

**NEW
SERIES**

Sample pages | Not for sale

Business Result

Elementary Student's Book

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www.oup.com/elt

OXFORD
UNIVERSITY PRESS

Business Result Elementary Student's Book
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Business Result

Business English

Business Result is a new five-level course which combines a **communicative approach, authentic business material, and digital multi-media** to give professional students the language and communication skills they need at work.

Communicative syllabus provides pick-up-and-use language that students can take straight to work:

- Business vocabulary presented and practised in context
- Key expressions for work-related communication, including meetings, presentations, telephoning, and exchanging information
- Everyday phrases for short, informal conversations in and around the workplace
- Key grammar for accurate communication in work situations

Interactive Workbook on CD-ROM offers a complete, flexible self-study package for students. **see opposite >>**

Online student resources at www.oup.com/elt/result

At Intermediate, Upper-intermediate and Advanced levels, the Expert View – expert commentary from Cranfield School of Management – validates each case study and introduces an authoritative business perspective. **see opposite >>**

A complete support package for teachers

Teacher Training DVD with every Teacher's Book shows **Business Result** being used in class, and includes tips and commentary. Ideal for:

- Teachers who are new to **Business Result** and want to familiarize themselves with the course
- Teachers who are new to business English and want to develop their skills
- Directors of Studies for in-house teacher training

Teacher's Book includes notes, activities, unit tests, and DVD worksheets.

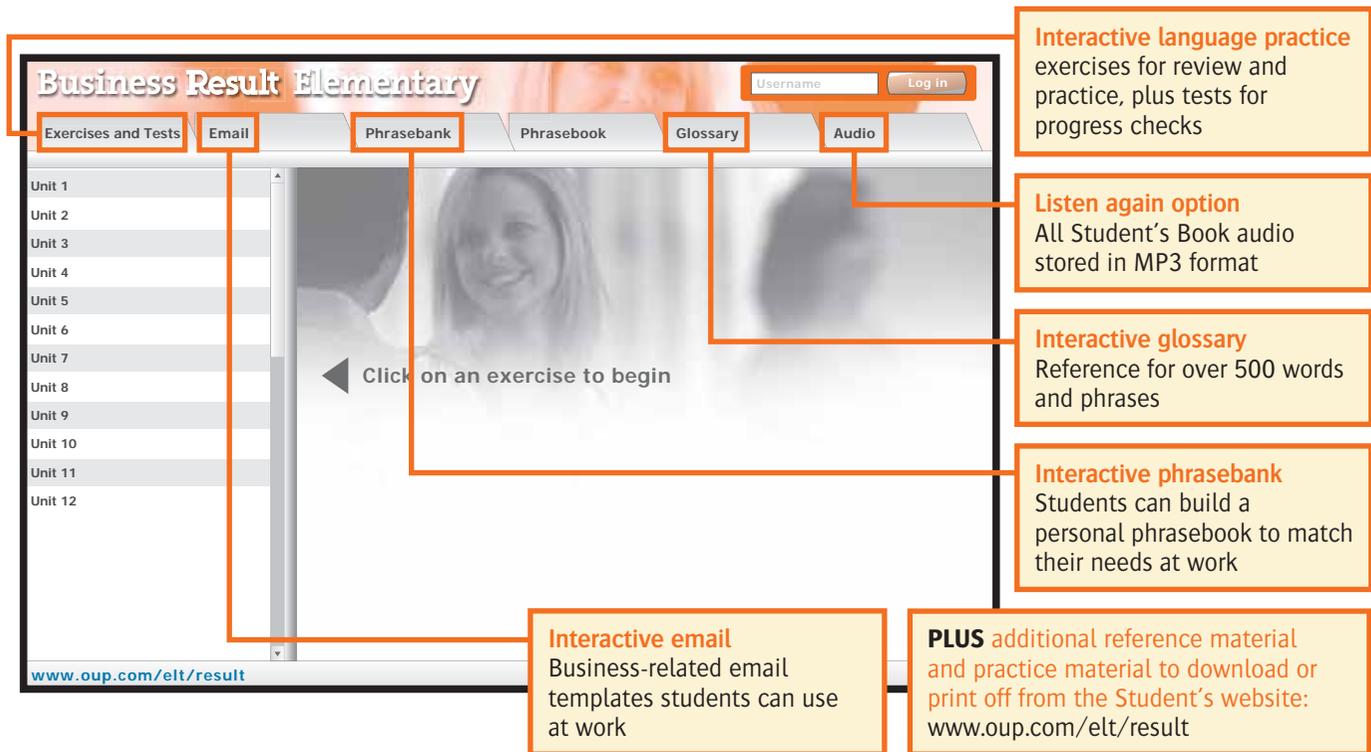
Online teacher resources at www.oup.com/elt/teacher/result



you can take to work *today*

Business Result Student's Book with Interactive Workbook on CD-ROM

The Interactive Workbook gives students interactive content which they can use immediately at work – they can practise skills and language from the Student's Book, then personalize material for their own work situation.



