

## 4.3 Grammar Present tenses

### Present perfect and past simple (page 52, Exercise 3)

#### Student B

You and your partner work for an international recruitment agency. Your clients are looking for:

- 1 a Spanish-speaking science graduate
- 2 an undergraduate with marketing experience
- 3 a graduate accountant, to be a future finance director
- 4 a French-speaking graduate in business
- 5 an arts undergraduate with experience in the Far East
- 6 a Portuguese-speaking graduate with experience in sales.

You have each interviewed and tested five candidates. Exchange information with your partner to complete the tables and decide together which candidates are most suitable for each request.

Candidate	Graduation	Work experience	Management potential test
Mr Salmon			
Ms Bianco	last October, Maths	car sales in Argentina and Brazil	A+
Mrs Grey			
Miss Rose	next summer, Languages	marketing in Australia and Japan	A
Mr Da Silva			
Mr Green	last November, Physics	call centres in California and Florida	B+
Mr Schwartz			
Miss Plum	last September, Business	financial services in Mexico and Quebec	B
Ms Violeta			
Mr Braun	last September, Finance	computing and accounts in China	C-

## 2.1 About business Call centres

### Debate (page 22, Exercise 6)

#### Role C

You are going to take part in a debate. Try to convince the others group of the benefits of using a cloud-based approach for your new call centre where agents work from home, wherever they live. As well as your own ideas, refer to the following:

A cloud-based approach would allow your company to

- radically reduce costs – you won't need to pay for the maintenance and running of business premises
- be more competitive by offering customers lower prices and better service
- preserve jobs in production
- hire the best staff because you won't be limited by where they are located
- offer a local service globally
- offer more flexibility in terms of hours and working conditions

## 7.4 Speaking Presentations – visuals

### Presentation (page 95, Exercise 6)

#### Student B

Present the three slides on Piezoteknik labs and explain why this company would be a good acquisition.

**1 Piezoteknik labs**

- Research laboratory specialized in racquets
- Turnover €40M
- Niche market
- Strategy: low growth, high margins
- Estimated price: €150M



**3 Piezoteknik labs**

**Benefits**

- Reduce our research costs
- develop new technologies

**Disadvantages**

- limited potential for growth
- not our business

## 8.3 Grammar Prepositions

### Speaking (page 105, Exercise 6)

#### Student A

Choose six words from the list below and write them on separate small pieces of paper. Hold a conversation with Students B and C on one of the topics listed on page 105. The goal is to use all six words in the conversation. The first person to use all their words (with the correct preposition) is the winner.

hear (v) conform (v) rely (v) look forward (v) respect (n)  
responsibility (n) dealings (n) substitute (n) object (v) depend (v)

## 8.5 Writing Requests and reminders

### Output (page 109, Exercise 6)

#### Student A

You work at Red Sea Products Inc, a manufacturing company in Saudi Arabia. Compose and send business email 1 below, using appropriate style. When you receive an email from another student, read it, then answer it following the instructions in Exercise 2. Continue in this way until you have written and sent four emails.

- 1** You have worked for several years with Beefeater Shipping Corp (Student B), who ship your products all over the world. You currently pay them at 60 days, and you almost never pay late. However, your own customers are paying more and more slowly. Write to Beefeater asking them to increase your credit period to 90 days.
- 2** You have received an email from Canada Import Co (Student C), one of your best customers. Reply, agreeing to their request, but reminding them politely that they haven't paid a bill from last quarter.
- 3** You have received a reply from Beefeater to your request in Exercise 1. Send a cheque and an apology, or ask for more time, explaining why you can't pay for the moment.
- 4** You have received a reply from Canada Import to your reminder in Exercise 2. If they sent a cheque, send a friendly reply, thanking them for the payment and reminding them that your payment terms for open account trading are strictly 30 days and no more. If they didn't send a cheque, send a final demand threatening legal action, and suspending the decision to trade on open account.