

MODULE 2.1

SPEAKING

LISTENING

Introducing your company

Look at the photo. Describe the situation.

09 Two speakers introduce themselves at a conference. Listen and check (✓) the correct answers.

He / She:

- works for IBM.
- works for Samsung.
- is a technical training manager.
- is an IT consultant.
- works at the headquarters.
- works in Ontario.

Sung Su Huang

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Emma Clark

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His / Her company makes:

- consumer electronics (telephones, MP3 players, etc.).
- computer hardware and software.

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Module 2.1 09

- 1 Hello. My name is Sung Su Huang. I work for Samsung Electronics. Samsung is one of the world's largest consumer electronics companies. We make computers, telephones, MP3 players, GPS systems. I'm a technical training manager and I work at the headquarters in Seoul. Today I'm going to talk about the electronic industry...
- 2 Good morning. I'm Emma Clark and I work for IBM. I'm an IT consultant in the IBM Software group. IBM is one of the largest computer companies in the world. We make and sell hardware and software. I work in IBM's office in Ontario, Canada. It's very good to see you all here today ...

MODULE 2.2

SPEAKING

Company activities

- 1 Look at the chart below. Write the missing words into the third column. Use *provides* or *manufactures*.
- 2 Match the company to its business activity.

Company	Country	Business
Telstra	Australia	
Ricoh	Japan	1 <u>provide</u> telecom services
Kookmin Bank	South Korea	2 <u>provide</u> banking services
Toyota Motor	Japan	3 <u>manufacture</u> office electronics
China Mobile (HK)	China	4 <u>manufacture</u> food products
Bank of America	USA	5 <u>manufacture</u> cars
Unilever NV	Netherlands	

- 3 Work with a partner. Ask questions about some of the companies, e.g.

Where is Toyota's head quarters? In Japan.

Is it an American company? No, it's a Japanese company.

What does it do? It manufactures cars.

LISTENING

- 1  10 Use the words below to complete the sentences. Then listen and check your answers.

Head company engineer offices Singapore international

My name's Yeong Min Lee and I'm from Korea. I'm an engineer¹. I work for Foster Wheeler in Singapore². Next year I'm going to work in the UK Head³ Office. Foster Wheeler is an international⁴ engineering and construction company⁵ with offices⁶ all over the world.

- 2 Tell your partner about your company. Where is it from? What does it do?

MODULE 2.3

READING

Departments and daily activities

Look at the jobs listed below and match them to the correct department.
Complete the chart.

- sales representative
- marketing manager
- accountant
- IT consultant
- personal assistant
- helpdesk advisor



Human Resources	personal assistant	Sales	sales representative
Customer Services	helpdesk advisor	Marketing	marketing manager
Finance	accountant	Technical Support	IT consultant

LISTENING

1  11 Listen. Where are these people? Check (✓) the correct answer.

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party

☐

conference

☒

training course

2  11 Listen again. Match each name to the correct department and job.

Name

Department

Job

Mark Nakamura

customer service

organizes training courses

Grace Wu

sales

deals with customer problems

Ken Lee

human resources

manages the company website

Maria Martinez

IT

checks customer orders

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- A Good morning everyone, and thank you for coming. Before we begin, I'd like you all to introduce yourselves, please. Will you start, Mark?
- B Yes, of course. My name's Mark Nakamura. I work in the information technology department. I manage the company website.
- C I'm Grace Wu. I work in the customer service department on the front desk. I help with customer problems.
- D Ken Lee. I'm in sales, and my job is to check customer orders.
- A And I'm Maria Martinez. I'm in the human resources department and I organize in-house training. Today's training course is called Time Management.



WRITING

1 What do these people do? Match the job with their daily activities.

a I'm a web site manager. I

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open the mail.

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design web pages.

b I'm a sales representative. I

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demonstrate new products.

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manage the company website.

c I'm a personal assistant. I

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plan my boss's schedule.

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visit customers.

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MODULE 2.4

LISTENING

Numbers 11-100

- 1 Before you listen, practice saying these numbers.

