

Unit 1

Language at work | Present simple

Present simple

Form

Positive: Add *-s* or *-es* after the verb with *he / she / it*.

I / you / we / they specialize in Latin American music.

He / She / It specializes in high-tech products.

Negative: Use the auxiliary *do / does + not + verb*.

It doesn't produce software.

We don't produce mobile phones.

Questions

1 Use *do* and *does*, but don't change the form of the main verb (no *-s*).

Does it have a subsidiary in China?

Do you have many competitors?

2 With question words (*who, what, where, how, etc.*), use *do* and *does* after the question word.

Where do you work?

What does he do?

3 To give a short answer to questions in the present simple, use the subject + *does / do* or *doesn't / don't*.

Do you work for a multinational company?

Yes, I do. / No, I don't.

Does your company operate in South America?

Yes, it does. / No, it doesn't.

Exceptions

1 The verb *be* is irregular.

I am

You / We / They are

He / She / It is

2 In questions with *be*, do not use *do* and *does*.

Is he Spanish?

Where are the subsidiaries?

3 In negative sentences with *be*, add *not* or *n't*.

I'm not from China.

They aren't in the company today.

Use

1 To talk about facts or things which are generally true.

The company provides insurance services.

2 To talk about regular actions.

We have sales meetings every month.

3 Do not use the present simple to talk about actions in progress at this moment. Use the present continuous for this (see Unit 2).

Unit 2

Language at work | Present continuous

Present continuous

Form

Positive: Use *am / is / are + -ing* form.

He's preparing his presentation.

Negative: Use *am / is / are + not + -ing* form.

They're not working today.

Questions

1 To make questions with the present continuous, put *am / is / are* before the subject.

Are you staying in this hotel?

Where is she working?

2 To give a short answer to *yes / no* questions in the present continuous, use the subject + *am / is / are*.

Are you working on this now?

Yes, I am. / No, I'm not.

Use

1 To describe actions in progress at the moment of speaking.

Hi. I'm calling you from my car.

2 To describe actions in progress around the present time, but not always at the moment of speaking.

He's doing a very interesting course this month.

3 To describe current trends.

The company is doing well in South-East Asia.

Language tip

Use the present simple to talk about regular or repeated actions (see Unit 1).

Do say: *She calls me once or twice a month.*

Don't say: *She's calling me twice a month.*

Unit 3

Language at work | Asking questions

Questions

Form

- 1 The normal order of words in a question is:
question word or phrase + auxiliary + subject + verb.
Where do you work?
How many days is he staying?
- 2 The order of words is the same even when the subject consists of several words.
What time are the CEO and the Production Manager arriving?
- 3 In questions with a *yes / no* answer, the order of words is:
auxiliary + subject + verb.
Does he work in production?
Are you opening a new office?
- 4 The auxiliary and verb form are different for each tense:
Present simple: *do / does + verb*
Where does he live?
Present continuous: *am / is / are + -ing*
Why are you calling?
Past simple: *did + verb*
What time did you arrive?

For more information on the past simple, see Unit 4.

Exceptions

- 1 When the verb *be* is the main verb, there is no auxiliary. The order of words in a question is:
question word(s) + verb + subject.
When is the meeting?
Where was he yesterday?
- 2 When the question word (or words) is the subject of the sentence, there is no auxiliary. The order of words is:
question word(s) + verb.
Who works here?
How many people are coming?

Unit 4

Language at work | Past simple

Past simple

Form

Positive: Add *-ed* to the infinitive of regular verbs.

We started work at 7.00 yesterday.

Add *-d* to the infinitive or **regular verbs** ending in *-e*.

She lived in Switzerland.

Change the *-y* to *-i* and add *-ed* to **regular verbs** ending in consonant + *-y*.

He tried to find a new job.

Double the final consonant of short **regular verbs** ending in vowel + consonant.

I stopped the car.

Many verbs are irregular. Irregular verb forms do not end in *-ed*.

For **irregular verb forms** see page 134.

Negative: Put *didn't* before the infinitive of both regular and irregular verbs.

I didn't want to be late for the meeting.

They didn't see the manager.

Questions

1 Put *did* before the subject and the infinitive of both regular and irregular verbs.

When did they arrive?

