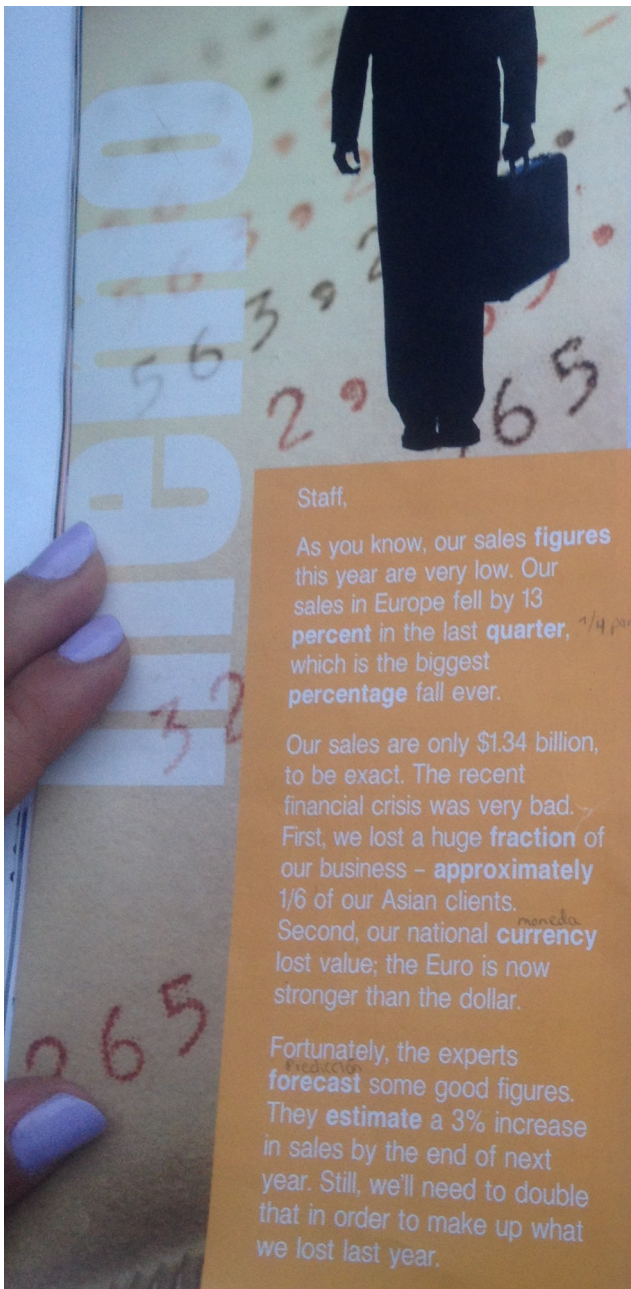


+



Staff,

As you know, our sales **figures** this year are very low. Our sales in Europe fell by 13 **percent** in the last **quarter**, which is the biggest **percentage** fall ever.

Our sales are only \$1.34 billion, to be exact. The recent financial crisis was very bad. First, we lost a huge **fraction** of our business - **approximately** 1/6 of our Asian clients. Second, our national **currency** lost value; the Euro is now stronger than the dollar.

Fortunately, the experts **forecast** some good figures. They **estimate** a 3% increase in sales by the end of next year. Still, we'll need to double that in order to make up what we lost last year.

Reading

2 Listen and read this excerpt from a business memo. Then, choose the correct answers. How much do they need to increase their sales by to reach the level of sales in the previous year?

- 1 What is the business report mostly about?
 - A poor sales figures
 - B a strategy to increase sales
 - C reasons the staff is being reduced
 - D how to increase the number of clients
- 2 What can be inferred about the company?
 - A It does most of its business in Asia.
 - B It earned more than \$1 billion last year.
 - C It is forecasted to double its sales next year.
 - D It estimates that the Euro will lose value.
- 3 Which is NOT a problem for the company?
 - A their currency
 - B the Asian market
 - C the sales forecast
 - D their sales figures

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

- 1 The boss wants the official numbers in a report today.
 - A figures
 - B currency
 - C forecast
- 2 The worst time was the last three months of the year.
 - A percentage
 - B forecast
 - C quarter
- 3 Many countries use their own form of money.

The business clients.

2 Forecast

Ms. Elm doesn't k

3 exact /

The sale \$1 million Get the

Listening

5 Listen between following

- 1 E Th rep
- 2 I Th
- 3 I Th

6 Listen conver

Colleague

Colleague

Colleague

Colleague

Colleague

Colleague

Colleague

Colleague

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 fraction / percent

The firm's market share increased by fifteen percent.

