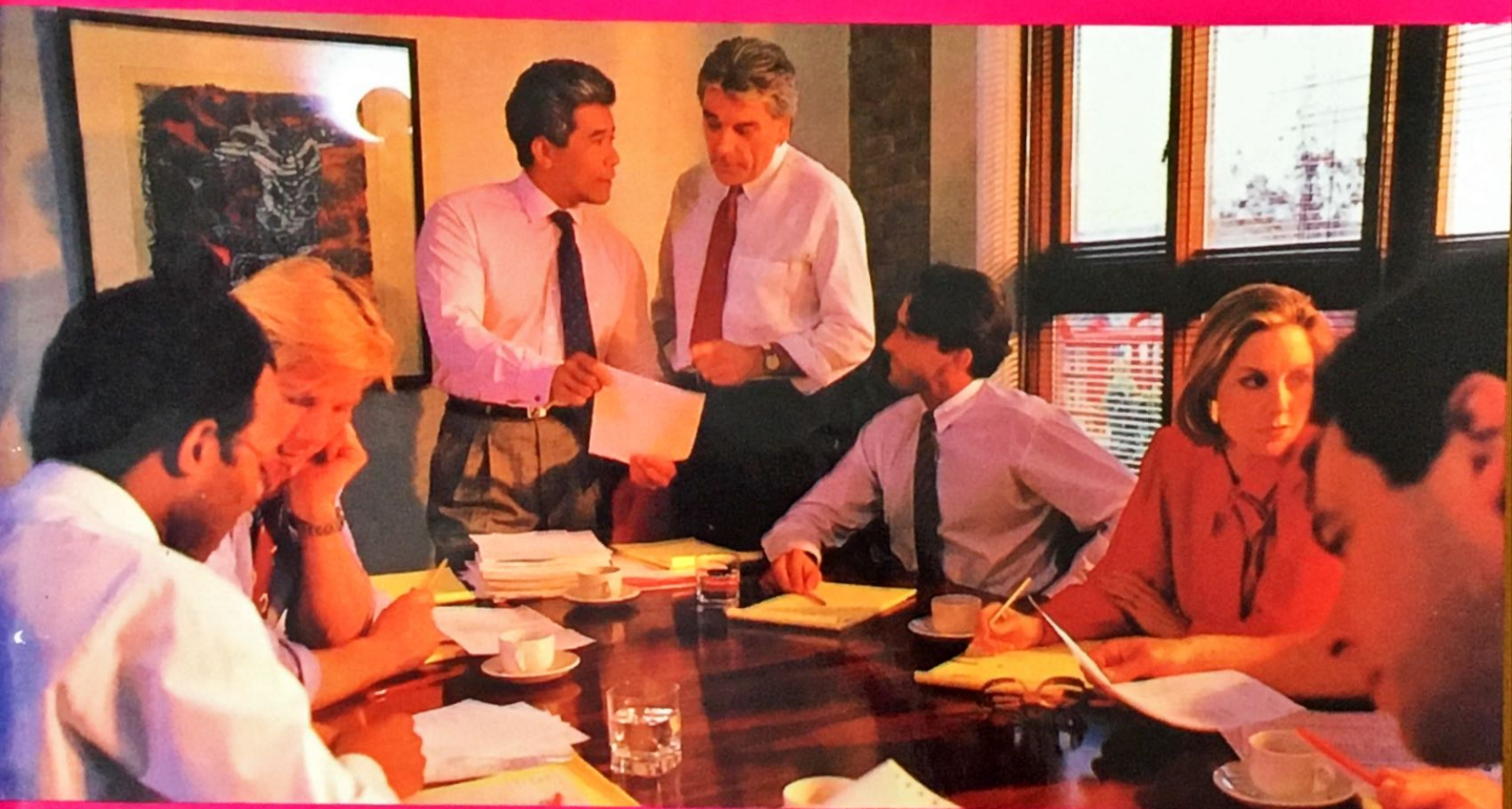


# Business Venture

Roger Barnard and Jeff Cady

1



Oxford University Press



# Business Venture 1

Roger Barnard and Jeff Cady

TRƯỜNG ĐẠI HỌC CÔNG NGHIỆP HÀ NỘI  
TRUNG TÂM THÔNG TIN THƯ VIỆN  
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# INTRODUCTION

## The course

*Business Venture* is a two-level speaking and listening course for people who need to communicate effectively in common business situations. The course covers the elementary to pre-intermediate levels, and is ideally suited to 'false beginners': people who have studied English before – often quite a long time ago – but who have had little chance to use the language in real life. The language models provided are standard American English, although a variety of other native and non-native accents (British, Australian, Japanese, French) appear in the listening materials. The emphasis throughout is on presenting English as an international means of communication.

The course has two main aims:

- 1 To encourage fluency and the 'active' use of English
- 2 To provide language models that will be directly relevant to the students' real needs.

There are, therefore, two elements which shape the course: the 'topic', and the 'target language'. The 'topic' is the business situation for which the student is learning the language (Introducing yourself, Telephone arrangements, etc.); the 'target language' describes the language structures practiced within the unit. The scope and sequence chart, on the previous two pages, will show you how these two are combined. In order to encourage fluency, the language of the course has been very carefully graded, and many of the early practice exercises are highly controlled. Grading gives the student the chance to practice the language safely before going on to the less-controlled activities at the end of each unit. For the same reason, the listening material has also been graded, both in terms of structure and speed.

The grading is progressive, so that later units are more difficult than earlier ones; but units – and parts of units – can be used independently of each other. This means that teachers can select those units and activities that they consider most appropriate for their students, and that if students miss the occasional lesson they will not 'lose the thread' of the course as a whole.



