

# CONTENTS MAP

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01	The Office	6	<ul style="list-style-type: none"><li>• Learning the names of office appliances</li><li>• Identifying where things are</li></ul>
02	Business Communication	10	<ul style="list-style-type: none"><li>• Identifying written and oral forms of business communication</li><li>• Learning which kind of communication is formal or informal</li></ul>
03	Telephone Calls	14	<ul style="list-style-type: none"><li>• Making a phone call</li><li>• Answering a phone call</li></ul>
04	Dealing With Numbers	18	<ul style="list-style-type: none"><li>• Learning to say and write numbers correctly</li></ul>
05	Meetings	22	<ul style="list-style-type: none"><li>• Identifying different types of meetings</li><li>• Organizing a meeting</li><li>• Replying to a meeting invitation</li></ul>
06	Organization of a Company	26	<ul style="list-style-type: none"><li>• Identifying departments in a company</li><li>• Learning to describe a company's structure and staff</li></ul>
07	Graphs and Charts	30	<ul style="list-style-type: none"><li>• Identifying different types of charts</li><li>• Learning to read and describe charts and the information given in them</li></ul>

Vocabulary	Focus On	Listening
<ul style="list-style-type: none"> <li>• Office appliances</li> <li>• Computer editing icons</li> </ul>	<ul style="list-style-type: none"> <li>• Saying where things are (prepositions)</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying office appliances that are mentioned in the conversations</li> </ul>
<ul style="list-style-type: none"> <li>• Written and oral forms of communication</li> </ul>	<ul style="list-style-type: none"> <li>• The six Cs of effective business communication</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying different forms of business communication</li> </ul>
<ul style="list-style-type: none"> <li>• Expressions during a phone call</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone calls</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying the functions of certain expressions during a phone call</li> <li>• Phone conversations</li> </ul>
<ul style="list-style-type: none"> <li>• Numbers</li> <li>• Numbers about money, telephone numbers, percentages, dates, and years</li> </ul>	<ul style="list-style-type: none"> <li>• Numbers</li> <li>• Money</li> <li>• Telephone numbers</li> <li>• Percentages</li> <li>• Dates and years</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying numbers</li> <li>• Identifying numbers of money, percentages, dates, and years</li> </ul>
<ul style="list-style-type: none"> <li>• Different types of meetings</li> <li>• Meeting agendas</li> </ul>	<ul style="list-style-type: none"> <li>• How to organize a business meeting</li> </ul>	
<ul style="list-style-type: none"> <li>• Company departments</li> <li>• Organizational chart</li> <li>• Word formation (sell, buy, purchase)</li> </ul>		<ul style="list-style-type: none"> <li>• Introducing a company</li> <li>• Identifying personnel in a company</li> </ul>
<ul style="list-style-type: none"> <li>• Different types of charts</li> <li>• Comparative and superlative adjectives</li> </ul>	<ul style="list-style-type: none"> <li>• Comparing</li> </ul>	<ul style="list-style-type: none"> <li>• Describing a chart</li> </ul>

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Unit	Page	Function
Packaging and Transportation	34	<ul style="list-style-type: none"> <li>• Identifying different containers and their usage</li> <li>• Identifying forms of transportation and their pros and cons</li> </ul>
Careers	38	<ul style="list-style-type: none"> <li>• Choosing a job according to personal characteristics</li> <li>• Names of jobs</li> </ul>
Job Applications	42	<ul style="list-style-type: none"> <li>• Reading job ads</li> </ul>
The Economy	48	<ul style="list-style-type: none"> <li>• Five major economic sectors</li> <li>• Chain of production</li> </ul>
Advertising	52	<ul style="list-style-type: none"> <li>• Forms of advertising</li> <li>• Effective slogans</li> </ul>
Presentations	56	<ul style="list-style-type: none"> <li>• Giving a presentation</li> <li>• Presentation aids</li> </ul>
Letters and Emails: Inquiries	60	<ul style="list-style-type: none"> <li>• Writing an inquiry letter or email</li> <li>• Asking for information about a product</li> </ul>
Letters and Emails: Replies to Inquiries	64	<ul style="list-style-type: none"> <li>• Replying to an inquiry letter or email</li> <li>• Replying to inquiries about a product</li> </ul>
Workbook	70	