The business lost a small fraction of its clients.

2 Forecast / Estimate

forecast the sales for next year.

Ms. Elm can only estimate the cost, she doesn't know it exactly.

3 exact / approximately

The sales figures for this year are approximately \$1 million.

Get the exact figure, not a guess.

Listening

5 Listen to a telephone conversation between two colleagues. Mark the following statements as true (T) or false (F). *Track 3 HW*

- 1 The man called to confirm the results of a report.
- 2 The woman has not completed the report yet.
- 3 The company's market share increased.

6 Listen again and complete the conversation. *H.W. Track 3*

Colleague 1: Hello.

Colleague 2: Hello, Phyllis. Lucas is here.

Colleague 1: Oh, hi Lucas. What can I do for you?

Colleague 2: I'm actually calling about your sales report for the 2 quarter. Is it ready?

Colleague 1: Almost, I'll finish it later today. I can send it to you by this 3 afternoon.

Colleague 2: Great. How about the 4 result? Do they look good?

Colleague 1: Amazing! Our sales figures are better than 5 forecast. And our market share is 3 percent 6 bigger than last quarter.

Colleague 2: Wow! That is great news.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I'm actually calling about ...

I can send it to you by ...

How about the results?

Student A: Call one of your employees to ask about a sales report. Talk to Student B about:

- the report
- if it is complete
- the results

Student B: Your boss calls you to find out about a sales report. Create figures and tell Student A about:

- status of the report
- sales figures
- market share

Writing

8 Use the conversation from Task 7 and the excerpt from the memo to complete the notes.

Bentley's Sales Department

Name of salesperson: Lucas

Report Complete? Y / N

Due date: December 31st

Sales results for the quarter:

Sales figures not yet ready

Market share 5 percent on previous quarter

cancels an appointment on June 20th
 makes a new appointment on June 21st

- At the beginning of each month, check your schedule for **deadlines**. Then, make a 'to-do' list in order of **priority**.
- Finally, don't forget to **schedule** time off! Everybody needs to relax. Enjoying your free time gives you more energy for business success!

Get ready!

- 1 Before you read the passage, talk about these questions.
- How does technology help people stay organized?
 - Have you ever forgotten about an appointment? How did it happen?

Reading

2 Listen and read this blog entry. Then, choose the correct answers. How can you make yourself more successful in business?

- What is the purpose of the guide?
 - A to advise people how to use their free time
 - B to help people plan and use time effectively
 - C to explain the functions of electronic planners
 - D to compare the effectiveness of diaries and planners
- What should you do when informed that a client will not attend a meeting?
 - A set a deadline for a new one
 - B remove it from your planner
 - C schedule a new one immediately
 - D add a new meeting to your to-do list
- What should you do at the start of a new month?
 - A enter all new appointment times
 - B arrange relaxation in your free time
 - C erase deadlines that have been met
 - D schedule tasks in order of importance



Vocabulary

- 3 Match the words (1-6) with the definitions (A-F).
- | | |
|------------------------|---------------------|
| 1 <u>E</u> schedule | 4 <u>C</u> erase |
| 2 <u>B</u> diary | 5 <u>D</u> enter |
| 3 <u>F</u> appointment | 6 <u>A</u> deadline |
- A the date or time by which something must be finished
 - B a book with spaces for a year's days, weeks and months
 - C to remove something
 - D to add something
 - E a plan of events and the times they will happen
 - F an arrangement to meet at a particular time

priority

- The calendar on...
- Simone is very busy...
- Finish the highest important ones...
- David uses a(n) agenda plans with him...
- The managers met for ten o'clock...

Listening

- 5 Listen to business presentation statements and choose the correct answer.
- The manager will start the project in June.
 - The manager will start the project in July.
 - The manager will start the project in August.
- 6 Listen to a conversation and choose the correct answer.

Man: H...
 Woman: H...
 Man: ...

Woman: ...

Man: ...

Woman: ...

Ma: ...

Wom: ...

up-to-date calendar schedule
priority electronic planner

- 1 The calendar on the wall shows what day it is.
- 2 Simone is up-to-date on the recent trends.
- 3 Finish the highest priority tasks before less important ones.
- 4 David uses a(n) electronic planner so that he has his plans with him at all times.
- 5 The managers want to reschedule the meeting for ten o'clock.

