

- the bottom of what went wrong here?
- 3 I'm terribly sorry for the problem that you experienced./I do apologize for our part in this./ We are really very sorry for these difficulties.
 - 4 I propose that we offer you some sort of compensation./We would like to offer you as compensation for Is that acceptable to you, Mr/Ms ...[last name]...?

2

(Answers will vary. Suggested answers only.)

- 1 Oh dear, I'm sorry to hear that. Could you tell me exactly what happened?
- 2 That must have been dreadful!

- 3 So let me just recap. The food was delivered late, the waiting staff were not very professional and the food itself was not up to our usual standards?
- 4 I'm terribly sorry for the problems that you've had. I'll ensure that all the issues you've raised are addressed.
- 5 I propose that we offer you a 5 per cent discount on your next order as compensation. Is that acceptable to you, Mr Grant?
- 6 OK, shall we say a 10 per cent discount? How does that sound?
- 7 I won't let it happen again. Thank you for your call. Goodbye.

3

Answers will vary. Dialogue is model answer.

Unit 9

Understanding

- So, let's get started. [ensure good timekeeping]
- Fabian, would you like to start? [control the discussion]
- So, to sum up point number one, [summarize key decisions]
- Let's move onto the next point: budget. [ensure good timekeeping]
- Tony, that's your field. [control the discussion]
- Can I stop you there. Fabian? Let's not get sidetracked.
- Let Tony tell us what exactly is planned and then we can... [control the discussion]
- We all have our action points to deal with and we know the next steps. [summarize key decisions]
- How does everybody feel about that? [control the discussion]
- So, that wraps up everything for today. [ensure good timekeeping]

The one tip that Janette does not follow: she does not go through the agenda at the start of the meeting.

Saying it accurately

1

- | | |
|--------------------|----------------|
| 1 coming, down | 10 sidetracked |
| 2 make, start | 11 sight |
| 3 welcome, started | 12 on |
| 4 aim, fix | 13 thoughts |
| 5 agenda, points | 14 agree |
| 6 see | 15 think |
| 7 look, point | 16 up |
| 8 begin/start | 17 agreed |
| 9 kick/start | 18 sum |

Get speaking

1

- 1 I'm glad you could both make it. Perhaps we could make a start.
- 2 The aim of this meeting is to discuss plans for the upcoming company conference. On the agenda today are the following points for discussion: one, the program for the day and two, possible locations.
- 3 So, let's look at point number one on the agenda, the program for the day. Rita, would you like to start?
- 4 I like that idea, Rita. What do you think, Paolo?
- 5 Yes, that's great. Would you be willing to come up with some detailed suggestions for the type of sessions that we could offer?
- 6 Shall we move onto the next point: possible locations for the conference? Any thoughts on this, Rita?
- 7 Can I stop you there, Paolo? Let's not get sidetracked. So, tell us more about the conference facilities at the racetrack, Rita.
- 8 Sounds promising, Rita. Could you get some prices for us?
- 9 Shall I go over the main points that we've agreed? With regard to the program for the day, we think it would be good for middle managers to give the presentations this year and Paolo is going to come up with some ideas for some interactive sessions for the rest of the employees. And with regard to location, Rita is going to get some prices on the conference venue at the racetrack. Is everyone happy with that?
- 10 Would anyone like to add anything?
- 11 OK, that wraps up everything for today.

Unit 10

Understanding

Stage	Sentences from the conversation
1 Proposal	We suggest that we pay you €700 per head per day.
2 Clarification of proposal	We need to talk about fees.
3 Counter-proposal	Well, that's an interesting proposal, but €700 per day is far too low. €950 is nearer the mark.
4 Discussion	Let's think about how we can make this work.
5 Suggestions of alternatives	Another possibility might be to have two rates: €650 for the programmers and €950 for the others. But have you considered the advantages of just one single flat rate?
6 New proposal	If we agree on a daily rate of €750 per head per day over six months, your company will receive €772,000.
7 Agreement	I take your point. We can live with that.

