



Visiting a client

3.1 Arriving for an appointment

I have an appointment at 9:30.
 Please come this way.
 Please take a seat.
 Could you wait a minute, please?

3.2 At reception

I'm here for the trade conference.
 I think Mr. Yasuda is expecting me.
 I'm here to see the Sales Manager.
 Would you like me to take that?

3.3 Meeting people

Formal and informal language
 How's it going? Pretty good, thanks.
 Have a seat. Tea? Coffee?
 How are you? I'm very well, thank you.
 I'd like you to meet our Design Manager.

3.4 Finding the right room

next to, across from, between
 on the left / on the right

3.5 Numbers 100–10,000; addresses

Speaking practice

3.6 Culture file

What's your office like?

VOCABULARY

advertising
 amenities
 appointment
 diary
 editor
 elevator
 games room
 office
 open plan
 quiet room
 stairs
 workplace

MODULE 3.1

SPEAKING

LISTENING

Arriving for an appointment

Look at the photo. Describe the situation.

- 1 ● 16 A visitor arrives at Nabisco. Listen and check (✓) the correct answers.

Maria Young Greg Adams Naoki Inoue

The visitor's name is ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The visitor's appointment is with ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The visitor is introduced to ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2 ● 16 Listen again. Circle the statements you hear.

- 1 How are you? / Who are you?
- 2 Please take a seat. / Please have a seat.
- 3 I'd like to meet Greg Adams. / I'd like you to meet Greg Adams.
- 4 This is Naoki Inoue from Dentsu. / Here is Naoki Inoue from Dentsu.
- 5 Pleased to meet you. / It's nice to meet you.

MODULE 3.2

At reception

LISTENING

17 Listen and complete the conversation.

- A** Hello. I have an _____¹ with Maria Young _____² 9:30. _____³ Naoki Inoue _____⁴ Dentsu.
- B** Good morning, Mr. Inoue. Could you _____⁵, please? Ms. Young? Mr. Inoue from Dentsu is _____⁶. Yes, I will. Please _____⁷ this _____⁸, Mr. Inoue.

SPEAKING

- Practice the conversation with a partner.
- Write three more appointments in the calendar. Then practice the conversation again using your own name and the company you work for.

Calendar		
Monday	08:00	
	09:00	
	10:00	
	11:00	meet Rick Cohen
	12:00	
	13:00	
	14:00	
	15:00	
	16:00	
	17:00	
	18:00	

Use some of these different ways to start the conversation:

Excuse me. I'm here to see Linda Holmes.

Good morning. I'm here for the trade conference.

Hello. I think Mr. Welling is expecting me. I'm Ken Li.

3 Complete the phrases using the words below.

have come like take

- Please _____ in.
- Would you like me to _____ that?
- Please _____ a seat.
- Would you _____ some coffee?

4 What would the visitor reply? Practice with a partner.

5 Complete the phrases using the words below.

wait was start meet

- How _____ the journey here?
- I'd like to _____ a few minutes for Mr. Zhou to join us.
- It's good to _____ you. Thank you for coming.
- Let's _____ now and we can break for coffee at 10:30.

MODULE 3.3

Meeting people

READING

- 1 Read the conversation below. Which one is formal? Which one is informal? Label them.

A _____

A Hey, Toshi.

B Hi, Martha. How's it going?

A Not so bad. How's your family?

B Pretty good, thanks.

A Have a seat. Tea? Coffee?

B Tea, please. Thanks.

B _____

A Good morning, Mr. Huang.

B Good morning, Ms. Wilson.
How are you?

A Fine, thank you. How are you?

B I'm very well, thank you.

A Please have a seat. Would you
like a cup of tea or coffee?

B Thank you. Tea would be nice.

- 2 Practice the conversations with your partner.

LISTENING

- 18 Listen to this conversation at a software expo. Complete the sentences.

A Mr. Park, I'd like you _____¹ Kirsten Reeve, our Design Manager.
Kirsten, this is Jaejin Park from Cyworld.

B _____² to meet you.

C Yes, _____³ to meet you _____⁴.

SPEAKING

Practice the conversation in groups of three. Choose from people below.



Amy Fisher
Apple



Yumi Kato
Oracle



Grace Wang
M Tech



Jon Rosenthal
NCS



Young Jae Cho
Korvac



Mark Swan
Ecquaria

- 3 Practice again. Use your own names and job titles.

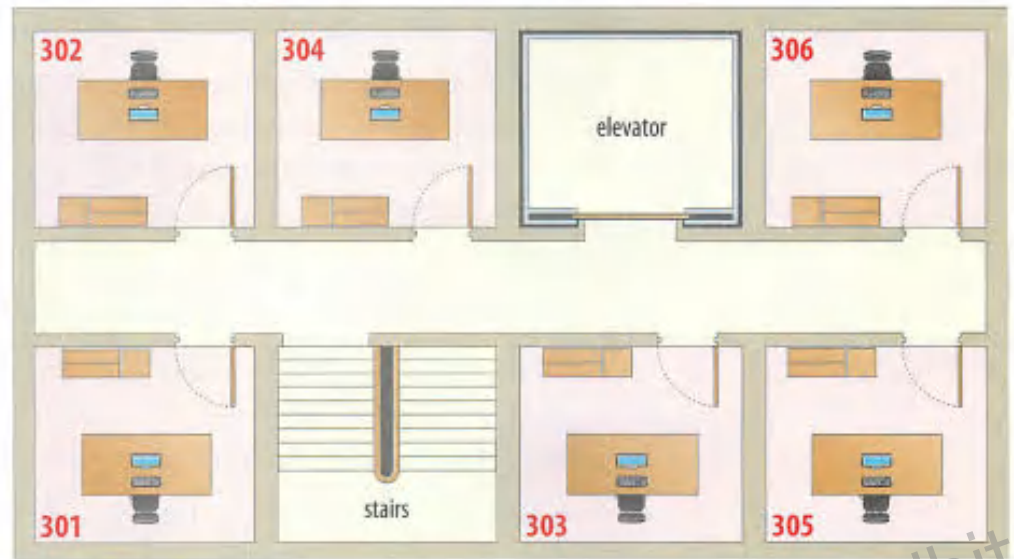
MODULE 3.4

Finding the right room

READING

Look at the plan and complete the sentences. Use the words below.