The screenshot shows the 'Business Result Elementary' website interface. It features a navigation menu with tabs for 'Exercises and Tests', 'Email', 'Phrasebank', 'Glossary', and 'Audio'. A sidebar on the left lists units from Unit 1 to Unit 12. The main content area displays a large image of a smiling woman and a man, with a 'Click on an exercise to begin' prompt. Several callout boxes highlight specific features:

- Interactive language practice** exercises for review and practice, plus tests for progress checks
- Listen again option**: All Student's Book audio stored in MP3 format
- Interactive glossary**: Reference for over 500 words and phrases
- Interactive phrasebank**: Students can build a personal phrasebook to match their needs at work
- Interactive email**: Business-related email templates students can use at work
- PLUS** additional reference material and practice material to download or print off from the Student's website: www.oup.com/elt/result

Case studies with the Expert View from Cranfield School of Management

At higher levels, each of the case studies in **Business Result** is accompanied by an Expert View from Cranfield School of Management, one of Europe's leading management schools. It is part of Cranfield University, renowned for its high quality postgraduate teaching and research, and its strong links to industry and business. For more information, visit: www.som.cranfield.ac.uk



Business Result Elementary sample pages
Turn the page to find Student's Book contents followed by a complete unit



Contents

Introduction

4–5

	Working with words	Language at work	Practically speaking	Business communication	Case study / Activity	Outcomes – you can:
1 Jobs 6–11	Talking about countries, nationalities, and jobs <i>Japanese, British, technician, managing director, etc.</i>	Present simple - <i>be</i> Possessives	How to spell	Socializing Saying hello and goodbye	Activity The introductions game	<ul style="list-style-type: none"> say what you do and where you are from ask about personal information spell say hello and goodbye and introduce yourself and others
2 Products & services 12–17	Company types and activities <i>electronics, automobile, produce, provide, etc.</i>	Present simple	How to say numbers	Exchanging information Booking and ordering by phone	Case study Choosing a supplier	<ul style="list-style-type: none"> talk about company types and activities ask about companies say numbers book and order things by phone
3 Location 18–23	Location and company buildings <i>head office, distribution centre, etc.</i>	<i>There is / there are</i> <i>Some / any</i>	How to start and end a telephone call	Telephoning Leaving telephone messages	Case study Finding the right location	<ul style="list-style-type: none"> talk about your company location and buildings ask for details about a workplace start and end a telephone call leave a telephone message
4 Technology 24–29	Technology and functions <i>switch on, enter a password, etc.</i>	Adverbs of frequency Questions	How to use sequencing words	Exchanging information Asking for and offering help	Case study Making use of technology	<ul style="list-style-type: none"> talk about technology talk about everyday activities ask questions in the present simple ask for and offer help
5 Communication 30–35	Documents and correspondence <i>print a hard copy, forward an email, etc.</i>	Past simple – <i>be</i> and regular verbs	How to apologize	Exchanging information solving problems	Case study Everyday tasks	<ul style="list-style-type: none"> deal with documents and correspondence talk about a past event say sorry explain and solve a problem
6 Contacts 36–41	Food and drink <i>menu, a coffee, some coffee, etc.</i>	Past simple – irregular verbs Time expressions	How to describe a trip	Socializing Making conversation	Activity The socializing game	<ul style="list-style-type: none"> order food in a restaurant or café use time expressions to talk about the past describe a trip make general conversation

