

2 BUSINESS VENTURE

STUDENT BOOK

with practice for the TOEIC® test

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Meeting people

1.1 Meeting for the first time

Pleased to meet you.
Well, why don't we get going?

1.2 Introductions

I don't think we've met.
My name's ...
Do you two know each other?
This is ...

1.3 Developing a conversation

Where are you from?
Who do you work for?
Is this your first trip to ...?

1.4 Talking about a company

We manufacture ...
We produce ...
We provide ...
We have offices in ...

1.5 Finishing a conversation

We should meet again sometime.
It was good to see you again.
Let's get together soon.

1.6 At a reception

Reading practice
Writing practice
Speaking practice

1.7 Culture file

Gestures

VOCABULARY

branch
conference
expand
introduce
manufacture
marketing
office
produce
provide
reception
specialist

MODULE 1.1

SPEAKING

LISTENING

Meeting for the first time

Look at the photo. Describe the situation.

- 1 **002** Listen to three conversations. Where are the speakers in each conversation?

- a at a conference ☐
b on a plane ☐
c in a hotel ☐

- 2 **002** Listen again. In which conversations do you hear these expressions?

- a Have you been waiting long? ☐
b Pleased to meet you. ☐
c Let me introduce you to ... ☐
d Well, why don't we get going? ☐
e Would you excuse me? ☐
f Is this your first trip to London? ☐

- 3 Which of the expressions above can you use:

- a to start a conversation?
b to end a conversation?

MODULE 1.2

LISTENING

Introductions

03 Listen to these conversations. Fill in the blanks.



Conversation 1

A Hello. I don't think we've met. My name's Tom Mason.

[They shake hands.]

B Pleased to meet you. I'm Teresa Hu. Are you enjoying the _____¹?

A Yes, it's very _____².

Conversation 2

A Do you two know each other?

B No, I don't think so.

A Tom, this is Yuji Tanaka, one of the _____³ managers at Ricoh. Yuji, this is Tom Mason. Tom is an _____⁴ at Oracle.

B Pleased to meet you, Mr. Tanaka.

C Nice to meet you, too.

A OK. If everyone's ready, let's start.

Conversation 3

A Mr. Curtis?

B Yes, that's right.

A I'm Yuji Tanaka from the _____⁵ branch. Nice to meet you. Have you been waiting long?

B No, I just _____⁶.

A Great. Should we go straight to the office then?

SPEAKING

- 1 Practice the conversations with a partner.
- 2 Practice the conversations again. Use your own names and replace the information in the gaps with these ideas:

Conversation 1 reception¹ / enjoyable²

training course¹ / useful²

Conversation 2 marketing³ / analyst⁴

production³ / IT specialist⁴

Conversation 3 Taipei⁵ / arrived⁶

Bangkok⁵ / got off the phone⁶

MODULE 1.3

Developing a conversation

READING

- 1 Match the topics (a–i) with the questions (1–9).

- a Jobs
- b Money
- c Religion
- d Languages
- e Home country
- f Food and drink
- g Travel experience
- h Plans
- i Opinions

- 1 Where are you from?
- 2 Who do you work for?
- 3 Is this your first trip to Japan?
- 4 What are you doing tomorrow?
- 5 Would you like a cup of coffee?
- 6 Are you religious?
- 7 What do you think of Seoul?
- 8 How much do you earn?
- 9 Do you speak Korean?



- 2 Which of these topics are not suitable for a first conversation? Can you think of any other topics that are not suitable?

LISTENING

- 04 Listen to Tom Mason and Teresa Hu continue their conversation. Which questions does Tom ask Teresa?

- A Who do you work for?
B I work for HSBC. _____¹?
A I work for Citibank. Is this your first trip to Chicago?
B Yes, it is. _____²?
A No, I come to Chicago every year.

SPEAKING

- 1 Work with a partner and practice the conversation.
2 Student A Turn to page 85.
Student B Turn to page 88.

