

Business English Pre-intermediate Practice Online

This is a business, pre-intermediate 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

	Description	Title
0	Business communication: Personal information	
	This syllabus item provides practice of the kind of language we use to give personal information and talk about personal experiences.	
	Syllabus component description	
	Writing	Booking a course
	Reading	Registering at a business conference
	Vocabulary	Talking about a conference
	Listening	I've lived here for three years
	Grammar	Timeways travel
1	Business communication: Phone calls and messages	
	This syllabus item provides practice of the kind of language we use to make phone calls and leave messages.	
	Syllabus component description	
	Listening	A telephone message
	Grammar	Good morning
	Reading	Give me a call
	Writing	Leaving messages
	Vocabulary	
2	Business communication: Appointments and arrangements	
	This syllabus item provides practice of the kind of language we use to organize appointments, make arrangements and talk about future events.	
	Syllabus component description	
	Reading	Buying advertising space
	Listening	Future arrangements
	Vocabulary	What's happening this week?
	Writing	What's happening about the future?
	Grammar	Talking about the future
3	Business communication: Emails and memos	
	This syllabus item provides practice of the kind of language we use to write informal business emails and memos and give advice on how to deal with lots of emails.	
	Syllabus component description	
	Listening	You have ten messages
	Reading	You've got mail
	Writing	Emails between colleagues
	Vocabulary	Office memos
	Grammar	An email to a colleague

4	Business communication: Effective meetings	This syllabus item provides practice of the kind of language we use to take part in meetings and to talk about how to have good meetings.	Syllabus component description	
	Syllabus components			
	Listening	Listening to a meeting about introducing flexi-time at work.		How to have a good meeting
	Writing			Proposing flexi-time at work
	Reading			What did you say?
	Grammar	Practising the use of reported speech in statements that can be used in meetings.		
	Vocabulary	Practising words and phrases used to talk about meetings.		
UNIT 2		Description	Title	
5	Away from work: Company visitors	This syllabus item provides practice of the kind of language we use when we receive visitors or arrive as visitors and when we make arrangements for visitors to our company.	Syllabus component description	
	Syllabus components			
	Writing			Timetable for company visitors
	Reading			Meeting at the museum
	Vocabulary	Practising phrases used when receiving visitors or when arriving as a visitor.		Greetings
	Listening	Listening to two colleagues talking about arrangements for a group of visitors to their company. Listening to a telephone conversation between the booking department of a museum and a company representative.		
	Grammar			
6	Away from work: Cultural literacy	This syllabus item provides practice of the kind of language we use to communicate politely in different social situations in an English-speaking country.	Syllabus component description	
	Syllabus components			
	Writing			Where is it?
	Listening	Listening to someone talking about places in a town.		I have a question
	Reading			Let me buy you lunch
	Vocabulary	Practising language used in restaurants when eating out with clients or contacts. Practising responding to things people commonly say in social situations.		What should I say now?
	Grammar			
7	Away from work: Business travel	This syllabus item provides practice of the kind of language we use to describe travel experiences, travel plans and places we have visited.	Syllabus component description	
	Syllabus components			
	Grammar			Travelling tales
	Reading			On business in Bermuda
	Writing			A working holiday
	Listening	Listening to a businessman talking about business travel. Listening to a businessman talking about Bermuda. Listening to someone talking about a working holiday.		Going on a trip
	Vocabulary	Practising words related to travel.		
8	Away from work: Requests	This syllabus item provides practice of the kind of language we use to make polite requests and to kindly request information.	Syllabus component description	
	Syllabus components			
	Reading			Complaining about a service
	Listening	Listening to a client making a complaint and to the service provider requesting information.		Requests
	Grammar	Practising making offers and requests. Practising the modals 'can', 'could' and 'may'.		Offers and requests
	Vocabulary	Practising ways of making requests.		Modals of permission
	Writing			

9 **Away from work: Shopping**

Syllabus components

Grammar

Reading

Writing

Vocabulary

Listening

This syllabus item provides practice of the kind of language we use when we go shopping and when we complain about something we have bought.

Syllabus component description

Practising the use of the regular and irregular past tense and the present perfect in a letter of complaint.

Visiting external websites to read about high street stores in the UK.

Practising expressions that are useful when shopping.

Listening to conversations between shop assistants and customers.

Can I help you?

In the sports shop

Complaining

Shopping around

High Street Stores

UNIT 3

10 **Companies: Describing jobs**

Syllabus components

Grammar

Reading

Vocabulary

Writing

Listening

Description

This syllabus item provides practice of the kind of language we use to talk about jobs, tasks and team-working.

Syllabus component description

Practising the use of '-ing' forms and infinitives in a conversation about somebody's job. Practising the use of the present perfect and the past simple in somebody's diary about their first day on a new job.

Practising words and phrases used to describe what somebody does at work.

Listening to a talk about team-working.

Title

Work, work, work

Talking about your job

Team-working

11 **Companies: Job satisfaction**

Syllabus components

Listening

Grammar

Writing

Reading

Vocabulary

This syllabus item provides practice of the kind of language we use to talk about our job and what we like or don't like about it. It also provides practice of the language we use to report the results of surveys.

Syllabus component description

Listening to two interviews about people's working lives.

Writing a report describing a pie chart about reasons why people want to change their jobs and looking at a model answer and comments.

Practising words and phrases used when talking about jobs.

Work survey

My job

Reporting the results of a survey

12 **Companies: Describing businesses**

Syllabus components

Vocabulary

Reading

Grammar

Listening

Writing

This syllabus item provides practice of the kind of language we use to talk about different kinds of businesses.

Syllabus component description

Business interests

A radio interview

Listening to three people describing their businesses. Listening to a radio interview with a company representative in which he describes the services the company offers.

13	Companies: Business challenges	This syllabus item provides practice of the kind of language we use to talk about businesses and their challenges.	
	Syllabus components	Syllabus component description	
	Reading		A demographic challenge
	Grammar		A bad year to travel
	Listening	Listening to a conversation about the consequences of an ageing workforce. Listening to two travel agents talking about customer complaints.	What does that mean?
	Writing		
	Vocabulary	Practising terms used in marketing.	
14	Companies: Business results	This syllabus item provides practice of the kind of language we use to talk about how well businesses are doing and discuss business news. It also provides practice of the language we use to describe graphs.	
	Syllabus components	Syllabus component description	
	Writing	Writing a report describing a graph about variations in the price of a product and looking at a model answer and comments.	The annual general meeting
	Vocabulary	Practising words and phrases used to describe information in graphs.	Business News
	Listening	Listening to a presentation about an annual general meeting. Listening to a world report.	Up or down?
	Reading	Reading business news on two external websites.	Developments
	Grammar	Practising the use of adjectives and adverbs to describe developments in financial markets.	Business News Writing a report
UNIT 4		Description	Title
15	People: Applications	This syllabus item provides practice of the kind of language we use to apply for jobs and write letters of application.	
	Syllabus components	Syllabus component description	
	Vocabulary	Practising words and phrases commonly used in letters of application.	A telephone message
	Writing		Application letter extracts
	Listening	Listening to an employer leaving a telephone message for a job applicant.	Letter of application
	Grammar		
	Reading		
16	People: Selection process	This syllabus item provides practice of the kind of language we use to talk about qualifications and about how people are selected for job interviews.	
	Syllabus components	Syllabus component description	
	Vocabulary	Practising words and phrases used to talk about skills and qualifications.	Interviewing procedures
	Writing		Talking about CVs and job interviews
	Grammar		How skilled are you?
	Listening	Listening to two colleagues talking about interviews they are organizing. Listening to a conversation about how people are selected for job interviews.	
	Reading		
17	People: Job interviews	This syllabus item provides practice of the kind of language we use in job interviews.	
	Syllabus components	Syllabus component description	
	Vocabulary	Practising phrases often used in interviews.	I've got an interview!
	Reading		What's the question?
	Listening		Paul's interview
	Writing		
	Grammar	Practising the past simple and the present perfect in scripts of job interviews. Practising question formation.	

18 **People: Appraisal**

This syllabus item provides practice of the kind of language we use to discuss performance at work. It also provides practice of the language we use to politely ask someone to do a task again and to dress more smartly.

Syllabus component description

Syllabus components

Writing

Appraisal report

Vocabulary

An appraisal interview

Grammar

Can you do this again, please?

Listening

Listening to a discussion about a forthcoming performance appraisal. Listening to an interview between a manager and an employee. Listening to a boss complaining politely to an employee about his clothes. Listening to a boss asking an employee to do a task again.

The dress code

Reading

19 **People: Problems and negotiations**

This syllabus item provides practice of the kind of language we use to discuss problems and make negotiations. It also provides practice of the zero and the first conditional.

Syllabus component description

Syllabus components

Vocabulary

Negotiating with the boss

Grammar

Practising the use of the zero and the first conditional.

Dealing with disagreements

Writing

Writing an analysis of a problem and looking at a model answer and comments.

Asking for a pay rise

Reading

What if ...?

Listening

Listening to a woman negotiating with her boss. Listening to a conversation about how to deal with disagreements amongst staff. Listening to a woman asking for a pay rise.

An analysis