	Working with words	Language at work	Practically speaking	Business communication	Case study / Activity	Outcomes – you can:
7 Departments 42–47	Responsibilities and departments <i>be in charge of, Customer Services, etc.</i>	Prepositions of place and movement	How to use <i>this, that, these, and those</i>	Exchanging information Showing a visitor round	Case study Designing the perfect workspace	<ul style="list-style-type: none"> Describe departments and their responsibilities say where things are and give directions using prepositions show a visitor round a company
8 Employment 48–53	Employment <i>imaginative, practical, be good at ...</i> , etc.	Present continuous	How to tell the time	Meetings Arranging to meet	Activity The right person for the job	<ul style="list-style-type: none"> talk about professional qualities, skills, and experience talk about what you are doing now and trends in the workplace tell the time arrange a meeting
9 Competition 54–59	Competition <i>wide choice, high quality</i> , etc.	Comparatives	How to say prices	Meetings Comparing and choosing	Case study Making a supermarket competitive	<ul style="list-style-type: none"> talk about competition and how to be competitive compare products and companies say prices compare and choose
10 Teamwork 60–65	Working in teams <i>attend meetings, solve problems</i> , etc.	Present continuous – present and future Superlatives	How to respond to news	Meetings Giving opinions	Case study Changing the way you work	<ul style="list-style-type: none"> talk about teams and teamwork discuss problems talk about present and future arrangements choose the best options respond to news give opinions
11 Travel 66–71	Air travel <i>check-in, business class, passport control</i> , etc.	<i>Going to</i> Infinitive of purpose	How to talk about money	Travel Staying at a hotel	Case study Organizing a business trip	<ul style="list-style-type: none"> talk about air travel check in at an airport talk about future plans give reasons for actions talk about money book a hotel room and ask about hotel services
12 Schedules 72–77	Calendars and schedules <i>busy period, tight deadline</i> , etc.	Present perfect	How to use prepositions of time	Meetings Planning a schedule	Activity The revision game	<ul style="list-style-type: none"> talk about schedules talk about recent past actions say when something happens using prepositions of time say dates plan a schedule

Practice files **78–101**

Information files **103–117**

Irregular verb list **102**

Audio scripts **118–127**



6 Contacts

Learning objectives in this unit

- Talking about food and drink
- Ordering food in a restaurant or café
- Talking about the past with time expressions
- Describing a trip
- Making conversation

Activity

- The socializing game

Starting point

- 1 Does your company have many visitors? Where do they have lunch? Where do they go in the evening? For dinner? To the theatre?
- 2 Do you visit other companies? How do they entertain you?

Working with words | Food and drink

- 1 Work with a partner. Read this article and discuss the questions for:
 - 1 your own country
 - 2 other countries you visit

Tips for Travellers: Eating Out

In many countries, the restaurant – not the office – is the real place for business. So make sure you can answer these questions before your next trip abroad.

- 1 What do you eat for lunch or dinner in your country?
- 2 Are there any special or local dishes?
- 3 Is it normal to drink alcohol?
- 4 How many courses are there?
- 5 Who pays the bill?
- 6 What is the tip in most restaurants? 0%? 10%? 20%?

- 2 **33▶** Listen to two people at a restaurant. What do they order? What is their total bill?



THE patio

Sushi	11.50
Grilled vegetables	9.00
Pizza	8.25
Steak and fries	10.50
Chicken caesar salad	7.95
Side dishes: Mixed salad or french fries	4.50
Bottled water (sparkling or still)	3.50
Soft drinks	3.00
Coffee / Tea	2.75





3 33▶ Listen again and underline the correct words in italics.

- 1 *Would* / *Do* you like sushi?
- 2 *We like* / *We'd like* a bottle of sparkling water.
- 3 *Do you like* / *Would you like* to order first?
- 4 *I'd* / *I'll* have the grilled vegetables please.
- 5 *I like* / *I'd like* some sushi, please.
- 6 How *is* / *was* your meal?
- 7 *Would you like* / *You like* a dessert?
- 8 *I'll have* / *I like* a coffee.
- 9 *We'll* / *We'd like* two coffees, please.
- 10 *Could* / *Would* I have the bill, please?

4 Which of these phrases in italics mean (a) 'Do you want ...?', (b) 'I / We want ...', or (c) neither.

- | | |
|-----------------------------------------|----------------------------------------|
| 1 <i>Do you like</i> sushi? ___ | 5 <i>I have</i> sushi. ___ |
| 2 <i>Are you ready to order?</i> ___ | 6 <i>I'll have</i> sushi. ___ |
| 3 <i>We like</i> sparkling water. ___ | 7 <i>Would you like</i> a dessert? ___ |
| 4 <i>We'd like</i> sparkling water. ___ | 8 <i>Could I have</i> the bill? ___ |

5 Work with a partner. Take turns to be a customer and a waiter at the café. Use the menu and practise ordering food.

6 Read these sentences and complete the rules with the words in bold.

*Would you like **some** french fries?*
*We'd like **a** bottle of sparkling water.*
*I'd like **some** sushi, please.*

- 1 Use _____ / *an* with singular, countable nouns.
- 2 Use _____ with plural countable nouns and uncountable nouns.

