



## A Complete Introductory Business Course



- Watch The Video Clips**
- Complete the Exercises**
- Speak The Video Clips**



# EnglishCentral

***EnglishCentral** makes improving one's English fun and effective by turning popular web videos into powerful language learning experiences. EnglishCentral users not only watch videos, they speak them and receive instant, personalized pronunciation feedback via our cloud-based system.*

***Students** WATCH authentic videos then SPEAK the videos. They are motivated through authentic content and a point based system. Students LEARN by taking video quizzes of the vocabulary of each video. We also have a cutting edge phonetic speech recognition system which will give students valuable feedback about their speech.*

***Teachers** can track and assess their students using EnglishCentral. Sign up students. Make your own school, classrooms, groups. Assign video tasks and build curriculum for your students. Track your student's progress and print reports. Discuss and get tips on our Teacher's Forum.*



“ I personally think it's the best site period for English Language Learners. It provides listening, speaking, and reading practice — all in an extremely engaging way. ”

*- Larry Ferlazzo, Larry Ferlazzo's Websites of the Day*



“ I recommend EC to all my students! There is nothing better. ”

*- Nina Hanakova, EnglishBrno*

## Using This Book

This book is meant to compliment the low level video content of EnglishCentral. The book can be used in class and students can then “speak” the videos and do the quizzes on EnglishCentral. It is built in recycling of the curriculum.

**In class, 3 steps are recommended.**

### Watch

Have the students in pairs or small groups discuss the unit previewing questions. Then WATCH the dialogue together. Repeat as necessary. Students can follow with the script if needed. The script can also be used as a listening cloze.

### Speak

Model the speech with students, using a high level student. Each person can be a person in the dialogue. Students should visit [EnglishCentral](#) and “speak” the speech and get instant fluency feedback. Model this in class once, so the students understand registration and how to use the player.

### Learn

Students complete a simple “fill in the blanks” activity to consolidate their learning of the vocabulary and language forms. Next, students can prepare their own version of the dialogue and perform for the class! Each close dialogue is set up so students can use the blanks to make their own. Lastly, there is a simple writing activity to be done in class or at home.

That’s it! Students can then in a language lab or at home, use EnglishCentral and “SPEAK” the videos + do the video quizzes for each video. Teachers can track their progress.

Also, have an end of book commercial contest. Either students using these commercials or make their own. It can be lots of fun and very motivating.

We hope you enjoy using EnglishCentral in this “blended” fashion.

[EnglishCentral Teacher’s Guide](#)

[EnglishCentral User’s Guide](#)



**Watch** interesting, authentic videos.



**Learn** the vocabulary that matters to you.



**Speak** and get instant pronunciation feedback.

The Rapping Flight Attendant

327 GOOD JOB 20 of 32 pts

...Theresa in the middle, David in the back.

RECORD

My name is David and I'm here to tell you that...

...shortly after takeoff, first things first....

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## **Unit 1: Introductions**

### **Before you watch the videos**

1. How did you last meet and speak English with?
2. How do you usually introduce yourself? Say good bye?
3. What are the differences between your culture and American culture in how you start business relationships?
4. What types of “small talk” do you usually chat about with someone you just met?
5. How formal is your business culture ? Rate it between 1 – 10.

#### **Task:**

Take out your business card. Give the card to someone else and get someone’s card. Walk around the room introducing yourself using the business card. Each time you get a new business card, continue greeting and pretending you are that person. Make some small talk.

## Watch



## Speak

- Good afternoon. I have an appointment with Mr. Miller.

Please, take a seat. Mr. Miller is taking a \_\_\_\_\_ call at the moment.

- Mr. Miller, are you free? You may \_\_\_\_\_ now.

How do you do, Ms... I'm sorry, I didn't \_\_\_\_\_ your name.

- \_\_\_\_\_ . Please call me \_\_\_\_\_ .

A pleasure to meet you, \_\_\_\_\_ . I hope you have a chance to look \_\_\_\_\_ .

our beautiful city before you fly back. How was the flight coming here, by the way?

- It was fine. I \_\_\_\_\_ I might be late because the flight was delayed

- by the miserable weather back home. But the \_\_\_\_\_ somehow managed

- to make up the time.

## Learn

### Featured Words

### Learn Words

BRING	AIRPLANE	BOTHER	AIRPORT
FINE	SPEAK	FLIGHT	AGO
COMPANY	COME	ARRIVE	HELP
SALE	DRINK	MARKET	FINAL
GOOD	ASSIST	HERE	ABLE
JUST	GREAT	AFTER	COFFEE
MEET	PUT	CAFFEINE	AWAKE
STAY	CALL	HOUR	FACE

### Finish the sentences:

1. The \_\_\_\_\_ was delayed.
2. I \_\_\_\_\_ you have a chance to look around.
3. I didn't \_\_\_\_\_ your name?
4. The pilot \_\_\_\_\_d to get us there on time.
5. I was late because my flight was \_\_\_\_\_ed
6. We had \_\_\_\_\_ weather during the trip.
7. Mr. Jones, are you \_\_\_\_\_?
8. Please \_\_\_\_\_ me Janet.
9. Our \_\_\_\_\_ greeted us after our flight.
10. \_\_\_\_\_ I managed to get there on time.

## Greetings and Introductions

Watch



Speak

Hello, Mr. Tanaka. Welcome to Silicon Valley Software. I'm Jack, VP of Sales. Very nice to meet you.

*I'm Takashi Tanaka, General Manager of Tokyo Technology. It's nice to meet you as well. Please call me Taka.*

I'm Victoria, VP of Marketing. It's great to finally meet you face to face. After speaking so often on the phone, it's nice to "put a face with the voice".

Thank you for coming all the way from Japan to visit our company. We've been looking forward to meeting you today. How was the flight?

*It was long... but very good. I just arrived at San Francisco airport 3 hours ago.*

Wow... you must be tired from the long flight. Is the jet lag bothering you?

*I'm fine. I was able to get some sleep on the airplane.*

Would you like something to drink? We have coffee, tea, soda and water here.

*Oh, thank you. I could use some coffee. The caffeine will help me stay awake during the meeting.*

Of course. My assistant will bring it for you right away.

## Learn

Featured Words		Start Quiz		 22	 48	 0	 48
GOOD	GREAT	SLEEP	COME				
AGO	MEET	USE	FLIGHT				
COFFEE	MEET	SPEAK	WATER				
SODA	LIKE	LONG	NICE				
DRINK	OFTEN	TODAY	MARKETING				
HERE	STAY	FACE	SALES				
AWAKE	MEETING	FINE	AIRPORT				
ASSISTANT	BRING	BOTHER	FINALLY				

### Finish the sentences:

1. \_\_\_\_\_ to meet you.
2. I'm Victoria, V.P. of \_\_\_\_\_.
3. Is the jet lag \_\_\_\_\_ing you?
4. How was the \_\_\_\_\_?
5. My \_\_\_\_\_ will be able to help you.
6. It's great to finally meet you \_\_\_\_\_ to \_\_\_\_\_.
7. Would you like something to \_\_\_\_\_?
8. A coffee will help me stay \_\_\_\_\_.
9. I just arrived 3 hours \_\_\_\_\_.
10. It's \_\_\_\_\_ to finally meet you.

## Saying Good Bye

Watch



Speak

Saying Good-Bye.

Look at the time! I'd better leave soon or I'll miss my flight.

It's been a pleasure working with you over the past few days, Linda.

I learned a lot while I was here. I think the trip was very useful.  
I really appreciate everything you've done for me.

I'm sure we'll meet again.

You have my business card with my e-mail address.  
Write or give me a call anytime.

Thanks! I will keep in touch.

Have a safe trip back!

## Learn

Featured Words			Learn Words 
SURE	THANK	FLIGHT	WORK
WRITE	PLEASURE	USE	SAY
TIME	PAST	SOON	BACK
APPRECIATE	THINK	BETTER	DAY
MISS	MEET	SAFE	HERE
LEARN	LEAVE	REALLY	FEW
AGAIN	CALL	TRIP	ADDRESS

### Complete the sentences:

1. It's been a \_\_\_\_\_ working with you.
2. Have a safe \_\_\_\_\_ back!
3. I really \_\_\_\_\_ everything you've done.
4. I \_\_\_\_\_ ed a lot while I was here.
5. The trip was very \_\_\_\_\_ ful.
6. I have to leave \_\_\_\_\_, I'm late!
7. I've enjoyed working with you the \_\_\_\_\_ few days.
8. Look at the \_\_\_\_\_!
9. I don't want to \_\_\_\_\_ my flight.
10. I'd \_\_\_\_\_ get to the airport.

## Meeting The Boss

Watch



Speak

Akira. Please come in. It's very nice to finally meet you.

It's nice to meet you too.

Have a seat. Now you know Eric, right?

Yes. I know him from the Shinjuku Branch. I am happy he's here.

And we're happy you are here.

Thank you.

I see you're going to help us launch our new database.

Yes. I worked on this for more than one year.

Tomorrow I'll introduce you to the team. Today you should just relax.

Thank you. I am pretty tired.

Akira, I'm here to help you. If there's anything you need, just let me know.

OK. Thank you. I will.

Good. Then I look forward to seeing you again soon.  
Enjoy your time in Boston.



## Learn

Featured Words			Learn Words 
MEET	GO	THEN	NOW
ENJOY	MORE	RIGHT	JUST
HELP	BRANCH	TIRE	HERE
DATABASE	NEED	LOOK	LET
AGAIN	HAPPY	LAUNCH	SOON
FORWARD	FINAL	KNOW	INTRODUCE
SEE	PLEASE	NEW	
TEAM	NICE	PRETTY	

### Complete the sentences:

1. I look \_\_\_\_\_ to seeing you again.
2. Tomorrow, I'll \_\_\_\_\_ you to the team.
3. I'm glad you are going to help us \_\_\_\_\_ our business.
4. I \_\_\_\_\_ her from our L.A. office.
5. I am \_\_\_\_\_ tired.
6. I'm here to \_\_\_\_\_ you.
7. I'll add your telephone number to our \_\_\_\_\_.
8. I \_\_\_\_\_ you are going to help us with the launch.
9. If there is anything you \_\_\_\_\_, just ask.
10. She was working at our Tokyo \_\_\_\_\_.

## Welcome To The Team!

Watch



Speak

Ted, you've joined the marketing group at a really busy time. At the moment, most of us are working on the "Light Wave" product line. Are you familiar with it?

Somewhat. As far as I know, it's an important new line for the company.

Very important. I need you to get up to speed on it right away.

No problem.

Good. You'll be working with Sharon. She'll fill you in on the details of the case.

So, are you ready?

I sure am!