Where did you go?

2 To give a short answer to *yes / no* questions in the past simple, use the subject + *did / didn't*.

Did he email you yesterday? Yes, he did. / No, he didn't.

Use

Use the past simple to describe a finished action in the past.

They sent the parcel on Monday, but it didn't arrive until Friday.

Words and phrases we often use with the past simple are: *yesterday, last week, last year, in 2005, five years ago.*

Language tip

The verb *be* does not use the auxiliary verb *did* to form the negative or questions.

The manager wasn't in the office yesterday.

Were the products well-designed?

Unit 5

Language at work | Present perfect (1)

Present perfect

Form

Positive: *have / has* + past participle form.

I have (I've) finished my work.

He has (He's) written three letters today.

Negative: *have / has* + *not* + past participle.

They haven't done the work this week.

The post hasn't arrived yet.

Questions

1 Put *have / has* before the subject.

Have you seen the new Production Manager?

Where has she been today?

2 To give a short answer to *yes / no* questions in the present perfect, use the subject + *has / have* or *hasn't / haven't*.

Have you seen that report yet?

Yes, I have. / No, I haven't.

Has the HR Manager seen the CVs?

Yes, she has. / No, she hasn't.

Use

1 To talk about past actions where the time includes the present.

I've made three presentations today / this week / this month.

2 To describe progress in a list of things to do, we use *already* and (*not*) ... *yet*?

Have you visited that customer yet?

No, I haven't had time (yet). But I've already made an appointment with him.

3 To ask someone about general experiences in his / her life, we use *ever*.

Have you ever seen the Taj Mahal?

No, never.

4 Use the present perfect to talk about actions which started in the past and are continuing now. For more information, see Unit 12.

I've worked here for three years (and I still work here now).

5 For past actions where the time doesn't include the present, use the past simple.

I haven't seen him today, but I saw him yesterday.

Language tip

For regular verbs, the past participle form is **always** the same as the past simple: verb + *-(e)d*

For irregular verbs, the past participle and past simple forms are **sometimes** the same. For a list of irregular verbs, see page 134.

Unit 6

Language at work | Comparisons

Comparative and superlative forms

Form

- 1 Add *-er* or *-est* to one-syllable and some two-syllable adjectives.

cheap cheaper the cheapest
quiet quieter the quietest

If an adjective ends in *-y*, change the *-y* to an *-i* and add *-er* or *-est*.

easy easier the easiest

- 2 Double a consonant after a vowel at the end of short adjectives.

hot hotter the hottest
big bigger the biggest

- 3 Some adjectives are irregular.

good better the best
bad worse the worst

- 4 Add *more* and *most* to two- or more syllable adjectives.

expensive more expensive the most expensive

- 5 Add *than* after the comparative to compare two things / people.

The Sales Manager is more popular than the Financial Manager.

Note: in the superlative form, you can also use *my*, *our*, *their*, etc. instead of *the*.

Use

- 1 Use the comparative to compare two things.

Fridays are better than Mondays.

- 2 Use the superlative to compare one thing to many other things.

Saturdays are the best.

- 3 To say something is the same, use *as* + adjective + *as*.

My office is as big as yours.

- 4 To say something is different use *not as* + adjective + *as*.

This machine isn't as complicated as the old one.

Unit 7

Language at work | Countable and uncountable nouns

Nouns

Form

1 Nouns are either countable or uncountable. Countable nouns have a single and plural form. Uncountable nouns have one form.

Countable nouns: *room (rooms), bus (buses), city (cities)*

Uncountable nouns: *money, information, luggage*

2 Most plural countable nouns end in -s but some are irregular.
person → people woman → women child → children

3 Use *a* or *an* with singular countable nouns.

a reservation an appointment

Use *some* with plural countable nouns and uncountable nouns.

some facilities some information

4 Singular countable nouns use a singular verb form.

Is there a shuttle bus to Terminal 3?

My flight is delayed.

Plural countable nouns use a plural verb form.

Are there many people at the check-in desk?

The tickets aren't very expensive.

Uncountable nouns use a singular verb form.

Is there time for us to look in the Duty Free shop?

Our luggage is already on the plane.