7 Work with a partner. Write *a* / *an* or *some* next to these words.



1 a (cup of) coffee



2 some coffee



3 _____ sushi



4 _____ salad



5 _____ cheese



6 _____ sandwich



7 _____ french fries



8 _____ steak

▶▶ For more exercises, go to Practice file 6 on page 88.

8 Think of your last trip abroad. Was it for business or pleasure? How were the restaurants? Did you try some local dishes? What food did you eat? Tell the class.

📄 ▶▶ Interactive Workbook ▶▶ Glossary

Tip | countable and uncountable nouns

Some nouns are countable:
1 apple, 2 apples, 1 bottle, 3 bottles

Some nouns are uncountable:
sushi, chicken

Some nouns can be both:
*I'd like **a** (cup of) coffee.*
*Can I have **some** coffee?*

Language at work | Past simple – irregular verbs | Time expressions



1 What are trade fairs? Who goes to them?

2 Read about this Industry Expo.

- 1 What type of industry was it for?
- 2 When and where was it?
- 3 Where were manufacturers, suppliers, and other representatives from?
- 4 Does your business or industry have similar events?

✉

Recent events

Textile Industry Expo Date: 1–4 August, 2009

Venue: Ho Chi Minh City International Exhibition & Convention Center, Vietnam

Almost 100 companies went to this year's Industry Expo. Manufacturers and suppliers from China, the Republic of Korea, India, Taiwan, and Hong Kong met Vietnamese producers, and two companies from Austria and Italy also had representatives at the event.

Don't miss this event next year. [Click here for early registration.](#)

3 There are three verbs in the description of the Expo. Underline them. Do they describe the past or present?

4 34▶ Listen to Giang and Enzo meet at the Expo.

- 1 Where is Enzo from?
- 2 What do they give each other?
- 3 How did they travel to the Expo?

5 34▶ Listen again. Number these verbs in the order you hear them.

came ___ took 1 flew ___
had ___ were ___ left ___ met ___



6 Write the verbs in **2** and **5** next to the infinitive.

- | | |
|-------------------|-----------------|
| 1 be – <u>was</u> | 5 have – _____ |
| 2 take – _____ | 6 leave – _____ |
| 3 go – _____ | 7 come – _____ |
| 4 meet – _____ | 8 fly – _____ |

7 Read this extract from Enzo and Giang's conversation. Complete the timeline with the time expressions in **bold**.

I came to Ho Chi Minh City **last night**, but I left Bologna **two days ago**. I flew to Milan and then to Shanghai. I had a day in Shanghai, so I met some colleagues there **yesterday**.



8 Work with a partner. Describe your last trip. Talk about some of the following and use time expressions.

- where you went
- how long the journey took
- when you left / arrived
- when you came home
- what meeting (conference) you had
- where you left from
- who you met

9 35▶ Listen to Giang ask Enzo about his career. Complete these questions.

- 1 How did you _____ a sales manager in textiles?
- 2 Why did you _____?
- 3 When did you _____ your current company?

10 35▶ Listen again. What are Enzo's answers?

11 Work with a partner.

- 1 Write five sentences about your career using time expressions.
Example: I went to University in 1999.
I studied ...
- 2 Swap your sentences. Ask and answer questions about your careers. Begin with the question: *How did you become a ... (job title)?*

Interactive Workbook Exercises and Tests

Practically speaking | How to describe a trip

1 Which adjectives below describe

- a hotel?
 - a meal or the food?
 - a city or country?
 - a journey?
 - a presentation?
- nice good boring delicious comfortable interesting*
OK terrible fine

2 Work with a partner. Look at some photographs from a trip. Take turns to ask and answer questions. Student A, turn to file 14 on page 106. Student B, turn to file 46 on page 114.

3 Now ask your partner about their most recent trip.

Example: How was the flight? How was the hotel?

Business communication | Making conversation

1 How can you start a conversation in these two situations?



1 You're at a conference cocktail party. It's the end of the first day.



2 You arrive at your company. You see a visitor in Reception.

2 36,37▶ Listen to two conversations and match them to situations 1 and 2 above.

3 36▶ Match phrases 1–8 to responses a–h, then listen again and check.

