

# Business English Elementary Practice Online

This is a business, elementary level course. You will find a collection of exercises and activities to give you practice of grammar, vocabulary, listening, reading and writing. There are 4 units, each with 5 syllabus items.

## UNIT 1

### 0 Business communication: People and conferences

#### Syllabus components

Grammar

Writing

Vocabulary

Reading

Listening

#### Description

This syllabus item provides practice of the kind of language we use when we meet someone at a conference. It also provides practice of the language we use to talk about conference details and conference venues.

#### Syllabus component description

Practising the present tense of the verb 'to be' in a conversation at a conference. Practising the affirmative, negative and interrogative forms of 'there is' and 'there are' in a conversation about a conference venue.

Reading an email about conference details.

Listening to a conversation between two people who meet again at a conference. Listening to a man dictating an email about conference details.

#### Title

Socializing

Conference introductions

Conference email

This year's conference

### 1 Business communication: Telephone conversations

#### Syllabus components

Grammar

Writing

Vocabulary

Reading

Listening

This syllabus item provides practice of the kind of language we use when we speak on the phone. It also provides practice of numbers and the use of 'can' to make polite requests.

#### Syllabus component description

Practising the use of 'can' to make polite requests.

Practising phrases that you might hear if you phone a company or organization and ask to speak to a particular person. Practising words and expressions used on the phone.

Listening to someone trying to make a phone call. Listening to a conversation about mobile phone numbers.

Making a phone call

Mobile phone numbers

Phone responses

On the phone

Can I leave a message?

### 2 Business communication: Telephone messages

#### Syllabus components

Vocabulary

Writing

Grammar

Reading

Listening

This syllabus item provides practice of the kind of language we use when we leave telephone messages and when we write notes about them. It also provides practice of the use of 'will', 'going to' and the present simple to talk about the future.

#### Syllabus component description

Writing a note containing a telephone message and looking at a model answer and comments.

Practising the use of 'will', 'going to' and the present simple to talk about the future.

Reading a phone message.

Listening for mood and tone of voice in telephone messages. Listening to a businesswoman's message to her secretary about her activities for the week.

Leaving a telephone message

What's happening?

Just letting you know

Leaving a telephone message

### 3 Business communication: Courses and presentations

#### Syllabus components

Writing

Reading

This syllabus item provides practice of the kind of language we use when we introduce courses or presentations. It also provides practice of the language we use to give a brief product presentation.

#### Syllabus component description

Listening to a presentation

Training course introduction

	Listening	Listening to the introduction to a presentation. Listening to the introduction to a training course. Listening to a product presentation.	Product presentation
	Vocabulary		
	Grammar		
4	<b>Business communication: Customers and complaints</b>	<b>This syllabus item provides practice of the kind of language we use to make and handle complaints. It also provides practice of the language we use to give advice about handling complaints at work.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Listening	Listening to a phone conversation between a company manager and a customer. Listening to someone complaining about a jacket they bought. Listening to advice about handling complaints at work.	Company and customer
	Vocabulary		Complaining about a product
	Reading	Reading a letter of complaint.	Handling complaints
	Writing		
	Grammar		
<b>UNIT 2</b>			
5	<b>Away from work: Business travel</b>	<b>Description</b> <b>This syllabus item provides practice of the kind of language we use when we go on business trips. It also provides practice of the language we use to talk about planes and airports.</b>	<b>Title</b>
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Listening	Listening to two people at the airport going on a business trip. Listening to five people identifying their bags at the airport.	A business trip
	Reading	Reading a text about what travellers do at airports.	Have we got everything?
	Grammar	Practising the imperative in a list of things to do before a business trip. Practising comparative and superlative adjectives in descriptions of planes.	Taking a flight?
	Writing		Which bag is ...
	Vocabulary	Practising words used to talk about airports.	Ask the pilot
6	<b>Away from work: Small talk</b>	<b>This syllabus item provides practice of the kind of language we use when we make small talk or talk to people in business contexts. It also provides practice of the language we use to talk about the weather.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Listening	Listening to two business people make small talk when they first meet. Listening to weather reports.	Small talk
	Writing		The taxi driver
	Grammar	Contrasting 'Do you' and 'Are you' in a conversation between a taxi driver and a passenger.	Meeting people
	Vocabulary	Practising questions you may ask people when you meet them in a business context. Practising words and phrases commonly used when travelling on business. Practising words to describe weather.	Travel language
	Reading		What's the weather like? The weather where you are

