

**IBDIS**  
**Coursebook**

We know  
books

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**A1**



# **Business Partner**

# IBDIS

We know books

▶ Videos: 1.1 What's your name? 1.4 Welcoming a visitor

<b>1.1</b> ▶ Nice to meet you	<b>1.2</b> ▶ Can you fill this in, please?	<b>1.3</b> ▶ My company	<b>1.4</b> ▶ <b>Work skills:</b> Welcoming a visitor	<b>1.5</b> ▶ <b>Business workshop:</b> Your first day
<p><b>Video:</b> ▶ What's your name?</p> <p><b>Vocabulary:</b> Countries and nationalities</p> <p><b>Communicative grammar:</b> Introductions</p> <p><b>Task:</b> Meeting others and making introductions</p>	<p><b>Vocabulary:</b> Personal details</p> <p><b>Pronunciation:</b> → The alphabet (p.96)</p> <p><b>Reading and listening:</b> Filling in forms</p> <p><b>Grammar:</b> ▶ <i>my, your, his, her, its, our, their</i></p> <p><b>Speaking:</b> Completing a new employee registration form</p>	<p><b>Listening and reading:</b> Buildings, departments and facilities</p> <p><b>Communicative grammar:</b> Describing your company</p> <p><b>Pronunciation:</b> → Plural -s (p.96)</p> <p><b>Writing:</b> A description of a company or workplace</p>	<p><b>Video:</b> ▶ Welcoming a visitor</p> <p><b>Speaking:</b> Workplace visits</p>	<p><b>Speaking:</b> Meeting human resources and other team members</p> <p><b>Writing:</b> Completing your employee profile</p>

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## UNIT 2 ▶ WORK p.17

▶ Videos: 2.1 I work in Sales 2.4 Small talk at work

<b>2.1</b> ▶ What do you do?	<b>2.2</b> ▶ What does the company do?	<b>2.3</b> ▶ A week in the life	<b>2.4</b> ▶ <b>Work skills:</b> Small talk	<b>2.5</b> ▶ <b>Business workshop:</b> At a conference
<p><b>Video:</b> ▶ I work in Sales</p> <p><b>Vocabulary:</b> The work we do</p> <p><b>Communicative grammar:</b> Talking about work</p> <p><b>Task:</b> Where I work and what I do</p>	<p><b>Vocabulary:</b> What companies do</p> <p><b>Pronunciation:</b> → Numbers (p.97)</p> <p><b>Reading and listening:</b> Company information</p> <p><b>Grammar:</b> ▶ <i>a/an</i></p> <p><b>Writing:</b> Describing a company</p>	<p><b>Reading:</b> Two different routines</p> <p><b>Communicative grammar:</b> Talking about routines</p> <p><b>Pronunciation:</b> → Questions (p.97)</p> <p><b>Writing:</b> A short blog post for a company intranet</p>	<p><b>Video:</b> ▶ Small talk at work</p> <p><b>Grammar:</b> ▶ Using 's and 's'</p> <p><b>Speaking:</b> Making conversation</p>	<p><b>Reading:</b> A conference website</p> <p><b>Listening:</b> ▶ Small talk at a conference</p> <p><b>Speaking:</b> Networking</p>

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## UNIT 3 ▶ WHAT? WHEN? WHERE? p.27

▶ Videos: 3.1 I can work flexible hours 3.4 A progress meeting

<b>3.1</b> ▶ We're very busy in December	<b>3.2</b> ▶ Requests	<b>3.3</b> ▶ I am writing to complain ...	<b>3.4</b> ▶ <b>Work skills:</b> We have a problem	<b>3.5</b> ▶ <b>Business workshop:</b> A problem with a client
<p><b>Video:</b> ▶ I can work flexible hours</p> <p><b>Vocabulary:</b> Months and seasons</p> <p><b>Communicative grammar:</b> Talking about ability and possibility; <i>at, in, on, from ... to ...</i></p> <p><b>Pronunciation:</b> → <i>can</i> and <i>can't</i> (p.98)</p> <p><b>Task:</b> Asking and talking about your partner's work</p>	<p><b>Vocabulary:</b> Ordinal numbers and dates</p> <p><b>Pronunciation:</b> → Ordinal numbers (p.98)</p> <p><b>Reading and listening:</b> Can I have some time off?</p> <p><b>Grammar:</b> ▶ <i>Can ... ? / Could ... ?</i></p> <p><b>Speaking:</b> Talking about taking time off</p>	<p><b>Reading:</b> Complaints</p> <p><b>Communicative grammar:</b> Talking about the past</p> <p><b>Writing:</b> An email to describe a problem and request action</p>	<p><b>Video:</b> ▶ A progress meeting</p> <p><b>Speaking:</b> A progress meeting</p>	<p><b>Reading:</b> A customer complaint</p> <p><b>Speaking:</b> A problem-solving meeting; A phone call</p>

