

UPDIS
Coursebook

We know
books

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A2



Business Partner

UNIT 1 > WORKING DAY p.7

Videos: 1.1 Working day 1.4 What do you do?

1.1 > Daily tasks	1.2 > A work plan	1.3 > A survey	1.4 > Work skills: Talking about people and roles	1.5 > Business workshop: We want to meet you ...
<p>Vocabulary: Jobs and tasks</p> <p>Pronunciation: → The -s ending (p.96)</p> <p>Communicative grammar: Facts and routines</p> <p>Video: Working day</p> <p>Task: Introducing yourself and talking about your job and routine</p>	<p>Vocabulary: Work tasks and activities</p> <p>Reading and listening: Scheduling meetings</p> <p>Writing: An email to schedule a meeting</p>	<p>Reading: An employee survey</p> <p>Communicative grammar: Questions</p> <p>Pronunciation: → Questions (p.96)</p> <p>Writing: A survey about facilities in the workplace</p>	<p>Video: What do you do?</p> <p>Speaking: Talking about people and roles</p>	<p>Reading: A webpage; an email</p> <p>Speaking: Arranging to meet; an interview about your job; talking about your company and travel</p>

Review p.87

UNIT 2 > DOING BUSINESS p.17

Videos: 2.1 The Good Eating Company 2.4 Agreeing contract details

2.1 > Orders and deliveries	2.2 > Placing orders on the phone	2.3 > Email enquiries	2.4 > Work skills: Making agreements	2.5 > Business workshop: Planning a work party
<p>Vocabulary: Orders and deliveries</p> <p>Communicative grammar: Things you can and can't count</p> <p>Video: The Good Eating Company</p> <p>Task: Asking and answering questions about quantities</p>	<p>Listening: An order by phone</p> <p>Vocabulary: An order by phone</p> <p>Pronunciation: → /i:/, /ɪ/ and /aɪ/ (p.96)</p> <p>Grammar: can/can't</p> <p>Speaking: Placing an order</p>	<p>Reading: Frequently Asked Questions (FAQs)</p> <p>Pronunciation: → /tʃ/ and /dʒ/ (p.97)</p> <p>Communicative grammar: Saying something exists</p> <p>Writing: A response to an email enquiry</p>	<p>Video: Agreeing contract details</p> <p>Speaking: Making agreements</p>	<p>Reading: Information from a catering company</p> <p>Speaking: Comparing information about an order</p> <p>Writing: reply to an order enquiry</p>

Review p.88

UNIT 3 > CHANGES p.27

Videos: 3.1 How we started 3.4 How did the project go?

3.1 > A company's story	3.2 > New office	3.3 > Company performance	3.4 > Work skills: How did it go?	3.5 > Business workshop: Our first year
<p>Vocabulary: A company's story</p> <p>Communicative grammar: Talking about the past (1)</p> <p>Pronunciation: → The -ed ending (p.97)</p> <p>Video: How we started</p> <p>Task: Completing a timeline</p>	<p>Vocabulary: Email phrases</p> <p>Grammar: Giving instructions</p> <p>Reading: An email about meeting room rules</p> <p>Listening: A conversation about an office move</p> <p>Writing: An email giving instructions</p>	<p>Reading: Past successes and challenges</p> <p>Pronunciation: → /ɜ:/ and /ɔ:/ (p.98)</p> <p>Communicative grammar: Talking about the past (2)</p> <p>Writing: An email describing successes and challenges</p>	<p>Video: How did the project go?</p> <p>Speaking: Talking about projects</p>	<p>Reading: A timeline about a new company</p> <p>Writing: Preparing for a move</p> <p>Speaking: Asking questions about a new company; discussing a project</p>

Review p.89

UNIT 4 > TRAVELLING FOR WORK p.37

Videos: 4.1 Away on business 4.4 Technical problems

4.1 > I'm flying to Tokyo tomorrow	4.2 > The 12.05 is delayed	4.3 > An update email	4.4 > Work skills: Setting up a video call	4.5 > Business workshop: A business trip
<p>Vocabulary: Travel arrangements</p> <p>Communicative grammar: Talking about arrangements</p> <p>Pronunciation: → /ŋ/, /ŋk/ and /n/. The -ing ending (p.98)</p> <p>Video: Away on business</p> <p>Task: Arranging a time to meet</p>	<p>Vocabulary: Airports and train stations</p> <p>Reading and listening: Dealing with delays</p> <p>Grammar: will/won't</p> <p>Writing: Writing a text message about an announcement</p>	<p>Reading: Emails to a project manager</p> <p>Communicative grammar: Things happening now</p> <p>Writing: An update email</p>	<p>Video: Technical problems</p> <p>Grammar: Making suggestions</p> <p>Speaking: Problems with teleconferencing</p> <p>Pronunciation: → /ɪə/ and /eə/ (p.98)</p>	<p>Reading: Travel arrangements</p> <p>Listening: A change in plans</p> <p>Speaking: Arranging a meeting</p> <p>Writing: Text messages giving updates</p>