## Learn

Featured Words			Learn Words 
REALLY	MARKET	FAMILIAR	BUSY
PROBLEM	LINE	TIME	CASE
MOMENT	SURE	NEED	NEW
SOMEWHAT	WORK	FAR	JOIN
PRODUCT	READY	IMPORTANT	KNOW
DETAIL	COMPANY	GROUP	

### Complete the sentences:

1. She'll fill you in on the \_\_\_\_\_s.
2. Are you \_\_\_\_\_ with our local business?
3. At the \_\_\_\_\_, most of us are working on the new project.
4. So, are you \_\_\_\_\_?
5. It's an important new product \_\_\_\_\_.
6. The \_\_\_\_\_ing group is working on that.
7. I'm \_\_\_\_\_ familiar with the new project.
8. I'm happy you've \_\_\_\_\_ed our team!
9. It is an important line for the \_\_\_\_\_.
10. You'll be \_\_\_\_\_ing with David.





## Unit 2: Socializing



### **Before you watch the videos**

1. Where do you usually socialize with colleagues?
2. What things do you commonly talk about in the office (besides business)?
3. Do you often have office or staff parties? When was the last one?
4. Do you like to socialize on the job or is it a waste of time?
5. How important is socializing for your career?

#### **Task:**

Imagine you and 2 classmates are standing around the water cooler. It is Monday morning. Role play a conversation about the weekend and the coming week.

## Small Talk and Eating Out

Watch



Speak

Eating Out.

How are you enjoying the Happy Hour, Linda?

It's wonderful! All of the food is delicious.

Yeah. My favorites are the stuffed eggplant and cocktail shrimp.

The grilled zucchini is also very tasty.

I noticed you didn't try the chicken wings. Are you a vegetarian?

No, but I try to avoid fatty foods. And besides, they looked really spicy.

We should order drinks. How about some wine, Linda? Here is the wine list.

## Learn

Featured Words			Learn Words 
FOOD	ORDER	ZUCCHINI	COCKTAIL
SPICE	EGGPLANT	FAVORITE	LIST
NOTICE	REALLY	GRILL	TASTE
ENJOY	WINE	WING	DELICIOUS
VEGETARIAN	AVOID	SHRIMP	STUFF
DRINK	CHICKEN	TRY	YES
LOOK	HERE	WONDER	

### Complete the sentences:

1. We should \_\_\_\_\_ drinks.
2. All the food is \_\_\_\_\_!
3. Why don't we \_\_\_\_\_ the chicken wings? .
4. I try to \_\_\_\_\_ fatty foods.
5. The chicken has a lot of \_\_\_\_\_..
6. You don't eat meat? Are you a strict \_\_\_\_\_?
7. My \_\_\_\_\_s are the salads and the appetizers.
8. I \_\_\_\_\_d you didn't order dessert.
9. The \_\_\_\_\_ed lamb is very tasty!
10. Can I look at the wine \_\_\_\_\_?

## Using Phrases In Social Conversation

Watch



Speak

Social Phrases - Responding.

We've been at this all afternoon. Let's take a break and go out for coffee.

That sounds like a good idea.

I know a great coffee shop down the street if you don't mind walking a bit.

Not at all. Oh! Look at the rain! It's pouring outside!


That's typical around here. It rains almost every day in this time of year. It's a shame you couldn't see the city in the spring. The weather is much nicer then.

But I don't have an umbrella or anything. How annoying!

Don't worry. We keep extras here in the office.



## Learn

Featured Words			Learn Words 
COFFEE	OUT	PHRASE	AROUND
IDEA	POUR	SHAME	SOUND
KNOW	GREAT	BREAK	KEEP
SPRING	CITY	TAKE	GOOD
RESPOND	THEN	STREET	MIND
DAY	ALMOST	ALL	SEE
RAIN	HERE	AFTERNOON	OFFICE
ANNOY	SOCIAL	EXTRA	

### Complete the sentences:

1. We keep \_\_\_\_\_ umbrellas here in the office.
2. If you don't \_\_\_\_\_ walking, we can visit our factory.
3. He is always late for meetings. How \_\_\_\_\_ ing!
4. Let's take a \_\_\_\_\_, I'm tired.
5. The post office is just down the \_\_\_\_\_.
6. He took 4 days to \_\_\_\_\_ to my emails.
7. It started raining outside and it is \_\_\_\_\_ ing.
8. He is the boss \_\_\_\_\_ here.
9. Jennifer always has some good \_\_\_\_\_s at our meetings.
10. It's a \_\_\_\_\_ you can't come on the business trip.

## Chatting About Health And Lifestyle

Watch



Speak

Talking about Health and Lifestyle

I hate traveling for business. I always seem to come down with something.

I've heard it's easy to catch a cold from flying.

A cold wouldn't bother me. When I get sick, it's worse than that. Like on my last business trip, I got food poisoning!

That's terrible! Are you sure it wasn't just an upset stomach?

No, it was food poisoning. At first, I thought it was the flu, so I went to the doctor. But he diagnosed it as severe food poisoning. Luckily, he gave me a prescription that worked great and I could still get some work done.

## Learn

Featured Words			Learn Words 
POISON	BUSINESS	LIFESTYLE	STOMACH
WORSE	SICK	PRESCRIPTION	EASY
HEALTH	SEVERE	FLU	WORK
STILL	JUST	CATCH	LAST
ALWAYS	TALK	HEAR	SEEM
SURE	GREAT	UPSET	FLY
DIAGNOSE	HATE	BOTHER	COLD
GO	FOOD	GIVE	DOCTOR

### Complete the sentences:

1. He killed her by putting \_\_\_\_\_ in her drink.
2. The doctor \_\_\_\_\_ d it as a cold.
3. I went on a \_\_\_\_\_ trip to Boston last week.
4. Don't \_\_\_\_\_ me! I'm studying now.
5. We have had \_\_\_\_\_ weather lately: storms, heavy rain, and hail.
6. Vinegar can prevent an \_\_\_\_\_ stomach.
7. Fitness is an important part of a healthy \_\_\_\_\_.
8. I think I might \_\_\_\_\_ a cold if I go outside.
9. They \_\_\_\_\_ to know what they're working on.
10. He looked very sick. I think he is getting \_\_\_\_\_.

## Lunch Break Chit-Chat

Watch



Speak

Have you got plans for lunch?

No, I'm still trying to make sense of all these files.  
I haven't even thought about food.

Well, you can put away the files for a while.  
Needless to say, they'll still be here in the afternoon. Want to join me for lunch?

Sure, I guess I could do with a break. Where did you have in mind?

There's an Italian place across the street. It's pretty good.

All right, let me grab my coat.

## Learn

Featured Words			Learn Words 
MAKE	THINK	JOIN	HERE
STREET	SURE	EVEN	LUNCH
WANT	GUESS	FILE	SAY
BREAK	LET	NEED	PUT
WHILE	TRY	FOOD	PLAN
PLACE	PRETTY	AFTERNOON	
MIND	SENSE	STILL	
GRAB	COAT	GOOD	

### Complete the sentences:

1. You look serious. What's on your \_\_\_\_\_?
2. Let's take a \_\_\_\_\_ and get some tea.
3. Do you have any \_\_\_\_\_s for this weekend?
4. \_\_\_\_\_ us for dinner tonight at Olive's Garden.
5. I \_\_\_\_\_ you have a wrong number.
6. \_\_\_\_\_ away the work you are doing now for a moment.
7. It doesn't make \_\_\_\_\_ that he's doing this homework. now
8. For a \_\_\_\_\_, I wasn't feeling well.
9. I'm \_\_\_\_\_ you can finish the assignment.
10. It's cold outside. You'll \_\_\_\_\_ a hat.

## A Tour Of The Office

Watch



Speak

Here's our office kitchen. You can help yourself to anything here.

It looks very well-stocked.

It is. The fridge is full of drinks. We have soda, juice, and energy drinks.

Excellent! I'm a big fan of Red Bull.


We also have coffee, regular, and decaf.

Is that an espresso maker?

Yes. You can make espresso or cappuccino.

Great! And I can see you also have lots of snacks.

## Learn

Featured Words			Learn Words 
LOOK	FULL	BIG	WELL-STOCKED
CAPPUCCINO	SNACK	FAN	JUICE
DECAFFEINATED	REFRIGERATE	SEE	ESPRESSO
ENERGY	EXCELLENT	KITCHEN	HERE
HELP	MAKE	OFFICE	COFFEE
SODA	DRINK	REGULAR	

### Complete the sentences:

1. I have orange \_\_\_\_\_ in my lunch?
2. What kinds of coffee would you like, \_\_\_\_\_ or decaf?
3. What do you have for \_\_\_\_\_s, cookies or fruit?
4. The store is very \_\_\_\_\_.
5. Our \_\_\_\_\_ has a wooden floor.
6. We have lots of desks , chairs and computers in our \_\_\_\_\_.
7. Can you \_\_\_\_\_ me get my work done?
8. The lunch you made was \_\_\_\_\_!
9. I have a \_\_\_\_\_ stomach.
10. I am a \_\_\_\_\_ fan of ice hockey.









### Before you watch the videos

1. How often do you have meetings? Usually where and when?
2. Are meetings a waste of time? Explain your opinion about meetings.
3. What role do you play at meetings?  
Listener | Facilitator | Recorder | Leader
4. How do you communicate with others on the job? Email? Face to face? Skype? Telephone? Memo?
5. What was the worst meeting you ever attended? Why was it so bad?

#### **Task:**

You want to improve your English class. Hold a real meeting about this with one chairperson. Come to some decisions.

## What Makes A Good Meeting?

Watch



Speak

### What Makes a Good Meeting?

Did you see the memo that is circulating the office?

Do you mean the one about the meeting tomorrow? Yeah, I saw it.

I'm still not sure what the meeting is about.

We're supposed to brainstorm ideas for better sales approaches.

Is it essential that everyone attend the meeting?

I was planning to be out of the office tomorrow afternoon.

Of course, it's important. Bob is going to chair the meeting.

I think he's going to propose an idea he came up with.

I guess the length of the meeting will be at least a few hours.

I hope we have refreshments.

## Learn

**Featured Words** [Start Quiz](#)  14  31  0  31

ESSENTIAL	TOMORROW	FEW	MEETING
SURE	APPROACH	THINK	IMPORTANT
STILL	HOPE	GUESS	BETTER
AFTERNOON	SEE	IDEA	LENGTH
CHAIR	ATTEND	REFRESHMENT	SALE
BRAINSTORM	HOUR	PROPOSE	PLAN
MAKE	GOOD	MEMO	MEAN
OFFICE	CIRCULATE	YES	

### Complete the sentences:

1. He's supposed to \_\_\_\_\_ the meeting today.
2. Money is not as \_\_\_\_\_ as happiness
3. The document will be \_\_\_\_\_d to all members.
4. He tried a different marketing \_\_\_\_\_.
5. Can we offer you some light \_\_\_\_\_s?
6. I will \_\_\_\_\_ the meeting today.
7. \_\_\_\_\_ your ideas before you write your essay.
8. He \_\_\_\_\_d changing the plans of the company.
9. She just has a \_\_\_\_\_ things to eat.
10. The \_\_\_\_\_ of the movie was just one hour.

