

Unit 6 pag 14 activity 1

What are some different ways to express numbers and figures?

financial percentages

with gains and losses

What are the consequences of mistakes in figures?

poor financial control

continued losses

Unit 7 pag 16 activity 1

How does technology help people stay organized?

giving advice , so get used to keep a diary every day

Have you ever forgotten about an appointment? How did it happen?

yes, I forget her , and did not give me time to cancel

Unit 7 pag 16 activity 1

How does technology help people stay organized?

using electronic agendas

Have you ever forgotten about an appointment? How did it happen?

if not record the date

Unit 8 pag 18 activity 1

What are some phrases used to mark time?

Break, waste time, time to spend, early

What are your impressions of people who are early or late of meetings?

which they are breached , and can not be trusted

Unit 9 pag 20 activity 1

Do you think you should have more or less public holidays in your country?

more holidays

How much vacation time do people get in your country?

How does that compare to other countries?

summer vacation and winter , and compared to other countries , we are well

Unit 10 pag 22 activity 1

What are some things that can affect the price of a product?

product demand

How can you get the best price on a product?

leveraging deals

How to Stay Organized

You need a busy life and time is very valuable to you. The only way to succeed is effective scheduling.

- Your schedule is the most important thing you should do. Use the one that you can keep with you at all times. It's having a clear diary or electronic planner. Get a new calendar.
- Keep your schedule up-to-date. Update your diary and correct an appointment. Enter it immediately. If you have a new appointment on June 23rd make it right then.
- At the beginning of each month, mark your schedule by deadlines. That makes it much easier to manage.
- Finally, don't forget to schedule time off. It's important to take a break. Spending extra time here gives you more energy in business success.

Get ready!

Before you read the passage, talk about these questions.

- 1 How does technology help people stay organized?
- 2 How do you stay organized about an appointment? How do it happen?

Reading

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

- 1 What is the purpose of the guide?
 - A to advise people how to use their free time
 - B to help people stay organized effectively
 - C to explain the functions of electronic planners
 - D to compare the effectiveness of diary and planners
- 2 What should you do when informed that a client will not attend a meeting?
 - A get a checklist for a new one
 - B remove it from your calendar
 - C schedule a new one immediately
 - D add a new meeting to your to-do list
- 3 What should you do at the start of a new month?
 - A enter all new appointments there
 - B arrange a meeting in your free time
 - C erase deadlines that have been met
 - D schedule time in order of importance

Vocabulary

Match the words (1-6) with the definitions (A-F).

- 1 schedule
- 2 diary
- 3 appointment
- 4 client
- 5 calendar
- 6 deadline

- A the date or time by which something must be done
- B a book with dates for a year's dates, 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

Fill in the blanks with the correct words and phrases from the word bank.

Word Bank: **appointment**, **calendar**, **schedule**, **deadline**, **client**, **remove**, **add**, **update**

- 1 The deadline for the new project was the 15th.
- 2 I have to update my calendar every week.
- 3 I had the highest appointment before the important ones.
- 4 I don't want any clients so that I can have the time with them at all times.
- 5 The manager will be adding the meeting for ten clients.

Listening **No hay 10**
Listen to a conversation between two business people. Mark the following statements as true (T) or false (F).

- 1 ... The man is going to confirm an appointment.
- 2 ... The woman is not available on the 23rd of June.
- 3 ... The speakers will meet at 12:00 on the 27th.

Listen again and complete the conversation. **No hay 10/10**

Man: Hi Sandra, it's Ben.
 Woman: Hi Ben, how can I help you?
 Man: Well, I'm really sorry, but I need to 1 our appointment on the 23rd.
 Woman: Oh, that's okay. Do you want to 2?
 Man: That'd be great. Are you 3 on the 27th or 30th?
 Woman: Let me see... Yes, I am. How does noon 4?
 Man: That's 5. Thank you very much.
 Woman: No 6. See you then.

Speaking

Work in groups and use the ideas below. Based on the dialogue from 'No hay 10', write a short meeting notice.

