



WITH  
FREE ONLINE  
**AUDIO**



**Aa**



# ENGLISH

## FOR EVERYONE

### COURSE BOOK LEVEL 2

### BUSINESS ENGLISH



**A COMPLETE SELF-STUDY PROGRAMME**

## Author

---

**Victoria Boobyer** is a freelance writer, presenter, and teacher trainer with a background in English-language teaching and teacher management. She has a keen interest in the use of graded readers and the sound pedagogical use of technology in teaching.

## Course consultant

---

**Tim Bowen** has taught English and trained teachers in more than 30 countries worldwide. He is the co-author of works on pronunciation teaching and language-teaching methodology, and author of numerous books for English-language teachers. He is currently a freelance materials writer, editor, and translator. He is a member of the Chartered Institute of Linguists.

## Language consultant

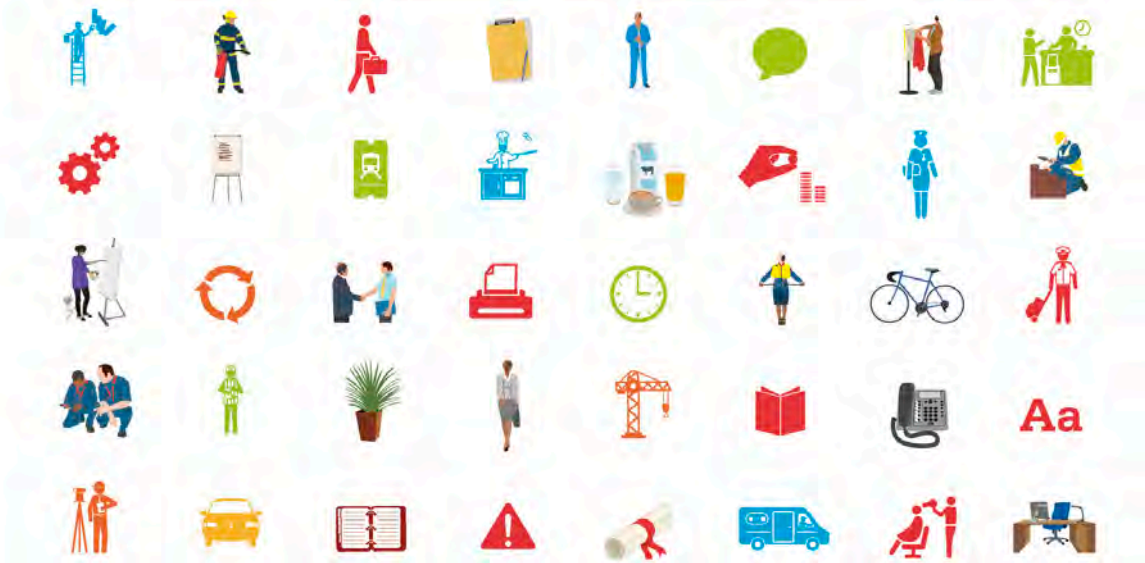
---

**Professor Susan Barduhn** is an experienced English-language teacher, teacher trainer, and author, who has contributed to numerous publications. In addition to directing English-language courses in at least four different continents, she has been President of the International Association of Teachers of English as a Foreign Language, and an adviser to the British Council and the US State Department. She is currently a Professor at the School for International Training in Vermont, USA.

# ENGLISH FOR EVERYONE

COURSE BOOK **LEVEL 2**

**BUSINESS ENGLISH**





Penguin  
Random  
House

**Project Editors** Lili Bryant, Laura Sandford  
**Art Editors** Chrissy Barnard, Paul Dristlane, Michelle Staples  
**Editor** Ben Ffrancon Davies  
**Editorial Assistants** Sarah Edwards, Helen Leech  
**Illustrators** Edwood Burn, Michael Parkin, Gus Scott  
**Managing Editor** Daniel Mills  
**Managing Art Editor** Anna Hall  
**Audio Recording Manager** Christine Stroyan  
**Jacket Designer** Ira Sharma  
**Jacket Editor** Claire Gell  
**Managing Jacket Editor** Saloni Singh  
**Jacket Design Development Manager** Sophia MTT  
**Producer, Pre-production** Andy Hilliard  
**Producer** Mary Slater  
**Publisher** Andrew Macintyre  
**Art Director** Karen Self  
**Publishing Director** Jonathan Metcalf

#### DK India

**Senior Managing Art Editor** Arunesh Talapatra  
**Senior Art Editor** Chhaya Sajwan  
**Art Editors** Meenal Goel, Roshni Kapur  
**Assistant Art Editor** Rohit Dev Bhardwaj  
**Illustrators** Manish Bhatt, Arun Pottirayil,  
Sachin Tanwar, Mohd Zishan  
**Editorial Coordinator** Priyanka Sharma  
**Pre-production Manager** Balwant Singh  
**Senior DTP Designers** Harish Aggarwal, Vishal Bhatia  
**DTP Designer** Jaypal Chauhan

First published in Great Britain in 2017 by  
Dorling Kindersley Limited  
80 Strand, London, WC2R 0RL

Copyright © 2017 Dorling Kindersley Limited  
A Penguin Random House Company  
10 8 6 4 2 1 3 5 7 9  
001-296905-Jan/2017

All rights reserved.