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## UNIT 4 ▶ PROBLEMS AND SOLUTIONS p.37

▶ Videos: 4.1 Problems at work 4.4 There is a problem with ...

<b>4.1</b> ▶ What went wrong?	<b>4.2</b> ▶ How can I help?	<b>4.3</b> ▶ We are sorry that ...	<b>4.4</b> ▶ <b>Work skills:</b> Face-to-face complaints	<b>4.5</b> ▶ <b>Business workshop:</b> Can I help you?
<p><b>Video:</b> ▶ Problems at work</p> <p><b>Vocabulary:</b> Past irregular verbs</p> <p><b>Communicative grammar:</b> Talking about the past: Past Simple</p> <p><b>Pronunciation:</b> → The -ed ending (p.99)</p> <p><b>Task:</b> Talking about problems in the past and how you solved them</p>	<p><b>Vocabulary:</b> Solutions</p> <p><b>Listening:</b> On the phone</p> <p><b>Grammar:</b> ▶ Making offers and promises with <i>will</i></p> <p><b>Speaking and writing:</b> Making phone calls at work</p>	<p><b>Reading:</b> An email of complaint and a reply</p> <p><b>Communicative grammar:</b> Using negatives in the past; Asking questions about the past</p> <p><b>Pronunciation:</b> → 'th' as /θ/ and /ð/ (p.99)</p> <p><b>Writing:</b> A reply email</p>	<p><b>Video:</b> ▶ There is a problem with ...</p> <p><b>Speaking:</b> Responding to a complaint</p>	<p><b>Speaking:</b> Making phone calls</p> <p><b>Reading:</b> An email of complaint</p> <p><b>Writing:</b> Replying to a complaint</p>

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## UNIT 5 > OFFICE DAY TO DAY p.47

We know books

📺 Videos: 5.1 What are they doing? 5.4 Can you help me?

<b>5.1 &gt;</b> What are you working on?  <b>Video:</b> 📺 What are they doing? <b>Vocabulary:</b> Word pairs <b>Communicative grammar:</b> Talking about things happening now <b>Pronunciation:</b> ➔ /ŋ/ and the Present Continuous (p.100) <b>Task:</b> Writing about what people are doing now	<b>5.2 &gt;</b> Are you free at two?  <b>Vocabulary:</b> Word pairs <b>Listening:</b> Organising meetings <b>Speaking:</b> Arranging and postponing meetings	<b>5.3 &gt;</b> Can we meet to discuss ... ?  <b>Reading:</b> Emails arranging, accepting or changing a meeting <b>Communicative grammar:</b> Talking about future arrangements <b>Pronunciation:</b> ➔ /ɪ/ and /i:/ (p.100) <b>Writing:</b> An email arranging a meeting	<b>5.4 &gt; Work skills:</b> Can I ask a favour?  <b>Video:</b> 📺 Can you help me? <b>Speaking:</b> Doing favours	<b>5.5 &gt; Business workshop:</b> The meeting is at 3 p.m.  <b>Writing:</b> An email to arrange a meeting to discuss a problem <b>Speaking:</b> Postponing a meeting
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## UNIT 6 > AN OFFICE MOVE p.57

