

English for
Business Management

Anna Bellver • Aurora Grau



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GIVING AND ASKING DIRECTIONS

3. Translate these words into your language

How do I get to...?

What's the best way to...?

Where is...?

Go straight on

Turn back/Go back.

Turn left/right (into ...-street).

Go along...

Cross...

Take the first/second road on the left/right

It's on the left/right.

Opposite

Near

Next to

Between

At the end (of)

On/at the corner

Behind

In front of

Around the corner

Traffic lights

Crossroads

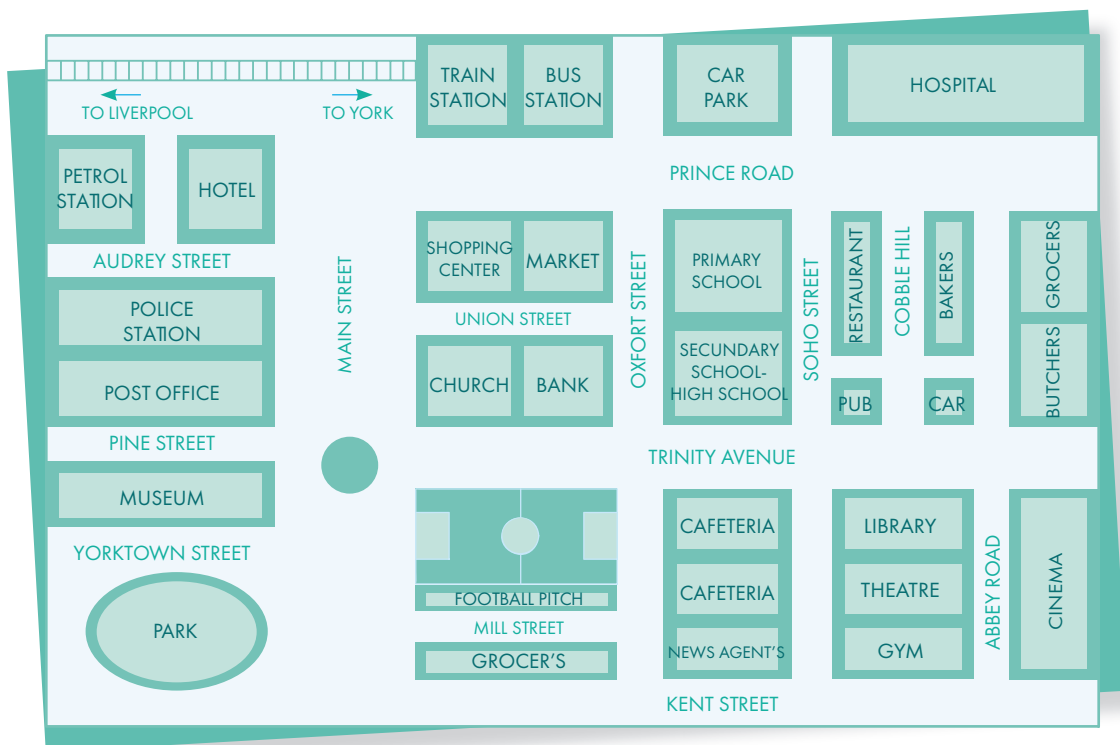
Signpost

4. A tourist is lost in your city, write the directions to go to these places looking on the map.

Example:

From the cafeteria to the hotel: if you are in the cafeteria, you are in Oxford Street. Go straight on to Trinity Avenue. Then, turn left until Main street, at the end, there is a roundabout, there turn right and on the second street you will see the hotel, it is on your left.

- From the police station to theater.
- From the park to the baker's
- From the football pitch to the hospital
- From the restaurant to the museum
- From the train station to the gym.