No part of this publication may be reproduced, stored  
in or introduced into a retrieval system, or transmitted,  
in any form, or by any means (electronic, mechanical,  
photocopying, recording, or otherwise), without the prior  
written permission of the copyright owner.

A CIP catalogue record for this book  
is available from the British Library.  
ISBN: 978-0-2412-7514-6

Printed and bound in China

A WORLD OF IDEAS:  
SEE ALL THERE IS TO KNOW

[www.dk.com](http://www.dk.com)

# Contents

## How the course works 8

### 01 Introductions 12

**New language** Present simple and continuous

**Vocabulary** Etiquette for introductions

**New skill** Introducing yourself and others

### 02 Getting to know colleagues 16

**New language** Past simple and past continuous

**Vocabulary** Sharing past experiences

**New skill** Talking about past experiences

### 03 Vocabulary 20

Departments and roles

### 04 Talking about changes 22

**New language** "Used to," "be / get used to"

**Vocabulary** Small talk

**New skill** Talking about changes at work

### 05 Delegating tasks 26

**New language** Modal verbs for obligation

**Vocabulary** Delegation and politeness

**New skill** Delegating tasks to colleagues

### 06 Vocabulary Money and finance 30

### 07 Writing a report 32

**New language** Past perfect and past simple

**Vocabulary** Formal business English

**New skill** Writing reports

**08 Making apologies** 36

New language Present perfect continuous

Vocabulary Apologies

New skill Apologizing on the telephone

**09 Vocabulary** 40

Communication technology

**10 Making plans by email** 42

New language Email language

Vocabulary Meetings and workshops

New skill Making plans

**11 Keeping clients informed** 44

New language Continuous tenses

Vocabulary Arrangements and schedules

New skill Keeping clients informed

**12 Informal communication** 48

New language Phrasal verbs

Vocabulary Arrangements and plans

New skill Keeping co-workers informed

**13 Vocabulary** 52

Production

**14 Describing a process** 54

New language The passive voice

Vocabulary Processes and manufacturing

New skill Discussing how things are done

**15 Describing a product** 60

New language Adjective order

Vocabulary Opinion and fact adjectives

New skill Describing a product

**16 Vocabulary** 64

Marketing and advertising

**17 Marketing a product** 66

New language Adjectives and adverbs

Vocabulary Descriptive adjectives

New skill Modifying descriptions of products

**18 Advertising and branding** 70

New language Intensifiers

Vocabulary "Enough," too," "so," and "such"

New skill Adding emphasis to descriptions

**19 Advice and suggestions** 74

New language Modal verbs for advice

Vocabulary Workplace pressures

New skill Giving advice

**20 Vocabulary** 78

Management, leadership, and skills

**21 Talking about abilities** 80

New language Modal verbs for abilities

Vocabulary Workplace skills

New skill Describing abilities

**22 Comparing and contrasting** 84

New language Discourse markers

Vocabulary Teamwork and team building

New skill Expressing your ideas

**23 Planning events** 88

New language Verb patterns

Vocabulary Corporate entertainment

New skill Talking about business events

**24 Vocabulary** Meetings 94

**25 What people said** 96

New language Reported speech

Vocabulary Meetings

New skill Reporting what someone said

**26 What people asked** 102

New language Reported questions

Vocabulary "Have," "make," "get," "do"

New skill Reporting what someone asked

**27 Reporting quantities** 106

New language "Few," "little," and "all"