Review p.90

UNIT 5 > ORGANISING p.47

Videos: 5.1 Graduate Fashion Week 5.4 What do you think of the trade fair?

5.1 > Trade shows and exhibitions Vocabulary: Organising an exhibition Communicative grammar: Talking about intentions Pronunciation: → /æ/, /e/ and /ei/ (p.99) Video: Graduate Fashion Week Task: Talking about plans for a trade fair	5.2 > Phoning about a conference Vocabulary: Leaving a message Listening: Organising a conference Speaking: Taking and leaving phone messages	5.3 > Invitations Reading: Messages about an invitation Communicative grammar: Invitations with <i>would</i> and <i>want</i> Pronunciation: → /θ/ and /ð/ vs. /s/, /z/, /f/, /v/, /t/, /d/ (p.99) Writing: Informal messages of invitation	5.4 > Work skills: Socialising with clients Video: What do you think of the trade fair? Speaking: Socialising with clients	5.5 > Business workshop: The conference Speaking: Phoning to compare conference details Writing: An email about a conference Speaking: Making conversation at a conference dinner
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Review p.91

UNIT 6 > PRODUCTS p.57

Videos: 6.1 Industry futures 6.4 How many do you want to order?

6.1 > Future products Vocabulary: Technology and the environment Communicative grammar: Speculating about the future Video: Industry futures Task: Talking about the future	6.2 > A problem with an order Listening: A problem with an order Vocabulary: Helping with a problem Pronunciation: → /ɑ:/ and /ʌ/ (p.99) Speaking: Phoning and answering as customer services	6.3 > The production process Reading: Environment and ethics Communicative grammar: Describing production Pronunciation: → /u:/ and /ʌ/ (p.100) Writing: A description for a company website	6.4 > Work skills: Placing an order Video: How many do you want to order? Speaking: Placing an order	6.5 > Business workshop: Buy natural Reading: A company website about ethical products Speaking: Placing an order; making a complaint about an order
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Review p.92

UNIT 7 > COMPETITION p.67

Videos: 7.1 Comparing sports cars 7.4 Our products and services

7.1 > Should I upgrade? Vocabulary: Product qualities Listening: Talking about using a product Communicative grammar: Comparing (1): comparatives Video: Comparing sports cars Task: Comparing two models	7.2 > Services Vocabulary: Fees Pronunciation: → /əʊ/ and /aʊ/ (p.100) Listening: Comparing recruitment agencies Writing: An advertisement for services	7.3 > The best providers Reading: An email comparing services Communicative grammar: Comparing (2): superlatives Writing: An email summarising survey results Pronunciation: → /p/, /b/, /f/ and /v/ (p.100)	7.4 > Work skills: Presentations Video: Our products and services Speaking: Presenting	7.5 > Business workshop: The big contract Reading: An email about a trade show Speaking: Giving presentations Writing: A summary email giving a recommendation
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Review p.93

UNIT 8 > JOBS p.77

Videos: 8.1 Skills and experience 8.4 The job interview

8.1 > Work experience Vocabulary: Skills and personal qualities Communicative grammar: Talking about experience Video: Skills and experience Task: Asking and answering interview questions	8.2 > The best person for the job Vocabulary: Job requirements Listening: Choosing job candidates Pronunciation: → The vowel /ɒ/. The letter 'o' as /ɒ/, /əʊ/ and /ʌ/ (p.101) Speaking: Describing and comparing candidates	8.3 > Professional profiles Reading: A professional profile Communicative grammar: Talking about experiences and completed past events Pronunciation: → Silent letters (p.101) Writing: An employee profile	8.4 > Work skills: A job interview Video: The job interview Speaking: Job interviews	8.5 > Business workshop: The interviewer and the candidate Speaking: Interview questions; choosing the best candidate for the job
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Review p.94

Lesson outcome

Learners can describe work activities and tasks.

