

60

# Very Very Simple Texts for Business English Students

A Booklet by Andrew D. Miles

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by Andrew D. Miles

I wrote these texts when I was asked to teach basic business English to a group of beginners a few years ago.

The vocabulary is a bit dated but the situations reflect what one might find at any company nowadays. I have also included a list of all the business words used, and exam samples.

These texts can be used alone or as a bare-bones book, starting with the essentials in unit one and progressing with simple grammar and situations until unit sixty.

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# 1 MEETING SOMEONE

## ✓ VERB TO BE

## ✓ PERSONAL PRONOUNS

Laurel Hello.

James Hello.

Laura I'm Laurel. What's your name?

James It's James. Are you a manager?

Laurel No, I'm not. Are you a manager?

James Yes, I am.

Laurel Are you from the financial department?

James No, I'm not.

Laurel Oh, where are you from?

James I'm from the exports department. Where are you from?

Laurel I'm from the imports department.

James Are you a secretary?

Laurel Yes, I am.

James Are you a senior secretary?

Laurel No, I'm not.

James Are you a junior secretary?

Laurel Yes, I am.

James OK. Bye, Laurel.

Laurel Bye, James.

2  A BUSINESS VISIT  
 ✓ QUESTIONS WITH TO BE  
 ✓ A & AN

Client Excuse me.  
 Silvia Yes?  
 Client Are you the receptionist?  
 Silvia No, I'm not. She is the receptionist.

Client Are you the receptionist?  
 Sandra Yes, I am.  
 Client I'm Bob Roberts. Is the exports manager in the company?  
 Sandra Yes, he is.

Client Good.  
 Sandra Are you here on business, sir?  
 Client Yes, I am.  
 Sandra Where are you from?  
 Client From Roberts Ltd in London.  
 Sandra Thank you. Please sit down.

James Hello. I'm James Stone, the exports manager.  
 Client Hello. I'm Bob Roberts.  
 James Are you from Roberts Inc. in New York?  
 Client No, I'm not. I am from Roberts Ltd in London.  
 James Oh, sorry.  
 Client We're an English company. They're an American company.

### 3 A NEW PROGRAMMER

✓ THIS & THAT

✓ THESE & THOSE

- K Hi. I'm Karla, the new programmer.  
B Hello. I'm Brenda. Please come with me.
- B This is your office and that is the meeting room.  
K Where is my boss?  
B Here. This is her desk.
- B James, this is Karla, the new programmer.  
J Pleased to meet you.  
K Nice to meet you too, James.  
J Sorry, what's your name?  
K It's Karla. Are you the IT manager?  
J No, I'm not. I'm James, the exports manager.
- B That is your desk and those are your files.  
K Thanks. Are these my keys to the office?  
B No, these are my keys. That is your computer and those are your keys.

## 4 AT THE OFFICE

### ✓ POSSESSIVE ADJECTIVES

#### The office

- D I work at an ugly office and my boss is very old.
- E Really? My office is beautiful and my boss is young.
- D Is he? What's his name?
- E My boss is a woman. Her name is Anne Wilson.

#### The copier

- F Gus, we need a new copier.
- G A new copier? Are you sure?
- F Yes, our copier is old and slow. We need a good copier. Maybe a Canon or an HP. Their models are modern and fast.
- G Are they expensive?
- F I'm not sure. Ask Peter. His copier is very good.

#### The applicant

- H Is this your CV, Andrea?
- A Yes, it is.
- H OK. How good is your French?
- A Excellent.
- H And your German?
- A It is not bad.

## 5 THE CONVENTION

✓ A & AN

✓ NUMBERS

### At the reception desk

- B Good evening.  
 R Good evening, sir. What's your name, please?  
 B Roberts.  
 R Are you here for the convention?  
 B Yes, I am. Where is the meeting room?  
 R First floor, suite 7.  
 B Thanks.  
 R You're welcome.

### At the meeting room

- B Is this the meeting room?  
 C Yes, it is.  
 B Good. Where are the salespeople?  
 C Pardon?  
 B Where are the sales reps? Isn't this a sales convention?  
 C No, it isn't! We are accountants. This is our convention.  
 B I'm sorry!  
 C What's your job?  
 B I'm a sales manager.

### At the reception desk

- B Excuse me. Suite 7 is for an accounting convention. Where is the meeting room for my convention?  
 R Aren't you Mr Nick Roberts, the American tax expert?  
 B No, I am not. I'm Bob Roberts. I'm British.  
 R Oh, sorry! The sales convention is on the second floor, suite 9.

6



## AT A HOTEL

### ✓ COULD

- R Good afternoon.  
 K Good afternoon. We have a reservation.  
 R What are your names?  
 K Apple. Mr and Mrs Apple.  
 R Yes. A double room with a shower for three nights. Is that right?  
 K Yes, it is.
- R Could I see your passport?  
 K Yes. Here you are.  
 R Thanks. Could I have your credit card, please?  
 K Certainly. Here it is.
- K Is there a bank near here?  
 R Yes, there is. First street right, second left.  
 K What about a post office?  
 R There's one in front of the bank.  
 K Thanks. Are there any public toilets at the hotel?  
 R Yes, of course. They are in the lobby, behind that column.
- W Good evening.  
 K Could we have two cups of coffee?  
 W Certainly. Black or white?  
 K White for my wife and black for me, please.  
 W Here you are, sir.  
 K How much is it?  
 W Two pounds fifty, sir.  
 K Could you charge it to our room?  
 W Of course, sir.

## 7 THE NEW FACTORY

### ✓ THERE IS & THERE ARE

Mrs Christina Jones is the president of an Australian company. Her company needs a new factory. She is with her production manager. The plan for the factory is on her desk.

- B This is the plan for the new factory.  
 C OK. Where is it placed?  
 B In Ho Chi Minh City, Vietnam.  
 C In Ho Chi Minh! Why?  
 B Taxes are very low in Vietnam.
- C Is there a dining room for the staff?  
 B Yes, there is. There is a dining room, two car parks, a meeting room and four big offices.
- C How many parking places are there?  
 B There are eight at the front and twenty-seven at the back.
- C Where is the IT department?  
 B Here. There is a server and several computers.
- C And... where are the assembly lines?  
 B Here. There are two assembly lines in this big building.
- C Good. Are there any robots?  
 B Yes, of course. There are some robots in every line.
- C All right. What is the estimated building cost?  
 B US\$ 10 million.  
 C Well, it is very expensive. Is there any financing?  
 B Yes, there is.

## 8 TWO CANDIDATES ✓ CAN

James Stone, the export manager, goes to see Anne Wilson, his company's human resources manager. He knocks at her office.

- A Who is it?  
 J It's James.  
 A Come in, James. How are you?  
 J All right, thanks. How are you?  
 A Fine. Please sit down.
- J Are you busy now?  
 A Not for you, James. How can I help you?  
 J It's about the new employee for my department.  
 A Oh, yes. We have two candidates.  
 J Who are they?  
 A Wendy Mason and Andrea Parr.
- J Can they speak German?  
 A Yes, but Wendy's German is better.  
 J Can Wendy speak French?  
 A Yes. She can write and speak French and Spanish.  
 J And how good is Andrea's Spanish?  
 A Her Spanish is poor but her French is very good.
- J All right. Now, who has more experience in exports?  
 A Wendy. She has a lot of experience in international trade.  
 J Well, who then? Andrea or Wendy?

## 9

STATIONERY  
✓ MUCH & MANY

Kim and Wendy are checking the stationery at their office.

K Are there any staples, Wendy?  
W Yes, there are many.  
K Is there any ink for the printer?  
W No, there isn't any.  
K Is there any paper?  
W Well, there's some.  
K How much is there?  
W Let's see. One...two... three packets.

K Are there any pens?  
W Yes, there are many.  
K All right. Are there any pencils?  
W Pencils? No, there aren't any.  
K What about paper clips?  
W Well, there are some.

K How many are there?  
W There are two boxes.  
K How many USB drives are there?  
W There are many. There are twelve.  
K Good. How much glue is there?  
W There's a lot.

K OK. How many erasers are there?  
W Erasers? Where are they?  
K They're in that drawer.  
W Let's see... There are ten boxes.  
K And how many envelopes are there?  
W Envelopes? More than a thousand!

10



## AT THE RESTAURANT WOULD YOU LIKE?

- W Good evening, sir.  
 C Good evening. Could I have the menu, please?  
 W Here you are, sir. What would you like to drink?  
 C Is there any wine?  
 W Yes sir. Which wine would you like?  
 C Some white wine, please.
- W Very good, sir. What would you like to eat?  
 C Have you got any pizza?  
 W Of course. Which pizza would you like?  
 C I am not sure...Yes, one with a lot of cheese.
- W All right. Double cheese then. Would you like some salad?  
 C No, thank you.  
 W Very good, sir. A bottle of white wine and the pizza.
- W Would you like some dessert, sir?  
 C Yes, I would. Is there any apple pie?  
 W No, there isn't any. Would you like some ice cream?  
 C All right. Some chocolate ice cream please.  
 W Very good, sir.
- C Waiter, I'd like the bill, please.  
 W Yes sir. Its 14 pounds.  
 C Can I pay with my credit card?  
 W Of course, sir.

## 11 \$ THE INVESTMENT ✓ QUESTIONS WITH DO

Charles Canson is a financial manager at Sydney Rubber Company. He is with Vivian Walters, an investment consultant.

### Bank deposits

- C What do you think, Vivian? Do you recommend bank deposits?
- V I don't like them. Bank deposits have low interest rates.
- C But they are not risky!
- V You're right, Charles. They're safe, but they're not good business.

### The stock market

- C Then, do you advise us to invest in the stock market?
- V I think it's a good idea.
- C Why?
- V Because stocks are cheap now.
- C Are you sure?
- V Yes. The Financial Times recommends buying stocks...

### Precious metals

- C What about precious metals. Are they good business?
- V Maybe. Metals are a safe investment and they can be excellent business.
- C Good idea! But which metals do you recommend?
- V I don't really know. Maybe gold or platinum...

## 12 ADVERTISING

### ✓ WHOSE

### ✓ SAXON GENITIVE

Mary and Mark work at Adam & Eve Advertising Agency. Adam, one of the company's executives, is with them. He needs a good advertising campaign for Pasta King Corporation, an important client.

### T E L E V I S I O N



|      |                                                                                |
|------|--------------------------------------------------------------------------------|
| Adam | Where are your proposals?                                                      |
| Mary | Here. This is my idea and that is Mark's.                                      |
| Adam | A three-minute TV commercial! Whose is this proposal? Is this your idea, Mark? |
| Mark | No, it isn't. It's Mary's.                                                     |
| Adam | Three-minute ads are very expensive, Mary!                                     |
| Mary | Yes, but they are perfect for this product.                                    |
| Adam | No, they aren't. What's your proposal, Mark?                                   |
| Mark | It's a ten-second spot. It's short and cheap.                                  |

### S O C I A L M E D I A



|      |                                                                           |
|------|---------------------------------------------------------------------------|
| Adam | OK. Mark's ad for television. Now, where are the copies for social media? |
| Mark | Here they are.                                                            |
| Adam | Thanks. Whose is this idea of a long post in Instagram?                   |
| Mary | Mine. Pasta King could sponsor an influencer.                             |
| Adam | Sponsor an influencer? It is a very good idea! We'll go with that.        |

## 13 THE HR MANAGER

### ✓ CAN & COULD

- D Excuse me, are you Anne Wilson, the human resources manager?
- A Yes, I am.
- D Pleased to meet you. I'm John Dunn.
- A Nice to meet you Mr Dunn? Please sit down.
- D Thank you.
- A Could you give me your application, please?
- D Here you are.
- A Thanks. So your name's John Dunn...
- D That's right.
- A Fine. Can you write code, Mr Dunn?
- D Code? No, I can't.
- A OK...you can't write code. Now, can you speak any foreign language?
- D Yes, I can. I can speak French and a little Spanish.
- A All right. French and Spanish...Can you speak German?
- D No, I'm afraid not.
- A Are you good at math?
- D Yes, I am. I'm an engineer.
- A Could you begin work immediately?
- D Yes, of course!
- A OK. Could you be at the factory Monday morning?
- D Certainly. Who must I see there?
- A You can ask for Mr Slate. He's the chief engineer.
- D Well, thank you very much!
- A It's a pleasure, John. Welcome aboard!

## 14 BUSINESSPEOPLE ✓ HAVE

### **A**nthony Smith, from Tecno Corporation, USA

Anthony Smith is a vice-president at Tecno, an American company. Tecno is a high-tech business that specialises in online applications. They have their head office in Silicon Valley, but they don't have any foreign representatives. They have more than one hundred employees and a powerful computer, which they use for programming. Business is very good for them and Tecno is looking for a European partner to expand their market.

### **C**hristina Jones, from Sydney Rubber Company, Australia

Christina Jones is the president of Sydney Rubber Company. Her company has two divisions: the sales division and the manufacturing division. Each division has an area manager and five departments. Sydney Rubber Co. manufacture rubber products in Australia, Brazil and Vietnam. They sell their finished products to the USA and the EU.

