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# The story

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In *Workplace English 2* we follow Tom Field, a project manager at Lowis Engineering in London. Tom's current project is the integration of Lowis Engineering into Australian Power Utilities (APU). APU is based in Sydney. Lowis Engineering is in the process of being taken over by APU. In addition to the senior manager at Lowis Engineering responsible for the takeover negotiations (Diane Kennedy), Tom interacts with John Carter and Karen Taylor from APU.

Through the characters and story, you learn about the typical issues and problems that arise when two companies want and need to work closely together. This self-study pack shows how people on both sides can cooperate and find solutions. It looks at typical business situations such as meetings, presentations, telephoning, emailing and effective telephone and video conferencing.

## Module 1

### Units 1–6

These units take place at Lowis Engineering in London and focus on the first face-to-face meetings between Lowis Engineering and APU.

## Module 2

### Units 7–11

In these units, the characters are based in their own offices and we can follow the progress of the integration through emails, telephone calls and telephone conferences.

## Module 3

### Units 12–18

Again, the characters are working from their own offices and are communicating via email, phone and telephone conference to arrange a business trip to Sydney.

## Module 4

### Units 19–24

These units focus on a video conference meeting between London and Sydney to discuss the progress of the project.

# Characters

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**Tom Field** is a project manager at Lowis Engineering. He has a lot of business experience in managing change and is responsible for coordinating the integration of Lowis Engineering's computer systems with those of APU.



**Diane Kennedy** is a senior manager at Lowis Engineering. Tom reports to her and she is responsible for helping Tom deal with any difficulties that occur at Lowis Engineering with the integration work. She works mostly with her opposite number at APU, John Carter.



**John Carter** is the head of engineering and special projects at APU. He has to make sure that at a senior level the integration works and that if there are any problems, a solution is found.



**Karen Taylor** is the Chief Information Officer (CIO) at APU. She manages all the computer systems within APU and has to make sure that the systems from Lowis Engineering are able to work together with APU in the future.



# 1 Back in the office

Greeting colleagues | Describing your weekend | Explaining current activities



## Conversation



01  
DVD

- 1 Tom Field comes to work on Monday morning. Read the conversations and watch the video. What does his manager, Diane Kennedy, want him to do?

Tom	<b>Morning, Cathy!</b>
Cathy	<b>Morning, Tom!</b>
Tom	<b>Hi, Julia!</b>
Julia	<b>Hi, Tom!</b>
Diane	<b>Hello, Tom. How are you?</b>
Tom	<b>Hi, fine, thanks, and you?</b>
Diane	<b>Very well, thanks. Good weekend?</b>
Tom	Yeah, <b>great, thanks.</b> We had a children's birthday party for Emily yesterday and ten of her friends came round.
Diane	<b>Wow!</b>
Tom	<b>How was your weekend?</b>
Diane	<b>Very busy, too.</b> At the moment I'm working 24/7 on this APU takeover. So, is everything ready for the presentation today?
Tom	Yes, I think so. Jasmine is making photocopies of your presentation now and I'm just changing something on today's agenda, you know, the lunch at the restaurant.
Diane	Good.
Tom	Tom Field. Oh, hi. Right, OK, thanks! That was Cathy at reception. Jasmine is bringing John Carter and Karen Taylor up to the boardroom now.
Diane	All right! What are we waiting for? Let's go!

## Business tip

- When somebody greets you, you can repeat their greeting back to them:  
*Morning, Cathy!*                      *Good afternoon!*  
*Morning, Tom!*                         *Good afternoon!*
- You can only ask about somebody's weekend on Monday. But on Friday you can ask about their plans for the weekend.

## Understanding



01  
DVD

### 2 Watch again and answer the questions.

- Does Tom know Cathy and Julia already?
- Did Tom enjoy his weekend?
- Who is making photocopies for Tom?
- What is Tom doing?
- Who telephones Tom?
- Where will Tom and Diane meet John Carter and Karen Taylor?

## Key phrases

Greeting colleagues	Talking about your weekend
<i>Morning!</i>	<i>Good weekend?</i>
<i>Hi!</i>	<i>Great, thanks!</i>
<i>Hello, ... . How are you?</i>	<i>How was your weekend?</i>
<i>Fine, thanks, and you?</i>	<i>Very busy!</i>
<i>Very well!</i>	

## Practice

### 3 Join the two parts of the sentences together.

- |                |                 |
|----------------|-----------------|
| 1 Hello,       | A and you?      |
| 2 How was      | B are you?      |
| 3 Very         | C Jasmine!      |
| 4 How          | D busy!         |
| 5 Fine thanks, | E your weekend? |

4 Complete the exchanges. Use the Key phrases and the Business tip boxes to help you.

- 1 A: \_\_\_\_\_! B: Hello!
- 2 A: \_\_\_\_\_? B: Great, thanks!
- 3 A: \_\_\_\_\_? B: Very busy, especially Sunday.
- 4 A: Good morning! B: \_\_\_\_\_!
- 5 A: \_\_\_\_\_? B: Fine thanks, and you?



