

Antwoordenboek

Zakelijk Engels

Versie mei 2021

Inhoudsopgave

Case one: looking for a job	2
Case two: At the office	7
Case three: The conference	12
Case four: Meeting business clients	18
Case five: Future engagements	24
Case six: Communication	28
Case seven: Complaints	30
Case eight: Expressions of frequency	33

Case one: looking for a job

Exercise 1, grammar exercise

to make	to write	to run
I make	I write	I run
you make	you write	you run
he/she/it makes	he/she/it writes	he/she/it runs
we make	we write	we run
you make	you write	you run
they make	they write	they run

Exercise 2, grammar exercise

1. Where am I?
2. Where is Vicky Sharman?
3. The pen is under the desk.
4. I have laid the book on your desk.
5. You have a pen in your hand.
6. Does that company have a new office?
7. Do you have your coat, Lara?
8. He thinks that you can help them.
9. This manager works every day.
10. The office assistants were working hard.
11. They started at 08.00.
12. He did not forget the appointment.
13. When I arrived, I saw her leaving.
14. On Friday we will visit an office supplier.
15. I have fallen down.
16. We have walked to the centre.
17. Can you bring me those flowers?
18. Could you take those flowers to the General Manager?
19. What would you do in such a case?
20. I have never understood why you sold your mobile phone.
21. The English will not be beaten.

Exercise 3, reading

	Advertisement Adecco			Advertisement Brook Street		
	Necessary	Not necessary	Prohibited	Necessary	Not necessary	Prohibited
be willing to work full time	X				X	
be willing to travel		X		X		
be willing to start immediately		X		X		
have experience in the computer industry		X			X	
be a team player				X		
be under the age of 23	X					X
be over the age of 30			X	X		
post or e-mail a CV	X			X		
have prior experience at director level		X		X		
live within easy reach of Hammersmith, London	X				X	
have visible piercings			X			

Exercise 4, listening

- a.
1. A good office assistant must have a good phone manner.
 2. A good office assistant must have a neat appearance.
 3. A good office assistant must have a good filing system.
 4. A good office assistant has to be good at meeting visitors.
 5. A good office assistant has to be proficient in most aspects of MS Office.
 6. A good office assistant must distribute work fairly to other typists.
- b. Lara wants to earn £9000 per year (for a part-time position of 5 days a week, 4 hours per day).

Exercise 5, writing and speaking

1. No, the advertisement states that you do not need to have a driving license. Therefore, you do not need to have a car.
2. Examples of expenses that the team of directors can declare are:
 - travelling expenses
 - accommodation expenses
 - dining expenses (e.g. with clients)
 - company presentation expenses
3. The term “diary management” means that someone has to ensure that the appointments do not clash.

Exercise 6, writing

1. The company seeking an “Office Junior” is very small.
2. The job would suit a school leaver.
3. The applicant should not be older than 23.
4. You must be able to type at least 50 words per minute. (In Nederland tellen we de aanslagen, in Engeland de woorden, men gaat hierbij uit van een gemiddelde van 5 letters per woord, ‘50 words’ kan dus vertaald worden met 250 aanslagen).
5. When you are photocopying, you must take care that the papers remain in the correct order.
6. You should get to know the company very well before you can coordinate conferences and workshops.
7. The ideal candidate must have experience at director / management level.
8. The company needs an office assistant immediately.



Exercise 7, listening

Lara's CV

CURRICULUM VITAE			
PERSONAL			
Name:	Lara Berridge		
Address:	71 Putney High Street London SW15 1SR		
Date of birth:	5 June 1971		
Marital status:	Married		
EDUCATION			
GCE 'O' LEVELS:	English language Mathematics Economics Business Studies		
RSA:	RSA Stage III Typing RSA 100 w.p.m. Shorthand		
WORK EXPERIENCE			
Company	Position	Length of service	Reason for leaving
1. Horsepower	PA to the General Manager	7 years	Want to work part-time

Lara's letter of application

71 Putney High Street
London
SW15 1SR

Ms R. Wood
PA General Manager
WorldVision
20 Collingham Road
London SW5 OLX

15 June 20..

Dear Ms Wood

I am writing in response to your advertisement for a Personal Assistant / office assistant
to the General Manager.

My qualifications and experience are detailed in the enclosed curriculum vitae. *As you can see, I have seven years' experience as a PA to a general manager, and an RSA III in Typing and Shorthand.

I am available for interview at any time, and look forward to hearing from you.

Yours sincerely



Lara Berridge

*You can use a more general sentence instead of:

"As you can see I have seven years' experience as a PA to a general manager, and an RSA III in Typing and Shorthand".

E.g.: As you can see, my qualifications fully meet your company's requirements.

Case two: At the office

Exercise 8, grammar exercise question words

- | | | |
|----|----------|--|
| 1. | Question | Why did you apply for this job? |
| | Answer | I applied for this job <i>because it suits my qualifications and wishes.</i> |
| 2. | Question | When did you start to work as an office assistant? |
| | Answer | I started to work as an office assistant 11 years ago. |
| 3. | Question | Who did you work for during your previous job? |
| | Answer | I worked for the General Manager. |
| 4. | Question | Where do you live in London? |
| | Answer | I live on Putney High Street. |
| 5. | Question | How long did you study to gain your secretarial qualifications? |
| | Answer | I studied for three years to gain my secretarial qualifications. |
| 6. | Question | How long did it take you to reach this office? |
| | Answer | It took me half an hour. |
| 7. | Question | How did you get here? |
| | Answer | I came by car. |
| 8. | Question | What is your typing speed? |
| | Answer | My typing speed is 60 w.p.m. |

Exercise 9, grammar exercise

1. He has to work.
2. He had to work.
3. She has to wait for him here.
4. May I go to that conference?
5. No, you're not allowed to go.
6. This office assistant can type really well.
7. Just after finishing college, I could type really quickly.
8. There was somebody at the reception. Might that have been that sales representative who you had an appointment with?
9. I don't like taking minutes.
10. She didn't go to the computer trade fair.
11. He reads slowly.
12. Does he read slowly?
13. When were you in London?
14. Can you drive?
15. He hasn't done much, has he?
16. You can come too, can't you?

