

- 4 I'm a PA. My job entails organizing my boss's affairs.
- 5 I'm an IT programmer. My company develops websites for my clients.
- 6 I'm a project manager. I'm responsible for making sure that our projects come in on schedule and within budget.
- 7 I'm an architect. I'm in charge of designing new buildings and pitching ideas to new clients.
- 8 I'm a banker. My job involves managing my customers' money effectively and profitably.

Unit 3 Showing interest in other people

Track 12

Extract 1:

- C: For example, in Singapore you discuss prices much earlier in a negotiation than we do in Germany.
- E: Really?

Extract 2:

- C: Back in Berlin, I play centre forward for the company football team.
- E: Really?

Track 13

- C: For example, in Singapore you discuss prices much earlier in a negotiation than we do in Germany.
[beep]
- C: Back in Berlin, I play for the company football team.
[beep]

Track 16

I've got some news. I've just found out that they won't renew our lease on this building, so we're going to have to find a new office space.

[beep]

The good thing is that we don't have to be out until the start of next year.

[beep]

And so we've got plenty of time to sort everything out. I'd like you to go away and do some research about potential new sites.

[beep]

That's right. And we should put a bit more in the budget for rent next year.

[beep]

Track 17

- 1 I've got a new job!
[beep]
 - 2 I've been to Milan three times on business this month. I think it's a beautiful city.
[beep]
 - 3 I went for a walk in my lunch hour and it started to rain and I got soaking wet!
[beep]
 - 4 I missed my train and was late for the meeting.
[beep]
 - 5 I'm being transferred to the New York office.
[beep]
 - 6 My secretary has just resigned.
[beep]
-

Unit 4 Exchanging information

Track 19

- Candy: The company is going to make redundancies next year. Our department will be affected.
- Michael: Apparently, the company is going to make redundancies next year. It seems that our department will be affected.

Track 21

- 1 You used to work for our new chief legal officer, Christine Bender, didn't you?
- 2 Have you spent time in our Washington office?
- 3 You approved our new brochure before it was sent to the printers, didn't you, Rachel?
- 4 You know our new CEO, don't you, Matt?
- 5 Are you attending our conference this year?
- 6 You've seen our budget for next year, haven't you, Dan?

Track 22

- 1 You used to work for our new chief legal officer, Christine Bender, didn't you, Michael?
- 2 You've spent time in our Washington office, haven't you, Jay?
- 3 You approved our new brochure before it was sent to the printers, didn't you, Rachel?
- 4 You know our new CEO, don't you, Matt?
- 5 You're attending our conference this year, aren't you, Lianne?
- 6 You've seen our budget for next year, haven't you, Dan?

Track 23

[beep]

Uh-huh.

[beep]

Yeah, I've heard the same thing. But it's something that the board isn't keen on, so I'm told.

[beep]

Well, that's good news. Maybe he'll convince the board in their next meeting.

[beep]

No, I'm afraid not. But I don't think they will approve it this year because they have to wait until the new budget is signed off before making any decisions that might require additional funding.

[beep]

Absolutely, I think it's a great idea.

Unit 5 Cold calling**Tracks 26 and 27**

- 1 Do you think that's something that might be of interest to you?
- 2 Could we set up a meeting for next week, Mr Lee?
- 3 My company specializes in designing bespoke software.
- 4 This is Tom Sweeney from Lermans and Co.
- 5 May I ask you a question, Mr Lee?
- 6 Do you have a moment to speak to me?

Track 28

[beep]

Speaking.

[beep]

Oh, yes.

[beep]

Yes, I have a few minutes.

[beep]

The idea sounds interesting.

[beep]

Yes, that sounds good. Look forward to meeting you then.

Unit 6 Confirming or rearranging appointments

Track 31

- 1 Hello, it's Jan Stevenson here. How are you?
[beep]
- 2 I'm very well, thank you. But I'm afraid I have to cancel our meeting next Tuesday.
[beep]
- 3 No, Wednesday isn't any good, I'm afraid, because my partner will be in Shanghai and she really needs to attend too.
[beep]
- 4 Yes, a telephone conference on Wednesday at 9 a.m. would be great.
[beep]

Track 32

Giovanni Fabro.

[beep]

Hello, I'm well, thanks. And you?

[beep]

Yes, that's right. I'm looking forward to it.

[beep]

No, it's not Findon, it's Fenchurch Street.

[beep]

Of course, F-E-N-C-H-U-R-C-H Street.

Hello, Joy Lee.

[beep]

Very well, thanks. How are you?

[beep]

Ah, I was going to call you today. I'm afraid I can't do Thursday.

[beep]

Yes, that'll be fine.

[beep]

Track 33

[beep]

Hello, this is Valerie Auguste from Finch and Co. How are you?

