



# Business Explorer 2



Happy English



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# UNIT

# 1

## Greeting visitors

- UNIT GOAL**
- greeting visitors who have just arrived in your country
  - greeting visitors to your office
  - small talk

### S

### PEAKING PART

- Have you met overseas visitors? Is it easy to have a conversation? Why or why not?
- Do you meet foreign visitors in your office? How can you make your visitors feel at ease?

### PART

### A

## In the office

### Vocabulary

Read the two dialogs. In both dialogs, Marina is greeting Don Brown at the airport. Check ( ) the questions you think are OK. Cross ( x ) the questions you think are not OK. Decide with a partner which dialog makes the visitor feel more comfortable.

1.

- \_\_\_ Don: Hello. I'm Don Brown.
- \_\_\_ Marina: Hello Don. I'm Marina from Planet Industries. I'm here to take you to our office
- \_\_\_ Don: Thank you. That's very kind.
- \_\_\_ Marina: Is this your first trip to Thailand?
- \_\_\_ Don: No, it isn't I came here two years ago on holiday with my wife.
- \_\_\_ Marina: Oh. Do you like Thailand?
- \_\_\_ Don: Yes. Very much.
- \_\_\_ Marina: Why do you like it?
- \_\_\_ Don: The people are very nice, the weather's great, and I love the beach.

\_\_\_ Marina: Do you have children?  
\_\_\_ Don: No. we don't have children yet.  
\_\_\_ Marina: How old are you?  
\_\_\_ Don: ... Well, Uh... I'm 35.  
\_\_\_ Marina: I see. What are your hobbies?  
\_\_\_ Don: Oh... well, I like playing tennis on weekends.

## 2

\_\_\_ Don: Hello. I'm Don Brown.  
\_\_\_ Marina: Hello Don. I'm Marina from Planet Industries. I'm here to take you to our office  
\_\_\_ Don: Thank you. That's very kind.  
\_\_\_ Marina: How was your flight, Don?  
\_\_\_ Don: Not too bad. I managed to sleep for a few hours.  
\_\_\_ Marina: Good. How often do you make trips abroad?  
\_\_\_ Don: Oh... about for times a year.  
\_\_\_ Marina: That's not too bad. Do you like traveling?  
\_\_\_ Don: Yes I do. I really like coming to Asia. Is it far to your office?  
\_\_\_ Marina: No, not far. It takes about 20 minutes if the traffic is OK. But, we have bad traffic jam sometimes.  
\_\_\_ Don: Yes, I've heard that. What do you do in Planet Industries?  
\_\_\_ Marina: I'm a Marketing Assistant.  
\_\_\_ Don: I see. How long have you worked there?  
\_\_\_ Marina: For about seven years.

## Dialogue

Mark: Hello. I'm Mark Smith.  
Claire: Hi Mr. Smith. I'm Claire from YMC Industries. I'm here to take you to our office.  
Mark: Thank you. That's very kind of you.  
Claire: Can I help you with your bag?  
Mark: No, It's alright, thanks. They're not heavy.  
Claire: This way, please. How as your flight Mr. Smith?  
Mark: Please call me Mark. The flight was long and tiring. I couldn't sleep.  
Claire: That's too bad.  
Mark: How will we get to your office and how long will it take us to get there?  
Claire: I have a car outside with a driver. It will take us about 20 minutes.  
Mark: Not bad.

## Language focus

The sentences below are answers to questions a host might ask. Work with a partner. Write the question above the answer. Use the question types below to help you.

1. \_\_\_\_\_  
It's in the city center. It takes about 40 minutes to get there.
2. \_\_\_\_\_  
It was very tiring. I couldn't sleep at all.
3. \_\_\_\_\_  
No. I've been here once before.
4. \_\_\_\_\_  
I've worked here for about four years.
5. \_\_\_\_\_  
We'll drive to the office. My car is outside.

*How was .... ?*

*Is this ... ?*

*How will ... ?*

*Where is ... ?*

*How long ... ?*

## Communication activity

Work in pairs. Role play meeting a visitor at the airport.

**HOST**

Greet your visitor.

Ask question about the flight.

Answer the visitor's question.

