: _____</p>
	<p>3</p> <p>Names: Ramiro and Carmen</p> <p>Company name: _____</p> <p>Job: _____</p> <p>Country: Brazil</p>

File 30 | Unit 2

Case study, Task, Exercise 3, page 17

Student B

You work at Viking. Answer the call and give this information to your customer.

- Yes, you can order by phone and on the Internet.
- No, there's no special price.

Ask for

- customer name
- customer phone number
- customer email address.

File 31 | Unit 2

Business communication, Exercise 7, page 16

Student B

- 1 You are the customer service representative at a hotel. A customer telephones you (Student A). Use this information and respond to his / her questions.
 - You have rooms for next month.
 - Prices: double 145 euros, single 115 euros.
 - No special prices for groups.

Take the booking and ask the caller to confirm the booking by email. Your email address is expressinns@yahoo.com.
- 2 You want to book a meeting room for seven hours at a hotel. Telephone the customer service representative (Student A). Ask about the following.
 - room for next week
 - lunch and drinks
 - price
 - special price for all day

Book the room and give your name. Ask for the hotel email address.

File 32 | Unit 3

Language at work, Exercise 7, page 21

Student B

You are the customer service representative at this hotel. Give Student A information.

*Example: A Is there a bus to the airport?
B Yes, there's a bus every 20 minutes.*

The Dubai Grand Hotel

- Buses to airport every 20 minutes.
- Car park for 100 guests.
- No restaurant in the hotel. There are some international restaurants near the hotel.
- Swimming pool and gym.
- Internet access in all rooms.
- Bank and post service in hotel.
- Six meeting rooms.
- The hotel has free taxi service to city centre.

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

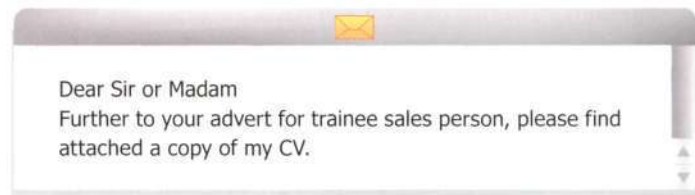
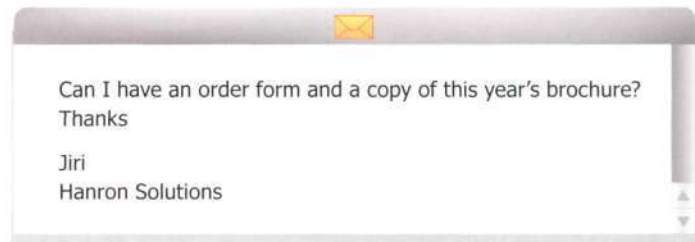
	A	B	C
Location		small town near the sea	
Other businesses near		tourist shops, supermarket	
Transport		walking distance to shops and beach	
Type of customers		lots of tourists, local people, workers	
Parking		yes	

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 37 | Unit 3

Business communication, Exercise 3, page 22

Student B

- 1 Your partner calls to check these details. Correct any mistakes.
Ms Babayan Tel. 077 364 3300
Mr Jibowo Tel. 0033 771 5440
- 2 Telephone your partner and check these details.
Mr Kasebiggy Tel. 001 908 5220?
Ms Hrrarer Tel. 070 953 6227?

File 38 | Unit 5

Language at work, Exercise 5, page 32

Student B

- 1 Your partner wants to know if the report below is correct. You were at the presentation last week. Your partner wasn't. Answer his / her questions.

Example: *A Was it on Tuesday morning?*
B Yes, it was.

Presentation: Future plans
Time: Tuesday morning
Present: Jan, Lydia, Carlos
Venue: Room 305
Speaker: Managing Director

- 2 Now ask your partner questions about this report.

Presentation: Profits for this year
Time: Thursday morning (?)
Present: Jan, Janusz, Lydia, Carlos (?)
Venue: The conference room (?)
Speaker: Managing Director and Financial Director (?)

File 39 | Unit 5

Language at work, Exercise 11, page 33

Student B

- 1 Answer your partner's questions about the information in this telephone message.

From: Mr Simons
Time: 9.30 a.m.
Subject: Next month's conference.
Message: In Canada. Date of next conference?

- 2 You received this telephone message. Ask your partner for the missing information. Use the question words in brackets.

Mr Koch called at _____ p.m. (When ...?)
He called about the _____ last week. (What ...?)
Hans cancelled the meeting because _____. (Why ...?)
We arranged another meeting for _____. (When ...?)
Please call him back.

File 40 | Unit 5

Business communication, Exercise 4, page 34

Student B

Read more information about the problems in the email.

- Your assistant is not very busy today.
- We emailed the wrong invoice. You'll contact them after the meeting.
- The IT department has a training course today and tomorrow.
- You booked a restaurant for Ellen's leaving party.

Your partner telephones you.

- 1 Explain and solve the problems together.
- 2 Promise action.

File 53 | Unit 12

Language at work, Exercise 8, page 75

Student B

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

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

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

File 54 | Unit 12

Business communication, Exercise 4, page 76

Student B

You are in charge of information and design for the brochure.

You think it's going to take about six weeks to get all the information. The designers need about four weeks. You have annual leave between August 15th and 30th.

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

File 55 | Unit 2

Starting point, page 12

Answers

- Lufthansa – German; Sony – Japanese; Coca-Cola – American
- Philips – electronics; Bayer – pharmaceuticals; Microsoft – software
- Banco do Brasil – financial services; Allianz Worldwide Care – insurance; CNN – news

File 56 | Unit 3

Case study, Task, Exercise 1, page 23

Student C

	A	B	C
Location			centre of capital city, inside a shopping centre
Other businesses near			a lot of shops, banks, travel agents, fast food café
Transport			train, bus
Type of customers			shoppers
Parking			not good, expensive

File 57 | Unit 12

Business communication, Exercise 4, page 76

Student C

You are in charge of printing and postage.

The printers need about three weeks.

You think it's going to take about two weeks to send them out to customers.

You have annual leave between October 10th and 17th.

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