Exercise 10, speaking

1. *Intr.+ ident.:* Mr Hampton, may I introduce you to my boss Mr Leddy.
Reply: Pleased to meet you.
2. *Intr.:* How do you do?
Ident.: My name is John Leddy.
Reply: Pleased to meet you.
Ident.: I'm Peter Slide.
3. *Intr. + ident.:* Hello, my name is
Reply: Nice to meet you. My name is Ronan Fox.
4. *Intr.:* How do you do?
Ident.: My name is
Reply: Pleased to meet you.
Ident.: I'm
5. Carl (Standish), this is Nicole (*Lennon*).

Exercise 11, writing

a. Position in the hierarchy

1. The system managers work for *Jake Flude, IT Manager*.
2. Peter West works with *Judith Oxford, Account Manager*.
3. Clarence Larkins works under *John Leddy, General Manager*.

b. Responsibility

1. Paul Jones and Bill Jennings are responsible for *the finances*.
2. Jake Flude is responsible for *IT*.

c. Job specification

1. Ingrid Wood is the *Education Manager*.
2. Alison Moyet works as a *PA*.

d. Department

1. Clarence Larkins and Mandy Brown work in the *Marketing Department*.
2. Jake Flude works in the *IT Department*.

Exercise 12, listening

1	Ruth Wood
2	John Leddy
3	Daniel Scott
4	Mandy Brown
5	Clarence Larkins
6	Chrissie Sheridan
7	Helen Duncan
8	Jake Flude
9	Ingrid Wood
10	Paul Jones
11	Sharina Bolton
12	Michael Nesmith
13	Peter West
14	Bill Jennings
15	Denise Ford
16	Alison Moyet
17	Judith Oxford
18	Irene Carver

2	General Manager
6	Office / PA / Office Assistant
9	Education Manager
5	Marketing Manager
1	Part-time PA to John Leddy
4	PA to Clarence Larkins
8	IT Manager
7	Reception
3	Maintenance
12	PA to Ingrid Wood
13/17	Account Manager
10	Finance Department
11	Telephone girl
16	PA to Jake Flude
17/13	Account Manager
18	Maintenance
15	Canteen Manager
14	Finance Department

Exercise 13, reading and speaking

You have to read some information and practice the pronunciation.

Exercise 14, speaking

- a. At school I usually use my computer to:
1. search all kinds of items on the internet.
 2. make papers
 3. play games
 4. learn (e-learning)
 5. e-mail

At work I usually use my computer for:

1. data entry
2. word processing
3. accounting
4. e-mailing
5. making presentations
6. keeping my diary
7. use the internet

At home I usually use my computer to:

1. book my holidays via internet
2. do my banking
3. use the route planner
4. e-mail
5. play games
6. edit photos

- b. If you buy a normal fax machine, the only possibilities are send or receive copies of:
- documents
 - pictures
 - diagram's etc.

With a multi-functional machine you have:

- fax reception
- the possibility to send faxes, also with your PC
- an answering machine hook up
- a copier
- a scanner
- a printer

You save a lot of money, space and trouble if you buy the multi-functional machine.

Exercise 15, writing

- a. These are *letter trays* for different kinds of paper (with letterhead, continuation sheets, without logo, envelopes etc).
- b. This is a *desk tidy*, it is used to keep pencils, paper-clips etc.
- c. These are *folders*, you use these for filing papers.
- d. This is a *display file*. It is used for filing papers.
- e. These are *magazine files*. These are used for filing magazines.
- f. This is a *hole punch*. It makes holes in sheets of paper.
- g. This is a *desk calculator*, it is used for performing calculations.
- h. This is an *electronic organiser*, its main function is to keep your appointments.
- i. These are *suspension files*, these are used for filing papers.
- j. This is a *trimmer*, you use it for cutting paper.
- k. This is a *stapler*, it is used for fixing pieces of paper together.

Exercise 16, writing and speaking

- This is a pencil. It is used for writing.
- This is Tipp-ex fluid, it is for correcting mistakes.
- This is a rubber, you can erase mistakes with it.
- These are paper clips, these hold pieces of paper together.
- This is a pencil sharpener, it is used for sharpening pencils.
- This is a lever arch file, it is used for filing papers.
- This is a document file. It is used for filing documents.
- This is a ring binder. It is used for filing papers.
- This is a lever arch folder. It is used for filing papers.
- These are document wallets. These are used for keeping papers.
- These are document pockets. These are used for keeping papers in ring binders.
- This is paper glue, it is for sticking one piece of paper to another.
- This is a ruler, it is for drawing straight lines.
- These are visiting cards. You give these to visitors so that they have your contact details.
- This is a calculator. It is used for performing calculations.
- This is a dictionary. It is used for checking the spelling and meaning of words.
- This is a desk lamp. It is used for lighting your desk.
- This is a mouse pad. It is used for making mouse movements easier.
- This is a CD-ROM box. It's used for storing CD-ROMS.

