



Improving Business Communication Skills

# Business *English* Communication



Michael A. Putlack  
Isaac Durst

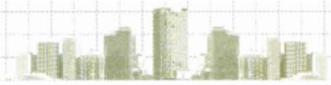
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 DARAKWON



# PLAN OF THE BOOK

Unit	TOPICS	FUNCTIONS	GRAMMAR / FORMS
1	<ul style="list-style-type: none"> <li>Greetings</li> <li>Personal information</li> </ul>	<ul style="list-style-type: none"> <li>Greeting people after a long time</li> <li>Checking people's personal information</li> </ul>	<ul style="list-style-type: none"> <li>~, right?</li> <li>The past tense</li> <li>Regular verbs + -ed</li> <li>Irregular verbs</li> <li>The future tense</li> <li>Will + verb</li> <li>Be going to + verb</li> </ul>
2	<ul style="list-style-type: none"> <li>Suggestions</li> </ul>	<ul style="list-style-type: none"> <li>Making casual and formal suggestions</li> <li>Giving answers to casual and formal suggestions</li> </ul>	<ul style="list-style-type: none"> <li>Let's</li> <li>How about...?</li> </ul>
3	<ul style="list-style-type: none"> <li>Quantity</li> <li>Amount</li> </ul>	<ul style="list-style-type: none"> <li>Describing how much and how many of something there is</li> <li>Using count words</li> </ul>	<ul style="list-style-type: none"> <li>There is/There are</li> <li>Countable and uncountable nouns</li> <li>Count words</li> </ul>
4	<ul style="list-style-type: none"> <li>Imperatives</li> <li>Instructions</li> </ul>	<ul style="list-style-type: none"> <li>Giving and receiving orders</li> <li>Giving instructions</li> </ul>	<ul style="list-style-type: none"> <li>Imperatives</li> <li>Sequence words</li> <li>Do you know how to + verb</li> </ul>
5	<ul style="list-style-type: none"> <li>Comparatives</li> <li>Superlatives</li> </ul>	<ul style="list-style-type: none"> <li>Using comparatives</li> <li>Using superlatives</li> <li>Talking about how two things are the same</li> </ul>	<ul style="list-style-type: none"> <li>Comparatives</li> <li>Superlatives</li> <li>As ~ as</li> </ul>
6	<ul style="list-style-type: none"> <li>Requirements</li> <li>Obligations</li> </ul>	<ul style="list-style-type: none"> <li>Describing actions that will happen</li> <li>Describing actions that might happen</li> </ul>	<ul style="list-style-type: none"> <li>When</li> <li>If</li> </ul>
7	<ul style="list-style-type: none"> <li>Locations of places</li> <li>Giving directions</li> <li>Taking the bus or the subway</li> </ul>	<ul style="list-style-type: none"> <li>Describing where places are on a map</li> <li>Describing how</li> </ul>	<ul style="list-style-type: none"> <li>Instructions with imperatives</li> <li>Directions words</li> </ul>
8	<ul style="list-style-type: none"> <li>Reasons</li> <li>Explanations</li> </ul>	<ul style="list-style-type: none"> <li>Giving reasons</li> <li>Giving explanations</li> </ul>	<ul style="list-style-type: none"> <li>Because</li> <li>So</li> </ul>
9	<ul style="list-style-type: none"> <li>Past experiences</li> </ul>	<ul style="list-style-type: none"> <li>Talking about past actions and activities</li> <li>Talking about previous experiences</li> </ul>	<ul style="list-style-type: none"> <li>The present perfect tense</li> <li>The past simple tense</li> </ul>
10	<ul style="list-style-type: none"> <li>Sizes and shapes</li> <li>Descriptions</li> </ul>	<ul style="list-style-type: none"> <li>Describing objects</li> </ul>	<ul style="list-style-type: none"> <li>Sizes and shapes</li> <li>Adjectives</li> <li>Adverbs of degree</li> </ul>
11	<ul style="list-style-type: none"> <li>Permission</li> <li>Requests</li> </ul>	<ul style="list-style-type: none"> <li>Asking for and giving permission</li> <li>Making and answering requests</li> </ul>	<ul style="list-style-type: none"> <li>Can I</li> <li>May I</li> <li>Will you</li> <li>Would you</li> </ul>
12	<ul style="list-style-type: none"> <li>Describing people</li> </ul>	<ul style="list-style-type: none"> <li>Asking about and describing people</li> <li>Using participles to describe people</li> </ul>	<ul style="list-style-type: none"> <li>Adjectives</li> <li>Both ~ and</li> <li>Neither ~ nor</li> <li>Present participles</li> <li>Past participles</li> </ul>



