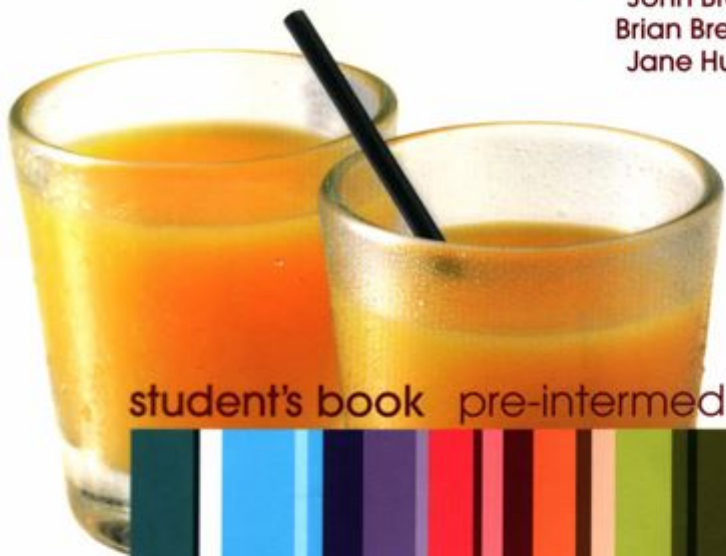


OXFORD Business English

business
one : one

Rachel Appleby
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student's book pre-intermediate



course syllabus

dealing with people	01	How to say hello and goodbye	○	email	28	How to make first contact	○	
	02	How to make offers	○		29	How to get information	○	
	03	How to offer help	○		30	How to follow something up	○	
	04	How to check and clarify	○		31	How to book or buy by email	○	
	05	How to start small talk	○		32	How to complain by email	○	
	06	How to describe an event	○		33	Email overview	○	
	07	How to talk about yourself	○		travel	34	How to deal with airport problems	○
	08	How to talk about other people	○			35	How to survive in a hotel	○
projects	09	How to talk about time	○	36		How to eat out	○	
	10	How to talk about a past project	○	37		How to give directions	○	
	11	How to talk about money	○	38	Travel overview	○		
	12	How to talk about a project	○	grammar	39	How to use the present	○	
	13	How to talk about personnel	○		40	How to use the past	○	
14	How to talk about project stages	○	41		How to use the future	○		
15	How to talk about future projects	○	42		How to make questions	○		
meetings	16	How to update	○		43	How to use comparatives	○	
	17	How to give people news	○		44	How to use the passive	○	
	18	How to make arrangements	○	reading bank	92–103			
	19	How to discuss options	○		listening bank	104–109		
20	How to give opinions	○	grammar bank			110–112		
telephoning	21	How to start and end a conversation			○	listening script	113–128	
	22	How to leave a voicemail message			○			
	23	How to deal with telephone problems	○					
	24	How to make a follow-up call	○					
	25	How to take and leave messages	○					
	26	How to use a mobile phone	○					
	27	Telephone overview	○					

MTC, the Materials Testing Centre, will be fully operational in twelve months' time. The centre will be able to test a wide range of new materials that are used in the construction industry.

The new automated test lines will be able to test new materials in a quarter of the time used by more traditional methods. This means the BBA will be able to reduce the costs of these tests by as much as 70%. As a result, MTC expect to be able to cover operating costs in twelve months and to break even in less than two years from now

- 3 Now listen to two conversations between Diana Walker, technical manager of MTC, and her manager, Mark Darling. The first conversation is in May and the second one in June. Listen and answer the questions.
- 1 How many different project stages does Diana mention in total?
 - 2 What was the problem with a delay?
 - 3 In the second conversation, is the project better or worse?
 - 4 When does the production phase begin?

And with an infinitive or a modal verb:

They **expect to be able to** arrive before twelve o'clock.

He **should be able to** solve the problem for you.

Look

Look again at listening script 12.1 on page 117 and the article about MTC in Expressions. Find more examples of *be able to*.

Hint

When talking about financial plans, use the following expressions:
to make a profit (positive)
to make a loss (negative)
to cover costs (no losses but no profits)
to break even (to reach a point where you are covering costs).