Vocabulary Meetings

New skill Talking about quantity

**28 Checking information** 110

New language Subject questions, question tags

Vocabulary Polite checks and echo questions

New skill Checking information

**29 Vocabulary** 116

Industries and professional attributes

**30 Job descriptions** 118

New language Articles

Vocabulary Job descriptions and applications

New skill Describing a job

**31 Applying for a job** 122

New language Dependent prepositions

Vocabulary Cover-letter vocabulary

New skill Writing a cover letter

**32 Job interviews** 126

New language Relative clauses

Vocabulary Job interviews

New skill Describing your achievements in detail

**33 Vocabulary** Business idioms 132

**34 Working relationships** 134

New language Three-word phrasal verbs

Vocabulary Social media

New skill Social networking

**35 Career outcomes** 138

New language Modal verbs for possibility

Vocabulary Career development

New skill Talking about the future

**36 Vocabulary** 142

Office and presentation equipment

---

**37 Structuring a presentation** 144

New language Signposting language

Vocabulary Presentation equipment

New skill Structuring a presentation

---

**38 Developing an argument** 148

New language Useful presentation language

Vocabulary Presentations

New skill Developing an argument

---

**39 Pitching a product** 152

New language Comparatives and superlatives

Vocabulary Product marketing

New skill Comparing products

---

**40 Talking about facts and figures** 156

New language Collocations

Vocabulary Business trends

New skill Describing facts and figures

---

**41 Plans and suggestions** 160

New language Indirect questions

Vocabulary Business negotiations

New skill Negotiating politely

---

**42 Emphasizing your opinion** 166

New language Discourse markers for emphasis

Vocabulary Workplace disagreement

New skill Emphasizing your opinion

---

**43 Discussing conditions** 168

New language Conditionals

Vocabulary Negotiating and bargaining

New skill Discussing possibilities

---

**44 Discussing problems** 174

New language Third conditional

Vocabulary Workplace mistakes

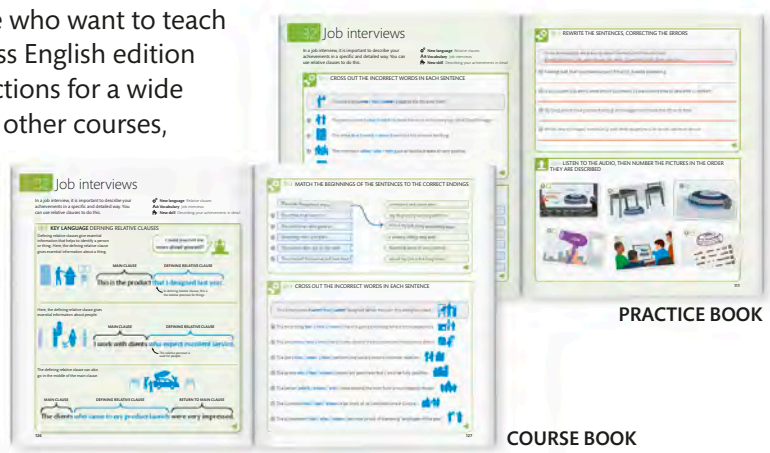
New skill Talking about past mistakes

**Answers** 178

**Index** 190

# How the course works

**English for Everyone** is designed for people who want to teach themselves the English language. The Business English edition covers essential English phrases and constructions for a wide range of common business scenarios. Unlike other courses, *English for Everyone* uses images and graphics in all its learning and practice, to help you understand and remember as easily as possible. The best way to learn is to work through the book in order, making full use of the audio available on the website and app. Turn to the practice book at the end of each unit to reinforce your learning with additional exercises.



PRACTICE BOOK

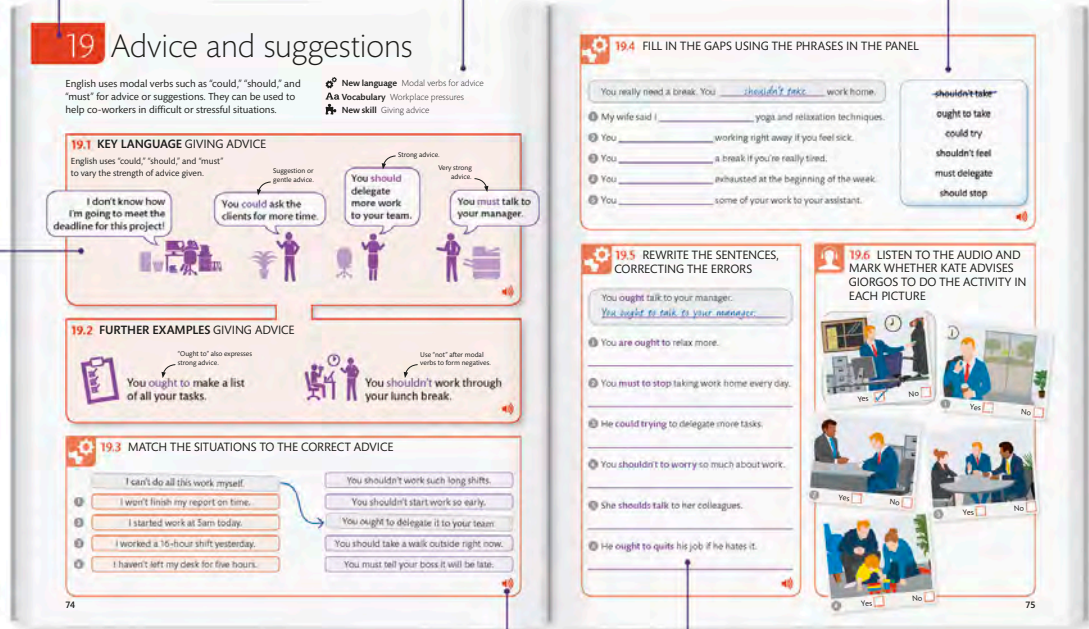
COURSE BOOK

**Unit number** The book is divided into units. The unit number helps you keep track of your progress.

**Learning points** Every unit begins with a summary of the key learning points.

**Modules** Each unit is broken down into modules, which should be done in order. You can take a break from learning after completing any module.

**Language learning**  
Modules with colored backgrounds teach new language points. Study these carefully before moving on to the exercises.



**FREE AUDIO**  
website and app  
[www.dkefe.com](http://www.dkefe.com)

**Audio support** Most modules are supported by audio recordings to help you improve your speaking and listening skills.

**Exercises** Modules with white backgrounds contain exercises that help you practice your new skills to reinforce learning.



# Language modules

New language is shown in the context of common business scenarios. Each learning module introduces appropriate English for a particular situation, as well as general points of English language to improve your overall fluency.

**Module number** Every module is identified with a unique number, so you can track your progress and easily locate any related audio.

