

# Business English Upper Intermediate Practice Online

This is a business, upper-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 <b>Business communication: Conferences</b>	<b>This syllabus item provides practice of the kind of language we use to register for conferences, participate in conference workshops and make complaints. It also provides practice of the use of 'will' to express assumptions.</b>	
<b>Syllabus components</b>	<b>Syllabus component description</b>	
Vocabulary		Conference registration
Writing		Where's Toby?
Reading		Listening to complaints
Listening	Listening to somebody registering for an eco-tourism conference. Listening to people having a discussion during a conference workshop about Internet fraud. Listening to a conference participant complaining.	Conference discussion
Grammar	Practising the use of 'will' for expressing assumptions in a dialogue about a colleague who is away at a conference.	
1 <b>Business communication: Presentations</b>	<b>This syllabus item provides practice of the kind of language we use to give presentations and give advice about how to give good presentations.</b>	
<b>Syllabus components</b>	<b>Syllabus component description</b>	
Writing		What is the speaker talking about?
Grammar		Advice about giving presentations
Reading	Reading an article about giving presentations.	Making presentations
Vocabulary	Practising verb collocations in an article about giving presentations.	Listening to a presentation
Listening	Listening to extracts from eight presentations. Listening to eight people giving advice about giving presentations. Listening to somebody holding a presentation on warehouse management systems trying to persuade people about their value.	
2 <b>Business communication: Meetings</b>	<b>This syllabus item provides practice of the kind of language we use to book meeting rooms and take part in meetings. It also provides practice of the language we use to give our opinion of meetings and advice about taking part in them.</b>	
<b>Syllabus components</b>	<b>Syllabus component description</b>	
Writing		Booking rooms for meetings
Vocabulary		Colleagues discussing department meetings
Grammar	Correcting incorrect words in an article about using graphic representations of ideas in meetings.	Advice about taking part in meetings
Reading	Reading an article about mind-mapping techniques in meetings.	Mind-mapping techniques in meetings
Listening	Listening to people booking rooms for meetings. Listening to two colleagues discussing the meetings they have to attend. Listening to eight people giving advice about participating in meetings.	
3 <b>Business communication: Memos and reports</b>	<b>This syllabus item provides practice of the kind of language we use to write different kinds of documents before and after meetings. It also provides practice of the language we use to talk about ideas to improve efficiency and increase sales.</b>	
<b>Syllabus components</b>	<b>Syllabus component description</b>	
Grammar	Practising the use of participles in a report on a meeting. Practising the use of linking words and phrases in formal business contexts.	'Ideas' meeting memo

Vocabulary	Practising words connected with having new ideas in the business world.	A discussion document on improving efficiency
Writing	Writing a discussion document on how to improve efficiency and looking at a model answer and comments. Writing a report on a meeting about ways of getting new business and looking at a model answer and comments.	Initial consultancy meeting
Listening		Negotiations
Reading		Report on 'Getting New Business' meeting

**4 Business communication: Phone calls**

**This syllabus item provides practice of the kind of language we use when talking on the phone. It also provides practice of the language we use to give advice on how to deal with complaints.**  
**Syllabus component description**

**Syllabus components**

Writing		Who are you talking to?
Listening	Listening to eight extracts from telephone conversations. Listening to eight people talking about how to deal with phone calls from dissatisfied clients.	Dealing with difficult phone calls
Reading		
Vocabulary		
Grammar		

**UNIT 2**

**5 Away from work: Travel arrangements**

**Description**

**Title**

**This syllabus item provides practice of the kind of language we use to make travel arrangements and give travel advice.**  
**Syllabus component description**

**Syllabus components**

Vocabulary		Booking flights
Grammar	Practising comparatives and superlatives in a text about air travel. Practising the connectors 'unless', 'as long as', 'in case' and 'although' in sentences giving advice to a London tourist.	Travel agent's answerphone messages
Writing		Travelling light
Reading		A visit to London
Listening	Listening to three conversations between a travel agent and customers booking flights. Listening to two people leaving messages about travel arrangements on an answerphone.	