## Setting The Agenda

### Watch



### Speak

OK, then, let's get started. **First**, let me review the agenda for today's meeting. It's the one I sent out in my e-mail last week. The purpose of the meeting is to introduce our companies formally and to explore whether a cooperative marketing and sales effort makes sense. First, Taka will provide an overview presentation introducing Tokyo Technology. Correct?

Yes, that's right.

**After** Taka's presentation, Victoria will present a similar summary of Silicon Valley Software. Then, we will discuss our respective marketing and sales strategies to see how we might work together in the future.

Would it be appropriate for us to compare our client and prospect lists?

Did everyone sign the Non-Disclosure Agreement?

Yes, both companies signed the "NDA" so we should definitely cover that.

Thanks, that is a valuable addition to the agenda. Finally, we will agree on next steps ... specific action items for both companies.

That sounds good.

Excellent. Taka, the floor is yours!

## Learn

**Featured Words** [Start Quiz](#)  17  58  0  58

APPROPRIATE	COMPANY	SIGN	STRATEGY
RIGHT	INTRODUCE	DEFINITELY	FIRST
SOUND	WEEK	PURPOSE	LET
FUTURE	COOPERATIVE	PRESENTATION	BOTH
STEP	COMPARE	START	VALUABLE
FLOOR	SPECIFIC	GOOD	SUMMARY
THEN	CORRECT	CLIENT	AGREE
EFFORT	PROSPECT	PROVIDE	EXPLORE

### Complete the sentences:

1. I'd like to \_\_\_\_\_ the problem.
2. What's the \_\_\_\_\_ of the meeting?
3. Is this an \_\_\_\_\_ time to make a speech?
4. What's your \_\_\_\_\_ to grow your business?
5. Is she a \_\_\_\_\_ client that buys a lot?
6. He made a big \_\_\_\_\_ to please his boss.
7. The money was collected for a \_\_\_\_\_ purpose.
8. The \_\_\_\_\_ of the company looks rosy.
9. We should \_\_\_\_\_ a different strategy and see what happens..
10. The lawyer has a lots of famous \_\_\_\_\_ s.

## Interrupting A Meeting

Watch



Speak

Interruptions.

If I could just interrupt for a moment.

I think Linda has made a good point. Do you want to add something, Mark?

Yes. I'd like to add namely that different clients have different needs. A few of the suggestions we've heard superficially acknowledge these differences. But I think if we explore these techniques in more depth, we'll find that they really make all the same assumptions about the needs of our clients.

May I just point out...

Just a minute, Mark.

One at a time, please. We can't all speak at once. Yes, Linda?

## Learn

**Featured Words** Start Quiz 15 29 0 29

TECHNIQUE	DIFFERENT	NAMELY	SPEAK
JUST	ALL	DIFFERENCE	REALLY
PLEASE	ASSUMPTION	WANT	POINT
SUPERFICIALLY	INTERRUPTION	YES	MAKE
GOOD	SAME	ACKNOWLEDGE	THINK
INTERRUPT	LIKE	FIND	
ADD	NEED	EXPLORE	
CLIENT	SUGGESTION	HEAR	

### Complete the sentences:

1. There are many \_\_\_\_\_ kinds of companies in our field.
2. I learned the new \_\_\_\_\_ for playing the guitar from him.
3. Don't \_\_\_\_\_ while I am talking to people.
4. You need to \_\_\_\_\_ some salt to the soup.
5. They didn't \_\_\_\_\_ that they were wrong.
6. It is impossible to make \_\_\_\_\_s about his actions.
7. Do you have any more \_\_\_\_\_s to offer us?
8. Let me look and \_\_\_\_\_ out one more thing.
9. She talked on the phone for 2 hours without \_\_\_\_\_.
10. I can't \_\_\_\_\_ the announcement.

## Making Decisions

Watch



Speak

Making Decisions.

I wish we had more time to spend brainstorming ideas, but it's getting late.

But before we are completely out of time, I'd like to try and come to a consensus on the next step in implementing some of these ideas.

If possible, I would really like to see an outline of all of the ideas from this meeting before deciding on which ones to implement and which ones to reject.

I'm also in favor of that proposal.

Can I get a show of hands on that? All in favor? It looks like the idea carries.

Karen will type up the outline from the minutes.



## Learn

Featured Words		Start Quiz		 17	 32	 0	 32
OUTLINE	BRAINSTORM	IDEA	POSSIBLE				
TRY	MINUTE	COME	MORE				
LATE	NEXT	LOOK	MEETING				
BEFORE	ALL	SHOW OF HANDS	CARRY				
SEE	DECISION	SPEND	STEP				
IMPLEMENT	WISH	REJECT	COMPLETELY				
TIME	FAVOR	PROPOSAL	DECIDE				
REALLY	LIKE	CONSENSUS	MAKE				

### Complete the sentences:

1. We voted by a \_\_\_\_\_.
2. The president is trying to \_\_\_\_\_ his campaign promises.
3. I am in \_\_\_\_\_ of the ideas you have suggested.
4. We have to \_\_\_\_\_ on a plan of action .
5. He \_\_\_\_\_ed the proposals because he didn't like them.
6. We are trying to come to a \_\_\_\_\_ on that proposal.
7. I'd like to see the \_\_\_\_\_s from the last meeting.
8. I \_\_\_\_\_ most of time on reading books.
9. I \_\_\_\_\_ we had more money to spend
10. The \_\_\_\_\_ you made was right for the company.

## Wrapping Up

Watch



Speak

Let's get started on a business collaboration agreement.

Would you mind taking a shot at the first draft?

No problem. I'll have the legal department work on it. We have a standard template for a business alliance, so I think I can send the first draft by the end of next week.

Sounds good. As soon as I receive it, I'll have my team review it.

Good. Thank you, Taka. Well, I think it's about time to wrap it up. Victoria, do you have anything to add?

No, I think we've covered everything.

Ok then, our action items today are to set up a conference call with the engineering teams next week. And I will send you an initial draft of the partnership agreement by the end of next week.

Sounds right to me.

Thank you all for a very productive meeting today. I hope it's the first of many more to come!

## Learn

**Featured Words** **Start Quiz**

18 43 0 43

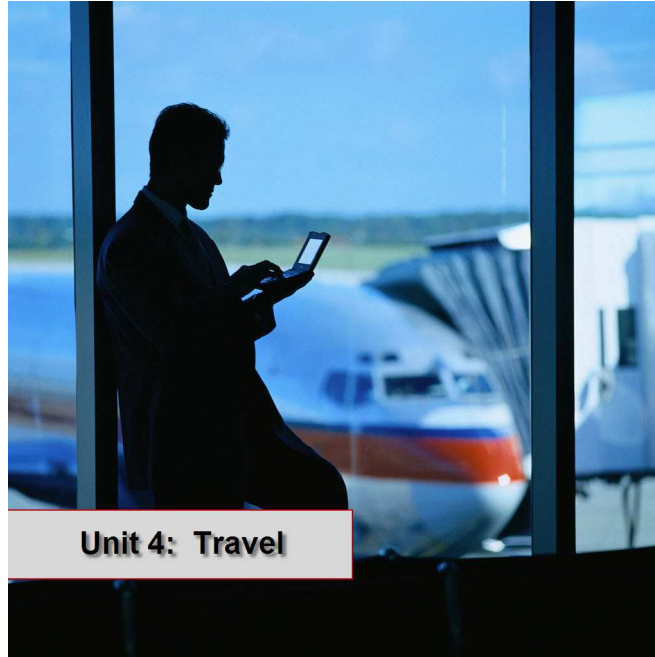
MIND	TODAY	PARTNERSHIP	THANK
AGREEMENT	ADD	HOPE	ITEM
WORK	ENGINEERING	TEMPLATE	SHOT
TEAM	GOOD	SEND	LEGAL
STANDARD	MEETING	DRAFT	COME
ALLIANCE	WEEK	NEXT	THEN
RIGHT	THINK	ACTION	RECEIVE
FIRST	PRODUCTIVE	INITIAL	BUSINESS

### Complete the sentences:

1. Thank you for making the meeting so \_\_\_\_\_.
2. Would you \_\_\_\_\_ me opening the window?
3. I will sign a business collaboration \_\_\_\_\_.
4. They have a template for a business \_\_\_\_\_.
5. I will have a first \_\_\_\_\_ of the partnership agreement by noon.
6. We will send you an \_\_\_\_\_ draft of the business agreement.
7. I \_\_\_\_\_d your email and will reply soon.
8. Walking on water doesn't sound \_\_\_\_\_ to me.
9. Can you send a \_\_\_\_\_ template for a business alliance?
10. I will take a \_\_\_\_\_ at the letters.







#### Unit 4: Travel

### **Before you watch the videos**

1. Do you travel often on business? Tell us about your last business trip.
2. What do you hate most about business travel? What is most enjoyable?
3. Have you ever been lost, had a flight delayed or any other disaster?
4. What's the best airport? Why?  
What advice can you give to prevent jet lag?
5. Do you think business travel is necessary, now that we have skype and the internet?

#### **Task:**

Your boss has told you that tomorrow you must fly to Paris for a business meeting. You'll be gone 1 week. Write down all the things you must do to prepare in advance for this trip.

Share your list with your classmates.

## Greetings At The Airport

Watch



Speak

Are you Eric Walters?

Yes, you must be Alex. It's nice to finally meet you in person.

Thank you for picking me up.



You're welcome. We're happy to have you here.

I'll take you to your hotel first to check in.

And then we can meet to discuss your account.

Sounds great.

## Learn

Featured Words		Start Quiz		 11	 15	 0	 15
SOUND	THEN	DISCUSS	FINALLY				
ACCOUNT	TAKE	NICE	YES				
HOTEL	GREAT	HERE	HAPPY				
MEET	FIRST	MEET					

Complete the sentences:

1. I will \_\_\_\_\_ you to the hotel.
2. We are so \_\_\_\_\_ to meet you.
3. It's great to \_\_\_\_\_ see you here.
4. Which \_\_\_\_\_ are you staying at tonight?
5. We will \_\_\_\_\_ the topics during the meeting.
6. And \_\_\_\_\_ I will take you to the restaurant.
7. Nice to \_\_\_\_\_ you
8. Are you Mr. Walters? \_\_\_\_\_. You must be Alex.
9. It \_\_\_\_\_s like you are having a wonderful time.
10. We can meet to discuss your \_\_\_\_\_.

## Scheduling Problems

Watch



Speak

Hi.

Hi.

I was marooned on an island for five years with this \_\_\_\_\_  
and I swore that I would deliver it to you because I work for \_\_\_\_\_.

That's very \_\_\_\_\_, thank you.

Hey, by the way, what's in the \_\_\_\_\_?

Nothing really, just a \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_,

and some seeds. Just silly stuff.

Thank you again.

