

**PERSONAL INFORMATION**

Name Erin Jordan  
Address 15, Auckland Avenue  
Wilton  
Devon WT6 4LS  
Phone 01854 721335  
Mobile 773 2964812  
Email erijor@fastmail.com

Date of birth 21<sup>st</sup> May 2000  
Nationality British

**EDUCATION**

September 2019 Start 3 year degree course in Sports Science at the University of Exeter  
2011 – 2018 Wilton High School  
2018 A levels: Biology, Maths, Sports Science  
2016 GCSEs: English, Maths, History, Biology, Sports Science, French, IT, Music

**PERSONAL SKILLS**

Languages French Level B1  
Computer skills Competent user of all Microsoft Office programs  
Social I am sociable and find it easy to communicate with people of all ages. I am enthusiastic about everything I do.  
Organisational I make positive contributions to team work and I have good organisational skills.

**WORK EXPERIENCE**

August 2015 Tennis and swimming assistant teacher, Wilton Sports Centre  
August 2014 Sports assistant, Green Valley Summer Camp for children 8-12 yrs

**PERSONAL INTERESTS**

Swimming: school team  
Hockey: school team captain  
Tennis: club member. Winner Under 18s Singles.  
Playing the guitar and music

**REFERENCES**

Mrs C. M. Wade, Head of PE Department, Wilton High School

### A Curriculum Vitae

CV is an abbreviation for curriculum vitae. A CV is a summary of your education, qualifications and work experience that you send as part of an application for a job.

- 1 SPEAKING** In pairs, tick the type of information you think you should include in a CV and then compare your answers with the class.

- |   |  |
|---|--|
| 1 <input type="checkbox"/> address      | 6 <input type="checkbox"/> schools you've attended |
| 2 <input type="checkbox"/> hobbies      | 7 <input type="checkbox"/> jobs you've done        |
| 3 <input type="checkbox"/> exam results | 8 <input type="checkbox"/> volunteer work          |
| 4 <input type="checkbox"/> family       | 9 <input type="checkbox"/> free time activities    |
| 5 <input type="checkbox"/> holidays     | 10 <input type="checkbox"/> favourite subjects     |

- 2** Now read Erin's CV and tick the information from Exercise 1 that she has included.

- 3** Read Erin's CV again and find the answers to the questions.

- Where is Erin from? .....
- How old is she? .....
- What are her contact details? .....
- Which school does she go to? .....
- How many GCSE exams did she pass?  
.....
- Which subjects did she study for A levels?  
.....
- What is she going to do next year?  
.....
- What jobs has she done? .....
- Apart from sport, what is she interested in?  
.....
- Who can employers contact for more information?  
.....

- 4 SPEAKING** Work in pairs. Make a list of jobs that you think Erin could apply for and explain your choices.

### LANGUAGE REVIEW

#### Punctuation

- 5** Complete the rules with the words in the list and then circle examples in the CV on page 1.

abbreviations ■ list ■ name ■ examples ■ months

We use:

- capital letters for <sup>1</sup> ....., days, <sup>2</sup> ....., school subjects, post codes and <sup>3</sup> .....
- commas between items in a <sup>4</sup> .....
- colons (:) to give <sup>5</sup> .....

- 6 WRITING** Rewrite the interviewer's notes using the correct punctuation.

- anthony smetton
- date of birth 12 april 2001
- 19 Windermere Avenue watchet tn16 8gf
- langton secondary school
- gcse french german history maths english it
- hobbies football cooking photography
- reference mr t watson history teacher

#### PERSONAL INFORMATION

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Mobile \_\_\_\_\_  
Email \_\_\_\_\_

Date of birth \_\_\_\_\_  
Nationality \_\_\_\_\_

#### EDUCATION

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### PERSONAL SKILLS

Languages \_\_\_\_\_  
Computer skills \_\_\_\_\_  
Social \_\_\_\_\_  
Organisational \_\_\_\_\_

#### WORK EXPERIENCE

\_\_\_\_\_

#### PERSONAL INTERESTS

\_\_\_\_\_

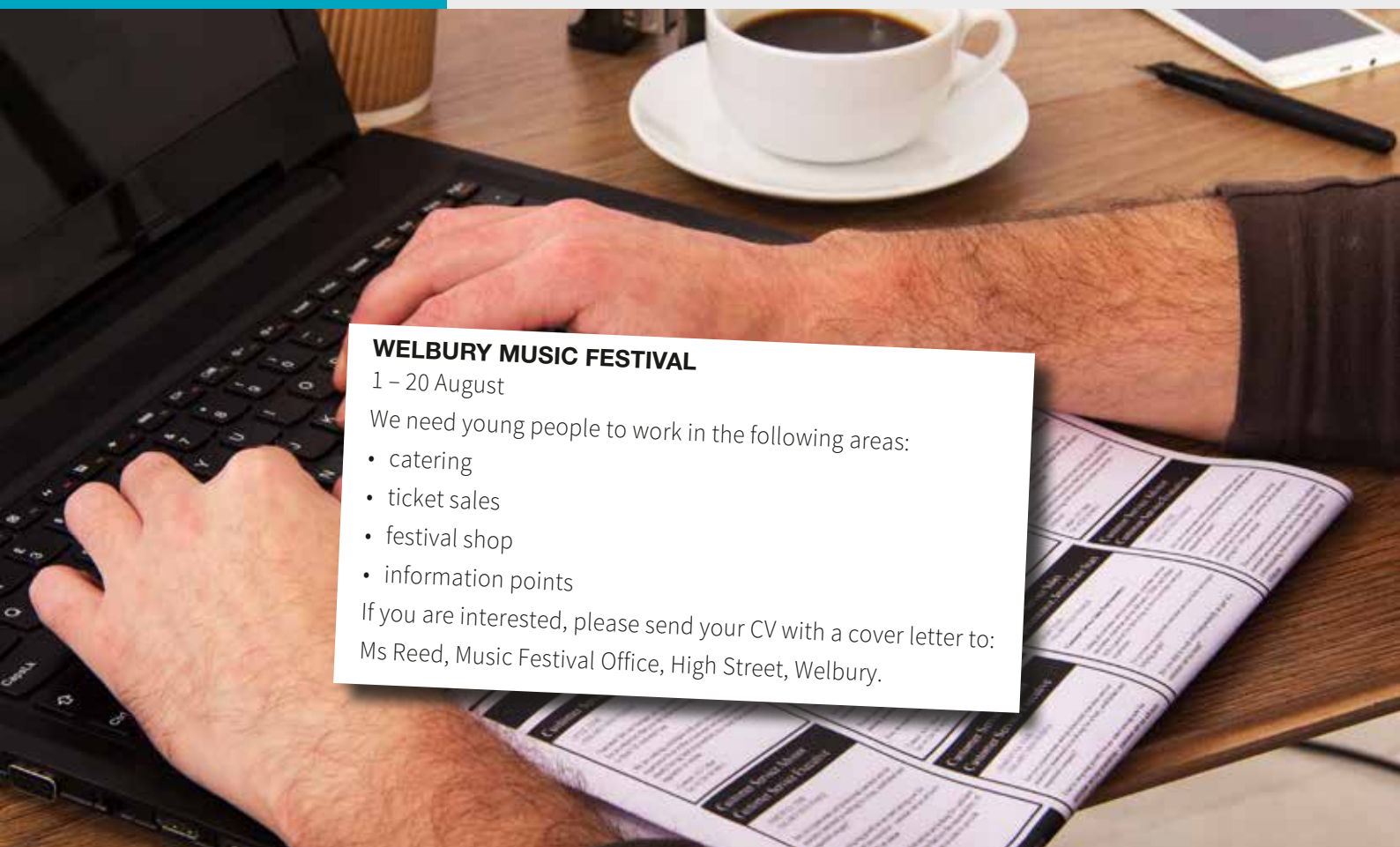
#### REFERENCES

\_\_\_\_\_

### WORK SKILLS

- 7 WRITING** Write your CV, using the CV of Erin as a model.

