



Making plans

8.1 Announcing company plans

I'm pleased to announce our latest plans. Our objective is to increase the number of customers worldwide.

8.2 Talking about company objectives

What objectives do you have for the future? We want to expand the chain. We're going to open ten new hotels.

8.3 A business trip

I'm visiting Hong Kong next month. I'm coming back on the 27th. I'm going to work on the new hotel project.

8.4 Numbers - percentages

Listening practice

8.5 A new project

We plan to open in three years' time. That's not going to be a problem. There'll be a business center.

8.6 Culture file

Business travelers

VOCABULARY

announce
carbon emissions
carbon footprint
facilities
franchise
Internet access
objective
packaging
recycle
territory

MODULE 8.1

Announcing company plans

SPEAKING

LISTENING

Look at the photo. Describe the situation.

1 Match the words (a-g) with the definitions (1-7).

- | | |
|------------------|---|
| a an objective | 1 a license to run a business, using the trademark of another company |
| b to increase | 2 a region |
| c a branch | 3 get bigger |
| d an opportunity | 4 a target, goal |
| e a franchise | 5 a local office |
| f a territory | 6 say something important |
| g to announce | 7 a chance or possibility |

2 49 Listen to a Marketing Manager from the restaurant chain Yo! Sushi at a press conference. Complete the sentences.

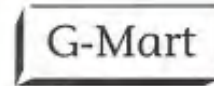
- Yo! Sushi serves over _____ million customers a year.
- They have branches in the UK, Moscow, Dublin, Dubai, and _____.
- Their objective is to _____ the number of customers.
- They are going to increase the number of international _____.
- They are not planning to franchise their _____.

MODULE 8.2

Talking about company objectives

LISTENING

- 1 50 Listen and complete the conversation. Then practice with a partner.
- A What _____¹ does Spa Hotel Pty have for the future?
 B First of all, _____² expand the hotel chain.
 A How do you plan to do that?
 B We're _____³ open ten new hotels overseas, and we plan to target our home sales at larger cities.
- 2 Now talk about the companies below in the same way.



Company:	Red Bank Pty	G-Mart Stores	Green Travel Co.
Objective:	increase the number of English-speaking staff	become a household name in SE Asia	reduce our carbon emissions
Plan:	<ul style="list-style-type: none"> • set up in-house language courses • recruit more language graduates 	<ul style="list-style-type: none"> • increase local advertising • open more branches 	<ul style="list-style-type: none"> • reduce packaging for our brochures • encourage staff to work from home one day per week

READING

A supermarket is trying to reduce its carbon footprint. Read the e-mail which was sent to the office employees.

OBJECTIVE: To reduce the company's carbon emissions

BY: Using local suppliers to reduce transport costs and packaging
 Hiring an energy manager to look into the company's carbon emissions
 Encouraging employees to use a car pool (share cars to travel to work)

Ways you can help – Top Tips for a greener office!

- Turn off equipment when it is not being used. This can reduce the energy used by up to 25%.
- Go paperless – use e-mail and don't print out your messages.
- Produce double-sided documents where possible.
- Bring in your own coffee mug.
- Switch off lights and turn off your computer when you leave work.
- Recycle!

SPEAKING


Work with a partner. You are moving to a new office. Make a list of five ways you can make your new office greener. Then share your plans with another pair of students. Start like this:

- A How are you going to make the new office greener?
 B We're going to separate all the trash. How about you?
 C We're going to install low energy light bulbs.
 D And we're also going to ...

MODULE 8.3

A business trip

LISTENING

- 1  51 Circle the best answers in the conversation. Then listen and check your answers.
- A Can I check some dates with you? *I want to / I will*¹ organize a meeting with HR. When are you out of the office?
- B Next month. *I'm visiting / I will visit*² the Tokyo office to meet some of the sales reps.
- A Oh that's right. When *are you leaving / will you leave*³?
- B On the 5th. I'm coming back on the 27th.
- A OK. What are your plans in Japan?
- B *I'm going to / I will*⁴ work on the new hotel project.
- A Sounds interesting. Are you *having / going to have*⁵ any free time?
- B I hope so. *I'm planning / I wish*⁶ to have a couple of days free, to do some sightseeing.
- A It sounds great. Have a good trip!
- 2 Practice the conversation with a partner.

SPEAKING

You are going to make a business trip. Write down your answers to the questions below.

- Where do you plan to visit? _____
- When are you leaving? _____
- How long are you going to stay? _____
- What are you going to work on? _____
- What do you want to do in your free time? _____

Now practice the conversation again. Use the information you have written.



MODULE 8.4

Numbers – percentages

LISTENING

1 **52** Before you listen, say these percentages:

a 14% b 26.3% c 0.1% d 92% e 85.76%

Now listen and check your answers.

