



2

Products & services

Starting point

- 1 What nationality are these companies:
Lufthansa, Sony?
- 2 What do these companies produce:
Philips, Bayer?
- 3 What do these companies provide:
Banco do Brasil, CNN?

Working with words | Company types and activities

- 1 Match these company types to the pictures 1-8.

pharmaceuticals real estate electronics recruitment
hotel software financial services automobile



1



2



3



4



5



6



7



8

2.1

William Nice to see you again, Natasha. Do you know Malik?

Natasha No. Hello, I'm Natasha Darcy. Nice to meet you.

Malik You, too. Where do you work?

Natasha I'm with Perfect Match. It's a small recruitment company. We provide staff – especially in the pharmaceuticals industry. What about you?

Malik I work for a company called RiskLink. We produce software for financial services companies.

Natasha Oh right. What about you, William? Do you still work in electronics?

William Well, yes, but I don't have a job right now. That's why I'm here. I want to find something in the automobile industry, if possible.

- 2 ▶ 2.1 Listen to three people at a job fair. Which words do you hear from 1?

- 3 ▶ 2.1 Listen again and complete these sentences.

- 1 Natasha works for a _____ company. She provides staff in the _____ industry.
- 2 Malik's company produces _____ for _____ companies.
- 3 William works in _____. He wants a job in the _____ industry.

- 4 ▶ 2.2 Listen and underline the stress in these words.

pharmaceuticals electronics recruitment
hotel finance automobile

- 5 What type of company is your company? What type of companies do you work with?

- 6 A company produces products and it provides services. Write *product* or *service* next to the words in 1–6.

A	B	C
GlaxoSmithKline	provides/produces	electronic equipment ¹ <u>product</u>
Microsoft		finance ² _____
Sony		software ³ _____
Manpower		cars ⁴ _____
Toyota		staff ⁵ _____
Deutsche Bank AG		pharmaceuticals ⁶ _____

- 7 Work with a partner. Take turns to make sentences about the companies in 6.

Example: Sony produces electronic equipment.

- 8 Does your company produce products or provide services? Or both?

- 9 ► 2.3 Listen to a presentation about Kikkoman. Number the presentation slides A–D in the order you hear them 1–4.

2.3

Kikkoman is a Japanese company and we sell 400 million litres of soy sauce every year. We employ around 6,000 people in total. We export soy sauce all over the world, including Asia, North America, Australia and Europe. We also develop new products for the pharmaceuticals industry. Restaurants, supermarkets and Asian food shops buy our products and we also provide lessons in Japanese cooking – using Kikkoman products, of course!



A ____



B ____



C ____



D ____

- 10 Complete the presentation with the verbs from the list.

employ sell export provide buy develop

Kikkoman is a Japanese company and we ¹ _____ 400 million litres of soy sauce every year. We ² _____ around 6,000 people in total. We ³ _____ soy sauce all over the world, including Asia, North America, Australia and Europe. We also ⁴ _____ new products for the pharmaceuticals industry. Restaurants, supermarkets and Asian food shops ⁵ _____ our products and we also ⁶ _____ lessons in Japanese cooking – using Kikkoman products, of course!

- 11 ► 2.3 Listen again and check your answers to 10.

» For more exercises, go to **Practice file 2** on page 88.

- 12 Prepare a presentation about your company. Use some of the sentences below.

- | | |
|----------------------------|---------------------------------|
| 1 I'm _____ | 5 We employ _____ |
| 2 I'm from _____ | 6 We develop _____ |
| 3 I work for _____ | 7 We export to _____ |
| 4 We produce/provide _____ | 8 We sell our products to _____ |

- 13 Now give your presentation to the class.

Tip | work + preposition

We use the verb *work* in different ways:

work **for** (an employer/ company): *I work for BMW.*
 work **with** (people or another country): *I work with colleagues.*
 work **in** (department or area of business): *I work in Production.*

Language at work | Present simple

- 1 CJ is a Korean company with different business areas. Match these business areas to pictures A–D below.

Bio Pharma

Home Shopping and Logistics

Food and Food Service

Entertainment and Media



A _____

We ¹*produce* / *produces* sugar and cooking oil. The company ²*have* / *has* restaurants, cafés and food shops. It ³*provide* / *provides* meals for restaurants, schools and hospitals.



