

Improving Business Communication Skills

Business English Communication



PLAN OF THE BOOK

Unit	TOPICS	FUNCTIONS	GRAMMAR / FORMS	
1	Personal information Work-related information	Asking for and giving personal information Asking for and giving work-related information	• The be verb • Wh-questions	
2	Work activities	Describing people's work activities Describing future actions	The present continuous tense	
3	- Locations	Stating the locations of objects Stating the locations of places	Prepositions of location	
4	• Time • Daily schedule	Reading and telling time Talking about schedules Describing the frequency of activities	The present simple tense Adverbs of frequency	
5	Money Jobs and job responsibilities Negatives	Counting money and using numbers Describing job responsibilities	Third person singular expressions Negatives in the present simple tense	
6	Skills and abilities	Describing what one can and cannot do Describing how well one can do something	- Can / Cannot - Be able to	
7	- Appearance - Clothes	Talking about people's looks Talking about people's clothes	Wh-questions The present continuous tense	
8	Past actions Work and personal activities	Talking about the past Discussing past actions	The past simple tense Past time expressions	
9	Likes Dislikes	Talking about likes and dislikes Talking about preferences	Plural nouns Gerunds Conjunctions	
10	Requests Reasons Excuses	Making and responding to requests Giving reasons or excuses to requests	- Can / Could - Do / Would you mind	
11	Requirements Advice	Discussing requirements and obligations Giving advice	Have to & must Should & ought to Negatives	
12	Future plans and activities	Talking about future activities Talking about wants and desires	The future simple tense Want to	

READING / WRITING	LISTENING	CULTURE	
 Personal information Favorites, free-time activities, and hobbies 	Listening for personal information Listening for work-related information	Appropriate and inappropriate personal questions	
- Actions	Listening for current actions Listening for future actions	Formal and informal language	
Describing locations Reading maps	Listening for the locations of objects Listening for the locations of places	Taking taxis in different countries	
Time Daily activities	Listening for time Listening for daily and regular activities	After-work activities	
Job responsibilities Numbers	Listening for job titles and responsibilities Listening for money and numbers	*Exact prices and rounding up and down	
Skills and abilities Levels of skills and abilities	Listening for skills and abilities Listening for how well one does something	- Modesty when describing one's abilities	
Appearances and clothes Accessories	Listening for personal descriptions Listening for clothing descriptions	Personal questions related to appearance	
Past activities Time expressions	Listening for past actions Listening for past time expressions	Being late and being on time	
 Likes and dislikes Combining sentences with conjunctions 	Listening for likes and dislikes Listening for conjunctions	Accepting and rejecting offers	
Making requests Answering requests	Listening for requests and their answers Listening for reasons for requests	Being polite	
Future duties and obligations Advice	Listening for duties and obligations Listening for advice	Obligations vs. advice and suggestions	
Future activities and schedules Wants and desires	Listening for future plans and actions	How to use "will" and "be going to"	

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What is DP Solutions?

DP Solutions

DP Solutions is a small foreign-owned company in Jongro-Gu in Seoul, Korea. We employ around 50 workers, both foreign and Korean.

Meet the Employees of DP Solutions



John White

John is the American manager of DP Solutions. He runs the entire office.



Scott Bobek

Scott is an American salesman. He visits many customers and tries to sell the company's products.



Marcia Carter

Marcia is an engineer. She also works with computers and does computer programming.



Amy Jenkins

Amy is an office worker. She assists all of the other employees when they need help.



Minsu Kim

Minsu is a new employee at DP Solutions. He is very interested in becoming a salesman.



Sunmin Lee

Sunmin is a new employee at DP Solutions. She works as an office assistant and often works together with Marcia and Amy.



01 It's nice to meet you.

Business English Communication

Word Power

- major 전공하다
- position 위치, 직
- e-mail address 이메일 주소
- salesman 영업사원
- employee 고용인
- hometown ਹੁਝੇ
- business card 명함
- work-related 업무와 관련된
- personal information 개인 정보
- office worker গ্রামিয়
- Sales Department 영업부

- office number 사무실 번호
- receptionist 접수원, 접대원
- free-time activity পাছ
- favorite 매우 좋아하는
- co-worker इत्र
- culture 문화
- Westerner ଧଞ୍ଚା
- politics 정치, 정치학
- religion ক্র
- small talk 잡담, 가벼운 이야기
- salary 봉급, 급료

Warm Up

Write about yourself.