Useful phrases
 My name is...
 I'm sorry that...
 I'm available on...
 I'm not available on...

Student A Use an appointment diary. Appointment: 10:30, 15th June 2010.
 • cancelling
 • rescheduling
 • time
 Make up a short notice for a new appointment.

Student B Write a new appointment card. Student A.

Writing

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

Weekly Planner

Day	Tue	Wed	Thu	Fri
MTWTF	Meeting 10:30	Meeting 11:00	Meeting 12:00	Meeting 13:00
MTWTF	Meeting 10:30	Meeting 11:00	Meeting 12:00	Meeting 13:00



Time and expressions



- Match the words (1-7) with the definitions (A-G).
- 1. Date
 - 2. Early
 - 3. Waste time
 - 4. Spend time
 - 5. Queue in
 - 6. In a hurry
 - 7. Half past
- A. Sheen arrives before the time
 - 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. Sheen arrives after the hour

Listening *Ms Kay 80*

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

- ... The meeting has been cancelled
- ... The man plans to practice more
- ... The woman suggests using room 215

2 Listen again and complete the conversation. *Ms Kay 80*

W: Good morning, Sarah. Ready to go over the presentation?

M: Hi Mark. Actually, there's been a 1 _____.

W: Oh? 2 _____?

M: The meeting is 3 _____ until half past eleven.

W: Oh well. We can just spend the extra time. 4 _____.

M: Yes. And we'll have a longer break. But we're going to miss our lunch reservation.

W: I'll call and reschedule.

M: Good idea. Try to 5 _____ a table for a quarter 6 _____.

Speaking

2 With a partner, write out the notes below. Discuss the changes in the time and what you will do.

Use Language Write the meeting in your notebook.

The meeting is 1 _____.

We have decided to 2 _____.

It is 3 _____.

Working in your notebook has been changed. See in Student's Book.

- new date
- time to spend time
- rescheduling

Write up a half hour for the meeting and call.

Checklist Use with Progress 2 about changes to the schedule.

Writing

3 Use the conversation from Task 2 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: _____

Practice presentation: _____

Coffee break: _____

Meeting start time: _____

Meeting end time: _____

Lunch: _____



9 Vacation time

memo

To: All employees
CC: hr@klimtech.com
From: jordan@klimtech.com

Subject: Time off policies at KlimTech

Recently, there has been confusion about our time off policies. Please review the following:

All employees may take time off when they need it. These days off are taken from your paid vacation time. We offer 20 days of paid vacation time in addition to public holidays. Remember to request time off two weeks in advance.

Make arrangements with your supervisor to avoid disrupting work flow. As we are open seven days a week, we cannot have too many employees take time off on weekends. Please request **weekdays** off when possible.

Sick time is not to be used for vacation. Notify payroll if time off should come from sick time.

Contact me or my assistant Mary Ann with any questions.

Allen Davis | General Manager



Get ready!

- 1. Before you start, take about 10 minutes to think about the words you will use.
- 2. Use words you know to describe the situation.

Reading

1. Listen to the memo. Then choose the correct answer to each company's policy on vacation time.

1. What is the memo about?
 - A. rules for taking time off
 - B. a change in the company's vacation policy
 - C. different ways to take vacation time
 - D. an address of the paid days off

2. Who do employees need to request a day off from?
 - A. their payroll manager
 - B. the HR Director
 - C. the Human Resources Director
 - D. the payroll department

3. What can you tell about employees at KlimTech?
 - A. Most employees take time off on weekends.
 - B. New employees often make mistakes when taking time off.
 - C. Employees who take time off are paid when they return to work.
 - D. Employees must submit vacation plans a week before leaving.

Vocabulary

Fill in the blanks with the correct words and phrases from the word bank.

Word Bank: policies, time off, vacation time, in advance, sick leave, weekends

1. Request time off in advance.
2. Sarah needs a vacation time to go to the beach.
3. All workers working on weekends get extra pay.
4. All companies have policies for their employees to follow.
5. Only the manager can approve time off.
6. Jack's company gives 20 days off a year.