B _____

We ⁴*export* / *exports* medicines to countries around the world and we ⁵*develop* / *develops* new biotechnological products.



C _____

The company ⁶*produce* / *produces* films for the Korean market and abroad. We ⁷*import* / *imports* films from foreign production companies ... and we ⁸*have* / *has* eight cable TV channels ... and a chain of cinemas.



D _____

We ⁹*provide* / *provides* a home shopping service. We ¹⁰*have* / *has* a logistics centre. It ¹¹*provide* / *provides* transport and delivery services.

2.4

A Our first business area is Food and Food Service. We produce sugar and cooking oil. The company has restaurants, cafés and food shops. It provides meals for restaurants, schools and hospitals. Our second business area is Bio Pharma. Here we produce pharmaceuticals and medicines.

B And do you export these products?

A Yes, we do. We export medicines to countries around the world. And we develop new biotechnological products. The third area, Entertainment and Media, is now the main business of CJ. The company produces films for the Korean market and abroad.

B Does the company import films, too?

A Yes, it does. We import films from foreign production companies like DreamWorks, and we have eight cable TV channels in Korea and a chain of cinemas. The fourth business area is Home Shopping and Logistics. We provide a home shopping service for customers, 24 hours a day.

B Do customers buy on the Internet?

A Yes, they do, but also on satellite TV. We have a logistics centre. It provides transport and delivery services.

- 2 ▶ 2.4 Listen to an interview about CJ and underline the correct verbs in *italics* in 1.

- 3 ▶ 2.5 Listen and complete these questions and answers about CJ.

1 A _____ export these products?

B Yes, we _____.

2 A _____ the _____ import films, too?

B Yes, _____.

3 A _____ CJ provide financial services?

B No, it _____ provide financial services.

4 A _____ you _____ medicines?

B No, _____. We export medicines.

Tip | have/has

The verb *have* is irregular:
I **have** → It **has** NOT ~~it has~~

4 Answer the questions in the *Language point*.**LANGUAGE POINT**

The verbs in **1** are in the present simple. We use the present simple for general facts. Complete explanations 1–5 of how to form the present simple.

- 1 We add -s or -es to the verb after *he, she* and ____.
- 2 We make questions with the words ____ and ____.
- 3 We make negative sentences with the words ____ and ____.
- 4 We make positive short answers with *Yes, he* ____ / *Yes, I* ____.
- 5 We make negative short answers with *No, she* ____ / *No, we* ____.

In conversation, we answer questions with short answers.

A Do you export these products?

B Yes, we do. NOT Yes, we export.

» For more information, go to **Grammar reference** on page 89.

5 Work with a partner. Name a company from a business area in **1**. Use the words in *italics* to talk about the company.

Example: Canal Plus is a media company. It produces films for the European market.

6 Work with a partner. Ask and answer questions using the prompts below.

- ... you work for ...?
- ... your company export / import ...?
- ... your company produce / provide ...?
- ... your company develop / deliver ...?
- ... you have ...?
- ... your department employ ...?
- ... your customers buy ...?

Example: A Do you work for an Italian company?

B No, I don't. I work for a Brazilian company.

» For more exercises, go to **Practice file 2** on page 89.

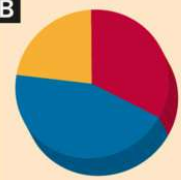
Practically speaking | How to say numbers**1** Can you say the numbers in A–D?

A

COMPANY HISTORY:

Start 2001

B



TOTAL = 1,300

C

\$45.60

D

0778456365

Menu Go to

2 ▶ **2.6** Listen and match A–D in **1** to the speakers 1–4.

1 ____ 2 ____ 3 ____ 4 ____

3 Work with a partner. Ask and answer these questions with numbers.

- 1 What year is it now?
- 2 What year is the next Olympic Games?
- 3 What's your office phone number?
- 4 What's your company's reception phone number?
- 5 What's the number of employees in your company?
- 6 What's the price of your company's main product or service?
- 7 What's the price of your journey to work?

2.6

1

A Can I have your phone number?

B Certainly. It's oh seven seven eight, four five six, three six five.

2

A What's the price for that mobile phone?

B It's \$45.60.

