

3 Complete the sentences with a preposition.

EXAMPLE: I'll call you ... *in* ... ten minutes.

- a I'm trying to connect you. Could you hold
- b When are you going holiday?
- c I'm calling the order I placed last week.
- d Could you pass a message for me?
- e I'll write to you two weeks' time.
- f Tom is paternity leave.

4 Choose an appropriate response.

- | | |
|--------------------------------------|---|
| 1 What's the time in New York? | a Sure, what's your number? |
| 2 When will Eleanor be back? | b Speaking. |
| 3 Is that Tariq Meltam? | c Yes, of course. Let me just find a pen. |
| 4 Is Mr Rotund there? | d Nine a.m. |
| 5 Have a good weekend. | e Yes, it's right here. |
| 6 Did you get my email? | f Yes, it's 09. |
| 7 Could you call me back? | g Yes, he has just come into the office. |
| 8 Can you take a message for me? | h In ten days' time. |
| 9 Do you know the code for Helsinki? | i Thanks. You too. |

5 Complete the sentences with *will* or the present simple tense.

EXAMPLE: I (give) him the message when I (see) him.

I'll give him the message when I see him.

- a I (tell) him you called.
.....
- b If I (find) the information, I (let) you know immediately.
.....
- c If Peter (not come back) from sick leave soon, we (need) to find a replacement.
.....
- d If you (push) that button, you (disconnect) the caller.
.....
- e What (do) if you (not find) Sergei's number?
.....
- f If I (not find) his number, I (call) directory enquiries.
.....

6 Complete the sentences with one of the alternatives.

- EXAMPLE: Press the hash key. hash/button/door
- a Replace the reception/handset/operator
- b Make a call. toll-free/star/line
- c Anne's voice mail. Here is/This is/Hello to
- d I couldn't hold of John. get/take/make
- e Please don't up. hang/hold/take
- f Don't forget to your mobile phone. turn off/close/drop
- g Did you dial the code first? area/secret/town

7 Put the dialogue in the right order

- a Speaking.
- b Hi Tarmo.
- c Thanks, Tarmo
- d I'll do it now.
- e Of course,
- f Did you get my message?
- g You'd like me to send directions to the office.
- h Can I speak to Tarmo Star please?
- i Yes that's right.
- j Could you send them today?
- k Yes I did.
- l See you soon.

h, a,

8 Match the two parts of the sentences.

- | | |
|----------------------------------|------------------------------------|
| 1 Press the star key | a on hold for a minute. |
| 2 Could you leave a message | b a conference call for next week. |
| 3 I'll call you | c take the call at the moment. |
| 4 Please wait. I'll just put you | d the wrong number. |
| 5 I'm sorry, I must have dialled | e to return to the main menu. |
| 6 We need to set up | f with directory enquiries. |
| 7 I need to check the number | g for me on my voicemail? |
| 8 I'm sorry but I can't | h when I get back to my office. |

2

A company visit



Some useful phrases.

Listen to the recording and repeat.

Could you give me directions to your office?

Just follow the signs.

Go past the station and take the first turning on the left.

You'll see the office on the right-hand side.

I've left my car in a reserved space

I have an appointment with Hans Ekburg.

Take the lift to the fourth floor.

His office is the fifth on the right, along the corridor.

Hello Hans, I'd like you to meet our Marketing Manager.

Pleased to meet you.

Tell me something about the company.

What does the company do?

We're in the transport business.

We employ just under 5 000 people worldwide.

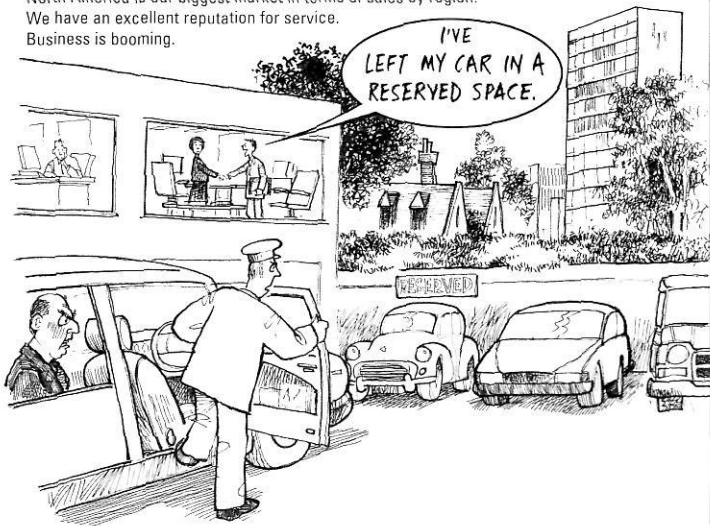
The company was set up five years ago.