Many / much

Use

1 Use *many* only with plural countable nouns.

How many gates are there in Terminal 1?

Not many.

2 Use *much* only with uncountable nouns.

How much money did you spend?

Not much.

3 *Much* and *many* are mostly used in questions or negative statements.

How many employees are there in your company?

How much hand luggage have you got?

There aren't many people at the gate.

There isn't much time between our connecting flights.

Language tip

Many nouns that are countable in a lot of other languages are uncountable in English.

Say: *information*

Don't say: *an-information, informations*

Other examples: *advice, equipment, accommodation*

Unit 8

Language at work | *will* / *going to* / present continuous

will

Form

Positive: *will* + verb

I'll meet you at the reception desk in your hotel.

Negative: *won't* (*will not*) + verb

I won't disturb you.

Questions: *will* + subject + verb

Will you call me later?

Use

To make decisions at the moment of speaking.

A Can you let me have a number to contact you on?

B Just a moment. I'll give you my business card.

going to

Form

Positive: Subject + *am* / *is* / *are* + *going to* + verb

I'm going to look for a new job after the holidays.

Negative: Subject + *am* / *is* / *are* + *not* + *going to* + verb

He isn't going to work late tonight.

Questions: *am* / *is* / *are* + subject + *going to* + verb

Are they going to look for a new head of department?

Use

To talk about a plan that we have already decided on.

We're going to move to the new office in the spring.

Present continuous

Form

See Unit 2.

Use

To talk about a future arrangement someone has made.

The arrangement usually has a fixed time or place.

A What are you doing tomorrow after work?

B I'm taking my daughter to the dentist.

Language tip

As well as the present continuous, we can often use *going to* for a future arrangement.

The Managing Director's visiting the office tomorrow.

The Managing Director's going to visit the office tomorrow.

Unit 9

Language at work | Modal verbs

Modal verbs

Use

- 1 To describe an action which is necessary, or a legal obligation, use *have to* or *need to*.
*You **have to** wear a seat belt when you are driving.*
*We **need to** complete our tax form before 5th April.*
- 2 To describe an action which isn't necessary, use *don't / doesn't have to* or *don't / doesn't need to*.
*We **don't have to** work at weekends in our company.*
*The report **doesn't have to** be finished today.*
- 3 For an action which is possible or permitted by law, use *can* or *be allowed to*.
*You **can** leave early today because we're not very busy.*
*Companies **are allowed to** advertise alcohol after 10.00 p.m.*
- 4 If the action isn't permitted, use *can't* or *am not / isn't / aren't allowed to*.
*Sorry, but you **can't** smoke here.*
*Cyclists **aren't allowed to** use motorways.*

Form

- 1 To ask a question with *have to* or *need to*, use *do* or *does*.
***Do I have to** write this report now?*
***Does the company need to** have quality certification?*
- 2 To ask a question with *be allowed to*, use *am / is / are*.
***Are** cigarette companies **allowed to** advertise?*
***Am I allowed to** park here?*
- 3 Questions with *can* begin with the word *can*.
***Can** foreigners vote in national elections?*
***Can** I use my phone for personal calls?*

Unit 10

Language at work | The passive

Passive forms

Form

Verbs in sentences can either be active or passive.

The passive is formed with the verb *be* + past participle of the main verb.

Tense

Passive form

Present simple *The photocopier **is serviced** once a year.*

*Our offices **are cleaned** in the evening.*

Past simple *The meeting **was held** yesterday.*

*The new computers **were installed** last week.*

Questions

1 To make questions in the passive, put *is / are / was / were* + subject + past participle.

Are the pipes produced abroad?

Where were they made before?

2 To give a short answer to questions in the passive, use the subject + *is / are / was / were*.

Were they delivered last week?

Yes, they were. / No, they weren't.

Use

1 When the person who does the action is unknown.

*The flowers **are changed** daily.*

(I don't know who changes them.)

2 When the person who does the action is unimportant.

*The hotel **was built** in the 19th century.*

(It isn't important who built it.)

3 When the person who does the action is too obvious to mention.

*The books **were delivered** this morning.*

(It's obvious a delivery company brought the books.)