You keep up the good work.



## Learn

**Featured Words**  22  40  0  40

Start Quiz

PLAN	GO	EXPENSIVE	TOMORROW
CUSTOMER	VIDEO	TIGHT	REST
SAVE	HERE	MORE	LEAVE
COME	SCHEDULE	VISIT	TIME
NOW	CONFERENCE	MEETING	REDUCE
SAME	DAY	ADVANCE	CUT
BACK	LESS	SYSTEM	RECENTLY
FLY	MONEY	FOLLOW	TIRE

### Complete the sentences:

1. We provide 24/7 \_\_\_\_\_ service.
2. I will be \_\_\_\_\_ soon.
3. The plane \_\_\_\_\_s for Boston at 9a.m.
4. If you want to cancel the reservation, let us know in \_\_\_\_\_.
5. His bag is \_\_\_\_\_ heavy than mine.
6. Next week, we will \_\_\_\_\_ my grandparents.
7. I have \_\_\_\_\_ been promoted to vice president.
8. The train is \_\_\_\_\_d to arrive on time.
9. To \_\_\_\_\_ money, why don't you use coupons.
10. \_\_\_\_\_ your speed, or we will have an accident.

## Entertaining Clients

Watch



Speak

Erica, I'd like you to go up to Montreal to meet with our new client and take a tour of their facilities.

We need to know how Case Point can help their business.

Sure, that's a good idea.

We need you to go as soon as possible.

Can you book a flight for Monday?

No problem. Do you want me to take the managers out for dinner?

Yes, use the expense account.

## Learn

Featured Words		Start Quiz		 10	 22	 0	 22
NEED	DINNER	LIKE	TOUR				
USE	TAKE	YES	OUT				
IDEA	NEW	MANAGER	FACILITY				
HELP	MEET	CLIENT	BOOK				
SURE	KNOW	WANT					
FLIGHT	BUSINESS	PROBLEM					

### Complete the sentences:

1. Can you \_\_\_\_\_ a hotel for me?
2. She is my \_\_\_\_\_ and helps me at work.
3. What time is the \_\_\_\_\_ to Montreal tomorrow?
4. Take a \_\_\_\_\_ of our factory.
5. I want you to meet with our new \_\_\_\_\_ and fill them in.
6. Let's have \_\_\_\_\_ out and use the expense account.
7. That's a good \_\_\_\_\_, taking a trip to Hawaii.
8. What's your \_\_\_\_\_? You are acting strange today.
9. Our company is expanding, and needs a large \_\_\_\_\_.
10. I'd like to take you \_\_\_\_\_ to dinner tonight.

## Leisure Time

Watch



Speak

So, you won't have any time for yourself, for shopping or anything fun before going back?

I'm planning to meet a good friend for dinner in San Francisco Friday night.

Also, I have to make time to buy some nice California wines.

Every time I come to California, I always buy good wine. It's much cheaper here.

So, you like good wine, do you? Have you been to Napa?

Yes, I went there last year and enjoyed tasting tours at a few wineries.

Do you know a lot about wine?

Actually, Victoria knows quite a bit about wine.

That's true. I love wine more than just about anything else!

One of my friends owns a small winery in Carmel. I help out there sometimes.

When you come back next, I would like to invite you to a tour there.

Thanks, that sounds great. I'd better start planning that next business trip after all.

## Learn

Featured Words		Start Quiz		28	45	0	45
NIGHT	LIKE	TASTE	BEFORE				
ACTUALLY	ALWAYS	SMALL	BACK				
GO	HERE	BETTER	ANY				
FRIEND	GREAT	START	OWN				
GOOD	YES	NEXT	COME				
MORE	THANKS	MEET	ELSE				
WINE	WINERY	DINNER	PLAN				
YEAR	FUN	LAST	CHEAP				

### Complete the sentences:

1. I like to \_\_\_\_\_ the wine first.
2. The wine is \_\_\_\_\_ er in California than New York.
3. Have your work done \_\_\_\_\_ you go home.
4. I want to have a wine tasting tour at the \_\_\_\_\_.
5. \_\_\_\_\_, she knows quite a bit about wine.
6. I'd better \_\_\_\_\_ planning our trip.
7. He \_\_\_\_\_ s the corner store in our neighborhood.
8. Anna is a good \_\_\_\_\_ of mine.
9. I like pizza more than anything \_\_\_\_\_.
10. Let's have \_\_\_\_\_ at the wine and cheese reception.

## Fear Of Flying

Watch



Speak

Have you ever had a really scary airplane flight?

You mean like landing in the Hudson river?

Well, no. But sometimes the ride is a little bumpy.

I don't like it when the plane bounces around!

I know what you mean.

But I don't think it's scary.

Air travel is really very safe these days.

## Learn

Featured Words		Start Quiz		 12	 21	 0	 21
AIR	AIRPLANE	SCARY	RIDE				
LAND	SAFE	MEAN	KNOW				
REALLY	FLIGHT	BOUNCE	LIKE				
LITTLE	BUMPY	SOMETIMES					
THINK	PLANE	DAY					
TRAVEL	EVER	AROUND					

### Complete the sentences:

1. Have you had a \_\_\_\_\_ dream?
2. \_\_\_\_\_ ing by plane is scary to me.
3. I don't like it when the plane \_\_\_\_\_ s around.
4. The road was too \_\_\_\_\_ so I felt sick when my friend was driving.
5. I \_\_\_\_\_ take a nap in the afternoon
6. You have been waiting for a long time. I can give you a \_\_\_\_\_.
7. Air travel is very \_\_\_\_\_ these days.
8. What do you \_\_\_\_\_ by that?
9. Have you traveled \_\_\_\_\_ the world?
10. I want to \_\_\_\_\_ how to make kimchi.









## **Unit 5: Telephoning**

### **Before you watch the videos**

1. How often do you speak English on the phone?
2. Do you remember the first time you spoke on the phone in English?  
What happened?
3. Which do you prefer, the phone or skype? Why?
4. How much do you text message for business communication?  
Is it effective? Is it better than using the phone?
5. Do you use the phone after office hours for business? If you do, how do you feel about this?

#### **Task:**

Write down the most useful English phrases for speaking on the telephone. Share them with other classmates.

## Opening A Telephone Call

Watch



Speak

Opening a Call.

My name is Linda Strait. Is Ms. Brown in?

May I ask the reason of your call?

Ms. Brown asked me to check the status of her order with us.

Ms. Brown is not at her desk at the moment.

If you give me your name and number, I can ask her to call you back.

Alright. My name is Linda Strait.

My last name is spelled "S" as in summer, "T" as in teacher, "R" like Robert "A" apple,

"I" like indigo, "T" teacher.

I'll give her the message, Ms. Strait.

## Learn

Featured Words Learn Words

All Levels

REASON	SPELL	STATUS	INDIGO
NAME	CALL	APPLE	MOMENT
CHECK	GIVE	ORDER	OPEN
ASK	TEACH	ALRIGHT	SUMMER
DESK	NUMBER	MESSAGE	BACK

### Finish the sentences:

1. Can I ask you the \_\_\_\_\_ of your call?
2. I just want to \_\_\_\_\_ if you are alright.
3. Can you \_\_\_\_\_ your name please? Okay, J-O-H-N.
4. He \_\_\_\_\_s me every day to check the status of his order.
5. He is out of the office at this \_\_\_\_\_.
6. Can I take a \_\_\_\_\_ for Mr. Brown?
7. Did you place an \_\_\_\_\_ from the Chinese restaurant?
8. What is your telephone \_\_\_\_\_?
9. Everything is \_\_\_\_\_. Please calm down.
10. \_\_\_\_\_ is the hottest season.

## Taking And Receiving Messages

Watch



Speak

Receiving and Taking Messages.

Linda is not here right now. Can I take a message?

This is her husband. Could you ask her to call me?

I'm at my office, but she needs to call me at extension number 204.

I'd better write this down.

Hold on a moment while I find a pen.

OK. Go ahead.

My office number is 471-3006. Extension 204.

Let me repeat that back to make sure I got it.

471-3006 and extension 204.

That's right.

I'll tell her to call you as soon as she gets back to the office.

Thank you very much.

## Learn

**Featured Words** Learn Words

All Levels

TAKE	EXTENSION	CALL	MESSAGE
REPEAT	OFFICE	HERE	LET
MOMENT	NEED	BACK	FIND
PEN	RECEIVE	BETTER	TELL
NUMBER	HUSBAND	RIGHT	ASK

### Finish the sentences:

1. \_\_\_\_\_ me know if you want to go home.
2. He'll be \_\_\_\_\_ to the office soon.
3. What's her \_\_\_\_\_ number? Is it 354?
4. Would you \_\_\_\_\_ the number ? I didn't catch it.
5. Can I take a \_\_\_\_\_?
6. He will \_\_\_\_\_ the package by noon.
7. My \_\_\_\_\_'s name is Peter Jackson.
8. Can you \_\_\_\_\_ me your name again?
9. I'd \_\_\_\_\_ write your number down.
10. Hold on a \_\_\_\_\_ while I find a pen.

## Structuring The Call

Watch



Speak

Structuring a Call.

I'm calling to confirm that I've received your order by fax.

However, we need to discuss the payment schedule for your order.

Can I get back to you about this?

I don't usually deal with payments and the person who usually handles them is out to lunch.

I see. Would you like me to explain the payment options to that person?

I think we talked about that when we met here in my office.

## Learn

Featured Words Learn Words

All Levels

ORDER	DECIDE	NEED	USE
SCHEDULE	HERE	STRUCTURE	USUAL
EXPLAIN	LIKE	OPTION	ORGANIZE
ELSE	INFORM	PAY	MEET
OFFICE	FAX	LEAVE	TALK
CONFIRM	PERSON	DISCUSS	ONCE
HANDLE	THINK	HOWEVER	
RECEIVE	CALL	PLEASE	

### Complete the sentences:

1. Do you know who \_\_\_\_\_s the ordering of products?
2. I \_\_\_\_\_ed that our products are on the way.
3. I'd like to \_\_\_\_\_ why it happened.
4. We \_\_\_\_\_d not to buy the computer.
5. I've \_\_\_\_\_d your order by email.
6. Can you tell me the payment \_\_\_\_\_s?
7. How would you like to send the documents, by mail or by \_\_\_\_\_?
8. He is not the \_\_\_\_\_ who deals with orders.
9. We need to \_\_\_\_\_ the payment schedule for your order.
10. No one is \_\_\_\_\_ to solve the problem but me.

## Calling Back

Watch



Speak

Calling Back.

This is Linda. I got a message you called, so I'm returning your call.

Hi, Linda. Thanks for getting back to me so soon.

The reason I called you was to check and see if our order has been shipped.

Yes, it was shipped yesterday.

Great! I'll need to check the information later.

If you like, I can go over the invoice with you now.

Are you available now to talk about it?

Actually I have an appointment.

Is it alright if I call you back in an hour?