### **A**dam Apple, from Adam & Eve Advertising Agency, UK

Adam Apple is an executive at Adam & Eve Advertising Agency. He has a lot of experience in advertising but he doesn't have much free time because he spends most of his day visiting clients. He has three international awards and enjoys his job very much.

## 15 ➔ TRAVELLING ✓ DAYS & TIME

Anthony Smith is in Quebec and wants to travel to London. He's talking to a travel agent now.

S I'd like some information on direct flights to London.

A When would you like to travel?

S On Friday.

A At what time, sir?

S In the morning. Around 8 or 9 AM.

A Let's see. No, there aren't any seats available on Friday morning.

S All right. What about Saturday?

A There's a flight at 6.45 in the evening.

S That's fine.

A Would you like a ticket?

S Yes please.

S How much is it?

A It's 1,200 Canadian dollars.

S That's expensive! It's cheaper online!

A But we give you a better service, sir.

S Can I pay in euros?

A Yes, you can, but we need to charge a small commission.

S Why?

A Because we need to exchange the euros for Canadian dollars.

S And how much is the commission?

A It's 1.2 percent.

S What time must I be at the airport?

A At around 3.30, sir. It's always better to check in early.

S And when does the plane land in London?

A At 7 o'clock, London time.

## 16 AN APPOINTMENT ✓ OBJECT PRONOUNS

### Calling the Grey & Grey Bank

T Grey & Grey Bank. Can I help you?  
 B Yes, I'd like to make an appointment with the manager.  
 T Where are you calling from, sir?  
 B From Motorway Inc. My name's Bill Brick.  
 T All right, Mr Brick. I'll connect you with her.

### Calling Ms Grey's office

Y Ms Grey's office. Good afternoon.  
 B Good afternoon. Is this the manager's office?  
 Y Yes it is.  
 B Fine. I'd like to make an appointment.  
 Y Could I have your name, please?  
 B Bill Brick, from Motorway Inc.  
 Y Right, sir. Could you come Monday at 9.30?  
 B Yes. Thank you.  
 Y You're welcome, sir.

### Meeting Ms Grey

G Pleased to meet you, Mr Brick.  
 B Nice to meet you too.  
 G Come into my office.  
 B Thanks.  
 G Please sit down. Would you like some coffee?  
 B All right. Black coffee please.  
 G With sugar?  
 B No thanks. No calories for me!

## 17 ✈ AT THE AIRPORT

### ✓ ONE & ONES

Trevor Cutts is Tecno Corporation's president. He's travelling to London with his family.

#### At the information desk

- C Excuse me.  
 Z Yes sir?  
 C Can I ask you a question?  
 Z Of course. What can I do for you?  
 C Could you tell me where to check in for British Airways?  
 Z Over there, sir. The second counter on your left.  
 C Pardon? Which counter?  
 Z That one. The red and blue one over there.  
 C Thanks.

#### At the check-in desk

- T Good morning. Can I help you?  
 C Hello. Is this the British Airways counter?  
 T Yes it is.  
 C Fine. We're travelling to London.  
 T Can I see your tickets, please?  
 C Here you are.  
 T Thanks. What nationality are you?  
 C I'm American. My wife and my son are Brazilian.  
 T All right. Can I see your passports, please?  
 C Here they are.  
 T Thank you, sir. Can you put your cases on the scales, please?  
 C Yes. Which one shall I load first?  
 T It's better to weigh the bigger ones first and the smaller ones later.

## 18    HIS & HERS ✓ POSSESSIVE PRONOUNS

- M            Would you like some more tea?  
P            Yes please.  
M            Is this your cup?  
P            No. That one's mine.  
M            And whose is this one?  
P            I don't know. It could be his.  
M            Whose?  
P            Paul's. This cup could be his.
- N            Your plates are very clean, Cynthia.  
              Which detergent do you use?  
C            Superwhite. It's not very expensive and  
              it's good.  
N            Do your sisters use the same brand?  
C            They don't. They prefer Cosmo  
              detergent.  
N            Which is the best one?  
C            Superwhite, of course. My detergent is  
              much better than theirs.
- P            Can you show me your paint collection,  
              Mark?  
M            Of course Paul. Look, this is my Renoir.  
P            Very nice...I like this one especially.  
M            Which one?  
P            This small one here. Who is the painter?  
M            This one? It's mine. I am the painter  
P            Congratulations. It's very good!
- M            Well, goodbye.  
P            Bye. Thanks for the invitation.  
M            That's all right. Thank you for coming.  
              Now, which one is your jacket?  
P            This one's mine.  
M            And that one?  
P            I think it's Norah's  
M            Norah's?  
P            Yeah, I'm almost sure it is hers.

**19 → ARRIVING**  
**✓ HOW MUCH & HOW MANY**  
**✓ HAVE GOT**

Trevor Cutts has arrived at Heathrow Airport in London.

**The migrations officer**

- O Good morning. Can I see your passport?
- C Certainly. This one's mine.
- O Which one?
- C This one. The blue one.
- O OK. You're American.
- C Yes I am.

**The customs officer**

- X Which are your cases?
- C These cases are ours.
- X OK. Do you have anything to declare?
- C Well, we have a little wine and my wife has a few cigarettes.
- X How much wine have you got?
- C Not much. Only two litres.
- X And how many cigarettes has your wife got?
- C Not many. Just two boxes.

**The taxi driver**

- T Good evening.
- C Hello. Can you take us to Cambridge Avenue, please?
- T Sure. What number?
- C Forty-one. Beside Kilburn Park underground station.
- T OK. Have you got any cases?
- C Yes.
- T How many have you got?
- C Just a few. Only three.

20

A BUSINESS EMAIL  
NUMBERS

To: Pat O'Connor  
From: George Reeves  
Subject: Mickey doll samples

Hello Pat,

Thanks for your last message. We got your payment on Monday, so everything is fine now.

This email is about the new Mickey Dolls you asked for. All of our dolls are made from rubber, and we can paint your company's logo on them.

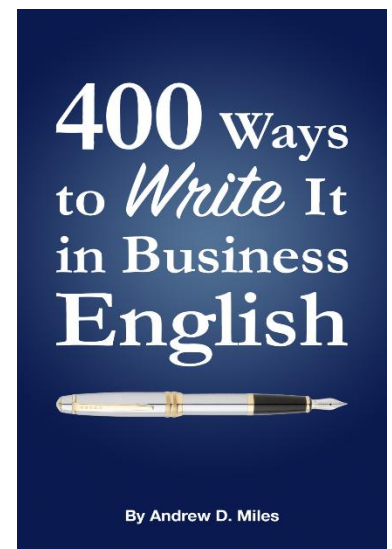
Once you confirm, we can make the 550 sets you need in one week.

The price is £25 for each set of 50 dolls. But if you buy at least 600 sets we can reduce it to £22. These prices include royalties paid to Disney Enterprises, Inc. but they do not include taxes.

If you order more than 1,000 sets, we could offer a better price. Maybe we can talk about that later?

Best regards,

George Reeves  
Sales Manager



[www.andymiles.com](http://www.andymiles.com)

## 21 AT THE COMPANY

### ✓ PRESENT CONTINUOUS

It's lunchtime at Britsoft Limited. George Dougall—the firm's Sales Manager—is talking to Victor. He is George's personal assistant.

- G I can't see Tom at his desk. Do you know where he is?
- V He's working with Emma King. I think they're preparing next year's promotion campaign.
- G OK. Where is Kate?
- V She's replying to her emails.
- G That's good. What about Nicholas? Is he working on his sales report?
- V No, he isn't. He's having lunch with Anthony Smith, an American businessman.
- G Victor!
- V Yes George?
- G Do you know where Richard and Sophie are?
- V They're helping at the exports department. They're controlling and classifying all international shipping documents.
- G All right. But who's checking payments?
- V Wendy and Andrea are. They're preparing a list of bad debts.
- G Good. That's very important. Now...
- V Yes?
- G What about you? What are you doing?
- V I'm waiting, sir.
- G Waiting? What for?
- V My computer is printing some invoices and I can't continue with my work until it finishes.

## 22 THE OIL FIELD

### ? QUESTION WORDS

N Eton Oil Company. Can I help you?  
 D Yes. I'd like to speak to Ken Simpson immediately, please.  
 N Ken Simpson. What's his extension number?  
 D I don't know.  
 N I see. Which division is he in?  
 D He's a security officer at the accident prevention department.  
 N All right. Who's calling?  
 D This is Michael Devon.  
 N Hold on, Michael, please.

N I'm sorry sir, but his line's engaged.  
 D Can't you interrupt him? It's an emergency...  
 N I'm afraid I can't. It's against company rules.  
 D Is it? Well, is there anybody else in the department?  
 N Wait a minute sir. I'm going to check.  
 D Please hurry up. It's urgent!

N Where are you calling from?  
 D From Texas.  
 N Where in Texas?  
 D From the Madison oil field.  
 N Fine. Does Mr Simpson have your number?  
 D Yes he does.  
 N OK. When can he phone you?  
 D As soon as possible.  
 N As soon as possible? Why?  
 D It's urgent. We have a fire in the field!  
 N Oh!

## 23 \$ AT THE BANK

Andrea Parr wants to open a bank account so she goes to a G&G Bank branch near her home.

- A Good morning.  
M Good morning, madam. Can I help you?  
A Yes. I'd like to open an account.  
M Certainly. Would you like to take a seat?
- M What kind of account would you like to open?  
A Well, I don't really know...  
M Is it a personal account or a company account?  
A It's a personal account.
- M Fine. Would you like a current account or a savings account?  
A What is the difference?  
M A savings account bears interest while a current account doesn't bear any interest.
- A Can I have credit cards in both accounts?  
M Yes, you can.  
A I see. I think that a savings account is better.  
M Fine.  
A Now, tell me...are there any expenses?  
M Pardon?  
A Are there any expenses?  
M That depends. If your average balance exceeds five hundred pounds you don't have to pay any bank charges. If it's less you have to pay a small commission.

## 24 ADVERTISING OBJECT PRONOUNS

Adam Apple is reading two sample advertisements for Western Airline's TV advertising campaign.

### **Mark's idea: What clients say.**

Anthony Smith, Silicon Valley: *"Once you try the best, you like nothing else. Western is the only option for me."*

Alison Powell, New York: *"I believe in safety. I fly Western because their pilots are experienced. I trust them."*

Christina Jones, Sydney: *"My assistant always books Western for us. I would never fly any other airline."*

Ed Chang, Taipei: *"When we need to deliver goods fast we always send them by Western. They're reliable and punctual".*

### **Mary's idea: Western, the happy airline.**

Fly with us and be happy! Western Airlines can take you and your family (including your pets) all around the world.

Once a week from Boston to Hong Kong, twice a week from Shanghai to Sydney, seven times a week from London to Paris.

Western is for me, for you, for her, for him, for them, for everybody! Fly with us– and be happy!

## 25 THE AGENDA

### ✓ GOING TO

George Dougall is working at his office. Nicholas knocks on his door.

- G Who is it?  
 N It's me, Nicholas. May I come in?  
 G Yes certainly, Nick. What can I do for you?  
 N Well, I'm trying to organise a meeting with all the managers.  
 G What for?  
 N We're going to talk about Tecno.
- G Sorry. Who's Tecno?  
 N It's an American company from Silicon Valley.  
 G Silicon Valley?  
 N I think we're going to start a new business with them.  
 G Really?
- N Well, we're planning to meet tomorrow morning. Can you come?  
 G Actually, I'm not going to be here all day tomorrow.  
 N Why?  
 G I have to see John. We're going to discuss the new freight rates.
- N What about Wednesday?  
 G If it is Wednesday morning, yes.  
 N Fine. Wednesday then. Is 9.45 all right for you?  
 G Yeah, no problem.  
 N Great. See you on Wednesday then.  
 G See you.

## 26 ✓ PREPOSITIONS

### 9.35

Andrea's waiting outside her company's conference room. She has to attend a business presentation there. At this moment, she is looking at the speaker, who's coming out of the lift. He's carrying an overhead projector and a laptop. A security guard is helping him.

### 9.45

Now Andrea's inside the conference room. She's sitting between Wendy Mason and a lawyer. A production engineer is sitting in front of her. The speaker is introducing himself. His name is Smith. He's drawing a chart and writing some numbers under it. Soon he's going to speak about manufacturing techniques in the USA.

### 10.05

The presentation isn't very interesting, so Andrea's looking at the people around her. The man behind her is sitting quietly. The engineer is reading a magazine. The lawyer is talking by phone and Wendy is writing on her laptop. Very soon the speaker is going to turn the lights off so the public can see watch a video.

### 10.30

At the moment the conference room is dark. The man behind Andrea is still sitting and the lawyer is still talking. The engineer is sleeping. Smith is walking across the room. He's talking about his company, which is placed in California. Andrea's looking towards the door. She is tired and bored. She wants to go home.