MODULE 1.4

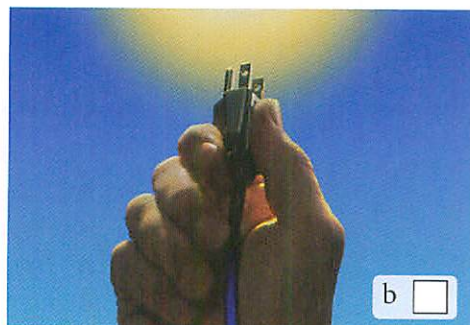
Talking about a company

LISTENING

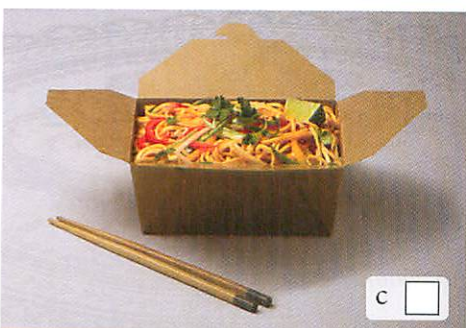
- 1 005 Listen to these people talk about their companies. Match the photos (a-d) with the descriptions (1-4).



ASOS



SpectraWatt



Ting Hsin International



Mandarin Oriental

- 2 005 Listen again. Complete the notes.

| | Main area of business | Other information |
|-----------|-----------------------|-------------------|
| Company 1 | a _____ | b _____ |
| Company 2 | a _____ | b _____ |
| Company 3 | a _____ | b _____ |
| Company 4 | a _____ | b _____ |

Compare your notes with a partner.

Read the company descriptions.

We produce anti-virus software. We have three offices in Japan and five branches in other countries. We plan to introduce a major new upgrade next year.

We provide a variety of cleaning services for companies. We have branches all over the world. We plan to open more branches in Europe in the near future.

Now write a description of your company or a company you know well.

Main business area We produce / provide _____

Offices / Branches / Factories We have _____

Future plans We plan to _____

Tell your partner about the company.

READING

WRITING

SPEAKING

MODULE 1.5

Finishing a conversation

LISTENING

06 Listen to the conversations below. Answer the questions.

In which conversation(s):

- a do A and B know each other well? How do you know?
- b do A and B not know each other well? How do you know?
- c does B decide to finish the conversation?

Conversation 1

A ... Well, it was nice meeting you.

B Yes, we should meet again sometime.

A That would be great. Give me a call next time you're in town.

B All right. I'll do that.

Conversation 2

A ... And here's our latest catalogue.

B Thank you. I'm very sorry, Mr. Meyer, but would you excuse me? I have to leave for the airport.

A No problem. Go right ahead.

Conversation 3

A ... Well, it was good to see you again, Harry.

B Yes, let's get together again soon.

A Sure, that would be great.

SPEAKING

Practice the conversations with a partner.



MODULE 1.6

At a reception

READING

Match the sentences in A with the responses in B.

A

- 1 Are you enjoying the conference?
- 2 Boston. Who do you work for?
- 3 Hello – I don't think we've met.
I'm ...
- 4 Is this your first trip to ...?
- 5 I see. Well, it was nice talking
to you.
- 6 What does your company do?
- 7 Where are you from?
- 8 Where are your main offices?
- 9 We should get together again
sometime.

B

- a Pleased to meet you.
- My name's ...
- b They're in Seattle.
- c Bangkok. How about you?
- d I work for MotorGlobe.
- e Nice meeting you too.
- f No, I come here quite often.
- g Sure, that would be great.
- h We sell new and second-hand
cars.
- i Yes, it's very interesting.

WRITING

Put the sentences from A and B in the correct stages to make a conversation.

Stage 1 Starting a conversation

Stage 2 Developing a conversation

Are you enjoying the conference? Yes, it's very interesting.

Stage 3 Talking about a company

Stage 4 Finishing a conversation

SPEAKING

- 1 Practice the conversation with a partner.