No problem. Talk to you soon.

Thanks. Bye.



## Learn

**Featured Words** Learn Words

All Levels

SEE	NEED	RETURN	LIKE
CALL	LATE	AVAILABLE	APPOINT
GET	ACTUAL	YESTERDAY	CHECK
MESSAGE	REASON	SOON	TALK
INFORM	INVOICE	ALRIGHT	
NOW	YES	THANK	
ORDER	SHIP	HOUR	

### Complete the sentences:

1. I will \_\_\_\_\_ if she is available now.
2. He \_\_\_\_\_ed from a business trip last week.
3. We will send you an \_\_\_\_\_ with the products you ordered.
4. How much is the \_\_\_\_\_ cost of the product?
5. I have an \_\_\_\_\_ment with my doctor today.
6. The products were \_\_\_\_\_ped yesterday.
7. Thanks for \_\_\_\_\_ting back so soon.
8. The service is not \_\_\_\_\_ at this moment.
9. What are your business \_\_\_\_\_s of operation?
10. Are you available to \_\_\_\_\_ about it now?

## What Makes A Good Phone Call?

Watch



Speak

What Makes a Good Telephone Call?

Would it be possible to get some tips from you for calling customers?

Sure, I can show you the plan I use when I call customers.

You prepare everything you're going to say before you call?

No. But I have an outline I follow for calls.

If it is a "cold call", I greet the customer and identify myself then I tell them the reason for my call.

You don't start the conversation with small talk?

No. I get to the point by politely asking if they are interested. It saves time.

Do you ever leave messages for people on their voice mail?

Not usually. And if I get a busy signal, I call that person again later in the day.

## Learn

Featured Words Learn Words

All Levels

LEAVE	CONVERSE	BUSY	LATE
ASK	IDENTIFY	GREET	MESSAGE
SURE	MAKE	GOOD	FOLLOW
CUSTOMER	CALL	REASON	AGAIN
EVER	OUTLINE	START	SAVE
PERSON	GET	PEOPLE	POLITE
SAY	SHOW	INTEREST	COLD CALL
PLAN	POSSIBLE	DAY	

### Complete the sentences:

1. I have an outline I \_\_\_\_\_ for calls.
2. Do you usually leave \_\_\_\_\_s for people on their voice mail?
3. I first \_\_\_\_\_ myself to people I call.
4. Is it \_\_\_\_\_ to make it on time?
5. I take the subway to \_\_\_\_\_ time instead of take a bus.
6. Are you \_\_\_\_\_ed in the picture I painted?
7. I \_\_\_\_\_ the customer and identify myself if it is a cold call
8. At Walmart, the \_\_\_\_\_ service is excellent.
9. I get to the point by \_\_\_\_\_ly asking if they are interested.
10. I usually \_\_\_\_\_ the conversation with small talk.







## Unit 6: Presentations

### Before you watch the videos

1. When did you last give a presentation? What was it about?
2. Do you get nervous and stressed out before giving a presentation?
3. What makes a good presentation? List some things presenters must do.
4. Do you use power point? What are the benefits and the negatives of this?
5. Why is it difficult to give a presentation in English? How can you become a better presenter in English?

#### **Task:**

Give a presentation on the advantages or disadvantages of           (topic)          

Write down your points. When it is your turn stand up and tell the class about your topic.

## Organizing Information

Watch



Speak

Organizing information.

This incident has really started me thinking.

You mean the message on the bulletin board?

Yeah. I want to write a response to it, but I'm still trying to sort out my thoughts.

If you're free for lunch, maybe you can help me brainstorm ideas.

I could list a few problems with employee accountability for you right now.

Save them for lunch. Once we get them on paper we can prioritize them and then try to come up with practical ways to deal with each one.

If the ideas we come up with are good, Bob may want us to do a formal report.

## Learn

Featured Words		Start Quiz		 28	 37	 0	 37
TRY	FEW	RESPONSE	WRITE				
ACCOUNTABILITY	MAYBE	INFORMATION	ORGANIZE				
MESSAGE	MEAN	FREE	REPORT				
YES	NOW	LIST	BRAINSTORM				
PROBLEM	FORMAL	INCIDENT	THEN				
HELP	THINK	LUNCH	PRIORITIZE				
START	THOUGHT	SAVE	REALLY				
WANT	WAY	PRACTICAL	STILL				

### Complete the sentences:

1. The \_\_\_\_\_ has got me thinking.
2. We'll go to the park, and \_\_\_\_\_ we'll have lunch.
3. We need to \_\_\_\_\_ all the business plans so we know what's important to do first.
4. You can help me \_\_\_\_\_ ideas.
5. I could list the problems with teacher \_\_\_\_\_ for the students.
6. The employer may want us to do a \_\_\_\_\_ report.
7. To keep stress under control, you need to \_\_\_\_\_ your tasks.
8. Can you \_\_\_\_\_ the problems you want to solve.
9. I brought some food because I \_\_\_\_\_ you would be very hungry.
10. They produced pottery for \_\_\_\_\_ use.

## Using Visual Aids

### Watch



### Speak

#### Visual Aids - Describing Charts

The next slide we are going to look at shows the fluctuation of sales over the past two years.

Wow! Last quarter we hit quite a slump!

Yes, we did.


And we can see in this graph that sales started to gradually worsen in the last quarter of the last year.

They recovered slightly in the first quarter, but then continued to fall until the present quarter.

Any idea what caused this deterioration in sales?



## Learn

Featured Words			Learn Words 
FLUCTUATE	SLIDE	LAST	NEXT
SLUMP	HIT	PAST	CAN
GRAPH	SALE	QUITE	SHOW
WORSEN	SEE	START	GOING TO
GRADUAL	YEAR	YES	LOOK AT

### Complete the sentences:

1. His mood seems to \_\_\_\_\_ from day to day.
2. Sales have \_\_\_\_\_ ed this year.
3. Sales started to \_\_\_\_\_ ly worsen in the last quarter of the year.
4. Her health seems to have \_\_\_\_\_ ed so quickly.
5. Please \_\_\_\_\_ at my paper.
6. We are \_\_\_\_\_ to perform the play in a minute.
7. We \_\_\_\_\_ quite a slump last year.
8. Our sales are a lot better this \_\_\_\_\_ than the last one.
9. Each \_\_\_\_\_ shows how much we earned this year.
10. What did you do \_\_\_\_\_ weekend?

## The Golden Rules For Presenting

Watch



Speak

Golden Rules.

So, those are the best tips I can give you on how to give a presentation.

Any questions?

How can we figure out if we have distracting mannerisms or not?

You have to practice in front of a mirror, watching yourself speak.

What about telling jokes or anecdotes during a presentation?

Is that OK?

Positive jokes are appropriate for presentations.

A good anecdote could be helpful for explaining your point in a presentation.

So, if it helps the clarity of your point, I think an anecdote is fine.

Do you prefer scripted presentations or do you leave room for spontaneity?

Usually, the text from my slides is enough.

I don't write everything.

## Learn

**Featured Words** Start Quiz  14  34  0  34

TELL	ANY	GIVE	SPONTANEITY
PRESENTATION	MIRROR	LEAVE	POINT
SCRIPTED	WRITE	CLARITY	JOKE
TEXT	WATCH	EXPLAIN	SPEAK
HELPFUL	ANECDOTE	QUESTION	ENOUGH
APPROPRIATE	THINK	FINE	TIP
POSITIVE	DISTRACT	PREFER	PRACTICE
MANNERISM	GOOD	ROOM	SLIDE

### Complete the sentences:

1. The actor has \_\_\_\_\_ when he performs.
2. Thanks for your \_\_\_\_\_ feedback.
3. It is a serious matter, not a \_\_\_\_\_.
4. She \_\_\_\_\_s her speech many times before each presentation.
5. You \_\_\_\_\_ me so much and I can't focus on what I'm doing.
6. I have a funny \_\_\_\_\_ to tell you.
7. This is an \_\_\_\_\_ way to do the task.
8. His special \_\_\_\_\_ is saying "um, um" when he talks.
9. Could you give me a \_\_\_\_\_ for delivering a better speech?
10. What we want is \_\_\_\_\_ and simplicity on that issue.

## Presenting at a Glance

Watch



Speak

Presenting at a Glance.

So, what did you think of the presentation, Linda?

I think the way you introduced yourself in the greeting really helped break the ice in the meeting.

I wanted everyone to feel relaxed.

And in the body of the presentation, you outlined your points very well.

You stated the information clearly and didn't digress from the topic.

What did you think about the length of the presentation?

It was good.

When you closed, I thought you handled all the questions from the audience well.

Thanks for your feedback, Linda.

## Learn

**Featured Words** Start Quiz  11  30  0  30

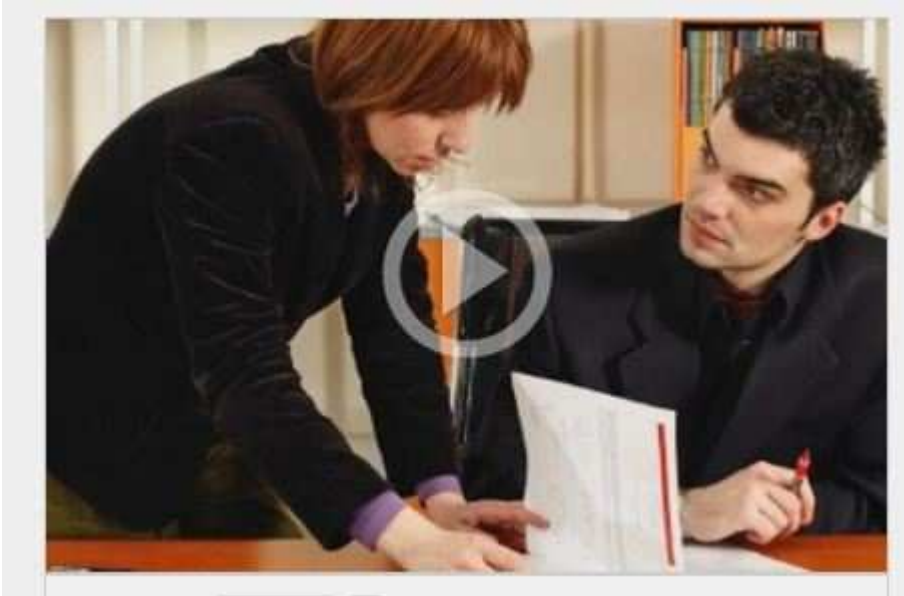
FEEDBACK	WANT	REALLY	PRESENT
PRESENTATION	CLEARLY	WAY	RELAX
INTRODUCE	QUESTION	OUTLINE	WELL
POINT	LENGTH	DIGRESS	TOPIC
GREETING	MEETING	AUDIENCE	THANK
BODY	HANDLE	HELP	ALL
INFORMATION	THINK	GOOD	
STATE	FEEL	CLOSE	

### Complete the sentences:

1. We \_\_\_\_\_d our proposals to the committee.
2. What do you think about the \_\_\_\_\_ of the meeting? Is it too long?
3. Did the \_\_\_\_\_s listen to what you said?
4. When I go to the sauna, I feel \_\_\_\_\_d.
5. How will the government \_\_\_\_\_ the crisis in Syria?
6. Don't \_\_\_\_\_ from the main subject when you talk to people.
7. She \_\_\_\_\_d the information clearly in her presentation.
8. Can you \_\_\_\_\_ yourself to your colleagues?
9. He made his \_\_\_\_\_s very well.
10. When I have a bad dream , I \_\_\_\_\_ so scared.

