



3

Location

Starting point

- 1 Does your company have offices or operations in different countries? Where?
- 2 Do you always work in the same place? What places do you visit for your job?
- 3 Where is your head office?

Working with words | Location and workplace

- 1 Match the workplaces to pictures 1–5.
Research and development (R&D) centre Factory
Distribution centre Sales office Head office



1 _____

2 _____



3 _____

4 _____

5 _____

- 2 Work with a partner. Read sentences 1–5. Which workplace from 1 do they describe?
- 1 We make all our products here.
 - 2 We design new products here.
 - 3 Our sales reps visit customers four days a week, but come here on Fridays.
 - 4 The Managing Director and all the other company directors work here.
 - 5 The products come here and we deliver them to customers.

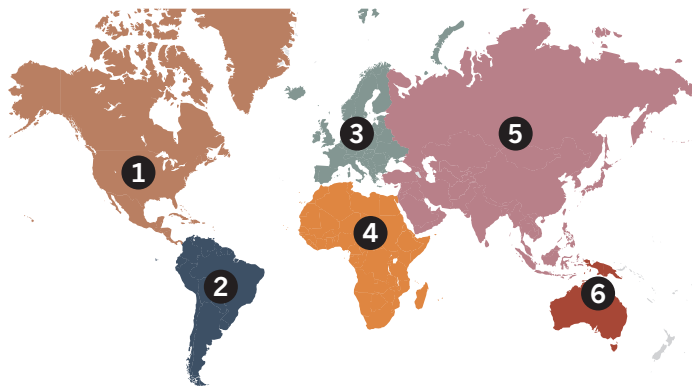
- 3 Read about the LEGO Group. Where does it operate?

CHILD'S PLAY



LEGO® produces play materials for children. LEGO bricks and toys are popular all over the world and the company sells them in more than 140 countries. LEGO is a Danish company and its name is from the Danish phrase 'leg godt' (play well). It operates on six continents and has about 14,000 employees. There are also LEGOLAND® parks in Asia, Europe and North America.

4 Look at the map of LEGO's locations around the world. Match the continents below to the numbers from the map 1–6.



Africa ___ Australia ___ North America ___
 Asia ___ Europe ___ South America ___

Tip | about/around

about/around = approximately:
 The company has 847 employees.
 = The company has **about** 850 employees.
 It sells products in 102 countries.
 = It sells products in **around** 100 countries.

5 ▶ 3.1 Listen to a presentation about the LEGO group. How many sales offices are there in each continent? Write the numbers in the table.

Number of sales offices			
Europe		South America	
Asia		Australia	
North America		Africa	

6 ▶ 3.1 Listen to the presentation again. Tick (✓) the workplaces that are in each country in the table.

	Head office	R&D centre	Factory	Distribution centre
China				
Czech Republic				
Denmark				
Hungary				
Mexico				
USA				

Tip | headquarters/HQ

Headquarters, HQ = head office:
 Samsung's **headquarters** is in Seoul.

» For more exercises, go to **Practice file 3** on page 90.

7 Prepare a presentation about your company or a company you know well, or use the information about the company below. Write notes about its workplaces and the locations. Give your presentation to your partner or the class. Use some of these phrases and audio script 3.1 to help you.

Good morning. Today, I'd like to tell you about ... We are ... / We have ...

Company: AstraZeneca pharmaceuticals
Head office: London, UK
R&D centres: Södertälje, Sweden (+ in North America and India)
Factories: 27 in 19 countries
Sales offices: 32 in Europe
 16 in North America
 12 in South America
 28 in Asia and the Middle East
 13 in Africa and Australia

Language at work | *There is/are* | *Some/any*

1 Read about Singapore. Why is it a good location for business?



Three reasons to choose Singapore for your business

Location

Singapore is a small island country in the centre of South-East Asia, and it is the perfect place to do business in the region. **There are** flights to about 300 cities around the world from its busy Changi Airport, and **there is** a harbour for the import and export of goods by sea.

Business

Thousands of international businesses choose Singapore for their regional headquarters. **There are** low taxes for businesses to pay and **there aren't** any problems with visas for foreign workers. Singapore is also a great place to have a conference because **there are** hundreds of hotels and large exhibition centres. For example, **there is** the Changi Exhibition Centre near the airport.