Saying it accurately

1

- | | |
|-----|-----|
| 1 E | 4 F |
| 2 C | 5 A |
| 3 B | 6 D |

2

(Suggested answers.)

- we need to talk about
- We propose/suggest that
- that's not going to work for us
- another possibility might be to
- We suggest/propose that
- I don't think we could go along with that/That's not going to work for us
- we can live with that

Get speaking

1

(Suggested answers.)

- We need to talk about what exactly that price would include.
- I don't think we could go along with that. We propose that we pay you \$150,000 inclusive of materials.
- That's an interesting proposal, but I don't think that's going to work for us. We suggest that we pay you \$160,000 including materials. Have you considered the advantages of working with us. We're planning to renovate our offices all over the country next year, so this could lead to a great deal more work in the future.

Unit 11

Understanding

Employee	Task(s) allocated	Finish date/ time
Tony	<ul style="list-style-type: none"> Taking care of Dimitri Mischkovic during his stay Writing report on business activities for last twelve months. 	This weekend By Friday midday
Lucy	<ul style="list-style-type: none"> Running SAP training programme for system users 	By end September
Fabian	<ul style="list-style-type: none"> Organizing project kick-off meeting 	Invitations out by this evening

Saying it accurately

1

Asking for volunteers to complete a task: 1, 6, 7, 9, 15
Allocating a task to a particular person: 2, 4, 8, 12, 14
Determining a completion time for the task: 3, 5, 10, 11, 13

2

- | | |
|-------|---------|
| 1 of | 4 about |
| 2 in | 5 by |
| 3 for | 6 with |

3

- Is anyone interested in doing this? / Who would like to take responsibility for this?
- ...can you take care of that? / ...will you deal with that for me?
- When do you think the statements will be ready by?

Saying it appropriately

1

- | | | | |
|---|------------|---|------------|
| 1 | impolitely | 4 | impolitely |
| 2 | politely | 5 | impolitely |
| 3 | politely | 6 | politely |

Get speaking

1

(Suggested answers only.)

- Is anyone interested in writing the pitch for the new project? Could you handle that, Jessica? Will you be able to get it done by Friday?
- I need somebody to source samples for the new

company logo. Would anyone like to put themselves forward for this? Chris, could you take care of that? Is the end of the month realistic as a deadline?

- I'm looking for somebody to prepare a quotation for a new client, Millwood and Co. Can I leave that with you, Ayisha? Can you send that out by next Thursday?
- Are there any volunteers to write an advertisement to go in the paper for a new office manager? Would you take responsibility for that, Dan? Will you be able to get it done by the end of the day?
- We need to decide who is going to organize the purchase and delivery of the new IT hardware. Who would like to take responsibility for this? Could you deal with that, Sophie? Is November realistic as a deadline?

Unit 12

Understanding

At the start, Janette laid out ground rules. She asked speakers to:

- give their name first so they knew who was speaking
- not interrupt other speakers
- speak clearly
- let her know if anything was unclear.

Carlo interrupted Petra when she was talking about software testing.

Lee Ming asked Sanjav to clarify what he meant by working 'closely' together.

Everyone agreed on an action point to start discussions with key suppliers in Mumbai.

Another teleconference is booked.

Saying it accurately

1

- So, it's Karen here.
- Thank you all for participating today.
- Before we start, let's just lay out some ground rules for telephone conferences.
- Firstly, please always give your name first.
- Secondly, don't interrupt other speakers, please.
- Thirdly, Please could you make sure that you speak clearly.
- Finally, just let me know if anything is unclear.
- Right, let's run through the agenda.

2

- | | | | |
|---|-----------|---|----------|
| 1 | interrupt | 5 | come |
| 2 | finish | 6 | there |
| 3 | sorry | 7 | finished |
| 4 | speaker | 8 | let |

3

- | | | | |
|---|---|---|---|
| 1 | B | 3 | A |
| 2 | D | 4 | C |

Saying it appropriately

1

- | | | | |
|---|----------|---|----------|
| 1 | impolite | 3 | polite |
| 2 | polite | 4 | impolite |

Get speaking

1

(Answers will vary. Suggested answer only.)