READING / WRITING	LISTENING	CULTURE
<ul style="list-style-type: none"> <li>• Personal information</li> <li>• Past and future activities</li> </ul>	<ul style="list-style-type: none"> <li>• Listening for personal information</li> <li>• Listening for past and future activities</li> </ul>	<ul style="list-style-type: none"> <li>• Asking about personal information</li> <li>• Asking questions about business cards</li> </ul>
<ul style="list-style-type: none"> <li>• Suggestions</li> <li>• Responses to suggestions</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to suggestions</li> <li>• Listening to responses to suggestions</li> </ul>	<ul style="list-style-type: none"> <li>• Checking knowledge with tag questions</li> </ul>
<ul style="list-style-type: none"> <li>• Numbers and amounts</li> <li>• Quantity</li> </ul>	<ul style="list-style-type: none"> <li>• Listening for numbers and amounts</li> </ul>	<ul style="list-style-type: none"> <li>• Paying at restaurants</li> </ul>
<ul style="list-style-type: none"> <li>• Imperatives and their responses</li> <li>• Instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to imperatives</li> <li>• Listening to instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Admitting not knowing something</li> </ul>
<ul style="list-style-type: none"> <li>• Comparisons between two things</li> <li>• Comparisons between three or more things</li> <li>• Comparisons between two identical things</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to comparatives</li> <li>• Listening to superlatives</li> </ul>	<ul style="list-style-type: none"> <li>• Using people's titles vs. using people's first names</li> </ul>
<ul style="list-style-type: none"> <li>• Definite actions with "when"</li> <li>• Possible actions with "if"</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to definite actions</li> <li>• Listening to possible actions</li> </ul>	<ul style="list-style-type: none"> <li>• Vacation days, sick days, and personal days</li> </ul>
<ul style="list-style-type: none"> <li>• Locations of places</li> <li>• How to get to different places</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to directions</li> <li>• Listening to instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Giving directions in Korea and Western countries</li> </ul>
<ul style="list-style-type: none"> <li>• Answering the question "Why?"</li> <li>• Explanations</li> </ul>	<ul style="list-style-type: none"> <li>• Listening for explanations</li> <li>• Listening for reasons</li> </ul>	<ul style="list-style-type: none"> <li>• Proper treatment of customers</li> </ul>
<ul style="list-style-type: none"> <li>• Personal experiences</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to personal experiences</li> <li>• Listening to past actions and activities</li> </ul>	<ul style="list-style-type: none"> <li>• Tipping</li> </ul>
<ul style="list-style-type: none"> <li>• Descriptions of things</li> <li>• Colors, textures, appearances, and materials</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to descriptions of objects</li> </ul>	<ul style="list-style-type: none"> <li>• Giving polite negative responses</li> </ul>
<ul style="list-style-type: none"> <li>• Asking for permission</li> <li>• Explaining requests</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to requests for permission</li> </ul>	<ul style="list-style-type: none"> <li>• Responses to requests</li> </ul>
<ul style="list-style-type: none"> <li>• Descriptions of people</li> </ul>	<ul style="list-style-type: none"> <li>• Listening to descriptions of people</li> <li>• Listening to present and past participles</li> </ul>	<ul style="list-style-type: none"> <li>• Speaking diplomatically</li> </ul>

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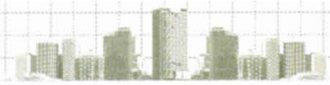
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# What is DP Solutions?

## ▶ 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, a salesman.



**Soohee Kwon**

Soohee works for another company. She often does business with Scott. She is considering changing jobs and working at DP Solutions.



# 01 Your name is Soohee, right?

Business English Communication

## Word Power

- **major** 전공하다
- **Long time, no see.** 오랜만이에요.
- **It's good to see you again.** 다시 만나서 반가워요.
- **exactly** 정확하게
- **memory** 기억
- **sign a contract** 계약서에 서명하다
- **exhibition** 전시회
- **demonstration** 논증, 증명
- **Sales Department** 영업부
- **senior manager** 부장
- **exhausted** 지친, 소모된
- **time consuming** 시간이 걸리는, 낭비하는
- **client** 고객
- **conduct an interview** 면접을 수행하다
- **office number** 사무실 번호
- **manufacture** 제조하다
- **create** 창조하다, 창작하다
- **attempt** 시도하다
- **bring** 가져오다, 초래하다
- **check** 확인하다
- **engineer** 기사, 엔지니어
- **trade fair** 무역 박람회
- **confirm** 확인하다
- **personal information** 개인정보
- **I'm afraid I can't remember.** 제가 기억하지 못해 유감이에요.
- **recall** 상기하다, 생각해 내다
- **inquire** 질문을 하다
- **apply for a job** 직업에 지원하다

## Warm Up

What do you say to a person when you see him/her after a long time? Give some greetings and then answer them with your partner.

### Common Greetings When Seeing People after a Long Time

It's been a long time.  
How have you been?

How long has it been?  
It's been too long.

Long time, no see.  
It's been three years.

- 1 \_\_\_\_\_ ? \_\_\_\_\_.
- 2 \_\_\_\_\_ ? \_\_\_\_\_.
- 3 \_\_\_\_\_ ? \_\_\_\_\_.

## Conversation 1 Greeting People

Listen to the following conversation. Then, practice it with your partner.



Soohee Hello, John. It's good to see you again.

John Oh, hi. It's been a long time.

Soohee Do you remember me?

John Sure. Your name is Soohee, right?

Soohee Exactly. You have a good memory.

