

Business English Intermediate Practice Online

This is a business, 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: Meeting arrangements	This syllabus item provides practice of the kind of language we use to make arrangements for business meetings.	
Syllabus components	Syllabus component description	
Listening	Listening to a man leaving a message to his PA about a memo to be sent before a meeting. Listening to a woman leaving a message to her PA asking her to organize some documents for a meeting. Listening to two people talking about meeting room arrangements. Listening to different telephone conversations about meetings.	Drafting a memo
Reading	Reading an email about arrangements for a marketing meeting.	Documents for a meeting
Grammar		Meeting room arrangements
Writing		Three quick phone calls
Vocabulary	Practising verbs commonly used in business. Practising common collocations in business language.	Covering for a colleague Setting up a meeting
1 Business communication: In a meeting	This syllabus item provides practice of the kind of language we use to take part in meetings. It also provides practice of the language we use to talk about effective meetings and polite behaviour in meetings.	
Syllabus components	Syllabus component description	
Reading	Reading an article about how to have effective meetings.	Different opinions
Grammar	Practising verbs followed by the '-ing' form or an infinitive in an article about effective meetings. Practising modals in sentences about polite behaviour in meetings and other business situations.	Effective meetings
Writing		Meetings and greetings
Vocabulary		
Listening	Listening to eight people in a meeting giving their opinion about a proposal.	
2 Business communication: Conference arrangements	This syllabus item provides practice of the kind of language we use to make arrangements for conferences.	
Syllabus components	Syllabus component description	
Reading		Conference arrangements
Grammar		Conference facilities
Listening	Listening to people discussing arrangements for the conferences they are organizing. Listening to colleagues discussing a venue they would like to book for their company's annual conference.	Setting up a conference
Writing	Writing a letter about arrangements for a conference and looking at a model answer and comments.	A letter on conference arrangements
Vocabulary	Practising words used to talk about conference arrangements.	
3 Business communication: At a conference	This syllabus item provides practice of the kind of language we use when we go to conference centres to attend conferences.	
Syllabus components	Syllabus component description	
Reading		Welcome to the conference
Vocabulary		Conference announcements
Writing		Networking at a conference

Listening	Listening to the introductory speech at a conference. Listening to eight different announcements at a conference. Listening to eight extracts from conversations at a conference. Listening to two travel agents discussing the programme for a conference they are going to.	Choosing events
Grammar		
4 Business communication: Presentations	This syllabus item provides practice of the kind of language we use to plan presentations, give presentations and talk about presentations we attended.	
Syllabus components	Syllabus component description	
Listening	Listening to a conversation between a person who will be giving a presentation and his PA. Listening to two people planning a presentation. Listening to a conversation about a presentation that one of the speakers attended. Listening to a representative from a training company giving a presentation about his company. Listening to part of a presentation about mobile phone and Internet users.	Law firm presentation
Grammar		Planning a presentation
Reading		Attending a presentation
Writing		Presentation about a training company
Vocabulary		Statistics
UNIT 2		
5 Away from work: Getting ready for visitors	Description This syllabus item provides practice of the kind of language we use to make arrangements for business visitors to our company.	Title
Syllabus components	Syllabus component description	
Vocabulary		Arrangements for a business visitor
Writing		A telephone message
Listening	Listening to someone leaving a message about the arrival of a visitor. Listening to a reservations desk clerk leaving a message about a booking for a business visitor. Listening to a telephone conversation about some business guests. Listening to three people talking about arrangements for a group of business visitors.	Accommodation for business guests
Reading		Looking after business visitors
Grammar		
6 Away from work: Socializing with visitors	This syllabus item provides practice of the kind of language we use to socialize with business visitors.	
Syllabus components	Syllabus component description	
Listening	Listening to a conversation with a business visitor who has just arrived. Listening to a conversation with a visitor. Listening to someone inviting a business visitor out for the evening.	Arrival of a business visitor
Reading		Socializing with a visitor
Vocabulary		Breaking the ice
Writing		An evening's entertainment
Grammar	Practising question tags.	
7 Away from work: Going on a trip	This syllabus item provides practice of the kind of language we use when we go on holiday or on a business trip. It also provides practice of the language we use to describe holidays.	
Syllabus components	Syllabus component description	
Writing		Planning a holiday
Reading	Visiting external websites to find information about Vancouver, Canada.	An aircraft announcement
Grammar	Practising phrasal verbs in an article about the holidays of people who work in companies.	Expense claim