Case three: The conference

Exercise 17, grammar exercise

1. We live in London. (hier is geen sprake van tijd)
2. Arguing does not solve anything. (hier is geen sprake van tijd)
3. He always gets up late. (regelmaat)
4. The sun often shines here. (regelmaat)
5. I saw her yesterday. (met tijdsbepaling die verwijst naar het verleden)
6. He turned pale when he heard the story. (een gebeurtenis in het verleden)
7. She was born into poverty. (de geboorte heeft al plaatsgevonden)
8. The Titanic sank on her maiden voyage. (de gebeurtenis ligt ergens in het verleden)
9. How long have you lived here? (de handeling duurt nog voort)
10. She has worked hard all her life. (Zij leeft en werkt nog steeds)
11. He lived in Spain for five years. (nu niet meer)
12. I had the Jaguar for over a year. (nu niet meer)
13. Who broke this cup? (handeling in het verleden)
14. She has bought a new mountain bike. (er staat niet bij wanneer)
15. She bought a new mountain bike last month. (er wordt een tijdstip bij genoemd)

Exercise 18, listening, tracks 4, 5 and 6

	PHONE CALL		
	1	2	3
Name:	Eckhart Sasse Germany	Max Donati Italy	Kees Visser Holland
Company:	Datatel	Interdata	Studio Online
Is coming:	yes	yes	not sure
Number of people attending:	2	1	1
Arrival date:	15 July	14 July	15 July
Airport:	Heathrow	Gatwick	Heathrow
Flight number:	LF 150	BA 530	TW 380
Time:	15.45	09.00	11.00

Exercise 19, listening, tracks 7, 8, 9 and 10

5A: Memo 1

TELEFOONNOTITIE

Datum : 13 oktober 20..

Tijd : 08.05 uur

Bestemd voor: : de heer Jones

Gebeld door :

Naam bedrijf : The Magic Art Bus

Telefoonnummer : toestelnr:

Adres :

E-mail adres :

Boodschap / mededeling / verzoek: Het goede nummer van de vrachtbrief is MAB44032574.

5A: Memo 2

TELEFOONNOTITIE

Datum : 13 oktober 20..

Tijd : 08.10 uur

Bestemd voor : de heer Jones (Paul Jones)

Gebeld door :

Naam bedrijf : Royal Flush

Telefoonnummer : 0996 245 2876 toestelnr:

Adres :

E-mail adres :

Boodschap / mededeling / verzoek: Bericht over spoedorder nummer 522818, die op 11 oktober werd gemaïld. De bestelling is klaar voor verzending, en wordt verstuurd per vrachtauto. De verwachte aankomsttijd is 18 oktober. De naam van de transportmaatschappij is Armandoza Fortesque.

5A: Memo 3

TELEFOONNOTITIE

Datum : 13 oktober 20..

Tijd : 08.15 uur

Bestemd voor : de heer Flude

Gebeld door : Martin Hingis

Naam bedrijf : ALF

Telefoonnummer : 0376-2116590 toestelnr:

Adres :

E-mail adres :

Boodschap / mededeling / verzoek: Goed nieuws over order 798, die gisteren gefaxet is.

De toner cartridges zullen uiterlijk morgenmiddag aan ALF geleverd worden. Het cartridge type is niet vermeld in de fax. Meneer Hingis vraagt zich af of dat TN6300 is, die we altijd bestellen. Hij wil dat graag zo snel mogelijk horen, en zal bellen als de order klaar is om afgehaald te worden.

5A: Memo 4

TELEFOONNOTITIE

Datum : 13 oktober 20..

Tijd : 08.20 uur

Bestemd voor : J. Flude

Gebeld door : Hanna Finke

Naam bedrijf : CCK, Hamburg

Telefoonnummer :

toestelnr:

Adres :

E-mail adres : king.hanna.fi@ger.com

Boodschap / mededeling / verzoek: Mevrouw Finke belde over order CC9265/3. Door een fout bij de uitvoering van de order kunnen de 40 Starter King computers niet voor 20 oktober geleverd worden. De levering is uitgesteld tot 25 oktober. De order wordt verzonden in één container i.p.v. twee. Het containernummer is CCW25092002. Voor nadere informatie kan gemaïld worden. Mevrouw Finke verontschuldigde zich voor het ongemak.

Exercise 20, listening

5B: Memo 1

TELEFOONNOTITIE

Datum : 23 november 20..

Tijd : 08.05 uur

Bestemd voor: : Lara Berridge

Gebeld door :

Naam bedrijf : The Modern Art Company

Telefoonnummer : toestelnr:

Adres :

E-mail adres :

Boodschap / mededeling / verzoek: Het goede nummer van de vrachtbrief is
MAC88034579.

5B: Memo 2

TELEFOONNOTITIE

Datum : 23 november 20..

Tijd : 08.10 uur

Bestemd voor : Bill Marriot

Gebeld door : Elvin Klein (naam niet gespeld, voornaam mag ook Alvin zijn)

Naam bedrijf : CEK

Telefoonnummer : 0049 456 32912 toestelnr:

Adres :

E-mail adres :

Boodschap / mededeling / verzoek: Order nummer CE21435/3 (10.000 parfummonsters)
zou vóór 1 december worden geleverd. Door een fout bij de uitvoering van de order is de
levering uitgesteld tot 15 december. De order wordt verzonden in containernummer
CEK28559468. De heer Klein biedt zijn excuses aan voor het ongemak.

5B: Memo 3

TELEFOONNOTITIE

Datum : 23 november 20..