**27**  **TELEPHONING****Los Angeles, 9.01 am**

- G Tecno Corporation. Good morning.  
O. Good afternoon. May I speak with Giselle, please?  
G Yes. Who's calling?  
O. It's Anthony Smith from London.  
O. Hold on, Anthony.

**Los Angeles, 9.02 am**

- G Mr Cutts' office. Can I help you?  
A Hi. It's Anthony Smith here. Who's speaking?  
G It's Giselle. How are you Anthony?  
A I'm fine. I have made lots of contacts with British companies. How are you doing?  
G I'm very well, thanks. When are you coming back?  
A Next Tuesday, Giselle. Now, may I speak to Mr Cutts, please?  
G I'm going to check if he is in. Just a moment, please.

**Los Angeles, 9.03 am**

- C Cutts speaking.  
G Mr Cutts, I have Mr Smith on line B. He's calling from London.  
C OK. Put him through, please.  
G Right, sir.

28

**A NEW BUSINESS**✓ **GOING TO**✓ **PRESENT CONTINUOUS**

This is the meeting room at Tecno Corporation in Silicon Valley. Tecno's president (his name is Trevor Cutts) is talking to the chairman of Britsoft Limited, a British company.

They're discussing plans to start a company that specialises in innovative technologies. The new corporation's name is going to be Riversoft Inc. Both executives expect the new company to be competitive and dynamic.

Now, both men are signing the contract. Then they're going to attend a reception with all the shareholders, employees and important customers. At the reception, Trevor Cutts is going to make a speech.

Initially, Riversoft Inc. are going to market software programs for the building industry but later they're going to manufacture printers and monitors at a plant in India. They're also going to open branches in New York, Tokyo and London. Anthony Smith is going to be Riversoft's general manager and Giselle is going to be his private assistant.

At this moment all the guests are drinking champagne and chatting. Very soon Trevor Cutts will make a speech titled "From the Internet towards the new frontier." It's going to be about prospects for communication technologies in the future.

After the reception, Anthony and Giselle are going to catch a taxi because they have to travel to New York. In New York, they're going to supervise the decoration of Riversoft's new office.

29



## AT THE ACADEMY ? QUESTIONS

- Y Good evening.  
 V Good evening sir. Can I help you?  
 Y Do you teach business courses here?  
 V Yes we do. Please sit down.  
 Y Have you got any useful courses?  
 V Of course. But what exactly are you looking for?
- Y Well, I'm out of work at the moment...  
 V Yes?  
 Y And the unemployment office recommended your academy.  
 V Oh, yes. We train many unemployed people at our school.  
 Y I'd like to study something useful.  
 V Something useful? All our courses are useful, sir!  
 Y Are they?
- V May I recommend our computer programming seminar?  
 Y No! I don't enjoy programming and I hate computers.  
 V What about management studies?  
 There's a lot of demand for managers nowadays.  
 Y Yeah. But I don't like that. Management is so boring...
- V OK. I think I have what you need. Our travel and tourism course. Travel and tourism are interesting.  
 Y Are you sure?  
 V Yes, I'm certain. Can you speak any foreign language?  
 Y I speak a little French.  
 V Good.

## 30 BOOKING

### ✓ WILL & SHALL

George Dougall has to travel to Manchester on business. Victor, his assistant is making some reservations.

#### Booking a conference venue at the Rose Lane Hotel

H Rose Lane Hotel. Good afternoon.  
 V Hello. I'd like to book a conference room for our company.  
 H Fine. How many days will you need it for?  
 V From Monday 12 until Friday 16 June.  
 H Good. How many people are you expecting?  
 V Around eighty participants.  
 H Our conference hall is available on those dates. Shall I reserve it for you?  
 V Yes, please.

#### Booking a table at the Pelican Restaurant

P Pelican Restaurant. Good evening.  
 V Good evening. Have you got any table free for Wednesday?  
 P Certainly. For how many people?  
 V Just two. Mr and Mrs George Dougall.  
 P Good. Would you like a table near the orchestra or near the garden?  
 V I'm not sure. Do you have any next to the swimming pool?  
 P Of course. It's a perfect choice because that's a very romantic place.  
 V OK. Beside the pool then.

## 31 A MEMO

### ✓ ADJECTIVES & ADVERBS

To Wendy                      From James

We need a good laser printer for our new computer. Could you please phone some of our suppliers and ask for prices? I do not want you to spend too much money, but the machine has to print well because it's for brochures. Thanks.

To James                      From Wendy

I called Stillman & Sons. They recommend a Hewlett Packard, because HPs are quiet and efficient. They print quietly and efficiently. The price for their top model is £ 650 plus VAT. Do you want me to buy it?

To Wendy                      From James

Thanks for your memo, but £ 650 is too expensive for our budget, so I do not want you to purchase that model. Could you please ask for a cheaper printer or a discount?

To James                      From Wendy

Stillman & Sons say that cheap models are not suitable for our needs. However, they could give us a 15% discount if we pay cash. Can I buy it?

**32 \$ BANKING**

- U Can I change some dollars?  
V Yes, madam.  
U What's the exchange rate?  
V It depends. What currency do you want to buy?  
U Euros.  
V Just a moment, please. I'll check the rate on the screen.
- W I'd like to send a money order.  
M Domestic or abroad?  
W To India.  
M That's abroad then. It's the second counter on your left.  
W. Pardon?  
M The second counter on your left. The green one over there.  
W Oh yes. Thanks.
- Z I have an appointment with Mr Peterson, the credit officer.  
X Fine, madam. What's your name, please?  
Z Jessica Punt.  
X He's expecting you, Ms Punt. Through here, please.
- F I can't find my credit card!  
E Isn't it in your handbag?  
F No. I have looked for it but I can't find it!  
E Well. Where could it be?  
F I don't know. On the bus. Or the train...  
E I see. I'm going to cancel your card then.  
F Why? Is that necessary?  
E Yes it is. Somebody could try to use it.

## 33 BUSINESS LIFE

### ✓ FREQUENCY ADVERBS

#### **Christina Jones, 35, married, mother of two girls**

Christina is the CEO of Sydney Rubber Co. She always arrives at her office early and reads her emails. Then she generally attends meetings or works on future plans. She usually leaves her company at eight in the evening and has dinner at home with her husband and daughters.

#### **George Roberts, 41, divorced, father of one boy**

George Roberts works as a sales manager. He always travels to his office by car and arrives there between 9 and 10 AM. Then he reads sales reports and talks to his department's employees. He generally has lunch at a nearby restaurant with a client and rarely returns to the company before 3 PM. He never arrives home until 9 at night.

#### **Charles Demming, 36, single**

Charles Demming is unemployed. He always gets up at nine in the morning and logs on to look for work. He reads every ad and sometimes applies to jobs. He often spends his afternoons playing on his computer or chatting with his friends.

#### **Adam Apple, 39, married, father of six children**

Adam works in the advertising industry. He usually wakes up at ten in the morning. He has a quick shower and a simple breakfast. After breakfast he often visits his firm's studios. He never gets to his office before 1 PM. Then he sits at his desk and works on his business papers until 1.30. At that time, he generally goes to play squash with his friends. Adam usually finishes his game at half past two, but he never returns to the office until four.

## 34 CLOTHES & COLOURS

### ✓ ADJECTIVE ORDER

Stan Chair is the owner of Baron's, a traditional shop in Kensington. He is now talking to Ed Smith, a clothes manufacturer.

- C Well, Mr Smith...what can I do for you?  
 K I'd like to see if you're interested in the products we manufacture. We have quite a wide range of clothes.  
 C Have you?  
 K Yes. For example, we can supply you with very cheap blue jeans and jackets. Would you like to see some samples?  
 C No thanks. We don't sell jeans at our shop.
- K Well, what do you sell?  
 C Designer clothes, exclusively. For instance, would you have anything for our men's department?  
 K We have everything! Every colour and every fabric. Yellow nylon trousers, green corduroy suits, orange cotton T-shirts, purple underwear...  
 C Purple underwear? Isn't that a bit unusual for men?  
 K Oh no! Purple's in fashion nowadays.
- C Well, to tell the truth, Mr Smith...  
 K Yes?  
 C Our shop only buys exclusive garments from top designers.  
 K But our designs are excellent and we also work with first quality material!  
 C Do you? Well, we have quite a different notion of quality, Mr Smith. Thanks for your visit and goodbye!

## 35 SETTING APPOINTMENTS

### ✓ FREQUENCY ADVERBS

Sarah is a new assistant. She's now talking to her boss, because she wants to organise his weekly agenda.

- S Can we start with Monday, Mr Dougall?  
What do you usually do on Monday?
- G Well, I seldom get to the office before lunchtime, so don't set any appointments during the morning.
- S All right, sir. What about Tuesday?
- G I often arrive early on Tuesday. It's a good day for meetings.
- S Fine sir. And Wednesday?
- G Cross it off! I always visit the factory on Wednesday, so I'm never here. But you can arrange meetings for Thursdays.
- S Right. By the way, Miss Wilson wants to see you. Can I write her down for Thursday at eleven in the morning?
- G Anne Wilson, the personnel manager?
- S Yes.
- G No. Ask her to have lunch with me today. I must speak to her urgently.
- S OK. So Thursday morning's free then. What about Thursday afternoon, sir?
- G I'm rarely available. We generally see customers and suppliers.
- S Fine sir. And Friday?
- G I generally meet Mr Apple for golf on Friday, so don't write anything down for Fridays.
- S OK, sir.

## 36 A BUSINESS PARTY

### ✓ PRESENT SIMPLE & PRESENT CONTINUOUS

Riversoft Inc. are holding a party at a disco in New York City. The party is to celebrate the opening of Riversoft's new offices on the American East Coast. At this moment, there are more than three hundred guests at the disco.

Christina Jones is drinking some whisky on the rocks and chatting with Trevor Cutts. They generally talk business when they meet, but today they're enjoying the party and talking about politics. The DJ is playing a song by Taylor Swift. Christina likes her songs very much, but Trevor prefers jazz.

Adam Apple, George Roberts and Alison Powell are sitting at a round table. Adam is listening to the music. George is asking Alison to dance. Alison loves to dance, so she is going to say yes. Behind them, a waiter is pouring some champagne into their glasses.

Eve Bronson doesn't like parties. She rarely attends them. But Riversoft is an important client so it was impossible to say no. Right now, she's standing beside Michael Devon. She's trying to sell Michael an old car, but Michael is not interested. He's not listening to Eve. He's watching Wendy Mason. Very soon Michael's going to ask Wendy to have a drink with him.

Anthony Smith is Riversoft's new managing director, but he's not speaking to any guest at the moment. He's hiding behind some curtains. He is with Giselle, his private assistant. They work together every day. However, they're not working today. Now they are kissing behind the curtains. They love each other but they never kiss in public. In a few minutes, Anthony's going to ask Giselle to marry him.

**37**  **DIRECTIONS**

J Hello. I'm John Dunn, the new trainee.  
D Oh, hello. I'm David. Nice to meet you.  
J Nice to meet you too. Tell me, do you know where the quality control area is?  
I'm looking for the chief engineer.  
D No idea. I don't usually work here. I'm from head office in town. But I'll introduce you to Kim. She knows everything about the factory.  
J Great. Thanks.

D Kim, this is John Dunn, the new trainee. He wants you to tell him where the quality control people are.  
K Pleased to meet you, John. Welcome to the company!  
J Pleased to meet you too. Thanks. Now, could you please direct me to the quality control area?  
K Yes. But it's not an area. It's a department. Quality control is a department in the production area.  
J Sorry!

K That's all right. Don't worry. First I'm going to explain how to get to the production plant. You can ask someone else there.  
J Good.  
K Leave the office through the front door and turn right along the paved path. Then walk on for about 100 yards. You'll see the factory on your left.  
J Right. Has it got a sign?  
K I think so...yes; it says "Production Plant." Anyway, you can't miss it. It's a huge red brick building.

## 38 A PUBLIC BIDDING

- ✓ PRESENT CONTINUOUS
- ✓ ADJECTIVES AND ADVERBS

Motorway Inc. is a construction company. They generally build roads, but today they're preparing a project for a railway bridge in Portugal, because they're planning to take part in an international bidding.

### **8 PM at the Chairman's office**

Bill Brick is Motorway's chairman of the board. He usually leaves his office at seven, but today he's talking to a friend in the ministry of transport. Bill wants to know which other companies are planning to present projects, but his friend can't tell him.

### **9 PM at the projects office**

Six engineers and two architects are working hard on their computers. They are drawing plans. They usually draw slowly and carefully, but today they're drawing very fast because the plans must be ready before eight tomorrow morning.

### **10 PM at the IT department**

Sharon and Kathy are good mathematicians. They always work well. Sharon rarely stays at the company in the evenings because she has a small son. Luckily, today her husband can look after him, so she's helping Kathy. They're making structural calculations for the new bridge.

### **7 AM at the Chairman's office**

Bill is dictating the last paragraphs of the proposal to Alice, an English-Portuguese translator. Alice is typing carefully. Later she's going to upload her translation to the company's cloud.