### A typical unit

Each unit divides into two parts and may be used as two lessons or as the two halves of a double-lesson. The first part, on the yellow background, contains the controlled practice exercises for the 'target language'; the second part, on the blue background, contains a broader range of activities and culminates in the cross-cultural discussion in the 'Culture File'. Each unit is expected to take about two hours in class; the second part may take a little longer than the first.

Each unit contains the following key elements:

#### *Introduction*

The picture(s) at the beginning of each unit can be used to introduce the situation or topic of the unit by means of a brief, informal discussion.

#### *First Listening*

This focuses on the target items and presents them in a natural, though relatively structured context. All listening extracts are preceded by the symbol ( ♪ ); the **tapescript** appears at the back of this book.

#### *Practice*

The exact form of practice varies from unit to unit, but generally follows the same sequence: presentation, controlled practice, guided practice, and transfer. (In Book 1, the emphasis is inevitably on the earlier stages of this sequence.) The symbol ( ► ) is used to indicate language models that students will adapt to suit their own needs. The practice section often includes preparatory vocabulary and intonation work, in the form of repetition and stress-recognition exercises. The **answer key** is located at the back of the book.

#### *Second Listening*

This develops students' listening skills in a more systematic way, with accompanying tasks designed to develop the following sub-skills: listening for general meaning, listening for specific information, inferring the meaning of unknown items from



context. The second listening, while incorporating the language of the first, is rather more demanding. It is longer and contains language that the student is expected to be able to understand but not necessarily to reproduce.

#### *Supplementary skills*

In Book 1, the supplementary skill most concentrated on is numerical fluency, since this is an essential part of effective business communication and is a skill that needs to be acquired at an early stage. Care is taken to practice these skills in real, business-related contexts, often by means of information gap activities. The **information gap** section, for Student B, comes after Unit 12 and is cross-referenced from the main text.

#### *Culture File*

Each unit concludes with this section, which presents topics of cross-cultural interest for discussion and provides advice on potentially problematic situations, such as tipping and gift giving. The *Culture File* section should be used to give students an opportunity for relatively undirected self-expression in English, however limited this may be in the early stages of the course.

located at the back of the book



# TAPESCRIPTS

## 1 FIRST MEETINGS

### 1. First Listening

#### Dialogue One

- A: Good morning. I'm Kenzo Nakamura.  
 B: David Baker. Pleased to meet you, Mr. Nakamura.  
 A: Pleased to meet you, Mr. Baker. Welcome to Japan.

#### Dialogue Two

- A: Excuse me. Are you Mrs. Rice?  
 B: Yes, that's right.  
 A: I'm Kenzo Nakamura. How do you do.  
 B: Pleased to meet you, Mr. Nakamura.  
 A: Welcome to Japan.  
 B: Thank you.

### 5. Second Listening

#### Dialogue One

- A: Good afternoon. Excuse me, Mr. Lane, isn't it?  
 B: Yes, that's right.  
 A: I'm Akira Takahashi. Pleased to meet you.  
 B: Pleased to meet you, Mr. Takahashi.  
 A: Where are you from, Mr. Lane?  
 B: I'm from the United States. What about you?  
 A: I'm from Tokyo. What company do you work for?  
 B: I'm a sales manager with Philips.  
 A: I'm a sales manager, too. I work for Nissan.

#### Dialogue Two

- A: Good evening. I'm Emi Koda.  
 B: I'm Vincent Lee. How do you do, Ms. Koda.  
 A: Pleased to meet you, Mr. Lee.  
 B: I'm an accountant with Coca Cola. What company do you work for?  
 A: I'm a sales manager with Chrysler. Where are you from, Mr. Lee?  
 B: I'm from Taiwan. What about you?  
 A: I'm from Japan. Now, let's ...

#### Dialogue Three

- A: Excuse me, are you Mr. Grant?  
 B: Yes, that's right.  
 A: I'm Betty Wang. How do you do.  
 B: Pleased to meet you, Ms. Wang. Where are you from?  
 A: I'm from Korea. I work for Nissan. What about you?  
 B: I'm from Sydney. I'm an accountant with Nike.  
 A: Oh, really? I'm an accountant, too. Well, now ...

### 6. Numbers: 1 - 10; letters

1. a Would passengers for flight KL 202 please go to the departure lounge.  
 b This is the last call for flight JL 401.  
 c Flight AX 280 is now boarding at Gate Seven.  
 d Would Mr. Lee, on flight UA 173, please go to the information desk.  
 e British Airways announces the arrival of flight BA 547.
2. a Let me give you my number. It's 03-3293-2311.  
 b I'll repeat that: 03-7634-0131.  
 c The new number is 05-6731-1152.  
 d 01-3362-1034, John Saco speaking.  
 e The number you want is 03-8991-5430.

## 2 YOU AND YOUR COMPANY

### 1. First Listening

#### Dialogue One

Good morning. My name's Carlos Garcia. I work for Futura. I'm a project supervisor in the manufacturing division. Futura produces business workstations and personal computers.

#### Dialogue Two

Good morning. My name's Masahiro Kato. I'm a sales manager. I work for Coca Cola in Tokyo. My company distributes soft drinks in Japan.

### 3. Companies and jobs

I'm a sales administrator. I work in the sales department of Philips. I check customer orders, prepare sales reports, and deal with complaints. Philips sells stereo equipment around the world, and develops many new products every year.

### 6. Second Listening

- A: Welcome everybody, and thank you for coming. Before we begin, I think it's a good idea to introduce ourselves. Will you start, Mary?  
 B: My name's Mary Kemble. I work in the marketing section. My job is to coordinate the section's marketing plans.  
 C: I'm James Chung. I'm in accounts. I'm responsible for checking invoices.  
 D: Mike Tate. I'm a supervisor in the production department. I supervise quality control.