Tijd : 08.15 uur

Bestemd voor : de heer Scott

Gebeld door :

Naam bedrijf : Good Air

Telefoonnummer : toestelnr:

Adres :

E-mail adres :

Boodschap / mededeling / verzoek: Bericht over spoedorder nummer AIR8468, die op 22 november werd gemaïld. De bestelling is klaar voor verzending, en wordt verstuurd per vrachtauto. De verwachte aankomsttijd is 10 december. De naam van de transportmaatschappij is Conquistadore Montez.

5B: Memo 4

TELEFOONNOTITIE

Datum : 23 november 20..

Tijd : 08.20 uur

Bestemd voor : de heer Jennings

Gebeld door : Charles Morton

Naam bedrijf : Viking Plus

Telefoonnummer : toestelnr:

Adres :

E-mail adres : vikingcm@hotmail.co.uk

Boodschap / mededeling / verzoek: Goed nieuws over order 9887143, die gisteren gefaxt is. De bureaustoelen zullen uiterlijk morgenmiddag aan Viking Plus geleverd worden. Het type bureaustoel is niet vermeld in de fax. De heer Jennings vraagt zich af of dat de DC4500 is, die we de vorige keer ook bestelden. Hij wil dat graag zo snel mogelijk per e-mail horen, en zal bellen als de order klaar is om afgehaald te worden.

Exercise 21, writing and speaking

a. Writing

1. Zou ik de heer Visser kunnen spreken?
2. Kunt u mij doorverbinden met de directeur?
3. Hoe is uw naam?
4. Kunt u uw naam herhalen a.u.b.?
5. Wie kan ik zeggen dat er aan de lijn is?
6. Ik verbind u door.
7. Ik verbind u door.
8. Ik ben bang dat hij /zij in gesprek is.
9. Kunt u aan de lijn blijven?
10. U bent verkeerd verbonden.
11. Excuses, ik heb het verkeerde nummer gedraaid.
12. De heer Sasse is niet aanwezig.
13. De heer Visser is op zakenreis.
14. De heer Donati is met vakantie.
15. Mevrouw Johnson is in bespreking.
16. Wanneer kan ik de heer Donati weer bereiken?
17. Wanneer is de heer Visser terug?
18. Hij is terug op 1 / 2 / 3 / 30 September.
19. Binnen een uur.
20. Vanmiddag.
21. Morgenochtend.
22. Vrijdag j.l.
23. Volgende week.
24. Volgende maand.
25. Over 14 dagen / 3 weken.
26. Wilt u een boodschap achterlaten?
27. U kunt mij bereiken op nummer 020-3216373, toestel 27.
28. De meeste bedrijven werken met een telefooncentrale.
29. De telefonist(e) verbindt de bellers via het schakelpaneel.

b. Speaking

- Telephonist: Good morning, New Cars here.
Lara: (Good morning), My name is Lara Berridge of WorldVision IT.
Could I speak to Mr Malone, please?
Telephonist: What's it in connection with, please?
Lara: I'm calling to find out if it is possible to make an appointment with Mr Malone for our General Manager, Mr Leddy.
Telephonist: Just a moment / second / minute, please, I'm trying to connect you with his office assistant now.
Birgit: Birgit Martin speaking. You are calling to make an appointment with Mr Malone?
Lara: Yes please, our General Manager wants to pay Mr Malone a visit next Thursday, if that is possible.
Birgit: Mr Malone can receive him at 10 (o'clock in the morning / a.m.).
Lara: Oh, that's OK, thank you very much. Bye.
Birgit: Goodbye.

Case four: Meeting business clients

Exercise 22, grammar exercise

1. This is our hotel room and that is yours.
2. These hotel rooms have been booked by us.
3. These rooms are booked by us.
4. That shop sells computer supplies.
5. I like those cars.
6. He visited us at our office.
7. They had treated them to cakes.
8. Alison Moyet, who is marketing manager at WorldVision, is away on business.
9. The book that I have read is very good.
10. She had to arrange a lot for that meeting.

Exercise 23, reading

Requirements:

- A. 16 single rooms with telephone available from 28 to 29 September
- B. restaurant facilities
- C. preferably in the centre of London
- D. a meeting room which can seat 20 people and is available on 28 and 29 September
- E. lunch and dinner have to be served on 28 and 29 September
- F. breakfast has to be served on 29 September
- G. coffee, tea and other refreshments have to be served on 28 and 29 September

Exercise 24, listening, tracks 15, 16 and 17

Requirements	Hotel 1	Hotel 2	Hotel 3
A 16 single rooms with telephone available from 28 and 29 September	Y, some without telephone	?	N
B restaurant facilities	Y	?	?
C in the centre of London	N	?	?
D a meeting room which can seat 20 people available on 28 and 29 September	Y	N	Y
E lunch and dinner have to be served on 28 and 29 September	Y	?	?
F breakfast has to be served on 29 September	Y	?	?
G coffee, tea and other refreshments have to be served on 28 and 29 September	Y	?	?

Exercise 25, writing

25 a

1. I'm afraid you've made a mistake. The flight leaves at 10.45.
2. That's not quite right. The number is 0956 258 3704.
3. Excuse me. Not sixteen, sixty.
4. That's not quite right. Mr Sasse works for Computechnik A.G.
5. I'm afraid you've made a mistake. The e-mail address is ke.visser@worldonline.nl.

25 b

kee-ie-dot-vie-ai-es-es-ie-ah-at-sign-dabljoe-oo-ah-el-die-oo-en-el-ai-en-el-ai-en-ie-dot-en-el

Exercise 26, reading and writing



WorldVision
20 Collingham Road, Kensington, London, SW5 0LX
Tel: 0208 457 9862 E-mail: info@WorldVision.co.uk

Mr K. Ferguson
Purchasing Department
Sandman & Co
25 Strand
London W14 7HA

Your ref: SASB / 3062
Our ref: WVFJ / 0372

4 August 20..

Dear Mr Ferguson

We are extremely sorry that we delivered mice which are not compatible with the computer systems. The New Mouse Company from which we ordered the mice did not fully inform us about the compatibility of that type of mice.