**6 Away from work: Socializing with business visitors**

**This syllabus item provides practice with the kind of language we use as hosts or business visitors in social conversations.**  
**Syllabus component description**

**Syllabus components**

Grammar	Practising the use of 'almost' and 'hardly' in a conversation between a company employee and a visitor to the company. Practising the use of the verbs 'hope' and 'expect' in short conversations between company employees and a visitor to the company.	A telephone conversation
Vocabulary		What shall we do this evening?
Listening	Listening to a telephone conversation between a business visitor, a company representative and his assistant. Listening to people discussing social events after a meeting.	How has your visit been?
Writing		Visitor hopes and expectations
Reading		

7	<b>Away from work: Cross-cultural business</b>	<b>This syllabus item provides practice of the kind of language we use to talk about doing business with people from other countries.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Vocabulary		A radio interview
	Listening	Listening to a radio interview about doing business with people from other countries. Listening to part of a radio programme on business meals in different parts of the world.	Business meals
	Grammar		
	Reading		
	Writing		
8	<b>Away from work: Restaurants and hotels</b>	<b>This syllabus item provides practice of the kind of language we use when we are in restaurants and hotels. It also provides practice of the language we use to talk about experiences in restaurants.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Writing		At the hotel
	Listening	Listening to a conversation in a hotel between the receptionist and a new guest. Listening to people talking about their experiences in restaurants.	Eating out
	Grammar	Practising pronoun reference in texts about eating out.	Waiter, waiter ...
	Vocabulary		Pronoun reference
	Reading		
9	<b>Away from work: Places around the world</b>	<b>This syllabus item provides practice of the kind of language we use to talk about places and festivals around the world. It also provides practice of the language we use to provide climate information for different places.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Writing		Bus tour of London
	Grammar	Forming new words by adding suffixes in a text about a trip to Scotland.	Cities of the USA
	Vocabulary		Word formation
	Reading	Visiting external websites to find information about festivals around the world.	Getting a winter break
	Listening	Listening to a tour guide on a bus in London talking about different sights. Listening to five clips about American cities. Listening to climate information for various tourist destinations.	<b>Festivals around the world</b>
<b>UNIT 3</b>		<b>Description</b>	<b>Title</b>
10	<b>Companies: Starting and expanding the business</b>	<b>This syllabus item provides practice of the kind of language we use to talk about starting and expanding businesses. It also provides practice of the language we use to talk about the funding of companies and projects.</b>	
	<b>Syllabus components</b>	<b>Syllabus component description</b>	
	Writing		Increasing visitor spend at tourist attractions
	Vocabulary	Practising words connected with the money used to pay for projects and companies. Practising words and phrases connected with international trade.	Managing expansion
	Grammar	Rewriting sentences taken from a text about company expansion. Practising the use of passive phrases in an article about offshoring and outsourcing.	Funding of projects and companies
	Reading	Reading an article about company expansion. Reading an article about offshoring and outsourcing. Visiting external websites to find information about starting a business.	Offshoring
	Listening	Listening to a conference call between two managers and a business consultant who are discussing ways to increase visitor spend at the company's tourist attractions.	A company profile
			<b>Starting a business</b>

11	<b>Companies: Small, medium and large enterprises</b>	<b>This syllabus item provides practice of the kind of language we use to talk about the economic importance of both small businesses and large firms. It also provides practice of the language we use to describe how well companies are doing.</b>	<b>Syllabus component description</b>	Small and medium-size enterprises in the UK Family businesses in Spain
	<b>Syllabus components</b>			
	Writing			
	Listening			
	Reading	Reading an article about small- and medium-sized companies in the UK. Reading an article about family businesses in Spain. Reading an article about a photography company.	Colorama	
	Vocabulary	Practising verbs and nouns related to statistics and the prepositions that follow them.	Business news	
	Grammar	Practising prepositions in an article about small- and medium-sized companies. Practising the use of indefinite articles, the definite article and no article in a text about family businesses. Practising verb forms in an article about a photography company.		
12	<b>Companies: Marketing and advertising</b>	<b>This syllabus item provides practice of the kind of language we use to talk about developments in the fields of marketing and advertising.</b>	<b>Syllabus component description</b>	
	<b>Syllabus components</b>			
	Writing			Presentation about an advertising campaign
	Vocabulary	Practising words and phrases connected with advertising and marketing. Matching words with definitions in an article about shoppers and retail companies.	Recognition of company logos and brands	
	Reading	Reading an article about people's abilities to recognize company logos and brands. Reading an article about modern developments in marketing and advertising. Reading an article about shoppers and retail companies.	Developments in advertising and marketing	
	Listening	Listening to a presentation by an advertising executive about a campaign his agency is planning.	The science of shopping	
	Grammar	Practising the infinitive and the '-ing' form in an article about company logos and brands.		
13	<b>Companies: Management and production</b>	<b>This syllabus item provides practice of the kind of language we use to talk about different aspects of management. It also provides practice of the language we use to talk about production and manufacturing plants.</b>	<b>Syllabus component description</b>	
	<b>Syllabus components</b>			
	Vocabulary			Presentation about company departments
	Writing	Writing an essay on what makes a good manager and looking at a model answer and comments.	An essay on what makes a good manager	
	Listening	Listening to a CEO giving a presentation about the company's departments to the company's employees. Listening to a presentation about teamwork at a company's manufacturing plant. Listening to a guided tour through a computer manufacturing plant.	<b>Theories of management</b>	
	Grammar	Practising words and phrases connected with manufacturing in an article about a car company.	Teamwork at a manufacturing company	
	Reading	Visiting external websites to find information about theories of management. Reading an article about a car company.	A guided tour	
				Zodiac car company
14	<b>Companies: Commitment to society</b>	<b>This syllabus item provides practice of the kind of language we use to talk about important issues companies should be concerned about such as health and safety in the workplace, the local community and the environment.</b>	<b>Syllabus component description</b>	
	<b>Syllabus components</b>			
	Reading	Reading an article about health and safety in the workplace. Reading an article about corporate social responsibility. Reading an article about companies' support for their local community.	Health and safety	

