

Functions Networking

We use these phrases when we meet people at a conference or networking event.

Examples It's Aziz, isn't it?

I'm sorry, I don't remember your name.

Nice / Pleased to meet you, Corinne.

We met last year at the Virtual Reality conference.

It's nice to meet you again.

We use these phrases to introduce another person.

Examples I want you to meet Pete Shen. / Would you like to meet Mr Yamada?

We use these phrases to talk about our work.

Examples I'm based in Chile.

I'm in charge of designing the company website.

Previously, I worked for (+ company).

Currently, I'm working on (+ project).

I deal with reviews of laptops and tablets.

Are you familiar with ...? Yes, I am / No, I'm not.

We use these phrases to share our contact details.

Examples Here's my card.

Give me your email and I'll save it on my phone.

My email address is Collins (all one word) at tcollins dot com.

PRACTICE 1 Choose the correct words to complete the conversations.

- 1 A What do you do as the production manager?
B Well, I deal *about* / *with* problems in the factory and things like that.
- 2 A Where did you work before you joined BMW?
B *Eventually* / *Previously* I worked for Mercedes.
- 3 A Do you often come to China?
B Yes, because *currently* / *recently* I'm working on a project in Beijing.
- 4 A Would you like *meeting* / *to meet* our new office manager?
B Yes, I would. Can you introduce us, please?
- 5 A Let's talk again. *Give* / *Say* me your email and I'll save it on my phone.
B Sure. Here's my card. It has my email and my phone number.

2 •) 1.5 Listen to three conversations. What industry do the people work in?

- 1 Chizuko _____ 2 Julianne _____ 3 Nikolai _____

3 •) 1.5 Complete the missing words in the extracts. Listen again and check.

- 1 **Adriana** I want you to _____ me _____ Chizuko Honda. Chizuko, this is Felipe Diaz.
Felipe P _____ t _____ meet you, Chizuko.
Chizuko Nice to meet you too, Felipe.
Adriana Chizuko is i _____ c _____ of our hotels in Osaka.
- 2 **Brian** Excuse me. It's Julianne Blanc, i _____ i _____? We met last year at the WA Forum.
Julianne That's right. I'm so sorry, I d _____ r _____ your name.
Brian Brian. Brian Smith.
Julianne Nice to m _____ you a _____, Brian.
Brian Are you working here in New York now?
Julianne No, I'm not. I'm b _____ i _____ Washington.
- 3 **Chloe** Are you f _____ w _____ our software, Nikolai?
Nikolai No, I'm not.
Chloe In that case, let's talk again. Here's m _____ c _____.
Nikolai Thank you. Here's mine.

Vocabulary Starting a new business; phrasal verbs

1 Work in pairs and discuss these questions.

- 1 Have you ever thought about starting your own business? If so, what kind of business would it be?
- 2 What are the advantages and disadvantages of running your own company?

2 Work in pairs. Read the article and add these headings to paragraphs 1–5.

Ask for advice

Know your customer

Location, location, location

Make a financial plan

Planning is the key to success

Open for business

So you're an entrepreneur and you want to **set up** your own company. According to a recent study in the UK, about one in three new businesses fail during their first year, and about 50% within the first three years. So it's hard. But don't let that **put you off**. Setting up a business is risky, but you can succeed if you follow some simple advice.

1 Planning is the key to success

It's important to **carry out** research before you start your business. Contact people who work in the same field and **find out** what they do. Go to trade fairs and **look into** different business models. What is different about your company?

2

If you don't have much business knowledge, you should ask for help. Professional business analysts can **point out** weaknesses in your business model. It's important to **sort out** any problems before you start. Mistakes are expensive!

3

Make sure you **put together** a clear financial plan for your first few years. **Break it down** so that you know your costs and earnings. What bills do you expect to pay? Will you have to hire extra staff during busy periods? If you have a family, who will **look after** your children when you work late? You may need to pay someone!

4

To be successful, your company must meet a need in the marketplace. Carrying out informal surveys is a good way of getting to know your potential customers. So don't be shy! Find out what they really think. Ask them!