11, 12, 13, 14, 15, 16, 17, 18, 19, 20

12 Now listen and check.

- 2 13 Circle the room numbers you hear.

a 13 thirteen	30 thirty	d 18 eighteen	80 eighty
b 17 seventeen	70 seventy	e 15 fifteen	50 fifty
c 14 fourteen	40 forty	f 19 nineteen	90 ninety

- 3 14 Write the numbers you hear.

a <u>12</u>	c <u>15</u>	e <u>23</u>
b <u>16</u>	d <u>20</u>	f <u>19</u>

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- 2a A Excuse me. Where is the conference room?
B It's room thirteen.
A Thirteen?
B Yes. It's just over there.
- 2b A I'm here for the sales meeting. Is the training room along here?
B Yes. It's room 70. I think they're just starting now.
A Room 70? Thanks.
- 2c A Can you help me? I'm looking for the IT department.
B Sure. Room 14.
A Room 40?
B No, 14, one four.
- 2d A Is the Human Resources department still in room 20?
B No, they moved. They're in room 18 now. It's next door.
- 2e A Excuse me. Is the sales department room 15 or 50?
B Room 50.
- 2f A Where will I find the Sales Team, please?
B They're in room 90. Just along the way.

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- 3
- a The bus leaves in 12 minutes.
 - b All passengers to Gate 16 where the flight is now boarding.
 - c Can you give him the message and say I'll call again in about 15 minutes? Thanks.
 - d Let's take a 20-minute break and then meet back here. Good work, everyone.
 - e My name is Jun Nakamura. I've been working in the shipping department for 23 years now.
 - f The Shinkansen to Hakata leaves from Track 19.

SPEAKING

Student B Turn to page 79.

Student A Complete the information. Complete the company names (1–6) first and then the number of employees (7–12). Start like this:

A What's the name of the electric utilities company?

B It's Tokyo Electric Power.

B How many employees work at Tokyo Electric Power?

A 40,000.

You start.

Company	Country	Business	Number of employees
1 <u>tokyo Electric power</u>	Japan	electric utilities	7 <u>40,000</u>
2 <u>National Australia Bank</u>	Australia	banking services	8 <u>38,000</u>
3 <u>Mitsubishi Heavy Industry</u>	Japan	machinery	9 <u>60,000</u>
4 <u>Korea Electric Power</u>	South Korea	electric utilities	10 <u>21,000</u>
5 <u>Hutchison Whampoa</u>	China	finance	11 <u>220,000</u>
6 <u>JP Morgan Chase</u>	USA	banking services	12 <u>200,000</u>

thousand

Useful language:

Could you repeat that, please?

Could you spell that, please?



MODULE 2.4

Numbers 11-100

Complete the information. Complete the company names (1-6) first and then the number of employees (7-12). Start like this:

A What's the name of the electric utilities company?

B It's Tokyo Electric Power.

B How many employees work at Tokyo Electric Power?

A 40,000.

Company	Country	Business	Number of employees
1 Tokyo Electric Power	Japan	electric utilities	7 40,000
2 National Australia Bank	Australia	banking services	8 38,000
3 Mitsubishi Heavy Industry	Japan	machinery	9 60,000
4 Korea electric power	South Korea	electric utilities	10 21,000
5 Hutchison Whampoa	China	finance	11 220,000
6 JP Morgan Chase	USA	banking services	12 200,000

You can also use this to help:

Could you repeat that, please? Could you spell that, please?

MODULE 2.5

LISTENING

Starting a conversation

15 Listen to this conversation at a conference. Complete the conversation.

A Mr. Lewis? My name's¹ Michael Hsu.
I really enjoyed your presentation.

B Thank you. Who are you with², Mr. Hsu?

A I work for City Network, in Taipei³.

B Oh, really?

A Yes, I'm in the production⁴ department.

B And what do you do?

A I check⁵ quality control.

Mr. Mike?

Keiko Oda

A: Mr. Lewis? My name is Micheal Hsu. Nice to meet you.

B: Nice to meet you too. Who are you with? Mr. Hsu.

A: I work for City Network in Taipei. What about you?
company city

B: I work in Computer engineering for IBM company in New York. What department are you in?
department company city

A: I am in managing department. I check quality control. What do you do?
department role

B: I design some software applications for my company.
role

MODULE 2.6

Culture file – Socializing

READING

When you meet someone for the first time in your country, what can you talk about? Can you ask these questions? Check (✓) the correct boxes.



	OK	not OK	possible
How old are you?	☐	☐	☒
Are you married?	☐	☒	☐
Do you have any children?	☐	☒	☐
Where do you come from?	☒	☐	☐
Do you live in a house or an apartment?	☒	☐	☐
How tall are you?	☒	☐	☐
How much do you earn?	☐	☐	☒
Why aren't you married?	☐	☒	☐
Do you dye your hair?	☐	☐	☒
Do you like your job?	☒	☐	☐