Writing

- 12.1 = 1 Correct the sentences below. Then listen again to check your answers.
- 1 The automated test lines: can you bring me on to date on them?
 - 2 Are they going to be finished as plan?
 - 3 Yes. We're behind of schedule by about three weeks.
 - 4 It was only a two-weeks delay in the end.
 - 5 We expect to be back to schedule very soon.
 - 6 When will the centre be all operational?
- 2 Think of a project at work. Write a short report describing this project. Include the following information:
- when and why you started the project
 - what you wanted to do and what you were able to do
 - what you are doing now
 - what you will be able to do in the future.

Lesson record

3 new words
from this lesson

1 _____

2 _____

3 _____

3 useful phrases
from this lesson

1 _____

2 _____

3 _____

Things to remember

How to follow something up

In this unit you will learn ways to develop a business relationship by email.

Starter

to follow something up (phrasal verb) to react after receiving a piece of news or information by trying to find out more information about it

- 30.1
- Put this trade fair dialogue in the correct order. Then listen and check your answers.
 - Thank you.
 - Your product looks quite interesting.
 - Well, please take my card and get in touch.
 - Would you like to see how it works?
 - I'm afraid I don't have time right now.
 - Which verb on the recording means:
 - to make something faster? _____
 - to contact somebody? _____
 - to investigate more? _____

Expressions



- Think again about the next contact between Dr Abbas and Mrs Hanhialo in Starter.

- Who would make the next contact? Would it be by phone or by email?
- What are the advantages and disadvantages of phone and email?

email

Practice

- Mrs Hanhialo also wrote a follow-up email. Choose the best words to complete her email on the right.
- Write Mrs Hanhialo's email reply to Dr Abbas' email in Expressions.
- Write an email following up a first contact you made recently at work or socially.

Dear Dr Abbas,

I would like to thank you for visit / visiting our stand at the Berlin trade fair last week. I enjoyed to meet / meeting you there and I hope that you found the fair useful. I remember that you were interested in find / finding out more about our new HPLC. Would / Do you like me to post our full brochure, including prices? I am sure that you would find this HPLC faster and more reliable than anything else that is be / being offered on the market at present. Naturally, installation, back-up, and training are all included / including in the price. If there is any more information I can help you with, please do not hesitate to ask / asking.

Best regards,
Dr Kirsi Hanhialo
Development manager

Hint

As well as is a very common alternative to and. It is followed by a noun or pronoun.

Would it be possible for you to send the full technical specifications, as well as the current prices?

Dr Pavlov agreed with the idea, as well as Dr O'Neill.

Dear Mrs Hanhisalo,

It was a great pleasure meeting you last week at the trade fair in Berlin – I am the doctor from Dhahran. As you might remember, I was particularly interested in finding out more about your HPL Chromatographers. Would it be possible for you to send the full technical specifications, as well as the price, so that I can pass this information on to my colleagues at the hospital?

I was wondering if you could also send information about your after-sales service and any training for using the machines. I imagine that installation, back-up, and training are included in the price.

Would you mind sending this information in a PDF file? Having the information for our next board of directors meeting on Thursday would be very helpful.

With my best wishes,

Dr Hassan Abbas
Head of Diagnostic Laboratory
Azizaya Hospital
PO Box 38
Dhahran 313 90
Kingdom of Saudi Arabia

2 This is the email that Dr Abbas wrote to Mrs Hanhisalo. Read the email. Mark the sentences true (T) or false (F).

- 1 Dr Abbas' hospital is definitely going to buy some of these machines. _____
- 2 Mrs Hanhisalo should send the information by courier. _____
- 3 The decision about buying these machines will be taken by a committee, not just one person. _____

3 What expression does Dr Abbas use to:

introduce himself?

a _____

introduce the main topic?

b _____

ask her politely to do something?

c _____

explain why he wants something?

d _____

ask her politely and indirectly to do something?

e _____

ask for a kind of computer file?

f _____

Language box

The gerund (or the -ing form) is very common in English. It can be used as the subject of a sentence or a clause:

Learning a new language is never easy.

Meeting you was a great pleasure.

As the object of a sentence or a clause, for example after like, love, enjoy, mind, hate, dislike:

She loves getting little surprises.

Would you mind waiting sir?

After prepositions:

Is it true that you're frightened of flying?

We have no hope of winning this.

Look

Look again at Dr Abbas' email in Expressions. Find more examples of the gerund.

Lesson record

3 new words
from this lesson

1 _____

2 _____

3 _____

3 useful phrases
from this lesson

1 _____

2 _____

3 _____

Things to remember