**Module heading** The teaching topic appears here, along with a brief introduction.

**8.5 KEY LANGUAGE THE PRESENT PERFECT CONTINUOUS**  
 The present perfect continuous describes an ongoing situation in the past that often affects the present moment. You can use it to offer explanations for problems.

**Our delivery company has been experiencing difficulties recently.**

PRESENT PERFECT CONTINUOUS

The situation usually affects the present moment or recent past.

**Graphic guide** Clear, simple visuals help to explain the meaning of new language forms, and show you business situations in which you might expect to use them.

**Sample language** New language points are introduced in common business contexts. Colored highlights make new constructions easy to spot, and annotations explain them.

**8.6 FURTHER EXAMPLES THE PRESENT PERFECT CONTINUOUS**

**We haven't been getting good feedback lately.**

↑ Add 'not' or its short form after 'have' or 'has' to form the negative.

**I'm really sorry for the delay. Have you been waiting all morning?**

In questions, the subject sits between 'have' or 'has' and 'been.'

**Supporting audio** This symbol indicates that the model sentences featured in the module are available as audio recordings.

**8.7 HOW TO FORM THE PRESENT PERFECT CONTINUOUS**

SUBJECT	"HAS / HAVE"	BEEN	VERB + "ING"	REST OF SENTENCE
Our delivery company	has	been	experiencing	difficulties.

Use "has" or "have," depending on the subject.  
 "Been" stays the same for all subjects.  
 Add "ing" to the main verb.

**Formation guide** Visual guides break down English grammar into its simplest parts, showing you how to recreate even complex formations.

**Vocabulary** Throughout the book, vocabulary modules list the most common and useful English words and phrases for business, with visual cues to help you remember them.

**Write-on lines** You are encouraged to write your own translations of English words to create your own reference pages.

**6.1 MONEY AND FINANCE**

# Practice modules

Each learning point is followed by carefully graded exercises that help to fix new language in your memory. Working through the exercises will help you remember what you have learned and become more fluent. Every exercise is introduced with a symbol to indicate which skill is being practiced.



**GRAMMAR**  
Apply new language rules in different contexts.



**READING**  
Examine target language in real-life English contexts.



**LISTENING**  
Test your understanding of spoken English.



**VOCABULARY**  
Cement your understanding of key vocabulary.



**SPEAKING**  
Compare your spoken English to model audio recordings.

**Module number** Every module is identified with a unique number, so you can easily locate answers and related audio.

**Exercise instruction** Every exercise is introduced with a brief instruction, telling you what you need to do.

**43.10** FILL IN THE GAPS BY PUTTING THE VERBS IN THE CORRECT TENSES TO FORM FIRST CONDITIONAL SENTENCES

1 If you order (order) today, we will guarantee (guarantee) delivery tomorrow.

2 If you sign (sign) the contract now, we begin (begin) production next week.

3 We charge (charge) a 10 percent fee if you not pay (not pay) on time.

4 If you buy (buy) more than 50 units, we give (give) you a 5 percent discount.

5 We send (send) you a contract if you want (want) to proceed.

**Sample answer** The first question of each exercise is answered for you, to help make the task easy to understand.

**Supporting graphics**  
Visual cues are given to help you understand the exercises.

**Space for writing** You are encouraged to write your answers in the book for future reference.

**Listening exercise** This symbol indicates that you should listen to an audio track in order to answer the questions in the exercise.

**Speaking exercise**  
This symbol indicates that you should say your answers out loud, then compare them to model recordings included in your audio files.

**8.4** CROSS OUT THE INCORRECT WORD IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

I'm ~~sorry~~ / ~~much~~ about the delay.

1 We'll ~~see~~ / ~~look~~ into the problem for you.

2 We'll ~~give~~ / ~~giving~~ you a discount voucher.

3 Could you hold the ~~phone~~ / ~~line~~ a moment?

4 Let's see ~~what~~ / ~~when~~ we can do.

**Supporting audio** This symbol shows that the answers to the exercise are available as audio tracks. Listen to them after completing the exercise.

**11.2** LISTEN TO THE AUDIO AND MARK WHETHER THE ACTIVITY IN EACH PICTURE TAKES PLACE IN THE PRESENT OR THE FUTURE

# Audio

**English for Everyone** features extensive supporting audio materials. You are encouraged to use them as much as you can, to improve your understanding of spoken English, and to make your own accent and pronunciation more natural. Each file can be played, paused, and repeated as often as you like, until you are confident you understand what has been said.



## LISTENING EXERCISES

This symbol indicates that you should listen to an audio track in order to answer the questions in the exercise.



## SUPPORTING AUDIO

This symbol indicates that extra audio material is available for you to listen to after completing the module.



**FREE AUDIO**  
website and app  
[www.dkefe.com](http://www.dkefe.com)

# Track your progress

The course is designed to make it easy to monitor your progress, with regular summary and review modules. Answers are provided for every exercise, so you can see how well you have understood each teaching point.

**Checklists** Every unit ends with a checklist, where you can check off the new skills you have learned.



**Review modules** At the end of a group of units, you will find a more detailed review module, summarizing the language you have learned.