[beep]

I'm fine. I'm afraid I have to cancel our meeting on Monday.

[beep]

No, I'm afraid I'm out of the country on business then.

[beep]

A telephone conference sounds like a great idea. Will you send me the details?

[beep]

Thank you, I look forward to hearing from you. Goodbye.

[beep]

Unit 7 Making a complaint on the telephone

Track 36

- 1 I need to make a complaint about the latest sales figures, because they are somewhat disappointing. I'd like you to concentrate your efforts on improving them over the next quarter.
- 2 There seem to be some concerns regarding the latest delivery, which was extremely delayed. Why is this? Whose fault is it? I want you to get to the bottom of it and tell me who I should shout at.
- 3 I'm afraid I'm not at all happy about the budget for the new project, which is unsatisfactory. Please could you revise it asap.
- 4 There appears to be a problem with the accounts system, which is extremely disappointing. Now, you were the one who installed it so I'm holding you personally responsible for this. Sort it out.
- 5 I'm not satisfied with the new catering company because the food was disgusting. I just can't believe that you hired them. What were you thinking? It was so embarrassing in front of our clients.

Track 37

- 1 I need to make a complaint about the latest sales figures, because they are somewhat disappointing. I'd like you to concentrate your efforts on improving them over the next quarter.
- 2 There seem to be some concerns regarding the latest delivery, which was extremely delayed. Please could you ensure it's prompt next time.
- 3 I'm afraid I'm not at all happy about the budget for the new project, which is unsatisfactory. Please could you revise it asap.
- 4 There appears to be a problem with the accounts system, which is extremely disappointing. I'd like you to see that it's fixed by first thing tomorrow.
- 5 I'm afraid that I'm not satisfied with the new catering company because their food was entirely unsuitable. I'd like you to source some alternative suppliers by the start of next week.

Track 38

Receptionist: Hello, Lettermans International, how can I help you?

[beep]

Receptionist: Can I ask what it's regarding?

[beep]

- Receptionist:** Please hold the line and I'll connect you.
- Janet:** Hello, Customer Relations.
[beep]
- Janet:** I'm Janet Green and I'm customer relations manager.
[beep]
- Janet:** I hope so too. What can I do for you today?
[beep]
- Janet:** I'm very sorry to hear that. What can we do to improve the situation?
[beep]
- Janet:** That sounds perfectly reasonable. I'll have a word with our training manager today and set up a time for him to return to the offices.
[beep]
- Janet:** Of course.
[beep]
- Janet:** By tomorrow morning, at the latest.
[beep]
- Janet:** Not at all, we'll get this fixed as soon as we can.

Unit 8 Dealing with a complaint on the telephone

Track 42

- 1 Could you bear with me for 10 minutes while I get to the bottom of what went wrong here?
- 2 I'm terribly sorry for the problems you're experiencing.
- 3 I can imagine that was terrible.
- 4 I propose that we offer you some sort of compensation.
- 5 I'll make sure that it gets done by the end of the week.
- 6 That must have been dreadful.
- 7 Could you tell me exactly what happened?
- 8 I do apologize for our part in this.

Track 43

- 1 And I had to wait for over an hour at the airport before the taxi came to pick me up.
[beep]
- 2 The whole conference was a farce! Delegates were wandering from room to room and nobody knew where they should be or what was happening. What went wrong?
[beep]
- 3 And it was all your company's fault.
[beep]
- 4 So what are you going to do about it?
[beep]

Track 44

Hello, my name is John Grant and I'm afraid there have been several complaints about the food that you supplied for our recent conference.

[beep]

Well, firstly the food was delivered late. It was supposed to be served at 12 p.m. and your staff didn't reach the building until 12.15 p.m. and by the time they started serving, it was 12.30. And speaking of staff, several of your waiters didn't seem to know what they were doing and ended up spilling food all over the place.

[beep]

Anyway, when the food was finally served up it was cold and tasteless. We ordered Chicken Provençal and all we got was a lump of lukewarm meat swimming in a bland sauce with a few limp tomatoes. Not very impressive.

[beep]

Yes, that's about the sum of it.

[beep]

OK.

[beep]

Frankly, that doesn't seem enough.

[beep]

OK, I suppose that's acceptable. As long as you can assure us that we won't have the same problems again.

[beep]

Unit 9 Running a face-to-face meeting**Track 46**

- 1 Thank you all for coming. Let's get down to business.
- 2 I'm glad you could all make it. Perhaps we could make a start.
- 3 I'd like to welcome you all here today. Let's get started.
- 4 The aim of this meeting today is to fix next year's budget.
- 5 On the agenda today are the following points for discussion.
- 6 Looking at the agenda, you'll see that there are five things to discuss today.
- 7 So, let's look at point number one.
- 8 John, would you like to begin?
- 9 Lynn, would you like to kick things off?
- 10 Can you stop there, Paul? Let's not get sidetracked.
- 11 Let's not lose sight of the main objective here.
- 12 Shall we move on to the next point?
- 13 Any thoughts on this, Janine?
- 14 Do we all agree on this?
- 15 What do you think, Simon?

