

8



Checking progress

8.1 Travel arrangements

Have you ... yet?
No, I haven't ... yet.

8.2 Getting an update

How's the work going?
How are ... doing?
Have you finished ...?

8.3 Giving an update

Speaking practice

8.4 A new business

Speaking practice
Listening practice

8.5 Updates and future plans

What are you doing about ...?
When did you start ...?
We started ...
We are decorating ... now.
We are going to ...

8.6 A business trip

I went there yesterday.
I'm staying in ... at the moment.
I'm going there tomorrow.

8.7 Culture file

Hiring procedures

VOCABULARY

ago
already
arrange a meeting
confirm
handout
make a reservation
organize
real estate
rent a car
reserve
ticket
yet

MODULE 8.1

SPEAKING

LISTENING

Travel arrangements

Look at the photo. Describe the situation.

Cindy Bennett is the General Manager of a leading travel agency. Last week she asked her assistant, Dan Rubin, to make the arrangements for her trip to Brazil. Cindy calls Dan to find out how much he has done.

- 1 29 Listen to the conversation. Check (✓) the things he has done. Place a cross (✗) next to the things he has not done.

Dan has ...

- a reserved the flights
- b made the hotel reservations
- c rented a car
- d arranged a meeting with Mr. Viana.

- 2 29 Listen again and fill in the blanks.

What does Dan say about the four different arrangements?

- 1 I _____ your flights.
- 2 I _____ reservations.
- 3 I _____ anything yet.
- 4 I _____ an appointment yet.
- 5 What reasons does Dan give for what he hasn't done? _____

MODULE 8.2

Getting an update

LISTENING

- 1 **30** Look at the new hotel. Listen to a conversation between a Project Engineer and the foreman at the construction site. Fill in the blanks with what the Project Engineer says.



- a _____ you _____ the main building?
- b _____ you _____ the bungalows yet?
- c _____ you _____ the pool?
- d _____ you _____ the golf course yet?

- 2 **30** Listen again. Check (✓) the things that have been done. Put a cross (✗) next to the things that have not been done.

- 1 Ask and answer questions about the project in pairs, e.g.

A *Have they finished the main building yet?*
B *Yes, they have.*

- 2 Now look at some of the jobs the other workers at the site have to do. Ask and say what they have done, e.g.

A *How are the electricians doing?*
B *They have installed the fire alarms and they have finished the lights, but they haven't tested the system yet.*

Electricians	Plumbers	Decorators
install fire alarms ✓	install showers ✓	paint the bedrooms ✓
finish the lights ✓	put in heaters ✓	hang the curtains ✓
test the system ✗	start work in the bungalows ✗	finish the reception area ✗

SPEAKING

Student A Look at the information below.

Student B Turn to page 93.

Student A

a Yesterday you asked your assistant, Student B, 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 reserved a meeting room?*

B *Yes, I have, Room 302.*

A *Have you sent out an announcement?*

B *No, I haven't. I'm going to do it later.*

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

Things to do	Status	Extra information
reserve a meeting room	<input type="checkbox"/>	_____
send out an announcement	<input type="checkbox"/>	_____
make copies of the handouts	<input type="checkbox"/>	_____
confirm the time of the presentation	<input type="checkbox"/>	_____
order tea and coffee	<input type="checkbox"/>	_____

b Now change roles. Student B is your boss. He / she has asked you to prepare for an important client's visit to your factory next month. Answer B's questions using the information below.

Things to do	Status	Extra information
confirm Mr Oda's time of arrival	<input checked="" type="checkbox"/>	7:30p.m. on Monday 18th
prepare Mr Oda's information pack	#	information about the company - also tourist guides and maps
arrange lunch in executive dining room	<input checked="" type="checkbox"/>	restaurant manager was busy - he's going to call back later
order the new furniture for the lobby	<input checked="" type="checkbox"/>	new catalogue hasn't arrived yet
reserve a table for dinner	<input checked="" type="checkbox"/>	reservation for 7:30 at the Napoli

c When you have finished, compare your answers.

MODULE 8.4

A new business

SPEAKING

Discuss the questions with a partner.



- What kind of places do you like to stay at on vacation?
- Look at the pictures. Which place would you like to stay at most / least?
- What are the advantages and disadvantages of staying at these places?
- What are the advantages and disadvantages of owning a home abroad for vacations?

LISTENING

- 1 **031** Listen to an interview with the director of a new private company, Rocksure. Are these statements true (T) or false (F)? Check (✓) the correct answers.



- | | T | F |
|--|--------------------------|--------------------------|
| a Rocksure has been in business for six years. | <input type="checkbox"/> | <input type="checkbox"/> |
| b Rocksure investors pay to stay in the houses. | <input type="checkbox"/> | <input type="checkbox"/> |
| c Guests look after the garden. | <input type="checkbox"/> | <input type="checkbox"/> |
| d The house in the US is good for skiing. | <input type="checkbox"/> | <input type="checkbox"/> |
| e The house in Thailand has been finished. | <input type="checkbox"/> | <input type="checkbox"/> |
| f Rocksure is going to buy places in New York and Paris. | <input type="checkbox"/> | <input type="checkbox"/> |

- 2 **031** Listen again and answer these questions.
- When did they start the company?
 - What are they going to do with the houses in seven years?
 - How much money have they raised so far?
 - When did they buy the house in Thailand?
 - Where are they going to look for houses to purchase?

LISTENING

- 1 Read the project schedule for a new hotel and complete the conversation with the time expressions.

now next month last month

Project schedule

	March	April (now)	May
start advertising	✓		
decorate the rooms		✓	
open hotel			✓

A What are you doing about publicity?

B We've already started advertising.

A When did you start?


B We started _____¹.