- Use the headings in the example.
- Give your personal information under each heading.
- Use the correct punctuation.
- Don't use Italian words, find the equivalents in English.

**WELBURY MUSIC FESTIVAL**

1 – 20 August

We need young people to work in the following areas:

- catering
- ticket sales
- festival shop
- information points

If you are interested, please send your CV with a cover letter to:  
Ms Reed, Music Festival Office, High Street, Welbury.

## A cover letter

You send a cover letter with your CV when you apply for a job. It is a letter of introduction and refers to a specific job you are interested in.

Dear Ms Reed,

**1**

I have seen your advert for jobs at the Welbury Music Festival and <sup>A</sup>I would like to apply for a job at the information points during the festival.

**2**

I am 18 years old and I have just finished my A levels. I am waiting for the results and I hope to go to university in September. <sup>B</sup>I am interested in this job because I like meeting people and I love all kinds of music.

**3**

<sup>C</sup>I have attached my CV. <sup>D</sup>I have lived in Welbury all my life so I know the town very well. I think I would be able to answer visitors' questions and help them. I can also speak good French and a little German, which could be useful with visitors from other countries. I learn new things quickly and my teachers say that I am a reliable and responsible person. I have also helped to organise concerts for the music club at school.

**4**

I could work for the whole festival period and <sup>E</sup>I am available for interview at any time.

<sup>F</sup>I look forward to hearing from you,

Yours sincerely

Joshua Williams

**1 SPEAKING** Work in pairs. Imagine you are applying for your first job. Put the stages in order.

- A ☐ Receive an offer for a job.  
 B ☐ Send your CV and a cover letter.  
 C ☐ Look at job adverts online/in newspapers/in a job agency.  
 D ☐ Fill in an application form.  
 E ☐ Have an interview.  
 F ☐ Find an advert for a job that interests you.

**2** Read the cover letter on page 3 and match the paragraphs to the functions.

- Paragraph 1 ☐ A Skills you have for the job  
 Paragraph 2 ☐ B Why you would like the job  
 Paragraph 3 ☐ C When you can work  
 Paragraph 4 ☐ D Why you are writing

**3** Read the letter again and match these sentences to sentences A - F in the letter.

- 1 ☐ I know a lot of things about my town.  
 2 ☐ Here's my CV too.  
 3 ☐ Please write to me soon.  
 4 ☐ I want to work at the Information Point.  
 5 ☐ I can come for an interview when you like.  
 6 ☐ I enjoy meeting new people so I'd be good at this job.

**4 SPEAKING** Work in pairs. Discuss Joshua's cover letter, do you think he should get a job? Why/why not?

**6** Circle the correct option.

- 1 Joshua *finishes / is finishing / has finished* school.  
 2 He *sends / is sending / has sent* his application to Ms Reed. He hopes he gets a job.  
 3 He *waits / is waiting / has waited* for an answer from Ms Reed.  
 4 Joshua *wants / is wanting / has wanted* to work at the Festival in August.  
 5 His friends *work / are working / have worked* on a farm at the moment.  
 6 Joshua *loves / is loving / has loved* all kinds of music.

## WORK SKILLS

### MR CRUSTY'S SANDWICHES

Are you 16 – 20 years old?  
 Are you looking for a summer job?  
 Yes? We need you to:

- make sandwiches
- serve in the shop
- deliver sandwiches (by bike)

Minimum 20 hours a week and you must be available at week-ends.  
 Please send CV and letter to:  
 K.Thornton@mrcrusty.com

### Woodland Summer Camp

We are looking for responsible students to work at our children's summer camp in July and August.  
 We need students to help organise activities:

- sports and games
- art
- music, dance and drama

If you are interested, please send your CV and a letter to  
 Paul.Lawson@holidayfun.com

## LANGUAGE REVIEW

### Present tenses

**5** Circle the correct words in the rules and underline examples of these tenses in the cover letter on page 2.

We use the

- **present simple** for actions that <sup>1</sup>*happen regularly / are happening now* and are always true;
- **present continuous** for actions that <sup>2</sup>*happen regularly / are happening now or around now*;
- **present perfect** for
  - a) past actions when we <sup>3</sup>*say / don't say* when they happened;
  - b) actions that started in the past and <sup>4</sup>*have stopped / are still happening now*.

**7** Choose one of the jobs from the adverts. Write a cover letter to send with your CV.

- 1 Begin and end your letter correctly (*Dear.../Yours sincerely*).
- 2 Organise your letter into 4 paragraphs (use the plan in exercise 2).
- 3 Use a formal style (e.g. use full forms and be polite).
- 4 Give information about yourself and explain why you are suitable for the job.
- 5 Plan your letter and make notes before you start writing.





### Phone calls

Phone calls are an important form of business communication. The way you answer the phone is important as it gives the caller an impression of your company. You should sound efficient and interested and always use polite language.

**A**

**Woman** Good morning, Aztec Enterprises. Can I help you?

**Man** Yes, I'd like to speak to Martha Taylor, please.

**Woman** OK, I'll just put you through...

**Woman** I'm sorry, she's busy at the moment. Will you hold?

**Man** No, thanks, I'll call back later.



**B**

**Man** Hello, Drivewell Car Rental.

**Woman** Hello. My name's Carol Deakin and I have an appointment with Mark Chambers at 10 o'clock. We're meeting a new customer at 10.15.

**Man** Right. I see.

**Woman** Could you tell him I'm going to be late, please? The traffic's really bad. I hope I'll be there by 10.30.

**Man** I'll tell him straightaway. Good-bye.

**C**

**Woman** Good morning, Fastrack Couriers.

**Man** Hello, RST Publishing here. Darren Brown speaking. I'd like to know when my documents will be delivered. They're urgent because I need them for a meeting which starts in two hours.


**Woman** Just one moment. I'll check... RST Publishing... Here we are. Your documents have already left and they will be with you in about half an hour, Mr Brown.

**Man** Good, thank you very much.

- 1 Divide the expressions into the two groups, then compare with a partner.

OK, see you. ■ Hi! ■ Georgia Merton speaking. ■  
 Good afternoon. ■ Can I help you? ■ Yeah, cool. ■  
 So, we'll meet at 11 o'clock. ■ What do you want? ■  
 Bye. ■ Certainly, Mr Watkins. ■  
 Good-bye. ■ Hey, Ben!

Business call	Call to a friend


- 2  [01] Read and listen to the phone conversations on page 5 and match the sentences to the conversations.

- 1 ☐ The caller won't arrive on time.  
 2 ☐ The caller wants some information.  
 3 ☐ The caller can't speak to the person he/she is calling.

- 3 Find words or phrases in the phone conversations that have the same meanings.

- 1 I want to talk to .....  
 2 Do you want to wait? .....  
 3 immediately .....  
 4 I will probably arrive .....  
 5 when they will arrive here .....  
 6 my name is .....

- 4 **SPEAKING** Work in pairs. Role play the telephone conversations substituting names and times.

- 5  [02] Listen to the phone call and complete the notes.

**Object:**

Meeting on <sup>1</sup> .....

**Programme:**

Meet Lauren in <sup>2</sup> ..... at 9 o'clock.

Meeting starts at <sup>3</sup> .....

**Morning:**

<sup>4</sup> ..... by Max Martin.

**Afternoon:**

Discuss marketing <sup>5</sup> .....

Brainstorm <sup>6</sup> ..... for the advertising campaign.

## LANGUAGE REVIEW

### Future tenses

- 6 Match columns 1 and 2. Then write example sentences for each tense.

1 Verb form

- 1 ☐ Present simple  
 2 ☐ Present continuous  
 3 ☐ *Be going to* + infinitive  
 4 ☐ *Will* + infinitive

2 Use

- a future intentions  
 b arrangements in near future  
 c predictions/spontaneous offers  
 d time-tabled events

- 7 Complete the sentences with the correct future form of the verbs in brackets.