The city

Singapore is a great place to live and work. **There are** some excellent schools, hospitals and other public services. And **there isn't** a crime problem – it's a very safe city.

Tip | *public/private*

public = for everyone; anyone can use public services:

a **public** library, a **public** phone.

private = not for everyone; only for one person or specific people:

Sorry, this is a **private** office – you can't go in.

She is very successful – she has a **private** plane!

2 Answer the questions in the *Language point*.

LANGUAGE POINT

Look at the words in **bold** in the text in 1. Complete the table with *is, are, isn't* and *aren't*.

	Positive	Negative	Questions	Short answers
Singular noun:	There _____ (an airport).	There _____ (an airport).	_____ there (an airport)?	Yes, there _____. No, there _____. _____.
Plural noun:	There _____ (two airports).	There _____ (two airports).	_____ there (two airports)?	Yes, there _____. No, there _____. _____.

Read these sentences from the text in 1. Choose the correct words in *italics* to complete the explanations 1–3.

There are **some** excellent schools, hospitals and other public services.

There aren't **any** problems with visas for foreign workers.

- We use *some* and *any* with *singular / plural* nouns.
- We use *some / any* with *there* in positive sentences.
- We use *some / any* with *there* in negative sentences.

» For more information, go to **Grammar reference** on page 91.

3 ► 3.2 Two people are discussing a location for a conference. Complete their conversation with the words from the list. Then listen and check.

there are there is there isn't is there are there

A Dubai is a great location for a conference. The weather is always good.

B What about the airport? ¹_____ lots of international flights?

A Yes, ²_____. And ³_____ a problem with transport from the airport because public transport is excellent in Dubai.

B But ⁴_____ a good place for a conference?

A Yes, ⁵_____. It's the Dubai International Exhibition and Convention complex. It's perfect.

» For more exercises, go to **Practice file 3** on page 91.

- 4 Work with a partner. Ask and answer questions about two hotels in Dubai. **Student A**, turn to page 116. **Student B**, ask Student A about The Arabian Garden Hotel. Write notes in the table below.

Example: Is there a bus to the airport?

	The Arabian Garden Hotel	The Dubai Grand Hotel
Bus to the airport?		
Car park?		
Restaurants and bars?		
Leisure facilities (swimming pool, gym)?		
Services (Internet, bank)?		
Conference/Meeting rooms?		
Other services?		

- 5 Now repeat the exercise in 4. **Student A**, ask Student B about The Dubai Grand Hotel and write notes in the table. **Student B**, turn to page 116.
- 6 Now compare the two hotels and choose one for a conference.

Practically speaking | Saying email and postal addresses

Tip | all one word

We don't have a space between two different words in email addresses:

info@fastshop.com = info at fast shop, **all one word**, dot com

- 1 How do you say these email and postal addresses?

- peter.tieng@forresters.ca
- alina_dl@gmail.com
- jobs-info@topcommunications.co.uk
- Accounts Dept, Blair & Browns, 99 Edward Street, Toronto, M5V 2MD
- 21 Old School Rd, Glasgow, G21 4YU
- 742 Quaker St, Seattle, 98104

▶ 3.3 Listen and check. Practise the addresses with a partner.

- 2 Match symbols and abbreviations 1–8 to meanings a–h.

- | | | | |
|----------|-------------|----------|-----------------|
| 1 @ ____ | 5 St ____ | a Street | e department |
| 2 & ____ | 6 Rd ____ | b Road | f hyphen (dash) |
| 3 . ____ | 7 Dept ____ | c at | g underscore |
| 4 _ ____ | 8 - ____ | d and | h dot |

- 3 ▶ 3.4 Listen to a phone conversation. Complete the postal and email addresses.

Postal address: _____, *Cambridge*, _____

Email address: *chris* _____

- 4 ▶ 3.4 Listen again. Number expressions a–i in the order you hear them 1–9.

- Can you spell ... for me? ____
- What's the postcode, please? ____
- Sorry, can you repeat that, please? ____
- Can you give me your address, please? 1
- Yes, that's right. ____
- What's your email address, please? ____
- Is that 30 ...? ____
- No, it's ... , not ... ____
- So that's ... ____

- 5 Work with a partner. Ask for and give contact details. **Student A**, turn to page 110. **Student B**, turn to page 116.