So, it's ... [first name][last name]... here. Thank you all for participating today. Before we start, let's just lay out some ground rules for telephone conferences. Please always give your name first, so that we all know who's speaking. Also, don't interrupt other speakers, please. I'll make sure that we keep the conversation on track and don't lose any time. Finally, please could you make sure that you speak clearly and let me know if anything is unclear. OK?

2

- Excuse me Emin, but I don't think Pierre has finished yet.
- Sorry Jake, could you repeat that using clearer terms, please?
- Excuse me, Pierre, but I'm afraid I missed that. Could you say it again, please?
- Excuse me, is that acceptable to you, Emin?
- Sorry, can I just come in here? One speaker at a time, please.

3

Answers will vary. Model answer in dialogue and *Get speaking 1*.

Unit 13

Understanding

- 1 B
- 2 A
- 3 C

Saying it accurately

1

3, 2, 1

2

- | | |
|-----|-----|
| 1 C | 5 E |
| 2 A | 6 D |
| 3 B | 7 F |
| 4 G | |

3

My talk today is about/I want to tell you today about Telesmart, a new communications package that we're offering to our loyal customers. First of all./Firstly, I'll demonstrate how it works. Next./Then I'll outline the advantages compared to other packages available and, finally./lastly, I'll show you how it can benefit your business...

...which means that you can combine all your business communications in one single package. Why is this important? Because it is much more straightforward than having a number of different providers for each service. Let's look now at/Moving onto my next point, how much money this can save you every year...
...and so, to sum up./in conclusion, Telesmart is a convenient way of saving you money. Thank you for your time. Now over to you, please feel free to ask questions./if anybody has any questions, I'd be happy to answer them.

Saying it appropriately

1

Sentences 1, 4, and 6 are true. The rest are false.

Get speaking

1

Answers will vary. Model answers in dialogue and *Saying it accurately* 1.

2

Answers will vary.

Unit 14

Understanding

Colin

Field of business: Specialist stamp collecting book publisher.

Customers: Children, teenagers, adults, people who have retired, mostly male.

Customers looking for: information and books about stamps.

Challenges: Reaching customers all over the world.

Add to mailing list? Yes

To do: send copy of demo software

Saying it accurately

1

(Answers will vary. Suggested answers only.)

- 1 What line of work are you in?
- 2 What does that involve exactly?
- 3 What sort of customers do you have?
- 4 What do your customers want?
- 5 What would help you to help your customers?
- 6 What issues do you face in your line of work?

2

- | | |
|-----|-----|
| 1 B | 4 E |
| 2 F | 5 C |
| 3 D | 6 A |

3

(Order of questions/answers may vary, but answers must follow correct questions.)

- [12] **Kay:** Well, would you be interested in hearing more about our website design service? It would be a great way to publicize your services.
- [2] **Kay:** Hello Jon, nice to meet you. First of all, what line of work are you in?
- [4] **Kay:** And what does that involve exactly?
- [3] **Jon:** I'm a surveyor.
- [6] **Kay:** What sort of customers do you have?
- [13] **Jon:** Yes, I would.
- [14] **Kay:** Here's some more information on that then. And can I add you to our mailing list?
- [5] **Jon:** Well, I carry out valuations and building surveys on properties for clients.
- [15] **Jon:** That sounds like a good idea. I think it would be useful to keep up-to-date with any new PR ideas.

- [10] **Kay:** What challenges do you face in your line of work?
 [8] **Kay:** And what do your customers want from you?
 [1] **Jon:** Hello Kay, I'm Jon.
 [11] **Jon:** We find it hard to get our message out to new clients without spending lots of money on advertising.
 [7] **Jon:** Mainly small businesses or private purchasers.
 [9] **Jon:** They are looking for a professional service, which is delivered promptly and is good value for money.