- 1 That's a great idea! I ..... (tell) my manager straightaway!  
 2 The interview ..... (be) at 2 o'clock this afternoon.  
 3 Susan Jackson ..... (speak) first at the conference.  
 4 I hope they ..... (like) our proposals for the design.  
 5 What time ..... (taxi / arrive)?  
 6 A We need the report by Friday.  
 B OK, I ..... (start) writing it today.

## WORK SKILLS

- 8 **SPEAKING** Work in pairs. Role play the phone conversations using the information on the cards.

**Student A**

Company: AB Communications  
 You want to meet next week. You have prepared a presentation for new products.

**Student B**

Company: Fashion Strategies  
 You are away on a business trip next week on Tuesday and Wednesday.

**Student A**

Company: Worldwide Investments  
 You want to speak to Mr Baldwin. You need a contract urgently for a client who is leaving for Tokyo on Monday.

**Student B**

Company: Reckitt and Moore  
 Mr Baldwin is away today and tomorrow. You aren't sure if the contracts are ready.



### Formal introductions

When you have to meet new people as part of your job, it's important to know how to greet them politely.

**A**

**Woman** Hello, my name's Julia Greene. I work in Human Resources.

**Man** Hello, pleased to meet you. My name's Michael Beckton.

**Woman** Are you here for the interview?

**Man** Yes, that's right.

**B**

**Man** Henry, this is Ellen Price. She's the buyer at Kingsland.

**Woman** Hello, nice to meet you. Have you been to our company before?

**Man 2** No, I haven't.

**Woman** I'm sorry, Henry, but which department do you work in?

**Man 2** I work in accounts.

**C**

**Woman** I think we've met before. Did you visit our stand at the book fair?

**Man** Yes, we did. We ordered some of your notebooks.

**Woman** I remember. How many have you sold?

**Man** Nearly all of them. They're very popular with students.

**D**

**Woman** What was your journey like?

**Woman** It was fine. The train arrived early.


**Man** How long are you staying?

**Woman** We're here for two days.

- 1 Tick the situations in which you would meet new people. Then compare your answers with a partner.

visit to a new company ▪ an interview ▪  
a meeting with colleagues ▪ a business trip ▪  
first week of a new job ▪ changing department

- 2 For each of the situations you have ticked, think of some questions you would ask a person you are meeting for the first time. Then compare with your class.

- 3  [03] Read and listen to the formal introductions on page 7, then answer the questions.

Which extracts are from the


- 1 beginning of a conversation? .....  
2 middle of a conversation? .....

In which conversation

- 3 have the people already met each other? .....  
4 are they talking about the business trip? .....

- 4 Find phrases in the conversations on page 7 that you would use to:

- 1 introduce yourself .....  
2 introduce another person .....  
3 respond to an introduction .....  
4 say you already know someone .....  
5 say where you work .....  
6 give a positive answer to a question .....  
7 ask about someone's journey .....  
8 ask about the duration of a visit .....

- 5  [04] Listen to the introductions and mark the sentences true (T) or false (F).

#### Dialogue 1

- 1 Daisy Watson is waiting for an interview. ☐  
2 She has arrived late. ☐

#### Dialogue 2

- 3 Nina Vickers already knows the man. ☐  
4 Jason Wright is the organiser of the meeting. ☐

#### Dialogue 3

- 5 Ms Tyler arrived ten minutes ago. ☐  
6 She's going to meet some people before the presentation. ☐

#### Dialogue 4

- 7 The man has worked for X-Tech for two years. ☐  
8 The man enjoys his work. ☐

## LANGUAGE REVIEW

### Questions

- 6 Complete the sentences and find examples from the conversations on page 7.

be ▪ do/does ▪ did ▪ past participle

- In questions with the verb *be*, we invert the subject and the verb <sup>1</sup> ..... ;
- in the present simple, we use <sup>2</sup> ..... + infinitive;
- in the past simple, we use <sup>3</sup> ..... + infinitive;
- in the present perfect, we use *have/has* + the <sup>4</sup> .....

- 7 Read the conversations on page 7 again and write the questions.

- 1 ..... ?  
She works in Human Resources.  
2 ..... ?  
She's a buyer at Kingsland.  
3 ..... ?  
He works in the accounts department.  
4 ..... ?  
They met at a book fair.  
5 ..... ?  
Students buy a lot of the notebooks.  
6 ..... ?  
Their visit is two days long.

## WORK SKILLS

- 8 **SPEAKING** Work in pairs. Role play formal introductions using the information below.

#### Student A

Name: Jamie Curran  
Company: Westons  
Job: Computer programmer

#### Student B

Name: Emma Blackley  
Company: Futura  
Job: engineer

- 9 Now continue the conversations using the role cards.

#### Student A

- Journey?
- How long/stay?
- Department/work?

#### Student B

- A lot of traffic
- 3 days
- Research and design

#### Student B

- Met/before?
- How long/work?
- Where/ work/before?

#### Student A

- Yes/Marketing conference
- 3 years
- Bank





**TRAINEE PERSONAL ASSISTANT  
Anderson & Co, Manchester.**

We are looking for a school-leaver to join our team at a small creative agency. Your responsibilities will include: organising appointments, contacting clients, attending events, up-dating websites, internet research and general office administration.

This opportunity is ideal for a school-leaver with good exam results, real passion, attention to detail and enthusiasm for everything creative. Knowledge of foreign languages is an advantage.

Good pay and conditions. There will be opportunities to study for new qualifications if you are interested in improving your professional skills.

**APPLY** If you would like to apply for this job, please click the 'apply' button.

**Interviewer** I see you have studied French and Spanish. Can you speak and write both languages well?

**Ruby** Well, I'm more confident in French. I could have a simple conversation and write emails in French. If I met a Spanish person I would have a bit more difficulty, but I'd like to improve my language skills.

**Interviewer** Good, that might be possible. Are you good at organising your work and working on your own?

**Ruby** Yes, I am. When I did my work experience, my tutor said that was one of my strong points.

**Interviewer** So if I gave you instructions, you would be able to plan the work and do it without my help?

**Ruby** Yes, I think so.

**Interviewer** Now, if we offered you the job, when would you be able to start?

**Ruby** I could start at the beginning of September. I'm going away on holiday next week but I could start as soon as I get back.

**Interviewer** That would be fine. I've asked you a lot of questions, so have you got any questions you'd like to ask?

**Ruby** Yes, just a couple of things. Would there be opportunities to travel in this job?

**Interviewer** Yes, you'd have to attend events and meetings with the team. These are mostly in the UK but we also have some clients in France, Spain and Italy.


**Ruby** And just one last thing. When will you let me know if I have got the job?

**Interviewer** We've got some more candidates to interview and then we'll decide by the end of next week.

### A job interview


A job interview is a conversation between an employer and a job applicant. It is part of the selection process. An employer usually selects which candidates to interview after reading CVs and job applications.

- 1** Work in pairs. Read the advert and imagine you are going for an interview for this job. What questions do you think they will ask you? Make a list.

- 2**  [05] Read and listen to an extract from the interview on page 9 and compare the questions the interviewer asks with your list.


- 3** Read the extract from the interview on page 9 again and mark the sentences true (T) or false (F).

- |  |                          |
|--|--------------------------|
| 1 Ruby is very good at Spanish.  | <input type="checkbox"/> |
| 2 If she got the job, there's a possibility that she could do a language course. | <input type="checkbox"/> |
| 3 Ruby has no difficulty planning her work.                                      | <input type="checkbox"/> |
| 4 The job starts immediately.  | <input type="checkbox"/> |
| 5 Ruby is interested in travelling.  | <input type="checkbox"/> |
| 6 The interviewer offers Ruby the job.   | <input type="checkbox"/> |

- 4**  [06] Listen to the interviewer and a colleague discussing two candidates. Write R (Ruby) or J (Jamie) or B (both) next to the sentences.

