

UNIT 1

Pages 8-9

- 1** 2 leave
3 hear
4 hold
5 keep
6 call
7 want, press
8 get
9 say
10 hang, try
- 2** *Possible answers:*
2 *She's on maternity leave at the moment.*
3 *I'm afraid I'm in a meeting. Can I call you back?*
4 *Hello Peter, it's Fiona. Please call me back as soon as you can.*
5 *Please could you spell your name?*
6 *I'm sorry I didn't catch the number. Did you say fifteen or fifty?*
- 3** 2 on 3 on 4 about 5 on 6 in 7 on 8 to
- 4** 1 d 2 g 3 b 4 f 5 h 6 e 7 a 8 c
- 5** 2 I'll tell him you called.
3 If I find the information, I'll let you know immediately.
4 If Peter doesn't come back from sick leave soon, we'll need to find a replacement.
5 If you push that button, you'll disconnect the caller.
6 What will you do if you don't find Sergei's number?
- 6** 2 handset
3 toll-free
4 This is
5 get
6 hang
7 turn off
8 area
- 7** 1 e 2 g 3 h 4 a 5 d 6 b 7 f 8 c

8 3

A Hello.
B Hello, can I speak to Tarmo Star, please?
A Speaking.
B Hi Tarmo. Did you get my message?
A Yes I did. You'd like me to send directions to the office.
B Yes that's right.
A Could you send them today?
B Of course. I'll do it now.
A Thanks, Tarmo. See you soon.

1 m 2 h 3 a 4 b 5 f 6 k 7 g 8 i 9 j 10 e 11 d 12 c 13 l

UNIT 2

Pages 16-17

1 2 on 3 in 4 by 5 in 6 in 7 by 8 in 9 on 10 in

2 2 registration
3 site
4 lift
5 profit
6 demand
7 partnership
8 reputation

3 1 e 2 a 3 b 4 h 5 c 6 g 7 d 8 f

4 *Possible answers:*

1 Turn immediately left. Cross the river and when you come to the roundabout take the first exit. Then take the first right and park in the company car park which is in front of the office building.

2 Walk back towards the washroom and then turn right down the corridor. Turn right at the first set of desks. B's desk is the third one on the left, just before the conference room.

5 *Possible questions:*

2 How many people do you employ? / How many people work for the company?

3 Are you a partnership?

4 How long have you been here/on this site?

5 Do you like working here? / Do you like the working atmosphere?

6 Where is your biggest market?

7 Who are your biggest/main competitors?

8 Can you tell me how to get to the factory?

- 6** Possible answers:
2 I've left my car in a reserved space.
3 Could you tell me how to get to the main office?
4 I'd like to introduce you to our Marketing Manager.
5 Did you have a good journey?
6 When was the company set up?
7 We are among the largest manufacturers in the region.
8 We have an excellent reputation in the market.

7 **7**

- A Hi, good to see you again. How was your journey?
B Slow. The traffic was terrible. But thanks for sending me the directions – I would have got lost if I'd followed the satnav.
A Yes, there is a new road layout and visitors often get lost trying to find us. So, remind me who you were you working for before you applied for this job?
B It was a small engineering company with just fifteen employees. I really enjoyed it and the location was great – it was very near the centre of Bristol in the west of England. It's a good company but I was looking for more challenges.
A Well you will certainly find them here! So, if you could sign in, I'll take you up to our conference room. The team is looking forward to meeting you. How is your Russian by the way? We've just set up a new office in Kazan.
B It's not bad. I can get by. We had a couple of projects going on near Moscow, so I was in regular contact with our Russian team.
A That's great. So, let's take the lift up to the seventh floor.

1 T 2 F 3 T 4 F 5 F 6 T 7 F 8 F

UNIT 3

Pages 22-23

- 1** 2 living
3 excellent
4 mix
5 retirement
6 jobs
7 level
8 medical
- 2** 2 redundant
3 development
4 insurance
5 retire
6 stressful
7 owners
8 leadership
9 promotion
10 challenging/ responsibilities

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3 2 a 3 i 4 b 5 f 6 g 7 d 8 j 9 c 10 h

4 2 for 3 to 4 of 5 for 6 about 7 of 8 of

5 Across

1 agency

3 takeaway

5 canteen

7 weekly

8 cost

Down

2 graduate

4 allowance

6 takeover

9 so

6 1 h 2 f 3 a 4 b 5 e 6 c 7 g 8 d

7 2 So did I.

