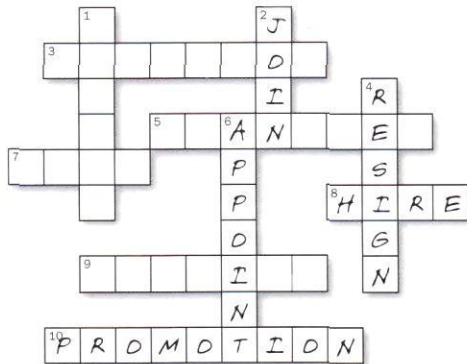


## 1.2 Vocabulary Work organization and responsibility

### Defining words (page 13, Exercise 8)

Student B

Student A will give you definitions for 1, 3, 5, 7 and 9 to help you complete the crossword. Give Student A definitions for 2, 4, 6, 8 and 10.



## 1.3 Grammar Past tenses and advice structures

### Giving advice (page 15, Exercise 9)

Student B

**1** Your partner will tell you about their problems. Suggest two or three alternatives for each problem. Use the expressions in the box to help you.

Have you tried -ing ...? Have you considered -ing ...?  
How about -ing ...? Have you thought of -ing ...?  
You could ... Why don't you ...? You might want to ...

**2** You have recently started work in a government department. Ask your partner for advice about the problems below, and react to their suggestions. Use the expressions in the box to help you.

- Your boss doesn't trust you: she checks every document you write and always manages to find something wrong.
- You are frustrated by all the procedures you have to respect: even the simplest tasks seem to take a long time.
- The atmosphere in the office is very sombre: your colleagues are all much older than you.
- You find it difficult to sleep at night because your job is so stressful.
- You hate writing reports, but it's an important part of your job.

I'm having problems with ... Can you give me any advice?  
Do you have any ideas about how to ...?  
What do you suggest I do about ...? I just can't seem to ...  
What would you do? I see what you mean, (but ...)  
You've got a point, (but ...) You may be right, (but ...)  
OK, point taken. Yes, you're quite right.

## 4.3 Grammar Present tenses

### Asking questions (page 53, Exercise 6)

Student B

**1** You are being interviewed for a job at Student A's sports club. Answer the questions they ask.

**2** You are interviewing Student A for a job at your community arts centre. Ask Student A the right questions to obtain the answers below. Score one point for each correct answer you receive.

- |                      |                                     |
|----------------------|-------------------------------------|
| 1 Yes, I am.         | 6 Yes, almost.                      |
| 2 By bus.            | 7 Tomorrow morning.                 |
| 3 Three times a day. | 8 Yes, several times.               |
| 4 Business English.  | 9 No, not at the moment.            |
| 5 A long time ago.   | 10 Since the beginning of the year. |

## 1.6 Case study Counselling

### Roleplay (page 21, Exercise 6)

Problem holder B: Birmingham

You were hoping that the UK would be an exciting centre of popular culture, but after two months in Birmingham, you are not enjoying life. You live several miles from the city centre, and seem to spend a lot of your time on dirty, uncomfortable buses. The weather is depressing: cold, grey and wet, and the food is bland and fatty with few fresh vegetables. You caught a cold soon after you arrived and it seems impossible to get rid of it. People at work are friendly, but the local accent is really difficult to understand. You are finding it difficult to make friends with English people, mainly because their idea of having a good time is going to a noisy pub and drinking as much as possible, or watching football, which you hate. You are starting to feel lonely and depressed; you are seriously thinking of giving up and going home.

## 2.1 About business Call centres

### Debate (page 22, Exercise 6)

Role B

You are going to take part in a debate. Try to convince the others in your group of the advantages of setting up a call centre in your own country and the disadvantages of other solutions. As well as your own ideas, refer to the following:

Setting up your call centre in such a location would allow your company to:

- offer the best possible service, tailored to local needs
- create jobs and help the local economy
- ensure local success and acceptance of your business

Outsourcing makes customers angry due to

- language and cultural problems
- operators not having sufficient local knowledge.

Outsourcing is responsible for

- job losses in industrialized countries
- exploitation of desperate workers in developing countries
- emphasizing inequalities between North and South/East and West
- encouraging unrealistic expectations in the developing world.

Using cloud-based technology where everyone works from home means there is no sense of team or company spirit, it is more complicated to monitor and product knowledge development and training are more difficult.

## 6.6 Case study Phoenix

### Reading and discussion (page 85, Exercise 4)

Group B - Port Katherine Residents' Association

Read part of a letter your association has sent to the Mayor, and answer the questions.

... deeply concerned about plans to build a recycling centre on a site close to our school and a quiet residential area. The idea of monster trucks on a narrow road used by small children to walk to school is frankly terrifying and completely irresponsible.

Moreover, the risks and nuisance to the school and the surrounding residents from noise, smoke, fumes and dust are totally unacceptable, not to mention the fire hazard and risk of soil contamination from so many flammable and toxic materials. The residents are prepared to take whatever measures are necessary to resist the choice of site A.

If the recycling centre must be built in Port Katherine (surely Perth, as a large industrial city, would be better for business?), site C is clearly a far more logical and environmentally rational choice. This site is in an industrial environment, on land which is currently derelict and worthless, with the appropriate fire and emergency services close by, and offers the added advantage of convenient transport by sea as an ecological and economical alternative to monster trucks. As for the choice of site B, surely it would make the business park less attractive to other, less industrial, companies?

As the elections approach, we, the residents of Port Katherine, trust that you will take the necessary measures to ensure that ...

- How do the members of your association feel about the environment?
- What does your association have in mind when it says 'whatever measures are necessary to resist the choice of site A'?
- Why do you think the Mayor and the Planning Department have to take your association seriously?
- Which is the best site from your point of view?
- What are your objectives at the meeting?