- | | |
|---------------------------------------------|------------------------------|
| 1 Can I join you? ____ | a Very interesting. |
| 2 I hear you work for GST. ____ | b Sure. See you later maybe. |
| 3 My name's Simon Turing. ____ | c Yes, of course. |
| 4 What do you think of the conference? ____ | d No, not many. |
| 5 Do you come here every year? ____ | e Pleased to meet you. |
| 6 Do you know a lot of people here? ____ | f No, thanks. I'm fine. |
| 7 Would you like another drink? ____ | g Yes, that's right. |
| 8 Please excuse me. ____ | h No, this is my first time. |

4 Work with a partner. You are at a conference. Practise this conversation.

- start the conversation
- offer something
- talk about the conference
- end the conversation.

5 37▶ Work with a partner. Think of possible responses to these sentences, then listen again and compare your answers.

- | | |
|---------------------------------|----------------------------|
| 1 Can I help you? | 4 Can I get you something? |
| 2 Is this your first time here? | 5 Nice talking to you. |
| 3 Please go in and take a seat. | |

» For more exercises, go to **Practice file 6** on page 88.

6 Work with a partner. Practise this conversation.

- start a conversation with a visitor in Reception
- offer to take him / her to a colleague's office
- offer something to drink
- end the conversation

7 Work with a partner. Student A, turn to File 18 on page 107. Student B, turn to File 43 on page 113.

» Interactive Workbook » Email » Exercises and Tests

Key expressions

Starting a conversation

Can I join you?
I hear you work for ...
Is this your first time ...?
What do you think of ...?

Offering

Can I help you?
Can I get you something?
Would you like another ...?
Please take a seat. / Please
go in and take a seat.

Responding

Yes, please.
Yes, of course.
Yes, that's right.
No, thanks. (I'm fine).

Finishing a conversation

Please excuse me.
Nice talking to you.
See you later.

» Interactive Workbook
» Phrasebank



The socializing game

Play the socializing game with a partner.

Choose a square.

On a blue square, read the question or sentence, and then respond. On a brown square, read the answer and ask an appropriate question.

If you are right, you win the square.

Then your partner chooses a square and does the same.

Try to complete a line of five squares across (→), down (↓), or diagonally (↘) before your partner.

Examples:

Do you like fish?

*You say:
Yes, and I really like sushi.*

**Do ...?
No, not many.**

*You say:
Do you know many people here?*

Is this ...? No, I was here last year.	What would you like to drink?	How ...? Fine. There was no traffic on the roads.	When did you join your company?	Can I ...? Yes, please. I'll have a coffee.
My name's Rudolf.	Can ...? Yes, sure. Take a seat.	I hear ... Yes, it's a great company.	Nice talking to you.	When did you start your job?
What ...? It's very interesting.	Would ...? No, thanks. I'm fine.	Please excuse me.	Would you like a side dish with that?	Could I ...? Certainly. It's €25, please.
Are you ready to order?	How ...? Delicious! Thank you.	Where did you go on holiday last year?	How ...? My room was a bit small, but it was very comfortable.	When did you last travel by plane?
Would you like a dessert?	How did you become a ... (your job)?	Do ...? No, not every year, but I was here last year.	Would you like to order first?	Can ...? Yes, please. I have a lot of bags.

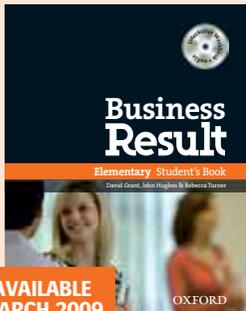


Activity

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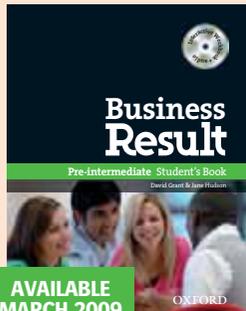
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Elementary



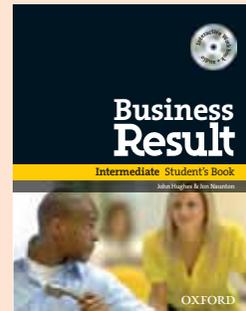
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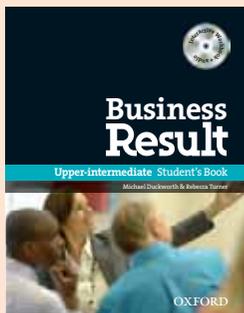


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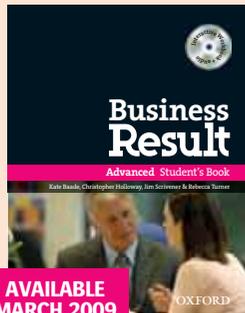
Intermediate



Upper-intermediate



Advanced



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