Listening	Listening to two people talking about the precautions they take before going on a trip. Listening to an aircraft announcement. Listening to a telephone call about a business trip and reimbursement of expenses. Listening to a conversation about holiday problems.	Holiday problems
Vocabulary	Practising phrases with 'go' and 'get' in a text about a holiday.	Holidays Why did I go on holiday? A trip to Vancouver, Canada
8 Away from work: Staying in a hotel	This syllabus item provides practice of the kind of language we use when we stay in hotels.	
Syllabus components		
Vocabulary		What's on the menu?
Writing		Guest information
Grammar	Practising the passive voice in sentences about hotel rules.	A postcard home
Listening	Listening to two people ordering food from their hotel room. Listening to a woman who is away from home.	
Reading	Reading hotel rules.	
9 Away from work: Going shopping	This syllabus item provides practice of the kind of language we use when we go shopping. It also provides practice of the language we use to give our opinion of supermarkets and online shopping and to discuss reasons why prices change.	
Syllabus components		
Listening		Increasing visitor spend at tourist attractions
Grammar	Practising comparative and superlative adjectives and adverbs in supermarket reviews. Practising compound nouns in an article about reasons why prices change.	Going shopping
Reading	Reading an article about reasons why prices change.	Online shopping
Writing		Supermarket reviews
Vocabulary	Practising phrases you might need while shopping.	Why do prices rise?
UNIT 3		
10 Companies: Starting up	This syllabus item provides practice of the kind of language we use to talk about different aspects of starting a business.	
Syllabus components		
Grammar	Practising adjectives ending in '-ed' and '-ing' and the prepositions that follow them.	Setting up a restaurant
Reading	Reading an article about women who want to start their own businesses.	Opening a new factory
Vocabulary	Practising common collocations in business language.	Starting up
Listening	Listening to a meeting between three people who are setting up a restaurant. Listening to a conference call between two managers who are discussing the opening of a new factory.	Women entrepreneurs
Writing		Arranging a loan
11 Companies: Management	This syllabus item provides practice of the kind of language we use to talk about business management and different aspects of running a business.	
Syllabus components		
Listening	Listening to four people discussing production plans.	Production plans
Vocabulary	Practising words associated with management. Practising words associated with international trade and customs.	Restructuring the company
Grammar	Practising countable and uncountable nouns in sentences related to an article about virtual businesses.	Trouble at the docks
Writing		Virtual businesses
Reading	Reading an article about virtual businesses.	

12 Companies: Marketing

This syllabus item provides practice of the kind of language we use to talk about marketing strategies.

Syllabus component description

Syllabus components

Vocabulary

Practising words associated with marketing.

A successful exhibition

Listening

Marketing strategies

Writing

Advertising

Grammar

Practising the use of articles in a text about marketing strategies. Practising reported speech in statements about advertising techniques.

Reading

Reading a business report about an exhibition. Reading a short text about marketing strategies.

13 Companies: Sales

This syllabus item provides practice of the kind of language we use as customers or suppliers. It also provides practice of the language we use to describe the process of buying goods.

Syllabus component description

Syllabus components

Reading

Reading terms and conditions to return merchandise. Visiting external websites to find information about surveys to measure customer satisfaction.

Placing an order

Vocabulary

Practising words associated with terms and conditions.

Delayed deliveries

Grammar

Practising different forms of the passive in sentences about the process of buying goods.

Are you the customer or the supplier?

Listening

Listening to someone ordering goods over the phone. Listening to two people talking about a late delivery. Listening to nine extracts from telephone conversations between customers and suppliers.

Returns policy

Writing

Writing a letter to a supplier complaining about a service provided and looking at a model answer and comments.