next to across from between down



- Room 301 is _____ Room 302.
- The elevator is _____ Room 304 and Room 306.
- Room 303 is _____ Room 305.
- Room 301 is _____ the hall from Room 305.

LISTENING

- 19 Anna Cooke is showing a visitor around the offices of the East Asian Business Review. Listen and match the names with the jobs.

Ayako Higa	Science and Technology Editor
Osman Mo	Finance Editor
Tim Tsang	Production Manager
Nancy Yee	Advertising Sales Manager
Min-Soo Kim	Art Director
Paul Green	International News Editor

- 2 19 Listen again and write each person's initials in his / her office.

SPEAKING

- 1 Use the plan above. A visitor speaks to Anna Cooke by the elevator. Complete the conversation.

A _____¹ me, where is Paul Green's office?

B Let's see, he's in Room _____². It's down the hall on the left, across from Room _____³.

A I see. Thank you very much.

B You're welcome.

- 2 Practice the conversation above. Take turns asking and answering about the other offices. You are standing by the elevator.

It's over there, on the right.

It's next to the stairs.

It's between Room 302 and the elevator.

MODULE 3.5

Numbers 100–10,000; addresses

SPEAKING

- 1 Before you listen, say these numbers:

102 314 839 2,000 4,600 7,965 9,404 10,000

20 Now listen and check your answers.

- 2 Work with a partner. Write five numbers between 100 and 10,000 in row 1 below. Don't let your partner see your numbers. Then ask your partner to tell you his / her numbers and write them in row 2. When you have finished, check your answers with your partner.

1				
2				

- 3 **Student A** Turn to page 80.

Student B Look at the financial chart below.

Complete the figures. Start like this:

A What's the value of the FTSE 100?

B It's 5318. What's the value of...?

You start:

	Index	Value	
1	FTSE 100	5318	▲
2	FTSE 250	_____	▲
3	FTSE 350	2768	▼
4	Dow Jones	_____	▼
5	NASDAQ	2258	▲
6	DAX	_____	▼
7	Nikkei	9102	▼

LISTENING

- 21 Listen. Write the numbers and letters in these addresses.

- a _____ Madison Avenue, New York.
 b _____ King's Road, Hong Kong.
 c _____ Ginza, Chuo-ku, Tokyo.
 d _____ Queen Victoria Street, London.
 e PO Box _____, ABC Way, Nairobi.
 f _____ Talayan Street, Manila _____.

READING

Read this magazine article about office space.

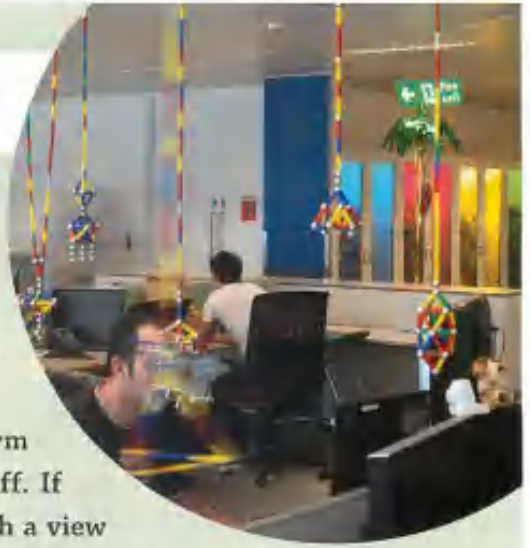
What is your office like?

Some companies, such as Google, Inc., are famous for their employee-friendly office designs that say to the outside world, 'This is a fun place to work'. In the Google development center in Fremont, California, for example, employees have much more than the normal staff parking lot and restaurant.

There's a game room for the employees to use, free gym membership, and even a massage therapist for stressed-out staff. If you need some time to think, there's a quiet room provided, with a view over the lake. In some branches, employees can bring their pet dogs into the office, to sit beside them while they work at their desk.

The open plan design means that all the employees share the same office space. Staff can communicate easily with each other but still have their own space. Some of the pictures on the walls belong to the employees. The idea is, if you are going to spend many hours a day at the office, it should be an exciting and pleasant place to be.

However, others disagree on how important the office design and amenities are to employees. They say that it is job satisfaction that makes people happy at work, rather than a funky office environment. But given the choice, what sort of office would you most like to work in?



SPEAKING

Talk with a partner. Answer the questions below.

What is your office like? Does it look like either of the photos?
 Would you like to work in an office like these? Why? / Why not?
 Which amenities does your workplace provide for its employees?

(Parking lot, restaurant, games room, etc.)

Do you think it's a good idea to take pets to work?
 What do you like about your office? What do you dislike?
 If you could change one thing in your office, what would it be?

You can use some of the phrases below:

When I went to (Australia) ...

I visited the (Google) offices in ...

I would like to have my own office. I don't like open plan offices very much.

Our company has a staff cafeteria. We don't have ...