01  
CD

5 Tom is talking to another colleague, Roberta. Put the sentences into the correct order to make a conversation. Then listen to Track 01 to check.

1	Tom	Morning, Roberta.
	Roberta	Great, thanks. I played golf on Sunday. How was your weekend?
	Tom	Fine, thanks. Good weekend?
	Tom	Very nice, thanks.
	Roberta	Morning, Tom. How are you?

## Language spotlight

### The present continuous for current activities

*I'm working 24/7.*

*Jasmine is making some photocopies.*

*I'm just changing the agenda.*

*What are we waiting for?*

We use the present continuous to talk about things that are happening around us now.

Go to page 118 for more information and practice.



## Speaking



**6** When you are greeting a colleague, it is important to sound enthusiastic and pleased to see them. Listen to Track 02 and repeat the phrases and questions.

- 1 Morning, Cindy!
- 2 How are you?
- 3 Fine thanks, and you?
- 4 Very well!
- 5 How was your weekend?
- 6 Great, thanks!



**7** It's Monday morning in the office and Colin, a colleague of yours, is just back from vacation. Read through the prompts and responses before you press play. Play Track 03 and speak after the beep. Then listen to Track 04 to compare your conversation.

**Colin** Morning!

**You** *(Reply.)*

**Colin** How are you?

**You** *(Say you're fine and ask about him.)*

**Colin** Very well, thanks. Good vacation?

**You** *(Reply and ask about his vacation.)*

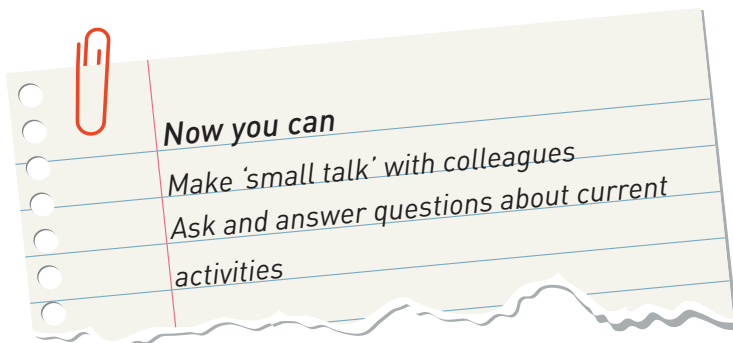
**Colin** Very good, thanks. We went to France. What are you working on at the moment?

**You** *(Say you're practising your English.)*

**Colin** That's a good idea!

**You** *(Ask Colin what he's doing.)*

**Colin** Oh, I'm waiting for some coffee.





## 2 Visitors to the company

Welcoming company guests | Exchanging business cards | Describing your job



### Conversation



- 1 Diane Kennedy and Tom Field from Lowis Engineering meet John Carter and Karen Taylor from APU. Read their conversation and watch the video. Who has Diane never met?

Diane	Hello, John! <b>Good to see you again!</b>
John	Diane! <b>Good to see you again, too. Can I introduce you to</b> Karen Taylor? She's Chief Information Officer at APU.
Diane	<b>Nice to meet you.</b>
Karen	<b>Nice to meet you, too,</b> Ms Kennedy.
Diane	<b>Please, call me</b> Diane. And <b>let me introduce</b> you to my colleague, Tom Field. Tom, John is head of engineering and special projects for APU.
Tom	<b>Pleased to meet you both. Let me give you my card.</b>
Karen	<b>Pleased to meet you, too ... and here's my card ...</b>
John	...and mine. So, <b>what do you do,</b> Tom?
Tom	Well, I work with Diane a lot! I'm a project manager. I'm responsible for some of the larger projects here at Lowis. And I'm also a change management specialist.
Karen	I see. So do you know many of the different department managers at Lowis?
Tom	I think so, yes. It's important to know the different people and their responsibilities here.
John	Oh yes, that's very important for a project manager.
Diane	Please, have a seat.

**Business tip****People in companies often shorten job titles like this:**

CEO = Chief Executive Officer, the person who manages the company.

CFO = Chief Financial Officer, the person who is in charge of the finances.

CIO = Chief Information Officer, the person who is in charge of the company's computer hardware and software.

When you speak to visitors, don't shorten job titles because they may not understand them. Always give the full job title.

**Understanding**

02  
DVD

**2 Watch again and choose the best answer for each question.**

1 John has never met

- A Tom.
- B Karen.
- C Diane.

2 Karen Taylor works for

- A a Chief Information Officer.
- B Lowis Engineering.
- C APU.