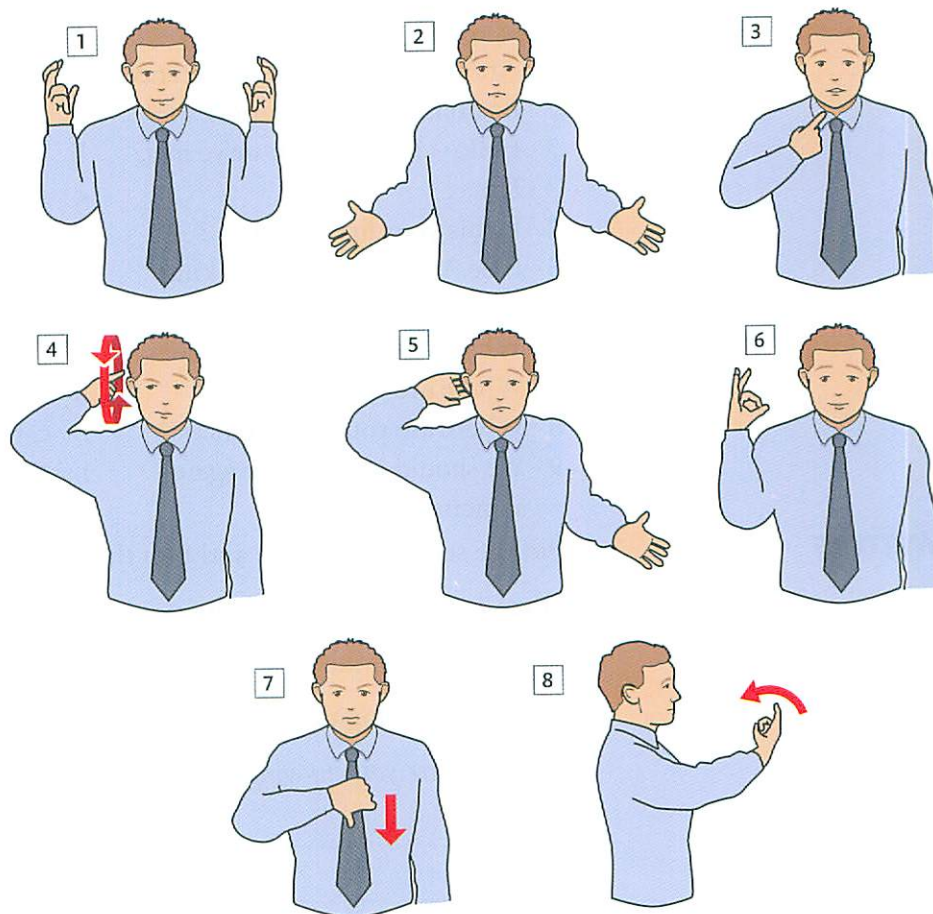
Student A You are at a reception at a conference. Introduce yourself to Student B.

Student B You are at the reception. Reply to Student A using your own name and information about yourself. Use *How about you?* or *And you?* when possible.

- 2 Change roles and practice again.

READING

1 Look at these gestures. They are often used in the USA.



2 Match each picture with a suitable expression.

- a He's crazy!
- b That's no good.
- c I hope nothing goes wrong.
- d I can't hear you.
- e Come here.
- f I don't know.
- g OK!
- h Who, me?

☐
☐
☐
☐
☐
☐
☐
☐

SPEAKING

- 1** Do you use these gestures in your country? Do they mean the same thing?
- 2** Work with a partner. You want to help a foreign visitor understand some of the gestures used in your country. Think of three common gestures. Demonstrate them to the class and explain what they mean.



Telephoning

VOCABULARY

ask
attachment
busy
delay
extension
floor
hall
hold
message
tell
urgent
voicemail

2.1 Calling contacts

He's on another line.
May I have your name, please?

2.2 Making a call

Could I speak to ...?
Could you put me through to ...?

2.3 Leaving a message

He's away from his desk.
Can I take a message?

2.4 Voicemail messages

Reading practice
Listening practice

2.5 Taking a message

Reading practice
Speaking practice

2.6 Where's John?

Hello, is that extension ...?
Can I speak to ...?

2.7 Culture file

Business communication

MODULE 2.1

SPEAKING

LISTENING

Calling contacts

Look at the photo. Describe the situation.

- 1 **07** Bob Jansky works for Crane Supermarkets. He makes three telephone calls. What happens? Listen and match the person with the correct information.