- A: And I'm Danny Falco. I'm in the personnel department, and I'm responsible for training. That means I organize in-company training courses, like this one.

### 7. Numbers: 11 - 100; times

2. a A: How old's your sister?  
B: She's seventeen.  
b A: Would any passengers for Washington please go to Track 19.  
c A: We have had forty applications for the job.  
d A: We produce eighteen different kinds of personal stereo.  
e A: Is she retiring soon?  
B: Yes. She's sixty this year.
3. e Clock 1: twelve thirty; Clock 2: five forty-five; Clock 3: ten fifteen; Clock 4: six twenty; Clock 5: nine fifteen; Clock 6: ten fifty-five; Clock 7: seven ten

## 3 VISITING A CLIENT

### 1. First Listening

- A: Good afternoon. I have an appointment with Mr. Nicoletti at 2:30. I'm Brian Fielding from Vega Software.  
B: Good afternoon, Mr. Fielding. Could you wait a minute, please?  
Come this way, Mr. Fielding.  
C: Brian! Good to see you. How are things?  
A: Fine, thanks.  
C: Please take a seat. Would you like a cup of coffee?  
A: Yes, please. Thank you.  
C: Ah, Brian, I'd like you to meet Diane Rosch, our Planning Manager. Diane, this is Brian Fielding, from Vega Software.  
D: How do you do.  
A: Nice to meet you.

### 2. At Reception 1

- A: Good afternoon. I have an appointment with Mr. Nicoletti at 2:30. I'm Brian Fielding from Vega Software.  
B: Good afternoon, Mr. Fielding. Could you wait a minute, please? Come this way, Mr. Fielding.

### 6. Second Listening 2

- A: Well, across from the elevator is Jeffrey Bernstein's office. He's the Investment Editor.  
B: Mmm.  
A: Then next to him is Elizabeth Cooper. She's the International News Editor. And across from her is the Money and Banking Editor, that's Craig Lewis.  
B: I see.  
A: Down the corridor are three more offices. Denise Finch is responsible for domestic news. Her office is across from the stairs. Then there's Donald Weiss, our Science Editor. He's got a soda machine next to his door. Oh, and across from Donald is Amy Keller, she's the Media Editor, of course. What time's your meeting with Mr. Chase, by the way?  
B: 3:45.  
A: OK. Let's go there now.

### 7. Numbers: addresses

1. A: What's your address, please?  
B: 752 Washington Street.  
A: I'm sorry?  
B: Seven hundred fifty-two Washington Street.
2. A: And where is your Chinese bureau?  
B: 206 Liberation Square, Beijing.  
A: Can you repeat that?  
B: Two hundred six Liberation Square
3. A: Where's the Hong Kong conference being held?  
B: At company headquarters: 716A Park Avenue.  
A: Seven ...?  
B: Seven hundred sixteen A, Park Avenue.
4. A: So I'll meet you in Oxford on Thursday. Where's a good place to meet?  
B: How about at my office? That's 84 Walton Street.  
A: Sorry, what number did you say?  
B: Eighty-four. Say at about 2:30.  
A: That's fine. See you on Thursday.
5. A: Taxi!  
B: Where to?  
A: Do you know Queen Victoria Street?  
B: Sure I do. What number?  
A: Three hundred ninety-one B.  
B: Three hundred ninety-one B Queen Victoria Street it is.



6. A: So the address is seven nine twenty ...  
 B: One moment. Could you repeat that, please?  
 A: Sure. Seven nine twenty Ginza, Chuo-ku, Tokyo one oh four.  
 B: One ...?  
 A: One hundred four.

#### 4 BUSINESS ACTIVITIES

##### 1. First Listening

I usually arrive at the office at half past eight. First, I check my mail. I always answer the urgent messages myself; my secretary deals with the other letters. Next, I phone the sales managers to check the figures. After that, I usually have lunch in the cafeteria, but occasionally I have a long business lunch in a restaurant. I never drink alcohol at lunchtime — it makes me want to sleep in the afternoon.

After lunch, I usually attend meetings. Then, I sometimes visit one of our branches. Finally, I leave work at about seven o'clock in the evening: I never finish earlier.

##### 4. Second Listening

- A: Could you tell me something about IKEA?  
 B: Yes. We're a big international furniture company. We have 89 stores in 21 countries.  
 A: How do you operate?  
 B: Well, first we do market research: that's very important. We ask people what they want and, using this information, we design a new piece of furniture.  
 A: And what's the next stage?  
 B: After that, we ask the suppliers to manufacture the furniture. Then, they pack it, and send it to our stores.  
 A: And then the customers buy it.  
 B: Yes. They visit our stores and see the furniture. They decide what they want and buy it.  
 A: And it's the customer who assembles the furniture?  
 B: Yes, they take the furniture home in parts, and assemble it there.  
 A: I see. Thank you very much for talking to us, Mr. Jorgensen.  
 B: You're welcome.

##### 5. Numbers: times 3

- a A: What time did you get to the office this morning?  
 B: At five to nine; just before my boss.  
 b A: Excuse me, do you have the time, please?  
 B: Yes, it's five after eight.  
 c A: I'm exhausted. What time do we break for coffee?  
 B: At four thirty, according to the schedule.  
 d A: When did Mr. Eliot leave for his meeting?  
 B: About ten after three, I think.  
 e A: Can you come and see me before I leave?  
 B: OK. When are you planning to leave?  
 A: At about a quarter after five, I guess.