REVIEW THE ENGLISH YOU HAVE LEARNED IN UNITS 1-5			
NEW LANGUAGE	SAMPLE SENTENCE		UNIT
INTRODUCING YOURSELF AND OTHERS	You <b>must be</b> Eric from the UK. Tony, <b>this is</b> Hayao from our Japanese office.	<input type="checkbox"/>	1.1
THE PAST SIMPLE AND THE PAST CONTINUOUS FOR PAST EXPERIENCES	I <b>was working</b> 60 hours per week when I <b>came</b> here.	<input type="checkbox"/>	2.1
THE PAST TENSE FOR POLITENESS	<b>Did you want</b> a tour of the office?	<input type="checkbox"/>	2.4
TALKING ABOUT THE RECENT PAST WITH THE PRESENT PERFECT SIMPLE	I <b>have worked</b> in a few different teams.	<input type="checkbox"/>	2.8
TALKING ABOUT CHANGES WITH "USED TO" AND "BE / GET USED TO"	Staff <b>used to</b> eat lunch at their desks. It took a while to <b>get used to</b> the commute.	<input type="checkbox"/>	4.1
	I <b>have to</b> leave this with you. <b>Could</b> you look after this for me?	<input type="checkbox"/>	5.1, 5.5

**Check boxes** Use these boxes to mark the skills you feel comfortable with. Go back and review anything you feel you need to practice further.

32

**32.2**

- ① The office that I work in **is modern and open-plan**.
- ② The customers who gave us **feedback were all very positive**.
- ③ One thing that I don't like **about my job is the long hours**.
- ④ The people who are **on my team say they enjoy working with me**.
- ⑤ The product that we've just launched **is already selling very well**.

---

**32.3**

- ① The main thing **that** I hope to gain by working here is more experience.
- ② The area **that** I live in is very close to the bus routes into the business district.
- ③ The tasks **that** I perform best usually involve customer relations.
- ④ The exams **that** I passed last year mean that I am now fully qualified.
- ⑤ The person **who** I have learned the most from is my college professor.
- ⑥ The countries **that** order most of our umbrellas are in Europe.
- ⑦ The achievement **that** I am most proud of is winning "employee of the year."

---

**32.5**

- ① I have completed all the training, **which** means you wouldn't need to train me.
- ② My boss, **who** is very talented, always encourages me not to work too late.
- ③ If development, **which** is my favourite part of the job, is very fast-paced.
- ④ My co-workers, who are all older than me, have taught me a lot.
- ⑤ I worked at the reception desk, **which** taught me how to deal with customers.
- ⑥ I take my job very seriously, which means I always follow the company dress code.
- ⑦ In my last job, **which** was in Paris, I learned to speak French fluently.



**Answers** Find the answers to every exercise printed at the back of the book.

**Exercise numbers** Match these numbers to the unique identifier at the top-left corner of each exercise.

**Audio** This symbol indicates that the answers can also be listened to.

# 01 Introductions

When you first join a company, there are many phrases that you can use to introduce yourself. Other people may also use a variety of phrases to introduce you.

-  **New language** Present simple and continuous
- Aa Vocabulary** Etiquette for introductions
-  **New skill** Introducing yourself and others

## 1.1 KEY LANGUAGE INTRODUCING YOURSELF AND OTHERS

It is common to shake hands with new colleagues and introduce yourself.

Use when you meet someone you have heard about.

**You must be Eric from the UK. Carl has told me a lot about you.**



When you meet someone you think you may have met before.

**I think we met in Mumbai, didn't we? I'm Max from HTB Engineering.**



**Great to see you again!**

When you meet someone for the first time.

**Hello, I don't think we've met. I'm Osric.**

**Hi Osric. Laura.**



It is polite to introduce people you know but who do not know each other.

When you know both parties, introduce each one separately, saying both their names.

**Tony, this is Hayao from our Japanese office.**

**Hayao, meet Tony our new director of marketing.**



Say a polite response when you are introduced. "How do you do?" is quite formal.

**Victoria, I'd like to introduce you to Faisal.**

**I'm not sure you two have met each other.**

**Nice to meet you.**

**How do you do?**





## 1.2 MATCH THE BEGINNINGS OF THE INTRODUCTIONS TO THE CORRECT ENDINGS

My manager has told me

1 Hi, Katherine. I think I

2 I'm not sure whether you

3 Yes, we met in Barcelona.

4 You must be Gloria from the design team.

5 This is Brian from customer services.

have met each other before.

It's great to see you again.

so much about your business!

Brian, meet Tonya. She's joining our team.

met you at the Market Max conference.

Guvan told me about your great work.



## 1.3 FILL IN THE GAPS USING THE WORDS IN THE PANEL

You must be Joe Smith.

1 Did we \_\_\_\_\_ at a conference?

2 Really good to \_\_\_\_\_ you again.

3 Roula, meet Maria, \_\_\_\_\_ new assistant.

4 I'd like to \_\_\_\_\_ you to Karl.

5 Have you two \_\_\_\_\_ each other before?

meet ~~must~~ introduce  
met see our



## 1.4 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Delegates at a conference are introducing themselves.

Jared has met Sasha before.

