



6 Contacts

Learning objectives in this unit

- Talking about food and drink
- Ordering food in a restaurant or café
- Talking about the past with time expressions
- Describing a trip
- Making conversation

Activity

- The socializing game

Starting point

- 1** Does your company have many visitors? Where do they have lunch? Where do they go in the evening? For dinner? To the theatre?
- 2** Do you visit other companies? How do they entertain you?

Working with words | Food and drink

- 1** Work with a partner. Read this article and discuss the questions for:
 - 1 your own country
 - 2 other countries you visit

Tips for Travellers: Eating Out

In many countries, the restaurant – not the office – is the real place for business. So make sure you can answer these questions before your next trip abroad.

- 1 What do you eat for lunch or dinner in your country?
- 2 Are there any special or local dishes?
- 3 Is it normal to drink alcohol?
- 4 How many courses are there?
- 5 Who pays the bill?
- 6 What is the tip in most restaurants? 0%? 10%? 20%?

- 2** **33▶** Listen to two people at a restaurant. What do they order? What is their total bill?



THE patio

Sushi	11.50
Grilled vegetables	9.00
Pizza	8.25
Steak and fries	10.50
Chicken caesar salad	7.95
Side dishes: Mixed salad or french fries	4.50
Bottled water (sparkling or still)	3.50
Soft drinks	3.00
Coffee / Tea	2.75





3 33▶ Listen again and underline the correct words in *italics*.

- 1 *Would* / *Do* you like sushi?
- 2 *We like* / *We'd like* a bottle of sparkling water.
- 3 *Do you like* / *Would you like* to order first?
- 4 *I'd* / *I'll* have the grilled vegetables please.
- 5 *I like* / *I'd like* some sushi, please.
- 6 How *is* / *was* your meal?
- 7 *Would you like* / *You like* a dessert?
- 8 *I'll have* / *I like* a coffee.
- 9 *We'll* / *We'd like* two coffees, please.
- 10 *Could* / *Would* I have the bill, please?

4 Which of these phrases in *italics* mean (a) 'Do you want ...?', (b) 'I / We want ...', or (c) **neither**.

- | | |
|--|---|
| 1 <i>Do you like</i> sushi? ____ | 5 <i>I have</i> sushi. ____ |
| 2 <i>Are you ready to order</i> ? ____ | 6 <i>I'll have</i> sushi. ____ |
| 3 <i>We like</i> sparkling water. ____ | 7 <i>Would you like</i> a dessert? ____ |
| 4 <i>We'd like</i> sparkling water. ____ | 8 <i>Could I have</i> the bill? ____ |

5 Work with a partner. Take turns to be a customer and a waiter at the café. Use the menu and practise ordering food.

6 Read these sentences and complete the rules with the words in **bold**.

*Would you like **some** french fries?*
*We'd like **a** bottle of sparkling water.*
*I'd like **some** sushi, please.*

- 1 Use _____ / **an** with singular, countable nouns.
- 2 Use _____ with plural countable nouns and uncountable nouns.

7 Work with a partner. Write *a / an* or *some* next to these words.



1 a (cup of) coffee



2 some coffee



3 _____ sushi



4 _____ salad



5 _____ cheese



6 _____ sandwich



7 _____ french fries



8 _____ steak

»» For more exercises, go to **Practice file 6** on page 88.

8 Think of your last trip abroad. Was it for business or pleasure? How were the restaurants? Did you try some local dishes? What food did you eat? Tell the class.

»» Interactive Workbook »» Glossary

Tip | countable and uncountable nouns

Some nouns are countable:
1 apple, 2 apples, 1 bottle, 3 bottles

Some nouns are uncountable:
sushi, chicken

Some nouns can be both:
*I'd like **a** (cup of) coffee.*
*Can I have **some** coffee?*

Language at work | Past simple: irregular verbs | Time expressions



1 What are trade fairs? Who goes to them?

2 Read about this Industry Expo.

- 1 What type of industry was it for?
- 2 When and where was it?
- 3 Where were manufacturers, suppliers, and other representatives from?
- 4 Does your business or industry have similar events?

Recent events

Textile Industry Expo Date: 1–4 August, 2009
Venue: Ho Chi Minh City International Exhibition & Convention Center, Vietnam

Almost 100 companies went to this year's Industry Expo. Manufacturers and suppliers from China, the Republic of Korea, India, Taiwan, and Hong Kong met Vietnamese producers, and two companies from Austria and Italy also had representatives at the event.

Don't miss this event next year. [Click here for early registration.](#)

3 There are three verbs in the description of the Expo. Underline them. Do they describe the past or present?

4 34▶ Listen to Giang and Enzo meet at the Expo.

- 1 Where is Enzo from?
- 2 What do they give each other?
- 3 How did they travel to the Expo?

5 34▶ Listen again. Number these verbs in the order you hear them.

came ___ took 1 flew ___
had ___ were ___ left ___ met ___



6 Write the verbs in **2** and **5** next to the infinitive.

- | | |
|-------------------|-----------------|
| 1 be – <u>was</u> | 5 have – _____ |
| 2 take – _____ | 6 leave – _____ |
| 3 go – _____ | 7 come – _____ |
| 4 meet – _____ | 8 fly – _____ |

7 Read this extract from Enzo and Giang's conversation. Complete the timeline with the time expressions in **bold**.

I came to Ho Chi Minh City **last night**, but I left Bologna **two days ago**. I flew to Milan and then to Shanghai. I had a day in Shanghai, so I met some colleagues there **yesterday**.



8 Work with a partner. Describe your last trip. Talk about some of the following and use time expressions.

- where you went
- how long the journey took
- when you left / arrived
- when you came home
- what meeting (conference) you had
- where you left from
- who you met

9 35▷ Listen to Giang ask Enzo about his career. Complete these questions.

- 1 How did you _____ a sales manager in textiles?
- 2 Why did you _____?
- 3 When did you _____ your current company?

10 35▷ Listen again. What are Enzo's answers?

» For more information and exercises, go to **Practice file 6** on page 89.

11 Work with a partner.

- 1 Write five sentences about your career using time expressions.

Example: I went to University in 1999.

I studied ...

- 2 Swap your sentences. Ask and answer questions about your careers. Begin with the question: *How did you become a ... (job title)?*

Practically speaking | How to describe a trip

1 Which adjectives below describe

- a hotel?
- a meal or the food?
- a city or country?
- a journey?
- a presentation?

nice good boring delicious comfortable interesting
OK terrible fine

2 Work with a partner. Look at some photographs from a trip. Take turns to ask and answer questions. Student A, turn to file 14 on page 106. Student B, turn to file 46 on page 114.

3 Now ask your partner about their most recent trip.

Example: How was the flight? How was the hotel?

Business communication | Making conversation

1 How can you start a conversation in these two situations?



1 You're at a conference cocktail party. It's the end of the first day.



2 You arrive at your company. You see a visitor in Reception.

2 36,37▷ Listen to two conversations and match them to situations 1 and 2 above.

3 36▷ Match phrases 1–8 to responses a–h, then listen again and check.

- | | |
|---|------------------------------|
| 1 Can I join you? ____ | a Very interesting. |
| 2 I hear you work for GST. ____ | b Sure. See you later maybe. |
| 3 My name's Simon Turing. ____ | c Yes, of course. |
| 4 What do you think of the conference? ____ | d No, not many. |
| 5 Do you come here every year? ____ | e Pleased to meet you. |
| 6 Do you know a lot of people here? ____ | f No, thanks. I'm fine. |
| 7 Would you like another drink? ____ | g Yes, that's right. |
| 8 Please excuse me. ____ | h No, this is my first time. |

4 Work with a partner. You are at a conference. Practise this conversation.

- start the conversation
- offer something
- talk about the conference
- end the conversation.

5 37▷ Work with a partner. Think of possible responses to these sentences, then listen again and compare your answers.

- | | |
|---------------------------------|----------------------------|
| 1 Can I help you? | 4 Can I get you something? |
| 2 Is this your first time here? | 5 Nice talking to you. |
| 3 Please go in and take a seat. | |

» For more exercises, go to **Practice file 6** on page 88.

6 Work with a partner. Practise this conversation.

- start a conversation with a visitor in Reception
- offer to take him / her to a colleague's office
- offer something to drink
- end the conversation

7 Work with a partner. Student A, turn to File 18 on page 107. Student B, turn to File 43 on page 113.

ⓘ » Interactive Workbook » Email and » Exercises and Tests

Key expressions

Starting a conversation

Can I join you?
I hear you work for ...
Is this your first time ...?
What do you think of ...?

Offering

Can I help you?
Can I get you something?
Would you like another ...?
Please take a seat. / Please go in and take a seat.

Responding

Yes, please.
Yes, of course.
Yes, that's right.
No, thanks. (I'm fine).

Finishing a conversation

Please excuse me.
Nice talking to you.
See you later.

ⓘ » Interactive Workbook
» Phrasebank

The socializing game

Play the socializing game with a partner.

Choose a square.

On a blue square, read the question or sentence, and then respond. On a brown square, read the answer and ask an appropriate question.

If you are right, you win the square.

Then your partner chooses a square and does the same.

Try to complete a line of five squares across (→), down (↓), or diagonally (↘) before your partner.

Examples:

Do you like fish?

*You say:
Yes, and I really like sushi.*

**Do ...?
No, not many.**

*You say:
Do you know many people here?*

Is this ...? No, I was here last year.	What would you like to drink?	How ...? Fine. There was no traffic on the roads.	When did you join your company?	Can I ...? Yes, please. I'll have a coffee.
My name's Rudolf.	Can ...? Yes, sure. Take a seat.	I hear ... Yes, it's a great company.	Nice talking to you.	When did you start your job?
What ...? It's very interesting.	Would ...? No, thanks. I'm fine.	Please excuse me.	Would you like a side dish with that?	Could I ...? Certainly. It's €25, please.
Are you ready to order?	How ...? Delicious! Thank you.	Where did you go on holiday last year?	How ...? My room was a bit small, but it was very comfortable.	When did you last travel by plane?
Would you like a dessert?	How did you become a ... (your job)?	Do ...? No, not every year, but I was here last year.	Would you like to order first?	Can ...? Yes, please. I have a lot of bags.

Information files | 14–19

File 14 | Unit 6

Practically speaking, Exercise 2, page 39

Student A

- 1 Look at these photos and answer your partner's questions about this trip.



- 2 Now ask your partner these questions about his / her trip.
 - 1 How was the journey?
 - 2 How was the hotel?
 - 3 How was the food?
 - 4 How was the meeting?
 - 5 How was the city?

File 15 | Unit 7

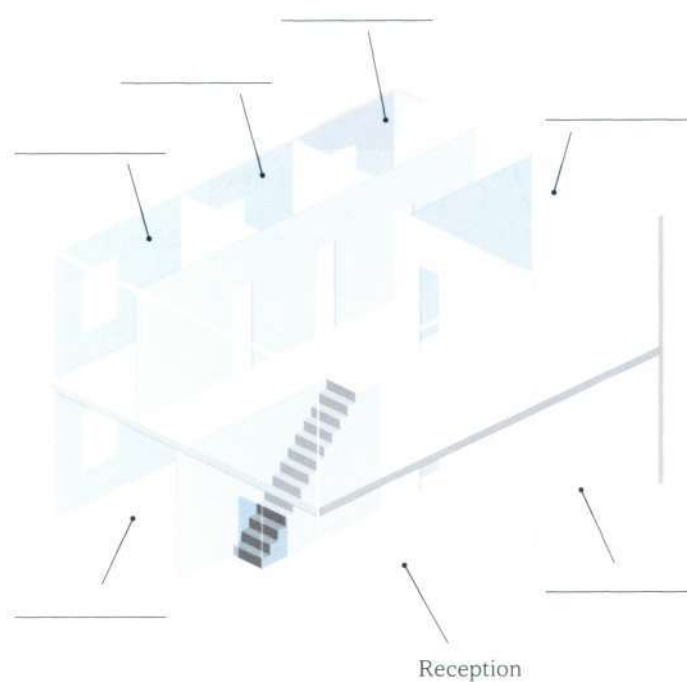
Language at work, Exercise 3, page 44

Student A

- 1 Describe this company plan to Student B.
Example: The cafeteria is below Sales.



- 2 Listen to Student B. Write in the rooms and departments.



File 16 | Unit 5

Language at work, Exercise 5, page 32

Student A

1 You weren't at a presentation last week. Your partner was. Check if the report below is correct.

Example: *A Was it on Tuesday morning?*

B Yes, it was. / No, it wasn't. It was on Thursday morning.

Presentation: Future Plans

Time: Tuesday morning (?)

Present: Jan, Lydia, Janusz, Carlos (?)

Venue: The conference room (?)

Speaker: Managing Director (?)

2 Now answer your partner's questions about this report.

Presentation: Profits for this year

Time: Wednesday morning

Present: Jan, Lydia, Janusz, Carlos, Piotr

Venue: The conference room

Speaker: Financial Director

File 17 | Unit 8

Business communication, Exercise 6, page 52

Student A

You are Chen. Here's your calendar on Thursday.

Thursday	
0900-1000	Visit factory
1000-1100	Return at 11.10
1100-1200	
1200-1400	12.10-13.10 Lunch with Ania

File 18 | Unit 6

Business communication, Exercise 7, page 40

Student A

Role-play these situations.

1 It's the first morning of an annual conference. It's your first time at the conference. The first session is in Room 125, but where is it? Student B speaks to you.

2 You are in Reception at your company. A visitor wants to see Sara Olsen who is on the third floor. Speak to him / her.

File 19 | Unit 9

Business communication, Exercise 5, page 58

Student A

You and your partner need to choose a new courier company for important deliveries, and a hotel for some two-day training seminars around the country.

- You have quotes from two courier firms.
- Your partner has quotes from two hotels.
- Take turns to ask and tell each other about the quotes, and then make a choice together.

Company: Speed Merchants

Price: €10 per kilometre

Online tracking: Uses up-to-date satellite technology to find a fast route. You can check your package online.

Location: Centres in over 20 cities.

- very friendly staff on the phone

- no discounts

Company: Go Fast

Price: €9.95 per kilometre

Guaranteed delivery: Money back if late.

Location: Centres in 18 cities.

- staff were slow to answer the phone

- no way to check packages online

- offered free delivery for every ten

File 41 | Unit 4

Business communication, Exercise 5, page 28

Student B

Role-play these situations.

- 1 Student A has a heavy box. Offer help.
- 2 The printer doesn't work. Ask Student A for help.
- 3 You are sick, but have lots of work to finish. Student A speaks to you.
- 4 Student A asks you for help. Respond.

File 42 | Unit 5

Case study, Task, Exercise 3, page 35

Student B

Call 1

You are a colleague of Nina at Balfour Furnishings.

- You can't go to the meeting – you have another meeting.
- Promise to call the customer and explain the situation.

Call 2

You are the Tasks Everyday assistant.

- Call Omega.
- Explain the problem with the order form.
- Ask if they want to order the products now over the phone, or send the order form again.

File 43 | Unit 6

Business communication, Exercise 7, page 40

Student B

Role-play these situations.

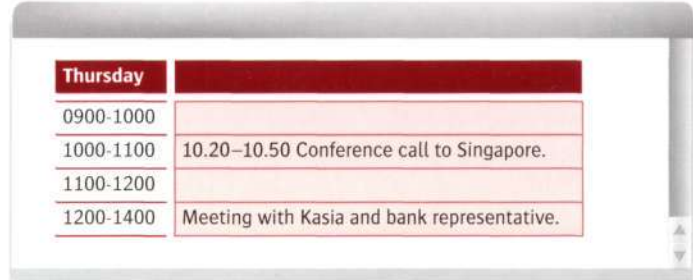
- 1 It's the first morning of a conference. You're one of the organizers. Room 125 is on the first floor. You think Student A has a problem. Speak to him / her.
- 2 You are a visitor at a company. It's your first time at the company. You are here to see Sara Olsen. Student A speaks to you.

File 44 | Unit 8

Business communication, Exercise 5, page 52

Student B

You are Dolores. Here's your calendar on Thursday.



Thursday	
0900-1000	
1000-1100	10.20–10.50 Conference call to Singapore.
1100-1200	
1200-1400	Meeting with Kasia and bank representative.

File 45 | Unit 8

Activity, Stage 2, page 53

Student B



MONDAY Holiday
TUESDAY 11.30 – 13.30 meeting
WEDNESDAY 11.00 – 13.00 telephone duty at Reception
THURSDAY 10.00 – 12.00 go to customers
FRIDAY 08.30 appointment at bank

File 46 | Unit 6

Practically speaking, Exercise 2, page 39

Student B

- 1 Ask your partner these questions about his / her trip.
 - 1 How was the journey?
 - 2 How was the hotel?
 - 3 How was the food?
 - 4 How was the meeting?
 - 5 How was the city?
- 2 Now look at these photos and answer your partner's questions about this trip.



File 47 | Unit 7

Language at work, Exercise 3, page 44

Student B

- 1 Listen to Student A. Write in the rooms and departments.



- 2 Describe this company plan to Student A.

Example: IT is behind my office.