First Name:

Full Name:

School:

Job:

E-mail Address:

Last Name:

Major:

Position:

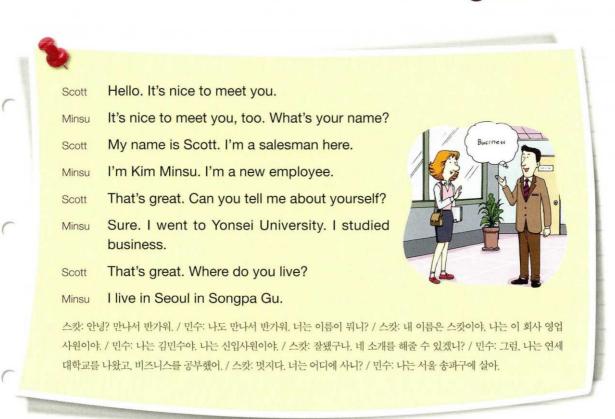
Cell Phone Number:



Conversation 1 Greetings and Introductions

Listen to the following conversation. Then practice it with your partner. (• track 1





Expand Your Knowledge 1

A Read the following information.

At first meetings, people often talk about their names, schools, hometowns, and families. Here are some common questions and answers for first meetings:

- What is your (full) name?
- What is your first name?
- Where do/did you go to school?
- Q What is/was your major?
- What is your hometown?
- Can you tell me about your family?

- A My name is John White.
- A My first name is Sunmin.
- A I go/went to Inha University.
- A My major is/was business management.
- My hometown is Daegu.
- A There are five people in my family: my mother, father, sister, brother, and me.

B	Ar	Answer the following questions.						
	1	What's your first nam	e?					
	2	What's your last nam	e?					
	3	What's your full name	?					
	4	Where do/did you go	to school?					
	5	What is/was your ma	jor?					
	6	What is your hometon	wn?					
	7	Can you tell me abou	t your family?					
C	Ci	rcle the mistakes. Th	en write the correct	t sentence:	S.			
	1	I name is Lee Sunmir	1.					
	2	My majoring was acc	ounting.					
	3	I went Busan Nationa	l University.					
	4 There are 4 families in my family.							
	5 My hometowns is Seoul.			a				
	6	My first is Scott.						
prop.								
D	M	Match the phrases to make complete sentences.						
	1	My hometown •		• a	is Boston.			
	2	I went to •		• b	three people in my family.			
	3	My last name •		• c	was business management.			
	4	My first name •		• d	is White.			
	5	My major •		• e	Jeju National University.			
	6	There are •		• f	is John.			

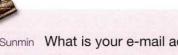
E Talk to your group members. Write each person's answers.

	Student 1	Student 2	Student 3
Name			
School / Major			
Hometown			
Family			

Conversation 2 Work-Related Personal Information

Listen to the following conversation. Then practice it with your partner. (track 2)





What is your e-mail address, Amy?

My e-mail address is amy@thiscompany.com. Amy

Sunmin Okay, thanks. Here is my e-mail address.

Great. Oh, what's your cell phone number, Amy Sunmin?

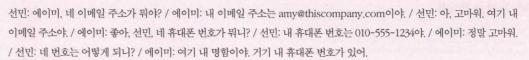
Sunmin My cell phone number is 010-555-1234.

Thanks a lot. Amy

Sunmin What about yours?

Here's my business card. My cell phone Amy

number is on it.



Expand Your Knowledge 2

A Read the following information.

At first meetings, many people talk about work-related personal information like their job, position, e-mail address, and cell phone number. Here are some common questions and answers for work-related personal information:

- Do you work in the IT industry?
- What do you do?
- Where do you work?
- Q What is the name of your company?
- Q What is your position?
- Q What is your e-mail address?
- What is your cell phone number?

- A Yes, I do. / No, I don't.
- A I am an office worker.
- I work for an investment company.
- A I work at Samsung.
- I am a manager. / I work in the Sales Department.
- My e-mail address is scott@thiscompany.com.
- My cell phone number is 010-555-1234.