True  False  Not given

1 Jared works in the Lima office.

True  False  Not given

2 Daniel and Sasha have not met before.

True  False  Not given

3 Daniel shares an office with Jared.

True  False  Not given

4 Their new product is expensive.

True  False  Not given

5 Sasha works in Lima.

True  False  Not given

## 1.5 KEY LANGUAGE THE PRESENT SIMPLE AND THE PRESENT CONTINUOUS

The present simple is used to describe something that happens in general, or is part of a routine. The present continuous describes something that is happening right now, and will be continuing for a limited time.



I don't usually **enjoy** networking, but **I'm enjoying** this conference.

Present simple is the same as the base form of the verb without "to."

Present continuous is formed by adding "be" before the verb and "-ing" to the verb.



## 1.6 READ THE ARTICLE AND ANSWER THE QUESTIONS

What word is used for making connections?

Networking  Sharing  Dividing

- 1 What kind of people is the article aimed at?  
Shy  Confident  Intelligent
- 2 What types of connections are useful?  
New ones  Good ones  Lots of them
- 3 Who might be useful people to talk to?  
Ex-colleagues  Recruiters  Family
- 4 What do shy people do a lot?  
Lie  Say sorry  Say thank you
- 5 What does apologizing a lot make you seem?  
Confident  Worried  Unprofessional
- 6 Where should you look when talking to people?  
Their eyes  Their feet  Their mouths
- 7 What should you give contacts?  
Money  Gifts  Your business card

### CAREER LADDER

## Making connections

How to network better if you're shy

Networking doesn't necessarily mean talking to hundreds of people at a conference. A few good connections are much better than meeting lots of people who you will never hear from again. Start by chatting to ex-colleagues or old friends. Ask what they are doing now and share your experiences.

One common habit of shy people is to constantly apologize for everything. Apologizing all of the time looks unprofessional and shows a lack of confidence in yourself. Instead of saying



sorry, remember to smile, maintain eye contact, ask questions, and, of course, exchange business cards.



## 1.7 REWRITE THE SENTENCES, CORRECTING THE ERRORS

I am being happy to finally meet you, Zoe.

*I'm happy to finally meet you, Zoe.*

① Hi James. I'm Vanisha. I don't think we are meeting before.

② Ashley, I'd like introduce you to my colleague Neil.

③ I enjoying the presentations. Are you?

④ Nice to meet you Bethany. How do you doing?



## 1.8 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

I'm sorry, how **do you say** / ~~are you saying~~ your name again?

① Hello Frank. **Are you enjoying** / **do you enjoy** the conference?

② Wilfred, I'd like you to **meet** / **be meeting** Roger, our new press officer.

③ Serena, it's really great to **see** / **seeing** you again after so long.

④ I usually enjoy workshops, but I am not **find** / **finding** this one interesting.



## 01 CHECKLIST



Present simple and continuous



Aa Etiquette for introductions



Introducing yourself and others

# Getting to know colleagues

Talking about your past work experience is a good way to get to know your colleagues. Past simple and past continuous tenses are often used to do this.

-  **New language** Past simple and past continuous
- Aa Vocabulary** Sharing past experiences
-  **New skill** Talking about past experiences

## 2.1 KEY LANGUAGE THE PAST SIMPLE AND THE PAST CONTINUOUS

Use the past simple to talk about a single, completed action in the past, past habits, or a state that was true for a time in the past.

Add “-ed” to most verbs to form the past simple.

Many common verbs have irregular past simple form.

What did you do before you came here?



I **fixed** computers.



I **worked** for TCE consultants.



I **ran** my own construction company.



I **was** a legal assistant.



Use the past continuous to talk about ongoing actions that were in progress at a certain time in the past.

What was your last job like?



Awful! I **was working** 60 hours a week before I **came** here.



## 2.2 HOW TO FORM THE PAST SIMPLE AND THE PAST CONTINUOUS

The past simple is usually formed by adding “-ed” to the base form of the verb. The past continuous is formed by adding “was” or “were” in front of the verb, and “-ing” to the end of the verb.

SUBJECT

PAST CONTINUOUS

REST OF CLAUSE

PAST SIMPLE

I

**was working**

60 hours a week

before I **came** here.





### 2.3 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE

I **started** / ~~was starting~~ my own printing company more than 10 years ago.

- 1 They **began** / ~~were beginning~~ to sell more when the shop suddenly closed last year.
- 2 I **lost** / ~~was losing~~ my job when the factory closed last December.
- 3 I was delighted when I **got** / ~~was getting~~ promoted to senior manager in 2015.
- 4 We moved here when my wife ~~was finding~~ / **found** a new job two years ago.
- 5 I ~~was training~~ / **trained** to be a chef when I was given this award.
- 6 When I worked 90 hours a week, I ~~felt~~ / ~~was feeling~~ exhausted all the time.
- 7 When I was a photographer, I ~~was meeting~~ / **met** a lot of famous people through my work.



### 2.4 KEY LANGUAGE THE PAST TENSE FOR POLITENESS

You may hear people ask questions about a present situation in the past tense. This makes the question more polite.

"Do" becomes "Did" to make the question in past tense.