#### This candidate

- |  |                          |
|--|--------------------------|
| 1 is very good.                        | <input type="checkbox"/> |
| 2 is not available to start work soon. | <input type="checkbox"/> |
| 3 has got average IT skills.           | <input type="checkbox"/> |
| 4 is better at languages.              | <input type="checkbox"/> |
| 5 would be good in social situations.  | <input type="checkbox"/> |
| 6 has already worked.                  | <input type="checkbox"/> |

- 5**  [06] Work in pairs. Listen again and discuss which candidate you think should get the job. Support your choice with examples.



### LANGUAGE REVIEW

#### Conditional sentences

- 6** Complete the rules and match them to the example sentences. Then underline examples in the text.

past ▪ will ▪ would ▪ present

- First conditional: If + <sup>1</sup> ..... simple, <sup>2</sup> ..... + infinitive;

Example: <sup>3</sup> .....

- Second conditional: If + <sup>4</sup> ..... simple, <sup>5</sup> ..... + infinitive;

Example: <sup>6</sup> .....

**A** *If you applied for the job, you would get it.*

**B** *If you arrive at the interview late, you'll make a bad impression.*

- 7** Complete the sentences with the correct tense of the verbs in brackets.

- If they offered me the job I ..... (be) really happy.
- What ..... (you / do) if you can't answer the interviewer's questions?
- ..... (Tom / accept) the job if they offered it to him?
- If you ..... (arrive) late, you won't make a good impression.
- If Rosie ..... (apply) for the job, she'll get it.
- If I were you, I ..... (write) your CV again.

### WORK SKILLS

- 8** Work in pairs. Imagine you are the interviewer for the job on page 9. Prepare some questions: use the prompts and think of some more questions.

- if / offer / job / start / work / immediately?
- if / exam results / good / leave job / and / go / university?
- if / have / a lot of work / work late?
- if / have / opportunity / do course?

- 9** **SPEAKING** Now role play the job interview, then swap roles.

**Student A:** interviewer

**Student B:** candidate



### Giving a presentation

A presentation is a way of showing a new product, idea or plan to a group of people. The speaker uses slides of photos, diagrams and the main points as well as short videos to illustrate the talk.



#### **Good morning, everybody.**

I'm going to talk to you today about our new design for a coffee machine. Firstly, I'm going to show you the new design features of the machine, secondly, I'm going to explain how it works – don't worry, I'll explain the technical part very briefly – and finally, we're going to taste a cup of coffee made with our new Coffee Express machine!

<sup>1</sup> Here's a photo of Coffee Express machine. It will be available in three colours: black, silver and red. I think this photo clearly shows its attractive, modern design.

The main advantage of our machine is that it not only makes a cup of coffee easily, but it does it very quickly. <sup>2</sup> The machine can hold a litre of water and it's very easy to fill, as you can see in this slide.

So when you fancy a cup of fresh coffee, <sup>3</sup> you simply put the eco-friendly coffee bag into the machine and press the button. <sup>4</sup> Coffee Express makes you a cup of coffee very fast and very well!

Cleaning is often a problem with this type of machine, but we think we have invented a great solution. This slide accurately demonstrates how the auto-clean feature washes away the old coffee thoroughly and leaves the machines sparkling clean and ready for use.

Now if you have any questions...

## 1 Work in pairs. Tick the situations in which a presentation would be useful.

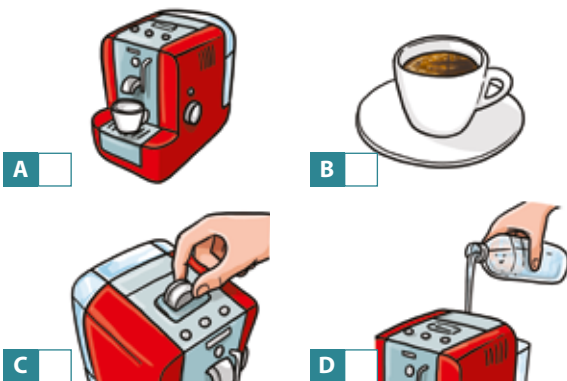
- 1 an advertising campaign
- 2 an informal discussion
- 3 company re-organisation
- 4 a fashion collection
- 5 a job interview
- 6 introduction of a new employee
- 7 a new website
- 8 a new project

☐  
☐  
☐  
☐  
☐  
☐  
☐  
☐

## 2 Some designers have prepared a presentation to introduce a new product to their colleagues. Put the parts of the presentation in the correct order and say which is the main part of the presentation.

- A ☐ Invite questions.
- B ☐ Explain the functions of the product and show photos of design details.
- C ☐ Welcome your audience.
- D ☐ Conclusion.
- E ☐ Give a general introduction.

## 3 [07] Read and listen to the presentation on page 11. Match the slides to the numbered sentences.



## 4 Read the presentation again and answer the questions.

- 1 How many sections are mentioned in the introduction? .....
- 2 What is going to happen at the end of the presentation? .....
- 3 What is the best thing about Coffee Express? .....
- 4 How much water can it contain? .....
- 5 What is special about the coffee bag? .....
- 6 What is the problem with many coffee machines? .....

## 5 [08] Listen to the questions from the audience and complete the notes.

- 1 Coffee Express can be used at home, in ..... and clubs.
- 2 The price of the machine will be about £ .....
- 3 The ..... are eco-friendly because after use, they go with the vegetable waste.
- 4 Tests with customers were very .....

## LANGUAGE REVIEW

### Adverbs of manner

#### 6 Circle the adverbs of manner in the sentences.

- 1 He explained clearly and then showed us some slides.
- 2 You can delete the information easily.

#### 7 Circle the correct words in the rules.

- We use adverbs of manner with <sup>1</sup>nouns / verbs.
  - Adverbs of manner usually come <sup>2</sup>before / after the object of the verb.
  - Adverbs like firstly, secondly usually come at the <sup>3</sup>beginning / end of a sentence.
  - We form adverbs by adding -ly to <sup>4</sup>verbs / adjectives.
- There are also some irregular adverbs of manner, for example: *well (good)* and *fast*.

## 8 Transform the word in brackets into an adverb and rewrite the sentences with the adverb in the correct place.

- 1 We tested the coffee machine. (careful)
- 2 Have you done the calculations? (accurate)
- 3 Martina gave the presentation. (good)
- 4 Our machines work in all conditions. (fast)
- 5 We'll talk about production. (first)
- 6 We will discuss the new project. (final)

## WORK SKILLS

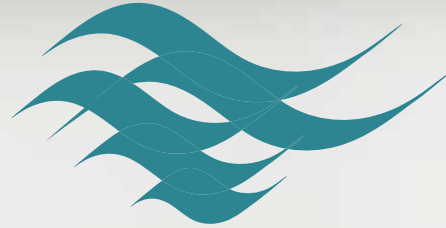
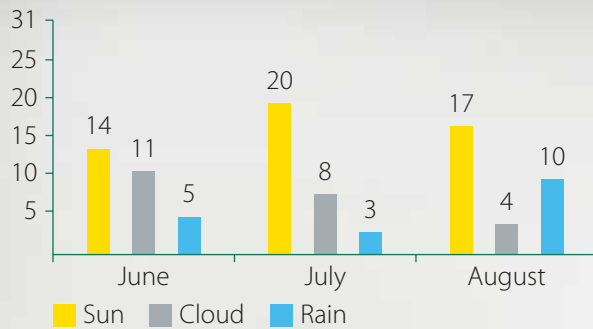
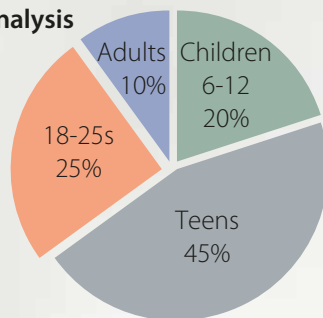
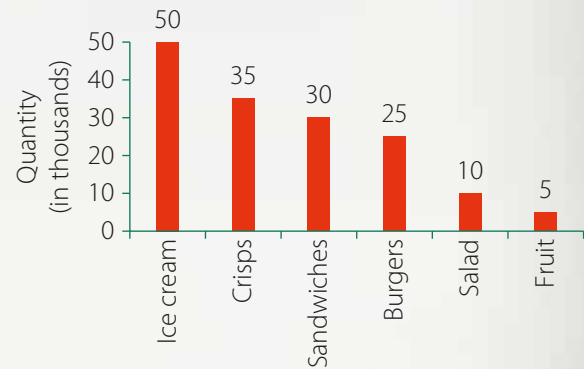
### 9 Prepare a presentation about a product.