Saying it appropriately

1

- speaker 1 C
 speaker 2 A
 speaker 3 B

2

Speaker 3 is likely to generate most interest because of the style of their approach.

3

- 1 I'm [really] sorry but I haven't got any brochures left.
- 2 Unfortunately I forgot to bring my business cards. I do [apologize].
- 3 I'm [afraid] I can't help on you on this. I'll ask a colleague.

Get speaking

(Answers will vary. Suggested answers only.)

- 1 Hello, can I help you?
- 2 What line of work are you in?
- 3 Who are your customers?
- 4 What do your customers want?
- 5 What challenges do you face in your line of work?
- 6 Would you be interested in hearing about a new video link teleconferencing system that would allow you to have meetings with customers around the world?

Unit 15

Understanding

- conversation 1: urgent close
 conversation 2: hard close
 conversation 3: emotional close
 conversation 4: urgent close

Saying it accurately

1

- 1 How do you think it will look when it's installed?
- 2 How many can I put you down for?
- 3 It's only available at this price today.
- 4 Shall we start the paperwork?
- 5 We only have this offer for a short time.
- 6 We've only got six of this item left in stock.
- 7 What will people say when they see it?
- 8 What will you feel like when it's in place?
- 9 When would you like to start?

2

- a hard close: 2, 4, 9
 an emotional close: 1, 7, 8
 an urgent close: 3, 5, 6

Saying it appropriately

3

(Answers will vary. Suggested answers only.)

- 1 Seller's mistake: Seller should not use closed questions. They should frame the request or sales

pitch in an open way.

Seller should have said: It's a great opportunity. Shall we start the paperwork?

- 2 Seller's mistake: Seller should assume customer wants to buy the product. Seller should not allow customer an easy way out.

Seller should have said: When would you like to start?

- 3 Seller's mistake: Seller should be quiet and let customer decide.

Seller should have said: How many can I put you down for?

Get speaking

(Suggested answers.)

- 1 We have a special offer on this. The 24-hour call-out feature is included in the basic package at no additional cost. But we only have this offer for a short time.
- 2 And so we can do £8.99 per head for the full buffet. Shall we start the paperwork?
- 3 It's only €10,000 to supply hand-made Swedish desks and chairs throughout the whole office. What will you feel like when you can see the stunning designs in place?
- 4 Our fee is \$10,000 for the whole audit. When would you like us to start?
- 5 That means it costs only \$5,000 a unit when you order more than twenty. I should point out though that there are only fifty units left in stock. Otherwise, you'll have to wait three months till the next shipment.

6 And corporate membership will work out at only £30 a month. How do you think your employees will

feel when you tell them those amazing rates?

Unit 16

Understanding

Conversation 1

C1: I'm really sorry. [Uses emphasizeers, for example, 'really' with 'sorry'] but that's not possible. Company policy doesn't allow me to make that kind of deal. [Outside circumstances.]

C1: No, I'm sorry. [Apology] I have an appointment in ten minutes. I don't really have the time right now. [Outside circumstances.]

Conversation 2

C2: Unfortunately, that's just not possible. [Apology] I'm a freelance journalist, so I really don't need three licences. [Explanation.]

C2: Sorry, but that's out of the question. [Apology] I'd lose my job! We have to keep our independence from the computer industry. [Outside circumstances/explanation.]

Saying it accurately

2

- | | |
|------------|-------------|
| 1 sorry | 6 no |
| 2 possible | 7 time |
| 3 work | 8 back |
| 4 not | 9 thanks |
| 5 rather | 10 question |

2

- 1 No, I'm sorry. Note that all sentences from *Saying it accurately 1* would fit here.

- 2 Unfortunately, that's just not possible ... /I'm really sorry, but that's not going to work...
 3 I'm afraid I don't really have the time now...
 4 Sorry, but that's out of the question.