**Did** you want a tour of the office?



The past tense is also sometimes used to make a polite request.

I **wanted** to ask about the company's history.



### 2.5 MARK THE SENTENCES THAT ARE CORRECT

Did you want some more coffee?

Do you wanting some more coffee?

- 1 I was to look for another job.   
I was looking for another job.
- 2 I was wondering if you could help.   
I was wondered if you could help.
- 3 Were you working as a waiter?   
Were you work as a waiter?
- 4 They weren't employing young people.   
They not employing young people.
- 5 I didn't enjoy my last job.   
I didn't enjoying my last job.
- 6 Did you work in a hotel?   
Did you working in a hotel?



## 2.6 KEY LANGUAGE THE PRESENT PERFECT SIMPLE

The present perfect simple is used to talk about events in the recent past that still have an effect on the present moment.

No date is specified, so the present perfect is used.

A specific date is given, so the past simple is used.

So, **have you worked** in a team before?

I **have worked** in a few different teams.

No, I **haven't worked** in a team before.

I **worked** in a small team in 2005.



## 2.7 HOW TO FORM THE PRESENT PERFECT SIMPLE

The present perfect simple is formed with "have" and a past participle.

SUBJECT

"HAVE / HAS" + PAST PARTICIPLE

REST OF SENTENCE

I

have worked

in a few teams.



## 2.8 FILL IN THE GAPS BY PUTTING THE VERBS IN THE PRESENT PERFECT SIMPLE

Susan has worked (work) here since she graduated from college five years ago.

- 1 He \_\_\_\_\_ (take) 15 days off sick this year and it is only May!
- 2 Julia has a lot of experience. She \_\_\_\_\_ (manage) this department for years.
- 3 They \_\_\_\_\_ (employ) more than 300 people over the years.
- 4 John \_\_\_\_\_ (train) lots of young employees across a few different teams.
- 5 I'm so happy! I \_\_\_\_\_ (finish) my apprenticeship at last.
- 6 My manager \_\_\_\_\_ (approve) my vacation days. I'm going to Italy in July.





## 2.9 LISTEN TO THE AUDIO AND ANSWER THE QUESTIONS



Two colleagues are discussing their past experience.

This is Suzi's first day at the company.

True  False  Not given

1 Suzi's previous company was smaller.

True  False  Not given

2 Suzi has always worked in HR.

True  False  Not given

3 Jack has worked for CIE for six years.

True  False  Not given

4 Jack has never worked for another company.

True  False  Not given

5 Jack and Suzi always work the same days.

True  False  Not given



## 2.10 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

I ~~worked~~ / ~~was working~~ / **have worked** in marketing since 1995.

1 I **drove** / **was driving** / **have driven** taxis when I saw this job advertised.

2 I **managed** / **was managing** / **have managed** accounts for this company for seven years.

3 I **bought** / **was buying** / **have bought** my first business in 2009.

4 I was studying in college when I **saw** / **was seeing** / **have seen** this job.

5 They **invested** / **were investing** / **have invested** in this company since 2010.

6 In 2014, I **sold** / **was selling** / **has sold** the company to an investor.

## 02 CHECKLIST

Past simple and past continuous

**Aa** Sharing past experiences

Talking about past experiences

# 03 Vocabulary

## 3.1 DEPARTMENTS

### Administration

[deals with organization and internal and external communication]



### Production

[ensures all manufacturing stages run smoothly]



### Research and Development (R&D)

[deals with researching and developing future products for a company]



### Purchasing

[deals with buying goods and raw materials]



### Human Resources (HR)

[deals with employee relations and matters such as hiring staff]



### Sales

[deals with selling a finished product to outside markets]



### Accounts / Finance

[deals with money matters, from paying bills to projecting sales]



### Facilities / Office Services

[ensures the smooth day-to-day running of the practical aspects of a company]



### Marketing

[deals with promoting products]



### Legal

[ensures that all contracts and company activities are legal]



### Public Relations (PR)

[deals with maintaining a positive public image for a company]



### Information Technology (IT)

[ensures that all technological systems are working and maintained]



### 3.2 ROLES



employer



Chief Executive Officer (CEO)



manager



employee



Chief Financial Officer (CFO)



assistant



### 3.3 DESCRIBING ROLES

We all **work for** a large department store.

to work for  
[to be employed by a company]



He **looks after** our salaries and wages.

to look after  
[to ensure something runs smoothly]



I **work in** event management.

to work in  
[to be employed in a department or area of an industry]



They are **responsible for** office maintenance.

to be responsible for  
[to have the duty of ensuring something is done effectively]



She **works as** a fashion designer.

to work as  
[to have a particular job or role]






I'm **in charge of** administration.

to be in charge of  
[to have control and authority over something]



# 04 Talking about changes

There are many ways to talk about changes at work in the past and present. Many of the phrases include "used to," which can have several different meanings.

-  **New language** "Used to," "be / get used to"
-  **Vocabulary** Small talk
-  **New skill** Talking about changes at work

## 4.1 KEY LANGUAGE "USED TO," "GET USED TO," AND "BE USED TO"

"Used" with an infinitive describes a regular habit or state in the past.

"To eat" is the infinitive form of the verb.