3 Tom is in charge of

- A Lowis Engineering.
- B large projects in Lowis Engineering.
- C specialists in Lowis Engineering.

**Key phrases****Welcoming company guests and exchanging business cards**

*Good to see you again!*

*Let me introduce ... .*

*Good to see you again, too.*

*Pleased to meet you both.*

*Can I introduce you to ... ?*

*Pleased to meet you, too.*

*Nice to meet you.*

*Let me give you my card.*

*Nice to meet you, too.*

*Here's my card.*

*Please, call me ... .*

*What do you do?*

**Practice****3 Match the sentences.**

1 Can I introduce you to Tom?

A I'm a computer specialist.

2 Let me give you my card.

B Good to see you, too.

3 What do you do?

C Please, call me Carlos.

4 Nice to meet you, Mr Martinez.

D Thanks. Here's mine.

5 Good to see you!

E Nice to meet you.

4 Complete the sentences with these words.

at for in of to to too

- 1 Pleased \_\_\_\_\_ meet you, \_\_\_\_\_.
- 2 Diane is head \_\_\_\_\_ personnel \_\_\_\_\_ Lewis Engineering.
- 3 I'm responsible \_\_\_\_\_ the company finances.
- 4 Can I introduce you \_\_\_\_\_ Robert?
- 5 She's a specialist \_\_\_\_\_ Java programming.



05  
CD

5 Use the words to complete the sentences in the conversation. Then listen to Track 05 to check your answers.

**Jasmine** Hi, John / good / see / again /

---

**John** Hello, Jasmine / good / see / again / too /

---

**Jasmine** Can / introduce / colleague / Julia /

---

**John** Pleased / meet / you /

---

**Julia** Pleased / meet / too /

---

**John** What / do, Julia /

---

**Julia** I / Mr Fisher's / personal assistant /

---

### Language spotlight

#### The present simple tense for regular activities

*She's Chief Information Officer.*


*What do you do?*

*I'm responsible for ...*


We use the present simple tense to talk about things that we always do.

Go to page 119 for more information and practice.

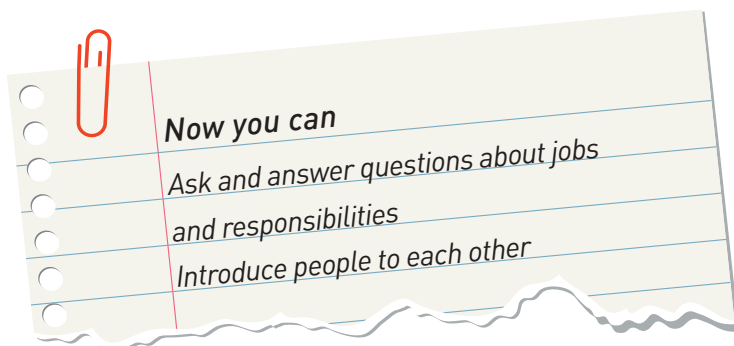
## Speaking

 **06** **6** Notice how the underlined words are stressed in the exchanges below. Listen to Track 06 and repeat the sentences.

- 1 Good to see you again!  
Good to see you again too.
- 2 Pleased to meet you both.  
Pleased to meet you too.
- 3 Nice to meet you.  
Nice to meet you too.

 **07-08** **CD** **7** With a colleague, Tom, you are visiting Jenny, a supplier to your company who you already know. Read through the prompts and responses before you press play. Play Track 07 and speak after the beep. Then listen to Track 08 to compare your conversation.

- You** *(Greet Jenny.)*
- Jenny** Oh, hello! Good to see you again too! Can I introduce my colleague, Alex?
- You** *(Greet Alex.)*
- Alex** Nice to meet you too.
- You** *(Ask what Alex does.)*
- Alex** Oh, I'm responsible for sales and marketing. What about you?
- You** *(Tell him your job.)*
- Alex** Interesting.
- You** *(Introduce your colleague, Tom, to Jenny and Alex.)*
- Jenny, Alex, Tom** Hi ... hello ... pleased to meet you both.
- You** *(Offer Alex your business card.)*
- Alex** Oh, thanks. Here's mine!



### 3 Down to business

Starting a meeting | Making requests | Talking about future plans



#### Conversation



03  
DVD

- 1 Diane Kennedy and Tom Field from Lowis Engineering are meeting John Carter and Karen Taylor from APU to discuss the takeover of Lowis by APU. Read their conversation and watch the video. Who is Tom going to help?