4 When we want to say *who* does something in a passive sentence, we use the preposition *by*.

*The party **was organized** by the social committee.*

Language tip

Passive forms are usually used in formal written English more than in spoken English.

*Candidates for the job **are required** to speak fluent English.*

Unit 11

Language at work | First conditional

First conditional

Form

There are two parts to a sentence in the *first conditional*, the condition and the result.

Positive and negative

if + present simple (= condition), *will* / *won't* + verb (= result)

If they invite me to the opera, I'll accept the invitation.

If we book an expensive restaurant, we won't have any money for taxis.

The sentence may begin with the condition or the result. Put a comma to separate the two parts when the condition comes first.

If I work late tonight, I'll miss the football. (with comma)

I'll miss the football if I work late tonight. (no comma)

Questions

1 The result usually comes before the condition in first conditional questions. The usual word order is *will* + subject + verb.

How will you get to Paris if you miss your plane?

Will the staff go on strike if they don't get a pay rise?

2 To give a short answer to *yes* / *no* first conditional questions, use the subject + *will* / *won't*.

Will you go to the conference if your boss agrees?

Yes, I will. / No, I won't.

Use

To talk about events that will probably happen in the future.

If the manager resigns, people will be very upset.

If we finish the project by Friday, we won't have to work at the weekend.

Language tip

We never use *will* / *won't* straight after *if*.

Don't say: *If I'll see her tomorrow, I'll tell her.*

Say: *If I see her tomorrow, I'll tell her.*

Don't say: *If he won't set his alarm, he won't get up on time.*

Say: *If he doesn't set his alarm, he won't get up on time.*

Unit 12

Language at work | Present perfect (2) with *for* and *since*

Present perfect (2)

Form

See Unit 5.

Use

1 To talk about an action that started in the past and is continuing now.

I've worked for this company for ten years.

2 We use *for* with a period of time.

She's had this job for a month / two years.

3 We use *since* with a precise date or point in time.

They've been here since 2007 / August / this morning.

Language tip

1 *How long ...?* and *for* (+ period of time) are used with the present perfect and the past simple.

Present perfect

How long have you had your present job?

I've had it for six months.

Past simple

How long did you do your last job?

I did it for five years.

2 Sometimes we use different verbs to describe the start of the action (past simple) and the action itself (present perfect).

Present perfect

He's worked for this company since 2004.

I've been here for an hour.

He's known her since January.

They've lived here for six months.

Past simple

He joined this company in 2004.

I arrived here an hour ago.

He first met her in January.

They moved here six months ago.

Unit 13

Language at work | Future predictions

will / won't

Form

See Unit 8.

Use

Use *will* to talk about something that is certain to happen.

*In the future more people **will work** from home.*

Use *won't* to talk about something that is certain not to happen.

*Employees **won't stay** in the same job all their working life.*

may / might (not)

Form

may / might (not) + verb

Use

1 Use *may* or *might* to talk about something that will possibly happen.

*Office buildings **may look** completely different in the future.*

*Employees **might have** to share a desk with their colleagues.*

2 Use *may not* or *might not* to talk about something that possibly won't happen.

*In the future people **may not retire** until they're 70.*

*Workers **might not commute** so much because of the oil crisis.*

3 *May* and *might* both have the same meaning and are used in the same way.

Language tip

Going to is also used to make predictions, but only when the prediction is based on visible evidence.

*Be quiet! The speaker **is going to start**. (She's going towards the microphone.)*

*Look out the window. **It's going to rain**. (There are a lot of black clouds.)*

Unit 14

Language at work | Second conditional

Second conditional

Form

Positive

- 1 *If* + past simple, *would* / *might* + infinitive (without *to*)
*If they **dropped** their prices, we **would (we'd)** buy their products.*
- 2 The word *if* can also appear in the second part of the sentence.
*We **would (We'd)** send them a catalogue if we **had** their address.*
- 3 You can replace *would* with *might*. In this case *might* means *perhaps*.
*If they offered me the job, I **would** accept it.* (I'm sure I would accept it.)
*If they offered me the job, I **might** accept it.* (Perhaps I would accept it.)