📺 Videos: 6.1 An office move 6.4 A presentation about office equipment

<b>6.1 &gt;</b> It's cheaper and better  <b>Video:</b> 📺 An office move <b>Vocabulary:</b> Descriptions <b>Communicative grammar:</b> Comparing two things <b>Pronunciation:</b> ➔ The vowel /ə/ (p.101) <b>Task:</b> Choosing a warehouse	<b>6.2 &gt;</b> Which is better?  <b>Vocabulary:</b> Orders <b>Speaking and reading:</b> Supplier quotes <b>Grammar:</b> ➔ <i>good - better - best/bad - worse - worst</i> <b>Writing:</b> Describing different options	<b>6.3 &gt;</b> Which is the best?  <b>Reading:</b> An email about changing a mobile phone contract <b>Communicative grammar:</b> Making proposals with <i>if</i> <b>Pronunciation:</b> ➔ /æ/ and /ʌ/ (p.101) <b>Writing:</b> An email comparing two offers	<b>6.4 &gt; Work skills:</b> As you can see on the slide, ...  <b>Video:</b> 📺 A presentation about office equipment <b>Speaking:</b> Talking about presentation slides	<b>6.5 &gt; Business workshop:</b> The office move  <b>Reading:</b> An email from the boss <b>Writing and speaking:</b> Comparing two offices <b>Speaking:</b> Presenting your choice
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## UNIT 7 > PROCEDURES p.67

📺 Videos: 7.1 Paying suppliers 7.4 A new workflow

<b>7.1 &gt;</b> What's the procedure?  <b>Video:</b> 📺 Paying suppliers <b>Vocabulary:</b> Describing a procedure <b>Communicative grammar:</b> Talking about obligation <b>Task:</b> Explaining a procedure	<b>7.2 &gt;</b> Workflow  <b>Vocabulary:</b> Descriptions <b>Reading and listening:</b> A workflow problem <b>Pronunciation:</b> ➔ /aɪ/ and /eɪ/ (p.102) <b>Speaking:</b> Improving a workflow	<b>7.3 &gt;</b> A manual  <b>Reading:</b> A manual <b>Communicative grammar:</b> Instructions <b>Pronunciation:</b> ➔ /l/ and /r/ (p.102) <b>Writing:</b> Instructions for creating an invoice	<b>7.4 &gt; Work skills:</b> Changing a workflow  <b>Video:</b> 📺 A new workflow <b>Speaking:</b> Making and responding to suggestions	<b>7.5 &gt; Business workshop:</b> How can we improve it?  <b>Reading:</b> Identifying problems in a workflow <b>Speaking:</b> Discussing solutions; Responsibilities in a new workflow
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## UNIT 8 > MANAGING PROJECTS p.77

📺 Videos: 8.1 Making cars at The Morgan Motor Company 8.4 Feedback in the office

<b>8.1 &gt;</b> How long does it take?  <b>Video:</b> 📺 Making cars at The Morgan Motor Company <b>Vocabulary:</b> Production <b>Communicative grammar:</b> Revision of the present <b>Task:</b> Explaining information on a database	<b>8.2 &gt;</b> Reducing costs  <b>Vocabulary:</b> Saving money <b>Reading:</b> An online interview <b>Communicative grammar:</b> Revision of the past <b>Pronunciation:</b> ➔ Pronouncing the letter 'o' (p.103) <b>Writing:</b> Actions and results	<b>8.3 &gt;</b> Planning projects  <b>Reading:</b> Scope statements <b>Communicative grammar:</b> Revision of the future <b>Pronunciation:</b> ➔ The vowel /ɜ:/ (p.103) <b>Writing:</b> Scope statements	<b>8.4 &gt; Work skills:</b> Giving feedback  <b>Video:</b> 📺 Feedback in the office <b>Speaking:</b> Giving feedback	<b>8.5 &gt; Business workshop:</b> Updates and feedback  <b>Reading:</b> A team update email <b>Writing:</b> Replying to an update <b>Speaking:</b> Giving feedback
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## Lesson outcome

Learners can introduce themselves and others and say where they are from.