7	<b>Away from work: Company visitors</b>	<p><b>This syllabus item provides practice of the kind of language we use when we receive visitors or arrive as visitors to a company. It also provides practice of the language we use when we make arrangements for visitors.</b></p> <p><b>Syllabus component description</b></p>	<p>Arrangements for visitors</p> <p>What time do you arrive?</p> <p>Welcome to our company</p> <p>Entertaining your clients</p>
	<b>Syllabus components</b>		
	Grammar		
	Reading		
	Writing		
	Vocabulary		
	Listening	Listening to a phone conversation between a company administrator and someone who will visit the company. Listening to a phone call about arrangements for a business trip. Listening to a man introducing his work colleagues. Listening to short company advertisements.	
8	<b>Away from work: Hotels</b>	<p><b>This syllabus item provides practice of the kind of language we use when we stay at hotels. It also provides practice of 'yes'/'no' questions and short answers and of how to write a fax booking a hotel room.</b></p> <p><b>Syllabus component description</b></p>	<p>Hotel check-in</p> <p>Checking in at the Riverside Hotel</p> <p>At The Royal Hotel</p> <p>What's on the menu?</p> <p>When in Rome ...</p> <p>Reserving a hotel room</p>
	<b>Syllabus components</b>		
	Writing	Writing a fax booking a hotel room and looking at a model answer and comments.	
	Vocabulary	Practising vocabulary associated with hotels.	
	Reading		
	Listening	Listening to two women checking in at a hotel. Listening to two guests calling room service and ordering food.	
	Grammar	Practising 'yes'/'no' questions and short answers in conversations between staff and guests in a hotel.	
9	<b>Away from work: Restaurants</b>	<p><b>This syllabus item provides practice of the kind of language we use to book a table at a restaurant, order food in a restaurant and talk about different breakfast habits. It also provides practice of the use of 'do' as an auxiliary verb.</b></p> <p><b>Syllabus component description</b></p>	<p>Booking a restaurant</p> <p>Restaurants and eating out</p> <p>Eating out</p> <p>I love pizza</p> <p>Breakfast all over the world</p>
	<b>Syllabus components</b>		
	Reading		
	Grammar	Practising the use of 'do' as an auxiliary verb in a conversation about ordering a pizza.	
	Vocabulary	Practising words and phrases used in restaurants.	
	Writing		
	Listening	Listening to a woman booking a table at a restaurant. Listening to someone ordering food in a restaurant. Listening to people talking about breakfast habits in different places.	
<b>UNIT 3</b>		<b>Description</b>	<b>Title</b>
10	<b>Companies: Business buildings and departments</b>	<p><b>This syllabus item provides practice of the kind of language we use to describe departments in a company and places in a business building. It also provides practice of the language we use to give directions in a building.</b></p> <p><b>Syllabus component description</b></p>	<p>Office words</p> <p>Company structure</p> <p>Business buildings</p> <p>Finding your way</p> <p>Directions in a building</p>
	<b>Syllabus components</b>		
	Grammar		
	Writing		
	Reading		
	Vocabulary	Practising words used to talk about departments, places and people. Describing the functions of the different departments in a company. Practising words and phrases connected with business buildings and what is in them. Practising verbs and prepositions used to give directions in a building.	
	Listening	Listening to directions in an office.	