Saying it appropriately

1

- | | |
|-----|-----|
| 1 B | 3 B |
| 2 A | 4 A |

2

- speaker 1: sincere
 speaker 2: insincere
 speaker 3: insincere
 speaker 4: sincere
 speaker 5: insincere

Get speaking

1

(Answers will vary. Suggested answers only.)

- 1 No, I'm afraid not. We just don't have the budget to purchase additional software this year.
 2 I'm really sorry, but I can't change company budgeting policy.
 3 Sorry, but it's out of the question. Goodbye.

2

Answers will vary. Model answers in *Get speaking 1*.

Unit 17

Understanding

1

To find out about the candidate's:	Questions from dialogue
personality	• What are your weaknesses, would you say?
goals and ambitions	• What are your goals for the next five years?
work history	• What do you feel has been your biggest achievement to date? • Why would you like to leave your current job?

suitability for company and role	<ul style="list-style-type: none"> • What do you know about our company? • What makes you suitable for this job, do you think? • What is good customer service, in your view?
----------------------------------	--

2

Georgina Harris comments on Mansha Khan's age when saying 'Well, you are quite young, aren't you?'

Saying it accurately

1

- 1 hire
- 2 independently
- 3 yourself
- 4 situation
- 5 greatest
- 6 rewarding
- 7 challenges
- 8 current
- 9 see
- 10 right

2

- 1 Why do you think you're right for this job?/What makes you suitable for this job, do you think?/Why should I hire you for this job?
- 2 What do you know about our company?
- 3 What are your greatest strengths and weaknesses?
- 4 What has been most rewarding about your current job?/What do you feel has been your biggest achievement to date?
- 5 So why would you like to leave your current job?
- 6 Where do you see yourself in five years' time?/What are your goals for the next five years?

Saying it appropriately

1

Appropriate questions: 1, 4, 7, 10. The rest are inappropriate questions.

Get speaking

(Answers will vary. Suggested answers only.)

- 1 Thanks for coming today, it's nice to meet you. What makes you suitable for this job, do you think?
- 2 OK, great. And what are your greatest strengths and weaknesses?
- 3 Uh-huh, could you give me an example of a time when you had to multitask in your current role?
- 4 That's good. And why would you like to leave your current job?
- 5 Right. And what are your goals for the next five years?
- 6 That's interesting. Thanks for your time. We'll be in touch.

Answers will vary with regard to employing this candidate, but most people would probably think that the candidate answered the questions effectively.

Unit 18

Understanding

Candidate	Would you hire this candidate?	Why/Why not?
1	Yes	He effectively expands on details in his resume and talks about his relevant experience in depth.
2	No	He does not reply using full sentences and so offers no useful or convincing information about his suitability for the job, even when pressed.
3	Yes	She demonstrates that she has researched the background of the company and emphasizes the positive aspects.
4	Yes	She answers the question honestly and shows that she is aware of her weakness and working to improve it.
5	No	He misinterprets the question and does not listen when the interviewer tries to correct him.

Saying it accurately

1

- 1 E
- 2 F
- 3 B
- 4 H
- 5 G
- 6 D
- 7 A
- 8 C

2

There are no correct answers here. It depends on your opinion of yourself.

Saying it clearly

1

- conscientious
- creative
- dependable
- determined
- diplomatic
- enthusiastic
- experienced
- fair
- logical
- loyal
- methodical
- motivated
- practical
- reliable
- resourceful
- trustworthy

Saying it appropriately

- question 1: candidate 2
- question 2: candidate 1
- question 3: candidate 2
- question 4: candidate 2

question 5: candidate 1
question 6: candidate 2
question 7: candidate 1
question 8: candidate 2

Get speaking

1 and **2**

Answers will vary. Model answers in *Saying it accurately 2*.

Unit 19

Understanding

Sentences 1, 4, 5, 6, and 8 are true. The rest are false.