A What are you doing about decorating the rooms?

B We are decorating the rooms _____².

A What about the opening date?

B We're going to open _____³.

- 2  32 Now listen to check your answers.

Student A Look at the information below.

Student B Turn to page 94.

Student A

Project 1

You are setting up a company to make gourmet chocolates. Student B is a journalist who wants to know more about your company and your plans. Look at the project schedule below and answer his / her questions.



Project 1 schedule

	May	June (now)	July
sign contracts with suppliers	✓		
install equipment		✓	
organize advertising and publicity			✓

Project 2

You are Student B's boss. Student B is in charge of the company's monthly newsletter. Check on Student B's progress by asking these questions:

Do you need any photos or pictures?

When did you choose them?

What are you doing about the layout?

Is the e-mail version ready yet?

SPEAKING

MODULE 8.6

A business trip

SPEAKING

Play this game with a partner. You and your partner are on five-day business trips to the USA. Student A is traveling in the western part of the USA and Student B is traveling in the eastern part. You visit a different city each day. The first player to find out his / her partner's itinerary wins the game.

- a Look at the map below and choose five cities to visit on your trip. Number the cities 1–5 in the order you visit them and connect them with a line. Circle the city you are in now. Don't let your partner see your map!



- b Take turns asking and answering questions about your itineraries. Ask *Have you been to ...?* questions only, and offer extra information when you answer, e.g.
- A** *Have you been to Boston yet?*
B *Yes, I have. I went there yesterday / the day before yesterday / three days ago.*
- A** *Have you been to Denver yet?*
B *Yes, I have. I'm staying in Denver at the moment.
No, I haven't. I'm not going there.*
- A** *Have you been to Portland yet?*
B *No, I haven't. I'm going to go there tomorrow / the day after tomorrow / in three days.*
- c Draw your partner's itinerary on the map above. When you think you know your partner's itinerary, stop the game and check with your partner, e.g.
- You've already been to Chicago and St Louis. You're in Washington now. You haven't been to Atlanta or New Orleans yet. Is that correct?*

MODULE 8.7

Culture file – Hiring procedures

READING

Read the information about hiring procedures in different companies.



1 We're one of the largest construction companies in Japan. We usually hire our junior staff straight from college. During their final year at college, we interview a number of candidates, and later they take a written examination. We sometimes hire from outside the company for senior positions or specialist skills.



2 I'm the President of a small plastics factory in Sydney, Australia. If I need people, I get my employees to ask around, and I advertise locally at the employment office, in the local newspaper, and outside the factory. I don't care too much about a person's previous training or experience. I prefer to give someone the job first and see how they do.



3 I work for an advertising agency in London. Like many ad agencies, we're always looking for new people, and we do a lot of head-hunting. If we hear about someone who has talent and ambition, we contact them and arrange an informal meeting. If both sides are interested, we work out a deal.



4 We are a large French IT company, and we use a number of tests, including an IQ test and a multiple-choice personality test to help us select employees. We have done some research into handwriting analysis – we don't use it at present but we're considering it. We like to find out as much as possible about people before we hire them.

SPEAKING

- 1 Work in groups. Think of one advantage or disadvantage of each type of hiring procedure. When you are ready, tell the rest of the class your ideas.
- 2 Work in groups and discuss these questions:
 - a What other hiring procedures and interview techniques do you know?
 - b Which are the most common hiring procedures in your country?
 - c What are your own experiences of being hired?

Review Units 5 – 8

PART 1

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

- 1 A Would you like to try this one?
B Yes, but how much _____
a is the cost? b costs it? c does it cost?
- 2 A Where are your main offices?
B We _____ in Switzerland.
a are based b is found c have HQ
- 3 A What is it made _____?
B Carbon fiber and aluminum, mainly.
a on b in c of
- 4 A What can we do to increase sales?
B How _____ offering bigger discounts?
a of b for c about
- 5 A Shall we set up a pizza franchise?
B No, I'm not _____ in restaurants.
a interest b interested c interesting
- 6 A Why did sales fall so badly last year?
B They dropped _____ we had problems with quality control.
a so b and c because
- 7 A Why didn't the order arrive?
B They sent it to the _____ address.
a past b wrong c bad
- 8 A How can I help you?
B I'm afraid we've got a problem _____ our last order.
a from b by c with
- 9 A I have a serious complaint.
B I'm sorry to hear that. What _____ to be the problem?
a looks b seems c feels
- 10 A I mustn't forget to reserve a room for tomorrow's meeting.
B Oh! Haven't you done it _____?
a still b already c yet
- 11 A Do you know if John's finished the report yet?
B No, he _____.
a hasn't b didn't c isn't

12 A Olympic Hotel, good evening.

B Hi, I'd like to _____ a room for the 19th.
a make b reserve c hold

PART 2

Complete the sentences with the words below. There is one extra word you do not need.

abroad brand complaint features
flight line problem travel

- 1 What _____ of business are you in?
- 2 The latest cell phones have lots of new _____.
- 3 Would you like to work _____?
- 4 We need to improve _____ recognition.
- 5 I have a _____ about the last order.
- 6 I'm sorry you're not happy with the product. What seems to be the _____?
- 7 You don't need a travel agent - you can book a _____ online.

PART 3

Replace the words in *italics>* with the words below. See the example. There is one extra word you do not need.

decide look into protect reserve
use work open

- 1 My laptop doesn't *consume* very much electricity. _____
- 2 We believe that hydrogen-powered cars will *save* the environment. _____
- 3 If you *make up your mind* to move production to Asia, your productivity will rise. _____
- 4 I'll *investigate* the problem. _____
- 5 The air conditioners are all old and none of them *function* properly. _____
- 6 I'll ask them to *keep* a table for us. _____