## 39 INTERNATIONAL TRADE ✓ MUCH & MANY

### The importer & the exporter

- E How many barrels of beer are you going to buy this time?
- I Three hundred.
- E Good. And how much wine?
- I 150,000 litres in total. Half red wine and half white wine.
- E Perfect. Now I'd like to confirm the price... It's US\$ 57,200, if I'm not wrong.
- I You're right.
- E And the delivery date is September 23, which means they'll arrive to England mid-October.
- I OK. Now, could we pay by transfer instead of by letter of credit this time?
- E No, I'm afraid our company only exports against L/C.

### The importer & the transport company

- I We're importing some wine and beer from South Africa.
- F OK. Which port are the goods leaving from?
- I From Cape Town. Delivery's on September 23<sup>rd</sup> next month.
- F Fine. There's a ship that leaves Cape Town on 25<sup>th</sup> September and reaches Plymouth on 13<sup>th</sup> October.
- I Sounds OK.
- F Good. How much room do you need?
- I It's 300 barrels of beer plus 150,000 bottles of wine.
- F I see. That means we'll have to use ten containers.
- I I think so.
- F Right. I'll call the shipping company now to arrange everything.

## 40 A BUSINESS EMAIL

To: John Reeves  
From: Peter Jones  
Subject: Mickey doll samples

Thank you for the Mickey doll samples you sent to our head office in Dublin. We are interested in doing business with you but your costs are too high.

In fact, we have a quotation for a similar doll (Crocky the Croc) from a Chinese factory and their price for 1,100 sets is 7 % lower than your best figure.

If you could make an effort and offer us a 10 % discount on your £ 22 price, I we would be ready to order 2,000 units immediately plus 3,500 additional sets early next year.

Regards

Peter Jones

## 41 A JOB INTERVIEW ✓ WAS & WERE

Riversoft Inc. are planning to open a factory in Leeds and they're looking for a general manager. Ann Wilson is now interviewing Charles Demming, an experienced industrial engineer.

- A I can see from your résumé that you have managing experience, Mr Demming. Is that right?
- C Yes. I was assistant to the CEO at Ontario Hardware, the most important Canadian computer manufacturer.
- A Right. Now, could you tell me what your actual job was?
- C Of course. I was in charge of running the company when the general manager was away on business.
- A And was that often?
- C Very. Ontario Hardware is a multinational corporation and my boss was abroad most of the time!
- A Well, that was your last position, wasn't it?
- C Yeah. I am unemployed now. I was dismissed because our company was taken over by a Dutch electronics manufacturer.
- A Yes, I know that. Now, what was your previous job?
- C My previous post? Oh, yes. I was a production manager at CGS in Bath. That was from March to December 2019.
- A OK. Just one more question about your background...How many people were there under your responsibility at CGS?
- C Around ten. There were three engineers, and six or seven technicians.

## 42 A REPORT ✓ WASN'T & WEREN'T

After interviewing several candidates for the post of general manager, Anne decides to write a report on two of the applicants.

### Charles Demming

He's British but has ample foreign experience. He worked as an assistant manager in Canada but now he would like to move back to England. He isn't married.

He's got both an Engineering Degree and an MBA from Nottingham University. He can speak several languages, including German and Spanish. He did a total quality course at Harvard and can handle most computer programs.

Mr Demming isn't working now. His last position was as assistant manager at Ontario Hardware. Before that, he was a production team engineer at CGS, the hi-tech conglomerate in Bath. His team supervised assembly lines at the factory but they weren't responsible for managerial tasks.

### Claire Stone

She lived abroad for a few years but has no experience in multinational companies. She is married. Her children attend school in Leeds but she wasn't born there. She was born in Bradford, a nearby city.

She isn't an engineer but she has a degree in chemistry from MIT in Boston.

Three years ago she was an executive at Motorway Inc. but now Mrs Stone is the general manager at Spacetest, a small consultancy firm that specialises in mass production technologies.

## 43 THE AUDITOR

### ✓ QUESTIONS WITH DID

John Sulton works as an internal auditor at the Grey & Grey Bank. Just now, he's talking to Miles Peterson, a credit officer at the bank.

J I'm John Sulton, from the auditor's office.

M The auditors...? Oh, yes! I'm Miles Peterson. Pleased to meet you.

J Nice meet you too.

M What can I do for you?

J I'm here to ask some questions about a personal loan.

M Which loan?

J The Jessica Punt operation.

M Oh, that. It was a long time ago.

J Did you approve that credit?

M I remember the loan, but I am sure I did not see the contract.

J No? Didn't you sign this document?

M Pardon? Which document?

J This one. This application form.

M Sorry. I'm afraid I can't see my signature.

J Look here, Mr Peterson. On the bottom line. Didn't you sign this paper?

M Well, the writing looks like mine...

J It is yours, Mr Peterson. Our bank's experts checked it.

M Oh!

J Did you know that Mrs Punt had no collateral guarantees?

M No, I didn't. I thought she had a car and a house.

44



## A MEMO



## IRREGULAR VERBS

Memo from the auditor to J. Sulton on the Jessica Punt loan operation.

1

Ms Jessica Punt was granted a £ 105,800 loan last year. She didn't pay back any of the instalments. The loan operation was authorised by Miles Peterson.

2

Ms Punt didn't supply any proof of salary or other income. Moreover, the credit officer did not check her credit history.

3

Ms Punt had a criminal record in France, Italy and Spain. She was convicted twice for tax evasion and once for fraud. Ms Punt told Peterson that she worked at Harrods, but that was a lie.

4

She didn't have a job and her only assets were a bankrupt shop and a mortgaged house. She also had a 1977 jaguar, which she sold to buy a plane ticket to Colombia.

5

She was having a love affair with Mr Peterson. Apparently, Peterson and Jessica Punt met for dinner at the Blue Moon Club every Wednesday and Saturday.

6

Peterson did not come to work this week. His house is empty and nobody answers the phone. He told a neighbour that he was selling his house. The neighbour thinks Peterson went to live abroad.

45



## BUYING A HOUSE LARGE FIGURES

Barbara Apple wants to buy a house. She's now talking to an estate agent. They are looking at the state agent's computer.

- A            Could you please show me a plan of this house?
- S            Certainly. Here's the ground floor. It has a sitting-room, a toilet, a dining room and a kitchen.
- A            Very nice. How big is the sitting-room?
- S            Quite big. It's exactly 408 square feet.
- 
- A            Right. I'd like to see the bedrooms now.
- S            Of course. Here you are. Upstairs there are four bedrooms and three bathrooms.
- A            But I thought the house had five bedrooms!
- S            Well, we can divide the main bedroom into two smaller rooms if you want.
- 
- A            By the way...what's the price of this house?
- S            £ 667,000.
- A            It's a bit expensive. Have you got any financing?
- S            Of course. We can give you a mortgage for up to 80 % of the total price.
- A            Oh. How much would that be, then?
- S            £ 533,600. We can lend you up to this amount.
- A            And the rest?
- S            Cash. The remaining £ 133,400 cannot be financed.

## 46 \$ TALKING ABOUT A LOAN

### ✓ VERY LARGE FIGURES

#### Talking about a loan

- B Good morning, Mrs Grey. How are you today?
- G Fine, Bill. How can I help you?
- B Our company needs a loan.
- G How much would you need?
- B In fact, we're only requesting a small loan—exactly 576,000 pounds.
- G What for?
- B It's to help finance a bridge we are building in Portugal.

#### Talking about a balance sheet

- G Could you show me your balance sheet, please?
- B Here it is.
- G Thanks. Let's have a look. Assets... £5,433,000... liabilities... £ 6,567,000...net worth...minus... £ 1,134,000! Is this a joke, Bill? Your company is bankrupt!
- B No... well, you see...we hope to improve our performance. When we finish this new bridge in Portugal...

#### Talking about rates and terms

- G OK. Here are the conditions: your premises as guarantee, 6 % interest rate and payback within twelve months.
- B But that rate's too high!
- G Is it? What about our risk? We must cover ourselves.
- B Yes, but it's still too expensive. And the term is too short.
- G Well, maybe we can extend it to eighteen months.

## 47 ✈ A WORLD TOUR ✓ IRREGULAR VERBS

Alison Powell is an official at the World Bank. Now she's at the World Bank's office in New York, but she spent part of last week travelling.

### **Tuesday, 1st September**

Alison woke up at 6.30 AM and made breakfast for her flatmate, Louise. Then she left her apartment and took a taxi to J.F. Kennedy airport. From there she flew to Ho Chi Minh City in Vietnam, where she met Ms Christina Jones. They spoke about globalisation.

### **Wednesday, 2nd September**

Alison and Christina visited Sydney Rubber Company's new factory in Vietnam. They ate at the factory, drank champagne and Alison made a speech. Both businesswomen left Vietnam at 9 PM in Christina's private jet. They flew to London.

### **Thursday, 3rd September**

Alison spent the morning resting at her hotel. In the afternoon she bought some presents at Harrods. Then, she read an article from The Economist and wrote a report on her laptop. Alison met George Roberts—an old university classmate—that evening. They had dinner at The Dover Street Restaurant & Jazz Bar. Alison came back to her hotel at 1.00 AM.

### **Friday, 4th September**

Alison spoke to the Chancellor of the Exchequer in the morning and afterwards took a plane back to New York. She slept through the flight. Due to the time difference, she arrived at the World Bank before 5 PM. She went into her boss's office, said hello, and gave him the report on her trip.

## 48    ↑ ↑    AN INTERVIEW          ?    QUESTION WORDS

Rod Lord is a reporter at Forbes Magazine. He's interviewing Alison Powell because he wants to write an article about the World Bank.

- R            Good morning. May I come in?  
 A            Yes, of course. Mr...  
 R            Lord. Rod Lord, from Forbes. I made an appointment with your assistant last month.  
 A            Yes, of course. Well, it's nice to meet you, Mr Lord.  
 R            Glad to meet you too. May I sit down?  
 A            Please. Make yourself comfortable. Would you like something to drink?  
 R            No thanks. I don't drink when I work. Do you mind if I record our conversation?  
 A            Not at all.  
 R            All right. Are you ready?  
 A            Yes. Let's begin.  
 R            Good. My first question is...Why did you travel to Vietnam last Tuesday?  
 A            I went there to open Sydney Rubber Company's new automated plant.  
 R            I see. Who supplied the funds for this factory?  
 A            We did. Our organisation provides low interest financing for development projects. Sydney Rubber Co. applied for a subsidised loan. The project was analysed and approved last year.  
 R            Did you do anything else in Vietnam?  
 A            No. Well, yes...I ate very good seafood and I also made a speech at the factory!

49  SHOPPING

✓ EMPHATIC DO

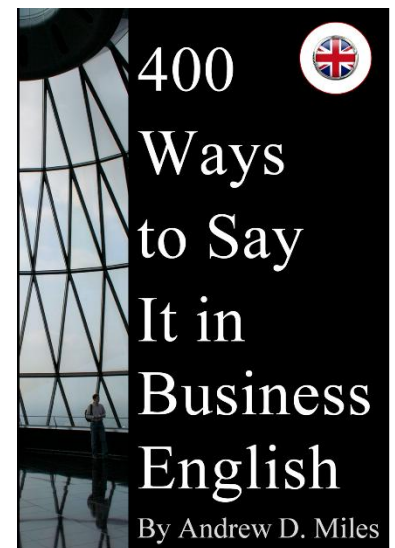
✓ COUNTABLE & UNCOUNTABLE

**At the grocer's**

- A Good morning.
- B Good morning. Can I help you?
- A Have you got any red wine?
- B No. But we have some white wine. We've got a little Californian white and some Spanish white.
- A Sorry...How much Californian wine did you say?
- B A little. We've only got a few bottles.
- A Well, I do prefer Californian to Spanish wine, so could I have three bottles, please?

**At the stationer's**

- J Good morning. I need a printer cartridge.
- I Sorry? What kind of cartridge?
- J An ink cartridge for an Epson printer. Have you got any?
- I We do have a few. Can you give me the cartridge code or the printer model?
- I How many cartridges would you like?
- J I only need one.
- I We do have several...
- J Thanks, but one is enough.
- I Here you are.
- J How much is it?



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50



## A PHONE CALL



## POSSESSIVE PRONOUNS

Tim Kelly phones George Roberts because he needs an estimate for some brochures.

- G George Roberts speaking.  
 K Oh, Mr Roberts. It's Tim Kelly, from Dublin.  
 G Pardon?  
 K Tim Kelly. Alison Powell gave me your name.  
 G Sorry, who gave you my name?
- K Alison Powell. She's a friend of mine.  
 G Sorry again! Did you say Alison's a friend of yours?  
 K Yes. She's a friend of mine. But can you hear me properly?  
 G I'm afraid not. There's a funny noise on the line.  
 K All right. Please hold. I'll move somewhere else for better reception.  
 G Fine.
- K That's it. Can you hear me better now?  
 G Perfectly. What were you saying about Alison?  
 K She gave me your number. She's a friend of mine.  
 G Really? Alison and I were classmates. How can I help you?  
 K My company is about to launch a new product—powder shampoo—and we need an estimate for brochures.
- G Fine. Are the products yours or do you just distribute them?  
 K They're 100 % ours. We manufacture and distribute them.  
 G How many brochures would you need?  
 K About 250,000 for Europe and 300,000 for America.  
 G Right. Those are interesting figures...