5

You can have the best restaurant in town, but if it's in the wrong place, no one will come and your business will fail within a year. If you're opening a warehouse, good transport links and cheap rental costs will be a priority. Look into different areas and different towns. Don't just look at the places you know.

HIGHflyer



3 Work in pairs. Do you agree with the advice in 2? What other advice can you think of for setting up a new company?

4 Look back at the article in 2. Match the phrasal verbs in blue with these meanings.

- 1 do or complete something
- 2 start or create (e.g. a business)
- 3 discourage or stop you from wanting to do something
- 4 get information about something
- 5 indicate or draw attention to
- 6 care for
- 7 deal with a problem successfully
- 8 examine or investigate something
- 9 analyse or divide something into parts
- 10 make or prepare something



5 Work in pairs. Complete the sentences with these phrasal verbs. Use the meanings in 4 to help you.

broken it down carried it out found out look after look into
pointed it out put it together put me off set it up sort them out

- 1 He's been running the business for ten years. He _____ in 2004.
- 2 We had a few problems with the software, but we've managed to _____.
- 3 We've received some complaints about our helpline. My manager's asked me to _____ the situation.
- 4 If you look at this pie chart, you can see our sales. I've _____ by region.
- 5 My dogs will miss me while I'm away. I've asked my neighbour to _____ them.
- 6 The research is quite old now. We _____ three years ago.
- 7 The factory in Wales is closing down. I only _____ about it yesterday.
- 8 He made an error in his calculations, so I _____ to him.
- 9 Have you read my five-year plan yet? I _____ last month.
- 10 I was going to buy a smartphone, but my girlfriend _____. She said they're not very good.

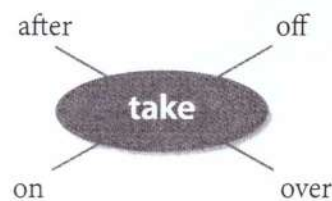
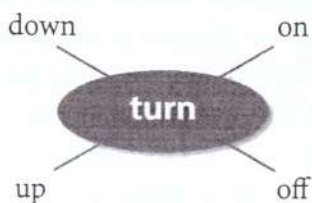
6 Look at the phrasal verbs in 5. Which of them are separable and which are inseparable?

Examples set it up (separable) look after them (inseparable)

7 Work in pairs and discuss these questions.

- 1 Have you found out any interesting news recently?
- 2 Do you know anyone who has set up a business?
- 3 Do you ever look after other people's children or pets?
- 4 What are you looking into doing at the moment? (e.g. buying a car, planning a holiday)
- 5 Do you usually point out other people's mistakes to them?
- 6 What problems have you sorted out recently?
- 7 Do you ever carry out research?
- 8 Has anyone put you off doing something recently?

8 Work in pairs. Look at the phrasal verbs in the diagrams. Check the meanings in a dictionary. Then complete the sentences with the correct words.



- 1 I take _____ my father. I'm similar to him in many ways.
- 2 I applied for a job with them, but they turned me _____. I didn't have enough experience.
- 3 After the plane took _____, they started serving drinks.
- 4 Please remember to turn _____ your computer before you leave work.
- 5 They've taken _____ 50 new workers so business must be doing well.
- 6 He turned _____ an hour late for the meeting. It was really rude!
- 7 Large multinationals take _____ small companies to get their market share.
- 8 She turned _____ the TV and started to watch the news.

9 Work in pairs. Ask and answer questions using the phrasal verbs in 8.

Examples Which member of your family do you take after?
 When was the last time that you turned up late for a meeting?

10 Work in small groups. You are going to give a presentation. Go to page 127.

Work skills Team meetings

1 Work in pairs and discuss these questions.

- 1 Do you ever go to team meetings? Who is at the meetings? What do you talk about? Where do you usually have the meetings? How long do they usually last?
- 2 What makes a team meeting successful or unsuccessful? Think of examples.

2 Work in pairs. Look at the tips for the chair of a team meeting. Which do you think are the five most essential things for the chair to do?