2 **53** Listen and write the numbers you hear. Then practice saying them.

a _____ c _____ e _____

b _____ d _____ f _____

SPEAKING

Student A Look at the information below.

Student B Look at page 84.

The pie chart below shows where tourists to China in the year 2000 came from. Complete the information. Start like this:

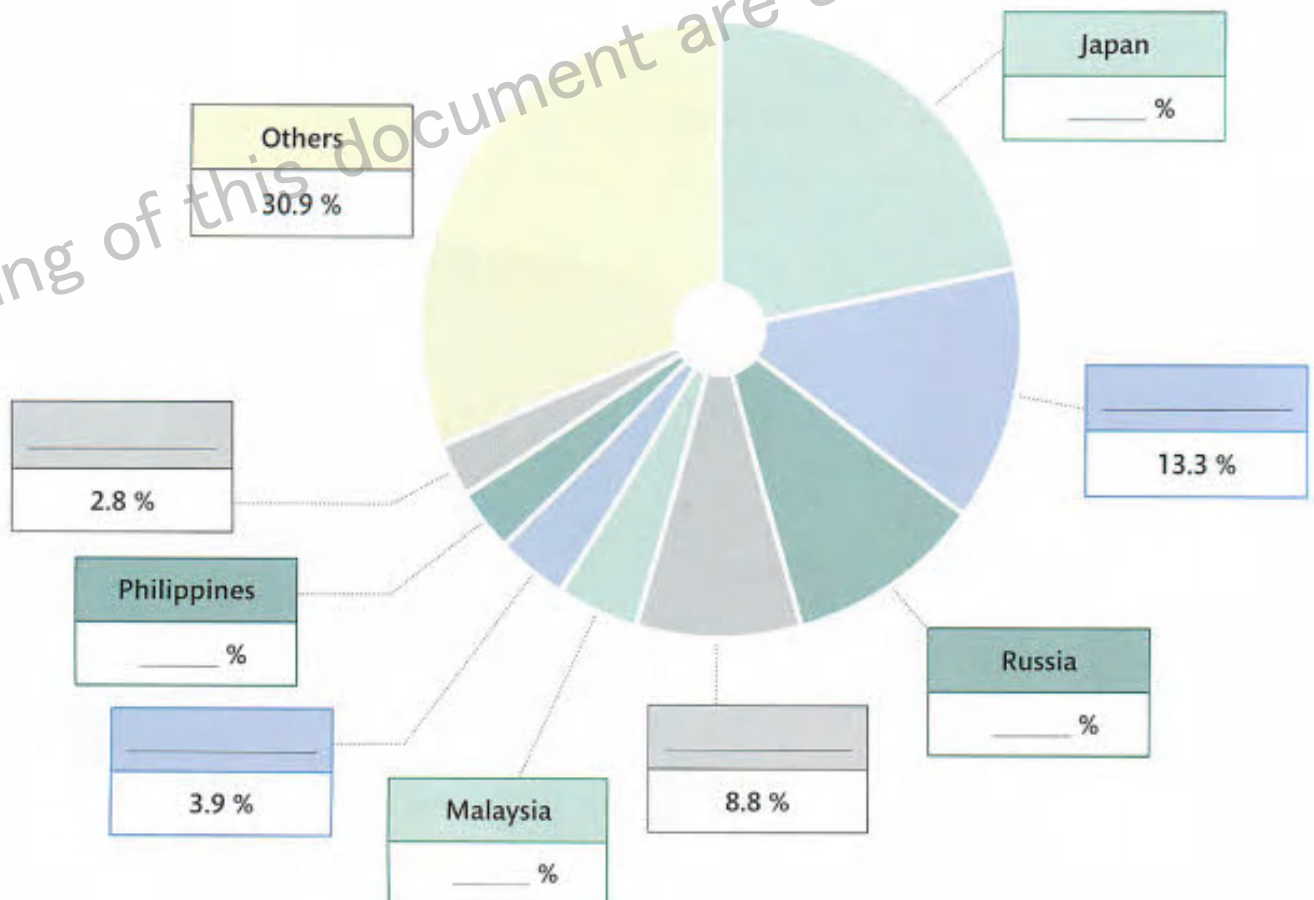
What percentage of tourists to China came from South Korea?

Which country sent 8.8% of tourists to China?

Which country sent the most tourists to China?

Which country sent the fewest tourists to China?

You start. *Can you tell me ... ?*





LISTENING

- 1 Alex Chiang is talking about his company's new hotel project. Work with a partner. Think of some examples of:

transportation (e.g. taxi, ...)

sports facilities (e.g. a gym, ...)

business facilities (e.g. meeting rooms, ...)