We're the largest manufacturer in the country.

North America is our biggest market in terms of sales by region.

We have an excellent reputation for service.

Business is booming.



Dialogues 1

Directions to the office

- A: Hi, Rosa. It's June here. I'm in the town centre outside the bus station. **Could you tell me how to get to your office from here?**
- B: Sure. Follow the signs for Frankfurt. **After about two kilometres, you'll see a garage on your right.** Carry on for another 200 metres and then turn left. Our office is on the left-hand side, just before a railway bridge. When you arrive, **park in one of the visitors' spaces** just outside the main building.
- A: Thanks, Rosa. See you soon.

Getting lost

- A: Hi, Carla.
- B: Hello, Bob. Is everything all right?
- A: Not really. I'm lost. **I'm calling from a service station** on the E7 just south of a place called Melton. I don't have a map with me so could you direct me to the factory.
- B: Sure. **Take the first left after the service station** and follow the road to Porlock. Pass the shopping centre on your right and then take the first left. **Carry on for three kilometres** and you'll see the factory.
- A: Thanks.

Arrival

- A: Good morning, can I help you?
- B: Yes, **I have an appointment with Hans Ekburg.** Could you tell him I'm here? I've left my car in a reserved space.
- A: That's OK, I'll take the car registration number. Could you write your name here please and wear this? [*hands over a visitor's badge*]. **Do you know the building?**
- B: I'm afraid I don't.
- A: OK, go up these stairs and take the lift to the third floor. **Mr Ekburg's office is the fifth on the right, along the corridor.**
- B: Thanks.

Meeting

- A: **Hello, John. Good to see you again.**
- B: And you.
- A: John, **I'd like you to meet Lera Berman,** our Marketing Manager.
- B: Hello, John. Pleased to meet you. **Did you have a good journey?**
- B: Yes, very good. The directions were very clear.

Notes

Could you tell me how to get to the office from here?

We also say:

Can you tell me the way to ...?

How do I get to ...?

Excuse me, where is the main office?

After about two kilometres you'll see a garage on your right.

Some other landmarks:

You'll pass some shops.

Then you'll see a large red building in front of you.

Keep going and you'll come to the entrance gate.

Park in one of the visitors' spaces ...

Parking the car:

I've left my car in a reserved space.

There are some spaces reserved for visitors.

Can I park here?

Is this space reserved?

I'm calling from a service station ...

When you need to say where you are:

I'm calling from the train.

I'm on the M1 motorway.

I'm calling from a service station on the M4.

Take the first left after the service station ...

Some useful directions when you are driving:

Carry on for three kilometres.

Take the second exit at the roundabout.

Turn left at the junction.

Go straight across the crossroads.

At the traffic lights, turn right.

Carry on for three kilometres ...

Other expressions for talking about distance:

Carry/Drive on for another ten kilometres.

... until you come to a service station.

It's two hundred metres past the service station on the right-hand side.

I have an appointment with Hans Ekburg.

Note the statements and responses:

I'm here to see Hans Ekburg.

Can I have your name, please?

Could you sign in please?

Is Hans Ekburg in/available?

Yes, he's expecting you.

Do you know the building?

Checking if a visitor knows his/her way around a building:

Have you been here before?

When were you last here?

I haven't been here before.

Mr Ekburg's office is the fifth on the right, along the corridor.

Some other office locations:

It's opposite the lift.

It's just past the coffee machine.

Go through the automatic doors.

Hello, John. Good to see you again.

An informal greeting. Other possibilities:

Hi, John. How are you?

How's life?

How's it going?

Possible responses:

Fine thanks.

I'm very well.

I'd like you to meet Lera Berman, ...

Some language of introductions:

I'd like to introduce Lera Berman.

Have you (already) met?