Saying it accurately

1

Discussing employee's job description: 1, 3, 8
Assessing employee's performance: 4, 7, 11
Setting employee an objective: 5, 6, 12
Discussing employee's future development: 2, 9, 10

2

Manager: And so, as personnel assistant, your responsibilities include writing advertisements for vacancies, selecting possible candidates, and sitting in on the interviews with the relevant manager. ...1, 3, 8...

Employee: Yes, that's right, but I also carry out induction days for new employees and some in-house training for existing employees.

Manager: Oh yes, of course. ...4...

Employee: Well, I think I've done well. I've helped to recruit twenty-three new members of staff and carried out successful inductions with all of them.

Manager: Yes, I've had some positive feedback on that. As for my personal opinion, ...7, 11...

Employee: That's very encouraging to hear.

Manager: Great. Right, some employees have mentioned to me that they would like to receive First Aid training. I'm all in favour of that so ...6...

Employee: OK. Should that be open to everyone in the company?

Manager: Yes, absolutely. OK, ...10...

Employee: Yes, I'd be very keen to go on a management course. Thanks.

Saying it appropriately

1

- 1 interested
- 2 positive
- 3 polite: assertive
- 4 diplomatic: encouraging

Get speaking

1

(Answers will vary. Suggested answers only.)

- 1 So, your main responsibilities are maintaining office services, supervising office staff, and overseeing office records and efficiency. Have I missed anything, Kamil?
- 2 How do you feel about your performance this year?
- 3 Yes, absolutely. My impression is that your performance has been very good this year.
- 4 I'd like you to implement the second phase of the office refurbishment, namely new furniture and equipment for the ground floor, by [indicate a deadline] March of next year.
- 5 Great. Moving forward, I think you should work to improve your IT skills. Perhaps we could look at training courses for that?

2

Answers will vary. Model answers in dialogue.

Unit 20

Understanding

Sentences 3, 5, 7, and 9 are true. The rest are false.

Saying it accurately

- | | |
|-----|------|
| 1 E | 6 D |
| 2 A | 7 C |
| 3 F | 8 B |
| 4 I | 9 J |
| 5 H | 10 G |

Saying it appropriately

1

Those using an appropriate tone are speakers 1, 4, 5, 8, and 9. The rest use an inappropriate tone.

Get speaking

1

(Answers will vary. Suggested answers only.)

- Excuse me, Karen, I'd like to schedule a meeting with you to discuss my position.
- Thank you. I wanted to ask you if it would be possible for me to get a transfer to the US office?
- I appreciate that. But I think you'll agree that I've been a loyal employee over the last six years and I'm very keen now for a new challenge and the opportunity to live abroad.
- I thought that might be a problem, so perhaps you would consider this proposal. Would you be willing to see if any of the employees in the US office would like to do a job swap for a few months?
- Thanks for your time today. I do appreciate that.

AUDIO SCRIPTS

Unit 1 Starting a conversation

Track 02

- Alex: It's a beautiful day today, isn't it?
- Sophia: Absolutely, I love New York in the spring. Have you been here before?
- A: No, it's my first trip.
- S: Oh, you must visit the Guggenheim Museum and the Empire State Building. Where do you come from?
- A: I'm from Athens. It's a great place to live. What do you do?
- S: I'm a forensic auditor, which means that I help hedge funds and banks make sure none of their staff are doing anything illegal.
- A: Really? And do you often find any illegal activities?
- S: More than you might expect! Anyway, we'd better get back to the presentation...

Track 06

- So, what do you do exactly?
- [beep]
- How did you get here?
- [beep]
- How long did that take?
- [beep]
- Marseilles's *really* beautiful, isn't it?
- [beep]
- Where do you come from, then?
- [beep]

Unit 2 Talking about jobs

Track 09

- 1 I'm a nurse. I help to look after people when they are sick.
- 2 I work in marketing. My main responsibility is to promote new products ahead of their launch.
- 3 I'm a manager on a construction site. I oversee a team of 250 builders and twenty administrative staff.