

OXFORD

Business Result

SECOND EDITION



Pre-intermediate *Student's Book*

David Grant, Jane Hudson & John Hughes

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	Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
	Company facts	Present simple	How to ask somebody to repeat information	Making introductions	Make that contact!	<ul style="list-style-type: none"> • talk about what companies do • talk about your company • ask somebody to repeat information • introduce yourself and others
	Describing your job and contacts	Present continuous	How to say phone numbers and spell names	Making and receiving phone calls	Do you work too much?	<ul style="list-style-type: none"> • describe your job and the people you work with • talk about work activities • give phone numbers and spell names • make and receive phone calls
	Describing products and services	Past simple	How to show interest	Giving a research report	Products you can't live without	<ul style="list-style-type: none"> • describe a company's products and services • talk about inventions • show interest in a conversation • give a research report
Viewpoint 1  VIDEO A company profile 24–25						
	Company structure	Asking questions	How to confirm information	Welcoming a visitor	The question game	<ul style="list-style-type: none"> • talk about company structure • ask questions • confirm information • welcome a visitor
	Customer service	Comparisons	How to 'soften' a message	Making and dealing with complaints	The WOW! Awards	<ul style="list-style-type: none"> • talk about customer service • make comparisons • soften a message when complaining • make and deal with complaints
	Employment	Present perfect (1)	How to avoid negative answers	Evaluating options	The best companies to work for?	<ul style="list-style-type: none"> • talk about employment procedures • describe your experience in a job interview • turn a negative answer into a positive answer • evaluate options
Viewpoint 2  VIDEO The customer journey 44–45						
	Air travel	<i>will/going to/present continuous</i>	How to ask for directions	Arranging to meet	The travel game	<ul style="list-style-type: none"> • talk about air travel • discuss future plans, arrangements and decisions • ask for and give directions • make arrangements to meet
	Orders and deliveries	The passive	How to discuss payment terms	Making requests	Comparing payment methods	<ul style="list-style-type: none"> • talk about orders and deliveries • talk about order processes • discuss payment terms • make and respond to requests

		Working with words	Language at work	Practically speaking	Business communication	Talking point	Outcomes – you can
9	Selling 58–63	Advertising	Modal verbs (1) – obligation, necessity and permission	How to interrupt and avoid interruption	Controlling the discussion in meetings	Going viral	<ul style="list-style-type: none"> • talk about advertising • talk about obligation, necessity and permission • interrupt and avoid being interrupted • control the discussion in meetings
Viewpoint 3  VIDEO What colour is your logo? 64–65							
10	Environment 66–71	Environmental protection	First conditional	How to ask for clarification	Giving a formal presentation	Nudging	<ul style="list-style-type: none"> • talk about environmental protection • talk about probable future results • ask for clarification • give a formal presentation
11	Entertaining 72–77	Corporate hospitality	Countable and uncountable nouns	How to ask about food on a menu	Inviting and offering	Hospitality or bribery?	<ul style="list-style-type: none"> • talk about corporate hospitality • talk about corporate event facilities • ask about food on a menu • make invitations and offers
12	Performance 78–83	Evaluating performance	Present perfect (2) – with <i>for</i> and <i>since</i>	How to say complex numbers	Describing trends	The performance game	<ul style="list-style-type: none"> • talk about performance • talk about how long and when you have done things • say complex numbers • describe performance trends
Viewpoint 4  VIDEO Green business 84–85							
13	Future trends 86–91	Global issues	Future predictions	How to link ideas	Predicting and forecasting	Cause marketing	<ul style="list-style-type: none"> • talk about global issues • make predictions • link ideas together • make predictions and forecasts
14	Time 92–97	Managing time	Second conditional	How to use time expressions	Negotiating conditions	What happened to our free time?	<ul style="list-style-type: none"> • talk about time management • speculate and discuss consequences • talk about deadlines • negotiate conditions
15	Training 98–103	Personal development and training	Modal verbs (2) – giving advice	How to give positive feedback	Making and responding to suggestions	Ambition!	<ul style="list-style-type: none"> • talk about personal development and training • give advice • give and respond to positive feedback • make and respond to suggestions
Viewpoint 5  VIDEO A successful partnership 104–105							

Practice files **106–135**Communication activities **136–143**Audio scripts **144–158**Irregular verb list **159**

Introduction

Welcome to *Business Result Second Edition Pre-intermediate*. In this book you will find:

- 15 units
- 5 Viewpoint video lessons
- Practice files
- Communication activities
- Audio scripts

What's in a unit?

