



# 1

# Companies

## Starting point

- 1 What kind of company do you work for?
- 2 Do you think it's better to work for a large or a small company?

## Working with words | Company facts

- 1 Work with a partner. What do you know about these companies?

*Ben and Jerry's   Michelin   Yahoo!   Samsung   Ikea*



- 2 Read this text. Match descriptions 1–5 to the companies in 1.

- 1 This company **provides** many different Internet services, including news, online shopping and email. Most of its **revenue** comes from advertising on its website. Its head office is in Sunnyvale, California.
- 2 This company makes tyres for cars and other vehicles. It is **based** in France, but it has more than 111,000 **employees** all over the world. It is also well known for its red and green travel guides.
- 3 It's a Swedish company and it **operates** in 37 countries. It **specializes** in low-price household products, including furniture, bathrooms and kitchens.
- 4 It's a **subsidiary** of Unilever. The company makes ice cream and frozen yoghurt, and its main **competitor** is Häagen-Dazs.
- 5 This company **produces** many different electrical and electronic products, such as TVs, computers and mobile phones. It's South Korea's largest company and **exporter**.

- 3 Work with a partner. Which companies in 2 do you know well? Do you use any of the companies or their products? What do you think of them?

**4** Complete these sentences with the words in **bold** from **2**.

- 1 Some companies make or \_\_\_\_\_ goods.
- 2 Other companies \_\_\_\_\_ or offer services.
- 3 If you \_\_\_\_\_ in a product or service, it's your main activity.
- 4 If you work for a company, you are an \_\_\_\_\_.
- 5 Your company is \_\_\_\_\_ in the town or city where it has its head office.
- 6 If you work in a \_\_\_\_\_, your company is part of a bigger group.
- 7 Your company \_\_\_\_\_ in a country where it sells or makes its products.
- 8 A company in the same business as you is your \_\_\_\_\_.
- 9 A company that sells its products in other countries is an \_\_\_\_\_.
- 10 Your \_\_\_\_\_ is the money you receive for your products or services.

**Tip | Word stress**

To pronounce a longer word correctly, you need to know (a) the number of syllables (b) which syllable has the main stress or accent.

company (3 syllables)

country (2 syllables)

activity (4 syllables)

**5** How many syllables are there in the words in **4**? Where is the stress?**6** Complete this text with words from **4**. Sometimes you need to change the form.

Skoda <sup>1</sup>\_\_\_\_\_ cars and other vehicles. It is a <sup>2</sup>\_\_\_\_\_ of Volkswagen (VW) Group and it is the third oldest car maker in the world. It's <sup>3</sup>\_\_\_\_\_ in the Czech Republic, but it is a global company. It <sup>4</sup>\_\_\_\_\_ in 103 markets and has more than 25,000 <sup>5</sup>\_\_\_\_\_ worldwide.

Skoda has the advantages of a central European location and technology from the VW Group. For this reason, its costs are lower than many of its <sup>6</sup>\_\_\_\_\_, and it <sup>7</sup>\_\_\_\_\_ in cars which offer good value for money.

When the company started, it produced bicycles. Today, it continues to <sup>8</sup>\_\_\_\_\_ support services to the Tour de France and Tour of Britain cycle races.

» For more exercises, go to **Practice file 1** on page 106.

**7** Name three big companies in your country. What do they do?**8** ► **1.1** Listen and complete the information about the ASSA ABLOY Group. (see script on the next page)

Name of group	ASSA ABLOY
Products	<sup>1</sup> I_____ and <sup>2</sup> s_____ s_____
Competitors	<sup>3</sup> E_____ C_____, Ingersoll-Rand, and Master Lock
Nationality	<sup>4</sup> S_____
Number of employees	<sup>5</sup> _____,000
Revenue	<sup>6</sup> €_____ billion
International operations	<sup>7</sup> over _____ countries, <sup>8</sup> _____ companies
Name of the subsidiary	<sup>9</sup> B_____

**9** Make sentences about the employee and her company, using the information in **8** and some or all of the words in **4**.

**Example:** She works for ASSA ABLOY.

It produces locks and security systems.

**10** Work with a partner. Talk about your company or organization.

## 1.1

**A** Which company do you work for?

**B** I work for Assa Abloy.

**A** I don't think I know the name. What does the company do?

**B** We make locks and security systems. I'm sure you know some of our brands. Yale locks ... or Chubb ... or Vachette, for example.