11	<b>Companies: Office equipment and supplies</b>	<b>This syllabus item provides practice of the kind of language we use to describe an office. It also provides practice of the language we use to talk about office supplies, services and paperwork.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Vocabulary	Practising words related to people and things that are part of the business world. Practising words used to describe offices supplies and services. Practising words that describe various types of paperwork commonly used in business.	Describing an office
	Reading	Reading the description of an office. Reading the description of an office supplies shop.	The world of business
	Listening		The Supplies Shop
	Grammar	Practising definite and indefinite articles in a description of an office.	Paperwork
	Writing		
12	<b>Companies: Business tips</b>	<b>This syllabus item provides practice of the kind of language we use to talk about different tools for business success, such as negotiating skills and market research. It also provides practice of the language we use to give advice.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Grammar	Practising adverbs of frequency in sentences about a market research interview.	Negotiating tips
	Listening	Listen to a radio broadcast about negotiating.	Running your own business
	Vocabulary	Practising words related to running a business.	Market research
	Reading	Reading an article about tips for running your own business. Reading a market research interview. Visiting an external website to read about how a credit card company markets its services.	Credit cards
	Writing		
13	<b>Companies: Businesses and financial institutions</b>	<b>This syllabus item provides practice of the kind of language we use to describe different kinds of businesses and organizations. It also provides practice of numbers.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Writing		What does your company do?
	Grammar		Rutland football stadium
	Listening	Listening to a radio report about a new football stadium.	<b>The New York Stock Exchange</b>
	Vocabulary	Practising phrases that describe businesses.	<b>The European Central Bank</b>
	Reading	Reading a report about a new football stadium. Visiting an external website to read about the New York Stock Exchange. Visiting an external website to read about the European Central Bank and the euro.	
14	<b>Companies: Business news</b>	<b>This syllabus item provides practice of the kind of language we use to talk about business news. It also provides practice of the language used in newspaper headlines</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Reading		In the news
	Listening	Listening to five headlines from the latest business news.	Business news headlines
	Grammar	Practising words used in newspaper headlines.	
	Writing		
	Vocabulary		

## UNIT 4

### 15 People: Looking for a job

#### Syllabus components

Reading

Listening

Writing

Vocabulary

Grammar

#### Description

This syllabus item provides practice of the kind of language we use in application letters and reference letters. It also provides practice of the language we use to describe job requirements and qualifications and reasons for looking for a new job.

#### Syllabus component description

Reading an extract from a letter applying for a job. Reading a reference letter. Visiting an external website to read about working at the International Monetary Fund.

Writing a report describing a pie chart about reasons for looking for a new job and looking at a model answer and comments.

Practising phrases used when applying for a job. Practising the difference between active and passive verbs in a reference letter.

#### Title

Dear Mr Bradshaw

A reference for John Marr

**Working at the IMF**

Reporting the results of a survey

### 16 People: Job interviews

#### Syllabus components

Listening

Reading

Vocabulary

Writing

Grammar

This syllabus item provides practice of the kind of language we use before, during and after job interviews. It also provides practice of letters inviting someone for an interview and of interview rejection letters.

#### Syllabus component description

Practising phrases used when talking about jobs and job interviews.

Writing an email inviting someone for an interview and looking at a model answer and comments.

Writing an email explaining that an interview candidate has not been offered a job and looking at a model answer and comments.

Interview questions

Arranging an interview

Interview rejection letter

### 17 People: Jobs and tasks

#### Syllabus components

Grammar

Vocabulary

Reading

Writing

Listening

This syllabus item provides practice of the kind of language we use to describe job types and tasks people do at work. It also provides practice of question words.

#### Syllabus component description

Practising question words in questions extracted from a job interview. Practising the present perfect in a text about people working in a department store.

Practising words describing people's jobs.

Practising words for tasks people do at work.

Reading a text about the people working in a department store.

Listening to an interview about somebody's work.

Travelling for work

Job types

What do you do in your job?

What do you do?

Interview with a TV director

My colleagues

18 **People: A typical day**

**This syllabus item provides practice of the language we use to describe what we do on a typical day at work. It also provides practice of present simple questions, prepositions, and the contrast between the present simple and the present continuous.**

**Syllabus component description**

**Syllabus components**

Listening

What does Mrs Bari do?

Vocabulary

Mr Gonzales starts work at 9 am.

Reading

Reading about a manager's day. Reading about an employee's day. Reading an article about a new job from a company magazine. Reading a description of a busy day at work.

My new job

Writing

A busy day at work

Grammar

Practising short answers to present simple questions about somebody's job. Practising the prepositions of time: 'on', 'at', 'in'. Practising the use of the present simple and the present continuous. Practising regular and irregular past simple forms in a description of a busy day.

19 **People: Do's and don'ts in the workplace**

**This syllabus item provides practice of the kind of language we use to describe things we must or have to do in the workplace. It also provides practice of the language we use to express our views on smoking in the workplace.**

**Syllabus component description**

**Syllabus components**

Vocabulary

Do I have to?

Grammar

Practising the use of 'must' and 'have to' to express obligation and necessity.

A report on smoking in the workplace

Reading

Writing

Writing a report on banning smoking in the workplace and looking at a model answer and comments.

Listening