



Information gap

MODULE 1.3

Developing a conversation

Start the conversation and ask about the following topics:

- jobs
- nationality / home country
- travel experience

Answer any questions that Student B asks you.

When you have finished answer Student B's questions. After each answer, say 'How about you?' or 'And you?'

MODULE 2.5

Taking a message

Call 1

- You work at ABC foods.
- The caller wants to speak to Mr. Eng.
- Mr. Eng is on vacation – he will be back next Monday.
- Write down the caller's message.

When you finish, compare your message with Student B's information on page 88.

Call 2

- You call ABC foods.
- You want to speak to Miss Lee.
- You ask when she will be back.
- You want to leave a message to say that you can't come to the meeting on Tuesday but you will be free on Friday afternoon and you want her to call you back.

When you finish, compare Student B's message with your information.

MODULE 3.2

Days, dates, and times

Calendar	Diary				March
<p>March</p> <p>M T W T F S S</p> <p>1 2 3 4 5 6</p> <p>7 8 9 10 11 12 13</p> <p>14 15 16 17 18 19 20</p> <p>21 22 23 24 25 26 27</p> <p>28 29 30 31</p> <p>April</p> <p>M T W T F S S</p> <p>1 2 3</p> <p>4 5 6 7 8 9 10</p> <p>11 12 13 14 15 16 17</p> <p>18 19 20 21 22 23 24</p> <p>25 26 27 28 29 30</p>	Monday	TODAY 15:30 Attend a sales meeting	7	14	21
	Tuesday	10:30 Meet Mr. Park at the airport	8	15	22
	Wednesday		9	16	23
	Thursday	Write a report on the Boston trip	10	17	24
	Friday		11	18	25
	Saturday	See Mr. Park off at the airport	12	19	26
	Sunday		13	20	27

MODULE 4.3

Numbers

Student A

The answers to your quiz questions are:

1 A 2 B 3 C 4 B 5 C

MODULE 5.2

Asking about products

Ask Student B questions about his / her product to complete the advertisement below.

Krups _____ \$ _____

The great new machine from Krups is for _____ everywhere, and it makes _____ in the comfort of your own home. It is _____ cm high and weighs only 3.2 kg, so it will fit into any small space and is _____ to use.



Now read the advertisement about the Benq projector and answer B's questions.

BENQ W5000 DLP Projector	\$ 1950.00
The latest model from BENQ is for movie fans everywhere. Turn it on and this projector lets you play movies in high definition. With its stylish looks, the Benq is also very easy to use.	
Resolution:	1080p (1920x1080)
Colour:	Silver
Lamp life:	3,000 hours
Brightness:	1200 ANSI lumens
Size:	42 x 18 x 49 cms.



MODULE 5.3

Talking about company activities

Company 1

Google

- » We are the world's leading internet company.
- » We have over 10,000 employees.
- » We are based in Silicon Valley, California.
- » We run a search engine on the Internet.

Company 2

Thomson Reuters

- » We are an international news and media group.
- » We are based in New York.
- » We have over 50,000 employees.
- » We provide financial information to companies.

MODULE 5.5

Visiting a client

You live and work in the USA. You are a representative from a language teaching company. You run courses for American employees who need to learn various different languages like Japanese, Korean, Thai, etc. Student B has asked you to visit his / her company.

Follow these stages for your conversation:

- 1 Introduce yourself to the client. Answer any questions.
- 2 Find out about the client's needs. Useful questions:
 - What are your plans for next year?*
 - Where will this new office be exactly?*
 - How many employees are you sending?*
 - How old are they?*
 - Can they speak the language at all?*
- 3 Answer your partner's questions.
- 4 At the end of the meeting, say goodbye and say you will be in touch.

MODULE 7.3

Dealing with a complaint

- 1 You work for Electromart Wholesale. Student B is a customer. Deal with his / her complaint, and correct the information in the order form below. Use your own name. Start like this:

A *Good afternoon, Electromart Wholesale. ... speaking. How may I help you?*

ELECTROMART WHOLESALE

Customer	Order number	Date	Quantity	Item	Model number
City Stores	RF5254C	May 19	150	dishwasher	DC7309Z
			200	electronic organizer	BF6022

- 2 Change roles. Now you are a customer. Call Electromart and make a complaint. Use your own name and the information below.