- 16 OK, that wraps up everything for today.
17 So, let's just summarize the main things we've agreed.
18 So, to sum up, we've agreed the budget for next year.

Track 49

- Rita: Yes, I've had some thoughts on this. Last year, we had a series of speakers from the senior management team, so we thought that perhaps this year it would be good if we asked some middle managers to do the presentations instead?
[beep]
- Paolo: Yes, great idea, as long as the middle managers want to do it, of course! It might be nice to include some interactive sessions for the rest of the employees as well.
[beep]
- Paolo: Yes, I'd be happy to.
[beep]
- Rita: Um, yes, there's a conference room at the racetrack near the office and I thought that we could look into the possibility of having it there. Speaking of racetracks, did you see the Grand Prix last night? Nail-biting stuff...
- Paolo: Yes, it was great. I couldn't believe that last lap...
[beep]
- Rita: Sorry, yes, I heard that they have a large conference room and then a separate lounge area alongside.
[beep]
- Rita: Sure, no problem.
[beep]
- Rita and Paolo: Yes.
[beep]
- Rita: No.
- Paolo: I don't think so.
[beep]

Unit 10 Negotiating agreement

Track 54

- So I reckon we can do the whole job for you, all in at \$200,000.
[beep]
- Well, that figure would cover manpower and insurance, but not materials, of course.
[beep]
- I'm afraid we can't go along with that. Let's think about how we can make this work. Another possibility is to pay us by the day for labour and materials?
[beep]
- I take your point... OK, I think we can live with that.

Unit 11 Assigning action points

Note that the text for all the audio is on the page of the unit.

Unit 12 Running a teleconference

Track 60

- 1 Thank you all for participating today.
- 2 Before we start, let's just check some ground rules for telephone conferences.
- 3 Firstly, please always give your name first.
- 4 Right, let's run through the agenda.
- 5 Sorry Hans, let Zara finish.
- 6 One speaker at a time, please.
- 7 Sorry, can I come in here?
- 8 Fabrice, I don't think Chris has finished yet.
- 9 Sorry, but I don't quite follow you. Could you repeat what you just said?
- 10 Sorry, but I didn't quite catch that. Could you run it by me one more time?
- 11 Sorry, I'm afraid I missed that. Could you say it again, please?
- 12 Excuse me, but I'm not sure what you meant by that. Would you mind repeating it?

Track 63

Pierre: It's Pierre here. I'm just not sure that's going to work if we don't —

Emin: This is Emin here. How about we look at —

[beep]

Jake: ...Jake here. I just think it's time to take the bull by the horns on this one.

Kazumi: Excuse me, this is Kazumi. What does 'bull by the horns' mean?

[beep]

Pierre: ...This is Pierre. *[becomes very unclear]*

[beep]

Kazumi: ...Kazumi here. It's just I'm not sure what my manager will say if we go down that route. It depends on a lot of things. I'll have to think about it and look over the figures more carefully. It really is a difficult decision, especially in this climate...

[beep]

**Pierre, Emin,
Kazumi,
and Jake:** *[all speaking at once]*

[beep]

Unit 13 Presenting a product or service

Track 66

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

This means that you can combine all your business communications in one single package. Why is this important? Because it's much more straightforward than having a number of different providers for each service. Let's look now at how much money this can save you every year...

And so, to sum up, Telesmart is a convenient way of saving you money. Thank you for your time. Now over to you. Please feel free to ask questions.

Unit 14 Working on a stand

Track 68

Jon: Hello Kay, I'm Jon.

Kay: Hello Jon, nice to meet you. First of all, what line of work are you in?

Jon: I'm a surveyor.

Kay: And what does that involve exactly?

Jon: Well, I carry out valuations and building surveys on properties for clients.

Kay: What sort of customers do you have?

Jon: Mainly small businesses or private purchasers.

Kay: And what do your customers want from you?

Jon: They are looking for a thorough and professional service, which is delivered promptly and is good value for money.

Kay: What challenges do you face in your line of work?

Jon: We find it hard to get our message out to new clients without spending lots of money on advertising.

Kay: Would you be interested in hearing more about our website design service to publicize what you do?

Jon: Yes, I would.

Kay: Here's some more information on that then. And can I add you to our mailing list?

Jon: That sounds like a good idea. I think it would be useful to keep up to date with any new PR ideas.