1.4 Speaking Meetings one-to-one

Roleplay (page 17, Exercise 7)

Student B

1 You are Student A's supervisor at the R&D laboratory of a Finnish electronics company. In Finland, people like to concentrate hard on their work so that they can finish early and go home to enjoy sports and leisure activities. You have called Student A to an informal meeting because some members of your team have complained about him/her: they say that they can't organize the work efficiently because Student A always arrives late. He/She disturbs their concentration by talking loudly to friends on the phone, singing and whistling. He/She eats and drinks in the lab, which is against company rules, takes long breaks and wears unsuitable clothes. Hold an informal meeting with Student A to advise him/her on how to adapt to the local work culture.
Start the meeting by asking Student A if he/she is enjoying the job.

2 You are a new employee at a large travel agency in Australia. You come from Vietnam, where modesty and discretion are highly valued. You feel that some of your Australian colleagues have no respect for management: they are always giving their personal opinions in meetings, they call everybody by their first names, even managers, and spend more time talking about rugby or cricket than working. Your supervisor, Student A, is a demanding manager who has set your department ambitious objectives; you are trying to do your best to compensate for your colleagues' inefficiency, so you work late in the evenings and at weekends. Consequently, you have no time to socialize with other people in the company. You are not sleeping enough, so you have to drink a lot of coffee to stay awake, and you feel very stressed. Take the opportunity of the meeting your supervisor has asked for to suggest, respectfully, that your colleagues should take their work more seriously.

1.6 Case study Counselling

Roleplay (page 21, Exercise 6)

Problem holder C: Chicago

After two months in Chicago you feel miserable and exhausted. You come from a small, quiet town in the country. The noise and the speed of life in Chicago are driving you crazy. You work in an enormous open-space office in a large insurance company, where you are constantly disturbed and find it impossible to concentrate. Your manager is not satisfied with the quantity of work you are producing and told you very directly that you weren't working hard enough. You feel stressed out and are suffering more and more from severe headaches. You would like to go and walk in a park to relax after work, but it's too dangerous to walk the streets at night. You live at the YMCA. Your neighbours and colleagues are very friendly, and they are always inviting you out in the evenings and at weekends, but they want to go dancing or play sports and you just need to rest and relax.

8.3 Grammar Prepositions

Speaking (page 105, Exercise 6)

Student C

Choose six words from the list below and write them on separate small pieces of paper. Hold a conversation with Students A and B 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.

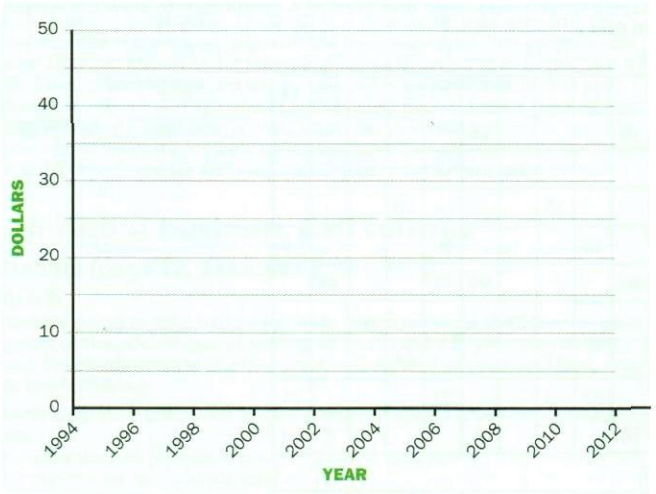
succeed (v) consent (v) wait (v) sympathize (v) tax (n)
solution (n) comment (v) damage (n) invest (v) consist (v)

7.2 Vocabulary Business performance

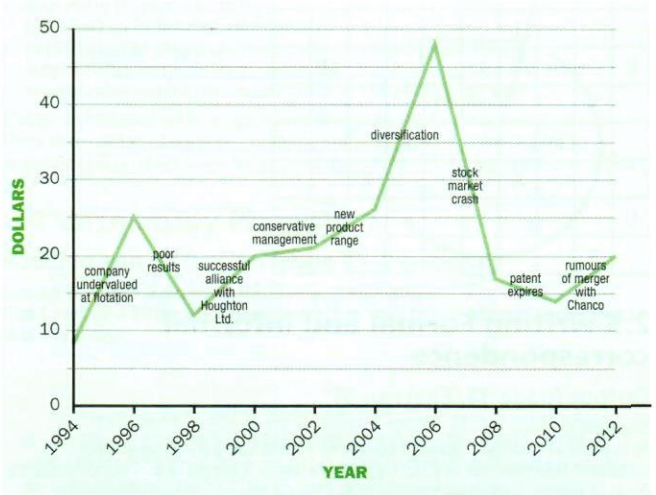
Presenting (page 91, Exercise 9)

Student B

1 Listen to Student A's presentation of Chanco and complete the graph.



2 Present Bastilo's stock market history using the information from the graph, explaining causes and effects.



8.5 Writing Requests and reminders

Writing (page 109, Exercise 6)

Student C

You work at Canada Import Co, a company which imports goods from all over the world to North America. 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 with Red Sea Products Inc (Student A) for more than two years and you are one of their best customers. Until now you have paid by Bill of Exchange at 60 days, but you would prefer to trade on open account in order to have more flexibility. Write to Red Sea Products requesting this change.

2 You have received an email from Beefeater Shipping Corp (Student B) offering to ship your containers from New York to Canada. Your current forwarding company charges $1.10 per mile per container and allows you to pay at 60 days. Write to Beefeater enquiring if they can improve their offer.

3 You have received a reply from Red Sea Products 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 Beefeater to your enquiry in Exercise 2. If their terms are now satisfactory, write an email confirming the order for shipping your containers to Canada. If the terms are not satisfactory, write an email rejecting their offer, apologizing for the delay in collecting your containers and promising to have them collected by next week.