Tip | British and American addresses

British and American English use different words in addresses:

postcode (British English) = *zip code* (American English)

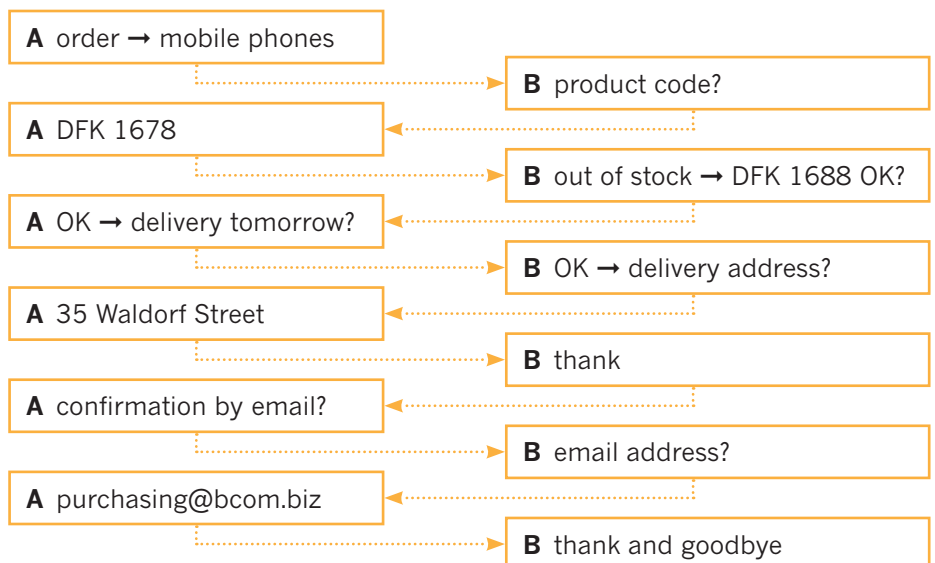
postal address (British English) = *mailing address* (American English)

Business communication | Ordering by phone

- 1** Work with a partner. Discuss these questions.
- Do you order products and services by phone? What do you order?
 - Do your customers order products and services by phone? What do they order?
 - Who are your suppliers at work? Where do they deliver their products?
- 2** ▶ **3.5** A customer calls a supplier. Listen to their conversation. Who asks for or about the things 1–7? Write C (customer) or S (supplier).
- three whiteboards ____
 - the product code ____
 - the price ____
 - to deliver tomorrow ____
 - a delivery address ____
 - to confirm by email ____
 - an email address ____
- 3** ▶ **3.5** Listen again and complete these questions with the words from the list.
I (x3) you (x4) me ~~order~~ repeat tell confirm say have check
- Can ____ I ____ *order* some whiteboards, please?
 - Can ____ the product code?
 - Can ____ the delivery time, please?
 - Can ____ your delivery address?
 - Can ____ the post code, please?
 - Can ____ my order by email, please?
 - Can ____ that more slowly?
- 4** ▶ **3.5** Listen to the conversation again. Complete the table with these expressions.
Got it. I'm sorry, but ... Sure. Yes, of course. Yes, that's right.

Saying 'yes' to a request	Saying 'no' to a request	Saying you understand	Saying something is correct

- 5** Work with a partner. Take turns to ask and answer the questions in **3**.
- » For more exercises, go to **Practice file 3** on page 90.
- 6** Work with a partner. Student A, call Student B to order some mobile phones. Use the prompts below to have a conversation.



- 7** Work with a partner. Practise ordering by phone. **Student A**, turn to page 110. **Student B**, turn to page 116.

Key expressions

Asking to do something

Can I order ...?

Asking for information

Can you tell me ...?

Can you confirm ...?

Can I have ...?

Can I check ...?

Asking for repetition

Can you repeat that?

Can you say that again?

Can you say that more slowly, please?

Responding

Yes, of course.

Sure.

(Yes) That's right.

I'm sorry, but ...

Got it.

OK (thanks).