On 6 August we will deliver and install temporary mice, so that you can work with the new systems on 7 August. The type of mice you want cannot be delivered at present. However, I can assure you that we will deliver these as soon as possible.

Please accept our apologies for the inconvenience caused.

Yours sincerely

Judith Oxford

Judith Oxford
Account Manager

Exercise 27, listening, track 18

1. Can I take your coat?
2. Can I get you something to drink?
3. Would you like one of our new brochures?
4. Can I offer you a biscuit?
5. Shall I call a taxi for you?

Exercise 28, writing

Translate:

1. Can I get you a drink?
2. Would you like a biscuit?
3. Would you like me to book a room for you at the Imperial Hotel?
4. Would you like a single room or a double room with a bath?
5. Mr Leddy asked if you would like to have dinner with him tonight.
6. Can I make a reservation for you both at a Japanese restaurant?
7. Would you like me to take you to the airport tomorrow?

Accept and decline the following proposals:

1. a. Yes, that would be very nice.
b. No thanks.
2. a. Yes, that's very kind of you.
b. No thank you.
3. a. Yes please. I'd like that.
b. No thank you.
4. a. Yes please, here you are.
b. No thank you.
5. a. Yes, that's very kind of you.
b. No thank you.
6. a. Yes please.
b. No thanks.
7. a. Yes please.
b. Thank you, but no.

When Mrs de Winter arrives:

- A. Good morning. My name is Alison Moyet. I'm the PA to Mr Flude.
- B. Mr Flude is expecting you. He'll be with you in a few minutes.
- C. Can I take your coat?
- D. Would you like to take a seat while you are waiting?
- E. Can I get you something to drink?
- F. (c) Shall I pay the cab for you?
(e+g) Would you like me to make a hotel reservation for you? I'll book a single room with telephone.
(f) Shall I send the e-mail for you?
(h) Would you like me to confirm your return flight?

Now you are Mrs de Winter from Holland.

- a. Good morning. My name is Mrs de Winter.
- b. I have an appointment with Jake Flude.
- c. Excuse me, but my cab is waiting. I tried to change my euros for pounds, but the banks were still closed. Can you change some money for me?
- d. (C) Yes please. Here you are.
(D) Yes, that's very kind of you
(E) Yes, that would be very nice.
- e. I tried to make a hotel reservation, but I couldn't get through. I think I'd better call them to make a reservation for tonight.
- f. I have to send an e-mail to my company to confirm I'm here within an hour of my arrival.
- g. This evening I have to make a phone call. Perhaps you could reserve a room with telephone for me.
- h. I have to confirm my return flight, which is at 17.30 tomorrow afternoon.

Exercise 29, reading and speaking

Requirements	Birkman Portable Systems	Portable Display Stands
Banner Stand	x	
Pop-Up system	x	x
Curved Workstation	x	
Halogen Spots	x	
Possibility to use Graphic Panels	x	
Easy to transport	x	x
Lightweight		x
Delivery within a month		x (3 to 7 days)
Frame colour: silver or grey		grey or black
Prices included transport material (excl. VAT) not more than £1000	x	x

Exercise 30, writing and speaking

30 a

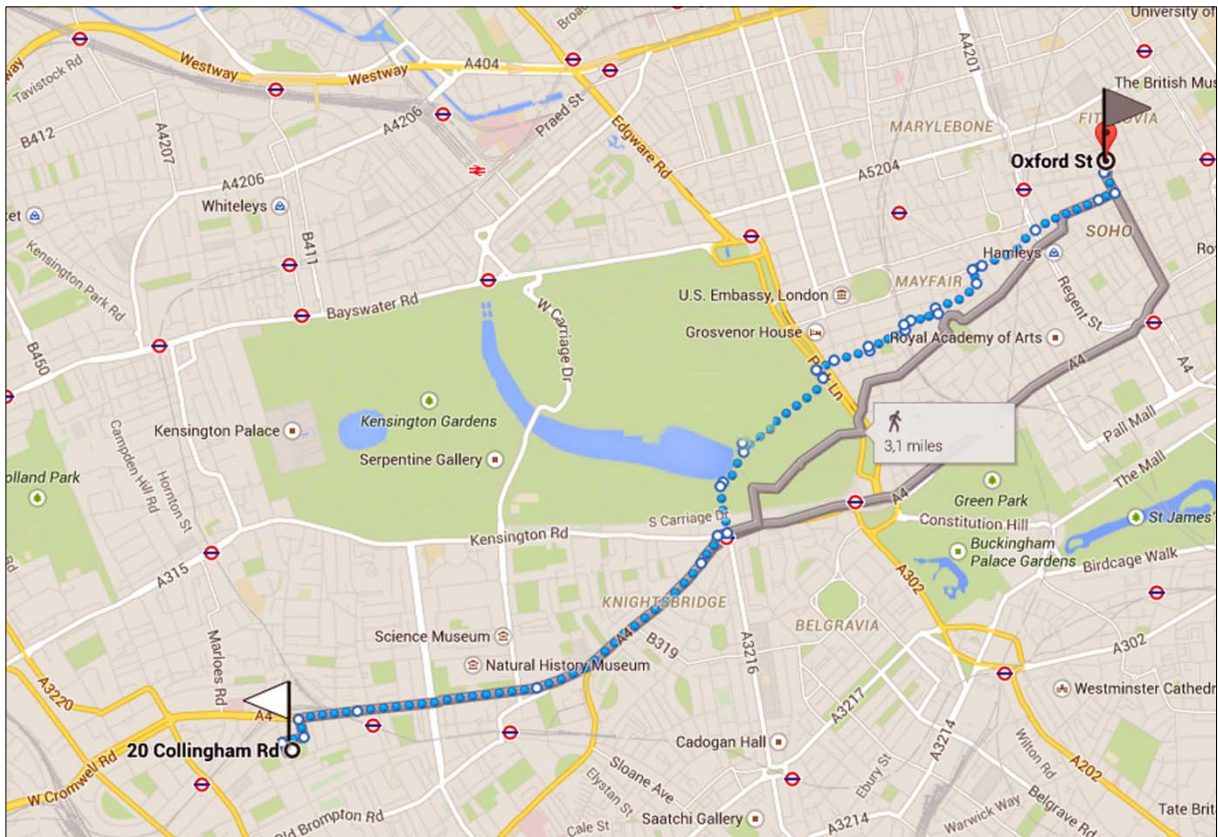
1. Yes, that is possible. Birkman offers an excellent hire service.
2. The new quick fix pop-ups can easily be assembled by one person.
3. The price of a curved workstation is £279 plus VAT
4. The abbreviation 'VAT' means Value Added Tax (BTW).
5. 'Free' means that you don't have to pay for it.
6. Expo can deliver usually within 3 - 7 days.
7. Expo is offering a 3 x 3 pop up system with Velcro compatible fabric panels, wheeled transit case and delivery for £825 + free literature unit.
8. The panels can be obtained in royal blue, maroon, green, grey, sun gold or black.
9. It is a chestnut brown colour.