- | | |
|----------------|-----------------------------|
| 1 Mary O'Brien | a Bob will call back later. |
| 2 Craig Watson | b Bob leaves a message. |
| 3 Grace Chang | c Bob speaks to him / her. |

- 2 **07** Listen again. In which conversations do you hear these expressions? Number the sentences 1, 2, or 3.

- | | |
|--------------------------------------------------|--------------------------|
| a He's on another line. | <input type="checkbox"/> |
| b I'm sorry, she's away from her desk right now. | <input type="checkbox"/> |
| c May I have your name, please? | <input type="checkbox"/> |
| d I'll call back later. | <input type="checkbox"/> |
| e Do you know when she'll be back? | <input type="checkbox"/> |
| f One moment, please. | <input type="checkbox"/> |
| g Would you like to hold? | <input type="checkbox"/> |
| h Can I take a message? | <input type="checkbox"/> |

Making a call



LISTENING

08 Listen to the first conversation. Complete what Bob Jansky says.

A Good morning, ABC Foods.

B Good morning. _____¹ I _____² to Mr. Takahashi in Sales, please?

A I'm sorry, he's not in the office right now.

B Could you _____³ me _____⁴ to his assistant?

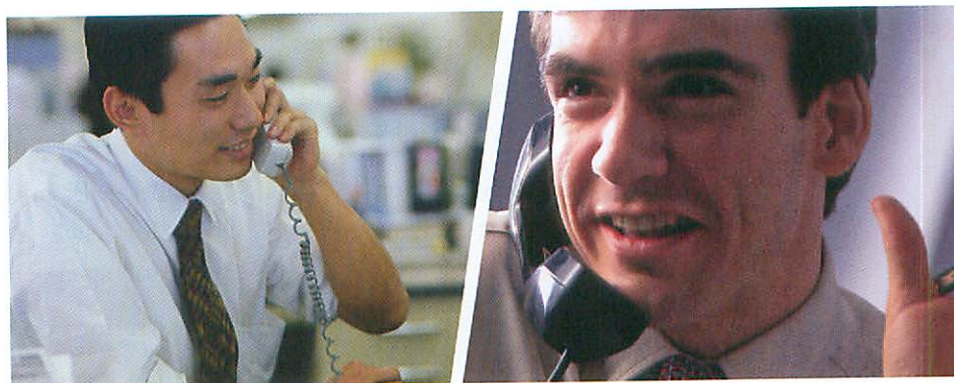
A OK, no problem.

SPEAKING

Now practice similar conversations with a partner. Take turns making the call. Use your own names and the information below.

Student A You work at ABC Foods. Answer the call.

Student B You want to talk to Ms. Sutton in Customer Services.



LISTENING

09 Listen to the second conversation. Complete what Bob Jansky says.

A Yoshi Takahashi, speaking.

B Hello, _____¹ Bob Jansky from Crane Supermarkets.

A Hello, Mr. Jansky. I heard you called earlier. What can I do for you?

B I'm _____² that e-mail you sent me last week.

SPEAKING

Now practice similar conversations with a partner. Take turns making the call. Use your own name and the information below.

Student A You work in Stock Control.

Student B You want to talk about an order.

MODULE 2.3

Leaving a message

LISTENING

When we leave messages for people we often ask them to do something or tell them some information.

10 Listen to the conversation.

A

Good morning. Morgan's Organic Wines. How may I help you?

B

Good morning. Could I speak to Mr. Kane in Sales? This is Bob Jansky from Crane Supermarkets.

One moment, please. I'm afraid he's away from his desk right now, Mr. Jansky. Can I take a message?

Oh, thanks. Could you ask him to send me the new price list?

Certainly, Mr. Jansky. I'll ask him to send you the list right away.

And could you tell him I have a new cell phone number? It's 203-727-4590.

203-727-4590 ... Certainly, Mr. Jansky. I'll tell him when he gets back.

Thank you. Goodbye.

You're welcome. Goodbye.