Negative

- If* + past simple negative, *would not (wouldn't)* + infinitive
*If he **didn't** love city life, he **wouldn't** live there.*

Use

- 1 To talk about things which will probably not happen and the results of these things.
*If there **was** a new job in New York, I'd **apply** for it.* (But there probably won't be a job available.)
- 2 To talk about impossible or hypothetical situations and their results.
*If oil **didn't** exist, we **wouldn't** have all these pollution problems.*
- 3 The second conditional is different from the first conditional.
First conditional: *If I **have** time, I'll **call** you.* (It's possible or probable that I'll have time.)
Second conditional: *If I **had** time, I'd **call** you.* (But I probably won't have time.)

Language tip

Note that the past simple in a second conditional sentence refers to the present or the future. It doesn't refer to the past.

*If they **offered** me the chance to work abroad (**now** / **next year**), I'd accept it.*

Unit 15

Language at work | Modal verbs for giving advice

must, mustn't, should, shouldn't, and could + infinitive

Use

These modals are used to give advice.

- 1 Use *must* or *mustn't* for something that is very important or necessary.

*You look ill. You **must** see a doctor.*

*You **mustn't** tell my boss I have a new job. (It's very important you don't tell him.)*

- 2 Use *should* or *shouldn't* for something that is or isn't a good idea.

*You **should** stop smoking. (It would be a good idea.)*

*You **shouldn't** drink alcohol at lunchtime. (It's not a good idea to do this.)*

- 3 Use *could* for something that is a possible solution, but maybe not the best.

*You **could** speak to your boss about the problem.*

Form

Positive: There is no change in the form of modal verbs.

*I / You / He / She / We / They **must** make a decision soon.*

Negative: Add *-n't* to the modal verb. There is no *don't* or *doesn't*.

*You **mustn't** do that. (Not ~~You don't must.~~)*

*He **shouldn't** call so late in the evening. (Not ~~He doesn't should.~~)*

Questions

- 1 To ask a question with *should* or *could*, use *should / could + subject + verb*.

Should I accept that new job?

Could I ask him to come later?

When we ask for advice, we often prefer to begin the question with *Do you think ...?*

Do you think I should accept that job?

Do you think I could ask him to come later?

- 2 We do not usually make questions with *shouldn't*, *must*, or *mustn't*. Use *have to* instead of *must*.

Do I have to apply for promotion?

Language tip

- 1 When giving advice, we often begin the sentence with *I think ...*
*I think you **must / should / could** email him.*
- 2 Do say: *I **don't think** you **should** ...*
Don't say: ~~*I think you shouldn't ...*~~

Unit 16

Language at work | Revision of tenses

Present time

- 1** Use the **present simple** to talk about general facts or regular actions.

*He **works** for a multinational company.*

*He **doesn't** usually **drive** to work.*

*How often **does** he **go** away on business?*

For form see Unit 1.

- 2** Use the **present continuous** to talk about an action happening at the time of speaking or a temporary project.

*She's **making** a phone call.*

*She **isn't** **interviewing** anyone this week.*

*Where **is** she **going**?*

For form see Unit 2.

Past time

- 1** Use the **past simple** to talk about finished actions in the past.

*We **launched** the new snack bar in 2005.*

*It **didn't** **sell** well at first.*

*Where **did** you **advertise** your new product?*

For form see Unit 4.

- 2** Use the **present perfect** to talk about past actions where the time includes the present.

*He's **worked** for the same company for twenty years.*

*He **hasn't had** a holiday since 1995.*

*Has he ever **thought** about changing his job?*

For form see Unit 5.

Future time

- 1** Use **will** to make a decision at the moment of speaking or to make a prediction.

*I'll **find** out the price for you. **Will** you **call** me back?*

*Don't worry, I **won't** **forget**. **When will** oil **run** out?*

For form see Unit 8.

- 2** Use **going to** to talk about a plan that's already decided.

*We're **going to deliver** your order on Friday.*

*We **aren't going to pay** the invoice until we're satisfied.*

*What time **is** the delivery **going to arrive**?*

For form see Unit 8.

Language tip

We usually use the **present continuous** to talk about arrangements in the future with a fixed time or place.

*I'm **visiting** a client **tomorrow morning**.*

*I'm **not travelling** to New York **next week**.*

*Are you **having** lunch with the manager **later**?*