You are calling from Allied Stores. You placed an order on May 16. The order number is RF5137A. You ordered 80 hairdryers, model number KM3269, but you only received 60. You also ordered 50 desk lamps, model number 843CX, but you received model number 843CW.

- 3 When you have finished, compare your answers.

MODULE 1.3

Developing a conversation

Answer Student A's questions. After each answer, say *How about you?*

When you have finished, ask Student A about the following topics:

- plans
- opinions about places
- languages

Answer any questions that Student A asks you.

MODULE 2.5

Taking a message

Call 1

- You call ABC foods.
- You want to speak to Mr. Eng.
- You ask when he will be back.
- Leave a message to say you're coming over from Hong Kong next week and you would like to meet for lunch. You want Mr. Eng to call you back.

When you finish, compare Student A's message with your information.

Call 2

- You work at ABC foods.
- The caller wants to speak to Miss Lee.
- Miss Lee is out of the office – she will be back at 2:30.
- Write down the caller's message.

When you finish, compare your message with Student A's information on page 85.

MODULE 3.2

Days, dates, and times

Calendar	Diary				March		
<p>← March →</p> <p>M T W T F S S</p> <p>1 2 3 4 5 6</p> <p>7 8 9 10 11 12 13</p> <p>14 15 16 17 18 19 20</p> <p>21 22 23 24 25 26 27</p> <p>28 29 30 31</p> <p>← April →</p> <p>M T W T F S S</p> <p>1 2 3</p> <p>4 5 6 7 8 9 10</p> <p>11 12 13 14 15 16 17</p> <p>18 19 20 21 22 23 24</p> <p>25 26 27 28 29 30</p>	Monday	TODAY 15:30 Attend a sales meeting	7	14	21		
	Tuesday		8	8:25 Fly to Boston	15	22	
	Wednesday		9		16	23	
	Thursday		10		17	Attend a meeting on computer networking	24
	Friday	14:30 Attend a planning meeting	11	10:30 Present the Boston report to the board	18		25
	Saturday		12		19	Fly home	26
	Sunday		13	Play tennis	20		27

MODULE 3.6

Finding a free day

Lee's appointments

- | |
|--|
| Have check-up, next Friday |
| Go to baseball game, one week after computer training |
| Visit friends, this Sunday |
| Take first Spanish lesson, two days before baseball game |
| Visit TDK, two days before presentation |
| Visit Chicago office, week from today |
| Go to dentist, week from next Monday |
| Attend a sales conference four days after his check-up |

MODULE 4.2

Describing graphs

Student B

Look at the graphs below. Listen to your partner and complete graph 1. Then describe graph 2 to your partner. When you have finished, compare your graphs carefully. Start like this:

In November sales fell slightly. To be exact ...



MODULE 4.3

Numbers

The answers to your questions are:

1 C 2 C 3 B 4 C 5 A

- 1 What was Microsoft's approximate share of the browser market in 2008?
A $\frac{1}{4}$ B $\frac{1}{3}$ C $\frac{3}{4}$
- 2 How high did UK interest rates reach in 2007?
A 5.25% B 5.5% C 5.75%
- 3 Approximately how many kilometers are there in a mile?
A 1.1 B 1.6 C 5.2
- 4 Around how many people did Hyundai Motor employ in 2008?
A 3,700 B 37,000 C 137,000
- 5 What is the land area of Thailand in square kilometers?
A 513,115 B 793,477 C 808,524

MODULE 5.2

Asking about products

Read the advertisement about the Krups coffee maker and answer Student A's questions.

Krups KP6490

\$175

The great new machine from Krups is for coffee lovers everywhere, and it makes fantastic cappuccinos and espressos in the comfort of your own home. It is 33 cms high and weighs only 3.2 kg, so it will fit into any small space and is very simple to use.




Now ask Student A questions about his / her product to complete the advertisement below.

BENQ _____	\$ _____
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The latest model from BENQ is for _____ everywhere. Turn it on and this projector _____ in high definition. With its stylish looks, the Benq is also very easy to use.