## 51 A TRANSFER

### ✓ REGULART VERBS IN PAST

- G Grey & Grey Bank.  
 C Good morning. My name's Adam Apple.  
 G Yes sir. How can I help you?  
 C I have a problem with a transfer.  
 G Fine, sir. I'll put you through to Ms Milton.  
 She usually does all the work connected  
 with transfers.  
 C Thanks.
- T Tess Milton speaking.  
 C My name's Adam Apple. I have a  
 problem with a transfer.  
 T What is it, Mr Apple?  
 C Well, I made an online transfer a week  
 ago, but the money never arrived.  
 T Can you please confirm your account  
 number?  
 C Certainly. It's 990876534/K. I opened it  
 last year.  
 T Yes. I have it here on my screen—Mr  
 Adam Apple, 25 Sussex gardens.  
 C That's right.
- T We debited your account on 5 May.  
 Three hundred pounds transferred to a  
 certain Miss Claire Tricker, Barclays Bank,  
 Kilburn High Road branch.  
 C I already know that, Mrs Milton. Don't  
 forget that I ordered the operation. The  
 problem is that the people at Barclays  
 say they never received the money!  
 T Could we then check the beneficiary's  
 account number, sir?  
 C OK. Hold on for a second, please. I'll  
 have to look for it.  
 T Right, sir.

## 52 ✈️ A BUSINESS TRIP ✓ QUESTION TAGS

Yesterday Anthony returned from a business trip to the United Kingdom. Now he's in New York talking to Trevor Cutts, Riversoft's Chairman.

- J Well, Anthony, you worked hard in London, didn't you?
- A I certainly did, sir.
- J You usually stay at the Cumberland Hotel, don't you?
- A Yes. They have a good restaurant for business lunches.
- J You had a meeting with George Dougall there, didn't you?
- A Yes.
- J What did he say about sales prospects?
- A Not much. Britsoft reached their production goals this year but they still have 1,200 pieces in stock. In my opinion, they won't achieve their sales objectives.
- J Ah...
- A I also visited Owen Burton in Wales.
- J Owen? He didn't talk about a merger, did he?
- A Not exactly. He proposed a takeover. There's a British company called Motorway Inc...
- J Yeah. They're no good! They owe about a million dollars to the G&G Bank.
- A That's the point, sir. They are desperate for cash! They need us.
- J What do you mean?
- A The combination of our management experience and their building capacity could result in a highly competitive organisation!

## 53 THE COMPANY CHART

Last month, Riversoft's Board of Directors decided to buy a 53 % stake in Motorway Inc. Now Riversoft's new Chairman—Trevor Cutts—is talking to Bill Brick, Motorway's former CEO. They're discussing the company's new organisation chart.

- C It is our plan to split the company into two divisions. Project development on one side and construction on the other.
- B I do not agree. Large divisions are usually inefficient and over-staffed. Our present organisation chart emphasises efficiency by breaking the firm into ten sections.
- C Sorry, but we will have to change that! Nowadays Motorway cannot afford to pay ten managers...plus their company cars...plus their travel allowances...
- B Do you mean there will be layoffs?
- C It's quite likely. We need to act firmly to save this company.
- B Well, that's not what Smith said at our meeting last September.
- C Smith is only an employee. He's one of our top executives, but he doesn't make the rules. He just follows them.
- B And what about me? Where will I fit in this new plan?
- C As I was saying before you interrupted, we'll have two divisions. Each division will be broken into three departments with a vice-president at the head.
- B Will I be one of those vice-presidents?
- C I'm afraid not.

**54 \$ INVESTING**

Charles Canson and Vivian Walters are having dinner at a French restaurant.

- C Well, Vivian. Which wine would you like to have with the trout?
- V I guess white wine. It goes better with fish.
- C Of course. I'll tell the waiter to get us some Italian white.
- V It's all right with me. You're the expert in wine.
- C Ah yes. Thanks. Now, here's a question I'd like to ask. I was planning to put some of my savings into shares. What do you say?
- V I already told you that this is the worst moment to go into stocks. Your best move would be a safe investment. Gold, for instance.
- C In fact, I have already analysed one company.
- V You have? Which one?
- C Riversoft.
- V It's bad business. Their president is making mistake after mistake. Now he's taken over Motorway Inc., a nearly bankrupt construction company. Can you believe that? He's the worst manager I know!
- C Are you sure?
- V Yes, I am. But weren't we going to have a nice time, a romantic evening? All you're doing is talk about money – and not about us. Next time I'll come out with George!

## 55 TELEPHONING

### 1 At the factory

- X Paul Lewis.  
 Z May I speak to Chris?  
 X I'm afraid he's out.  
 Z Do you know where I could reach him?  
 X Yes. He could either be with Mary Lou or down at the shop.  
 Z Right. Thanks a lot.  
 X That's OK.

### 2 At the school

- A Marble Arch Academy.  
 E Hello. I'd like to talk to Andy.  
 A Andy? Andy who?  
 E Well, I don't know his surname, but he was my teacher two years ago.  
 A Oh yes! Andy Jones. Well, he's not available now.  
 E Could I leave him a message?  
 A Yes, but you'll have to wait a minute. I'm busy with another call right now.

### 3 Calling Karen

- H Extension 103.  
 N Hello. Is that you, Karen?  
 H No. Who's calling?  
 N George Roberts, from Roberts Ltd. Who's that?  
 H It's Linda. I'm afraid Karen isn't at her desk now.  
 N Do you know where she is?  
 H Actually, she's at the lady's now...

### 4 At the agency

- U A & B Advertising Company. Can I help you?  
 C Yes. I'd like some information on your services.  
 U Fine. Then you must speak to our media chief. Just hold on, please.  
 Y Young speaking.  
 U There's a woman on line B for you.  
 Y OK. Put her through.

**56**  **A BUSINESS EMAIL**

1st April

To: Giselle Smith  
From: Kimberley Loom  
Subject: Invoice No. 0277

Dear Ms Smith

Thank you for ordering our Sherlock Holmes collection.

However, our accountancy chief tells me that you still owe us \$152 for the *Collected Plays and Poems* by William Shakespeare, plus \$ 18 for shipping and handling (invoice 277). You ordered these books from our summer catalogue forty-two weeks ago and we sent them by Federal Express.

As you already know, you can pay us by entering a deposit into our Citibank account A/65798 (Carthage Branch) or by credit card through our website.

Therefore, I am afraid we cannot meet this new order until your debt has been satisfactorily settled.

Yours sincerely

Kimberly Loom

57



## OFFICE GOSSIP



## REGULAR VERBS IN PAST



## COMPOUNDS WITH ANY

- X I'm fed up with everyone at our French office!
- Z Why? What did they do?
- X Look. I emailed them at 8 o'clock this morning–  
but got no reply. So I contacted them through  
WhatsApp. Again, nobody answered. In the  
end, I picked up the phone and talked to their  
boss.
- Z What did he say?
- X He said everybody was busy and asked me to  
call later!
- A Did you do anything interesting yesterday?
- G Not really. I just worked at Wembley.
- A But it was Sunday!
- G I know, but I'm a referee. I always work on  
Sundays.
- R Wendy, how was your date with Michael?
- W Gorgeous! We had dinner, looked at the stars,  
walked along the river...
- R Walked? Looked at the stars? Was that  
everything?
- W Of course not! Michael kissed me after we  
stopped walking.
- R Oh.
- H Could you find the Robson files, Laura?
- G No, Bob. I searched for them but couldn't see  
them anywhere.
- H Did you look everywhere?
- G Yes. I checked all the drawers and looked into  
every folder.
- H That's too bad. Where could they be?
- G I don't know. I'm not a detective!

## 58    ▶▶ PROCEDURES

### ✓ AGREEING

Virginia and Guy work at a government research laboratory. They are in charge of closing the premises after every other employee leaves. Today they're following their everyday routine.

- V            First of all we must check whether delta batteries have enough power to last all night.
- G            Right. Power level at 100 %. Checked.
- V            Correct. Then we must control the oxygen level of tanks nine and seven.
- G            Let's see...both gauges mark full supply.
- 
- V            Excellent. The third step is to set the timer on the vaults. Have you done that?
- G            Not yet. But we can either do it now or just before we leave.
- V            Sorry Guy, but procedures are procedures. Please set the timers now.
- G            All right.
- 
- G            Shall I test the alarm system now?
- V            No. I've already tested it.
- V            Fine. Have you turned the lights off?
- G            Done. Only mains are on. I turned the rest off.
- 
- V            OK. That's almost all of our procedure for today. I guess we can go home now.
- G            Agreed. Could you please lock up? I left my key in the car.
- V            Of course. Let's see—oh!
- G            What's wrong?
- V            I've also forgotten my key!

59



## ADVICE



## EITHER &amp; NEITHER



## MUST

Jack is a young employee at Motorway Inc. He is travelling to Australia on business. His boss is giving him some practical advice.

- B Have you already asked Kitty for some Australian dollars, Jack?
- J No, I haven't. I thought I could change my pounds at either a bank or an exchange house.
- B Yes. But you'll arrive in Sydney at 11.00 PM. Neither banks nor exchange houses will be open!
- J You're right, sir. I didn't think about that!
- B You must always think, Jack. Remember that you'll be on business, not on holiday!
- J Certainly, sir. Now, must I wear a suit for the meetings?
- B Of course you must wear a suit! Dark suit—either grey or blue, plus a white shirt and a matching silk tie.
- J I have neither a blue nor a grey suit. Must I buy one?
- B Definitely. Now, listen carefully.
- J Right, sir. I'm listening.
- B Our company needs this contract. We must have it. But we want neither the Australian government nor our competitors to know that. Do you understand?
- J Yes, sir.
- B So you must negotiate very carefully. You mustn't give the Australians too much information...
- J Fine, sir.
- B ...but you must give them enough to generate interest in our project.
- J OK.

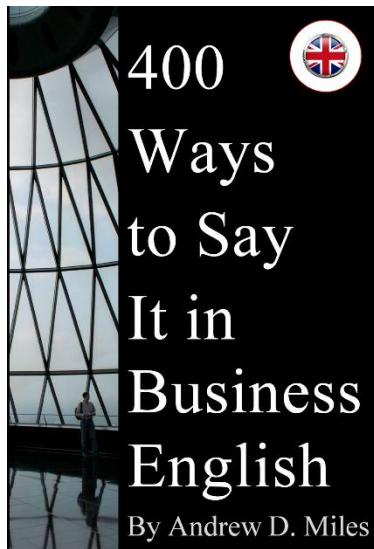
## 60 THE HEADHUNTER

### SAYING NO

Lindsay Arrow is a headhunter. She is currently looking for a new manager for a bank. She's phoning some people she knows.

- A Adam Apple speaking.  
 L Hi, Adam. It's Lindsay Arrow.  
 A Hello, Lindsay. What can I do for you?  
 L I'm looking for somebody for a management post at the G&G bank. I thought you would be the ideal candidate.  
 A Thanks, but I'm not really keen on changing jobs right now.  
 L Aren't you? But it's a challenging position!  
 A In fact, I'm not interested at all.  
 L And the salary's excellent.  
 A Please don't insist. It's impossible for me to change jobs now. Thanks for phoning, anyway. So long, Lindsay.
- R Hello.  
 L Robert, is that you?  
 R Yes, who's calling?  
 L Lindsay.  
 R Lindsay? Is it Lindsay Moon from CGS?  
 L No. It's Lindsay Arrow. Don't you remember me?  
 R I'm afraid not. What is it about?  
 L Well, I'm in charge of a search...  
 R Fine. But I'd rather not work for CGS.  
 L Sorry? But I'm not from CGS. I'm a headhunter.  
 R Oh, yes. Lindsay Arrow. The headhunter. Well, thanks for phoning, but a new job is out of the question for me. Bye.