Help the visitor with any request.

**VISITOR**

Greet your host.

Answer the host's question. Ask about the office location and how to get there.

Say you need to change money. Say you would like to get a snack.

Now reverse roles. Act out your role play for the class.

**PART B**

# Introducing others and being introduced

## Culture focus

Read the text and answer the question below.

When visitors come to our office, we usually have meetings in the conference room. Sometimes we have short meetings in the reception area if it's not an important visitor, but we never have meetings at our desks. We ask staff to serve a glass of cold water to our visitors when they arrive. It's a tradition in our country. We don't wait to ask them. We then ask them if they would like tea or coffee.

1. Where do you hold meetings in your company?
2. Do you serve refreshments to visitors?
3. How do you make visitors feel comfortable?

## Language focus

Put the sentences below into pairs.

- |                                  |   |
|----------------------------------|---|
| 1. Nice to meet you.             | a. Not at all. Thank you for seeing me. |
| 2. Hello. I'm Violet Ng.         | b. Nice to meet you too.                |
| 3. Thank you for coming today.   | c. Very well, thank you.                |
| 4. How are you keeping?          | d. Yes please. That would be nice.      |
| 5. Would you like a coffee?      | e. Hi. Steve Verwoert.                  |
| 6. Hello, nice to see you again? | f. Hello. Nice to see you too.          |

Which pairs of phrases would be used by people meeting for the first time? Which would be used by people who have met before? Which could be used by both? Complete the table.

First time	Met before	Both

# Dialogue

## 1

Lara: Hello. I'm Lara Siu.

Yong Sam: Hello. I'm Kim Yong San. Nice to meet you.

Lara: Nice to meet you too. Please take a seat.

Yong Sam: Thank you.

Lara: Is this your first visit here?

Yong Sam: I've been to Singapore before, but this is the first time I've visited your office.

Lara: Really?

Yong Sam: Yes. It's a beautiful building. Is it new?

Lara: It's about 100 years old.

## 2

Mae: Hello Karen.

Karen: Hi Mae. How are you?

Mae: Pretty good, thanks. And yourself? How are the kids?

Karen: Oh, we're all fine.

Mae: Good. Thanks for coming today.

Karen: No problem. I was in the area.

## 3

Patty: Suzuki san, nice to see you.

Suzuki: Good to see you too. How are you?

Patty: Very good, thanks. I haven't seen you for ages.

Suzuki: I know. It's been about a year, I think.

Patty: You look well.

Suzuki: Thanks

Patty: Are you still studying Tai Chi?

Suzuki: Yes I am. I go to the park most morning.

## 4

Fel: Mr. Tuan?

Mr. Tuan: Yes.

Fel: Hello. I'm Fel Jackson.

Mr. Tuan: Hello. Nice to meet you.

Fel: Nice to meet you too. Have you been waiting long?

Mr. Tuan: No, not at all.

Fel: Would you like some coffee?

Mr. Tuan: Yes please. That would be nice.

## Reading

- a. When people meet in business, there is often “small talk” before the business discussion begins. Read the tips for making small talk. Check (✓) the things you do now. Cross (x) the things you need to improve.

### *Making small talk in business*

Talking easily with people can leave a longer impression than exchanging business cards. Here are some tips:

- \_\_\_ 1. Smile first and always shake hands when you meet someone.
- \_\_\_ 2. Take your time during introductions. Make an extra effort to remember people’s names, and use them frequently in the conversation.
- \_\_\_ 3. Maintain eye contact in any conversation.
- \_\_\_ 4. Be aware of body language. Nervous people make others uncomfortable. Look confident and comfortable.
- \_\_\_ 5. Be prepared. Think of three topics you can talk about.

- b. Think of three topics you can talk about before the business discussion begins.

## Communication activity

**Role play. You are going to greet visitors to your office.**

### **Role play 1**

You are meeting for the first time.

#### **Host**

Introduce yourself.  
Exchange business cards.  
Offer your visitor a drink.

#### **Visitor**

Introduce yourself.  
Exchange business cards.  
Accept a drink.

### **Role play 2**

You have met before and know each other well.

#### **Host**

Greet your visitor  
Offer a drink.  
Make a small talk.