TALKING POINT

What is the best city for your conference?

Before you choose the right hotel or conference centre for your event, it is important to choose the best city. How do you choose the best city? These questions can help you:

- Is it easy for people to arrive in the city by air, train or car? People don't want to have a difficult journey to get to your event.
- Is it easy to travel around the city after you arrive? For example, from the airport to the city or from the train station to the conference location. Is there a good public transport system or taxi service?
- Is there a good choice of conference centres and hotels? Do these places have good facilities? For example, car parking space, restaurants, meeting rooms, Internet access.
- How much does it cost? Is transport and accommodation in the city cheap, or expensive?

The answers to these questions can help you find the perfect city for your conference.

Discussion

- 1 How do you choose the best city for a conference? Read the article above for some ideas. Can you think of any other ideas?
- 2 Do you go to conferences? What is good or bad about the conference locations?
- 3 Is your city a good location for a conference? Why/Why not?
- 4 What do you think is the perfect location for a conference? Why?

Task

- 1 Work with a partner. Read about two different cities: Vienna and Vancouver. Student A, turn to page 111. Student B, turn to page 117.
- 2 Take turns to tell your partner about each city. While you listen to your partner, complete your table with details about the other city.
- 3 Which city do you think is the best for an international conference, using the ideas from the article above?




Viewpoint 1 | Places of work

Preview

In this video lesson, people talk about their places of work. There is an interview with Tom Sutherland. Tom needs new offices for his web design company. He visits two locations and must choose one.

Focus

- 1 Work with a partner. Practise this conversation.
Student A: You are in your place of work. Welcome a new visitor and talk about your workplace.
Student B: You are the visitor. Ask Student A questions about his/her job, company and place of work.
- 2 Swap roles in 1 and repeat the conversation.
- 3  01 Watch five people talking about their job, company and place of work. Make notes about their answers in the table.

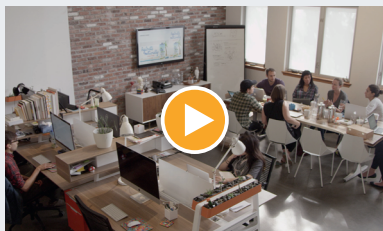
	Job	Company	Place of work
Speaker 1			
Speaker 2			
Speaker 3			
Speaker 4			
Speaker 5			

- 4 Compare your notes in 3 with a partner.

Describing an office

- 5 Read these groups of words for describing an office. Which word is NOT correct in each group?
 - 1 Furniture: desk, shelves, webcam, chair
 - 2 Equipment: phone, printer, door, laptop
 - 3 Age: modern, new, quiet, old
 - 4 Facilities: kitchen, client, toilets, parking
 - 5 Size: noisy, small, big, medium-sized
 - 6 Appearance: fast, attractive, beautiful, light



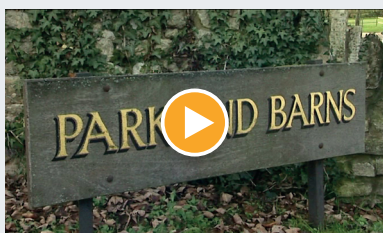


- 6 **▶02** Watch a video of different offices. Which words in 5 describe what you see?
- 7 Work with a partner. Describe your office or place of work using the words in 5.
Example: It has three desks with phones. It's modern and there are good facilities.

Looking at offices



- 8 **▶03** Tom Sutherland is a web designer. At the moment he works from home but he needs an office. Watch Part 1 of the video and answer questions 1–3.
- 1 Why does Tom want a new office?
 - 2 Where is the first office?
 - 3 What equipment and facilities are there in the first office?
- 9 **▶04** Now watch Part 2 of the video and answer questions 1–3.
- 1 Where is the second office?
 - 2 What equipment and facilities are there in the second office?
 - 3 Can Tom decide?



- 10 **▶05** Watch the whole video again. Write down positive and negative things about each office.

	Positive	Negative
Office 1		
Office 2		

Choosing an office

- 11 Work with a partner. Which is the best office for Tom? Discuss these things:
- the location and facilities
 - the furniture and equipment
 - the age, size and appearance
- 12 Present your answers in 11 to the class. Do you all agree? Why/Why not?