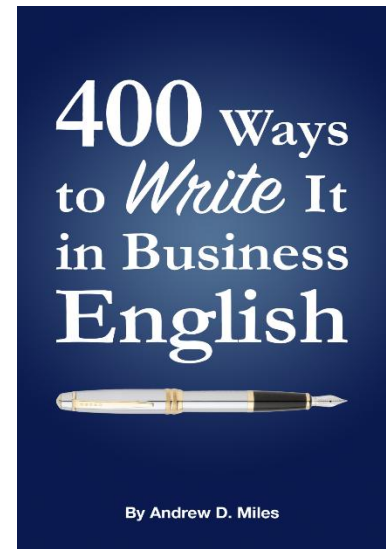
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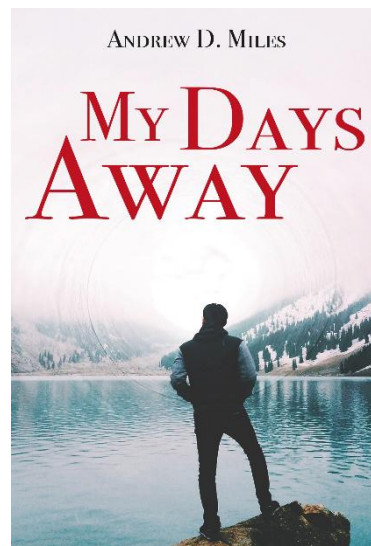
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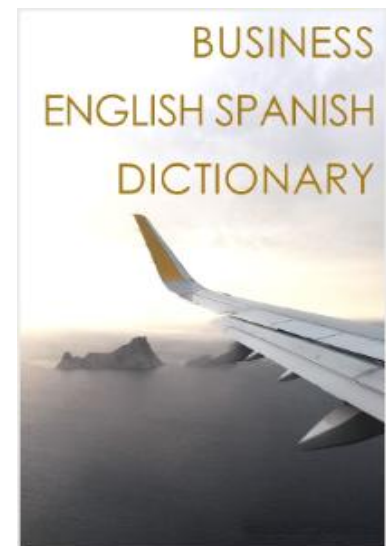
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[A novel: My Days Away](#)



[Business English Spanish Dictionary](#)

## SIMPLE TEXTS BUSINESS WORD LIST

|                    |                         |                    |
|--------------------|-------------------------|--------------------|
| account            | desk                    | mass production    |
| applicant          | dismiss                 | media              |
| appointment        | economic                | meeting            |
| architect          | email                   | merger             |
| area               | eraser                  | multinational      |
| ASAP               | estate agent            | offer              |
| assembly           | estimate                | operation          |
| associate          | estimate                | order              |
| automation         | export                  | organisation chart |
| balance sheet      | fair                    | owe                |
| bank               | file                    | pay back           |
| bankrupt           | finance                 | personal assistant |
| barrel             | finance                 | personal computer  |
| bear               | gain                    | personnel          |
| benefit            | gain                    | postpone           |
| bill               | gallon                  | presentation       |
| board of directors | general                 | president          |
| book               | general manager         | press              |
| boss               | glue                    | production         |
| branch             | go public               | profit-sharing     |
| brand              | goal                    | project            |
| business           | grant                   | promotion          |
| administration     | graph                   | public bidding     |
| campaign           | graphic                 | R&D                |
| cash               | headhunter              | reception          |
| cash flow          | high-tech               | receptionist       |
| CEO                | IMF                     | recession          |
| change             | import                  | reps               |
| chief              | inc.                    | research           |
| collateral         | industrial              | risk               |
| consumer product   | industrial relations    | sales manager      |
| consumption        | institutional relations | sector             |
| corp.              | interview               | shipping document  |
| corporation        | junior                  | shop               |
| cost               | launch                  | skilled worker     |
| CPU                | lease                   | staff meeting      |
| credit card        | limited                 | stake              |
| currency           | line                    | team               |
| current account    | ltd.                    | type               |
| data               | machine                 | unskilled worker   |
| debit              | manager                 | vice-president     |
| decrease           | market                  | volume             |
| department         | market share            | worker             |
| design             | marketing               | write off          |

# TEST UNITS 1 TO 10

## ■ Exercise A: Multiple Choice Marks: / 40

Please circle the correct answer.

☒ Example: \_\_\_\_\_ is Marie at the moment?  
**a.** What      **b.** Which      **c.** Where      **d.** Who

1. Are \_\_\_\_ from the financial department?  
**a.** you      **b.** he      **c.** I      **d.** it
2. Where are you \_\_\_\_?  
**a.** is      **b.** from      **c.** to      **d.** an
3. \_\_\_\_\_ Peter in this company?  
**a.** Are      **b.** Do      **c.** Is      **d.** Goes
4. \_\_\_\_\_ are secretaries.  
**a.** She      **b.** It      **c.** He      **d.** We
5. Is there \_\_\_\_ bank near here?  
**a.** an      **b.** those      **c.** a      **d.** these
6. Those are your diskettes and \_\_\_\_\_ are my diskettes.  
**a.** this      **b.** that      **c.** it      **d.** these
7. \_\_\_\_\_ is your name?  
**a.** When      **b.** Who      **c.** What      **d.** Why
8. We have three cassettes. They are \_\_\_\_ cassettes.  
**a.** there      **b.** our      **c.** you      **d.** for
9. This room is not modern. It's very \_\_\_\_\_.  
**a.** fast      **b.** big      **c.** old      **d.** new
10. Diana's very beautiful. \_\_\_\_\_ hair is long.  
**a.** His      **b.** My      **c.** Their      **d.** Her

11. \_\_\_\_\_two chairs in this office?  
**a.** Are there                      **b.** There is                      **c.** There isn't                      **d.** There aren't
12. \_\_\_\_\_ We are millionaires. We \_\_\_\_a lot of money!  
**a.** has                      **b.** are                      **c.** can                      **d.** have
13. \_\_\_\_\_many managers in my company.  
**a.** There are                      **b.** There is                      **c.** We is                      **d.** They are
14. \_we have some coffee, please?  
**a.** Are                      **b.** Got                      **c.** Could                      **d.** Have
15. \_\_\_\_\_ Robert \_\_\_\_type very fast.  
**a.** has                      **b.** needs                      **c.** goes                      **d.** can
16. "\_\_\_\_\_is your English?" "Very good."  
**a.** Who                      **b.** How                      **c.** What                      **d.** There
17. \_I help you?  
**a.** Have                      **b.** Where                      **c.** Much                      **d.** Can
18. \_much is it?  
**a.** How                      **b.** What                      **c.** Who                      **d.** Many
19. \_\_\_\_\_ What \_you like to eat?  
**a.** are                      **b.** can                      **c.** could                      **d.** would
20. \_\_\_\_\_ How \_dollars are there in the bank?  
**a.** much                      **b.** any                      **c.** some                      **d.** many

|                      |                            |               |             |
|----------------------|----------------------------|---------------|-------------|
| <b>■ Exercise B:</b> | <b>Answering Questions</b> | <b>Marks:</b> | <b>/ 20</b> |
|----------------------|----------------------------|---------------|-------------|

Please answer these questions.



Example:

Can John work today?

**Sección 1.01 No, he can't.**

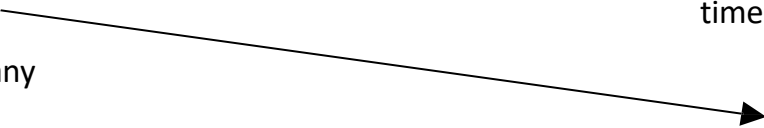
1. Are you American? \_\_\_\_\_
2. Would you like some coffee? \_\_\_\_\_

3. Is Rose a receptionist? \_\_\_\_\_
4. How many secretaries are there in your office? \_\_\_\_\_
5. Can Henry and Jim speak Spanish? \_\_\_\_\_

**■ Exercise C: Questions Marks: / 10**

Please match a line in "A" with a line in "B".

| A        | B                                   |
|----------|-------------------------------------|
| How much | is the meeting room?                |
| What     | diskettes are there in your drawer? |
| Where    | has more experience in exports?     |
| What     | time is the meeting?                |
| How many | is the coffee?                      |
| Who      | is your name?                       |



**■ Exercise D: Numbers Marks: / 10**

Please write the numbers.

|    |        |    |  |    |  |
|----|--------|----|--|----|--|
| 4  | four   | 8  |  | 13 |  |
| 12 | twelve | 9  |  | 15 |  |
| 5  |        | 10 |  | 16 |  |
| 7  |        | 11 |  | 20 |  |

■ **Exercise E: Verbs** **Marks: / 20**

Please write these verbs in the gaps: "be, have, go, type, eat, like, drink, meet, speak" and "build."

☒ Example: Wendy always helps Andrea.

- |                                                                                                                                                                                                  |                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. Sam never _____ pizza.</p> <p>2. You _____ a good student.</p> <p>3. Marina _____ a big desk and a computer.</p> <p>4. They _____ their boss.</p> <p>5. James _____ German and French.</p> | <p>6. They _____ very fast.</p> <p>7. We can't _____ the factory. We have no money!</p> <p>8. Pleased to _____ you.</p> <p>9. Sam _____ wine every day.</p> <p>10. I can't _____ to New York because it's very expensive.</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Students' Name: \_\_\_\_\_

Date: \_\_\_\_\_

Mark: \_\_\_\_\_

/100

# TEST UNITS 11 TO 20

## ■ Exercise A: Multiple Choice Marks: / 20

Please circle the correct answer.

☒ Example: \_\_\_\_\_ desk is yours?  
**a.** What **b.** Which **c.** Where **d.** Who

1. Does \_\_\_\_\_ recommend an investment in American dollars?  
**a.** you **b.** he **c.** I **d.** it
2. We are \_\_\_\_\_ Australian corporation.  
**a.** is **b.** from **c.** to **d.** an
3. They \_\_\_\_\_ executives.  
**a.** aren't **b.** don't **c.** is **d.** isn't
4. Peter and Mary have a Mercedes Benz. \_\_\_\_\_ car is very good!  
**a.** She **b.** It **c.** Their **d.** Hers
5. \_\_\_\_\_ is your boss's name?  
**a.** What **b.** Who **c.** Whose **d.** Which
6. \_\_\_\_\_ some notepads on my desk.  
**a.** There is **b.** There are **c.** They are **d.** They is
7. \_\_\_\_\_ is your secretary?  
**a.** When **b.** Who **c.** What **d.** Why
8. How \_\_\_\_\_ money have you got?  
**a.** there **b.** many **c.** have **d.** much
9. "\_\_\_\_\_ is this computer?" "It's mine."  
**a.** Who **b.** Where **c.** How **d.** Whose
10. Wendy \_\_\_\_\_ very well.  
**a.** typing **b.** types **c.** to type **d.** type

11. "What \_\_\_\_\_ you like?" "I'd like a coffee, please"  
**a.** would                      **b.** do                      **c.** have                      **d.** does
12. \_\_\_\_\_ he prefer Coke or Pepsi?  
**a.** Does                      **b.** Has                      **c.** Can                      **d.** Do
13. Peter \_\_\_\_\_ travel next week.  
**a.** do                      **b.** likes                      **c.** can't                      **d.** don't
14. Ethel \_\_\_\_\_ a coffee machine on her desk.  
**a.** have it                      **b.** got have                      **c.** have got                      **d.** has got
15. \_\_\_\_\_ one of these is yours?  
**a.** Which                      **b.** What                      **c.** How                      **d.** Why
16. "Nice to meet you." "How do you \_\_\_\_\_."  
**a.** pleased                      **b.** do                      **c.** see                      **d.** are
17. Are these cases \_\_\_\_\_?  
**a.** of Sam                      **b.** Sam's                      **c.** Sams                      **d.** Sam'
18. These red pens are mine. Now, whose are those black \_\_\_\_\_?  
**a.** one                      **b.** one's                      **c.** ones'                      **d.** ones
19. This book is mine but those are \_\_\_\_\_.  
**a.** theirs                      **b.** their                      **c.** they're                      **d.** they
20. How \_\_\_\_\_ coffee do you drink every day?  
**a.** much                      **b.** any                      **c.** few                      **d.** many

|          |                                       |               |             |
|----------|---------------------------------------|---------------|-------------|
| <b>■</b> | <b>Exercise B: Negative Sentences</b> | <b>Marks:</b> | <b>/ 20</b> |
|----------|---------------------------------------|---------------|-------------|

Please make these  
sentences negative.

⊗ Example:

Cindy can drive.

Cindy can't drive.

1. Computers are expensive. \_\_\_\_\_
2. I would like some coffee. \_\_\_\_\_

3. Mary understands French. \_\_\_\_\_
4. There is some whisky here. \_\_\_\_\_
5. Henry could go home. \_\_\_\_\_

■ **Exercise C: The Time** **Marks: /10**

*Please link the three columns.*

|                |       |                    |
|----------------|-------|--------------------|
| Ten thirty     | 9.40  | Twenty past ten.   |
| Ten forty-five | 10.20 | Quarter past ten.  |
| Ten fifteen    | 10.15 | Quarter to eleven. |
| Eleven         | 11.00 | Half past ten.     |
| Nine forty     | 10.30 | Twenty to ten.     |
| Ten twenty     | 10.45 | Eleven o'clock.    |

■ **Exercise D: Numbers** **Marks: /15**

*Please write these numbers.*

|    |            |      |  |
|----|------------|------|--|
| 10 | <b>Ten</b> | 80   |  |
| 90 |            | 500  |  |
| 50 |            | 1000 |  |

■ **Exercise E: Countable & Uncountable Nouns** Marks: / 20

Please link these three columns.

|          |                                   |                                           |
|----------|-----------------------------------|-------------------------------------------|
| How much | people work at your office?       | Only two. One for my wife and one for me. |
| How many | tickets do you need, sir?         | Just a little. Two or three days more.    |
| How many | water is there in the glass?      | There's a lot.                            |
| How much | coffee do you drink every day?    | Just a few. There's Sam, Alice and me.    |
| How much | clients do you have?              | Many. Around 120 in the US and Asia.      |
| How many | time do you need for the project? | Three or four cups.                       |

*Note: Arrows indicate linking from 'How much' to uncountable nouns (water, coffee, time) and 'How many' to countable nouns (people, tickets, clients, cups).*

■ **Exercise F: Days of the Week** Marks: / 15

Write the days of the week in the correct order. Please write in BLOCK CAPITALS.

|        |  |          |  |
|--------|--|----------|--|
| SUNDAY |  |          |  |
|        |  | SATURDAY |  |

Students' Name: \_\_\_\_\_

Date: \_\_\_\_\_

Mark: \_\_\_\_\_ /100

# TEST UNITS 21 TO 30

## ■ Exercise A: Multiple Choice Marks: / 40

Please circle the correct answer.