## What Makes A Good Presentations

Watch



Speak

What Makes A Good Presentation?

Have you had a chance to look over the handout for my presentation?

Yes, Mark.

And I have some questions about the content.

Really?

Do you think I need to adjust the content of the presentation?

A little.

For instance, I don't think the example you give in the introduction is really relevant and the complexity of the last two sections of the presentation may be too much to explain in the allotted time for this presentation.

I guess I have a lot more work to do on the structure of the whole presentation.

Maybe after you work on it more, you can practice in front of me.

Great!

You can tell me if I use good eye contact or have distracting mannerisms.

## Learn

### Featured Words

### Learn Words



HANDOUT	PRESENT	LAST	REALLY
FOR INSTANCE	CONTENT	CHANCE	NEED
RELEVANT	EXAMPLE	YES	MAKE
COMPLEX	INTRODUCE	LITTLE	GOOD
ADJUST	THINK	QUESTION	GIVE

### Complete the sentences:

1. Did you read over the \_\_\_\_\_s I gave you?
2. You need more specific words, \_\_\_\_\_, like first, ....
3. We appreciate you giving me another \_\_\_\_\_ to do it.
4. This is a good \_\_\_\_\_ of showing kindness.
5. I don't think your suggestion is \_\_\_\_\_ to the topic.
6. Do you think I need to \_\_\_\_\_ the content of the presentation?
7. The human body is like a \_\_\_\_\_ machine.
8. I have some \_\_\_\_\_s about that issue.
9. Are you nervous when you \_\_\_\_\_ yourself in front of people?
10. At \_\_\_\_\_ we won a game!









## Unit 7: Skills

### Before you watch the videos

1. What is your most important skill? What do you need to improve at?
2. How important is a knowledge of technology today?
3. Do you think that training courses are good or just a waste of time?
4. Steve Jobs had some important qualities. What was he good at? What did he do poorly?
5. What are the most important skills for those who work at your company?

#### **Task:**

You are in charge of hiring a new director of sales for a multi million dollar hi tech start up selling educational software. List the skills you will look for in the candidates to be interviewed.

## The Golden Rules Of Business

Watch



Speak

Golden Rules.

How did your call with Mr. Sanchez go?

Great! I made a list of objectives before I called and referred to it during the call.

That kept us both from wasting time.

He didn't think you were too aggressive, did he?

I don't think so. He was very agreeable and polite during our conversation.

One thing I didn't anticipate was his sense of humor.

I'm sure you did a great job representing the company.

You always speak with such authority in meetings.

And a trick I learned for the phone is to talk standing up. It really works!

## Learn

Featured Words		Start Quiz		 13	 33	 0	 33
THING	REFER	CALL	ANTICIPATE				
TALK	REALLY	MEETING	AUTHORITY				
MAKE	KEEP	LIST	SUCH				
COMPANY	OBJECTIVE	SENSE	WASTE				
LEARN	TRICK	JOB	PHONE				
TIME	CONVERSATION	WORK	GREAT				
SURE	THINK	HUMOR	REPRESENT				
ALWAYS	POLITE	SPEAK	AGREEABLE				

### Complete the sentences:

1. We \_\_\_\_\_ that sales will rise next year.
2. What is the \_\_\_\_\_ in doing market research?
3. She has a great \_\_\_\_\_ of humor.
4. Don't \_\_\_\_\_ time. Time is money.
5. He has great materials \_\_\_\_\_ing the products.
6. He always speaks with such \_\_\_\_\_ during meetings.
7. She is gentle and \_\_\_\_\_ when she talks to people.
8. A \_\_\_\_\_ I want to learn is how to speak softly and politely.
9. We had such a nice \_\_\_\_\_ over lunch.
10. Please, \_\_\_\_\_ them from smoking.

## Negotiating Skills

Watch



Speak

Opening - Creating the Right Climate

Good afternoon, Roger. It's nice to see you again.

Allow me to introduce Linda Strait, a colleague of mine.

She'll be sitting in on our negotiations.

Delighted to meet you, Linda.

Likewise. Can I offer you some coffee or tea, Roger?

No, thanks. I'm fine.

So, Bob, I heard William took over as head of personnel here at your company.

That's right. William left sales, so now I'm in charge of these contract negotiations.

Since we've got a full agenda today, should we get started?

## Learn

Featured Words			Learn Words 
DELIGHT	INTRODUCE	COFFEE	RIGHT
LIKEWISE	OFFER	ALLOW	FINE
NEGOTIATE	THANK	MEET	CAN
CLIMATE	TEA	COMPANY	OPEN
COLLEAGUE	CREATE	AGAIN	HERE

### Complete the sentences:

1. I'd like to \_\_\_\_\_ you some proposals.
2. We've finally come to \_\_\_\_\_ the agreement.
3. Mr. Kim is a \_\_\_\_\_ of mine.
4. "Let me know if you need any help." "\_\_\_\_\_."
5. We are \_\_\_\_\_ ed to see you again.
6. Would you \_\_\_\_\_ me to take you out to dinner?
7. Our \_\_\_\_\_ wants to do business with you.
8. They need to \_\_\_\_\_ new products for consumers.
9. We need to create a \_\_\_\_\_ in which business can prosper.
10. It is nice to \_\_\_\_\_ you.

## Feedback From The Boss

Watch



Speak

Overall, I'm very pleased with your report.

I see you did a lot of research.

Thanks. I put a lot of time into it.

I just have a couple of suggestions to make.

Good. I'm interested to hear your comments.

First, you need a summary of your points.

Secondly, adding graphs would be helpful.

That's no problem.

When do you need the revised report?

Can you get it to me by the end of the day?

I can start working on it right away.

Thanks for the feedback and suggestions.

## Learn

**Featured Words** Start Quiz 11 30 0 30

HELPFUL	TIME	COUPLE	SECONDLY
FIRST	PROBLEM	REPORT	MAKE
SUMMARY	START	RESEARCH	INTEREST
DAY	PLEASE	OVERALL	POINT
THANKS	REVISE	END	JUST
ADD	PUT	GRAPH	COMMENT
SEE	WORK	HEAR	
NEED	SUGGESTION	FEEDBACK	

### Complete the sentences:

1. Could you write up a \_\_\_\_\_ of the meeting..
2. Students need to submit their \_\_\_\_\_ by the end of the week.
3. I'm very \_\_\_\_\_ed in your paintings.
4. \_\_\_\_\_, I am happy with your assignment.
5. We did lots of market \_\_\_\_\_ before we started our own business.
6. They need a \_\_\_\_\_d edition of the textbook.
7. Thanks for your great \_\_\_\_\_s. They made my day.
8. We need to have some \_\_\_\_\_ after our presentation.
9. What is your \_\_\_\_\_ of view on the issue?
10. Cleaning my office is a very \_\_\_\_\_ thing you can do.

## Giving Advice In Writing

Watch



Speak

Punctuation

Linda, can you take a look at this and tell me if the punctuation is correct?

Sure, Mark. What do you want me to look at?

I'm not sure if this sentence needs commas or not.

I'm not an expert on this, but I usually use a comma if I would naturally break or pause when reading the sentence out loud.

In this case, you have an introductory phrase in the sentence.

Put a comma here after the phrase.

And what about this other sentence. Should I use a colon or semicolon?

Use a colon before a list, and a semicolon between sentences.

You need a semicolon here.



## Learn

**Featured Words** [Start Quiz](#)

8 24 0 24

LIST	USUALLY	COLON	BREAK
SURE	LOOK	INTRODUCTORY	NEED
PAUSE	PUNCTUATION	COMMA	WANT
PHRASE	CASE	HERE	PUT
READ	EXPERT	SEMICOLON	TELL
NATURALLY	SENTENCE	CORRECT	USE

### Complete the sentences:

1. Speak in full \_\_\_\_\_s. Not just a word, please.
2. \_\_\_\_\_ the movie while I get some snacks.
3. I agree with what he said, but I'd have \_\_\_\_\_d it differently.
4. Let's ask an \_\_\_\_\_. No one knows here.
5. Use a \_\_\_\_\_ between words or a word group.
6. Commas are one of many \_\_\_\_\_ marks.
7. A \_\_\_\_\_ is used to write separate parts of a sentence.
8. You should \_\_\_\_\_ a comma after the phrase.
9. In this \_\_\_\_\_, you have an introductory phrase in the sentence.
10. Use a \_\_\_\_\_ before a list, and a semicolon between sentences.

## What Makes A Good Handshake

Watch



Speak

Hi, I'm Roz Usheroff, an image and communications specialist.

People say that the impression clock starts ticking with the handshake.

And I'm here today to show you how to wow people with a powerful handshake.

That is when the first impression begins to count.

I'd like to introduce you to my friend, David Coates.

Pleased to meet you, Roz.

Hi, David. How are you?

I'm fine.

I'm gonna teach David some ideas about how we can have a more impactful handshake.

As we go through the different steps, think about what's your handshake saying about you.

So David, when you shake hands, what I'd like you to think about is not to drop the hand too quickly.

So when you put your hand out, I want you to imagine it's going straight out like this two to three times,

And hold for the length of time it takes to learn the color of my eyes.

The key here is, if you think about that time frame, from learning the color of their eyes, it will make your handshake appear a lot more sincere.

Another thing, David, is what you don't want to do is flip the person over like this.

This kind of handshake looks like it's controlling and you're putting the person on the bottom.

Another handshake that you don't want to do is when you take them in a double hand clasp.

Unless you know someone very well, that may be a little bit too personal or invasive.

Then you have this kind of handshake, which is the fingertip.

This will show absolutely no confidence in your handshake.

Another idea that you don't want to do is grasping the person's hand all the way up.

When you move your hand up their hand again, that may give off the impression that you're trying to take control of the whole meeting that you have.

David, as we shake hands we hold on for the length of time it takes to learn the color of their eyes.

As well, what you want to do is make sure that you use the person's name.

The key about a handshake is you introduce yourself, repeat back their name it helps you to remember it.

You repeat it back at the beginning of the handshake and at the end of the handshake.

Thank you so much, David.

Thank you Roz, it's a pleasure.

Pleasure meeting you.

As you can see, he held on for that second longer.

We now have impact in the first impression and a handshake that was most memorable.