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

1. The memo to employees who are ill should not be used for vacation. memo → notice
2. Do you ask for some time off every year? time off → vacation
3. Peter doesn't have time off for special days or celebrations. celebrations → holidays
4. The office is only open Monday through Friday. Monday through Friday → weekdays

Listening

1. 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.

2. Listen again and complete the conversation.

Supervisor: Hi, Jordan. Have a seat. What can I do for you?
 Employee: I want to 1 take some time off.
 Supervisor: Sure. Do you know how much 2 vacation you have?
 Employee: Ten days. I 3 want to go to Spain.
 Supervisor: And 4 when do you want leave?
 Employee: Sometime in the first week of June. I 5 need to buy plane tickets until I get the time off.
 Supervisor: Well, that sounds fine. Just 6 fill out the request form by Friday.
 Employee: Great, thank!

Speaking

1. Work in groups. Ask each other these questions. Prepare for the dialogue from Task 6. Then, act it out.

Role-play situation:
 You are a manager and your assistant is requesting a vacation day.

Student 1: How many vacation days do you have left this year?
 Student 2: I have 10 days left.
 Student 1: How many days do you need?
 Student 2: I need 2 days.
 Student 1: When do you need them?
 Student 2: I need them on Friday and Saturday.

Teacher's Note: Student 1 is the supervisor. Ask the class if you and another student are available.

Writing

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

KlimTech
 Vacation Request Form

Name: _____
 Amount of Vacation Time: _____
 Reason for time off: _____
 Dates requested: _____
 Supervisor: _____
 Approved: _____

10 Prices



Hinting's

Hinting's is famous for offering high value products at excellent prices. Our competitors sell similar items of the same quality for twice as much.

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

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

This new furniture is well worth the call.

Get ready!

- 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

- 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. Hinting's ships its furniture internationally.

Vocabulary

- Match the words (1-7) with the definitions (A-G).
1. to exclude
 2. tax
 3. fee
 4. worth
 5. shipping cost
 6. sales tax
 7. clean price
- A. valuable
 - 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 to 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

- 2-3 the sentences that each the underlined parts correctly.
- A. A good value product is necessarily priced and good quality.
 - B. Customers use shipping costs when ordering on-line.
 - C. The basic price of this chair includes all taxes and fees.
 - D. The sales tax has included orders before adding VAT.
 - E. Customers compare price quotes from different shops.
 - F. The advertiser added a sales tax in order to increase his profits.

Listen to a conversation between a salesman and a customer. Choose the correct answers.

1. What is the salesman mainly about?
- A. changing the terms of a furniture order
 - B. recommending the price of a piece of furniture
 - C. describing price differences in types of furniture
 - D. explaining why a price was higher than expected
2. What is the best expensive charge?
- A. basic price
 - B. sales tax
 - C. shipping costs
 - D. price quote fee

Listen again and complete the conversation.

Man: Hinting's Furniture. Does speaking here can I help you?

Woman: Hi, I'd like a free 1 _____ on the oak furniture in your brochure.

Man: Yes, the brochure lists 1 and 2 _____ what furniture and where you're calling from.

Woman: It's the dining table, and it's in New York City.

Man: Okay. Our 3 _____ is \$1,200, but with the 4 _____ it's about \$1,300.

Woman: Does that include 5 _____ costs?

Man: No. With shipping, it will be another \$80 _____.

Woman: Got it, thanks.

Speaking

With a partner, ask each other the questions. Include the information from Task 4. Then, explain your answer.

Use a dictionary to help you.

What can I help you with?
 Can you help me?
 Do you want a price quote?

Student A: This is a conversation. The customer is the client of a product. Choose the correct answers.

- A. basic price
- B. sales tax
- C. shipping costs
- D. price quote fee

Student B: Call Student A again to see how the product. Ask about the pricing. Make up a piece of furniture you would like to buy.

Writing

Use the conversation from Task 7 to complete the sales receipt.

Hinting's Sales Receipt

Product: _____

Basic price: _____

Price with tax: _____

Shipping Costs: _____

Delivery to: _____