- 1 Choose and research a product you use and like.
- 2 Write two headings: 1 Introduction; 2 Product (functions, design etc.).
- 3 Make short notes under each heading.
- 4 Find some pictures/diagrams of the product.

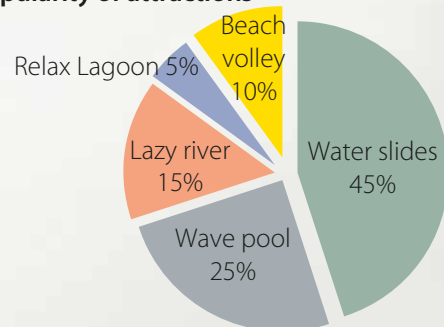
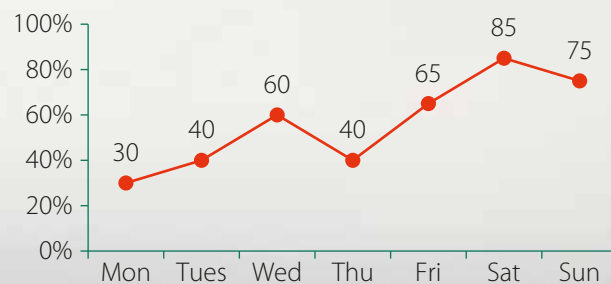
### 10 SPEAKING Work in pairs. Give your presentation and at the end, ask your partner if he/she has any questions to ask you.



## WAVES WATER PARK

**A Summer weather****B Customer analysis****D Total sales of snacks****C Customer satisfaction**

Opinion	Teens	Adults (18-25)
Very happy	25%	10%
Quite happy	35%	20%
OK	25%	50%
Disappointed	10%	15%
Very disappointed	5%	5%

**E Popularity of attractions****F Average daily attendance**

## Describing graphs


Graphs are diagrams that show information in a visual way. They are useful for comparing two or more things.

- 1 Waves Water Park wants to improve business. The manager has prepared some statistics. Look at the graphs on page 13 and match a sentence to each graph.**


- 1 ☐ Salads are less popular than ice creams.
- 2 ☐ July is sunnier than August.
- 3 ☐ Teenagers are happier than adults with the water park.
- 4 ☐ More teenagers than adults go to the park.
- 5 ☐ The waterslides are the best attraction.
- 6 ☐ The same number of people go to the water park on Tuesdays and Thursdays.

- 2 Read the information again and answer the questions.**

- 1 Which month has the worst weather?
- 2 Which month has the most cloudy days?
- 3 Which age groups make up 70% of customers?
- 4 Is Tuesday quieter than Monday at the water park?
- 5 Which is the busiest day of the week?
- 6 Are sandwiches more popular than crisps?
- 7 Which snacks do only a few people buy?
- 8 How many people think the Lazy River is the best attraction?
- 9 Which is the least popular attraction?
- 10 How many teenagers were satisfied or very happy with the park?

- 3**  **Listen and match the situations to the conversations.**

- Conversation 1 ☐ A Changing money in a bank  
 Conversation 2 ☐ B Colleagues discussing sales  
 Conversation 3 ☐ C Talking about a place of work  
 Conversation 4 ☐ D Colleagues in a theatre ticket office

- 4**  **Listen to the conversations again and complete the numbers in the notes.**

- 1 T-shirts sold: ..... % increase.
- 2 The customer wants to change: £ .....  
The exchange rate is £ 1 = \$ ..... The customer receives \$ .....
- 3 Tickets sold ..... Ticket price £ .....
- 4 Number of employees: ..... Percentage of under 30s: .....

## LANGUAGE REVIEW

## Comparatives and superlatives

- 5 Complete the rules with the words and find examples in Exercises 1 and 2.**

-est ▪ more ▪ better ▪

-er ▪ the worst ▪ the most

- Short adjectives add <sup>1</sup> ..... to form the comparative and <sup>2</sup> ..... for the superlative.
- Long adjectives have <sup>3</sup> ..... to form the comparative and <sup>4</sup> ..... for the superlative.
- Irregular comparatives and superlatives include: good, <sup>5</sup> ....., the best; bad, worse, <sup>6</sup> .....

- 6 Complete the sentences with the correct form of the adjectives in brackets.**

- 1 Waves Water Park is ..... than Waterland. (old)
- 2 The museum is ..... in the summer than in the winter. (busy)
- 3 This is the ..... holiday I've ever had. (bad)
- 4 The staff in the café are ..... than the staff in the shop. (friendly)
- 5 Entrance tickets for the zoo are ..... than tickets for the castle. (expensive)
- 6 Our theme park is ..... in the world! (big)

## WORK SKILLS

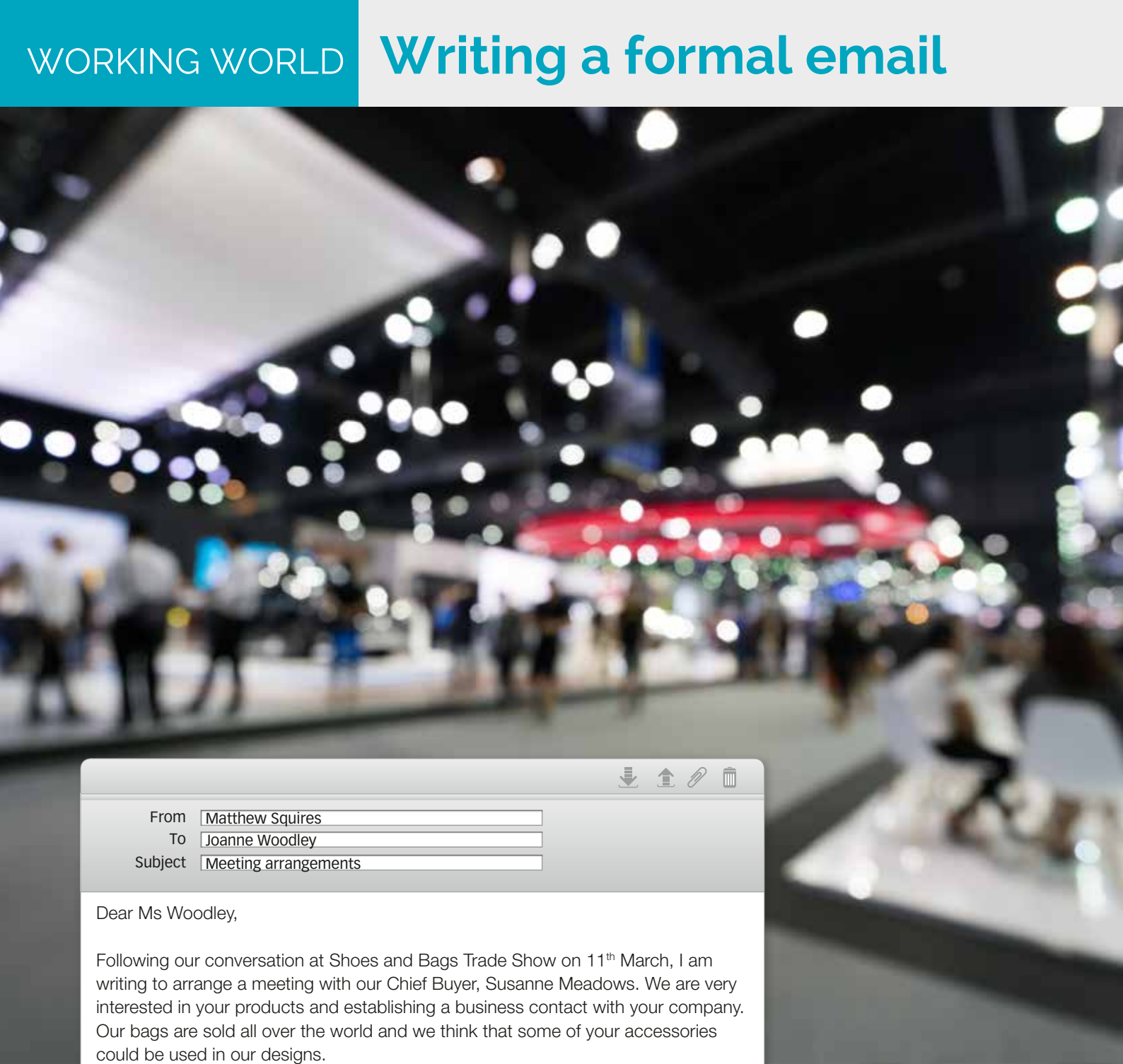
- 7 SPEAKING** Work in pairs. Describe the graphs on page 13.