3 Neither am I.

4 So do I.

5 Neither do I.

6 Neither was I.

7 So was I.

8 So am I.

8 **10**

A Tell me something about what you did in your previous company.

B I worked in Customer Service. I was mainly responsible for customers in Argentina, Brazil and Columbia. I handled order enquiries and complaints.

A Do you speak Spanish and Portuguese?

B Yes, I lived in Brazil for five years and my mother is Columbian.

A That would be very useful for us. So have you had much experience working with transport companies?

B Some. We had a Logistics department in my previous company that handled transport and distribution but I had to liaise with them on a regular basis.

A So how do you feel about getting more involved in the transportation side of the business? In this job, you would need to work directly with forwarding agents and our hauliers.

B Sorry, what do you mean by 'hauliers'?

A I mean the companies, and some individuals, that deliver our goods by truck.

1 Argentina, Brazil and Columbia

2 Spanish and Portuguese

3 She lived there for five years.

4 She had regular contact with them.

5 She defines 'hauliers' as companies or individuals that deliver goods by truck.

UNIT 4

Pages 28-29

1 2 by 3 up 4 with 5 between 6 by 7 in 8 down

2 Possible answers:

2 *Could you bear with me for a moment?*

3 *Are there any questions so far?*

4 *At this point on the graph you can see.../This shows...*

5 *I'd like to finish by thanking you all for coming.*

3 1 g 2 a 3 b 4 e 5 c 6 f 7 h 8 i 9 d

4 Up: 1, 2, 4, 7, 8, 9

Down: 3, 6, 10

The same: 5, 11, 12

5 2 question

3 trend

4 point

5 picture

6 rate

7 fall/decline

8 point/level

9 period

6 2 say

3 catch

4 repeat

5 bear

6 Take

7 give

8 show

9 fall

10 account

7 **13**

1 The graph shows how sales have increased this year. Sales were very poor at the beginning of the year but they began to pick up in March and reached a peak in December. The outlook is very healthy.

2 This has been a difficult year for the company. As you can see, the chart shows the dramatic fall in production at the beginning of the year. Things began to improve but in June there was a serious fire in our factory and this accounts for the sharp fall in production at that time. The situation hasn't changed very much since then.

3 As you can see, we're looking at a growth rate of between 2 and 5 per cent in the three-month period, October to December. We're forecasting that this will be up on last year. We are quite happy with the situation.

1 b 2 c 3 a

UNIT 5

Pages 37-38

- 1 2 make
3 cause
4 miss
5 happen
6 abandon
7 leave
8 report
9 give
10 cover

- 2 2 item
3 necessary
4 until
5 through
6 except
7 suit
8 questionnaire

- 3 2 take
3 tell
4 make
5 set
6 made
7 having
8 rejected

- 4 2 for 3 on 4 on 5 Of 6 to 7 on, on 8 in 9 in 10 at/through 11 out 12 in

5 *Possible answers:*

2 *I'd like to leave the next item until the next meeting.*

3 *Does everyone agree that the date of the next meeting should be changed?*

4 *Are you going to attend the next meeting?*

5 *I'm just phoning to tell you what happened in the meeting.*

6 *I've attached a copy of the agenda.*

7 *Just one more point.*

8 *What does everyone think about the idea?*

- 6 1 g 2 c 3 e 4 a 5 i 6 b 7 j 8 d 9 h 10 f

- 7 2 won't cause
- 3 'll order
- 4 missed
- 5 'll see
- 6 Does everyone agree
- 7 'm calling
- 8 has read/read
- 9 to find out
- 10 attached/have attached
- 11 have had/have been having/had/am having
- 12 was sent

8 17

So, just to summarise the meeting. Marisa, you are going to produce a questionnaire for all the staff to find out where they would like to go for this year's summer party. Bill, you are going to look into possible suppliers for the new security system. Michela, could you make sure that all employees know about the arrangements we have made for them to take up free gym membership and finally, Satu, can you research possible conference venues for the July sales meeting. The next meeting will be on June 15th. I think that covers everything. Thanks everyone.

Marisa: to produce a questionnaire for all the staff to find out where they would like to go for this year's summer party.

Bill: to look into possible suppliers for the new security system.

Michela: to make sure that all employees know about the arrangements we have made for them to take up free gym membership.

Satu: to research possible conference venues for the July sales meeting.