#### **Visitor**

Greet your host.  
Accept a drink.  
Make a small talk.



# UNIT

# 2

# Companies

- UNIT GOAL**
- describing different kinds of company
  - giving profiles of companies

## S

### PEAKING PART

1. What does your company do? Is your company international?
2. Where is your company located? When was your company founded?

## PART

## A

# Describing companies

## Vocabulary

Fill in the tables below with the different word forms.

Verb	manufacture			export
Noun	manufacturer	retailer	importer	designer

Noun	bank	finance	travel	wholesaler
Adjective		legal	transportation	

## Dialogue

### a. Fill in the blanks with the correct noun or verb from Vocabulary. The first one is done for you.

1. ( manufacture ) The company is a car manufacturer in Korea.  
The company manufactures car in Korea.
2. ( retail ) Cartier \_\_\_\_\_ beautiful jewelry.  
Cartier is a \_\_\_\_\_ of beautiful jewelry.
3. ( import ) Europacific Ltd. is an \_\_\_\_\_ of European shoes.  
Europacific Ltd. \_\_\_\_\_ European shoes into Asian countries.
4. ( export ) Port R Us \_\_\_\_\_ fine ceramics to more than 50 countries.  
Port R Us is an \_\_\_\_\_ of fine ceramics.
5. ( design ) Our company is a leading website \_\_\_\_\_.  
Our company \_\_\_\_\_ corporate websites.

### b. Now look at these service industries. What services do they offer? Change the word form. The first one is done for you.

1. We are an international bank. = We offer international banking services.
2. We are a law firm. = We offer \_\_\_\_\_
3. We are a finance company. = We offer \_\_\_\_\_
4. We are a transport company. = We offer \_\_\_\_\_
5. We are a travel company. = We offer \_\_\_\_\_
6. We are a wholesaler. = We offer \_\_\_\_\_

## Dialogue

1. i2i-media is located in Bangkok. They offer website design for corporate customers. They also design corporate brochures.
2. Globe Sports owns shops throughout South-East Asia. They are well-known for the extensive range of golf products they sell.
3. Rouse & Co. International is a firm of lawyers known throughout Asia. They specializes in international legal services related to intellectual property right.

## Communication activity

Look at the company logos or think of a company you know. Think about how to describe each company. Don't give the name of the company name. Now, Let the student try to guess the name of the company.



## Exploring

Work in pairs. Look again at the words used to describe different kinds of companies in vocabulary. Think of examples of these companies in your country. Compare your ideas with another pair.

# PART B

## Introducing others and being introduced

### Reading

Read the short company profiles. What kind of information do all these three contain? Choose from the list.

**FORD MOTOR COMPANY** is one of the world's largest vehicle manufacturers. The company is based in Detroit, Michigan, but has factories and distributors all over the world. Ford Motor Company began in the early twentieth century with one man developing products to meet the needs of people facing industrialization. Now, the company expands Henry Ford's ideas by developing products to meet the changing needs of people in the global community

**Allen and Overy** is an international law firm with its headquarters in London and 23 branches in major centers around the world. Established in 1930, we offer clients expert legal advice in international capital markets, banking, property, and corporate law. We offer our clients a personalized service to the highest international standards.

### Language focus

Make questions from these sentences. Use the question types in the box to help you.

What ... ?   When ... ?   How many ... ?   Where ... ?

1. Ford Motor Company is one of the world's largest vehicle manufacturers.  
\_\_\_\_\_
2. The headquarters of Allen and Overy is located in London.  
\_\_\_\_\_
3. Ford Motor Company was established in the early twentieth century.  
\_\_\_\_\_
4. Allen and Overy was founded in 1930.  
\_\_\_\_\_
5. Allen and Overy has 23 branches in major centers around the world.  
\_\_\_\_\_

## Communication focus

**Read this company profile for Airbus Industries. Work in pairs and have a question and answer. Ask the student about the Airbus .**

Established in 1967, Airbus is a leading aircraft manufacturer with the most modern and comprehensive family of airliners on the market, ranging in capacity from 100 to more than 500 seats. Airbus has delivered over 5,000 aircraft to 180 customers world-wide, and boasts a healthy order book of more than 1,500 aircraft for delivery over the coming years. With an annual turnover of 20.5 billion in Euro 2001, Airbus is a global company with its central office in Toulouse with design and manufacturing facilities in France, Germany, the UK, and Spain as well as subsidiaries in the US, China and Japan. Our philosophy “ setting the standards “ means anticipating the market, offering innovation and greater value, focusing on passenger comfort and creating a true family of aircraft.