**Student A:** speak about the information in graphs A – C – E.

**Student B:** speak about the information in graphs B – D – F.

- 8 The management of Waves Water Park wants to improve business. Use the information to discuss**

- which things they need to improve;
- some ideas of how they could improve the park.



From Matthew Squires  
To Joanne Woodley  
Subject Meeting arrangements

Dear Ms Woodley,

Following our conversation at Shoes and Bags Trade Show on 11<sup>th</sup> March, I am writing to arrange a meeting with our Chief Buyer, Susanne Meadows. We are very interested in your products and establishing a business contact with your company. Our bags are sold all over the world and we think that some of your accessories could be used in our designs.

26<sup>th</sup> or 28<sup>th</sup> April have been suggested as possible dates for a meeting. Would one of these days be convenient for you? The meeting will be held at our company head office in Birmingham.

I have attached a catalogue of our range of bags and a list of points to be discussed at the meeting.

I look forward to hearing from you.

Kind regards

Matthew Squires  
Assistant buyer  
Henley and Partners

Tel: 00 44 1854 78399367  
Email: m.squires@henley.com



### A formal email

We write formal emails to people we do not know well, for example to a distant colleague or a new contact. In a formal email, you use polite, formal language.

#### 1 Work in pairs. Discuss whether you would write a formal or informal email to these people.

- 1 your co-worker
- 2 a representative from another company that you met at a trade fair
- 3 the CEO of your company
- 4 accepting an invitation to a job interview
- 5 your best friend
- 6 a new company that is interested in working with your company

#### 2 Read the email on page 15 and answer the questions.

- 1 Who has written the email?
- 2 Who is the email to?
- 3 What is the purpose of the email?
- 4 Where did the writer first meet Ms Woodley?
- 5 What sort of products does Henley and Partners produce?
- 6 How many attachments are there and what are they?

#### 3 Read the email again and find expressions that correspond to these informal phrases.

- 1 See you soon. ....
- 2 We really like your products and we want to work with you. ....
- 3 Can you come to a meeting on 26<sup>th</sup> or 28<sup>th</sup> April?  
.....
- 4 The meeting will be at our head office.  
.....
- 5 Hi Joanne, .....  
.....
- 6 Let us know which day is best for you.  
.....

### LANGUAGE REVIEW

#### The passive

#### 4 Complete the rules and find examples in the formal email.

- We use the passive when we want to focus on the action, not the person who does it.
- The present simple passive: subject + am/  
1 ..... /<sup>2</sup> ..... + past participle of the verb.



- |  |   |
|--|---|
| ▪ The past simple<br>passive: subject +<br>was/ <sup>3</sup> ..... + past<br>participle of the verb. | past participle of the<br>verb.   |
| ▪ The present perfect<br>passive: subject + <sup>4</sup><br>..... /have been +                       | ▪ The future passive:<br>subject + <sup>5</sup> ..... be<br>+ past <sup>6</sup> ..... of the<br>verb. |

#### 5 Write passive sentences using the prompts.

- 1 The report / write / my colleague / last month.  
.....
- 2 The book / not / publish / yet.  
.....
- 3 The presentation / give / tomorrow morning.  
.....
- 4 These accessories / make / in Mexico.  
.....
- 5 The documents / deliver / yesterday.  
.....
- 6 The photos / take / professionally.  
.....

### WORK SKILLS

#### 6 Write Joanne Woodley's reply to the email using the following notes.

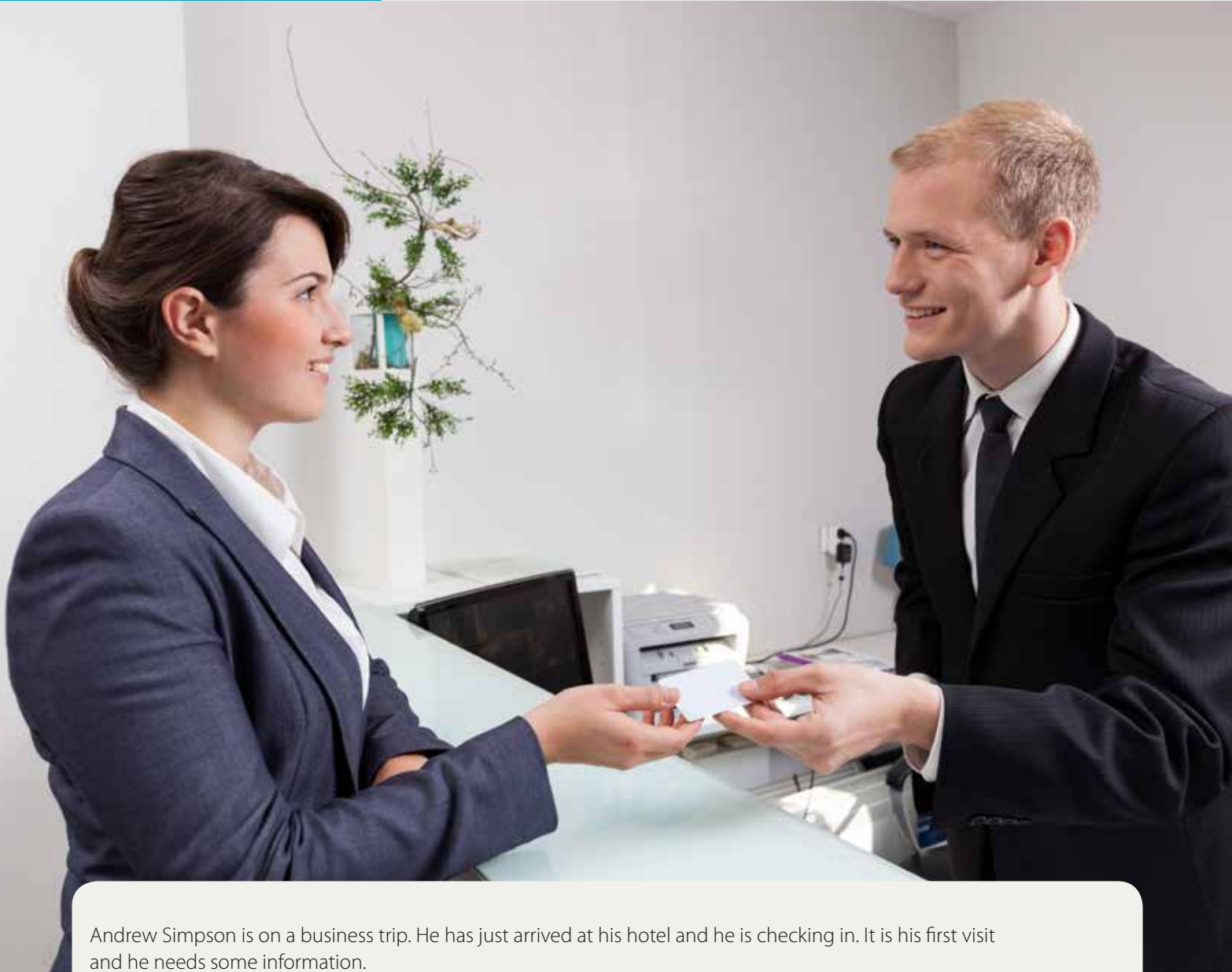
- thanks for the invitation
- interested in working with company
- prefer 28<sup>th</sup> April for the meeting
- what time is the meeting?
- new designs are being developed – will send photos soon
- attach price list and conditions
- looking forward to meeting his team