UNIT 6

Pages 42-43

- 1 Possible answers:
 - 2 Could you translate the menu for me, please?
 - 3 Can I have the roast duck, please? / I'll have the steak, please.
 - 4 Can I have the bill, please?
 - 5 Excuse me, what's this for?
 - 6 Where do you live? Do you live near the office?
 - 7 I live in Augsburg. It's a beautiful city which is not far from Munich.
 - 8 I'm planning to go to Bali for a week with my family.
 - 9 I'm very sorry to hear that. We'll miss him/her.
- 2 2 for 3 with 4 to 5 by 6 for 7 on 8 into 9 about
- 3 1 g 2 d 3 b 4 e 5 f 6 c 7 h 8 a
- 4 2 d Do you accept all credit cards?

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- 3 g Do you know if there is a cash machine nearby?
- 4 e Do you take sugar in your coffee?
- 5 c Would anyone like to see the dessert menu?
- 6 b Did you watch the basketball game yesterday?
- 7 f What clothes should I wear to the reception?
- 8 a What has happened to David? Is he OK?

5 1 f 2 j 3 g 4 d 5 e 6 i 7 a 8 c 9 h 10 b

6 play: golf, tennis, badminton, volleyball, basketball, ping pong
go: walking, climbing, cycling, snorkelling, diving, hiking, sailing

- 7 1 nephew
2 aunt
3 cousin
4 uncle
5 niece

8 **20**

A Where are you going for your holiday this year?
B To the UK. We're staying in a small hotel in Hereford.
A Why Hereford?
B Why not? It's a beautiful part of the world.
A What are you going to do while you're there?
B We're planning to do some walking and there are some excellent places to eat and we have some friends who live there. You must go there.
A Maybe next year.

1 d 2 h 3 e 4 g 5 b 6 c 7 f 8 a 9 i 10 j 11 l 12 k

UNIT 7

Pages 48-49

- 1 2 reservation
3 crossed
4 identification
5 lucky
6 bathroom
7 balcony
8 aisle
9 missed

- 2 *Possible answers:*
2 *I'd like a window seat, please, in the exit row if possible.*
3 *I'd like to reserve a double room for two nights, please.*
4 *Good afternoon. I have a reservation in the name of Badger.*

FLASH on English for BUSINESS CONVERSATIONS – Answer key and transcripts

5 I'm just phoning to say my flight has been delayed.

6 Excuse me, I have a connection to Dublin at 5:30. Will I have time to catch the flight?

3 2 in 3 in 4 under 5 in 6 for 7 in/on 8 with 9 on/with

4 1 d 2 a 3 f 4 b 5 g 6 c 7 h 8 e

5 *Possible answers:*

2 *Is the seat reservation included in the price?*

3 *I'll be there about 11 p.m., perhaps later.*

4 *I'd prefer to pay in cash.*

5 *There will be a car waiting for you outside the terminal.*

6 *I'll call you if I miss the flight.*

6 3 My luggage was put in the hold.

4 The room hasn't been cleaned today.

5 The form has already been filled in.

6 The taxi was booked last night.

7 My flight was cancelled.

8 I was given a first class ticket.

7 **23**

1 A Can I have your name, please?

B It's Ahmed Salem.

2 A I'd like to book a room for Tuesday night.

B A single or a double?

3 A I hope you catch the flight.

B Thanks. Wish me luck!

4 A I've missed my connection.

B When's the next flight?

5 A Can I pay by credit card?

B Yes, of course.

6 A The TV in my room doesn't work.

B I'll send someone to look at it.

7 A Can I see your passport, please?

B Yes, of course. Here you are.

8 A Where do I need to sign?

B Here, please.

1 Can I have your name

2 I'd like to book a room

3 catch the flight

4 missed my connection

5 pay by credit card

6 doesn't work.

7 Here you are.

8 do I need to sign?

UNIT 8

Pages 56-57

1 2 in 3 to 4 at 5 on 6 for 7 with 8 for 9 off 10 on

2 1 a 2 a 3 b 4 a 5 b 6 a

3 1 c 2 f 3 h 4 a 5 d 6 b 7 e 8 g

4 2 write
3 call
4 hope
5 must
6 thank
7 join
8 get
9 miss
10 pass

5 1 e 2 h 3 d 4 c 5 a 6 b 7 h 8 f

6 *Possible answers:*

2 We'll contact you soon.

3 Thanks for organising the conference.

4 Just to let you know that we've changed the date of the meeting.

5 Let us know if you can make it.

6 We hope you can have dinner with us.

7 I'll call you at the end of the week.

8 Good luck!

9 We're having a party/a get-together next week

7 *Personal answer*