#### 5 FIXING AN APPOINTMENT

##### 1. First Listening

###### Dialogue One

- A: Apollo Computers, good morning. May I help you?  
 B: Good morning. Could I speak to Mr. Davis in Production, please?  
 A: One moment, please.  
 C: Davis speaking.  
 B: Good morning, Mr. Davis. This is George Colby from Expo Software. You wanted to hear about our new products.  
 C: That's right.  
 B: Could I visit you some time this week? I could show you what we have.  
 C: Yes, I'd like that. When do you have in mind?  
 B: What about Wednesday?  
 C: I'm free in the afternoon. Three o'clock?  
 B: Yes, that would be fine. Wednesday at three, then. Goodbye.  
 C: Goodbye, Mr. Colby.

###### Dialogue Two

- A: Good morning, IMA Computers. May I help you?  
 B: Could I speak to Ms. Andreou in Production, please?  
 A: One moment, please.  
 C: Hello, Marisa Andreou speaking.  
 B: Good morning, Ms. Andreou. This is George Colby from Expo Software.  
 C: Ah, yes, Mr. Colby. Thank you for calling. I'm interested in your new database.



- B: Perhaps I could show it to you? Could we meet some time this week?  
 C: Fine. When do you have in mind?  
 B: How about Tuesday?  
 C: I'm sorry. I'm busy all day.  
 B: Would Thursday be OK? I'm free in the afternoon. Say two o'clock?  
 C: Yes, that would be fine. Thursday at two, then. Goodbye.  
 B: Goodbye.

## 5. Second Listening

### Dialogue One

- A: Harry? Good to hear from you! How are things?  
 B: Pretty good, thanks George. But there are a few problems. I'd like to come and talk to you about them, if I could.  
 A: Be glad to see you, Harry. When do you have in mind?  
 B: How about tomorrow?  
 A: That's the 13th, right? The afternoon is OK, but I'm busy in the morning.  
 B: The afternoon would be fine. What about 2:30?  
 A: Fine. 2:30 it is. See you then.  
 B: Right. Bye, George.

### Dialogue Two

- A: Ms. Tanaka? How are you?  
 B: Fine, thank you, Mr. Colby. I'd like to show you our latest catalog. Are you free tomorrow?  
 A: I'm sorry. Tomorrow is difficult. I'll be out of town. How about the day after tomorrow, the 14th? Say two o'clock?  
 B: Friday the 14th at two o'clock? That would be fine. Oh, no, wait a moment. I have an appointment from two to three. Could we say four o'clock?  
 A: Four o'clock would be fine. Goodbye.  
 B: Goodbye.

### Dialogue Three

- A: Good morning, Dr. Epstein's office. May I help you?  
 B: My name is Colby. I'd like to make an appointment for a check-up sometime next week.  
 A: Certainly, Mr. Colby. Dr. Epstein is free on Tuesday at ten.  
 B: Well, I'm busy on Tuesday. How about Monday?  
 A: I'm sorry, Dr. Epstein is busy all day Monday. What about Wednesday? He's free at nine in the morning.  
 B: OK. That would be fine. Goodbye.  
 A: Goodbye, Mr. Colby.

## 6 REQUESTS AND OFFERS

### 1. First Listening

#### Dialogue One

- A: What can I do for you, Janet?  
 B: We'd like to order some more microchips, order number C206.  
 A: C206? How many do you need?  
 B: Fifteen hundred if possible, please.  
 A: One moment... Yes, that's OK.  
 B: Great. Could you deliver them by the 20th?  
 A: The 20th? I'm sorry, Janet, the 20th isn't possible. But we could deliver them by the 25th, if that's OK.  
 B: The 25th... That's OK.  
 A: So, that's 1,500 C206 chips by the 25th.  
 B: Would you like me to fax you the details right now?  
 A: Good idea. Goodbye, Janet.  
 B: Thank you. Goodbye.

#### Dialogue Two

- A: What can I do for you, Mr. Suzuki?  
 B: We'd like to order some microchips from your catalog.  
 A: Yes. Which ones?  
 B: The order number is B435.  
 A: B435? How many do you need?  
 B: 3,000 please.  
 A: One moment... Yes, that's OK.  
 B: Good. Could you deliver them by March first, please?  
 A: Yes. March first is fine. So, that's 3,000 B435 chips by the first.  
 B: Would you like me to fax you the details right now?  
 A: Good idea. Thank you. Goodbye.  
 B: Goodbye.

### 2. Requests 2

- a Could you lend me a pen, please?
- b Could you bring me the U.S. sales file, please?
- c Could you work more hours this week, please?
- d Could you mail some letters, please?
- e Could you send a telex to New York, please?

### 3. Offers 2

- a Would you like me to open a window?
- b Would you like me to help you?
- c Would you like me to meet him?
- d Would you like me to close the window?
- e Would you like me to buy some?
- f Would you like me to call a repair person?



## 5. Placing an order

- A: Good morning. This is Marisa Andreou of IMA Computers.  
 B: Hello. What can I do for you?  
 A: I'd like to order some microchips.  
 B: Yes. Which ones?  
 A: The order number is C106.  
 B: How many do you need?  
 A: Three thousand, please.  
 B: One moment... Yes, that's OK.  
 A: Could you deliver them by June 21st, please?  
 B: Yes. That's fine.  
 A: Good.  
 B: So that's 3,000 microchips by June 21st.  
 A: Would you like me to fax you the details right now?  
 B: Good idea. Thank you.  
 A: Thank you. Goodbye.  
 B: Goodbye.

## 6. Second Listening

### Dialogue One

- A: Marketing. Alan Mitchell speaking.  
 B: Hi, Alan. Janet Parker here. About the meeting tomorrow. Could you give a presentation of the marketing plans?  
 A: Sure. Would you like me to talk about the new offices?  
 B: Yes. Good idea. Thanks, Alan.

### Dialogue Two

- A: Good morning, Janet.  
 B: Good morning, Bob. I've got a problem. I lost your order for the computers. Could you send another copy, please?  
 A: Sure, Janet. Would you like me to fax it right now?  
 B: Yes, please, Bob. Sorry about that.