- 1 Have a clear agenda. Email this to everyone before the meeting.
- 2 Keep to time. Don't spend too long on one agenda point.
- 3 Keep the atmosphere light and friendly.
- 4 Agree action points for each item on the agenda. Summarize these at the end.
- 5 Make sure everyone has the opportunity to speak.
- 6 Allow time for informal conversation. This is important for team-building.
- 7 If a team member needs help, ask for volunteers, or offer help yourself.
- 8 Make sure everyone understands issues. Ask for more details if necessary.

3 •) 2.3 Listen to the extracts from a weekly team meeting. Are the statements true or false?

- 1 Everyone is at the meeting.
- 2 The plans for the launch are on time.
- 3 The launch is over budget.
- 4 Carl and Sara are going to meet to discuss the budget.
- 5 Liza is going to speak at the sales conference.
- 6 The meeting has lasted 30 minutes.
- 7 Koichi is going to email suggestions to everyone this week.
- 8 The next meeting will be in the same place.

4 •) 2.3 Complete the sentences used by the chair of the meeting with these words. Listen again and check.

discuss move on item help specific sum up fill us in make

- 1 Pieter can't _____ the meeting today.
- 2 The first _____ on the agenda is the product launch.
- 3 Would you like me to _____?
- 4 Let's _____ to the next point.
- 5 Could you be a bit more _____?
- 6 Would you like to _____ on what's happening with that?
- 7 Does anyone have anything else they want to _____?
- 8 To _____, we've agreed that Sara and I will meet to discuss the budget for the launch, Liza is going to ...

5 Which of the tips in 2 does the chair of the meeting follow?

6 Work in groups. Have a 'team meeting' to discuss ideas for improving the class's progress on this course. Take turns to be the chair. The chair introduces the next agenda point and sums up at the end.

- Before the meeting, prepare an agenda (i.e. each person gives a brief progress update and suggests one idea for improving progress in English).
- Agree action points for each suggestion made.

Functions Checking progress; delegating tasks

INTRODUCTION

1 Read the email and answer the questions.

- 1 What is the purpose of the meeting?
- 2 What kind of company is this?
- 3 What season are they working on?
- 4 What are 'mannequins'?

Dear All

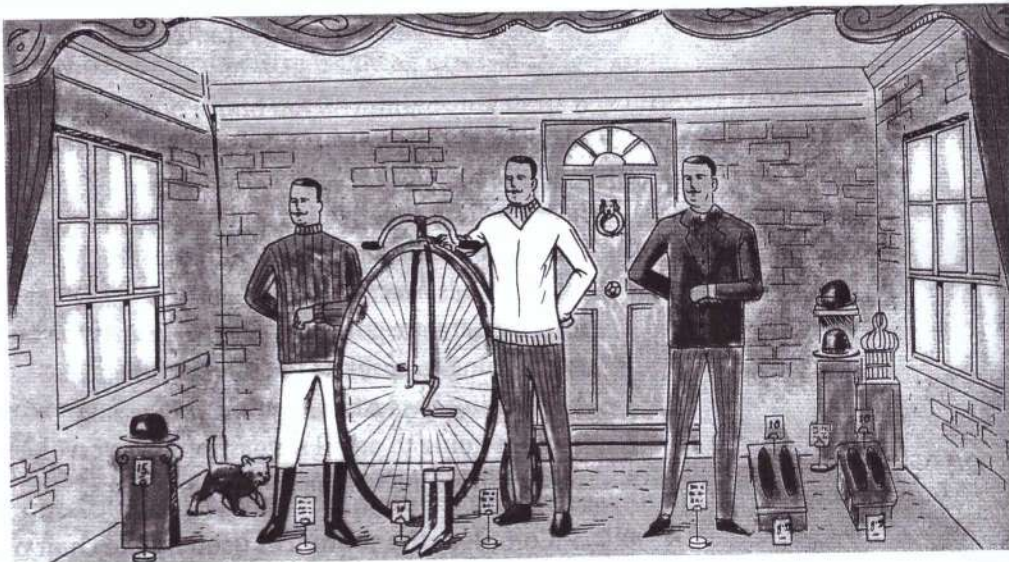
There is going to be a meeting tomorrow to discuss the window displays for our autumn collection. Our aim is to have the same display in all our department stores across Europe: the same themes, the mannequins wearing the same clothes, etc.