PREPOSITION OF PLACE AND MOVEMENT

TO THROUGH ACROSS IN ON AT INTO ONTO TO
OUT OF OFF FROM ACROSS UP AND DOWN ALONG PAST

- **To, through, across:**

1. Used to show movement to a specific destination/ point: *I moved to London in 2015.*
2. We use through to show movement from one side of a space to another: *We drove the car through the tunnel.*
3. Used to talk about movement from one side to the other: *She ran across the grass like a cat.*

- **In, on, at:**

1. These are used to talk about places, surfaces and lines: *In Spain, on the sea, on the second floor, on the line,...*
2. Used to talk about a specific part or point of a building, either inside or outside: *Let's meet at the restaurant (outside). Let's meet in the cafeteria for drinking a coffee (inside).*

- **Into, onto:**

1. These are used to talk about movement:
We moved the cars into the car park.
We can get onto the train/bus in this station.

- **Out of, off, from:**

1. These are the opposites to: *into, onto and to.*
We went out of the class to talk to him.
Off we go!
We travelled from France to Germany.

- **Across, up and down, along, past:**

1. When we want to talk about the length of something:
He walk along the road to the next village.
We went up the mountain and then down the hill running for the competition.
We swim across the river every Saturday

- **Up:**

1. Moving from the bottom up: *we have to go up the hill.*

- **Towards:**

1. Moving to a point: *If you go straight on towards Oxford street, you will find the restaurant.*





1. Multiple choice. Choose the correct preposition for each sentence.

- Stay _____ there. It is dangerous.
 a. to b. away from c. under d. onto
- Please get _____ here, the meeting is about to start.
 a. in b. at c. up d. off
- My grandparents grow up _____ a farm.
 a. between b. to c. on d. at
- Do you come _____ Barcelona?
 a. of b. on c. from d. in
- We sailed the boat _____ the river.
 a. for b. on c. under d. up
- Quick! Get the ball before it rolls _____ the stairs.
 a. up b. down c. by d. in
- Where do you want to go _____ the weekend?
 a. in b. to c. up d. on
- She will come _____ the middle of next month.
 a. on b. of c. in d. to
- Our birthday is _____ 20th January!
 a. in b. on c. at d. for

2. Choose the correct preposition in these sentences.

- I'm going **over/into/to** New York next Christmas holidays.
- Drive **over/on/up** the bridge and turn right.
- Let's go jogging **across/under/by** the river.
- The restaurant is just **along/around/to** the corner.
- I'm going **to/from/along** work.
- They will sail **over/under/around** the bay on Sunday.
- I don't like going **across/through/under** tunnels.
- Let's go for a walk with the children **under/over/through** the park.
- They had a romantic walk **around/over/by** the park.
- The temperature for tomorrow will go **along/over/up**.
- Your daughter is **down/up/on** the chair again.



Present simple

We use the present simple to talk about:

- regular habits and routines.

*We usually **go** swimming at the weekend.*

- permanent situations.

*David **lives** in Madrid.*

- scientific facts.

*Water **boils** at 100 °C.*

- states, not actions, e.g. like, believe, know.

*She **doesn't like** watermelon.*

Present continuous

We use the present continuous to talk about:

- something that is happening now or 'around now'.

*They'**re cooking** a paella at the moment.*

- temporary situations.

*He'**s visiting** his grandparents in Italy.*

- changing or developing situations.

*The number of car accidents every year **is increasing**.*

- future arrangements.

*She'**s going** to the cinema this weekend.*

Stative verbs

We can use the present continuous with some state verbs (e.g. like, look, love, sound) to emphasise that a situation is temporary or for a period of time around the present.

Mental state verbs

With some verbs describing mental states (e.g. realise, regret, think, understand) we can use the present continuous to emphasise that we have recently started to think about something or that we are not sure about something.