- ☒ Example: \_\_\_\_\_ is waiting outside?  
**a.** What      **b.** Which      **c.** Where      **d.** Who
1. Stan Jones is working \_\_\_\_\_.  
**a.** every year      **b.** yesterday      **c.** every day      **d.** now
  2. \_\_\_\_\_ is Mary with?  
**a.** Who      **b.** Why      **c.** When      **d.** How
  3. \_\_\_\_\_ Peter work in this company?  
**a.** Are      **b.** Does      **c.** Is      **d.** Do
  4. \_\_\_\_\_ model will you buy?  
**a.** How      **b.** Which      **c.** Where      **d.** Why
  5. Does this account \_\_\_\_\_ any interest?  
**a.** change      **b.** deposit      **c.** invest      **d.** bear
  6. These folders are for me and those are for \_\_\_\_\_.  
**a.** his      **b.** you      **c.** it      **d.** your
  7. \_\_\_\_\_ are we going to arrive to London?  
**a.** How      **b.** Who      **c.** What      **d.** Which
  8. Candy's sitting \_\_\_\_\_ the house.  
**a.** under      **b.** outside      **c.** between      **d.** in front
  9. Please put Mr Smith \_\_\_\_\_ to extension 74.  
**a.** hold      **b.** in      **c.** by      **d.** through
  10. They \_\_\_\_\_ understand how the company works.  
**a.** haven't      **b.** don't      **c.** isn't      **d.** doesn't

11. We \_\_\_\_\_be in Manchester by seven tonight.  
**a.** are there                      **b.** not will                      **c.** are going                      **d.** will
12. I never \_\_\_\_\_ my friends on the company phone.  
**a.** call                      **b.** am calling                      **c.** don't call                      **d.** have call
13. \_\_\_\_\_much ttime will you need to repair the motor?  
**a.** How                      **b.** Long                      **c.** Who                      **d.** When
14. Can \_\_\_\_\_have some coffee, please?  
**a.** my                      **b.** me                      **c.** us                      **d.** we
15. The meeting is at \_\_\_\_\_.  
**a.** a quarter to seven    **b.** seven to a quarter    **c.** apast quarterofseven    **d.** sevenand a quarter
16. Do you \_\_\_\_\_a laser printer?  
**a.** got                      **b.** has                      **c.** have                      **d.** haven't
17. You have to pay a \_\_\_\_\_of 12 pounds for our services.  
**a.** card                      **b.** personal                      **c.** account                      **d.** fee
18. \_\_\_\_\_can I help you?  
**a.** How                      **b.** What                      **c.** Who                      **d.** Many
19. Please call Ruth. I need \_\_\_\_\_.  
**a.** he                      **b.** him                      **c.** she                      **d.** her
20. Do you have \_\_\_\_\_cash?  
**a.** a lot                      **b.** any                      **c.** nothing                      **d.** many

■ **Exercise B: Questions** **Marks: / 20**

Please write questions for each of these answers.

☒ Example:

Can you help Andrea, please?

Of course I can.

1. \_\_\_\_\_

Yes, I do.

2. \_\_\_\_\_

No, I haven't got any.

3. \_\_\_\_\_

Yes, I would like some.

4. \_\_\_\_\_

I think he's from London.

5. \_\_\_\_\_

The meeting is at ten to six.

■ **Exercise C: Present Simple & Continuous** **Marks: / 10**

One sentence is correct and two are wrong. Please write a "W" beside the wrong sentences and a tick (✓) beside the correct one.

☒

Example:

Do you don't like the cinema? **W**

**W Do you like the cinema?** ✓

Are you liking the cinema? **W**

1. Sue is busy. She talks to a client.  
Sue is busy. She's talking to a client.  
Sue is busy. She talk to a client.

2. What do you usually do after lunch?  
What are you usually doing after lunch?  
What are you usually do after lunch?

3. He writes 60 emails every day.  
He's writing 60 emails every day.  
He typing around 60 letters every day.
4. What are you reading at the moment?  
What do you read at the moment?  
What read you at the moment?
5. Alexander never arrive on time.  
Alexander never arrives on time.  
Alexander's never arriving on time.

■ **Exercise D: Telephoning**

**Marks:**

**/ 20**

*Please write what the operator says in this dialogue.*

|                 |                                         |
|-----------------|-----------------------------------------|
| <i>Operator</i> | <i>GT Co. Good morning.</i>             |
| <i>Caller</i>   | Good morning.                           |
| <i>Operator</i> |                                         |
| <i>Caller</i>   | I'd like to speak to Al Stern, please.  |
| <i>Operator</i> |                                         |
| <i>Caller</i>   | I'm afraid I can't remember.            |
| <i>Operator</i> |                                         |
| <i>Caller</i>   | Let me check...here it is extension 334 |
| <i>Operator</i> |                                         |
| <i>Caller</i>   | Right.                                  |
| <i>Operator</i> |                                         |
| <i>Caller</i>   | OK. I'll call back later, then. Thanks. |

## ■ Exercise E: Auxiliaries

Marks: / 10

Please  link the three columns

|         |                                                     |                       |
|---------|-----------------------------------------------------|-----------------------|
| Am      | you planning to hire somebody else? I'm afraid not. |                       |
| Are     | I going to be promoted, sir?                        | He's doing it now.    |
| Isn't   | you got any problem?                                | She doesn't.          |
| Doesn't | it need a new engine?                               | Yes, a new driver.    |
| Have    | Alex repairing my disk drive?                       | Yes. Can you help me? |
| Does    | Victoria understand Dutch?                          | I don't think so.     |

Students' Name: \_\_\_\_\_

Date: \_\_\_\_\_

Mark: \_\_\_\_\_

# TEST UNITS 31 TO 40

## ■ Exercise A: Multiple Choice

Marks: / 40

Please circle the correct answer.

☒ Example: \_\_\_\_\_ does Candy live?  
**a.** What      **b.** Which      **c.** Where      **d.** Who

1. I must \_\_\_\_\_ this cheque today.  
**a.** check      **b.** rate      **c.** buy      **d.** cash
2. He's driving \_\_\_\_\_ the street.  
**a.** under      **b.** along      **c.** of      **d.** at
3. He often \_\_\_\_\_ breakfast in bed.  
**a.** is having      **b.** has got      **c.** have      **d.** has
4. Could you please give me the dollar / pound exchange \_\_\_\_\_?  
**a.** change      **b.** rate      **c.** average      **d.** cost
5. He drives very \_\_\_\_\_.  
**a.** badly      **b.** terrible      **c.** too bad      **d.** bad
6. Employees need \_\_\_\_\_ working conditions.  
**a.** proper      **b.** properly      **c.** well      **d.** neatly
7. John never arrives late. He's \_\_\_\_\_ on time.  
**a.** ever      **b.** rarely      **c.** always      **d.** often
8. Put on a \_\_\_\_\_ under your jacket. It's cold.  
**a.** sweater      **b.** tie      **c.** raincoat      **d.** sock
9. It's a \_\_\_\_\_ skirt.  
**a.** dark cotton blue      **b.** dark blue cotton      **c.** blue cotton dark      **d.** cotton blue dark

10. Tim is a good squash player. He \_\_\_\_\_wins.  
**a.** usually                      **b.** never                      **c.** seldom                      **d.** occasionally
11. Trevor and Anthony rarely \_\_\_\_\_about personal matters.  
**a.** talk                      **b.** talking                      **c.** talks                      **d.** are talking
12. I sometimes \_\_\_\_\_our Chicago branch on the company phone.  
**a.** call                      **b.** am calling                      **c.** don't call                      **d.** have call
13. Henry works slowly but Hank works \_\_\_\_\_.  
**a.** careful                      **b.** fastly                      **c.** fast                      **d.** slow
14. How \_\_\_\_\_metres are there to a kilometre?  
**a.** often                      **b.** much                      **c.** many                      **d.** little
15. Kate always \_\_\_\_\_to work by car.  
**a.** is going                      **b.** goes                      **c.** go                      **d.** does go
16. "Could you buy some envelopes for me, please?"  
 "Yes, which \_\_\_\_\_do you want?"  
**a.** ones'                      **b.** one's                      **c.** ones                      **d.** one
17. Some \_\_\_\_\_in this company aren't pleased with their salary.  
**a.** people                      **b.** personal                      **c.** person                      **d.** personnel
18. I \_\_\_\_\_to Italy for my holidays.  
**a.** am going to travel                      **b.** go to travel                      **c.** to travel                      **d.** am going travel
19. Kate works carefully but \_\_\_\_\_.  
**a.** at slow                      **b.** slowing                      **c.** slow                      **d.** slowly
20. "Do you live in Wales?"  
 "Yes, \_\_\_\_\_"  
**a.** I live                      **b.** I do                      **c.** please                      **d.** I am

■ Exercise B: Writing an Email Marks: / 30

*You work at the sales department of Scrooge TV Co., a firm that manufactures televisions. Please follow your boss's instructions and write a short email (between 50 & 70 words).*

Please send an email to Mr Stone from Ingot Ltd. Tell him we haven't got any cheap televisions for export but offer him our TAB model at \$ 210. If he buys more than 1,000 units we can give him a special discount because we are interested in the European market. Ask him to answer before Monday.

Scrooge TV Co.

**To:** \_\_\_\_\_ **From:** \_\_\_\_\_

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

■ **Exercise C: Questions** Marks: **/ 20**

Please write questions for each of these answers.

☒ Example: Where do you live?  
Near Southampton Row.

1.

Of course, I understand Dutch! I was born in Amsterdam!

2.

Sometimes once a day but often twice a day.

3.

She's a manager.

4.

I am going to work in Kuala Lumpur for two years.

5.

Wendy likes dancing and drinking.

■ **Exercise D: Adjectives & Adverbs** Marks: **/10**

Please circle the correct answer.

☒ Example:

This design is too \_\_\_\_\_. We need something more glamorous.

**a.** really

**b.** slowly

**c.** simple

**d.** simply

1.

"How's Peter doing at his new job?"

"Quite well. He works \_\_\_\_\_ and his boss likes that."

**a.** hardly

**b.** hard

**c.** good

**d.** badly

2. This new laptop is \_\_\_\_\_. I like it.  
**a.** best                      **b.** well                      **c.** fast                      **d.** noisily
3. Sarah's a good architect. She's got some \_\_\_\_\_ designs.  
**a.** lucky                      **b.** wonderful                      **c.** beautifully                      **d.** wonderfully
4. Lenovo manufacture \_\_\_\_\_ computers.  
**a.** expensive                      **b.** expensively                      **c.** quickly                      **d.** normally
5. Buying shares is a \_\_\_\_\_ investment.  
**a.** badly                      **b.** terribly                      **c.** bad                      **d.** successfully

Students' Name:

---

Date:

---

Mark

---

# TEST UNITS 41 TO 50

## ■ Exercise A: Question Words & Auxiliaries Marks: / 10

Please write the correct question word and auxiliary in each gap.

**Question words:** "which • how • how / what • where • whose"

**Auxiliaries:** "does • do • can • did • did / will"

☒ Example: How many invitations did we receive?

1. \_\_\_\_\_ ones \_\_\_\_\_ he usually read?
2. \_\_\_\_\_ much water \_\_\_\_\_ this bottle hold
3. \_\_\_\_\_ kind of computer \_\_\_\_\_ he buy?
4. \_\_\_\_\_ Mary go last night?
5. \_\_\_\_\_ curriculum vitae \_\_\_\_\_ you need?

## ■ Exercise B: Asking Questions Marks: / 10

Please ask questions for these answers.

☒ Example: **How can John study and work at the same time?**  
He has a part-time job during the day and studies at night.

1. \_\_\_\_\_

Because they never do their job well.

2. \_\_\_\_\_

On Oxford Street, near the Cumberland Hotel.

3. \_\_\_\_\_

I'm not sure — but I believe 8 o'clock would be fine.

4. \_\_\_\_\_

The blue ones. Those on top of the desk.