Vocabulary	Focus On	Listening
<ul style="list-style-type: none"> <li>• The names of containers</li> <li>• Forms of transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Forms of transportation</li> <li>• The passive</li> </ul>	<ul style="list-style-type: none"> <li>• Deciding on forms of transportation</li> </ul>
<ul style="list-style-type: none"> <li>• Occupations</li> </ul>	<ul style="list-style-type: none"> <li>• Will</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying people's professions</li> </ul>
<ul style="list-style-type: none"> <li>• Résumé headings</li> </ul>	<ul style="list-style-type: none"> <li>• Writing your résumé</li> <li>• Cover letters</li> <li>• Interviews</li> </ul>	<ul style="list-style-type: none"> <li>• Describing expectations in a job</li> <li>• Interviews</li> </ul>
<ul style="list-style-type: none"> <li>• Economic sectors and occupations</li> </ul>	<ul style="list-style-type: none"> <li>• Passive review</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying people's professions and their economic sectors</li> </ul>
<ul style="list-style-type: none"> <li>• Forms of advertising</li> </ul>	<ul style="list-style-type: none"> <li>• Word formation (advertise, promote, produce, sell, buy)</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying products from radio ads</li> </ul>
<ul style="list-style-type: none"> <li>• Presentation aids</li> </ul>	<ul style="list-style-type: none"> <li>• Structure a presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Keys phrases used in a presentation</li> </ul>
<ul style="list-style-type: none"> <li>• Parts of a letter</li> </ul>	<ul style="list-style-type: none"> <li>• Modals for making inquiries and requests</li> </ul>	<ul style="list-style-type: none"> <li>• Making inquiries about a product over the telephone</li> </ul>
<ul style="list-style-type: none"> <li>• Phrases that are used when replying to an inquiry letter or email</li> </ul>	<ul style="list-style-type: none"> <li>• Payment and transportation acronyms and terms</li> </ul>	<ul style="list-style-type: none"> <li>• Replying to product inquiries over the telephone</li> </ul>

# UNIT 01 The Office

It is important to learn the names of the items in every office and how to say where they are. For example, where is your laptop? Is it on the desk or in the drawer?

**1** Look at the list and label the pictures.

- A. cable
- B. fax machine
- C. laptop
- D. file
- E. keyboard
- F. notepad
- G. stapler
- H. speakers
- I. telephone
- J. lamp
- K. screen
- L. mouse
- M. mouse pad
- N. plug
- O. calculator
- P. printer



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2

Listen to the conversations and write down the objects that are mentioned.



UNIT

01

The Office



Conversation 1

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Conversation 2

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Conversation 3

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Conversation 4

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Conversation 5

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**FOCUS ON**

**Saying Where Things Are**

To describe where something is located, use these words.



# 3

Look at the photos. Choose the correct word(s) to complete the sentences.

1

The mouse is  $\left\{ \begin{array}{l} \text{a. } \square \text{ next to} \\ \text{b. } \square \text{ on} \end{array} \right\}$  the keyboard.



2

The laptop is  $\left\{ \begin{array}{l} \text{a. } \square \text{ behind} \\ \text{b. } \square \text{ between} \end{array} \right\}$  the lamp and the books.



3

The notepad is  $\left\{ \begin{array}{l} \text{a. } \square \text{ in front of} \\ \text{b. } \square \text{ in} \end{array} \right\}$  the pen.



4

The pens are  $\left\{ \begin{array}{l} \text{a. } \square \text{ on} \\ \text{b. } \square \text{ near} \end{array} \right\}$  the laptop.



5

There's a phone  $\left\{ \begin{array}{l} \text{a. } \square \text{ on the right.} \\ \text{b. } \square \text{ on the left.} \end{array} \right\}$



6

There's a window  $\left\{ \begin{array}{l} \text{a. } \square \text{ behind} \\ \text{b. } \square \text{ in front of} \end{array} \right\}$  the monitor.



# 4

Match the words with the correct icons.

- A. copy
- B. paste
- C. save
- D. print
- E. create a new document
- F. open a folder
- G. write in bold
- H. write in italics
- I. underline
- J. insert a table



5

## Rearrange the sentences.

- 1 write your text / first, open a / new file and  
*First, open a new file and write your text.*
- 2 is important / in bold / the document title / so write it
- 3 or names of books, write / for instructions / in italics
- 4 important words / you can / underline the
- 5 you can copy / from other documents / text or photographs
- 6 them into / the new document / then, paste
- 7 a table for your data / idea to insert / it's a good
- 8 don't forget / after you finish / to save your document

6

## Write an email to a friend and describe your office or workstation.