Buying goods and equipment

Customer satisfaction surveys

A letter of complaint to a supplier

14 Companies: Performance

This syllabus item provides practice of the kind of language we use to talk about how well a business is doing. It also provides practice of the language we use to talk about competition.

Syllabus component description

Syllabus components

Reading

Reading a memo about a new product and competition. Reading a news story about corporate competition.

Retail company's performance

Writing

Website performance

Grammar

Practising linking words in sentences about an article on corporate competition.

Sales crisis

Vocabulary

Practising words associated with statistics.

Financial news

Practising words associated with business competition.

Listening

Listening to the CEO of a company giving a presentation to shareholders about the company's performance and the company's future plans.

Hot competition

Corporate competition

UNIT 4

15 People: Before the interview

Description

Title

This syllabus item provides practice of the kind of language we use to apply for jobs and make arrangements for job interviews. It also provides practice of the language we use as employers to make arrangements to recruit people.

Syllabus components

Syllabus component description

Vocabulary

Practising phrasal verbs associated with making phone calls. Practising words associated with recruiting in a conversation about a new post that has been created. Practising common collocations in business language.

Telephoning to arrange a job interview

Listening

Listening to a man telephoning about a letter he has received inviting him to a job interview. Listening to two people talking about arrangements for an interview. Listening to two people talking about a job applicant.

Interview arrangements

Reading

Reading a letter applying for a job.

A job applicant

Grammar	Practising prepositions following verbs, nouns and adjectives in job advertisements.	A new appointment
Writing	Writing a letter to a recruitment agency asking them to find candidates for a vacant position.	Applying for a job Job advertisements A letter to a recruitment agency
16 People: The interview	This syllabus item provides practice of the kind of language we use during job interviews. It also provides practice of the language we use to give advice on how to succeed at interviews.	
Syllabus components		
Reading	Reading an article about tips on how to succeed at an interview.	Interviewing for a hotel receptionist Interview details
Vocabulary		
Grammar	Practising asking interview questions. Practising reporting interview questions. Practising the first, second, and third conditionals in sentences about how to succeed at interviews.	A job interview
Listening	Listening to a hotel manager interviewing a woman who has applied for a job as a hotel receptionist. Listening to part of a job interview in which the applicant is being asked to give details about his previous jobs. Listening to people giving advice about job interviews.	Interview questions
Writing		How to succeed at interviews How to succeed at an interview
17 People: After the interview	This syllabus item provides practice of the kind of language we use as employers to discuss job applicants we have interviewed; and as job applicants to talk about interviews we have had.	
Syllabus components		
Grammar		Different applicants
Writing		Who should get the job?
Listening	Listening to some colleagues talking about four interviews with different applicants. Listening to a conversation between two managers who are discussing job applicants they have interviewed.	Did you get the job?
Reading		
Vocabulary	Practising words associated with jobs.	
18 People: Duties at work	This syllabus item provides practice of the kind of language we use to describe our job and the tasks we do at work. It also provides practice of the language we use to talk about training.	
Syllabus components		
Vocabulary	Practising words associated with IT.	A change for the better?
Grammar	Practising the use of modal verbs in sentences about human resources issues.	Training sessions
Reading		Using the network
Writing	Writing a description of your company for a training course assignment and looking at a model answer and comments.	Companies
Listening	Listening to a man comparing his current and previous jobs. Listening to a telephone message about arranging training sessions.	A company description

19 People: Challenges at work

This syllabus item provides practice of the kind of language we use to talk about different work-related issues such as introducing redundancies and asking for a pay rise.

Syllabus component description

Syllabus components

Grammar

Practising time expressions in sentences related to an article about asking for a pay rise. Practising the use of connecting words in a memo about a member of staff.

Reducing the workforce

Vocabulary

Practising words associated with human resources issues.

Do you want a pay rise?

Writing

Writing a memo to staff about changes in the company and looking at a model answer and comments.

Reading a memo

Reading

Reading an article about asking for a pay rise. Reading a confidential memo about a member of staff. Visiting external websites to find information about the subject of office politics.

Office politics

Listening

A memo to staff on company changes