### Dialogue Three

- A: Hello. Martin Ellis speaking.  
 B: Martin, it's Janet here. Mr. Tabuchi of Fuji Computers is arriving at the airport tomorrow at 2:30 in the afternoon. Could you meet him, please?  
 A: Sure, Janet. Would you like me to bring him to the office?  
 B: No, to his hotel. My secretary'll give you the details. Thanks, Martin  
 A: OK. Bye.

## 8. Checking information

- a A: And what's your last name?  
 B: Brown.  
 A: Could you spell that, please?  
 B: B-R-O-W-N.  
 b A: Who should I send the invoice to?  
 B: Mr. Paul Naccarelli.  
 A: Could you spell that, please?  
 B: N-A-C-C-A-R-E-L-L-I.  
 c A: I'd like a table for four, please.  
 B: Certainly. What name, madam?  
 A: Torres. That's T-O-R-R-E-S.  
 d A: Could I book a double room for June 23rd, please?  
 B: Certainly. That'll be eighty dollars. What's the name, please?  
 A: Martylewski.  
 B: Could you spell that, please?  
 A: M-A-R-T-Y-L-E-W-S-K-I.  
 e A: Could you address the package to Dr. Somerville, please?  
 B: Yes. How do you spell Somerville?  
 C: S-O-M-E-R-V-I-L-L-E.

## 7 COMPANY AND PERSONAL HISTORY

### 1. First Listening

- A: Could you tell me a little about Canon, Mr. Cassidy?  
 B: Sure. We started up in Japan in 1937.  
 A: And Canon was originally an entirely Japanese company?  
 B: Yes, until 1955, when we entered the North American market. We started small. We opened a camera sales office in New York. Our American operation expanded from that.  
 A: When did you open your first European office?  
 B: Two years later, in 1957. It was in Geneva, Switzerland.  
 A: Canon now produces many of its products overseas. When and where did that start?  
 B: Well, we opened our first overseas plant in Taiwan in 1970.  
 A: And how big is the company now?  
 B: Pretty big! We now have production facilities in ten countries.



- A: And the workforce?  
 B: Worldwide? Nearly 54,000 employees.

#### 4. Second Listening

- A: WXY Radio. Congratulations on your *Young Businesswoman of the Year* award, Ms. O'Connor.  
 B: Thank you very much.  
 A: May I ask you a few questions?  
 B: Certainly.  
 A: Can you tell the listeners something about your early life?  
 B: Yes, well I was born on February fifth 1961, in Los Angeles, California, and went to Brodie High School.  
 A: When was that?  
 B: Let's see. I started at Brodie High when I was fifteen: that was in 1976. And I left when I was 18, in 1979.  
 A: Did you go to college?  
 B: Yes. I went to Harvard.  
 A: And what did you major in?  
 B: Economics.  
 A: Very useful for a business career!  
 B: Yes, I guess so.  
 A: When did you graduate?  
 B: It was four years later, so it was in 1984.  
 A: What was your first job?  
 B: I was a Financial Analyst with United General Investment Bank.  
 A: And when did you set up your own company, *The Kind Face*?  
 B: In 1987. I thought there was a real market for high-quality cosmetics produced without experiments on animals. Fortunately, I was right!  
 A: Thank you for talking to us.  
 B: You're welcome.

### 8 MAKING PLANS

#### 1. First Listening

- A: Ladies and gentlemen. I would like to present the Chairman of U.S. Motors, Mr. Samuel Fernstein.  
 B: Thank you, and good afternoon, ladies and gentlemen. Thank you for coming this afternoon. Naturally, we at U.S. Motors want to increase our sales in the United States, and to this end, I am happy to announce that USM is

going to set up a joint venture with Toyama Motors of Japan. Together, we're going to produce a new model, the ZX2 sedan. We plan to start production in two years, and we plan to sell 300,000 cars in the first year. Now, are there any ...

#### 4. A business trip

- A: Steve! I hear you plan to visit Australia.  
 B: That's right.  
 A: When are you going to leave?  
 B: In December.  
 A: And how long are you going to stay?  
 B: About two months. I'm going to work on the new hotel project in Sydney.  
 A: Are you going to have any free time?  
 B: I hope so. I plan to take a camping trip, and I want to take a lot of pictures.  
 A: It sounds great. Have a good trip!  
 B: Thanks, Mike.

#### 5. Second Listening

- A: Let me tell you about our new project. We plan to build the Reef Hotel near Sydney. We're going to open in two years.  
 B: What about the building?  
 A: We're going to build 8 floors and 248 rooms.  
 B: It's not in the city, so how are people going to get there?  
 A: We plan to provide bus and taxi services from Sydney.  
 B: Great!  
 A: We're also going to build a swimming-pool and four tennis-courts. There are going to be four bars and three restaurants.  
 B: How about conferences?  
 A: Ah, yes. The hotel is going to have complete conference facilities, including personal computers, telex, and fax services.  
 B: It sounds great.  
 A: Thank you. The Reef Hotel is going to be the top hotel in Australia. It's going to cost \$125,000,000.

### 9 OPINIONS AND PREFERENCES

#### 1. First Listening

- A: We plan to buy six new photocopiers. We've had two models for a trial period, the Minon



X40 and the Conex C303. Which do you prefer and why? First, Juan.

B: Personally, I like the Minon. It's faster and it's cheaper than the Conex.

A: Eric?

C: I think I prefer the Conex: it's more expensive, but it's easier to use. I think that's important.

A: OK. Helga?

D: I agree with Eric. The Conex is smaller, and we need that. I think I prefer the Conex. What about you, Dave?

A: Well, sorry, Juan, I agree with Eric and Helga. I prefer the Conex too. It's smaller and easier to use.