**A** No, I'm afraid I don't. Who are your main competitors?

**B** The Eastern Company ...? Ingersoll-Rand ...? Master Lock?

**A** Well, I think you can see now that I know nothing about the security business. Where's the company based?

**B** It's a Swedish group.

**A** Oh, OK. Is it a very big group?

**B** Yes, it is. We have about 43,000 employees.

**A** That is big.

**B** And we have annual sales of more than €5 billion.

**A** So are you mainly in the European market?

**B** No, we operate in over 70 different countries worldwide. There are 150 different companies in the group.

**A** And which part of the company do you work for?

**B** Besam. B-E-S-A-M. It's a subsidiary of the main company. We specialize in automatic door mechanisms. Who do you work for?

**A** Microsoft.

**B** And what does your company do?

**A** We make ... ah, that's a joke, right?



## Language at work | Present simple

- 1 Work with a partner. Ask and answer questions 1–5.
  - 1 Which company do you work for?
  - 2 Is it a new company?
  - 3 What does it do?
  - 4 Do you work at the head office?
  - 5 Does the company have offices in other countries?
- 2 Work with a partner. Are these sentences about *Gazprom*, *Nestlé* and *Toyota* true (T) or false (F)?
  - 1 Gazprom produces energy.
  - 2 The companies aren't competitors.
  - 3 Nestlé provides services but it doesn't produce anything.
  - 4 Two of the companies produce cars.
  - 5 Toyota isn't Russian.
  - 6 Nestlé and Gazprom don't have their head office in Japan.
- 3 Find examples from 1 and 2 for descriptions 1–5 in the *Language point*. Then choose the correct words in *italics* to complete sentences a–c.

## LANGUAGE POINT

- 1 Verbs with *-s* or *-es* at the end \_\_\_\_\_
  - 2 A negative sentence using the verb *do* \_\_\_\_\_
  - 3 A negative sentence using the verb *be* \_\_\_\_\_
  - 4 A question using the verb *do* \_\_\_\_\_
  - 5 A question using the verb *be* \_\_\_\_\_
- a We use the present simple to talk about *something happening now* / *facts or regular actions*.
- b We add *-s* or *-es* to the end of the verb in the *second* / *third* person singular.
- c We use *be* / *do* for questions with adjectives, and we use *be* / *do* for questions with verbs.

» For more information, go to **Grammar reference** on page 107.

- 4 Choose the correct words in *italics* to complete the text.



You probably <sup>1</sup>*know* / *knows* that Nestlé <sup>2</sup>*produce* / *produces* Nespresso machines and Nescafé instant coffee. And many people <sup>3</sup>*see* / *sees* the Nestlé name on their breakfast cereal packet every morning. But what else <sup>4</sup>*do* / *does* you know about the company? What other products <sup>5</sup>*is* / *does* it sell, and where? And the food industry <sup>6</sup>*isn't* / *doesn't* always green, so what does the company <sup>7</sup>*do* / *does* to protect the environment?

Our reporter Rosa Manning <sup>8</sup>*talk* / *talks* to employees of Nestlé and discovers what they do. She <sup>9</sup>*learn* / *learns* why most employees <sup>10</sup>*are* / *do* happy to work there and why most of Nestlé's employees <sup>11</sup>*isn't* / *don't* want to leave.

Listen to Nestlé in Focus tonight at 8 p.m. to learn more about one of the world's biggest food companies.

**5 ▶ 1.2** Listen and make a note of three interesting facts about Nestlé. Compare with your partner. (see script on the next page)

**6 ▶ 1.2** Listen again and answer questions 1–9.

- 1 How old is the company?
- 2 What products does it produce?
- 3 What is its annual revenue?
- 4 Where is the head office?
- 5 How many factories does it have?
- 6 How many employees does it have?
- 7 Is employee training important for the company?
- 8 Does the company help local communities?
- 9 Is it a green company?

**7** Use the information from **6** to make sentences about Nestlé.

*Example: The company is over 150 years old.*

» For more exercises, go to **Practice file 1** on page 107.

**8** Work with a partner. Ask and answer the questions in **6** about your company or a company you know well.

**9** Work with a different partner. Tell them about your first partner's company.

## Practically speaking | How to ask somebody to repeat information

**1** Somebody speaks to you at a conference but you don't hear them. How can you ask the person to repeat the information?