## Learn

Featured Words		Start Quiz		35	87	0	87
END	CLOCK	IMPACT	FRIEND				
TEACH	ANOTHER	SPECIALIST	MOVE				
FRAME	DIFFERENT	SECOND	POWERFUL				
SHAKE	TAKE	THING	BOTTOM				
PLEASURE	CONTROL	START	HELP				
NAME	LEARN	NOW	SHOW				
BEGIN	HANDSHAKE	STRAIGHT	QUICKLY				
THINK	PERSON	USE	LENGTH				

### Complete the sentences:

1. Hi, I'm an image and communications \_\_\_\_\_.
2. People say that the impression \_\_\_\_\_ starts ticking with the handshake.
3. Men usually try to give a firm \_\_\_\_\_.
4. Her speech had a profound \_\_\_\_\_ on people
5. Go \_\_\_\_\_ and turn left.
6. To help people in need brings me immense \_\_\_\_\_.
7. He is the most \_\_\_\_\_ politician of his day.
8. They will \_\_\_\_\_ control of the country.
9. \_\_\_\_\_ forward on the next step.
10. Hold for the \_\_\_\_\_ of time it takes to learn the color of my eyes.





## Unit 8: Movers And Shakers

### Before you watch the videos

1. Who are the business leaders you most respect? Why?
2. Which is more important: a leader that makes decisions on their own or a leader that listens to everyone and agrees with the majority?
3. Have you ever had a terrible boss? Describe them.
4. Have you ever had an amazing superior? Describe them.
5. Do you think CEOs are paid too much? What is the argument for paying them high wages and bonuses?

#### **Task:**

You are the CEO of an older, respected Fortune 500 company. Your earnings are down a lot. The future looks bad. You have to make changes. What will you do, what might you do? List these actions and then share with the group.

## Warren Buffet

### Watch



### Speak

Like I said, I think either one would make a terrific president.

I don't measure whether they'd be good for the economy as to whether the stock market would go up the next day.

The real question is whether they'd be good for the economy that develops, so I'm supporting both of them.

I'm sort of a political bigamist for the moment.

You may have noticed that American Express came out and they sort of noticed a real change early in December.

You could see something happening in December.

Softening, absolutely.

I have no idea.

It could be pretty bad, but we always come out of it.

John Stumpf from Wells Fargo, I think, said it best.

He said that he really was kinda puzzled why the banks came up with new ways to lose money when the old ways were working so well.

## Learn

**Featured Words** **Start Quiz**

12 40 0 40

HAPPEN	SAY	NEXT	DAY
WELL	TERRIFIC	PRETTY	WORK
WAY	LOSE	NEW	GOOD
POLITICAL	MAKE	OLD	GO
COME	PRESIDENT	SUPPORT	REALLY
PUZZLE	THINK	MOMENT	BEST
IDEA	BOTH	MONEY	BANK
CHANGE	QUESTION	ALWAYS	EARLY

### Complete the sentences:

1. We \_\_\_\_\_ your terrific idea.
2. Do you get up \_\_\_\_\_ in the morning?
3. Obama is the \_\_\_\_\_ of the U.S.
4. What \_\_\_\_\_s you think like that?
5. They could see something \_\_\_\_\_ ing. They need new plans.
6. He was \_\_\_\_\_d when the banks came up with new ideas to lose money.
7. He was a \_\_\_\_\_ prisoner who was against Nazism.
8. Which one do you like, red or blue? I like \_\_\_\_\_.
9. \_\_\_\_\_ing weight is very difficult.
10. I've come up with a great \_\_\_\_\_you might like.

## Steve Jobs

Watch



Speak

People say you have to have a lot of passion for what you're doing and it's totally true. And the reason is, because it's so hard, that if you don't, any rational person would give up.

It's really hard and you have to do it over a sustained period of time.

So, if you don't love it, if you're not having fun doing it and you don't really love it, you're gonna give up.

And that's what happens to most people, actually.

If you really look at the ones that ended up, you know, being successful unquote in the eyes of society, and the ones that didn't, often times it's the ones that are successful love what they did, so they could persevere when, you know, it got really tough.

And the ones that didn't love it quit because they're sane, right?

Who would wanna put up with this stuff if you don't love it?



So, it's a lot of hard work and it's a lot of worrying constantly.

And if you don't love it, you're gonna fail.

So, you've gotta love it, you've gotta have passion, and I think that's the high order bit.

The second thing is you've gotta be a really good talent scout.

'Cause no matter how smart you are, you need a team of great people.

And you've gotta figure out how to size people up fairly quickly, make decisions without knowing people too well, and hire them and, you know, see how you do, and refine your intuition.

And be able to help, you know, build an organization that can eventually just build itself,

'cause you need great people around you.

## Learn

**Featured Words** Start Quiz  21  57  0  57

MAKE	PERIOD	EVENTUALLY	RATIONAL
STUFF	INTUITION	HIRE	SUCCESSFUL
SEE	TOTALLY	TOUGH	ACTUALLY
NEED	DECISION	REALLY	GOOD
FAIRLY	SUSTAIN	THING	FUN
TEAM	KNOW	ANY	QUIT
THINK	HARD	TRUE	TIME
WELL	LOVE	ORDER	HIGH

Complete the sentences:

1. Steve Jobs is a \_\_\_\_\_ businessman.
2. The company plans to \_\_\_\_\_ 100 people this year.
3. She used her \_\_\_\_\_, not a map, to find the road.
4. The CEO needs to make the right \_\_\_\_\_ when the company is at risk.
5. The thin ice will not \_\_\_\_\_ your weight.
6. It was a \_\_\_\_\_ decision to fire all the employees.
7. Don't think about \_\_\_\_\_ ting the job you are working at presently.
8. You have to do it over a sustained \_\_\_\_\_ of time.
9. With a \_\_\_\_\_ reason, we will protest against the policy.
10. You are \_\_\_\_\_ wrong. You need to read the book again.

## Mark Zuckerberg

Watch



Speak

We had a very simple focus, an idea.

The goal wasn't to make a huge community site, it's to make something where you could type in someone's name and find out a bunch of information about them.

I don't know, I took a few days, and just threw together Facebook and launched it on February 4th, 2004.

It was just me working on it that time.

But at that point, my roommate Dustin, who hadn't had much computer programming experience at all was like, "You know, I can help you expand."

Then I'm like, "That's cool dude, but you don't know how to program."

So, he's like, "No, no, it's not an issue."

And he went home one weekend, bought the book Perl for Dummies, came back and was like, "Alright, I'm ready."

And then we started getting emails from people at a bunch of other schools asking if we can launch Facebook there.

And the last tight bubble was most websites were run using these really expensive machines which made it that you had to basically go and raise money before you can do anything.

We ran the site originally for \$85 a month, renting computers for the first three months.

Were you ever in debt?

I mean I was in debt \$160, you know.

There are big sites on the Internet.

They're like, "15% of our users come back monthly."

And we're like, "Alright, that's cool. Like 70% of our users come back everyday."

I think I have like, 15,000 pending friend requests.

And whenever I open up that page, the site crashes.

So, I gave up on that.

Do you feel trapped or liberated in today's technology?

I don't know.

I guess it's a little bit of both.

I mean, I spend a lot of my time at the office.

And then, I have a studio apartment a couple of blocks away, where it's just my bed, and like, a table and a chair and a teapot.

And I don't even have Internet access at my apartment.

So I don't know, I'm pretty like, isolated from wherever I need to be.

Either that or the fact that I'm too lazy to get Internet access.

## Learn

**Featured Words** Start Quiz 38 94 0 94

BIG	PENDING	LAST	LAUNCH
KNOW	TABLE	ISSUE	WEEKEND
IDEA	MAKE	HELP	APARTMENT
USE	DAY	JUST	ALRIGHT
COMMUNITY	MONTHLY	WEBSITE	PRETTY
EVER	BUY	BASICALLY	PROGRAM
INFORMATION	THINK	DUMMY	CHAIR
TODAY	NEED	LAZY	SPEND

### Complete the sentences:

1. We have a computer class in our \_\_\_\_\_ center.
2. How much is the \_\_\_\_\_ rent?
3. Discussing the global economy is a hot \_\_\_\_\_ these days.
4. Do you have a good \_\_\_\_\_ about the employee policy?
5. Check our \_\_\_\_\_, and you will understand about our products.
6. We will \_\_\_\_\_ our products in Hong Kong next week.
7. Our visa application is still \_\_\_\_\_.
8. There are lots of high \_\_\_\_\_ buildings in Seoul.
9. Amazing Race is my favorite TV \_\_\_\_\_.
10. How do you feel today? - I'm \_\_\_\_\_ good.

## Morgan Stanley

Watch



Speak

If you look at the housing market and prices continue to drop, prices keep changing, and within that market, there are different credits.

So, it makes it very difficult, for any one person to say, "This is the value".

And that's one of the challenges that I think, we all have is, if we go down the road of a good bank, bad bank, what is the price that you put these assets into the bad bank?

That's gonna be a challenge.

Though Chuck Schumer says, "It is almost impossible right now". I mean, it could be the aggregate value could be anywhere between 2 and 4 trillion dollars.

I think he's right.

That's why it's gonna be so difficult to do.

And how would the value be established?

Well, there are a number of ways. I mean, one way is to do a valuation of specific structures.

Another way is to go out in the marketplace and say, "We will sell these assets, make a bid".

So, if you could get,

That's easy, that's the market.

That's the market working. And if the government is willing, and which has been hinted to that may happen, to help finance some of these purchases, which could work and then, you have a lot of smart people doing their "due diligence" and you can get a bid.

That is the best way to determine price.

## Learn

Featured Words		Start Quiz		 20	 58	 0	 58
RIGHT	THEN	ROAD	PERSON				
SELL	STRUCTURE	IMPOSSIBLE	HINT				
PEOPLE	DOWN	ONE	BAD				
ALMOST	DIFFICULT	DETERMINE	CREDIT				
GOOD	ANY	MEAN	EASY				
KEEP	ALL	BANK	HOUSE				
GET	ANYWHERE	MARKET	CHALLENGE				
BID	SPECIFIC	DIFFERENT	WORK				

### Complete the sentences:

1. This house is an old wood \_\_\_\_\_.
2. It will be a big \_\_\_\_\_ for you if you do the project.
3. Could you please give me more \_\_\_\_\_ information about it?
4. The stock \_\_\_\_\_ doesn't open today.
5. It is \_\_\_\_\_ to solve the problems because they are too difficult.
6. Tomorrow, open a \_\_\_\_\_ account.
7. What do you \_\_\_\_\_ by that?
8. We are not going \_\_\_\_\_.
9. I can't make a \_\_\_\_\_. It is too expensive.
10. They \_\_\_\_\_ ed that she might get promoted.



## Obama On The Economy

Watch



Speak

For decades, the United States has had one of the most open markets in the world and that openness has helped to fuel the success of so many countries in this region and others over the last century.