Starting point

- an introduction to the theme of the unit
- discussion questions

Working with words

- reading and listening about a work-related topic
- focus on key words and phrases
- practise the new words in speaking activities

Language at work

- grammar presented in authentic work contexts
- *Language point* box focuses on the key grammar points
- practise using the language in real work situations

Practically speaking

- focus on an aspect of everyday communication at work
- helps you to sound more natural when speaking
- practise speaking in real work situations

Business communication

- key expressions for authentic work contexts
- improve your communication skills for meetings, presentations, socializing, and phone calls
- *Key expressions* list in every unit

Talking point

- focus on interesting business topics and concepts
- improve your fluency with *Discussion* and *Task* activities
- *Discussion* and *Task* allow you to apply the topic to your own area of work

What's in the *Communication activities*?

- roles and information for pair and group activities
- extra speaking practice for the main sections of each unit

What's in the *Viewpoint* lessons?

The *Viewpoints* are video lessons, which appear after every three units. The topics of the *Viewpoint* lessons relate to a theme from the main units and include:

- interviews with expert speakers
- case studies of real companies

Each *Viewpoint* is divided into three or four sections, with a number of short video clips in each lesson. A *Viewpoint* lesson usually includes:

- A focus to introduce the topic. This contains a short video showing people discussing the topic.
- Key vocabulary and phrases which appear in the videos.
- Main video sections which develop listening and note-taking skills, and build confidence in listening to authentic language in an authentic context.
- Activities which provide speaking practice about the topic of the lesson.

What's in the *Practice files*?

Written exercises to practise the key language in:

- *Working with words*
- *Business communication*
- *Language at work*

Use the *Practice files*:

- in class to check your understanding
- out of class for extra practice or homework

The *Practice files* include a *Grammar reference* section with more detailed explanations of the grammar from each unit.

Follow the links (as shown below) to the *Practice file* in each unit.

» For more exercises, go to **Practice file 6** on page 116

» For more information, go to **Grammar reference** on page 117

1

Companies

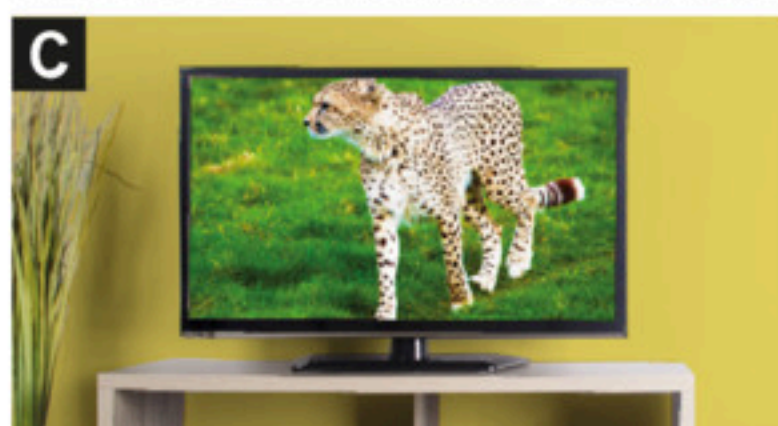
Starting point

- 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 ¹_____ cars and other vehicles. It is a ²_____ of Volkswagen (VW) Group and it is the third oldest car maker in the world. It's ³_____ in the Czech Republic, but it is a global company. It ⁴_____ in 103 markets and has more than 25,000 ⁵_____ 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 ⁶_____, and it ⁷_____ in cars which offer good value for money.

When the company started, it produced bicycles. Today, it continues to ⁸_____ 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.

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

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

Our reporter Rosa Manning ⁸*talk / talks* to employees of Nestlé and discovers what they do. She ⁹*learn / learns* why most employees ¹⁰*are / do* happy to work there and why most of Nestlé's employees ¹¹*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.

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.