3 One thousand three hundred employees work here.

4 We started the company in 2001.

Tip | Saying '0'

We say *oh* or *zero* for 0.

2.7

1

Receptionist Good morning. TE Media.**Anna** Good morning. This is Anna Lillis from OPT Bank. Is Peter Bawden there, please?**Receptionist** Yes, I'll put you through.**Anna** Thanks ...**Peter** ... Hello. Peter Bawden speaking.**Anna** Hi, Peter. It's Anna Lillis.**Peter** Hi, Anna.**Anna** I'm calling about your email ...**Anna** ... So that's eleven o'clock.**Peter** That's right.**Anna** OK, see you soon.**Peter** See you. Bye.

Business communication | Making phone calls

1 ▶ 2.7 Listen to two phone calls. Choose the correct names or words in *italics* to complete the sentences.

- 1 The receptionist puts *Anna* / *Peter* through to *Anna* / *Peter*.
- 2 *Anna knows* / *doesn't know* Peter.
- 3 Anna is calling about *the bank* / *an email*.
- 4 Raymond Saddler calls *his office* / *a hotel*.
- 5 The receptionist *puts* / *doesn't put* Raymond through to another person.
- 6 Raymond is calling about *meeting rooms* / *hotel rooms*.

2 ▶ 2.7 Listen to the two phone calls again. Who says these expressions from the two phone calls? Tick (✓) the correct box.

	Caller	'Receiver' / Receptionist	Caller and 'Receiver'
1 Good morning. TE Media.			
2 Good morning. This is Anna Lillis from OPT Bank.			
3 Is Peter Bawden there, please?			
4 Yes, I'll put you through.			
5 Hello, Peter Bawden speaking.			
6 Hi, Peter. It's Anna Lillis.			
7 I'm calling about ...			
8 See you (soon).			
9 Hello. The Dubai Grand Hotel.			
10 How can I help you?			
11 Thanks for your help.			
12 You're welcome.			

3 Complete the two phone calls. Use the expressions in **2** to help you. Practise the phone calls with your partner. Use your own name and company name.

1

A Hello, Dubai Hire Cars. How _____ I _____ you?**B** Hello. This is _____ from _____. I'm _____ your prices ...

... and you can pay by credit card.

A That's great. Thanks for your _____.**B** _____ welcome.**A** Goodbye.**B** _____.

2

A Good morning. _____**B** Good morning. This is _____ from _____. _____ Niki Alstom _____, please?**A** Yes, I'll _____ you _____.**B** Thanks ...

... Good. See you tomorrow then.

A Yes. _____ . Bye.

» For more exercises, go to **Practice file 2** on page 88.

4 Work in groups of two or three. Practise starting and ending phone calls. Use these reasons for calling, or your own ideas:

- today's meeting
- next week's visit
- the conference hotel

Key expressions

Answering the phone

Hello. (company name)

How can I help you?

Good morning. (your name) speaking.

Greeting and introducing yourself

Good morning. This is (your name) from (your company).

Hi, (name). It's (your name).

Asking to speak to someone

Is (name) there, please?

Yes, I'll put you through.

Giving the reason for the call

I'm calling about ...

Thanking and saying goodbye

Thanks for your help.

You're welcome.

See you (tomorrow).

Goodbye/Bye.

TALKING POINT

Hungary: country profile

Hungary is a European country and it exports many of its products to other European countries. Important products are cars, textiles and pharmaceuticals. Audi and Suzuki have factories in Hungary and export many cars. Hungary also produces wheat and sunflower seeds. It imports products from Europe, Russia and China. Oil and gas are very important imports. Many people visit Hungary, and hotels, restaurants and tourist companies provide services for them.



Discussion

- 1 What does Hungary export and import? What types of business are important in Hungary? Read the country profile and check your ideas.
- 2 Work with a partner or in small groups. Discuss these questions.
 - 1 How is Hungary the same or different from your country?
 - 2 What types of business are important in your country?
 - 3 What does your country produce?
 - 4 What products does it export and import?
 - 5 What services does it provide?

Task

- 1 Work in groups of four. Student A, turn to page 110. Student B, turn to page 116. Student C, turn to page 117. Student D, turn to page 114. Take turns to read out each of your sentences. Use the information to complete your company profile.