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## Exploring

**Work in pairs. Produce a profile for your company, or a company that you are interested in. Think about the things you can say and organize your ideas. Compare your profile with another pair.**

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# UNIT

# 3

# Occupations

- UNIT GOAL**
- talking about jobs
  - talking about responsibilities
  - talking about abilities

## S

### PEAKING PART

- What is your job title?
- What do you do?
- What do you need to do your job? Number these things 1-5 (5- most important)  
 \_\_\_ patience      \_\_\_ technical skills      \_\_\_ management experience  
 \_\_\_ qualifications      \_\_\_ confidence

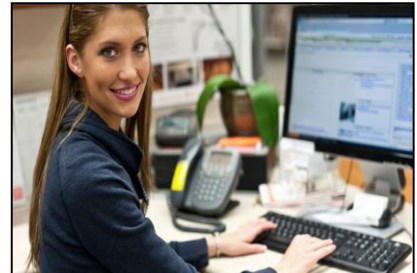
## PART

## A

### Describing your job

## Vocabulary

Look at the pictures . Do you know the names of these jobs? What do these people do?



Example:

Job	Environment	Product/ Service	Responsibility
Automobile designer	Office	LAN networking	Finding new customers
Construction Supervisor	In customers' offices	Services	Supervising a team of construction workers
Sales representative	On a construction site	Car design and manufacture	car body design
		Building services	

## Dialogue

1. Hi. I'm Nika O'Connor and I'm the supervisor of the construction workers. I'm responsible for the safety of my team. I love my work because it's an outdoor job and the people I work with are all great. Our company is called " Tall Storeys Construction " and I helped to start the company in 1997.
2. I'm Erick Hassan. I'm a designer. I design cars for a Malaysian company called Proton. We're quite new to the market. We started operations in 1993 but our cars are becoming more popular every year, which makes me very proud.

## Language focus

**Use the Useful language box to help you write a paragraph about your job.**

### Useful language

My name's ( *Carl* ). I've worked for ( *Wall-Mart* ) since ( 1998 ). I'm ( *a member of a team* ) in the ( *Market Research Department* ). I'm responsible for ( *finding out what products the public like* ).

I'm ( *Myra* ). I'm an ( *electronic engineer* ) for ( *Samsung* ). I've been working here since ( 2001 ). I work in a ( *clean room* ) with ( *silicon wafers* ) for making ( *computer chips* ). I'm responsible for ( *quality control* ).

## Exploring

**Work in pairs. Tell each other about your jobs. Do not read what you wrote. Use the key words in Language focus as prompts. Then change partners and try again without any prompts.**

**Now get into small group and tell each other about your jobs.**

## Dialogue

A: The board wants a decision this week on who we plan to send to Mexico.

B: Oh, this week ... ?

A: Yes.

B: Let's have a look at them again. I still think An Li is the best choice. She's the only one who can speak Spanish.

A: True but she's only been with us for a year. Does she know enough about our products? I don't know. It's a risk.

B: Well, Mr. Nagai has plenty of experience, but he can't move overseas very easily, can he? He has two children in school here. Do you think he can leave his family behind?

A: Hmmmm ... I see your point. What about Jeff? He can't speak Spanish, but he's good at language so he can learn. He already speaks French very well. He doesn't have kids too.

B: So he can move, he has three and a half years' experience with us. Do you think that's enough?

A: It'll have to be!