## 5. Second Listening

A: So, the plans of the new product arrived yesterday. You've all looked at them, and now I'd like to know what you think of the design. Dorothy, what's your opinion?

B: I'm sorry, but I don't like it at all. I think it's rather ugly, and I'm sure it won't sell.

A: Oh, dear. That's not a very encouraging start. What do you think, Bob?

C: Sorry, Dorothy, but I disagree. I think it's great: a really attractive design.

A: So, that's one against and one for. Joan, how about you?

D: Well, I'm not really sure. It looks a little boring to me.

A: Jacques?

E: I think I agree with Joan. It's not very interesting. I'm not crazy about it. I don't know ...

A: OK. Still undecided. Ray?

F: I agree with Bob. It looks hi-tech but simple. I really like it.

A: Fine. Well, we can't really agree yet. So, Dorothy, you said the design was ugly. Could you ...?

## 10 INVITATIONS AND DIRECTIONS

### 1. First Listening

A: Is your office far from the subway, Mr. Ogden?

B: No. It's just a few minutes' walk. Go out of the subway exit, and turn right. You'll see a convenience store across the street.

A: Uh-huh.

B: Turn left at the second intersection and you'll see our building on the right, just after the bank.

A: Next to the bank?

B: Yes. My office is on the third floor.

A: Thank you. Till tomorrow at two, then.

B: Goodbye, Mr. Gómez.

## 5. Second Listening

A: Hello.

C: Mr. Gómez?

A: Yes?

C: This is Eiichi Ezaki of EMC.

A: Ah, Mr. Ezaki. How are you?

C: Fine, thanks. I was thinking ... would you like to join me for lunch tomorrow, before our meeting?

A: Let me just look at my diary. Yes, I'd like that. Thank you.

C: Fine. Well, I know a good restaurant near your hotel. Do you like Japanese food?

A: I've never had it before.

C: Well, I'm sure you'll like it.

A: I'm sure I will.

C: The restaurant is very near your hotel. It only takes two minutes to walk there.

A: Where is it exactly?

C: Go out of the hotel and turn left. Walk as far as the second street on the right. Go down that street, and the restaurant is on the left. It's the Miyako.

A: So, I turn left, take the second right, and it's on the left?

C: That's right.

A: What time should I be there?

C: Is twelve OK?

A: That's fine. Till tomorrow at noon, then. Thank you, Mr. Ezaki, and goodbye.

C: See you tomorrow. Goodbye.

## 11 ENTERTAINING

### 1. First Listening 1

Dialogue One

A: Well, Mr. Hall, would you like an aperitif? Whiskey? A little vermouth?

B: I'd like some whiskey, please.

A: Straight up, or with water?

B: Straight up, please.

A: Here you are.

B: Thank you.



**Dialogue Two**

- A: Mr. Nakada? Please sit down. Would you like some tea or coffee?  
 B: Tea, please.  
 A: Do you take milk or lemon?  
 B: Lemon, please.  
 A: Do you take sugar?  
 B: No, thank you.

**Dialogue Three**

- A: Kenzo! Welcome to the party. Can I get you a drink?  
 B: Yes, that would be great. I'll have a beer.  
 A: There you are.  
 B: Thanks a lot.

**Dialogue Four**

- A: Hello, Mary. Please take a seat. Would you like something to drink? Tea or coffee?  
 B: I'd like some coffee, please.  
 A: With milk or black?  
 B: With milk, please. One sugar.  
 A: Here you are.  
 B: Thanks.

**3.****Dialogue One**

- A: Hi, John. Can I get you something to eat?  
 B: A hamburger would be great.  
 A: Here you are.  
 B: Thanks a lot.

**Dialogue Two**

- A: Please take a seat, Ms. Stavros. Would you like something to eat? A sandwich or a cookie?  
 B: I'd like a sandwich, please.  
 A: Ham, cheese, or turkey?  
 B: Cheese, please.

**Dialogue Three**

- A: Yum! Come in. Would you like something? A cookie or a piece of cake?  
 B: A cookie, please.  
 A: Here. Take your pick.  
 B: Thank you very much.

**Dialogue Four**

- A: What would you like for lunch? I've got chicken or steak.  
 B: Well, I think I'd prefer chicken, if that's OK.  
 A: Fine. Chicken it is.

**5. Second Listening****Dialogue One**

- A: Now let's have a look at the menu ... Would you like an appetizer, Jiro?  
 B: Mmm, yes. I think I'll have the shrimp cocktail. What about you, Tony?  
 A: Yes, I think I'll have that too. What about a main course? What would you like?  
 B: I'm not sure ... oh, I'll have the chicken with sautéed potatoes and peas.  
 A: OK. I'm going to have the steak. Should we order some wine?  
 B: Good idea.  
 A: How about the Côtes du Rhone? It's not bad.  
 B: Fine.  
 A: OK. Waiter!  
 C: Yes, sir.  
 A: We'd like two shrimp cocktails, the chicken Caprice with sautéed potatoes and peas, and the sirloin steak with French fries and mushrooms, please.  
 C: Would you like any wine, sir?  
 A: Yes, a bottle of Côtes du Rhone, please.  
 C: Certainly....

- C: Would you like to order dessert now?

- A: Yes, please. I'll have the apple tart. How about you, Jiro?  
 B: Just coffee for me, please.  
 A: Are you sure? So that's one apple tart and two coffees, please.

**Dialogue Two**

- A: Now here's the menu. Would you like an appetizer, Ms. Kim?  
 B: Yes, I think I'll have the spinach salad. What about you, Mr. Wakita?  
 A: Oh, I'll have the soup. What about a main course? What would you like?  
 B: Mmm, let's see. I'll have the Dover Sole with peas and mushrooms, please.  
 A: And I'll have the steak. Should we order some wine?  
 B: Not for me, thank you. I don't drink.  
 A: Well, I'll just have a glass of the house red then. Waiter!  
 C: Yes, sir.  
 A: We'd like the spinach salad and the mushroom soup. Then the Dover Sole with peas and mushrooms, and the steak with green beans and sautéed potatoes, please.  
 C: Would you like any wine, sir?  
 A: A glass of the house red, please.