1. Put the tense uses and clue words into the correct column.

USES	CLUE WORDS
1. Plans for the future	1. Tomorrow
2. Mental processes	2. Right now,...
3. Something happening now	3. Never, sometimes, always,...
4. Routine	4. Once a week,...

a) Present simple:

Uses:

Clue words:

b) Present continuous:

Uses:

Clue words:

2. Choose the correct option. Use the present simple of the verbs in brackets.

Brenda **live / lives / doesn't live** in a small town in England. Every day, she **gets up / get up / doesn't gets up** at seven o'clock. She **has / have / doesn't have** breakfast at home and then she **takes / take / doesn't take** her school bus. She **is / be / are** a good student and she **has / have / doesn't have** many lessons every single day. She **studies / studyes / study** Spanish and hospitality but she **hate / hates / don't like** computer technology because she **hasn't got / doesn't have got / have got** a laptop. In a future, she **wants / want / doesn't wants** to become a chef and **works / work / doesn't work** in a famous restaurant.

3. Choose a proper adverb of frequency.

- He is frightened of water. He **always/never** goes swimming
- They are very hungry after school, so they **always/rarely** have a meal after school.
- She **usually/never** cleans her house on Saturdays. She's got time on Saturdays.
- My mother **normally/seldom** goes to play tennis. She loves it.

e. My friends and I **never/sometimes** go out on Mondays. We go to school on Tuesday.

f. Bob **rarely/generally** eats a healthy breakfast. He is slim and athletic.

g. My family and I **often/sometimes** go to the Caribbean. It is so expensive to travel there on summer holidays.

4. Write these sentences with the present continuous.

1. (she / go to school now)

2. (I / read a boring book)

3. (she / not / wash her clothes)

4. (the cat / chase a mouse?)

5. (she / cry?)

6. (he / not / study English)

7. (we / drive to France?)

8. (they / watch a film?)

9. (where / she / go now?)

10. (I / not / leave right now)

5. Fill in the blanks with the correct form of the verbs in brackets. Use present simple or continuous. Pay attention to the stative verbs.

Today (be) _____ the fifth day of my trip in Texas. I am exhausted and my legs (shake) _____. My feet (kill, really) _____ me and I (spend) _____ a lot of money, but I (want, still) _____ to finish this lovely adventure.

Texas is a fascinating state in the USA, but I have a great deal to learn. Everything (be) _____ so different to Spain, and I (try) _____ to adapt to the new way of life here. I (improve) _____ my English amazingly and this (help) _____ me to communicate with local people here; unfortunately, I (learn, not) _____ foreign languages quickly. Although I (understand, not) _____ much yet, I believe that I (improve, gradually) _____. Much more than if I had stayed in Spain.

I (travel, currently) _____ with my flatmate Caroline, she is from Atlanta, another state here in the USA, she is studying in a University here in Texas. She (be) _____ a friendly girl, she (be) _____ twenty years old. He (study, always) _____ at home and she (complain) _____ that I am too lazy. I (do) _____ my best, but she is more intelligent than I am, because all her grades are A+. Maybe, I am just feeling sorry for myself because I (get) _____ demotivated.

Right now, she (sit) _____ with another friend of us, Karen, she (be) _____ also another student. They (discuss) _____ the differences between life in Europe and life in the USA. I (know, not) _____ what to say. Karen (speak) _____ English very well and she (try) _____ to teach me some difficult words in English. Every time Caroline (say) _____ a new word, I (try) _____ to repeat it. Unfortunately, Karen (seem, also) _____ to have difficulty learning foreign languages. I just hope we don't get lost in this process of learning new words.

6. Put the verb in brackets in the correct form (Present Simple or Present Continuous).

Next Saturday, my parents and I _____ (go) camping in the woods. We are going to Hocking Hills, it _____ (be) a lovely place in Ohio. I _____ (organize) the food, because I _____ (like) cooking. My father _____ (have) a big car with a trailer, so he _____ (plan) the transportation. My mother _____ (buy) a new tent, she _____ (like) going camping every year, so she _____ (want) a great tent and lots of other equipment. My sister _____ (think) we're crazy. She (like) _____ holidays in comfortable hotels, so she _____ (take) a trip to Cleveland instead.



