



2

Company

Starting point

- 1 What is on a business card? (e.g. name)
- 2 What is on your business card? Show the class.

Working with words | Companies and countries

- 1 ▶ 2.1 Listen and read. Complete the business card.
- Saleh Hello. Are you Ricardo Ferreira?
 Ricardo Yes, I am.
 Saleh My name's Saleh Al-Banwan. I work for Zain.
 Ricardo Oh, nice to meet you.
 Saleh I'm an engineer in the head office in Kuwait. Here's my card.



2.2

- 1 A Hello, I'm Alex. I work for Santander.
 B Nice to meet you.
- 2 A Hi, I'm Jae Min. I'm a marketing assistant.
 B What's your company?
 A It's Asiana Airlines.
- 3 A What's your name?
 B Ricardo Ferreira.
 A Nice to meet you, Ricardo. I'm Jae Min.
 B Nice to meet you too. My company is Petrobras. Here's my card.
 A Thanks.

- 2 ▶ 2.2 Listen and complete the business cards with the companies.
- Asiana Airlines Petrobras Santander*



Tip | and

My company is Santander.
Our head office is in Spain. =
My company is Santander **and**
our head office is in Spain.

3 Work in pairs. Practise the conversation.

A Hello. I work for ... What's your company?

B My company is ...

4 Work in pairs. Look at the map. Where is your head office?**2.4**

- 1 A Where are you from, Saleh?
B I'm from Saudi Arabia.
A Where's your head office?
B It's in Kuwait.
- 2 A My name's Alex. I'm from the USA.
B What's your company?
A My company is Santander. It's a bank in Spain.
- 3 A Hi, Jae Min. Are you from South Korea?
B Yes, I am.
A Where's your head office?
B It's in Seoul.
- 4 A Where are you from, Ricardo?
B I'm from Brazil and I work for Petrobras.
A Where's your head office?
B It's in Rio de Janeiro.

5 Look at the map again. Find the countries.

●	●●	● ● ● ●
Spain	Japan	South Korea
● ●	● ●	● ● ● ●
China	Kuwait	the USA
● ●	● ● ●	● ● ● ● ● ●
Brazil	Germany	Saudi Arabia

6 ▶ 2.3 Listen and repeat the countries in 5.**7** ▶ 2.4 Listen and complete the table with the countries.

	Saleh	Alex	Jae Min	Ricardo
Where are you from?	Saudi Arabia			
Where's your company / head office?				

8 ▶ 2.4 Listen again. Complete the questions and answers.

- 1 A Where are you from, Saleh? B _____ Saudi Arabia.
- 2 A _____ your company? B My _____ is Santander.
- 3 A _____ your head office? B It's in Seoul.
- 4 A _____ are you from, Ricardo? B I'm from Brazil and I _____ for Petrobras.

9 Complete the sentences about you.

I'm from _____.
I work for / My company is _____.
My head office is in _____.

10 Work in pairs. Ask and answer.

Where are you from? What's your company? Where's your head office?

» For more exercises, go to **Practice file 2** on page 58.

11 Work in pairs. Student A, turn to page 72. Student B, turn to page 74.

Language at work | *is / isn't*1 Read the emails. Underline the correct answer in *italics*.

- 1 The head office is in *Recife* / *Rio de Janeiro*.
- 2 Camilla is *in the office* / *on holiday*.

✉

Subject: Information on Camilla

Hi Richard

Is Camilla Branco in the Recife office?

Bruce

✉

No, she isn't. She's in the head office in Rio.

R

✉

Thanks. Is the number 0055 3064 4758?

✉

Yes, it is. But she isn't in the office now. She's on holiday.

2 Underline *is* ('s) or *isn't* in the emails.3 Complete the *Language point* with *is* ('s) or *isn't*.

LANGUAGE POINT

Positive	Negative	Questions	Short answers
He / She / It _____ in the office.	He / She / It _____ in Recife.	_____ he / she / it in Rio?	Yes, he / she / it _____. No, he / she / it _____.

» For more information, go to **Grammar reference** on page 59.

Tip | 's or is?

Use 's for speaking:

He's = He is

Camilla's = Camilla is

4 ► 2.5 Complete with *is* ('s) or *isn't*. Listen and check.

A Hello, I work for Oltecha.

B Nice to meet you. My company ¹ _____ Petrobras.

A ² _____ your head office in São Paulo?

B No, it ³ _____. It's in Rio. Where's your company?

A I work in São Paulo and the company head office ⁴ _____ in Stavanger.

B ⁵ _____ Stavanger in Norway?

A Yes, it ⁶ _____.

5 Work in pairs. Practise the conversation in 4.

» For more exercises, go to **Practice file 2** on page 59.

6 Work in pairs. Student A, see below. Student B, turn to page 73.

Student A

1 Look at the map. Ask Student B about Ricardo, Lokas and Chen.

Example: A Is Ricardo in the Portugal office?

B No, he isn't.

A Is he in the Brazil office?

B Yes, he is.

2 Answer Student B about Rachel, Maya and Alex.



Practically speaking | Numbers 0–9



1 ▶ 2.6 Read the tip. Listen and repeat the numbers.

2 ▶ 2.7 Listen and circle the numbers on the phone.

3 ▶ 2.8 Listen and complete the passcode on the phone.

4 ▶ 2.9 Listen and complete the numbers.

1 Flight BA 3__10

2 Security code __82__

3 Credit card number 41__2__409 37__8 2__58

4 Passport number 6__42__87__2

2.9

1 Flight BA 3710 for Paris is boarding. That's British Airways flight 3710.

2 The security code for my company is 2828. That's 2828.

3 My credit card number is 4162 7409 3708 2358. Let me repeat that. 4162 7409 3708 2358.

4 My passport number is 654218792. That's 654218792.

» For more exercises, go to **Practise file 2** on page 59.