- C: Certainly, sir....  
 C: Would you like to order your dessert now, sir?  
 A: Yes, please. I'll have the cheesecake, please.  
 What about you, Ms. Kim?  
 B: I'll have the lime sherbet. And a coffee.  
 A: OK. So, that's a cheesecake, a lime sherbet,  
 and two coffees, please.  
 C: Right away, sir.

## 12 REVIEW AND SAYING GOODBYE

### 1. First Listening

- 1 Hello, John. How are things?
- 2 Could you go and meet Mr. Jones at the airport, please?
- 3 How do you do, Mr. Honda.
- 4 Excuse me, how do I get to the station?
- 5 Would you like a cup of coffee?
- 6 Could I visit you some time this week?
- 7 Would you like to join me for lunch?
- 8 Sorry to keep you waiting.

### 2. Review

- A: Mr. Chen, I'd like you to meet our production manager, Ms. Endo. Fumiko, this is John Chen, from our Taiwan branch.  
 B: Pleased to meet you, Ms. Endo.  
 C: Pleased to meet you, Mr. Chen.  
 A: Please take a seat. Would you like something to drink? Tea or coffee?  
 B: Tea, please. No milk or sugar.  
 A: Fumiko?  
 C: No, thank you.  
 A: Well, let's discuss our schedule. We'd like a meeting to discuss exports.  
 B: What time do you have in mind?  
 A: Tomorrow morning at 9 o'clock? Would that be OK?  
 B: Yes, that would be fine.  
 A: Then would you like to join me for lunch tomorrow at 12?  
 B: That would be nice. Thank you.  
 A: Right. Now, would you like me to show you around our offices?  
 B: Yes, fine.  
 A: Fine. Let's go.

### 5. Second Listening

- A: Well, it was a pleasure to meet you, Mr. Nakada.  
 B: It's been very nice, Mr. Brown. Thank you for all your help. I couldn't have done it without you.  
 A: Not at all. I look forward to seeing you again next year.  
 B: Yes, I do too. And I hope to see you in Japan some time.  
 A: That would be nice. I've always wanted to visit Japan. Oh, that's your taxi. It's downstairs.  
 B: Goodbye, and have a good trip home.  
 A: Goodbye, and thank you again.  
 A: You're welcome. Goodbye.



# ANSWER KEY

## 1 FIRST MEETINGS

- 1 Good morning (1)  
Excuse me (2)  
Pleased to meet you (1,2)  
Yes, that's right (2)  
Welcome to Japan (1,2)
- 3.2 Japan Korea Taiwan the United States  
Australia Tokyo Seoul Taipei New York  
Sydney
- 4.3 an engineer an executive an accountant  
a manager
- 5.2 Mr. Takahashi: Tokyo, Nissan, sales manager  
Mr. Lane: United States, Philips, sales manager  
Ms. Koda: Japan, Chrysler, sales manager  
Mr. Lee: Taiwan, Coca Cola, accountant  
Ms. Wang: Korea, Nissan, accountant  
Mr. Grant: Sydney, Nike, accountant
- 6.1 a KL 20 c AX 280 e BA 547  
b JL 401 d UA 173
- 6.2 a 03-3293-2311  
b 03-7634-0131  
c 05-6731-1152  
d 01-3362-1034  
e 03-8991-5430

## 2 YOU AND YOUR COMPANY

- 1 **One:** for, supervisor, produces  
**Two:** manager, for, in, distributes
- 3.1 see Tapescript, page 84
- 4.2 administrator prepare reports customer  
organize supervise deliveries complaints
- 5.2 presentation corporation production  
department quality control
- 6 marketing, Mary Kemble, co-ordinate plans  
accounts, James Chung, check invoices  
production, Mike Tate, supervise quality  
control  
personnel, Danny Falco, organize training
- 7.2 a 17 b 19 c 40 d 18 e 60
- 7.3 see Tapescript, page 85

## 3 VISITING A CLIENT

- 1 1 I have an appointment with Mr. Nicoletti at 2:30.  
2 Good afternoon, Mr. Fielding.  
3 How are things?  
4 Please take a seat.  
5 I'd like you to meet Diane Rosch.  
6 Diane, this is Brian Fielding from Vega Software.  
7 Nice to meet you.
- 2 see Tapescript, page 85
- 3 Good morning, Mr. Asano. (F)  
How are you? (I)  
Hello, Brian. (I)  
Hi, Peter. (I)  
How do you do. (F)  
How are things? (I)  
Pleased to meet you. (F)  
Fine, thanks. (F)  
Good to see you again. (I)
- 4.1 appointment introduce presentation  
business diary address acquaintance
- 6.2 Jeffrey Bernstein, Investment Editor, Room 26  
Elizabeth Cooper, International News Editor, Room 28  
Craig Lewis, Money and Banking Editor, Room 27  
Denise Finch, Domestic News Editor, Room 25  
Donald Weiss, Science Editor, Room 23  
Amy Keller, Media Editor, Room 24
- 7 see Tapescript, page 85

## 4 BUSINESS ACTIVITIES

- 1 1 Arrive at the office  
2 Check the mail  
3 Phone the sales managers  
4 Have lunch  
5 Attend meetings  
6 Leave work
- 2.2 answer urgent messages: always  
lunch in cafeteria: usually  
business lunch: occasionally  
attend meetings: usually  
visit branches: sometimes  
leave before seven: never
- 4.1 a-2 b-4 c-1 d-3 e-6 f-5