*Hi. My name's \*\*\*\* and I work for \*\*\*\* in \*\*\*\*.*

**2 ▶ 1.3** Listen to the conversation. Write the information about the company.

Number of countries: \_\_\_\_\_

Number of factories: \_\_\_\_\_

Number of employees: \_\_\_\_\_

Annual sales: \_\_\_\_\_

**3 ▶ 1.3** Listen again and complete the expressions for asking somebody to repeat the information.

1 Sorry, can you \_\_\_\_\_?

2 Sorry, can you \_\_\_\_\_ a bit \_\_\_\_\_?

3 Sorry, \_\_\_\_\_ employees do you have?

4 And \_\_\_\_\_ your annual sales \_\_\_\_\_?

**4** Which two questions in **3** ask the speaker to repeat only part of the information? What similar questions can you ask in response to the person in **1**?

**5** Write five facts about yourself or your company, but replace certain words with \*\*\*\*. Read your sentences to your partner. Take turns asking them to repeat the missing information.

### Tip | Intonation in questions

In a *Wh* question (*What, Where, Why*, etc.), your voice normally goes down at the end. When you ask a person to repeat certain information, your voice goes up:

What's your name? →

Mika Krzyzewski

Sorry, what's your name (again)? →

Just call me Mika.

## 1.2

The Nestlé Company is over 150 years old. It was created in 1866 by Henri Nestlé, and the first Nestlé product was baby milk. The company still produces baby products today, but this is just one in a wide range of food and drink products, including chocolate and confectionery, bottled water, breakfast cereals and ice cream. It's a very successful company with an annual revenue of around 90 billion Swiss francs.

Nestlé is a truly global company. Its head office is in Vevey in Switzerland, but it manufactures in 447 factories around the world and sells on all five continents. It has over 300,000 employees. We talk to some of them today.

Nestlé believes that it is important to invest in its employees. Training is an important part of its philosophy. Last year, 80% of employees did training courses. We hear from a Nestlé employee who started on the production line and is now a senior manager. Nestlé also invests in people outside the company, giving money and help to local communities. The company offers education in nutrition, health programmes and gives free food. We talk to a health expert on how Nestlé products can improve your health. Finally, we look at Nestlé's role as a 'green' company. It protects the environment by using less water, less energy and less packaging. A supplier tells us how Nestlé helps him to conserve water in his agricultural business.

All this, and more, in Nestlé in Focus, right after the break.

## 1.3

**A** Our company operates in 165 different countries and it has 89 factories on all five continents.

**B** Sorry, can you say that again?

**A** Yes, sure. We're in 165 countries and we have 89 factories ...

**B** Sorry, can you speak a bit more slowly? So that's 89 factories ...

**A** In 165 countries. That's one-six-five.

**B** So you're everywhere in the world.

**A** Yeah, that's right – on all five continents. And we have 305,000 employees and annual sales last year of 17.8 billion dollars.

**B** Sorry, how many employees do you have?

**A** Three hundred and five thousand. Three-zero-five.

**B** And what are your annual sales again?

**A** Seventeen point eight billion dollars.

**B** Nearly 18 billion. OK.





## Business communication | Making introductions

- 1 What do you talk about when you meet someone at a conference for the first time?
- 2 ▶ 1.4 Listen to Gianluca introducing himself to Carmen at a conference. Make notes about: (see script on the next page)
  - 1 Carmen's nationality
  - 2 her job
  - 3 why she's at the conference
- 3 ▶ 1.4 Complete what Gianluca says. Then listen again and check your answers.
  - 1 Excuse me. \_\_\_\_\_ this seat free?
  - 2 Thanks very much. Can I \_\_\_\_\_ myself? I'm Gianluca Donatelli.
  - 3 Nice to meet you \_\_\_\_\_, Carmen. Where are you \_\_\_\_\_?
  - 4 And \_\_\_\_\_ do you work for?
  - 5 Oh really? And what do you \_\_\_\_\_?
  - 6 So \_\_\_\_\_ are you at this conference?
  - 7 That's interesting. A friend of mine works for an Italian service provider. Can I introduce \_\_\_\_\_ to \_\_\_\_\_?
  - 8 Roberto. Can you come here a minute? This is ... Sorry, what's your name \_\_\_\_\_?
  - 9 Roberto. \_\_\_\_\_ is Carmen. She's writing an article on Internet service providers.
- 4 ▶ 1.4 Match questions 1–8 in 3 to Carmen's responses a–h. Then listen and check.
 