30 b

1. I have advised my manager to buy a PC Table with slide out keyboard shelf from Birkman Ltd. for Mr van Veen, because he often has to present our products with a PC. He needs good equipment to approach that in a professional way.
2. You can use pop-ups for trade shows, presentations, product launches, conferences etc.
3. Sun gold is my favourite panel colour, because it gives our stand a sunny impression that attracts people.

Exercise 31, listening

The shortest route from Collingham Road, Earls Court to Oxford Street, Fitzrovia; 3,1 miles in about 1 hour.



Case five: Future engagements

Exercise 32, writing

1. What is the starting time of the computer training starting on 16 June?
Or: the computer training starts on 16 June in the evening.
2. The first computer lesson ends at 22.00 on 16 June.
3. I'm going to have dinner with JF on 17 June at 20.00.
4. I'm going to give a presentation of a new course on 18 June at 09.00.
5. I will collect the new course material of Excel XP on 18 June at 11.30.
6. I'm going to the Irish pub with JB on 18 June at 22.00.
7. On 19 July I will read the new course material for Excel XP.
8. I fly to London on 20 June at 11.00.
9. I have an appointment with MK on 21 June at 10.00.
10. I'm going to have a drink with BV on 21 June at 15.00.

Exercise 33, listening, track 20

20 November		
Time	Place	Event
16.00	Hotel Blue Inn, 130 Orchard Road Liverpool L12 4ZF	Arrival
18.00-19.30	The Sultans Palace 29 Brigham Street	Dinner with Marco Flin, Softchain
20.00-22.00	Office Softchain Ltd 12 Brigham Street	Presentation of the new database
after 22.00	Hotel Blue Inn	Call Birgit
21 November		
Time	Place	Event
10.30		Leave the hotel
11.00 – 13.00	Comserve Ltd 143 Orchard Road	Present new database
13.15	The Blue Inn	Lunch
13.55		Back to London

MEMO

Presentation Database

Programme contents

- I will start by introducing WorldVision and myself
- Then will I say something of our product range
- After that, I will give the presentation of the new Database System. (I will need my laptop and beamer for this)
- After the presentation staff members of Softchain can ask questions

Exercise 34, writing

A. Letter to Mr Flin:



WorldVision
20 Collingham Road, Kensington, London, SW5 0LX
Tel: 0208 457 9862 E-mail: info@WorldVision.co.uk

Mr M. Flin
IT Manager
Softchain Ltd
12 Brigham Street
Liverpool L13 4AT

13 November 20..

Dear Mr Flin

I have just finalized the details of my visit to Liverpool next week. I will arrive in Liverpool on 20 November at 16.00. At 18.00 I will meet you at the Sultan's Palace, where we will have dinner until 19.30.

In the evening I will hold a presentation on our new database This will take place at the office of Softchain Ltd, 12 Brigham Street, from 20:00 till 22:00.

The presentation will cover:

- an introduction of WorldVision and myself
- presentation of our product range
- show the new Database System. (I will use a laptop and beamer)
- possibility for the staff members of Softchain to ask questions

I look forward to meeting you next Wednesday.

Yours sincerely

Jake Flude

Jake Flude
IT Manager

B. Finish the following e-mail:

From Jake.Flude@WorldVision.co.uk To M.Flin@Worldonline.co.uk
Subject Meeting 20 November Sent Thursday 13 November 20..

Dear Mr Flin

Here are the details of my visit to Liverpool.

- Arrival: 20 November 16.00 at the Blue Inn.
- 18.00-19.30: Dinner with you at The Sultan's Palace.
- 20.00 Presentation on the database at your office.

Jake Flude

Exercise 35, writing

- extremely
- much
- easier
- very
- more expensive
- higher

Case six: Communication

Exercise 36, grammar exercise

1. She asked some questions.
2. I don't see any differences.
3. We never do any business with him.
4. Here are some of our best products.
5. Would you like some coffee?
6. We are looking for someone interested in representing us in the Netherlands.
7. Is there a bus stop somewhere near here?
8. There isn't anybody at reception.