Diane	<b>So, thank you, everybody, for coming to this meeting</b> today. <b>Let's start by</b> discussing what we're going to do over the next few months. John and Karen, you are going to be responsible from the APU side for integrating Lowis into APU.
John	That's right. I'm going to deal with the management side with you and Karen is going to work on systems like IT.
Diane	And <b>Tom, I want you to</b> work with Karen.
Tom	OK. How I can help exactly?
Karen	Well, <b>I'd like you to</b> help me understand how Lowis works. You're the expert. It's going to be difficult for me to integrate your system into APU without your support.
Tom	That's true.
Diane	Good. I think you're going to find this a very interesting project, Tom.
John	<b>We really need you to</b> make this work well, Tom.
Diane	Exactly. Let's look at the current situation at Lowis. Tom, <b>could you</b> give John and Karen the handouts while I start the projector?
John	<b>Would you mind if I</b> make a quick phone call while you set up?
Diane	Not at all.

## Business tip

Particularly in English-speaking countries, it is usual for business people to use first names, even with people they meet for the first time.

**John and Karen**, you're going to be responsible for... .

We really need you to make this work well, **Tom**.

When you are in international meetings, listen and follow what other people do. If they use first names, you use first names.

## Understanding



03  
DVD

### 2 Watch again. Are the sentences true (T) or false (F)?

- |   |   |       |
|---|---|-------|
| 1 | John and Karen are in charge of integrating Lewis into APU. | T / F |
| 2 | Karen deals with HR issues for APU.                         | T / F |
| 3 | Tom knows a lot about APU.                                  | T / F |
| 4 | Karen doesn't want Tom's help.                              | T / F |
| 5 | Diane asks Tom to help her.                                 | T / F |
| 6 | John doesn't want to make a phone call.                     | T / F |

## Key phrases

### Starting meetings and making requests

<i>Thank you for coming to this meeting.</i>	<i>We really need you to ... .</i>
<i>Let's start by ... +ing ... .</i>	<i>Could you ... ?</i>
<i>I want you to ... .</i>	<i>Would you mind if I ... ?</i>
<i>I would / I'd like you to ...</i>	

## Practice

### 3 Complete the sentences with language from Key phrases.

- APU \_\_\_\_\_ like you to start work next week.
- Would your boss \_\_\_\_\_ if I change our appointment?
- I really \_\_\_\_\_ you to do this for me.
- Thanks for \_\_\_\_\_ to this meeting.
- \_\_\_\_\_ you send me an email?
- Let's start \_\_\_\_\_ talking about the new project.

**4 Put the words in the sentences into the correct order.**

1 you / windows / mind / Would / we / open / if / the  
\_\_\_\_\_?

2 boss / needs / him / really / call / you / to / The / give / a  
\_\_\_\_\_.

3 checking / start / information / by / some / Let's  
\_\_\_\_\_.

4 like / to / to / you / come / She'd / meeting / the  
\_\_\_\_\_.

5 reservation / check / you / Could / my  
\_\_\_\_\_?

6 you / for / this / all / coming / morning / to / this / Thank / meeting  
\_\_\_\_\_.

**5 You want a colleague at work, James, to do some things for you. Complete the requests with some information of your own.**

1 James, I want you to ...  
\_\_\_\_\_.

2 Would you mind if I ...  
\_\_\_\_\_?

3 Could you ...  
\_\_\_\_\_?

4 The company really needs you to ...  
\_\_\_\_\_.

5 When that's finished, I'd like you to ...  
\_\_\_\_\_.

**Language spotlight**

**Going to future**

*I'm going to deal with the management side.*

*It's going to be difficult for me to integrate your systems.*

*You're going to find this an interesting project.*

The *going to* future is used to talk about future plans, intentions or expectations.

Go to page 121 for more information and practice.

## Speaking



**6** The two words *going to* are often run together when spoken quickly so that it sounds like *gonna*. Listen to Track 09 and repeat the sentences.

- 1 I'm going to phone him.
- 2 He's going to send an email.
- 3 What are you going to do?
- 4 It isn't going to work.
- 5 Are you going to see him tomorrow?



**7** You are a project manager. Ask the project team members to do things for you. Read through the prompts and responses before you press play. Play Track 10 and speak after the beep. You start. Then listen to Track 11 to compare your conversation.

**You** *(Thank Helen and Colin for coming to the meeting.)*

**Helen + Colin** OK, good.

**You** *(Ask Helen and Colin to do some things for you.)*

**Helen + Colin** Fine. No problem.

**You** *(Ask Colin to check the project costs.)*

**Colin** Sure. Can I get the figures from you tomorrow morning?

**You** *(Say you aren't going to be in the office tomorrow morning. Ask if he can come to your office after the meeting.)*

**Colin** Of course.

**You** *(Say you'd like Helen to check the factory with you.)*

**Helen** Great! When?

**You** *(Say you plan to check it on Monday next week.)*

**Helen** OK.

**You** *(Ask the team to send you all their reports to you by Friday lunch time.)*

**Helen + Colin** Sure. No problem.