#### 7 Write a formal email, using the email on page 15 as a model.

- Write in paragraphs.
- Use formal, polite language.
- Organise the notes into paragraphs and think about any other information you need to include.
- Begin and finish the email correctly.







Andrew Simpson is on a business trip. He has just arrived at his hotel and he is checking in. It is his first visit and he needs some information.

**Receptionist** ...You're in room 312 on the third floor. Enjoy your stay!

**Andrew** Thank you. I wonder if you could help me with a few things? I need to change some money. Do you think I could change it here in the hotel?

**Receptionist** I'm sorry, sir. We don't change money. You'll have to go to a bank.

**Andrew** Could you tell me where the nearest bank is?

**Receptionist** It isn't far. Go out this door, turn left and it's about a hundred metres along the street.

**Andrew** Thanks. Do you know if it's open now?

**Receptionist** I'm afraid it isn't but it opens at 8.30 in the morning.

**Andrew** Good. My first meeting is at 10 tomorrow morning, so I'll have time to go before that. By the way, could I book an alarm call for 7.30?

**Receptionist** Certainly, sir. Is there anything else?

**Andrew** Well, yes, actually, just one thing. I'd like to go into the old town for dinner – I wonder if you could recommend a restaurant that serves good local food?

**Receptionist** Yes, let me show you on this map. It's here. You can get the underground from just outside the hotel and get off at this stop. It's only a short walk.


**Andrew** Thank you very much. You've been very helpful.

**Receptionist** You're welcome.

### Asking for information

In a formal situation, we use polite language including when we ask questions. You can add 'please' to the end of the question: 'What time is the meeting, please?' or you can ask an indirect question: 'Could you tell me what time the meeting is?' or 'I wonder if you know what time the meeting is.'


**1 It's your first trip to a new company in a different country. What information do you think you might have to ask for?**

**2**  **Read and listen to the conversation on page 17. Tick the things Andrew Simpson asks for.**

alarm call ■ time of breakfast ■ restaurant ■  
taxi ■ newspapers ■ bank ■ chemist

**3 Read the conversation again and correct the sentences.**

- 1 Andrew Simpson often stays in this hotel.
- 2 The bank is about ten kilometres away.
- 3 The receptionist doesn't know the bank opening times.
- 4 Andrew wants to wake up at 8.30.
- 5 He's going to eat in the hotel this evening.
- 6 There isn't an underground station near the hotel.

**4**  **Andrew Simpson arrives at the company for his first meeting. Listen to the conversation with his new colleague. Who asks about these things, Andrew Simpson (A) or his new colleague (B)?**

- 1 travel and hotel ☐
- 2 sign the security form ☐
- 3 coffee ☐
- 4 re-charge laptop ☐
- 5 print diagrams ☐
- 6 mobile number ☐

**6 Rewrite the direct questions as indirect questions.**

- 1 Where's the station?  
Could you tell me .....
- 2 Have you finished the report?  
I'd like to know .....
- 3 Can you give me the wi-fi password?  
I wonder if you .....
- 4 Did you copy me in on the email?  
Do you know if .....
- 5 Where are we going for dinner?  
I'd like to know .....
- 6 Is she the new CEO?  
I wonder if .....

### WORK SKILLS

**7 SPEAKING** Work in pairs. Role play these situations. Remember to use formal language and indirect questions when appropriate.

**Student A:** You are on a business trip, ask the receptionist in your hotel about these things.

**Student B:** You are the receptionist, answer the questions using the prompts.

#### Student A

- Pay by credit card?
- What time/breakfast?
- Chemist near here?
- Borrow adaptor for phone charger.

#### Student B

- All cards accepted.
- 6.30 – 9.00.
- Opposite hotel.
- Yes. In room.

**Student B:** You are visiting a new customer's factory, ask the manager about these things.

**Student A:** You are the manager, answer the questions using the prompts.

#### Student B

- What time meeting?
- Use the photocopier?
- Speak to the production manager.
- Have a bottle of water.

#### Student A

- 2pm.
- In administration office.
- Yes – tomorrow morning.
- Yes, sparkling or still?

### LANGUAGE REVIEW

#### Indirect questions

**5 Circle the correct words in the rule and underline the indirect questions in the conversation on page 17.**

- To form indirect questions, we use a phrase before the question, for example:  
Can/Could you tell me if...?  
Do you know if... ? followed by 'positive / interrogative word order  
I wonder if... / I'd like to know...
- Remember: <sup>2</sup>Do / Don't use question forms in indirect sentences.

## CV

CV is an abbreviation for *curriculum vitae*. A CV is a summary of your education, qualifications and work experience that you send as part of an application for a job.

**PERSONAL INFORMATION**

**Name** Alexander Lewis  
**Address** 105, Gower Street  
 Swansea SA3 9TN  
 Wales  
**Phone** 01792 970371  
**Mobile** 771 8122964  
**Email** alexlewis109@fastmail.com

**Date of birth** 1<sup>st</sup> September 2000  
**Nationality** British

**EDUCATION**

**2010 – 2017** Gowerton High School  
**2017** A levels: History, Geography, Economics  
**2015** GCSEs: English, Maths, History, Geography, Chemistry, French, Welsh, IT

**PERSONAL SKILLS**

**Languages** French Level B1  
 Welsh Level B2  
**Computer** Competent user of all Microsoft Office programs  
**Social** I am friendly and enjoy meeting new people of all ages.  
**Organisational** I enjoy working in a team and have experience of organising events for my Scout group.

**WORK EXPERIENCE**

**July – August 2015** Shop assistant at local newsagent's  
**10 – 17 October 2014** Lloyds Bank work placement (organised by school)  
**August 2014 to present** Volunteer – visiting old people in a care home  
**August 2013 to present** Newspaper delivery boy for local newsagent's

**PERSONAL INTERESTS**

Rugby: member of rugby club, player in under 18s team  
 Scouts  
 Mountain bikes and singing

**REFERENCES**

Mr R. L. Jenkins, Head Teacher, Gowerton High School



Use headings

Start with your personal details

Give all essential information in brief notes

Include things you can do well

Jobs you have done including work experience for school

Hobbies, free time activities, clubs etc.

Give the name of a person that knows you well and can give more information about you

**CHECK LIST**

- Keep your CV simple and brief.
- Use headings and notes.
- Include all the essential information about you.
- Check your CV for spelling mistakes and typing errors.

**Cover letter**

You send a cover letter with your CV when you apply for a job. It is a letter of introduction and refers to a specific job you are interested in.

**Date under  
address**

**Dear +  
person's  
name:**

**Dear Mr/Ms  
Whitfield...**

**Say when you  
are available  
for interview  
and work**

**Sign your  
name**

15, Sunley Avenue,  
Portsmouth  
Hants PO16 4JS

27 August 2018

Dear Sir or Madam,

I would like to apply for a hairdresser apprenticeship, advertised in The South Hants Times. Please see my CV which I have enclosed with this letter.