SPEAKING

- 1 Practice the conversation with a partner.
- 2 Look back at the conversation. What is the difference between *ask* and *tell*?
- 3 Now practice the conversation again, using these ideas:

ask

- e-mail the data to the head office
- call me tomorrow morning
- send me a copy of the last invoice

tell

- the meeting starts at 2:30 p.m.
- the delivery has arrived
- the new organic champagne is selling well

MODULE 2.4

Voicemail messages

READING

Read these messages for Bob Jansky. His assistant wrote them down from his voicemail.

Nancy Bonetti called.

Please fax her the February sales report.
Her fax number is 599-2337.

Scott Magee called.

We can't get the printer until next week.

Karen Lee called.

Please call her after 4:30 p.m.



George Tanabe from CKT designs called.

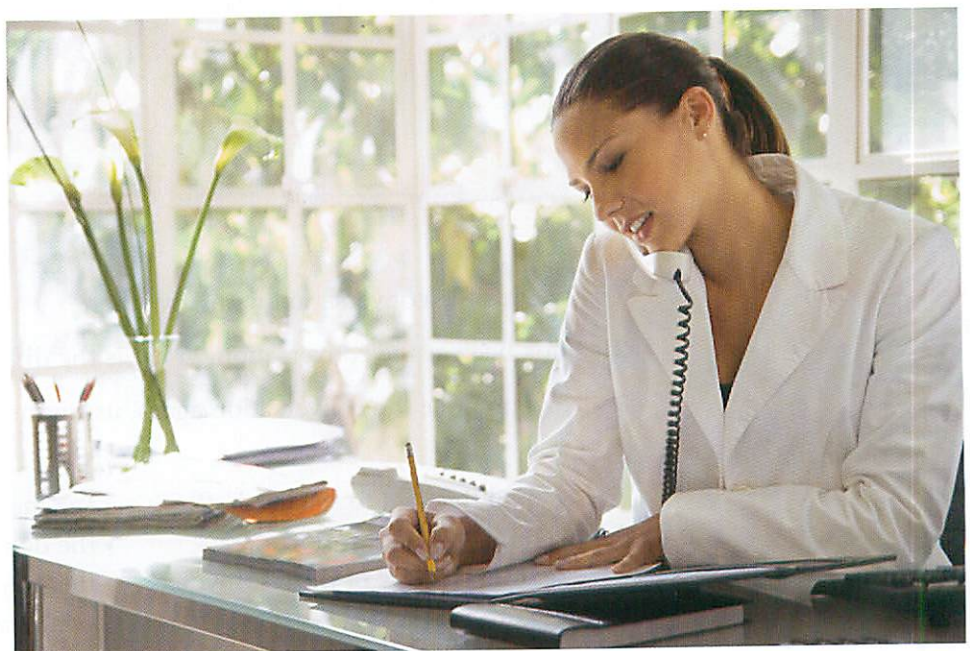
He'll call back this afternoon.

Suzanne called.

She'll meet you in front of the station tomorrow evening at 7.

LISTENING

- 1  There is one mistake in each message. Listen to the original messages and correct the mistakes.
- 2  Listen again and answer the questions.
 - a Why does Nancy want Bob to fax her the report?
 - b Why can't Scott get the new printer?
 - c What is Karen Lee doing from 4:30 p.m. until 6:00 p.m.?
 - d What is George Tanabe calling about?
 - e Why does Suzanne want to meet Bob?



MODULE 2.5

Taking a message

READING

Read the instructions below for taking and leaving a message.

A

Answer the phone.

B

Ask to speak to the person you want. Give your name.

Ask Student B to wait. Tell Student B the person they want is not in the office.

Ask when the person will be back.

Reply. Offer to take a message.

Leave your message.

Write the message down and repeat it. Say you will give the message to the person.

Thank Student A. Say goodbye.

Say goodbye.

SPEAKING

Now practice taking and leaving messages. Follow the instructions above.

Call 1

Student A Read the information on page 85. You receive a phone call from Student B.

Student B Read the information on page 88. Make a call to Student A and leave a message.

Call 2

Student A Read the information on page 85, Call 2. Make a call to Student B and leave a message.

Student B Read the information on page 89, Call 2. You receive a phone call from Student A.

When you finish, compare your messages.