Yes, we met last year.

Did you have a good journey?

We can also say:

How was the journey?

How was the flight/traffic?

British/American differences

British

service station

shopping centre

car registration number

lift

shops

motorway

roundabout

crossroads

traffic lights

American

gas or filling station

(shopping) mall

license plate number

elevator

stores

freeway/expressway/

Interstate

traffic circle

intersection

stop lights

Dialogues 2

Introducing a company (1)

- A:** **We're in the label business.** We produce all kinds of labels – price labels, bottle labels, even postage stamps. We have factories in France, Germany, Malaysia, China and the UK.
- B:** How many people work for the company?
- A:** **We employ just over 5 000 people worldwide.** There are around 400 employees in this factory.
- B:** Is business going well?
- A:** Yes it is, and **it's growing all the time.**

Introducing a company (2)

- A:** So, **tell me more about your mailing business.**
- B:** Sure. We provide a complete packaging and mailing service for our customers. We now have branches all over the south of the country and we have plans to open new branches in the north.
- A:** What kind of company are you?
- B:** **We're a private limited company.** We're not listed on **the Stock Exchange** ... yet.

Company history

- A:** So, **how long have you been on this site?**
- B:** We moved here five years ago. Before that, we were in a very small office building in the centre of town.
- A:** And **when was the company set up?**
- B:** Ten years ago – by Simon Donna who is still the Managing Director. He started the company with just two employees.
- A:** That's very impressive.

A tour of the office

- A:** **Let me show you round the office.** Our sales representatives work in this **open plan area.** The room in the corner is Brit Gamlin's office. She's the Senior Sales Manager here. Do you know her?
- B:** No, I don't. Has she been here long?
- A:** No, she joined the company two months ago. Come with me, **I'll introduce you to her.**
- A:** Hello, Brit. I'd like you to meet Olivier Blaireau from the Paris office.
- C:** Pleased to meet you Olivier. How are things in Paris?

Notes

We're in the label business.

Some other businesses:
the transport business/the paper business
the I.T. industry/the steel industry
the retail trade/the fashion trade

We employ just over 5 000 people worldwide.

Other ways to talk about employee numbers:
We have just under 5 000 employees.
We have 5 000 people working for us.
5 000 people work for us.

... it's growing all the time.

Describing how a business is going:
The company is doing well/badly.
Things are going well/badly.
Profits are up/down.

... tell me more about your mailing business.

Other useful opening remarks:
What does the company do?
What business are you in?
I hear you work for a mailing business.

We're a private limited company.

Compare with a *public limited company* (plc).
The public can buy shares in a public limited company but not in a private limited company.

Some other types of business:
a sole trader (where one person owns the business)
a partnership (a business owned by two or more people)
a family business

... the Stock Exchange ...

The market where stocks and shares are bought and sold.

... how long have you been on this site?

We can also talk about premises (land and buildings) and location (place):
Our current premises are very convenient.
I preferred our previous location in the centre of town.

... when was the company set up?

Other ways to talk about the start of a company:
When was it established?
When was it founded?
It was founded by General Kilbride in 1922.

Let me show you around the office.

Language for 'guiding' people round the office:
Come with me.
Come this way.
Over there you can see the Manager's office.
This is where we handle orders.

... open plan area.

An office area where staff members work in one large, often partitioned, space – not in separate offices. Also known as an *open plan office*.

... I'll introduce you to her.

We can also say:
I'd like to introduce you to Brit Gamlin.
You must meet Brit Gamlin.
Let me introduce you.

British/American differences

British

private limited company limited (Ltd) the retail trade public limited company (plc) a sole trader

American

company or corporation incorporated (Inc.) retail business a publicly-traded company a sole proprietor

Dialogues 3

Business activities (1)

- A: **We're the second largest manufacturer in the country** of glass for the car industry. One in three cars in this country uses our glass.
- B: How many plants do you have?
- A: We have five domestic plants but we also have factories in ten other countries. **As well as supplying the car industry, we sell** glass for buses, trains, ships and aircraft.

Business activities (2)

- A: Tell me more about the company.
- B: Basically **we run a so-called 'shopping search' website**. If you visit our site, you can find links to a wide range of products and services. **You can compare prices from various shops** and find the best deal.
- A: That sounds very interesting, but is it secure?
- B: Yes, **in my view it's far more secure** than buying over the phone.