7. Multiple choice.

- 1) A: What _____? B: He's a cook.
- a. is your father doing
- b. is your father do
- c. does your father do
- d. does your father doing
- 2) Why _____ sunglasses? It's raining today.
- a. do you wear
- b. are you wearing
- c. do you wearing
- d. are you wear
- 3) A: How often _____ to the gym? B: About twice a week.
- a. do you go
- b. are you going
- c. are you go
- d. do you going
- 4) _____ a really good article at the moment.
- a. I read
- b. I'm reading
- c. I reading
- 5) He _____ the last iphone. He's so lucky!
- a. is having
- b. have
- c. has
- 6) A: Where's your brother? B: He's in the kitchen. He _____ fish and chips.
- a. cooks
- b. is cooking
- c. is cook
- d. cook
- 7) A: What _____? B: I'm looking for my friends, I can't find them..
- a. are you doing
- b. do you do
- c. you are doing
- 8) A: _____ the birthday party? B: Yes, it is awesome.
- a. Are you enjoying
- b. Do you enjoy
- c. Are you enjoy
- d. Do you enjoying

**8. Cross out any improbable answer.**

Dear Charles,

Thanks for your letter. I **apologise / 'm apologising** for not writing to you before, but I've been very busy. When I decided to study Office Administration in this school, you warned me that it would be really hard work, but I **admit / 'm admitting** that I didn't really believe you. Don't get me wrong, I **don't suggest / 'm not suggesting** that I **don't like / am not liking** it. It's incredibly rewarding, but I **now realise / 'm now realising** how hard it is. When I get home I just eat, not very well, I **confess / 'm confessing**.

What about you? How **do you find / are you finding** living in London? I **know / 'm knowing** how difficult it was for you to move to another country, but it would be lovely if you could come and stay with me for a weekend if you want. I've got plenty of room in my apartment. I **guarantee / 'm guaranteeing** to work as well as you do.

Hope to hear from you soon.

Keep in touch.

Love,

Sandra



BUSINESS COMMUNICATION

Nowadays, running a business is not an easy task. First, you need to have communicative skills, this is sometimes more important than having great ideas and working a lot. Even though, you have a small business and not many employees, it is important to manage it correctly too. However, if you own a big company, with thousand of employees, it would be appropriate for the boss or leader to take some specific lessons for managing correctly and also motivate their staff.

But, what does motivation mean? **Motivation** in management describes the ways in which employers promote and induce productivity and efficiency. It is a manager's job to motivate the staff in order they do their jobs well. That is to say, the better they are treated, the best they work.

If you need some tips to become a good manager, here you have some examples: be nice, be respectful, be creative to capture people's attention, to establish or set some parameters, limitations and guidelines and *last but not least*, create a pleasant atmosphere that makes people work comfortably.

Furthermore, in order to be an effective communicator you need to listen to your employees and try to adapt to them as much as possible. This is because employees value leaders who are human and who do not hide behind an authoritarian or dictatorial attitude. This is simple, some experts explain that the more options and advantages you offer to employees, the greater their expectations are in the company.

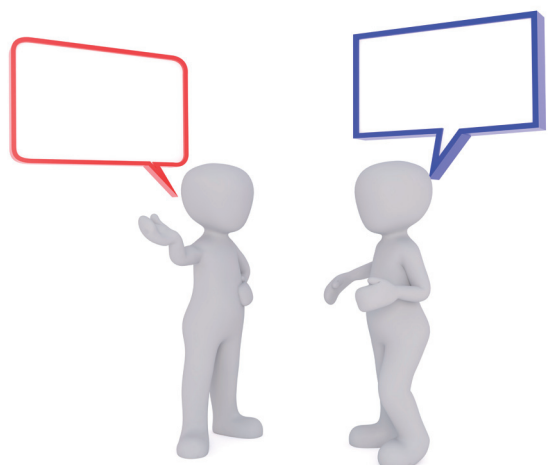
Thanks to this, a new way of performance has appeared in the last decade in all kind of institutions, both private or public. The term **coaching** describes perfectly everything explained above. It is a form of development in which a person called a *coach* supports somebody in achieving a professional goal by providing guidance, training and advice.