5 Complete the table for you.

Numbers	You	Your partner
Work		
Extension		
Mobile		

Tip | Saying numbers

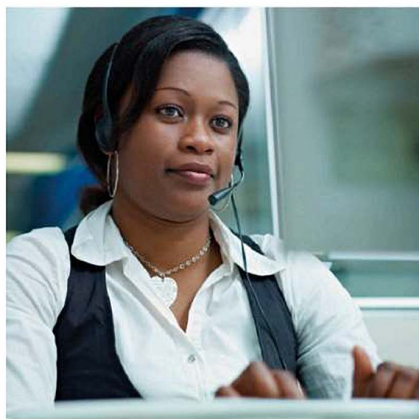
0 oh / zero	5 five
1 one	6 six
2 two	7 seven
3 three	8 eight
4 four	9 nine

6 Work in pairs. Say your numbers. Write your partner's numbers in the table.

My work number is ...

My extension number is ...

My mobile number is ...



2.11

- 1 **Maria** Hello?
Caller Hi. Is that Rosa?
Maria No, it isn't. It's Maria.
Caller Oh, is Rosa there?
Maria No, I'm sorry, she's out.
Caller OK. Thanks.
- 2 **Maria** Good afternoon, Maria speaking.
Caller Hello. Is Rosa in the office?
Maria Yes, sure. One moment.
Caller Thanks.

Business communication | Starting a phone call

- 1 ▶ **2.10** Listen to a phone call. Is Aitur Garitano there?
- 2 ▶ **2.10** Listen again. Put the conversation in the right order (1, 2, 3, 4).
 1 Good morning. Inditex Spain.
 ___ Yes, of course. One moment.
 ___ Thanks.
 ___ Good morning. Can I speak to Aitur Garitano, please?
- 3 Work in pairs. Practise the conversation in 2.
- 4 ▶ **2.11** Listen to two phone calls. Is Rosa in the office? Tick (✓) YES or NO.
 Conversation 1 YES ☐ NO ☐
 Conversation 2 YES ☐ NO ☐
- 5 ▶ **2.11** Listen again. Match questions 1–3 to responses a–c.

2.10

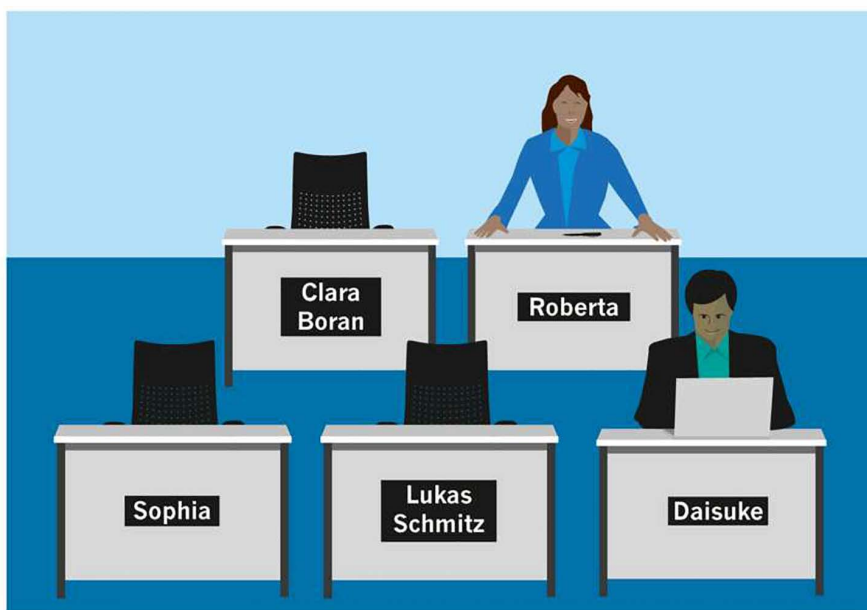
- A Good morning. Inditex Spain.
 B Good morning. Can I speak to Aitur Garitano, please?
 A Yes, of course. One moment.
 B Thanks.

- 1 Hi. Is that Rosa? — a No, I'm sorry, she's out.
- 2 Is Rosa there? — b Yes, sure. One moment.
- 3 Hello. Is Rosa in the office? — c No, it isn't. It's Maria.

» For more exercises, go to **Practice file 2** on page 58.

- 6 Work in pairs. Take turns. Start and answer a phone call to the people in the pictures.

Example: A Good morning, Markus speaking.
 B Hello. Is Sophia there?
 A No, I'm sorry, she's not in the office.
 B OK. Thanks.



Key expressions

Starting a call

Good morning / afternoon.
 Hello / Hi.

Answering a call

Good morning, (company name).
 (Maria) speaking.

Asking for someone

Can I speak to (Aitur Garitano), please?
 Hello. Is (Rosa) there?
 Is (Ale) in the office?
 Is that (Lukas)?

Saying 'yes'

Yes, of course. (One moment.)
 Sure. (One moment.)

Saying 'no'

No, I'm sorry, she's not in the office.
 No, I'm sorry, he's out.
 No, it isn't. It's (Clara).

Ending a call

OK. Thanks.
 Goodbye.

TALKING POINT

The company game

Work in pairs. Make five conversations.

- 1 Start on **pink**. Choose a square.
- 2 Move to **green**. Then **blue**. Then **yellow**.
- 3 Practise the conversation.
- 4 Choose a new pink square. Make a new conversation.