5. \_\_\_\_\_

The notebook is £1 and the pen is only 50 p.

|   |                                    |               |             |
|---|------------------------------------|---------------|-------------|
| ■ | <b>Exercise C: Irregular Verbs</b> | <b>Marks:</b> | <b>/ 10</b> |
|---|------------------------------------|---------------|-------------|

*Please write the infinitive of these verbs.*

| <i>Infinitive</i> | <i>Past</i>             | <i>Infinitive</i> | <i>Past</i>         |
|-------------------|-------------------------|-------------------|---------------------|
| <b><i>Be</i></b>  | <b><i>Was /were</i></b> |                   | <b><i>Slept</i></b> |
|                   | <b><i>Woke</i></b>      |                   | <b><i>Came</i></b>  |
|                   | <b><i>Flew</i></b>      |                   | <b><i>Spent</i></b> |

**Writing Activity**    **Marks:**    / 20

Please think about what you did yesterday and write seven sentences as in the example.

I arrived at the office and read the financial times. Then I called Timmy Jones and asked him to come over for a meeting.

[illegible]

■ Exercise E: Numbers Marks: / 10

Please write these figures.

⊗ Example: 400 four hundred

-

1. 605 \_\_\_\_\_
2. 843 \_\_\_\_\_
3. 99 \_\_\_\_\_
4. 176 \_\_\_\_\_
5. 345 \_\_\_\_\_

■ Exercise F: Countable & Uncountable Nouns Marks: / 10

Please write "how much" or "how many" in each question and "few" or "little" in each answer.

⊗ Example: How many departments are there in this company?  
Just a few Production, Sales and Finance.

- A. \_\_\_\_\_ coffee do you drink every day?  
Just a \_\_\_\_\_ cups.
- B. \_\_\_\_\_ time do you need to finish this project?  
Only a \_\_\_\_\_ hours. It will be ready before eight tonight.
- C. Do you know \_\_\_\_\_ pages we must read for tomorrow?  
I can't remember. But I am sure they're only a \_\_\_\_\_.

D. \_\_\_\_\_ does it cost to join the Internet?

A \_\_\_\_\_ pounds, I think.

E. Do you know \_\_\_\_\_ memory I need to run Windows '95?

More than a \_\_\_\_\_ bytes, for sure!

■ **Exercise G: Telephoning** Marks: / 20

*Please write what the operator says in this dialogue.*

O. Dublin School. Can I help you?

-

Y. Yes. May I speak to Marina, please.

O.

Y.

Do you know if she is going to be long?

O.

Y.

Well, could you give her a message?

O.

Y.

Please ask her to call Jim Loughton at 435 33 22.

O.

Y.

L... O... U... G... H... T... O... N...

O.

Y.

Thanks a lot. Bye.

**Exercise H: Personal Pronouns** Marks: **/ 10**

*Please write one personal pronoun in each sentence.*

☒ Example: Cynthia drinks Coke because she likes it.

1. Alex has three children. \_\_\_\_\_ reads a story to \_\_\_\_\_ every night.
2. That book is mine. Can \_\_\_\_\_ return \_\_\_\_\_ to me, please?
3. Ted is David's new assistant. \_\_\_\_\_ enjoys working for \_\_\_\_\_ because he's a considerate boss.
4. Virginia and Peter are lazy workers. \_\_\_\_\_ don't like working with \_\_\_\_\_.
5. \_\_\_\_\_ meets his wife after work every day and walks home with \_\_\_\_\_.

**S** tudents' Name: \_\_\_\_\_  
Date: \_\_\_\_\_  
Mark: \_\_\_\_\_ /100

# TEST UNITS 51 TO 60

■ **Exercise A: Multiple Choice** **Marks: / 20**

Please circle the correct answer.

☒ Example: \_\_\_\_\_ wanted to talk to Lindsay?  
**a.** What      **b.** Which      **c.** Where      **d.** Who

1. You usually drive to work, \_\_\_\_\_?  
**a.** won't you      **b.** don't you      **c.** are you      **d.** do you
2. Employees \_\_\_\_\_ set their own objectives.  
**a.** set often      **b.** often set      **c.** set ever      **d.** ever set
3. Cindy won't \_\_\_\_\_ finish her project until Monday.  
**a.** able to      **b.** do be able      **c.** be able to      **d.** be able
4. He \_\_\_\_\_ win if he keeps to that negative attitude.  
**a.** not      **b.** will      **c.** won't      **d.** shall
5. He's busy now. His line's \_\_\_\_\_.  
**a.** engaged      **b.** empty      **c.** through      **d.** cut
6. Could I please \_\_\_\_\_ a message for John?.  
**a.** start      **b.** put      **c.** let      **d.** leave
7. Can you please \_\_\_\_\_ me through to the financial office?  
**a.** contact      **b.** wait      **c.** connect      **d.** put
8. I look \_\_\_\_\_ to meeting you next week.  
**a.** forward      **b.** outside      **c.** by      **d.** for
9. I'm afraid we'll have to lay \_\_\_\_\_ two more workers.  
**a.** off      **b.** in      **c.** out      **d.** through
10. Anglo Raiders Inc. \_\_\_\_\_ Brief Walls Co. last month.  
**a.** took out      **b.** took      **c.** took over      **d.** took to

11. I don't know \_\_\_\_\_who can find a solution to this!  
**a.** everybody                      **b.** anybody                      **c.** nothing                      **d.** nobody
12. So you can't find my new suit! Have you looked \_\_\_\_\_?  
**a.** nowhere                      **b.** everywhere                      **c.** somewhere                      **d.** everything
13. You must \_\_\_\_\_fire him or ask him to leave immediately.  
**a.** neither                      **b.** either                      **c.** nor                      **d.** or
14. Charles isn't at all keen \_\_\_\_\_this new project.  
**a.** for                      **b.** in                      **c.** about                      **d.** on
15. I \_\_\_\_\_not travel by plane.  
**a.** 'd rather                      **b.** rather                      **c.** rather to                      **d.** 'd rather to
16. He was planning to travel to Australia, \_\_\_\_\_he?  
**a.** isn't                      **b.** wasn't                      **c.** didn't                      **d.** haven't
17. I lent Henry some money and he didn't \_\_\_\_\_.  
**a.** pay me back                      **b.** pay me to                      **c.** pay me over                      **d.** pay me again
18. "Can you understand what he's saying?"  
 "No, \_\_\_\_\_."  
**a.** anything                      **b.** something                      **c.** nothing                      **d.** everything
19. Please call Stuart and Len. I need \_\_\_\_\_.  
**a.** he                      **b.** him                      **c.** them                      **d.** her
20. These books are mine and those are \_\_\_\_\_.  
**a.** theirs                      **b.** their                      **c.** there's                      **d.** there

|          |                                         |               |             |
|----------|-----------------------------------------|---------------|-------------|
| <b>■</b> | <b>Exercise B: A little &amp; a Few</b> | <b>Marks:</b> | <b>/ 10</b> |
|----------|-----------------------------------------|---------------|-------------|

Please write "**a little**" or "**a few**" in the gaps.

☒ Example:

I only have a few letters to type this morning.

1. We only need \_\_\_\_\_time to finish our plan.

2. Some managers are having \_\_\_\_\_ problems with their schedule.
3. I'm sure we're just going to spend \_\_\_\_\_ cash.
4. Wait for me. I'll be back in \_\_\_\_\_ minutes.
5. There's enough room for \_\_\_\_\_ litres more in this barrel.

|   |                    |              |               |             |
|---|--------------------|--------------|---------------|-------------|
| ■ | <b>Exercise C:</b> | <b>Verbs</b> | <b>Marks:</b> | <b>/ 20</b> |
|---|--------------------|--------------|---------------|-------------|

*Please write the past of these verbs.*

|       |             |       |  |       |  |
|-------|-------------|-------|--|-------|--|
| take  | <i>took</i> | spend |  | speak |  |
| buy   |             | make  |  | eat   |  |
| give  |             | run   |  | leave |  |
| drink |             | fly   |  | meet  |  |
| write |             | say   |  | sleep |  |
| come  |             | read  |  | think |  |
| do    |             | have  |  | go    |  |

|   |                    |                             |               |             |
|---|--------------------|-----------------------------|---------------|-------------|
| ■ | <b>Exercise D:</b> | <b>Writing a Memorandum</b> | <b>Marks:</b> | <b>/ 30</b> |
|---|--------------------|-----------------------------|---------------|-------------|

*Please read this memorandum and then answer it. You must say that you cannot receive these people and you explain your reasons. Please use between 60 and 80 words for your answer.*

**To:** Mary Stuart

**From:** George Dougall

Today some auditors are coming from our head office in London. I can't receive them this morning because I've got an appointment with my dentist at 10.00. Could you please attend to them and invite them to lunch while I'm away? I know that your English is very good so this will be an excellent opportunity for you to practise it. Thanks a lot. George.

**T<sub>0</sub>:** \_\_\_\_\_

**From:** \_\_\_\_\_

[illegible]

---

|   |                    |                                |               |             |
|---|--------------------|--------------------------------|---------------|-------------|
| ■ | <b>Exercise E:</b> | <b>Word Order in Questions</b> | <b>Marks:</b> | <b>/ 10</b> |
|---|--------------------|--------------------------------|---------------|-------------|

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*The words of the questions this client is asking her banker have all been mixed up. Please order them.*

1. change ■ foreign ■ can ■ I ■ currency ■ here ?

Can I change foreign currency here?

2. balance ■ could ■ my ■ please ■ you ■ me ■ give ?

3. interest ■ do ■ what ■ accounts ■ saving ■ bear ?

4. could ■ manager ■ see ■ I ■ today ■ the ?

5. our ■ can ■ company ■ bank ■ open ■ an ■ your ■ account ■ at?

6. you ■ could ■ me ■ exchange ■ tell ■ yen-pound ■ rate ■ the?

■ **Exercise F: Answering Questions** **Marks: / 10**

Now please write the letter of the question from exercise "E" (above) that corresponds to each answer. There can be more than one answer to each question.

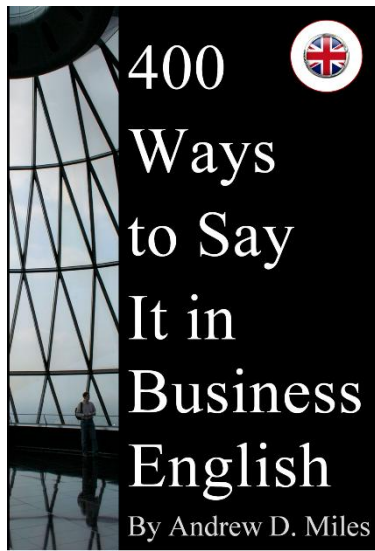
|   |                                                         |
|---|---------------------------------------------------------|
| 1 | Yes, which currency do you want to change?              |
| 5 | Of course, madam. Many town businesses bank here.       |
|   | Yes, madam. It's 345 pounds. Anything else?             |
|   | I'm afraid she's out visiting a client.                 |
|   | Of course. Would you like dollars or pounds?            |
|   | Between 3 % and 7 %—depending on your average balance.  |
|   | Sorry but can't. I'm afraid the computer's off-line.    |
|   | The market rate. It's about 2 percent at the moment.    |
|   | Of course. Could you just wait a minute please?         |
|   | I can tell you yesterday's. Today's a holiday in Japan. |
|   | Certainly. We'd be delighted to have you as clients.    |
|   | It's about 180 yen per pound.                           |

Students' Name: \_\_\_\_\_

Date: \_\_\_\_\_

Mark: \_\_\_\_\_

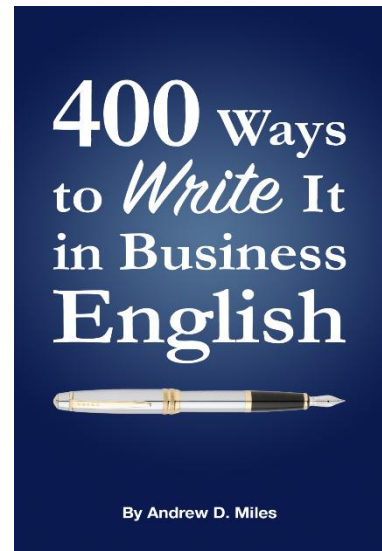
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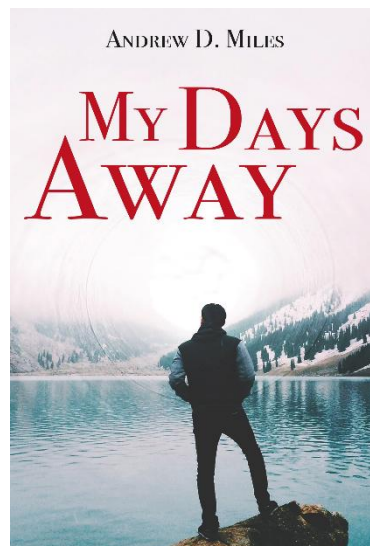
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