Staff **used to eat** lunch at their desks.



"Get used to" describes the process of becoming familiar with something.

"Get used to" can be followed by a noun or gerund.

It took a while to **get used to** { the commute.  
commuting.



"Be used to" describes being familiar with something.

"Be used to" can be followed by a noun or gerund.

Nowadays I **am used to** { waking up early.  
early mornings.



## 4.2 FURTHER EXAMPLES "USED TO," "GET USED TO," AND "BE USED TO"

In questions and negatives, there is no "d" after "use."

Did you **use to** do everything by hand in the factory?



We didn't **use to** have so much construction in the area.



I don't know that I will ever **get used to** these uniforms!



After working here for a decade, we **are used to** the noise.





### 4.3 MARK THE SENTENCES THAT ARE CORRECT

He is used to working from home.

He is use to working from home.

1 I use to travel to work by car.   
I used to travel to work by car.

2 She's used to giving big presentations.   
She's used to give big presentations.

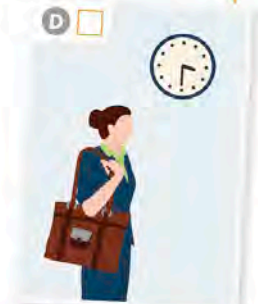
3 I'll get used to my new job eventually.   
I get used my new job eventually.

4 We didn't used to get paid a bonus.   
We didn't use to get paid a bonus.

5 Did he use to work in marketing?   
Did he used to work in marketing?



### 4.4 LISTEN TO THE AUDIO, THEN NUMBER THE PICTURES IN THE ORDER THEY ARE DESCRIBED



### 4.5 REWRITE THE SENTENCES, PUTTING THE WORDS IN THE CORRECT ORDER

to here? get Will used we living ever

*Will we ever get used to living here?*

1 on used finish Fridays. at We to noon

2 serious. didn't to She be use so

3 strict am boss. used working I for to a

4 to London? work you Did use in





## 4.6 MATCH THE PAIRS OF PHRASES THAT MEAN THE SAME THING

I was a bank employee in the past.

Did he use to work in a bank?

1 I began working long days early in my career.

I used to work in a bank.

2 He is a qualified lawyer now.

You didn't use to work such long hours.

3 I don't usually work short days.

I am used to working long hours.

4 Your working day was shorter in the past.

He didn't use to have a law degree.

5 Has he worked in a bank before?

I got used to long hours in my first job.



## 4.7 READ THE ARTICLE AND ANSWER THE QUESTIONS

Weather is a common topic for small talk.

True  False  Not given

1 Being good at small talk can give you an advantage in your job.

True  False  Not given

2 Sports are the most common topic for small talk.

True  False  Not given

3 People who are good at small talk are generally disliked.

True  False  Not given

4 When talking to a colleague, don't look at their face.

True  False  Not given

5 Not every topic is suitable for small talk.

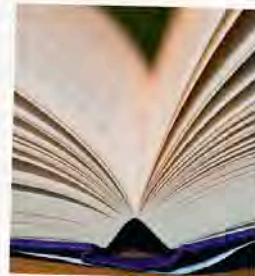
True  False  Not given

### WORKPLACE ADVICE

## It's good to talk

Small talk—chatting about trivial topics such as the weather

“Morning, Sammy. Did you see the game last night?” This kind of small talk happens in every office around the world, every day. People who make an effort to talk to others are more well-liked by their colleagues. When you make small talk, you make the other person feel more relaxed, and form a connection with that person. People who are good at small talk tend to be quick thinkers, and businesses like employees who can think on their feet. So what are the key skills you need to master to be good at small talk? Make eye contact with the other person, and listen. Be interested in what they have to say. Stick to topics such as hobbies, books, films, and the weather. And avoid uncomfortable topics such as politics, religion, and money.







## 4.8 MARK THE BEST REPLY TO EACH STATEMENT

I'm not used to this heat!



Would you like something to drink?

Good afternoon, Mrs. Sullivan.

1 You look tired.



I feel really hungry.

I'm not used to starting at 6am!

2 Did you see the game last night?



I enjoy watching films.

Yes, what a disappointment!

3 Would you like some of this pizza?



I didn't use to like it.

Yes, please. It looks delicious.

4 It takes me 20 minutes to get to work.



That's a very short commute!

It's more expensive by train.

5 The sky looks black outside.



Yes, I think it's going to rain.

I'm going away this weekend.



## 4.9 CROSS OUT THE INCORRECT WORDS IN EACH SENTENCE, THEN SAY THE SENTENCES OUT LOUD

When I lived there, I **used to** / ~~was used to~~ have breakfast in a café every morning.



1 When I was young, I **didn't use to** / ~~wasn't use to~~ like mushrooms.



2 My grandfather **used to** / ~~got used to~~ walk four miles to school every morning.



3 Are you **used to** / ~~got used to~~ your new job yet?



4 I grew up in Florida, so I **used to** / ~~am used to~~ the heat.



5 We **used to** / ~~were used to~~ go to the south of France every year.



### 04 CHECKLIST

"Used to," "be / get used to"

**Aa** Small talk

Talking about changes at work