Exercise 37, reading

1c, 2d, 3e, 4a, 5b

Exercise 38, listening, track 21

Request	Reply
1. Did you inform Jake Flude that he has to make an appointment with Comview to provide information about new database systems?	Y
2. Could you work late tonight?	Y
3. Would you ask Denise to bring me a cup of coffee and a sandwich?	Y
4. Did you give Ingrid Wood the phone numbers of the people who enquired about courses?	N
5. Did you make an appointment for John Leddy with Mr Marks in two weeks' time?	Y
6. Did Sharina send the information to Mrs Willowby?	Y
7. Would you ask Helen to send Paul Jones to our office, please?	Y
8. Would you mind sending a new invoice to Paperworks?	Y
9. Could you find me the file on Datamind, please?	N

Exercise 39, writing

A. Use the following notes to make requests for use in a business letter:

1. We would be much obliged if you could phone us on Tuesday between 09.00 and 10.00.
2. I would appreciate it if you could let me know where I can purchase your product.
3. We would be grateful if you could send a brochure about your courses.
4. We are writing to request a copy of this year's price list.

B. Link the following requests to the replies.

1. Would you mind asking Ruth to check the arrangements for my visit to Holland? (e)
2. Could you give the report on the meeting of 14 August to Jake Flude? (c)
3. Would you mind asking Chrissie Sheridan to show me copies of the visit reports from Peter West and Judith Oxford? (b)
4. Could you send our brochure along with the course information to Fortress Travel Agency? (a)
5. Would you ask Michael Nesmith to mail me the minutes of the meeting with Smith? (d)

Exercise 40, writing

From	Lara.Berridge@WorldVision.co.uk	To	Billco@mailaid.co.uk
Subject	Order placed on 14 August	Sent	Thursday 21 August 20..

Dear Mr White

In this mail, you will find the confirmation of my telephone order dated 14 August.

I asked you to arrange a lunch for five people for a meeting on 15 September. Could you supply the following for this lunch:

- 18 rolls
- various fillings (cheese, ham, jam)
- sausages
- butter
- oranges, apples and bananas
- herbs
- 5 x vegetable soup
- 5 x plate, soup bowl, knife, fork, spoon
- a table cloth for a table measuring 2 by 4 meters
- napkins

The delivery time has to be before 11.45. Please add something special, so that we can serve an excellent lunch. Can you send me a reply this week?

Lara Berridge
WorldVision

From	Billco@mailaid.co.uk	To	Lara.Berridge@WorldVision.co.uk
Subject	re: Order placed on 14 August	Sent	Thursday 21 August 20..

Dear Ms Berridge

Thank you for the confirmation of your order.

I can deliver all the food, and everything is available with the exception of the big tablecloth. However, two smaller ones can be provided, is that right?

The time of delivery will be met.

I have one more question about the place of delivery: In the canteen or in the kitchen of WorldVision?

Billy White
Billco Catering

Case seven: Complaints

Exercise 41, listening, track 22

The name of the company from which the participants complaining about the course come is:
Good Living RE

The name of the trainer is:
Shaun Boxem

The name of the Personnel Manager is:
Peter Jagger

The level of the participants does not match the expectations the Personnel Manager gave to WorldVision with respect to the following items:

1. He said that his personnel were able to work with all the basic items of Word.
2. Some of them do not even have a basic knowledge of Windows.
3. The participants expected a course on how to use their new database.

Exercise 42, reading and speaking

The rest of the complaints:

1. The trainer behaved in a somewhat arrogant manner towards the course participants. Therefore, they did not feel comfortable during his lessons.
2. The room used for the course was too hot. The participants felt very drowsy because of this.

Exercise 43, writing

Mr P. Jagger
Good Living RE
17 Princes Lane
London W2 4NT

1 December 20..

Dear Mr Jagger

We have received your letter in which you lodged complaints about the training given by Mr Boxem and apologize for the problems that arose.

Further to your telephone call this week, I suggest the following solutions.

Firstly, with respect to the level of the course participants, we recommend that you allow us to change the course structure. We suggest the following:

- Form a group of people who cannot use Windows.
- Give them three lessons to introduce the application and practise using it.
- Form another group of people who cannot use Word at the basic level.
- Give them five lessons to introduce the program and practise using it
- When all of them have reached the same level, three lessons will be given on the aspects of Word advanced, which they most frequently use in the company.
- Give the course members the database training they want to have.
- They can learn the subjects they have to deal with in two lessons.

Secondly, we want to solve the problems with the trainer. We believe that Mr Boxem acted in an arrogant manner because the course members are not willing to listen to him. They seem to think that they know everything already. We have never had complaints about Mr Boxem from other courses and he has worked for WorldVision for three years now. However, after all the problems in the first lesson, we suggest that another trainer continues the lessons to the newly formed groups.

Finally, we are extremely sorry to hear that the course members became very drowsy because of the classroom being too hot. We can turn down the heating in the classroom two hours before the course starts and we hope that the temperature will then be acceptable.

We are sure that the course participants will enjoy a satisfactory training session next time.