1. Read the text again and answer the following questions. Use your own words.

- A. What is the main idea of the text?
- B. What should every leader do at their companies?
- C. Which are the characteristics to become a good leader?
- D. Which is the main skill to lead a company?
- E. What do employees value of their bosses?
- F. What is the meaning of the term *coaching*?

2. Find the meaning of these words:

coach	authoritarian	parameters
limitations	guidelines	goal
least	employee	employer





WELCOMING

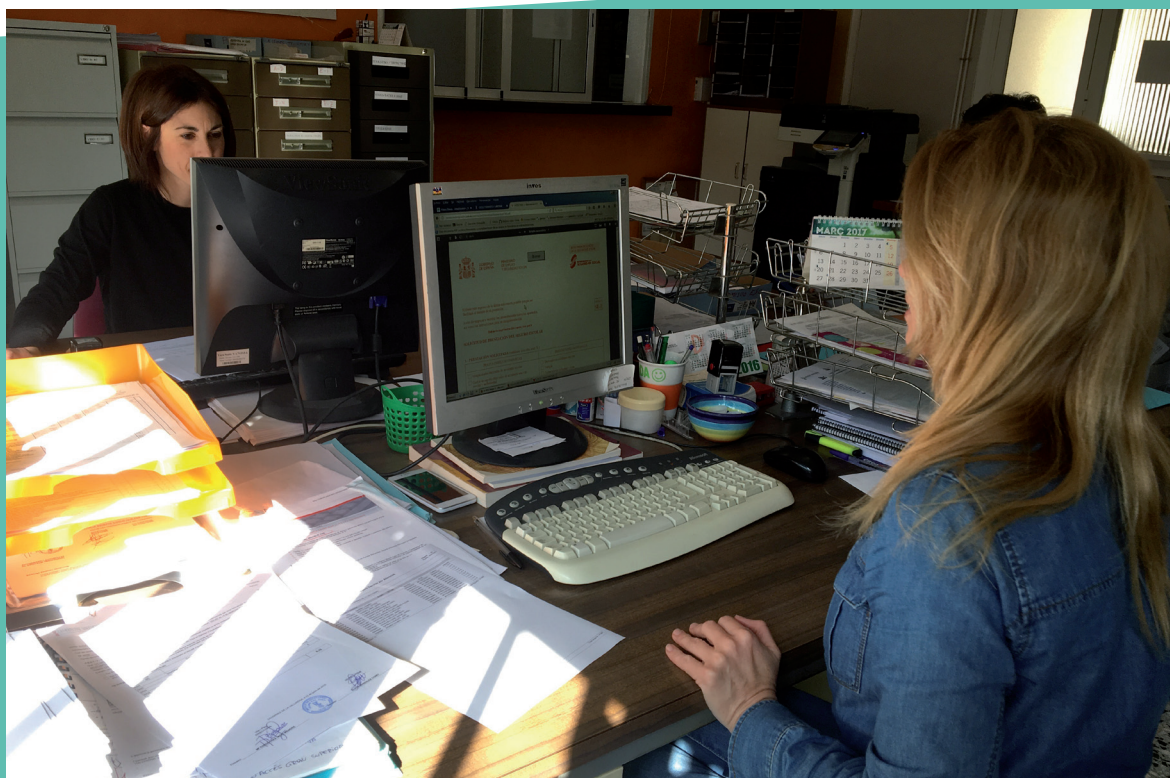
USEFUL EXPRESSIONS

Have a look at these sentences, they may be useful for you.

GREETINGS	INTRODUCING YOURSELF	CLOSING A CONVERSATION
<p>Good morning. Good afternoon. Good evening. How are you? How are you doing? Nice to meet you.</p>	<p>My name is/ I'm Mr. Michael Peterson I am from London. What about you? I come from Liverpool. I am an engineer. I studied Social studies. Please, call me "Michael." <i>Do not use titles with first names, and do not use last names alone without titles.</i> Good morning, Mr. Peterson</p>	<p>It's been nice talking to you. See you later. Good-Bye. It was a pleasure to meet you. I hope to see you again. Have a great day. See you tomorrow/ later in the office.</p>



1. You are going to listen to a conversation between a manager of a company and a new employee. Listen to it twice and answer the following questions.