Meet in conference room 3 at 11 a.m. Please find an agenda attached.

Thanks

Donna

2 • 2.4 Listen to the first part of the meeting referred to in 1. Find three mistakes in the artist's sketch of the window display.



3 • 2.4 Choose the correct options to complete the sentences. Listen again and check.

- 1 Have we ordered the bikes *still* / *yet*?
- 2 Britta, I / *I'd* like you to handle that.
- 3 Leave it *on* / *with* me.
- 4 *I'd* / *I'm* rather not because I have a lot of other work.

4 • 2.5 Listen to the second part of the meeting. Complete the notes.

Colin will arrange a meeting with _____¹ suppliers at the beginning of _____².

Last year, the _____³ of the display was wrong. Britta will fix this.

The _____⁴ for the display is on maternity leave. _____⁵ knows another one: Sven Olsen.

5 • 2.5 Complete the sentences with these words. Listen again and check.

able covered handle leave

- 1 Yes, I can _____ that.
- 2 I won't be _____ to do that because I'll be in New York.
- 3 Have we _____ everything?
- 4 Can I _____ this with you?

Focus

Complete the table with the phrases from 3 and 5.

Checking progress	Delegating
How are we doing with the autumn collection ...?	Who's responsible for the lighting ...? Is anyone free to organize the mannequins?
Agreeing to do something	Saying you can't do something
Yes, I can do that.	I'm not free, I'm afraid.

► For more details and practice, go to the Review section on page 29.

PRACTICE 6 Complete the conversation with these phrases

I'd like you to *Have we covered* *How are we doing* *I can do*
Is anyone free *I won't be able to do that* *Leave it with me*

- Morgan _____¹ with the video for our window display?
 Flavia Everything's going well. We recorded it last week. We should finish editing it next month. Does that sound OK to you?
 Morgan Yes, that's fine. _____² to show the video to our Managing Director tomorrow?
 Flavia Sorry, _____³ because I have an all-day meeting.
 Morgan What about Robert? Can he do it?
 Flavia I'll ask him today. _____⁴. I'll find someone.
 Morgan Thanks. We also need someone to make the final payment for the video production company. _____⁵ handle that too, if it's OK.
 Flavia Yes, _____⁶ that.
 Morgan Thanks. _____⁷ everything?
 Flavia Yes, that's it. ...

7 Rewrite the sentences using the words in brackets.

Example Can anyone do this job for me? (free)
Is anyone free to do this job for me?

- I can do that job for you. (handle)
- I'm busy. (free)
- Who's in charge of recruitment? (responsible)
- Louise, will you organize this job for me? (leave)
- I don't want to go to the meeting because I have too much work. (rather not)

TASK 8 Work in groups of four. Student A, go to page 126. Student B, go to page 131. Student C, go to page 135. Student D, go to page 136.

You are going to organize a window display for a department store. Hold the meeting using the agenda below.

- Apologies
- Theme of display?
- Mannequins – Appearance? Target customer?
- Clothing – Which items of clothing? Brands? Talk to main supplier(s)?
- Accessories, sportswear – need to agree what appears in display with local store managers
- A video – What to show? – get a price quote from production company
- Summary

2 Replace the words in *italics* in the sentences with these phrasal verbs. Change the form of the verb if necessary.

look into point out put me off sort out take over turn off turn up turn it down

- 1 She *arrived* / _____ late for the meeting.
- 2 Can you *shut down* / _____ the computer?
- 3 I'm *investigating* / _____ the complaints from our customers.
- 4 She *discouraged me from* / _____ seeing the film. She said it was awful!
- 5 A large multinational *bought* / _____ her company.
- 6 We made them an offer but they *rejected it* / _____.
- 7 He managed to *solve* / _____ the problem with the printer.
- 8 She *drew my attention to* / _____ a few mistakes in the report.

3 •) 2.6 Listen to the conversation and answer the questions.