Yours sincerely



Ingrid Wood
Education Manager

Exercise 44, speaking

- MN Goedemorgen. Met Michael Nesmith van WorldVision.
PJ Kan ik Ingrid Wood spreken?
MN Met wie spreek ik?
PJ Met Peter Jagger, personeelsmanager van Good Living.
MN Meneer Jagger, Ingrid Wood is niet aanwezig vandaag. Misschien kan ik u van dienst zijn? Ik ben op de hoogte van de problemen met de Word-cursus van uw bedrijf.
PJ Ja, en Ingrid heeft me een aantal voorstellen gedaan om deze problemen op te lossen. Ik wil deze zo spoedig mogelijk bespreken, zodat we de training kunnen voortzetten. Ik denk dat het goed is om de personeelsleden over verschillende groepen te verdelen, die overeenkomen met hun niveau.
Akkoord. Laten we beginnen met de mensen die nog Windows moeten leren.
MN Ja, dat zijn zes personen. Hoeveel cursisten kan WorldVision maximaal in een groep plaatsen?
PJ Het maximum is twaalf.
MN Oh, dan kan ik zes andere personeelsleden aan deze groep toevoegen.
PJ Ja, dat kan. Als u dat doet, kunt u me dan vandaag de namen mailen?
MN Natuurlijk. Ik stuur u vanmiddag een mail. Wanneer kan deze Windowsgroep starten?
PJ Ze kunnen volgende week starten op de tijd die geregeld was voor de Word groep voor gevorderden.
MN OK, maar ik wil niet dat Shaun Boxem die training geeft.
Dat begrijp ik. Het spijt me bijzonder dat hij zich uit de hoogte gedroeg, maar de cursisten wilden niet luisteren, ze dachten dat ze alles al wisten (hetgeen absoluut niet het geval was).
MN Mmm, het spijt me, maar mijn personeelsleden ontkennen die reden. Zij vinden hem geen goede trainer en hij maakt steeds opmerkingen om de cursisten onzeker te maken. Hij zet hen voor gek.
PJ Ik vind het vreselijk dat te horen. Zijn cursussen worden altijd goed geëvalueerd. Tijdens de drie jaar dat hij bij ons werkt heeft hij bewezen goed te kunnen uitleggen.
MN Het spijt me het te moeten zeggen, maar ik kan het me bijna niet voorstellen. Mijn personeelsleden waren erg negatief.
PJ Ingrid stelde voor om de volgende cursussen door een andere trainer te laten geven. Ik denk dat dit geregeld kan worden.
MN Oh, dat zou perfect zijn. Zou je de nieuwe trainer willen inlichten over de problemen?
PJ Meneer Jagger, het is niet onze gewoonte om problemen die de ene docent met een groep heeft te bespreken met een andere. Maar u kunt erop rekenen dat uw personeelsleden erg tevreden zullen zijn met de volgende cursus. De mensen in die cursus hebben hetzelfde niveau en ze werken met stof die ze aankunnen.
MN Ja, dat weet ik, maar ik hoop dat u de nieuwe trainer duidelijk wilt maken dat hij de cursisten niet voor gek moet zetten.
PJ Natuurlijk zal ik dat doen. Ik ben ervan overtuigd dat alles goed zal gaan.
MN Ik hoop het. Ik zal u de namen van de cursisten mailen.
PJ Bedankt voor uw telefoontje. Ik zal Ingrid op de hoogte stellen als ze er weer is. Dan kunt u de andere punten met haar bespreken.
MN OK. Tot ziens.
PJ OK. Tot ziens meneer Jagger.

Case eight: Expressions of frequency

Exercise 45, grammar exercise

1. Can I borrow your car for a while? Mine has a flat tire.
2. Her handwriting is even better than that of her colleague's.
3. Why do you always borrow their bike? Don't you have one of your own?
4. The width of this screen is greater than its height.
5. I haven't any money left. Can I borrow some from you?
6. The factory is not so big, but its chimney is very high.
7. The end of the book is much better than the beginning.
8. They don't have an opinion of their own, but I do.

Complete the dialogue:

1. Vicky: Is this car yours?
2. Lara: No, it's not my own, it's my sister's.
3. Vicky: Is your sister's car a Volvo? I thought it was your father's!
4. Lara: No, it's hers! She has had a car of her own since she left school. Your car is not your own?
5. Vicky: No, I always use somebody else's! But talking about your sister's car, is that Volvo of hers still reliable?
6. Lara: It looks old, but its engine is still quite good.
7. Vicky: Well, when I earn enough to buy my own car, it will be a Volvo!

Exercise 46 and exercise 47, listening

	Lara	Ruth
sort through the post, distribute mail	<u>daily</u>	-
<i>Suggestion:</i>	What about asking Michael to handle the post.	
management of John's diary	<u>daily</u>	-
<i>Suggestion:</i>	Why don't we ask Sharina to hold his phone calls.....	
take dictation, type letters	<u>always</u>	<u>never (before Chrissie was ill)</u>
send e-mails	<u>daily</u>	<u>daily</u>
arrange conferences	<u>occasionally</u>	<u>often</u>
receive visitors	<u>quite often</u>	<u>rarely</u>
make travel and hotel arrangements	<u>rarely</u>	<u>usually</u>
take minutes at board meetings, type up those minutes	<u>monthly</u>	-
attend sales meetings, take and type up minutes	<u>twice a week</u>	
<i>Suggestion:</i>	It might be a good idea to ask Mandy to attend the sales meetings.	

Exercise 48, writing

Problem		Formal written suggestion to solve the problem	
p1	sort through the post, distribute mail	s1	We suggest that Michael handles the post (during Chrissie's absence).
p2	phone calls during discussion about Johns diary	s2	We recommend that Sharina will be asked to hold his phone calls, whilst Lara is with him to discuss his diary.
p3	attend sales meetings, take and type up minutes	s3	We think that Mandy should attend the sales meetings and take type up the minutes of these meetings.

Exercise 49, writing

1. I follow courses **once** a week.
2. I **often** make my homework, but my colleague **rarely** makes it.
3. It is serviced **four times a year / quarterly / every three months**.