Lead-in 1A Match the photos (A-D) with the correct jobs (1-8).



- | | |
|-----------------------|-------------------|
| 1 Production Engineer | 5 Admin Assistant |
| 2 Sales Manager | 6 Finance Officer |
| 3 Sales Assistant | 7 Project Manager |
| 4 Digital Designer | 8 IT Specialist |

B Which of the jobs in Exercise 1A do people do where you work?

Vocabulary Jobs and tasks

2A Read about two jobs. Choose a job from Exercise 1A to complete the descriptions.

A I'm a(n) _____. I'm responsible for a team of five people. They often have meetings with customers. They sometimes work in the office and **call customers** on the phone. At the end of the week, they **do research** to find new clients. I sometimes **go to meetings** with important customers, so I often **travel for work**. I **analyse sales data**, and I often **write reports**. I also **do research** to find new clients. At the end of the day, I usually **make calls** to the other managers and to my boss, who works in a different location. My office hours are 9 a.m. to 5.30 p.m. but I'm so busy I never **finish work** before 5.30 p.m.

B Elena is a(n) _____. She usually **starts work** at 7 o'clock and she always has a lot of work to do. She **answers the phone** and **makes calls** or **writes emails**. She works with the sales team and often **processes orders** for them. She sometimes **goes to meetings** and takes notes. She rarely **travels for work**.

B Complete the expressions with words from Exercise 2A.

- | | |
|-------------------------|----------------------|
| 1 <u>go to</u> meetings | 6 _____ for work |
| 2 _____ customers | 7 _____ (sales) data |
| 3 process _____ | 8 write _____/emails |
| 4 do _____ | 9 answer _____ |
| 5 _____ calls | 10 _____/_____ work |

3 Work in pairs. Ask and answer the questions. Use the words in the box.

0%	100%				
never	rarely	sometimes	often	usually	always

How often do you ...

- | | |
|-----------------------------|---------------------|
| 1 do research? | 6 write emails? |
| 2 go to meetings? | 7 analyse data? |
| 3 start work at 8 o'clock? | 8 answer the phone? |
| 4 finish work at 5 o'clock? | 9 make calls? |
| 5 write reports? | 10 process orders? |

T Teacher's resources:
extra activities

→ page 96 See Pronunciation bank: The -s ending

Communicative
grammar

FACTS AND ROUTINES

➔ Grammar reference: page 102

- + I **am/'m** a Sales Manager. He/She **is/'s** an IT Specialist.
You/We/They **are/'re** Production Engineers

- + I/You/We/They **always start** work at 8 o'clock. He/She **often has** meetings.
I/You/We/They **usually come** to the office on Mondays. It **usually finishes** at midnight.

- I **am/'m not** a Finance Officer. He/She **is not/Isn't** a Finance Manager.
I/you/we/they **do not/don't call** customers. He/She **does not/doesn't call** customers.

4 Complete the text with the correct form of the verb in brackets.

Marek, Alberto, Ramona and I ¹ _____ (work) in a computer shop. Marek sells computers, but he ² _____ (not be) a Sales Assistant, he ³ _____ (be) a Sales Manager. Alberto and Ramona ⁴ _____ (be) IT Specialists. They ⁵ _____ (start) work at 9 o'clock. They ⁶ _____ (not finish) work before 7 o'clock.

I ⁷ _____ (analyse) sales reports, but I ⁸ _____ (not be) a Sales Manager, I ⁹ _____ (be) a Finance Officer.

5 Put the words in order to make sentences.

- 1 at / work / I / 8 o'clock / start / often
- 2 always / we / call customers / on Fridays
- 3 sometimes / they / a team meeting / have
- 4 after lunch / you / never / emails / write
- 5 data / don't / they / analyse
- 6 call / doesn't / she / customers / usually

T Teacher's resources:
extra activities

VIDEO 6A ▶ 1.1.1 Watch the video. Match the job titles with the speakers 1-3.

Chief Executive Officer (CEO) Senior Research Manager Student Services Manager

- 1 Liz 2 Ellen 3 Muj

B Watch the video again. Tick (✓) the things that each person does.

Who ...	Liz	Ellen	Muj
starts work at 7.30?			
finishes work at 5.30?			
travels to other countries for work?			
has lunch at 1 o'clock?			
analyses data?			
writes reports?			

C Work in pairs. Talk about what each person does and doesn't do. Use the words in Exercise 3.