### Lead-in 1A 1.01 Listen and match 1-3 with a-c.

- |                        |                      |
|------------------------|----------------------|
| 1 Lena, this is Jorge. | a I'm Irish.         |
| 2 I'm Kathy.           | b Are you Miss Sato? |
| 3 Excuse me.           | c He's from Spain.   |

### B 1.02 Complete the dialogues with the sentences in Exercise 1A. Then listen and check.



A \_\_\_\_\_



B \_\_\_\_\_



C 1c

## Vocabulary

### Countries and nationalities

#### 2 Match the flags with the countries in the box.

Brazil India Japan  
Mexico Poland



- 1 Poland    2 \_\_\_\_\_    3 \_\_\_\_\_    4 \_\_\_\_\_    5 \_\_\_\_\_

#### 3A Choose the correct word.

- |  |   |
|--|---|
| 1 Miguel is <i>Mexico</i> / <u>Mexican</u> .     | 4 Suresh is from <i>India</i> / <i>Indian</i> . |
| 2 Marcin is from <i>Poland</i> / <i>Polish</i> . | 5 Shoko is <i>Japan</i> / <i>Japanese</i> .     |
| 3 Paola is <i>Brazil</i> / <i>Brazilian</i> .    |   |

#### B 1.03 Complete the dialogues. Use the countries and nationalities in Exercise 3A. Then listen and check.

- |   |   |
|---|---|
| 1 <b>Miguel:</b> Marcin, this is Paola. She's <sup>1</sup> <u>Brazilian</u> . | 2 <b>Suresh:</b> Are you <sup>4</sup> _____, Shoko? |
| <b>Marcin:</b> Hi, Paola. Nice to meet you.                                   | <b>Shoko:</b> Yes, I am. I'm from Tokyo. And you?   |
| <b>Paola:</b> Nice to meet you, too. Where are you from, Marcin?              | <b>Suresh:</b> I'm from <sup>5</sup> _____.         |
| <b>Marcin:</b> I'm <sup>2</sup> _____.  | <b>Shoko:</b> And where is Paola from?              |
| <b>Paola:</b> Are you from Warsaw?  | <b>Suresh:</b> She's from <sup>6</sup> _____.       |
| <b>Marcin:</b> No, I'm not. I'm from Krakow.                                  |   |
| <b>Paola:</b> And are you from <sup>3</sup> _____, Miguel?                    |   |
| <b>Miguel:</b> Yes, that's right.   |   |

#### 4 1.04 Complete the tables. Then listen and check.

Countries	Nationalities
Argentina	Argentinian
<sup>1</sup> <u>Brazil</u>	Brazilian
China	Chinese
<sup>2</sup> _____	German
India	<sup>3</sup> _____
Ireland	<sup>4</sup> _____

Countries	Nationalities
<sup>5</sup> _____	Japanese
<sup>6</sup> _____	Mexican
Poland	<sup>7</sup> _____
<sup>8</sup> _____	Spanish
the UK	British
the USA	American

### INTRODUCTIONS

→ Grammar reference: page 105

I'm (= I am) from Poland.

You/We/They're (= You/We/They are) from Brazil.

He/She/It's (= He/She/It is) from Spain.

Are you/they from Poland?

Yes, I am. / Yes, they are.

No, I'm not (= I am not). / No, they aren't (= they are not).

What's (= What is) your name?

Where are you from?

I'm not (= I am not) from Poland.

You/We/They aren't (= You/We/They are not) from Brazil.

He/She/It isn't (= He/She/It is not) from Spain.

Is he/she/it from Poland?

Yes, he/she/it is.

No, he/she/it isn't (= he/she/it is not).

I'm (= I am) Kathy.

My name's (= My name is) Mark.

This is Julia.