A JOB INTERVIEW

1. Alex Travis is attending a job interview for a digital marketing manager position. Read the dialogue between Alex and the Head of Human Resources:

EMPLOYER: Good Morning Mr Travis. Why do you want to work for this company? Why are you interested in this job?

ALEX: I want this job because I've always been interested in building and designing marketing websites. I've always been passionate about digital marketing.

EMPLOYER: Have you done this kind of work before?

ALEX: Yes, I used to manage big software projects at ClairNet company. I managed a cross-department teams of 10 people that included developers, engineers and creatives to bring several software products to market.

EMPLOYER: What kind of training or qualifications do you have?

ALEX: I didn't get formal school training for this job but I have six years of experience in the field. I look forward to learn new skills if I am offered the job. I learn quickly and I like to keep upgrading my knowledge and skills.

EMPLOYER: Tell me about yourself. Why should we hire you?

ALEX: I am very hard-working, punctual and responsible. I get a great satisfaction from knowing I have done my tasks well and on time. I'm a reliable person, also organized and easy to get along with.

EMPLOYER: What do you think of working in group?

ALEX: I think that the different individuals in a group complement one another in carrying out specific tasks. Teamwork can be very effective.

EMPLOYER: How do you react to instruction and criticism?

ALEX: I appreciate getting instructions or criticism constructively.

EMPLOYER: What are your long-term goals or career plan?

ALEX: I hope to become very good at my job and take some schooling to become more skilled in my field.

EMPLOYER: What do you feel are your greatest strengths?

ALEX: I consider myself a very creative person and I have a lot of initiative.

EMPLOYER: What do you feel are your weaknesses?

ALEX: I never like to leave work until I've finished completely. I'm sometimes very demanding and hard with myself.

EMPLOYER: How would you describe your last employer?

ALEX: My last employer gave me the opportunity to acquire lots of skills and experience. He treated me fairly and respected my work.

INTERVIEW SKILLS

PREPARATION:

- Research the job, company or employer.
- Dress neatly and smartly
- Be punctual

BODY LANGUAGE:

- Make eye contact
- Smile
- Shake hands firmly

DURING THE INTERVIEW

- Answer questions giving examples which are relevant
- Try to relax
- Speak clearly and concisely
- Don't fidget and avoid meaningless phrases such: "you know..."
- Show interest in the interviewer or company

2. Work in pairs. You are going to attend a job interview. Student A wants to get the job of Sales Representative and student B is the employer. Then change roles.



PREPARING A CV: CURRICULUM VITAE

1. Sandra is applying for a job in a company. Complete her CV with the words and expressions below:

Mother tongue Nationality Address Experience
Title of qualification awarded

Steps to write your CV

- Give your personal details
- Provide information about your education
- Information about your work experience
- Indicate the languages you know
- Details about your relevant skills
- List references

Personal Information

NAME / SURNAME

Sandra Marks

Gloucester Street, 342, 76801 Ramsgate

TEL.

012 345 678

FAX

011 234 567

E-MAIL

sandraMK@gmail.com

British

DATE OF BIRTH

25.10.1981

Work _____

DATES

March 2009- September 2017

OCCUPATION

Secretary

NAME AND ADDRESS OF EMPLOYER

LONDON EXPRESS
3546, London NW 1 59

Education and training

DATES

2003-2008

UNIVERSITY

University of Westminster

Degree in Economics

SECONDARY EDUCATION

Kingsbury High School, London

Personal skills

MOTHER TONGUE

English

OTHER LANGUAGES

Spanish and French

TECHNICAL SKILLS

Use of different Word processors, Excel

DRIVING LICENSE

Category B. Own car.

2. Write your own CV. Make sure to include all the necessary information: