



1 Companies

Learning objectives in this unit

- Talking about what companies do
- Talking about your company using the present simple
- Making polite requests
- Introducing yourself and others

Activity

- Make that contact!

Starting point

- 1 Look at the pictures on this page. What do you know about these companies?
- 2 Do you think it's better to work for a large or a small company?
- 3 What kind of company do you work for?

Working with words | Company facts



1 Read these descriptions of some companies. Complete their names.

- 1 This company **provides** many different Internet services, including news, online shopping, and email. Most of its **sales** come from advertising on its website. Its head office is in Sunnyvale, California.
Y _____
- 2 This company **produces** tyres for cars and other vehicles. It is **based** in France, but it has more than 125,000 **employees** all over the world. It is also well known for its red and green travel guides.
M _____
- 3 This northern European company operates in the retail market. It **specializes** in low-price products, including furniture, bathrooms, and kitchens.
I _____
- 4 It's a **subsidiary** of the European Aeronautic Defence and Space Company (EADS). The company makes planes for the commercial aircraft market, where its main **competitor** is Boeing.
A _____
- 5 This company makes many different electrical and electronic products, such as TVs, computers, and mobile phones. It is South Korea's largest company and exporter.
S _____



2 Complete these sentences with the words in bold in 1.

- 1 Some companies make or _____ goods.
- 2 Other companies _____ or offer services.
- 3 If you _____ in a particular product or service, it's your main activity.
- 4 If you work for a company, you are an _____.
- 5 If your head office is in a particular city, your company _____ there.
- 6 If you work in a _____, your company is part of a bigger group.
- 7 If you sell a lot of products, your _____ are very good.
- 8 If another company operates in the same market as you, it is your _____.

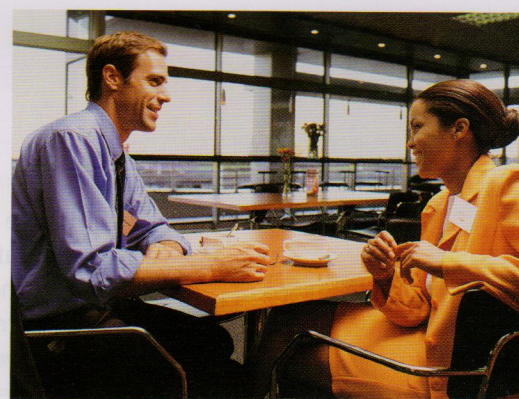
» For more exercises, go to **Practice file 1** on page 102.

3 Work with a partner. Make sentences using the words in the table.

Gazprom	produces / makes ...
Pirelli	specializes in ...
AOL	operates in ...
Mitsubishi	provides / offers ...
Volkswagen	sells ...
UNICEF	's competitors are ...

4 01▶ An employee is talking about her company. Listen and complete the information in the table.

Name of company	BESAM
Products	¹ A _____ ² d _____ mechanisms: locks and ³ s _____ systems
Group	Assa Abloy
Nationality	⁴ S _____
Number of employees	⁵ _____,000
Sales	⁶ € _____ billion
Number of subsidiaries	⁷ _____ in 40 countries
Other information	Main ⁸ c _____ are the Eastern Company, Ingersoll-Rand, and Master Lock



5 Work with a partner. Talk about Besam, using some or all of these phrases and the information in 4.

- It's a(n) ... company / organization.
- It's a subsidiary of ... Its head office is ...
- It makes / produces ... It provides / offers ...
- It has ... employees It operates in ...
- It is based in ... It specializes in ...
- Its main competitors are ... It has sales of ...

6 Now talk about your company using the phrases in 5.

» Interactive Workbook » Glossary

Language at work | Present simple

1 Work with a partner. Ask and answer these questions.

- 1 Do you work for a multinational company?
- 2 Is it a new company?
- 3 What does it do?
- 4 Does it operate in many countries?
- 5 Where do you work?

2 Match the questions in 1 to answers a–e.

- a Yes, it does. ____
- b It provides engineering services to the car industry. ____
- c I have an office in London and another in Tokyo. ____
- d Yes, I do. ____
- e No, it isn't. ____

3 We use the present simple to talk about general facts or regular actions. Find examples in 1 and 2 for each of these rules.

- 1 In the third person singular (*he / she / it*), the verb ends in *-s* or *-es*.
Example: _____
- 2 With *I / you / we / they*, there is no final *-s*.
Example: _____
- 3 In most questions, use *do* with *I / you / we / they* and *does* with *he / she / it*.
Example: _____
- 4 Don't use *do* and *does* in questions with the verb *to be*.
Example: _____

» For more information and exercises, go to **Practice file 1** on page 103.

4 Read the text. Discuss the questions with a partner.

When you see the name Nestlé, perhaps you think of breakfast cereals, Nescafé instant coffee, or Nespresso machines. But what else do you know about the company? What other products does it sell, and where? How many people work for the company and why do they like working there? What does the company do to protect the environment?

Listen to *Nestlé in Focus* tonight at 8.00 p.m. to get answers to these and many other questions.



5 Work with a partner. Make questions about Nestlé using the prompts below.

Example: How old is the company?

- 1 How old / company?
- 2 What products / company / specialize in?
- 3 What / its annual sales?
- 4 Where / its head office?
- 5 How many factories / have?
- 6 company / sell / products / all five continents?
- 7 How many people / employ?
- 8 What / offer / its employees?
- 9 company / a lot of work in the community?
- 10 How / protect the environment?

Tip | Questions with prepositions

In a question with a preposition, the preposition is usually the last word, not the first.

*Where is he **from**?*

*Who do you work **for**?*

*What market do you sell **in**?*

6 02 Match answers a–j to questions 1–10 in 5. Then listen to the radio programme and check.

- | | |
|--|---|
| a 780. ____ | f Many possibilities for training. ____ |
| b More than 140 years old. ____ | g Yes, it gives money and other help. ____ |
| c Yes, it does. ____ | h Food and beverages. ____ |
| d 276,000. ____ | i Vevey, Switzerland. ____ |
| e More than 107 billion Swiss francs. ____ | j By using less water, energy and packaging. ____ |



7 Make sentences about Nestlé, using the questions in 5 and answers in 6.

Example: The company is more than 140 years old.

8 Work with a partner. Ask and answer the questions in 5 about your company.

9 Work with a different partner. Tell them about your first partner's company.

Practically speaking | How to make polite requests

1 Complete these questions with *I* or *you*.

- Could ____ speak to you for a moment?
- Can ____ tell me your name?
- Can ____ have another drink, please?
- Could ____ call me again tomorrow?
- Would ____ repeat that, please?
- Could ____ help me for a moment?

2 03 Work with a partner. Match the questions in 1 to responses a–f below. Listen and check your answers. Then practise the conversations.

- | | |
|---|----------------------------------|
| a Yes, sorry. The reference is 1256 K. ____ | d Sorry, but I'm very busy. ____ |
| b Yes, of course. ____ | e Certainly. Same again? ____ |
| c I'm afraid I'm on holiday. ____ | f Sure. It's Woody Neilson. ____ |

3 Work with a partner. Take turns to make and respond to requests, using the verbs in brackets.

Example: Can I have your telephone number, please?

- I want your telephone number. (have)
- I want your address. (give)
- I don't understand you. (speak more slowly)
- I need your signature on this document. (sign)
- I need two chairs for my table. You have two free chairs at your table. (take)
- I don't have time to speak to you now. (talk later)
- I need your pen to sign the visitor's book. (borrow)
- I didn't hear what you said. (say)

Tip | can, could, and would

Could and *would* are generally more polite and formal than *can*.

Would is not used with *I*:

Could I speak to you?

NOT ~~*Would I speak to you?*~~

Business communication | Introducing yourself and others

1 04▶ Gianluca Donatelli is at a conference. Listen to him introducing himself to Jana Frkova. Make notes about

- 1 Jana's nationality
- 2 her job
- 3 why she's at the conference.

2 05▶ Complete what Gianluca says. Listen and check your answers.

- 1 Excuse me. _____ this seat free?
- 2 Thanks very much. Can I _____ myself? I'm Gianluca Donatelli.
- 3 Nice to meet you _____, Jana. Where are you _____?
- 4 And _____ do you work for?
- 5 Oh really? And what do you _____?
- 6 So _____ are you at this conference?
- 7 That's interesting. A friend of mine works for an Italian service provider. Can I introduce _____ to _____?
- 8 Roberto. Can you come here for a minute? This is ... Sorry, what's your name _____?
- 9 Roberto. _____ is Jana. She's writing an article on Internet service providers.

3 05▶ Listen to Gianluca again. He asks Jana eight questions. Match Jana's responses to each question. Then work with a partner and practise the dialogue.

- | | |
|------------|--|
| 1 <u>c</u> | a I am a journalist. |
| 2 _____ | b Jana. Jana Frkova. |
| 3 _____ | c Yes, it is. |
| 4 _____ | d Nice to meet you. I am Jana Frkova. |
| 5 _____ | e I'm here to research an article on Internet service providers. |
| 6 _____ | f I am self-employed. |
| 7 _____ | g Yes, of course. That would be nice. |
| 8 _____ | h I'm from the Czech Republic. |

4 Why don't we learn much about Gianluca in the conversation in 1?

5 06▶ Listen to two extracts from a different version of the conversation.

- 1 What do we learn about Gianluca this time?
- 2 Underline the stressed words in Jana's questions.
 - 1 What about you? What do you do?
 - 2 What about you? What are you here for?

» For more exercises, go to **Practice file 1** on page 102.

6 Work with a partner. Have short conversations. Talk and ask about these things.

Example: A Where are you from?

B I'm from Spain. What about you? Where are you from?

A I'm from Japan.

- name
- company
- reason for being here
- country
- job

7 Work in groups. You are at a party at a conference. Introduce yourself and find out about another person. Then introduce this person to other people in the group.

Key expressions

Introducing yourself

Can I introduce myself?

My name's / I'm ...

Introducing others

Can I introduce you to ...?

This is ...

Responding

Nice to meet you /

How do you do.

Nice to meet you too.

Asking about a person / job / company

What about you?

What's your name (again)?

Where are you from?

Who do you work for?

What do you do?

Why are you here?

» Interactive Workbook »
Phrasebank

» Interactive Workbook » Email and » Exercises and Tests

Make that contact!

07▷ Work with a partner. You are both at a conference. You are competing for a big customer. The first person to finish is the winner. Turn to File 01 on page 135 for the rules of the game.

	PLAYER A Start		PLAYER B Start	
Where are you from?	I'm a sales manager.	Who are your main competitors?	Yes, I am. Nice to meet you.	Is this seat free?
We make car windows.	Who do you work for?	 JOKER 	Sorry, what's your name again?	No, it's a French company.
Can I introduce you to my boss?	It's 1263 Gray Rd, Carmel.	Does your company operate in Europe?	Italy	I'm Spanish. What about you?
How do you do?	 JOKER 	Yes, sure. It's Jan Olsen.	 JOKER 	Yes, it's 07 45 32 19 66.
What are your annual sales?	In Milan.	How many employees do you have?	We operate in Europe and North America.	What does your company do?
No, I work in one of our subsidiaries.	What services do you provide?	 JOKER 	Do you use English in your job?	Yes, I am.
Where's your head office?	No, we don't. We're a service company.	What do you specialize in?	Yes, of course. Please take it.	What does your company specialize in?
No, I'm American.	 JOKER 	I work for Goodyear.	 JOKER 	I'm in the Hotel Cap Verde.
Can you tell me your hotel room number?	My wife? She's a journalist.	Does your company have a website?	That's a very personal question!	Do you do any business in Asia?
Yes, we do / No, we don't.	Can I borrow your pen?	 JOKER 	You speak very good English!	Yes, of course. I'll give you my phone number.

Congratulations! You made contact with the customer first!

File 01 | Unit 1

Activity, page 11

Rules

- 1 You need two counters or small coins. Player A, place your counter or coin on the Player A, Start square. Player B, place your counter or coin on the Player B, Start square.
- 2 Player A, move down to the next square in one of three directions.



On a blue square, answer the question.

Example: Blue Square: *Where are you from?*

Player A: *I'm from Korea.*

On a yellow square, give a question to the answer there.

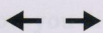
Example: Pink Square: *I'm a sales manager.*

Player A: *What do you do?*

- 3 If you are correct, move down one square.



If you are not correct, move left or right.



- 4 Now Player B plays.

- 5 If you arrive on a 'Joker' square, you will either hear a question from your teacher or on the audio. The first person to answer correctly moves down to the next square.



The other player moves back one square.



File 02 | Unit 2

Case study, Discussion, Exercise 2, page 17

The company used the media to warn the American people not to use the medicine.

They recalled 31 million bottles from shops at a cost of \$100 million.

They stopped all production of the medicine and designed new packaging to protect this and other medicines from contamination.

They offered a special reduction of \$2.50 to people buying the medicine.

More than 2,250 sales reps made presentations to doctors to encourage them to use the product again.

File 03 | Unit 2

Case study, Task, Exercise 1, page 17

Student A

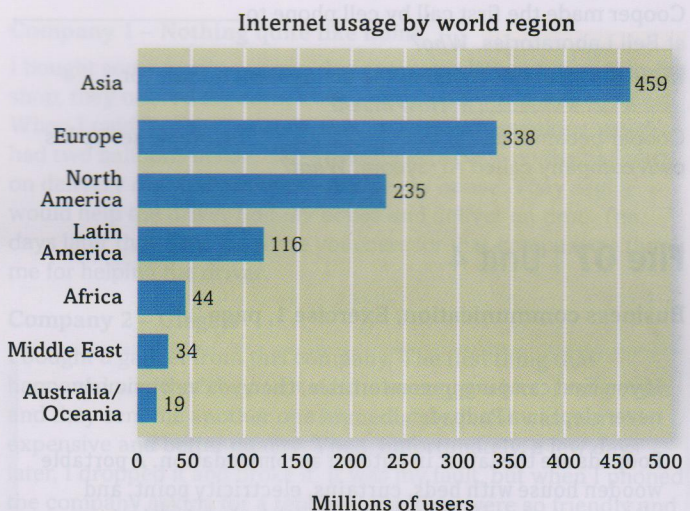
- 1 You are the Area Manager for the cosmetics company. Call your Production Manager at Head Office to inform him / her of this problem and suggest that the company stops production of the product.
- 2 You receive a call from a journalist. He / She wants to know more about the problem moisturizer. Answer his / her questions and say you'll call him / her back when you have more information.

File 04 | Unit 3

Business communication, Exercise 6, page 22

Student A

Look at the information in the slide below.



File 05 | Unit 15

Business communication, Exercise 7, page 94

Student B

- 1 Listen to your partner's problems and make suggestions.
- 2 Now describe the problems below and respond to your partner's suggestions. If you reject a suggestion, give your reasons.
 - a Tomorrow is your annual appraisal. You want to talk about your promotion prospects. But every year, your boss talks non-stop for 45 minutes and there's no time to discuss other things.
 - b You want to work part-time for two years to give you time to do an MBA (Masters in Business Administration). But until now you've always worked 60 hours a week, and you know that the 25-year-old son of the CEO is very interested in your post.