- 1 What did Mila discuss with a financial advisor?
- 2 What is the problem with Mila's business plan?
- 3 Has Mila done any research into other websites?
- 4 What does Mila need to do before her next meeting?
- 5 What problem does she have with her web designer?
- 6 Who is Claudia meeting? What is she going to do while she waits?

4 •) 2.6 Complete the sentences with these phrasal verbs. Listen again and check.

break it down carry out looked into pointed out
put together put you off sort out turns up

- 1 I need to _____ more research into existing fashion websites.
- 2 You've already _____ the competition.
- 3 She _____ that my idea is easy to copy.
- 4 Don't let that _____. I thought your idea was great.
- 5 I need to _____ a marketing plan.
- 6 She wants me to _____ into markets.
- 7 I also need to _____ a few problems with our web designer.
- 8 He always _____ half an hour late!

Work skills Team meetings

1 Match 1–8 with a–h to make sentences from a team meeting.

- | | | |
|----------------------------------|-------|--|
| 1 I'm afraid Junko can't | _____ | a me to help? |
| 2 The first item on | _____ | b to the next point. |
| 3 Would you like | _____ | c they want to discuss? |
| 4 Does anyone have anything else | _____ | d on what's happening with the marketing campaign? |
| 5 Could you be | _____ | e the agenda is the sales conference. |
| 6 Let's move on | _____ | f make the meeting today. |
| 7 So to sum up, we've | _____ | g a bit more specific? |
| 8 Can you fill us in | _____ | h agreed that Tom is going to write a report. |

2 •) 2.7 Listen to the beginning of a team meeting. Answer the questions.

- 1 Is there anyone who can't attend the meeting? If so, who?
- 2 What two things is Jay working on?
- 3 Why did they choose Radio 6 and Jazz FM for their adverts?
- 4 What has Jay done recently for the radio campaign?
- 5 Why is he confident that the writers are good?
- 6 What is Virginia working on?

Functions Checking progress; delegating tasks

In meetings, we use these phrases to check progress of projects, etc.

Examples How are we doing with (project)?
Have we covered everything?
Have we done (job / task) yet?

We use these phrases when we want to delegate tasks.

Examples Can you deal with (task)?
Who's going to look after (task)?
Who's responsible for (+ noun or verb -ing)?
I'd like you to handle that. / Can I leave this with you?
Is anyone free to (do a job)?

We use these phrases to agree to do something.

Examples Yes, I can do that. / Yes, we can handle that.
Leave it with me.

We use these phrases to say we can't do something.

Examples I'm not free, I'm afraid.
I won't be able to do that because ... / I'd rather not because ...

PRACTICE 1 Put the words in the right order to complete the conversations.

- 1 A (go / free / to / anyone / is) _____ to the conference next week?
B Yes, Antonio is. Ask him.
- 2 A Lukas, can you meet our visitors at the airport, please?
B (that / I / yes / do / can) _____.
- 3 A (doing / are / with / we / how) _____ the new product range?
B Everything's fine. We'll get final approval from Head Office next week.
- 4 A Otto, can you put the data on the website today?
B Sorry, (to / I / be / that / able / do / won't) _____ because I don't have all the figures yet.
- 5 A I think that's the end of the meeting. (everything / covered / we / have) _____?
B Yes, that's it. We can finish there.
- 6 A Eric, can you organize the shifts in the factory for the next six months?
B (handle / can / yes / that / I) _____.

2 •) 2.8 Listen to four conversations. Tick ✓ if the people can do the job. Cross X if they can't do the job.

1 ☐ 2 ☐ 3 ☐ 4 ☐

3 •) 2.8 Complete the sentences with a word in each gap. Listen again and check.

- 1 a Have we paid the staff bonuses _____?
b Can I _____ this with you, Barry?
- 2 a Who's going to _____ after the lighting for the photo shoot tomorrow?
Mia?
b I'd _____ not because I have a doctor's appointment in the afternoon.
- 3 a Gordon, I'd like you to _____ that. Tomorrow?
b No, I'm not free, I'm _____.
- 4 a Who's responsible _____ organizing the cars?
b _____ it with me.