Liz never writes reports. Ellen ...



7A Work in pairs. Take turns to introduce yourself. Talk about these things.

- Your name
- Some tasks/things you do
- Your job
- Your routine

My name's Nick. I'm a factory worker. I help make cars. I always start work at seven-thirty.

B Now work with another pair. Take turns to talk about your previous partner.

This is Nick. He's a factory worker. He helps make cars. He always starts work at seven-thirty.



Learners can schedule tasks.

Lesson outcome



Lead-in 1 Which of these tasks do you do in your job?

answer the phone do research go to meetings make calls
process orders travel for work write reports

2 What type of meetings do you go to?

budget client management planning project

Vocabulary Work tasks and activities

3 Read the calendar and to-do list. Match the words in bold with the correct definitions (a-g).

Susan's calendar					
	Mon 25	Tue 26	Wed 27	Thu 28	Fri 29
11.00		Client meeting	1 Budget meeting		Factory
12.00			Management meeting		
1.00					
2.00	Project planning meeting				Client meeting
3.00					

SUSAN'S TO-DO LIST

Before planning meeting:

- **2** Book a meeting room
- Create a **3** brief
- Send out the **4** agenda

Before budget meeting:

- Get data from production
- **5** Calculate production costs

Before management meeting:

- Prepare a **6** presentation
- Get an **7** update from each team member

- a instructions for a work task
- b new information
- c to make a reservation
- d a plan about money
- e to work with numbers to find an answer
- f a list of things to talk about in a meeting
- g a talk about a project, work task, etc.

4 Complete the sentences with the words in bold from Exercise 3.

- 1 She needs to _____ a room for ten people for the meeting.
- 2 Money isn't a problem. The _____ says we have \$10,000 for the project.
- 3 The _____ says the meeting starts at 10 a.m. and we have five points to discuss.
- 4 The work isn't difficult. The _____ gives instructions about the job.
- 5 Jo and Sam have a new project. Their _____ about it was interesting.
- 6 How is your new job? Can you give me an _____ on it?
- 7 We need to prepare a budget. Please _____ the costs before the meeting.

Reading and listening Scheduling meetings

5A Read the emails and number them in the correct order.

A ____

Hi David,

Thanks for your message. I usually meet clients on Tuesdays and on Wednesday 27 March I have a management meeting all afternoon. How about Thursday 28 March at 11.00 a.m.? We can meet for an hour.

Best regards,
Susan

B ____

Hi Susan,

Sorry, I work at home on Thursday mornings. Is Thursday afternoon at 1.00 p.m. OK? Shall we meet in your office?

Best regards,
David

C 1

Hi Susan,

I hope you are well. As you know, we need to have a new project planning meeting by Friday 29 March. I'm available all day on Tuesday or Wednesday. Are you available on those days?

Best regards,
David

D ____

Hi Susan,

Perfect. See you at 2.00 p.m. on Thursday, in your office.

Best regards,
David

E ____

Hi David,

I have a planning meeting at 1.00 p.m. How about Thursday afternoon at 2.00 p.m.? We can meet in my office.

Best regards,
Susan

B Mark the new project planning meeting on David's calendar.

- 1.00 1 o'clock
- 2.15 two-fifteen
- 3.30 three-thirty
- 4.45 four-forty-five
- 12.00 noon/midday (day)/midnight (night)
- a.m. morning
- p.m. afternoon

David's calendar					
	Mon 25	Tue 26	Wed 27	Thu 28	Fri 29
10.00				Work at home	
11.00					
12.00					
1.00					
2.00					
3.00					

6A 1.01 Listen to a conversation between David and Susan. Write the work tasks in the correct place on David's calendar.

- Presentation • Phone call • New project planning meeting (new time)

B 1.02 Complete the sentences with the words in the box. Then listen and check your answers.

about available busy date fine see shall then

- 1 We need to change the _____ of the new project planning meeting.
- 2 Are you _____ on Friday 29th, in the morning?
- 3 How _____ Friday afternoon?
- 4 Sorry, I'm afraid I'm _____ then.
- 5 Friday lunchtime is good. _____ we meet in your office?
- 6 I usually have lunch at 1 o'clock. How about _____?
- 7 Yes, that's _____. Then we can go to lunch for about an hour.
- 8 _____ you then.

T Teacher's resources: extra activities

Writing

7 Work in pairs. You are going to schedule a meeting.

Student A: Look at page 115.

Student B: Look at page 117.