Resolution:	1080p (1920x1080)
Colour:	Silver
Lamp life:	3,000 hours
Brightness:	1200 ANSI lumens
Size:	42 x 18 x 49 cms.



MODULE 5.3

Talking about company activities

Company 3

Credit Suisse

- » We are one of the largest financial services companies in Europe.
- » We have more than 48,500 employees.
- » Our headquarters are in Zurich, Switzerland.
- » We have an international network of banks.

Company 4

Cosco

- » We are one of the biggest shipping companies in the world.
- » We have 85,000 employees.
- » We are based in Beijing.
- » We have 600 ships and transport goods, oil, and gas.

MODULE 5.5

Visiting a client

You live and work in the USA. You are the manager of a department. Your company is going to open an office abroad next year (in Japan, Korea, Thailand, Malaysia – you decide). Five of your employees are going to work in this new country, but they do not speak the language. You want to find out about language courses for them. You invited Student A, a representative of a language teaching company, to come and talk to you.

Follow these stages for your conversation:

- 1 Introduce yourself to the visitor. Find out if the visitor wants anything.
Useful questions:
Can I get you something?
Would you like a coffee or a tea?
Would you like milk and sugar?
- 2 Start the discussion and answer any questions the visitor asks.
- 3 Find out more about the courses. Useful questions:
Where will the lessons be?
How many hours a week will they need?
How many weeks or months will they need?
How much will it cost?
- 4 At the end of the meeting, say goodbye and say you will be in touch.

MODULE 9.6

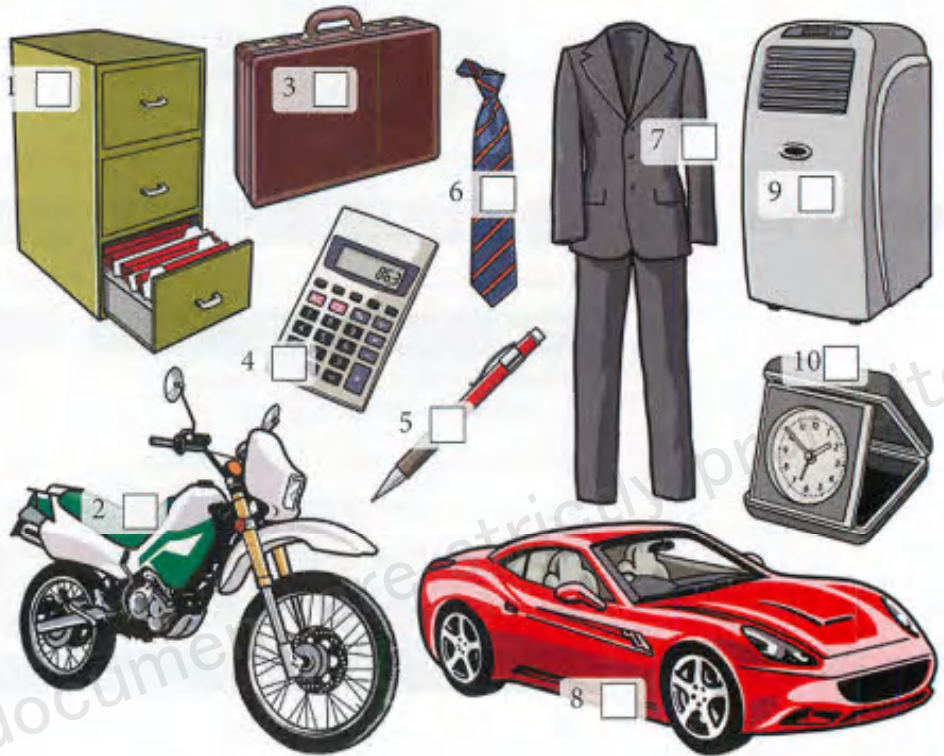
Wall Street

One year later, the share prices are:

Hi Stores	\$20	JMM Travel	\$22
Dolman Can	\$18	Cityscape	\$35
Evans	\$13		

MODULE 5.6

Password



MODULE 7.3

Dealing with a complaint

- a Student A deals with customer complaints at Electromart Wholesale. You are a customer. Call Student A and make a complaint. Use your own name and the information below.