1 <u>c</u>	a I'm a journalist.
2 _____	b Carmen. Carmen Sanchez.
3 _____	<del>c Yes, it is. Go ahead.</del>
4 _____	d Nice to meet you. I'm Carmen Sanchez.
5 _____	e I'm here to research an article on Internet service providers.
6 _____	f I don't work for a company. I'm self-employed.
7 _____	g Yes, of course. That would be nice.
8 _____	h I'm from Argentina.
- 5 Practise the conversation with a partner.
- 6 ▶ 1.5 Listen to another extract of the conversation between Gianluca and Carmen. Underline the stressed words in Carmen's questions. Why does she stress these words?
  - 1 **Gianluca:** What do you do? **Carmen:** What about you? What do **you** do?
  - 2 **Gianluca:** Why are you here at this conference? **Carmen:** How about you? Why are **you** here?

» For more exercises, go to **Practice file 1** on page 106.
- 7 Work with a partner. Have short conversations using the prompts below.
 

• Name	• Company	• Country
• Job	• Reason for being here	

**Example:** A Can I introduce myself? I'm Felipe.  
 B Nice to meet you. My name's Juan.  
 A Where are you from, Juan?  
 B I'm from Spain. What about you? Where are you from?  
 A I'm from Brazil.
- 8 Work in small groups. You are at a conference. Introduce yourself to another person. Then introduce this person to other people in the group.

### Key expressions

#### Introducing yourself

Can I introduce myself?

My name's / I'm ...

#### Introducing others

Can I introduce you to ...?

This is ...

#### Responding

Nice to meet you. / How do you do?

Nice to meet you, too.

#### Asking about person/job/company

What's your name (again)?

Where are you from?

Who do you work for?

What do you do?

Why are you here?

What/How about you?

## 1.4

**Gianluca** Excuse me. Is this seat free?

**Carmen** Yes, it is. Go ahead.

**Gianluca** Thanks very much. Can I introduce myself? I'm  
Gianluca Donatelli.

**Carmen** Nice to meet you. I'm Carmen Sanchez.

**Gianluca** Nice to meet you too, Carmen. Where are you from?

**Carmen** I'm from Argentina. But I live and work in Europe.

**Gianluca** And who do you work for?

**Carmen** I don't work for a company. I'm self-employed.

**Gianluca** Oh, really? And what do you do?

**Carmen** I'm a journalist. I write articles for consumer  
magazines.

**Gianluca** So why are you at this conference?

**Carmen** I'm here to research an article on Internet service  
providers.

**Gianluca** That's interesting. A friend of mine works for an  
Italian service provider. Can I introduce you to him?

**Carmen** Yes, of course. That would be nice.

**Gianluca** Roberto. Can you come here a minute? This  
is ... sorry, what's your name again?

**Carmen** Carmen. Carmen Sanchez.








**Gianluca** Roberto. This is Carmen. She's writing an article on  
Internet service providers.



## TALKING POINT

## Make that contact!

► **1.6** Work with a partner. You are both at a conference. You are competing for a big customer. The first person to finish is the winner. Turn to page 136 for the rules of the game.

	PLAYER A Start here		PLAYER B Start here	
Where are you from?	I'm a sales manager.	Who are your main competitors?	Yes, I am. Nice to meet you.	Is this seat free?
We make car windows.	Who do you work for?	<b>JOKER</b> 	Sorry, what's your name (again)?	No, it's a French company.
Can I introduce you to my boss?	It's 1263 Gray Rd, Carmel.	Does your company operate in Europe?	Italy	I'm Spanish. What about you?
You, too.	<b>JOKER</b> 	Olsen. Jan Olsen.	<b>JOKER</b> 	Yes, it is.
What is your annual revenue?	In Milan.	How many employees does your company have?	We operate in Europe and North America.	What does your company do?
No, I work in one of our subsidiaries.	What services do you provide?	<b>JOKER</b> 	Do you use English in your job?	Yes, I am.
Where's your head office?	No, we don't. We're a service company.	I'm here to look at new products. What about you?	Fifteen	What does your company specialize in?
No, I'm from South America.	<b>JOKER</b> 	I work for Goodyear.	<b>JOKER</b> 	No, I'm not. Just today.
I'm in room 356. How about you?	My husband/wife? He's/She's a journalist.	Sorry, what's your company again?	That's a very personal question!	Do you do any business in Asia?
Yes, we do.	Do you come here every year?	<b>JOKER</b> 	Why is your English so good?	No, it doesn't.
Congratulations! You made contact with the customer first!				