- 2 54 Listen and write notes about the Reef Hotel.

The Reef Hotel

Location: _____

Opening date: _____

Size: _____

Transportation: _____

Sports facilities: _____

Bars / restaurants: _____

Conference facilities: _____

Cost: _____

SPEAKING

- 1 Work with a partner. A group of overseas business people have been visiting your company this week. You are responsible for their social activities schedule this weekend. Plan five things for them to see and do in the region.

	<i>Morning</i>	<i>Afternoon</i>	<i>Evening</i>
Friday	meetings	meetings	_____
Saturday	_____	_____	_____
Sunday	_____	_____	_____

- 2 Now ask another pair of students about their plans. Start like this:

A *What are you going to do on Friday morning?*

B *We're having dinner at ... / seeing a show in the evening with ...*

Useful language:

We're seeing / eating / going / visiting ...

After that ... / next ... / later ... / in the evening

If they like ... , we're going to ...

READING

Read the information below.

What Business Travelers Want

A poll of 1,400 international business travelers from 14 different countries revealed some interesting facts about what frequent travelers want.



- 54% said that travel delays are the worst part of business travel.
- Germans were the most worried about getting behind in office work, while the British were the least worried.
- The Brazilians and Japanese were the most concerned about receiving good service from the airline company.
- While traveling, Latin Americans, North Americans, and Australians were the most likely to check their e-mail. 22% of Europeans never check their e-mail while on a business trip.
- For 72% of North Americans it is important that they can check their voicemail while they are away.
- These hotel facilities are very important to business travelers:

<i>Internet access:</i>	29%
<i>Free breakfast rates:</i>	26%
<i>Business facilities:</i>	16%
<i>Health club access:</i>	12%
- Americans (40%), Mexicans (39%), and Japanese (35%) were the most concerned about having Internet access in their hotel room.
- Finally, after a busy day, the most popular way to relax is to go sightseeing (67%) or to get together with co-workers or clients (60%).

SPEAKING

Work with a partner. Take turns asking and answering.

What annoys you the most when you travel (e.g. a delayed flight)?

When you are away on business, how do you keep in touch with the office?

Which facilities are most important to you when you stay in a hotel?

What do you do to relax after meetings?

Review Units 5–8

PART 1

Complete the short dialogues. Choose the best option a, b, or c.

- 1 What are you doing _____ Tuesday?
I'm meeting Mr. Hirota.
a at b on c the
- 2 _____ calling please?
It's Keiko Saito.
a Whose b What's c Who's
- 3 I'm sorry, he's not _____ his desk.
OK. I'll call back later.
a at b in c on
- 4 Hello, Amy Kwang _____.
Hello.
a talking b speaking c telephoning
- 5 Could I speak to _____ in the Accounting department, please?
Yes. I'm putting you through now.
a you b them c someone
- 6 Could you _____ me your price list?
Certainly.
a write b supply c send
- 7 When _____ your company start up?
In 1937.
a does b did c was
- 8 When _____ he born?
In 1966.
a does b did c was
- 9 How big is your workforce?
We have nearly 80,000 _____ worldwide.
a employees b employers c products
- 10 What objectives do you have for the future?
First of all, we _____ to expand the hotel chain.
a going to b are c want
- 11 When are you _____?
On Saturday.
a leaving b left c leave
- 12 When are you going?
Let me check. I'm _____ the Hong Kong office next month.
a will visit b visit c visiting

PART 2

Use the words below to complete the sentences. There is one extra word you do not need.

address alien details exchange
forward free overseas necessary

- 1 They built their first _____ plant in 1970.
- 2 Thank you but that won't be _____.
- 3 What's today's _____ rate?
- 4 Would you like me to e-mail you the _____ right now?
- 5 My e-mail _____ is parkyj@compaq.com.
- 6 I'm _____ in the morning.
- 7 I look _____ to seeing you on Wednesday.

PART 3

Choose the correct date, as in the example.

- | | |
|------------|-----------------------|
| 11/05/98 | a November 5th 1998 |
| | b December 5th 1998 |
| 1 09/17/08 | a October 17th 2008 |
| | b September 17th 2008 |
| 2 07/07/10 | a June 7th 2010 |
| | b July 7th 2010 |
| 3 05/24/11 | a May 24th 2011 |
| | b March 24th 2011 |

Choose the correct number.

- | | |
|------------------------|-------------|
| 4 ten thousand | a 10,000 |
| | b 1000 |
| 5 one hundred thousand | a 100,000 |
| | b 1,000,000 |
| 6 one million | a 100,000 |
| | b 1,000,000 |