- 4.2 1 do 3 manufactures 5 buy  
2 design 4 sends 6 assemble

- 5.2 a quarter after five, five after eleven,  
half past ten, ten after twelve, five after three;  
five fifteen, eleven five, ten thirty, twelve ten,  
three five

- 5.3 a 8:55 b 8:05 c 4:30 d 3:10 e 5:15

## 5 FIXING AN APPOINTMENT

- 1.1 Mr. Davis: Wednesday, 3 o'clock  
Ms. Andreou: Thursday, 2 o'clock

- 1.2 Could I speak to...? (1,2)  
Could I visit you some time this week? (1)  
How about Tuesday? (2)  
Yes, that would be fine. (1,2)  
I'm sorry, I'm busy all day. (2)  
I'm free in the afternoon. (1,2)

- 2.1 see Tapescript, page 86

- 5 Harry Norris: 12th, 2:30, to talk about  
problems  
Mariko Tanaka: 14th, 4:00, to see her latest  
catalog  
Dr. Epstein: Wednesday, 9:00, to have a  
check-up

- 6.3 January February March April May June  
July August September October November  
December

## 6 REQUESTS AND OFFERS

- 1.1 microchip possible deliver idea catalog

- 1.2 **One:** C206, 1,500, (February) 25th  
**Two:** B435, 3,000, March 1st

- 2.2 see Tapescript, page 87

- 3.2 see Tapescript, page 87

- 5.1 see Tapescript, page 88

- 6.1 **One:** Could you give a presentation of the  
marketing plans?  
Would you like me to talk about the new  
offices?  
**Two:** Could you send another copy, please?  
Would you like me to fax it right now?

**Three:** Could you meet him, please?  
Would you like me to bring him to the office?

- 7.3 Japan : Japanese  
Germany : German  
Korea : Korean  
Italy : Italian  
Malaysia : Malaysian  
the United States : American  
Taiwan : Taiwanese  
the United Kingdom : British

- 8.2 a Brown c Torres e Somerville  
b Naccarelli d Martylewski

## 7 COMPANY AND PERSONAL HISTORY

- 1.1 a-3 b-4 c-5 d-6 e-2 f-1

- 1.2 Company started up, 1937, Japan  
Entered N. American market, 1955, New York  
Opened first European office, 1957, Geneva  
Opened first overseas camera plant, 1970,  
Taiwan

- 1.3 see Tapescript, page 88

- 3.1 I went to school in Munich.  
I went to Heidelberg University.  
I majored in fashion.  
I graduated in 1975.  
My first job was as a designer at Azik.  
My present job is Chief Designer at Maxwell  
Sportswear.

- 4.2 1 1961  
2 Los Angeles, California  
3 1979  
4 Harvard  
5 Economics  
6 Investment Bank

- 6.3 b address g many i after  
f single, married h go k before

## 8 MAKING PLANS

- 1.1 a-4 b-1 c-2 d-3

- 1.2 increase announce set up a joint venture

- 1.3 a increase b set up c produce d start e sell

- 3.1 a-3 b-6 c-5 d-1 e-2 f-4



4.1 see Tapescript, page 89

5.2 Where: near Sydney  
When: in two years  
Size: 8 floors; 248 rooms  
Transportation: bus and taxi service from Sydney  
Sports facilities: swimming-pool, 4 tennis-courts  
Bars/restaurants: 4 bars, 3 restaurants  
Conference facilities: personal computers, telex, fax  
Cost: \$125,000,000.

## 9 OPINIONS AND PREFERENCES

- 1.1 Juan: Minon, faster and cheaper  
Eric: Conex, easier to use  
Helga: Conex, smaller  
Dave: Conex, smaller and easier to use
- 1.2 Personally, I like... (Juan)  
I prefer... (Eric, Helga, Dave)  
I agree with...(Helga, Dave)
- 2.1 qualifications diploma experience languages  
relevant representative university
- 5.1 attractive interesting
- 5.2 Dorothy: dislike, ugly and won't sell  
Bob: like, attractive design  
Joan: not sure, a little boring  
Jacques: not sure, not very interesting  
Ray: like, high-tech but simple
- 5.3 see Tapescript, page 89

## 10 INVITATIONS AND DIRECTIONS

- 1.1 The Comtel building is next to the Bank and opposite the Star Hotel.
- 1.2 see Tapescript, page 90
- 2.1 subway exit intersection directions station  
restaurant convenience store building  
department store

5.1 a business acquaintance  
meet for lunch  
near the hotel  
2 minutes  
at the restaurant  
at 12

6 1 agree 2 prefer 3 ugly 4 hotel 5 marketing

## 11 ENTERTAINING

- 1.1 coffee tea beer whiskey
- 1.2 see Tapescript, page 90
- 1.3 a hamburger a sandwich a cookie chicken
- 5 Tony: shrimp cocktail, steak, apple tart  
Jiro: shrimp cocktail, chicken, no dessert  
They share a bottle of Côtes du Rhône
- Mr. Wakita: soup, steak, cheesecake, glass of red wine  
Ms. Kim: spinach salad, Dover Sole, lime sherbet, no wine
- 6.1 there (1) that (1) the (1)  
thank (2) nothing (2) think (2)  
something (2) three (2) another (1)  
thirty (2)

## 12 REVIEW AND SAYING GOODBYE

- 1.1 1 greeting a business acquaintance  
2 making a request  
3 greeting a visitor  
4 asking for directions  
5 offering a drink  
6 making an appointment  
7 inviting someone  
8 apologizing
- 1.2 1-C 2-G 3-E 4-B 5-F 6-A 7-H 8-D
2. see Tapescript, page 91
- 5 1-b 2-b 3-c 4-b 5-b



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