I am 17 years old and I have just left school. I am very interested in this opportunity to work and earn while I train to become a hairdresser. I would be available to work at any one of your salons. I would like an apprenticeship with your group of hairdressing salons because I think it would give me good opportunities for my future career.

I am keen to learn a new skill. My teachers say that I am responsible and hard-working.

Last summer, I worked in a small hair salon. I washed and blow-dried customers' hair and also answered the phone and arranged appointments. I really enjoyed this experience and decided that I would like to make hairdressing my career.

I am free to start an apprenticeship immediately and I am available for interview at any time.

I look forward to receiving your reply  
Yours faithfully,

*Tamara Williams*

**Top right, your  
full address**

**Explain why you  
are writing**

**Introduce  
yourself briefly**

**Explain your  
interest in the job  
and your  
experience**

**Use: Yours  
sincerely if you  
used the person's  
name at the  
beginning.**

**Alternatively:  
Kind regards**

**CHECK LIST**

- Write an individual cover letter for each job.
- Use formal, polite language.
- Write your letter in paragraphs.
- Check your letter for spelling mistakes and typing errors.



**Application form**

When you apply for a job, you may have to fill in a company application form. You will be asked for similar information as on your CV.

**PERSONAL INFORMATION**

<b>First Name</b>	EMILY
<b>Surname</b>	WILKINSON
<b>Date of birth</b>	30/04/2000
<b>Nationality</b>	BRITISH
<b>Address</b>	56, LEYTON ROAD, WINCHESTER HAMPSHIRE SO22 5YM
<b>Phone number</b>	01962 3367452 Mobile: 771 965382
<b>Email address</b>	ewilk@netmail.com

**QUALIFICATIONS**

<b>Name of secondary school</b>	KING ALFRED'S SCHOOL WINCHESTER
<b>Dates</b>	from 2010 to 2017
<b>Exam passes</b>	GCSE: MATHS, ENGLISH, FRENCH, SPANISH, HISTORY, GEOGRAPHY, BIOLOGY
	A Level/Btec: ENGLISH, MEDIA STUDIES
<b>Name of university/college</b>	/
<b>Dates</b>	From / to /
<b>Exam passes</b>	/

**WORK EXPERIENCE**

Date	Name of employer	Position
AUGUST 2018	PERCY'S FRUIT FARM	FRUIT PICKER
JULY-AUGUST 2017	CHILDREN'S SUMMER CAMP	ASSISTANT

**ADDITIONAL SKILLS**

Languages	Level
FRENCH	B1
SPANISH	B1
<b>Computer skills</b>	MICROSOFT OFFICE PROGRAMS
<b>Driving licence</b>	NO
<b>Other courses/qualifications/interests</b>	DANCE, SWIMMING, MEMBER OF DRAMA CLUB

Date	Signature
2 SEPTEMBER 2018	Emily Wilkinson

**CHECK LIST**

- Write in capital letters.
- Write clearly.
- Don't use Italian terms, find out the English equivalents.
- Check your application form for spelling mistakes and typing errors.

**Formal business email**

We write formal emails to people we don't know well, for example to a distant colleague or a new contact.  
In a formal email, you use polite, formal language.

**To:** Jessica Gordon  
**From:** Gareth Jameson  
**Subject:** EDC Conference booking

Dear Ms Gordon,

Following our telephone conversation yesterday, I would like to make the following booking for the conference centre at the Hildon Hotel:

- Three rooms in the Hildon Conference Centre from Tuesday, 4<sup>th</sup> October to Friday, 7<sup>th</sup> October.
- Twenty-five single rooms for the nights of 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> October.

I can confirm that one hundred seats in the main conference hall and seats for about sixty people in the other two rooms will be needed.

As regards the catering arrangements, exact numbers are not yet available, but a buffet lunch will be required on 5<sup>th</sup> and 6<sup>th</sup> October and dinner on 5<sup>th</sup> October for between 80 and 100 people. I will send you final numbers two weeks before the conference.

I have attached the programme for the conference and a list of the names of the people who will be staying at the hotel.

I look forward to receiving confirmation of the booking.  
Kind regards

Gareth Jameson

Gareth Jameson  
Assistant Marketing Manager  
Cooper and West  
Tel: 00 44 1628 84729866  
Email: g.jameson@cooperandwest.com

**Annotations:**

- Write a precise subject (points to the subject line)
- Refer to previous communication (points to "Following our telephone conversation yesterday")
- Make sure the main information is clear (points to the bullet points)
- Start a new paragraph for each new subject (points to the paragraph starting "I can confirm")
- Mention any attachments you have included (points to "I have attached the programme")
- Finish the email politely (points to "Kind regards")
- Include all your contact details (points to the signature block)

**CHECK LIST**

- Polite greeting and conclusion.
- Full forms: you are, not you're.
- No abbreviations: Monday, not Mon.
- No email acronyms: BTW.
- No idiomatic or informal phrases.

## MAKING PHONE CALLS

**Beginning**

- Good morning/afternoon.
- Can I help you?
- Hello, *[company name]* here. *[speaker's name]* speaking.

**Contacting the right person**

- Yes, I'd like to speak to..., please.
- I'll just put you through.
- I'm sorry, he/she's busy at the moment. Will you hold?

**Asking**

- I'd like to know when/where...
- Could you tell him/her I'm going to... ?

**Responding**

- I'm sorry, he/she's busy at the moment.
- Just one moment. I'll check...
- I hope I'll be...

**Ending**

- I'll call back later.
- I'll tell him/her straightaway.
- Good-bye.
- Thank you very much.

## HAVING A JOB INTERVIEW

**Questions**

- Can you speak/write/do... well?
- Are you good at ...-ing?
- If we offered you the job, when/what/where would... ?
- So if I gave you instructions, you would be able to... ?
- When would you be able to start?
- Have you got any questions you'd like to ask?
- When will you let me know if... ?
- Yes, just a couple of things. Would there be... ?
- And just one last thing...

**Answers**

- Well, I'm more confident...
- Yes, I think so.
- I could start...
- Yes, you'd have to...

**Comments**

- Good, that might be possible.
- That would be fine.

## MEETING PEOPLE

**Introductions**

- Hello, my name's *[name]*. I work in/at *[department/company]*.
- Hello, pleased to meet you *[name]*, this is *[name]*. He/She's *[job]*.
- Hello, nice to meet you.
- I think we've met before. Did you... ?

**Finding out about people**

- Have you been to *[company name]* before?
- I'm sorry, *[name]*, but which department/sector do you work in?
- What was your journey like?
- It was...
- How long are you staying?
- We're here for...

## GIVING A PRESENTATION

**Beginning**

- Good morning/afternoon everybody.
- I'm going to talk about...
- Firstly, ... secondly, ... and finally, ...
- I'm going to show/explain/demonstrate...

**Presentation**

- Here's a photo/slide...
- I think this photo clearly shows...
- This slide accurately shows...
- ...as you can see in this slide...
- The main advantage/problem is...
- ...you simply put...

**Ending**

- Now if you have any questions...

**DESCRIBING GRAPHS****Making comparisons**

- ...is/are less sunny/popular than...
- ...is/are sunnier/more popular than...
- More teenagers/children than...
- ...is/are the best/worst...
- The same number of people/children go/visit/like...
- The same number of ice creams/tickets are sold...

**Ending**

- Now if you have any questions...

**ASKING FOR INFORMATION****Questions**

- I wonder if you could...
- Do you think I could... ?
- Could you tell me where... ?
- Do you know if...?
- By the way, could I... ?
- I wonder if you could recommend...
- Is there anything else?

**Replies**

- I'm sorry, sir. We don't... / You'll have to...
- Thanks.
- Well, yes, actually, just one thing...
- Certainly, sir/madam.
- Let me show you...

**Comments**

- Thank you very much.
- You've been very helpful.
- You're welcome.