'm 'm not are (x4)  
aren't is isn't 's



### 5 1.05 Complete the dialogue with the words in the box. Then listen and check.

**Hans:** Hello, I<sup>1</sup> 'm Hans.

**Maria:** Hi, Hans. My name<sup>2</sup> \_\_\_\_\_ Maria.

**Hans:** Nice to meet you.

**Maria:** Nice to meet you, too.

**Hans:** <sup>3</sup> \_\_\_\_\_ you from Argentina?

**Maria:** No, I<sup>4</sup> \_\_\_\_\_. I'm Brazilian.

**Hans:** Is your boss Brazilian?

**Maria:** No, she<sup>5</sup> \_\_\_\_\_. She's from Mexico.

**Mike:** Maria! Hello!

**Maria:** Hi, Mike! And Lisa! Hans, this<sup>6</sup> \_\_\_\_\_ Mike and Lisa. They<sup>7</sup> \_\_\_\_\_ from the UK.

**Hans:** Nice to meet you.

**Mike:** Nice to meet you, Hans.

**Lisa:** Hi.

**Hans:** <sup>8</sup> \_\_\_\_\_ you from London?

**Lisa:** No, we<sup>9</sup> \_\_\_\_\_. We<sup>10</sup> \_\_\_\_\_ from Liverpool.

**T** Teacher's resources: extra activities

### VIDEO



### 6 1.11 Watch the video and answer the questions.

1 Watch Part 1. Are the sentences *true* (T) or *false* (F)?

a Her name is Asako.      b She is Japanese.      c She's a Designer.

2 Watch Part 2. Answer the questions.

a Are they German?      b Are they from Warsaw?      c Is she an Office Manager?

3 Watch Part 3. Answer the questions.

a What's his name?      b Where is he from?      c What's his nationality?

**7A** Work in pairs. Take turns meeting each other and introducing yourselves. Talk about your name, nationality and job.

**A:** Hi. My name's Luis. I'm Spanish.

**B:** Hi, Luis. I'm Lise.

**A:** Where are you from?

**B:** I'm German. I'm from Berlin. Where are you from?

**A:** I'm from Spain – from Madrid.

**B** Now work with another pair. Take turns introducing yourself and your partner. Ask questions.

**C** Put the words in the correct order. Say goodbye to each other.

you later see





Reading and listening

Filling in forms

**5A** ▶ 1.09 Look at the new employee registration form. Then listen to Anna's phone conversation and complete the form.



**NEW EMPLOYEE REGISTRATION**

Surname <sup>1</sup> \_\_\_\_\_ *Weber*

First name <sup>2</sup> \_\_\_\_\_ *Anna*

Gender: <sup>3</sup> male  female  other

Nationality <sup>4</sup> \_\_\_\_\_

Marital status: <sup>5</sup> single  married  other

Email address <sup>6</sup> \_\_\_\_\_

Phone / mobile / cell number <sup>7</sup> \_\_\_\_\_

Emergency contact number <sup>8</sup> \_\_\_\_\_

ID card / Passport number <sup>9</sup> \_\_\_\_\_

Health insurance # \_\_\_\_\_



Phone numbers			
0	00	22	653-3340
oh	double oh	double two	six five three, double-three four oh
zero	zero zero	two two	six five three, three three four zero

→ **page 112** See Numbers

**B** Match 1-6 with a-f. Then listen again and check.

- |                           |                       |
|---------------------------|-----------------------|
| 1 What's                  | a nationality?        |
| 2 Can you                 | b your surname?       |
| 3 What's your             | c that, please?       |
| 4 Sorry, could you repeat | d spell that, please? |
| 5 Are you married         | e address?            |
| 6 What's your email       | f or single?          |

▶ **MY, YOUR, HIS, HER, ITS, OUR, THEIR**

→ Grammar reference: page 105

She's **my** manager.  
What's **your** email address?  
This is **his** office.  
What's **her** nationality?

**Its** name is the Hotel Arkadia.  
**Our** phone number is 232 4578.  
What are **your** passport numbers?  
What's **their** address?

**T** Teacher's resources: extra activities

**Speaking 6A** Look at the new employee registration form. What questions do you need to ask to get the information? Use Exercise 5B to help you.

**New Employee Registration**

SURNAME _____	FIRST NAME _____
GENDER: MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> OTHER <input type="checkbox"/>	NATIONALITY _____
MARITAL STATUS: SINGLE <input type="checkbox"/> MARRIED <input type="checkbox"/> OTHER <input type="checkbox"/>	EMAIL ADDRESS _____
PHONE / MOBILE / CELL NUMBER _____	EMERGENCY CONTACT NUMBER _____
ID CARD OR PASSPORT NUMBER _____	
NATIONAL INSURANCE NUMBER _____	

**B** Work in pairs. Ask and answer the questions. Complete the form with your partner's information.