Markets

- A: Where are your biggest markets?
- B: **In terms of sales by region**, Europe is by far the biggest market with 60 per cent of our total sales. **North America accounts for 15 per cent**, Asia-Pacific is 10 per cent – the Chinese market is particularly strong, South America is 8 per cent and the rest of the world is 7 per cent.
- A: I think you'd better write that down for me! Why are things going so well in China?
- B: **The Chinese economy is booming** and we have a very good sales force there.

The competition

- A: Who are your main competitors?
- B: It depends on the region. There are a lot of local producers in Europe and **we cannot compete with them on price**. However, our reputation for service is excellent. **We are well known in the market** for high quality and reliability.
- A: What about the Japanese market?
- B: We cannot compete in Japan. High **transport costs make it very unprofitable** to do business. Maybe things will change in the future.

Notes

We're the second largest manufacturer in the country ...

Talking about the size of the company:
We're by far the largest producers of ...
We're the third biggest in the country.
We're among the largest/smallest in the region.

As well as supplying the car industry, we sell ...

Use as well as for emphasis. We can also say:
In addition to supplying the car industry, we supply many other customers.

... we run a so-called 'shopping search' website.

The speaker could also say:
It's what we call a 'shopping search' website.
These phrases show that the words *shopping search* are known to people 'in the business' but not to others.

You can compare prices from various shops ...

We can also say:
You can make comparisons between shops.
You can compare A with B.

... in my view it's far more secure ...

If you are not so sure of your facts, you might say:
As far as I know, it's more secure.

In terms of sales by region, ...

in terms (of) is a useful phrase:
What does that mean in terms of employment?
In terms of profitability, it means that ...
Can you give us the figures in percentage terms?

North America accounts for 15 per cent, ...

This means that sales to North America represent/are fifteen per cent of sales.
Note that we say 'fifteen per cent' (NOT pro cent).

The Chinese economy is booming ...

Some terms to describe the state of a market:
Demand is strong.
Demand is very weak.
There is a steady demand in Australia.
The market for our products is growing/falling.

... we cannot compete with them on price.

Ways of talking about competition:
But we can compete with them in terms of service/speed of delivery.
Our prices are very competitive.
We've become very uncompetitive in that market.

We are well known in the market ...

Ways of describing reputation:
We have a good reputation.
We have an excellent name.
Everyone knows us.
We are well established in the market.

... transport costs make it very unprofitable ...

Talking about profit and loss:
It's a very profitable business.
We're not making much profit.
We're making a loss.
We're finally making a profit.

British/American differences

British

transport costs
We're making a loss.

American

transportation costs
We're operating at a loss./We're taking a loss.

Practice

1 Complete the sentences with a preposition.

EXAMPLE: You need to take the lift ~~to~~ the third floor.

- Take the third turning the left.
- Park one of the visitors' spaces.
- We are far the largest manufacturer.
- One three of our plants is making a loss.
- There is no profit it.
- Tell me about your sales region.
- We are very competitive terms of price.
- Are you listed the Stock Exchange?
- What kind of business are you ?

2 Complete the sentences using the words in the box below.

Use each word once only.

reputation	demand	corridor	profit	site
partnership	registration	map	lift	

EXAMPLE: Could you give me directions? I don't have a ~~map~~

- Do you need my car number?
- How long have you had offices on this?
- You can use the stairs, but it's quicker to take the
- My office is along the on the right.
- After two years of making losses, we are now making a
- There is a growing for our products in the Middle East.
- My brother and I went into three years ago.
- We have an excellent for quality.

3 Choose an appropriate response.

- | | |
|--|---------------------------------|
| 1 Did you have a good journey? | a No, it's a partnership. |
| 2 Is it a limited company? | b Just over five years ago. |
| 3 When was the company set up? | c Yes, that's right. |
| 4 Have you been on this site long? | d Thanks, I can manage. |
| 5 I hear you're in the transport business? | e Yes, very good thanks. |
| 6 What kind of company is it? | f Yes, we met last year. |
| 7 Can I help? | g It's a small family business. |
| 8 Do you know Gunilla? | h Yes, for twenty years. |