Grammar	Practising linking words and phrases in an article about corporate social responsibility. Finding synonyms in an article about companies and the local community.	Corporate social responsibility and NGT
Listening		Investing in the community
Vocabulary	Practising the correct form of words in an article about health and safety.	
Writing		

## UNIT 4

### 15 People: Recruitment

	Description	Title
	<b>This syllabus item provides practice of the kind of language we use as job applicants or as employers during and after job interviews. It also provides practice of the language we use to talk about skills and qualifications.</b>	
	<b>Syllabus component description</b>	
Vocabulary		Interview questions
Grammar	Practising the use of the '-ing' form of verbs with 'after' and 'before' by rewriting sentences extracted from job interviews.	Interview questions
Reading		Employment history
Listening	Listening to an applicant reading out interview questions. Listening to part of a job interview. Listening to two colleagues talking about applicants for a job. Listening to a telephone conversation in which an applicant is told that she has been shortlisted. Listening to a woman making phone calls to tell two job applicants the results of their interviews.	Deciding on the best applicant
Writing		Short-listed for an interview Interview results

### 16 People: Jobs and tasks

	<b>This syllabus item provides practice of the kind of language we use to describe jobs and different tasks people do at work. It also provides practice of the language we use to talk about obligation and permission.</b>	
	<b>Syllabus component description</b>	
Reading		Job advert
Listening	Listening to a conference call between three colleagues discussing a project and deciding who will carry out the tasks.	A job description
Grammar	Practising active and passive uses of 'make', 'let' and 'allow' to talk about obligation and permission.	The Website Project
Vocabulary	Practising words and phrases often used in job advertisements. Practising verbs connected with the duties of an administrative manager.	A tough training course
Writing		

### 17 People: Staff-related issues

	<b>This syllabus item provides practice of the kind of language we use to talk about different staff-related issues such as dress code, holiday dates, flexitime, job losses, training opportunities and overstaffing.</b>	
	<b>Syllabus component description</b>	
Listening	Listening to colleagues discussing the agenda for a meeting about staff-related issues. Listening to a discussion between a manager and a staff representative. Listening to a Question and Answer session after a presentation at a Law and Order conference.	What's on the agenda?
Grammar		Meeting between company manager and staff representative Q & A session
Reading		
Writing	Writing a letter to a consultancy company that is going to advise your company on staff-related issues.	Job losses
Vocabulary	Practising words and phrases connected with people losing their jobs.	A letter to consultants

18 **People: Appraisal**

**Syllabus components**

Writing

Reading

Vocabulary

Grammar

Listening

**This syllabus item provides practice of the kind of language we use to discuss performance at work and to recommend internal candidates for promotion.**

**Syllabus component description**

Writing a report on two candidates for promotion in your department.

State-of-play meeting

The honest managing director

Appraisal of candidates for promotion

Practising words and phrases used for linking parts of a sentence in a conversation between a project manager and a line manager. Practising verb structures for expressing attitudes and opinions in sentences extracted from a speech by a managing director.

19 **People: The workplace**

**Syllabus components**

Writing

Vocabulary

Listening

Reading

Grammar

**This syllabus item provides practice of the kind of language we use to talk about working at home and in an office. It also provides practice of the language we use to give advice about what to do at work and to express what we would like to do at work.**

**Syllabus component description**

Just being at home

Advice from an old hand

Humour in the workplace

Wanting and not wanting

Listening to someone talking about working from home.

Reading an article about the role of humour in the workplace.

Practising structures used for giving advice to someone who has not been working at a company for long. Practising modals in an article about the role of humour in the workplace. Practising the use of structures with 'would like', 'would love' and 'would hate' in short dialogues between work colleagues.