In this new era, opening other markets around the globe will be critical not just to America's prosperity, but to the world's as well.

An integral part of this new strategy is working towards an ambitious and balanced Doha Agreement.

Not any agreement, but an agreement that will open up markets and increase exports around the world.

We are ready to work with our Asian partners to see if we can achieve that objective in a timely fashion.

And we invite our regional trading partners to join us at the table.

We also believe that continued integration of the economies of this region will benefit workers, consumers and businesses in all our nations.

Together with our South Korean friends, we will work through the issues necessary to move forward on a trade agreement with them.

The United States will also be engaging with the Trans-Pacific Partnership countries with the goal of shaping a regional agreement that will have broad-based membership and the high standards worthy of a 21st century trade agreement.

Working in partnership, this is how we can sustain this recovery and advance our common prosperity.

But it's not enough to pursue growth that is balanced.

We also need growth that is sustainable.

For our planet and the future generations that will live here.

## Learn

**Featured Words** [Start Quiz](#)  18  79  0  79

AGREEMENT	REGION	SHAPE	TOGETHER
GLOBE	FUTURE	INVITE	STANDARD
CONSUMER	TRADING	WORKER	DECADE
BROAD-BASED	INTEGRAL	PROSPERITY	EXPORT
COMMON	REGIONAL	PURSUE	ECONOMY
BENEFIT	FUEL	NATION	MARKET
ALL	NEED	TRADE	BUSINESS
TIMELY	ISSUE	SEE	MEMBERSHIP

### Complete the sentences:

1. What is the \_\_\_\_\_ of eating healthy food?
2. The U.S is leading the open market around the \_\_\_\_\_
3. Working in partnership, this is how we can advance our common \_\_\_\_\_.
4. We'd like to \_\_\_\_\_ you to our corporate dinner.
5. The desire to \_\_\_\_\_ one's own happiness is natural to the mind.
6. The \_\_\_\_\_ activity rose in the stock market.
7. Our company a \_\_\_\_\_ office in Philadelphia.
8. We will work through the issues so we can sign the trade \_\_\_\_\_.
9. An \_\_\_\_\_ part of this new strategy is working together more.
10. In capitalist societies, the \_\_\_\_\_ is king.



## Record Your Progress!

Lesson	Comments	Spoken?
<b>Unit 1: Getting Started. Introductions.</b>		
<a href="#"><u>First Meetings</u></a>		
<a href="#"><u>Introducing People</u></a>		
<a href="#"><u>Saying Goodbye</u></a>		
<a href="#"><u>Meeting The Boss</u></a>		
<a href="#"><u>Welcoming The Team</u></a>		
<b>Unit 2: Socializing</b>		
<a href="#"><u>Eating Out</u></a>		
<a href="#"><u>Using Friendly Phrases</u></a>		
<a href="#"><u>Health and Fitness</u></a>		
<a href="#"><u>Taking A Break</u></a>		
<a href="#"><u>An Office Tour</u></a>		

## Record Your Progress!

Lesson	Comments	Spoken?
<b>Unit 3: MEETINGS</b>		
<u>What Makes A Good Meeting?</u>		
<u>Setting The Agenda</u>		
<u>Interrupting</u>		
<u>Making Decisions</u>		
<u>Wrapping Up</u>		
<b>Unit 4: TRAVEL</b>		
<u>Airport Greetings</u>		
<u>Travel Itinerary</u>		
<u>Entertaining Clients</u>		
<u>Leisure Time</u>		
<u>Fear Of Flying</u>		

**Lesson**

**Comments**

**Spoken?**

**Unit 5: TELEPHONING**

Answering A Call

Receiving And Taking  
Messages

Structuring A Call

Returning The Call

What Makes a Good Call?

**Unit 6: PRESENTATIONS**

Presenting At A Glance

Organizing Information

Using Visual Aids

The Golden Rules

What Makes A Good  
Presentation?

Lesson	Comments	Spoken?
<b>Unit 7: SKILLS</b>		
<u>Business Golden Rules</u>		
<u>Negotiating Skills</u>		
<u>Getting Feedback</u>		
<u>Giving Advice In Writing</u>		
<u>Shaking Hands</u>		
<b>Unit 8: MOVERS AND SHAKERS</b>		
<u>Warren Buffet</u>		
<u>Steve Jobs</u>		
<u>Mark Zuckerberg</u>		
<u>Morgan Stanley</u>		
<u>Obama On The Economy</u>		

# Answer Key Unit 1

## First Meetings

1. flight
2. hope
3. catch
4. manage
5. delay
6. miserable
7. free
8. call
9. pilot
10. Somehow

## Introducing People

1. Nice
2. Marketing
3. bother
4. flight
5. assistant
6. face / face
7. drink
8. awake
9. ago
10. great

## Saying Goodbye

1. pleasure
2. trip
3. appreciate
4. learn
5. use
6. soon
7. past
8. time
9. miss
10. better

## Meeting The Boss

1. forward
2. introduce
3. launch
4. know
5. pretty
6. help
7. database
8. see
9. need
10. branch

## Welcoming The Team

1. detail
2. familiar
3. moment
4. ready
5. line
6. marketing
7. somewhat
8. join
9. company
10. work



## Answer Key Unit 2

### Eating Out

1. order
2. delicious
3. try
4. avoid
5. spice
6. vegetarian
7. favorite
8. notice
9. grill
10. menu

### Using Friendly Phrases

1. extra
2. mind
3. annoy
4. break
5. street
6. respond
7. pouring
8. around
9. ideas
10. shame

### Health And Fitness

1. poison
2. diagnose
3. business
4. bother
5. severe
6. upset
7. lifestyle
8. catch
9. seem
10. upset

### Taking A Break

1. mind
2. break
3. plan
4. join
5. think
6. Put
7. sense
8. while
9. sure
10. need

### A Tour Of The Office

1. drink
2. regular
3. snacks
4. well-stocked
5. kitchen
6. office
7. help
8. excellent
9. full
10. big

## Answer Key Unit 3

### A Good Meeting?

1. attend
2. important
3. circulate
4. approach
5. refreshment
6. chair
7. Plan
8. propose
9. few
10. length

### Setting The Agenda

1. correct
2. purpose
3. appropriate
4. strategy
5. valuable
6. effort
7. specific
8. future
9. explore
10. clients

### Interrupting

1. different
2. technique
3. interrupt
4. add
5. think
6. assumption
7. suggestion
8. find
9. interruption
10. hear

### Making Decisions

1. show of hands
2. implement
3. favor
4. decide
5. reject
6. consensus
7. minute
8. spend
9. wish
10. decision

### Wrapping Up

1. productive
2. mind
3. agreement
4. partnership
5. draft
6. initial
7. receive
8. right
9. standard
10. shot

## Answer Key Unit 4

### Airport Greetings

1. take
2. happy/nice
3. finally
4. hotel
5. dicuss
6. then
7. meet
8. Yes
9. sound
10. account

### Travel Schedules

1. customer
2. back
3. leave
4. advance
5. less
6. visit
7. recently
8. schedule
9. save
10. reduce

### Entertaining

1. book
2. manager
3. flight
4. tour
5. client
6. dinner
7. idea
8. problem
9. facility
10. out

### Leisure Time

1. taste
2. cheap
3. before
4. winer(ies)
5. Actually
6. start
7. own
8. friend
9. else
10. fun

### Fear Of Flying

1. scary
2. travel
3. bounce
4. bumpy
5. sometimes
6. ride
7. safe
8. mean
9. around
10. know

## Answer Key Unit 5

### Opening A Call

1. reason
2. check
3. spell/give
4. call
5. moment
6. message
7. order
8. number
9. alright
10. summer

### Messages

1. Let
2. back
3. extension
4. repeat
5. message
6. receive
7. husband
8. tell
9. better
10. moment

### Structuring A Call

1. handle
2. confirm
3. explain
4. decide
5. receive
6. option
7. fax
8. person
9. discuss
10. here

### Returning A Call

1. see
2. return
3. invoice
4. actual
5. appoint
6. ship
7. get
8. available
9. hour
10. talk

### A Good Call?

1. follow
2. message
3. identify
4. possible
5. save
6. interest
7. greet
8. customer
9. polite
10. start

## Answer Key Unit 6

### Organizing Information

1. incident
2. then
3. prioritize
4. brainstorm
5. accountability
6. final
7. organize
8. list
9. thought
10. practical

### Using Visual Aids

1. fluctuate
2. slump
3. gradual
4. worsen
5. look
6. going to
7. hit
8. year
9. graph
10. last

### The Golden Rules

1. spontaneity
2. positive
3. joke
4. practice
5. distract
6. anecdote
7. appropriate
8. mannerism
9. tip
10. clarity

### Presenting At A Glance

1. outline
2. length
3. audience
4. relaxed
5. handle
6. digress
7. state
8. present
9. point
10. feel

### A Good Presentation?

1. handout
2. for instance
3. chance
4. example
5. relevant
6. adjust
7. complex
8. question
9. introduce
10. last

## Answer Key Unit 7

### Golden Rules

1. anticipate
2. objective
3. sense
4. waste
5. represent
6. authority
7. agreeable
8. trick
9. conversation
10. keep

### Negotiating

1. offer
2. negotiate
3. colleague
4. Likewise
5. delight
6. allow
7. company
8. create
9. climate
10. meet

### Getting Feedback

1. summary
2. report
3. interest
4. Overall
5. research
6. revise
7. comment
8. feedback
9. point
10. helpful

### Giving Advice

1. sentence
2. Pause
3. phrase
4. expert
5. comma
6. punctuation
7. semicolon
8. put
9. case
10. colon

### Shaking Hands

1. specialist
2. clock
3. handshake
4. impact
5. straight
6. pleasure
7. powerful
8. take
9. Move
10. length

## Answer Key Unit 8

### Warren Buffet

1. support
2. early
3. president
4. make
5. chang(ing)
6. puzzle
7. political
8. both
9. Los(ing)
10. idea

### Steve Jobs

1. successful
2. hire
3. intuition
4. decision
5. sustain
6. tough/hard
7. quit
8. period
9. rational
10. totally

### Mark Zuckerberg

1. community
2. monthly
3. issue
4. idea
5. website
6. launch
7. pending
8. apartment
9. program
10. pretty

### Morgan Stanley

1. structure
2. challenge
3. specific
4. market
5. impossible
6. bank
7. mean
8. anywhere
9. bid
10. hint

### Obama

1. benefit
2. globe
3. prosperity
4. invite
5. pursue
6. trade
7. regional
8. agreement
9. integral
10. consumer

## About the Author



*David Deubelbeiss is professor, teacher trainer and technology advocate presently living in North Bay, Ontario. He has traveled and taught EFL around the world. A “working man’s teacher”, he espouses the philosophy of “When one teaches, two learn.” Find out more about him through his [google profile](#) or his online teacher professional development website – [EFL Classroom 2.0](#)*