Listening

5 Listen to a conversation between two business people. Mark the following statements as true (T) or false (F). *T F*

- 1 ~~T~~ The man is calling to confirm an appointment.
- 2 ~~F~~ The woman is not available on the 21st of June.
- 3 ~~T~~ The speakers will meet at 12:00 on the 27th.

6 Listen again and complete the conversation.

Man: Hi Sandra, it's Mark.

Woman: Hi Mark, how can I help you?

Man: Well, I'm really sorry, but I need to cancel our appointment on the 21st.

Woman: Oh, that's okay. Do you want to reschedule

Man: That'd be great. Are you free on the 27th of June?

Woman: Let me see. Yes, I am. How does noon soon

Man: That's perfect. Thank you very much.

Woman: No problem.

switch roles.

USE LANGUAGE SUCH AS:

- Do you want to reschedule?
- Are you free on the ...
- Do you want to meet on the ...

Student A: Call an associate about an appointment. Talk to Student B about:

- cancelling
- rescheduling
- time

Make up a time and date for a new appointment

Student B: Arrange a new appointment with Student A.

Writing

8 Use this schedule to plan your appointments and deadlines for this week.

Weekly Planner

	Mon	Tues	Wed	Thur	Fri
AM	Quarterly Sales Report			dentist	baton long vest class
PM	hand in sales report		meet Mark		

Color
First
Four
Mad
All ri
rans
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his
BN

From: s.johnson@plab.com
To: m.smith@plab.com
Subject: Meeting Tomorrow

Dear Mark,

I'm writing to confirm the **plan** for tomorrow morning's presentation. It's really important that everything runs smoothly. So, let's start **early** and make sure we don't **waste time**.

Please meet me in the boardroom at a **quarter to eight**. We need to set up the presentation. That will give us plenty of **time to spend** practicing it. Then, how about a coffee **break** at **quarter past nine**? The presentation starts at 10 am **sharp**.

Also, the presentation is scheduled to finish at 1 pm. Do you want to have lunch afterwards? Let's **book a table** for **half past 1**. I want to relax after our busy morning!

See you tomorrow,
Sarah

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some phrases used to mark time? How can they be confusing?
- 2 What are your impressions of people who are early or late to meetings?

Reading

2 Listen and read this email from one colleague to another. Then, mark the following statements as true (T) or false (F).

- 1 The woman wants to meet at 7:45 am.
- 2 The presenters will provide coffee.
- 3 The presenters will eat lunch an hour after the meeting.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 The meeting starts at 2 pm exactly.
sharp
- 2 Make a reservation at the restaurant.
book a table
- 3 The sales team needs a time to rest.
break

- B to use time to do
- C an arrangement
- D thirty minutes after
- E before something
- F to let time go by
- G fifteen minutes

Listening

5 Listen to a conversation between two colleagues. Mark the following statements as true (T) or false (F).

- 1 The meeting starts at 7:45 am.
- 2 The man will provide coffee.
- 3 The woman will eat lunch an hour after the meeting.

6 Listen to a conversation between two colleagues.

Man: Good morning. I'll be over there at 7:45.

Woman: Hi Mark. I'll be there at 7:45.

Man: Oh? 2:45?

Woman: The meeting starts at eleven.

Man: Oh, we'll be there at 11:45.

Woman: True. I'll be there at 11:45.

Man: I'll call you at 11:45.

Woman: Good. See you at 11:45.

4 Match the words (1-7) with the definitions (A-G).

- | | |
|-----------------------|-------------------------|
| 1 <u>C</u> plan | 5 <u>A</u> quarter to |
| 2 <u>E</u> early | 6 <u>G</u> quarter past |
| 3 <u>F</u> waste time | 7 <u>D</u> half past |
| 4 <u>B</u> spend time | |

- A fifteen minutes before the hour
 B to use time to do something
 C an arrangement to take place in the future
 D thirty minutes after the hour
 E before something is scheduled
 F to let time go by without doing anything useful
 G fifteen minutes after the hour

Listening

5 Listen to a conversation between two colleagues. Mark the following statements as true (T) or false (F).

- 1 I The meeting has been cancelled.
 2 E The man plans to practice more.
 3 F The woman suggests eating lunch at 2:15.

6 Listen again and complete the conversation.

Man: Good morning, Sarah. Ready to go over the presentation?
Woman: Hi Mark. Actually, there's been a 1 change!
Man: Oh? 2 What's that?
Woman: The meeting is 3 delayed until half past eleven.
Man: Oh well. We can just spend the extra time 4 practicing.
Woman: True. And we'll have a longer break. But we're going to miss our lunch reservation.
Man: I'll call and reschedule.
Woman: Good idea. Try to 5 book a table for a quarter 6 past two.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

- The meeting is ... until ...
 We can spend the extra time ...
 Try to ... a table for ...

