Contents

1	First meetings	4	1.1 Meeting a client – introductions	1.2 Talking about yourself
			Excuse me, are you Brian Stevens? Yes, I am.	l'm a marketing manager. l'm with Hyundai.
2	You and your company	10	2.1 Introducing your company	2.2 Company activities
	, ,		What company does she work for? She works for IBM.	Where is the head office? It's in Seoul.
3	Visiting a client	16	3.1 Arriving for an appointment	3.2 At reception
			I have an appointment at 9:30. Please come this way.	I'm here for the trade conference. I think Mr. Yasuda is expecting me.
4	Business activities	22	4.1 Describing routines	4.2 How often?
			first, then, next, after that, finally First, I check the sales figures.	always, sometimes, never I always carry a cell phone with me.
	Review	28		
5	Fixing an appointment	29	5.1 Arranging to meet	5.2 Speaking to reception
			on Friday, at 9:30. this week, next week.	Could I speak to someone in sales? I'd like to speak to
6	Requests and offers	35	6.1 Placing an order	6.2 Requests and offers
			Could you deliver them by the 25th? Would you like me to?	Could you send me a catalogue? I'm sorry, that's a little difficult.
7	Company and personal history	41	7.1 Company history 1 What happened? Canon started up.	7.2 Company history 2 What happened in 1982? When did they go bankrupt?
8	Making plans	47	8.1 Announcing company plans	8.2 Talking about company objectives
			I'm pleased to announce Our objective is to	What objectives do you have? We want to expand the chain.
	Review	53		
9	Opinions and preferences	54	9.1 Choosing the best candidate	9.2 Making comparisons
			Personally, I like He's younger than Ming.	Which one do you prefer? This one. It's lighter than the Toshiba.
10	Directions and invitations	60	10.1 Finding your way	10.2 Asking for and giving directions
			Take the west exit out of the station. Go past the coffee shop on the left.	Can you tell me how to get to? Make a left onto Hibiya Street.
11	Entertaining	66	11.1 Offering food and drink	11.2 At a barbecue
•	Litter tall lills		Can I get you something to eat? Would you like something to drink?	What would you like to eat? I'd like some salad, please.
12	Saying goodbye	72	12.1 Saying goodbye	12.2 Keeping in touch
	, 00 ,		It was a pleasure to meet you. Thanks for all your help.	You have my number, right? I'll e-mail you when
	Review	78		

.3 Numbers 1-10; elephone numbers	1.4 Who are you?	1.5 Interviews	1.6 Culture file
Could you repeat that, please? 'm sorry. I didn't catch that.	Speaking practice	Listening practice Speaking practice	Greetings
2.3 Departments and daily activities	2.4 Numbers 11–100	2.5 Starting a conversation	2.6 Culture file
What do you do? I manage the website.	Listening practice Speaking practice	Listening practice Speaking practice	Socializing
3.3 Meeting people	3.4 Finding the right room	3.5 Numbers 100-10,000; addresses	3.6 Culture file
Formal and informal language How's it going? Pretty good, thanks.	next to, across from, between on the left / on the right	Speaking practice Listening practice	What's your office like?
4.3 Talking about company activities	4.4 Numbers and times	4.5 What's your job like?	4.6 Culture file
How do you market Gatorade?	Listening practice	Speaking practice	Office life
First, we do market research.	Flight numbers, departure times	Do you?	
	5.4 Numbers - ordinal numbers;		5.6 Culture file
5.3 Fixing an appointment Could we meet next week?		Do you?	5.6 Culture file The right time
5.3 Fixing an appointment Could we meet next week? How about Tuesday afternoon?	5.4 Numbers - ordinal numbers; dates 1st, 2nd, 3rd	5.5 Telephoning Speaking practice	
5.3 Fixing an appointment Could we meet next week? How about Tuesday afternoon? 5.3 Decimals, exchange rates	5.4 Numbers - ordinal numbers; dates 1st, 2nd, 3rd Dates, months, years 6.4 Checking information -	5.5 Telephoning Speaking practice Where should we start?	The right time
5.3 Fixing an appointment Could we meet next week? How about Tuesday afternoon? 6.3 Decimals, exchange rates What's today's exchange rate?	5.4 Numbers - ordinal numbers; dates 1st, 2nd, 3rd Dates, months, years 6.4 Checking information - email and website addresses Could you repeat that, please?	5.5 Telephoning Speaking practice Where should we start? 6.5 Ordering by phone Listening practice	The right time 6.6 Culture file E-commerce
5.3 Fixing an appointment Could we meet next week? How about Tuesday afternoon? 6.3 Decimals, exchange rates What's today's exchange rate?	5.4 Numbers - ordinal numbers; dates 1st, 2nd, 3rd Dates, months, years 6.4 Checking information - email and website addresses Could you repeat that, please? What was the first word, please?	5.5 Telephoning Speaking practice Where should we start? 6.5 Ordering by phone Listening practice Speaking practice	The right time 6.6 Culture file
5.3 Fixing an appointment Could we meet next week? How about Tuesday afternoon? 5.3 Decimals, exchange rates What's today's exchange rate?	5.4 Numbers - ordinal numbers; dates 1st, 2nd, 3rd Dates, months, years 6.4 Checking information - email and website addresses Could you repeat that, please? What was the first word, please? 7.4 Numbers 10,000-1 billion Large numbers	5.5 Telephoning Speaking practice Where should we start? 6.5 Ordering by phone Listening practice Speaking practice 7.5 A family business Was he born in 1901?	The right time 6.6 Culture file E-commerce 7.6 Culture file

9.3 Agreeing and disagreeing	9.4 Numbers - dimensions and weight	9.5 New offices	9.6 Culture file
I agree with you. I'm afraid I don't agree.	How wide is it? How high is it?	Speaking practice	Interrupting
10.3 Apologies and invitations	10.4 Numbers - travel times	10.5 How do I get there?	10.6 Culture file
I'm really sorry I'm late. I'm afraid I couldn't find a parking space.	How long does it take to get there by bus? It takes twenty minutes.	Speaking practice	Airport transfer
11.3 At a restaurant	11.4 Numbers - prices	11.5 Ordering food and drink	11.6 Culture file
Are you ready to order? What's today's soup?	Two ninety-nine. Two dollars and ninety-nine cents.	Speaking practice	Entertaining clients
12.3 Talking about the future	12.4 Numbers – 24-hour clock	12.5 Itineraries	12.6 Culture file
By the the way, this is for you. Thanks again. Don't mention it.	1910 hours ten past seven	Speaking practice Reading practice	Gifts