## Vocabulary

Complete the sentences from the *Dialogue*. Use the words in the box. You can use each word more than once.

move learn can can't has speak know

- A: An Li is the best choice. She's the only one who \_\_\_\_\_ Spanish.  
B: Does she \_\_\_\_\_ enough about our products?
- A: Mr. Nagai \_\_\_\_\_ plenty of experience, but he \_\_\_\_\_ move overseas very easily, can he?  
B: Do you think he \_\_\_\_\_ leave his family behind?
- A: That leaves Jeff. He \_\_\_\_\_ speak Spanish, but he's good at languages, so he \_\_\_\_\_.  
B: How soon \_\_\_\_\_ he \_\_\_\_\_, do you think?



## Language focus

**A. Work with a partner. What abilities do you need to do in the following jobs?**



**B. What abilities do you need to do your job?**

**C. Tell what the jobs above are and tell about your own job.**

## Exploring

**Read the questions and then find the answers in the article.**

1. Who are tanshinfunin?
2. What country is the article about?
3. Workers of what age are more likely to become tanshinfunin?
4. Are there tanshinfunin in your country? What do you think of people who are tanshinfunin? Would you ever become one?

### **Job transfers force some husbands or wives to become tanshinfunin.**

The numbers of husbands and in some cases wives who leave their families behind when they are transferred by their companies to posts in other cities in Japan or overseas has been increasing. According to a survey, there were over 20,000 such husbands in 1985. In corporations with over 1,000 employees, one in every five who was transferred relocated without the family. Among workers in their 40s, approximately 30 % of those transferred relocate alone. The situation is even more severe for those in their 50s; about 40 % of the workers transferred chose to move to another city without their families. Today, tanshinfunin has become a common household word in Japan.

# Review

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## Vocabulary 1

**Make adjectives from the noun.**

**Example : bank - *banking*.**

1. Transport - \_\_\_\_\_
2. Finance - \_\_\_\_\_
3. Translator - \_\_\_\_\_
4. Manage - \_\_\_\_\_
5. Travel - \_\_\_\_\_

## Language 1

**Kyoko is meeting Claire at the airport. Put their conversation in order.  
The first line is given for you.**

- \_\_\_\_\_ 1. Hello. Are you Claire Jones?
- \_\_\_\_\_ 2. It takes about an hour to get there. I have a car waiting outside. Is this for your first time in Osaka ?
- \_\_\_\_\_ 3. I'm Kyoko. We spoke on the phone.
- \_\_\_\_\_ 4. Yes. Actually, it's my first time outside Europe.
- \_\_\_\_\_ 5. Oh really? How was the flight over? Must have been very long for you.
- \_\_\_\_\_ 6. Yes, that's right. Hello.
- \_\_\_\_\_ 7. Nice to meet you. Nice to meet you too. Can I take one of those bags?
- \_\_\_\_\_ 8. Thank you. Is it far from your office?
- \_\_\_\_\_ 9. It's good to meet you at last.

## Communication 1

**Role play the situation.**

You are meeting student B at the airport.  
It is the first time you have met.  
Greet each other and make small talk.

## Vocabulary 2

Match each job to its environment.

- |                                 |                      |
|---------------------------------|----------------------|
| _____ 1. car designer           | a. building site     |
| _____ 2. mechanic               | b. office            |
| _____ 3. semiconductor engineer | c. computer terminal |
| _____ 4. construction engineer  | d. clean room        |
| _____ 5. HTML designer          | e. garage            |

## Language 2

Complete these sentences with either a noun or a verb.

1. ( *manufacture* ) Proton is a car \_\_\_\_\_ in Malaysia.
2. ( *design* ) My job is to \_\_\_\_\_ new models.
3. ( *export* ) The company \_\_\_\_\_ many of the cars we make to other Asian countries.

## Communication 2

Write down the qualification and abilities you need to do in your job or a job you know well.

Qualifications	Abilities

Now write a newspaper advertisement to find someone fit for the job.

# UNIT

# 4

# Products

- UNIT GOAL** • expressing needs  
• describing the features of products  
• describing the benefits of products

## S

### PEAKING PART

- What product have you bought recently for your office?
- Why did you need them?
- Why are they useful?

## PART

## A

# Expressing needs

## Language focus

- a. You want to complain to your boss about your computer. Use **too** or **not enough** to make sentences with the words in the box.

*power time-consuming old memory up-to-date slow reliable modern*

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- b. Now tell your partner what you need. Use *because* or *so* to make sentences.

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