Student A: Your meeting has been changed. Talk to Student B about:

- new time
 - how to spend time
 - reservations
- Make up a new time for the meeting and lunch.

Student B: Talk with Student A about changes to the schedule.

Writing

8 Use the conversation from Task 7 to complete your schedule for the day of the meeting. Use expressions about time to schedule the activities. Use tomorrow's date.

Schedule

- Day of the meeting:** June 14th
Practice presentation: quarter to eight
Coffee break: quarter to ten
Meeting start time: 10:30
Meeting end time: half past one
Lunch: 2 o'clock

in advance vacation time
day off weekends

- 1 Request time off three weeks in advance.
- 2 Sarah needs a day off to go to the doctor.
- 3 Bill dislikes working on weekends, but works on Saturday anyway.
- 4 All companies have policies for their employees to follow.
- 5 Only the manager can approve time off work.
- 6 Jack's company gives little vacation, so he doesn't take long trips.

4 Write a word that is similar in meaning to the underlined part.

- 1 Pay given to employees who are ill should not be used for vacation. ill c + time
- 2 Did you ask for some time off? request
- 3 Petra doesn't have time off for special days of celebration. 10 days
- 4 The office is only open Monday through Friday. Weekdays

Listening

5 Listen to a conversation between an employee and his supervisor. Mark the following statements as true (T) or false (F).

- 1 The man is not sure how much vacation time he has.
- 2 The man wants to take a trip to Spain.
- 3 The man already purchased plane tickets.

6 Listen again and complete the conversation.

Supervisor: Hi, Jordan. Have a seat. What can I do for you?
Employee: I want to 1 request some time off.
Supervisor: Sure. Do you know how much 2 vacation time you have?
Employee: Ten days. I 3 used the rest on that trip to Spain.
Supervisor: And 4 when do you want leave?
Employee: Sometime in the first week of June. I 5 did not want to buy plane tickets until I got the time off.
Supervisor: Well, that sounds fine. Just 6 turn in the request form by Friday.

USE LANGUAGE SUCH AS:

What can I do for you?
I want to request some time off.
Please fill out a vacation request form.

Student A: Your employee wants some time off. Ask Student B about:

- vacation time
- dates
- approval

Make up a trip you went on previously.

Student B: Student A is your supervisor. Ask for time off and answer Student A's questions.

Writing

8 Use the conversation from Task 7 to complete the vacation request form.



KliniTech Vacation Request Form

Name: Jordan

Amount of Vacation Time: 10 days

Reason for time off: holiday

Dates requested: June 2nd - 6th

Supervisor: Anthony

Approved: Y / M



at excellent prices. Our competitors sell similar items of the same quality for twice as much!

We always deliver great products at a fair price. Our new line of oak furniture, Britannia, is no exception. Our **basic prices (excluding tax)**, are listed on the back of this brochure. They are very reasonable and we ship anywhere in the world.

Call today to get a free ^{cotización de precios} **price quote** that includes all taxes, **fees** and **shipping costs**. Quotes for orders within the USA include **sales tax**, and we can calculate **VAT** ^{VAT} for most orders outside the USA.

This new furniture is well **worth** the call!

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some things that can affect the price of a product?
- 2 How can you get the best price on a product?

Reading

2 Listen and read part of an advertisement from a furniture retailer. Then, mark the following statements as true (T) or false (F). Say three things you remember from the text.

- 1 Taxes have been added as a part of all listed prices.
- 2 The company lowered the price of its newest line.
- 3 Horton's ships its furniture internationally.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

- | | |
|--|---|
| 1 <input checked="" type="checkbox"/> D exclude ^{excluir} | 5 <input checked="" type="checkbox"/> G shipping cost ^{costo de envío} |
| 2 <input checked="" type="checkbox"/> B tax ^{impuesto} | 6 <input checked="" type="checkbox"/> E sales tax ^{impuesto de venta} |
| 3 <input checked="" type="checkbox"/> C fee ^{pagos} | 7 <input checked="" type="checkbox"/> F basic price |
| 4 <input checked="" type="checkbox"/> A worth | |

- A valuable ^{valioso}
- B money that a government collects
- C money that is paid for some service
- D to leave out or not include
- E an extra charge added to purchases that go to a government
- F the amount a product will cost before additional charges are added
- G the amount of money charged to a customer in order to...