You are calling from City Stores. You placed an order on May 19. Your order number is RF5254C. You ordered 150 dishwashers, model number DC7305Z, but you received model number DC7309Z. You also ordered 250 electronic organizers, model number BF6022, but you received 200.

- b Change roles. Now you work for Electromart Wholesale. Student A is a customer. Deal with his / her complaint and correct the information in the order form below. Use your own name. Start like this:
- B** *Good afternoon, Electromart Wholesale. ... speaking. How may I help you?*

ELECTROMART WHOLESALE

Customer	Order number	Date	Quantity	Item	Model number
Allied Stores	RF5137A	May 16	60	hairdryer	KM326A
			50	desk lamp	843CW

MODULE 8.3

Giving an update

- a Student A is your boss. He / she has asked you to prepare for his / her presentation next week. Answer Student A's questions using the information below.

Things to do	Status	Extra information
reserve a meeting room	<input checked="" type="checkbox"/>	room 302
send out an announcement	<input checked="" type="checkbox"/>	I'm going to send an e-mail
make copies of the handouts	<input type="checkbox"/>	copying at moment
confirm the time of the presentation	<input checked="" type="checkbox"/>	10:00 - 11:00 a.m.
order tea and coffee	<input checked="" type="checkbox"/>	I'm going to do it later

- b Now change roles. Yesterday you asked your assistant, Student A, to prepare for your presentation next week. Find out if he / she has done the things on the list by asking *Have you ...?* questions, e.g.

A *Have you confirmed Mr. Oda's time of arrival?*

B *Yes, 7:30p.m.*

A *Have you prepared the information pack?*

B *I'm doing that right now.*

Check (✓) the things he / she has done and put a cross (X) next to the things he / she has not done and a (#) next to the things he / she is doing now. Then write down any extra information.

Things to do	Status	Extra information
confirm Mr. Oda's time of arrival	<input type="checkbox"/>	_____
prepare Mr. Oda's information pack	<input type="checkbox"/>	_____
arrange lunch in executive dining room	<input type="checkbox"/>	_____
order the new furniture for the lobby	<input type="checkbox"/>	_____
book a table for dinner	<input type="checkbox"/>	_____

- c When you have finished, compare your answers.

MODULE 8.5

Updates and future plans

Project 1 You are a journalist. You are interviewing Student A about a new company he / she has set up to make gourmet chocolates.

Ask Student A the following questions and make notes:

Are you going use local suppliers?

When did you sign them?

What are you going to do about the equipment you'll need?

Are you planning to advertise at all?

Project 2 You are in charge of producing your company's monthly newsletter. Your boss, Student A, is checking on the progress you have made. Look at your project schedule and answer Student A's questions. Today is Wednesday.

Project 2 schedule

	Tues	Weds (now)	Thurs
choose the pictures	✓		
organize the layout		✓	
prepare the e-mail version			✓

MODULE 9.6

Wall Street

You are a financial advisor. A client wants to invest \$10,000 in two or more companies in the USA. Give him / her advice on the companies based on your notes. Write the number of shares your client decides to buy on the right. See the example:

A *Do you think I should invest in Hi Stores?*

B *Yes, I do. It's a growing sector of the economy and I'm certain that people will spend more and more on their homes after the recession. Home improvements will definitely become more popular.*

A *OK, I'll buy 500 shares.*

Company	Details	Share price	Number of shares
Hi Stores	<ul style="list-style-type: none"> » chain of home improvement stores » growing sector of the economy » home improvement will definitely become more popular 	\$10	
JMM Travel	<ul style="list-style-type: none"> » chain of travel agents » recession coming to an end and people may have more money to spend on travel » lot of competition between airlines 	\$20	
Dolman Can	<ul style="list-style-type: none"> » canned food factory » canned goods currently popular and cheap » cost of metals definitely rising 	\$25	
Cityscape	<ul style="list-style-type: none"> » construction company » building sector is growing fast » some big contracts are possible in the near future 	\$30	
Evans	<ul style="list-style-type: none"> » sportswear manufacturer » lots of competition from China » labor problems with unions 	\$15	