John Thanks. You work at a company in Seoul, right?

Soohee Yes, I do. I'm bringing something to Scott now.

John Okay. He's in his office. See you later.



수희: 안녕하세요, 존. 다시 만나서 반가워요. / 존: 안녕하세요, 오랜만이네요. / 수희: 저 기억하시겠어요? / 존: 물론이죠. 성함이 수희 맞죠? / 수희: 정확히 맞아요. 좋은 기억력을 가지셨네요. / 존: 고마워요. 서울에 있는 회사에서 근무하시는 것 맞죠? / 수희: 네, 맞아요. 지금 스캇에게 줄 것을 가져왔어요. / 존: 그렇군요. 그는 지금 사무실에 있어요. 나중에 뵙죠.

## Expand Your Knowledge 1

**A** Read the following information.

Use **right** at the end of a sentence to check for information. Just say the sentence and add "**right?**" at the end. This will make the sentence a question. Look at the following examples:

Your name is Scott, **right?**

Her number is 555-4242, **right?**

You work at DP Solutions, **right?**

The office is on the fifth floor, **right?**

Questions using "**~, right?**" are Yes/No Questions. Remember to give long answers to these questions. DON'T just answer "Yes" or "No." Answer them like this:

Q Your name is Amy, **right?**

A Yes, it is. I'm Amy Jenkins.

Q Your name is Soohee, **right?**

A No, it isn't. My name is Sunmin.

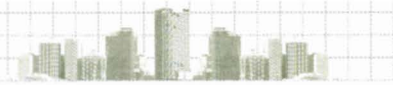
Q You are a programmer, **right?**

A Yes, I am. I work at the Elite Computer Co.

Q You are an engineer, **right?**

A No, I'm not. I'm a salesman.





**B** Answer the following questions. Give positive answers.

- 1 Your name is Minsu, right? Yes, it is. My name is Minsu Kim.
- 2 You work at an electronics company, right? \_\_\_\_\_
- 3 His telephone number is 234-5678, right? \_\_\_\_\_
- 4 She majored in business, right? \_\_\_\_\_
- 5 You are an engineer, right? \_\_\_\_\_

**C** Answer the following questions. Give negative answers. Use the words in parentheses.

- 1 Your name is Amy, right? (Marcia) No, it isn't. My name is Marcia.
- 2 You are from Busan, right? (Gwangju) \_\_\_\_\_
- 3 She studies law, right? (tourism management) \_\_\_\_\_
- 4 John works in Incheon, right? (Seoul) \_\_\_\_\_
- 5 You live in Ilsan, right? (Bundang) \_\_\_\_\_

**D** Circle the mistakes. Then, write the correct sentences.

- 1 A: You are Korean, right? B: Yes, I do. \_\_\_\_\_
- 2 A: He studied math, rights? B: Yes, he did. \_\_\_\_\_
- 3 A: Her major is English, right? B: No, it wasn't. \_\_\_\_\_
- 4 A: John am a businessman, right? B: Yes, he is. \_\_\_\_\_
- 5 A: She works there, right? B: No, she does. \_\_\_\_\_

**E** Look at the business cards. Role-play with your partner. Ask questions by using ~, right? Some questions should be correct. Some questions should be incorrect.

**DP Solutions**

Jongro-Gu  
Seoul, Korea

Sales Department / Salesman  
Scott Bobek  
TEL: (02) 604-3214 ext. 152  
FAX: (02) 604-3219  
C.P.: (010) 590-3030  
scottbobek@dpsolutions.com


**Jeil Productions**

Songpa-Gu  
Seoul, Korea

Senior Manager  
Soohee Kwon  
TEL: (02) 831-1919 ext. 33  
FAX: (02) 238-8274  
C.P.: (010) 555-0001  
skwon@jiproductions.com



## Conversation 2 The Past and Future Tenses

Listen to the following conversation. Then, practice it with your partner.  Track 2

Amy You look exhausted. Did you have a busy weekend?

Minsu Yes, I did. I visited my parents and worked at home.

Amy Wow. You were really busy.

Minsu Yeah. This project is very time consuming.

Amy Will this week be busy, too?

Minsu Yes, it will. I'm going to finish the project today.

Amy What about Tuesday and Wednesday?

Minsu I will meet a client tomorrow. But I will stay in the office on Wednesday.



에이미: 지쳐 보이네요. 바쁜 주말을 보내셨어요? / 민수: 네, 그랬어요. 부모님을 찾아 뵙고 집에서 일했어요. / 에이미: 우와, 정말 바쁘셨군요. / 민수: 네. 이번 프로젝트는 시간이 매우 많이 걸리네요. / 에이미: 이번 주도 역시 바쁘신가요? / 민수: 그럴 거예요. 오늘 프로젝트를 마칠 거예요. / 에이미: 화요일과 수요일은 어떠세요? / 민수: 내일은 고객을 만날 예정이지만, 수요일에는 사무실에 머무를 거예요.

## Expand Your Knowledge 2

**A** Read the following information.

Make the past tense of regular verbs with **-ed**. Look at the following examples:

greet → greeted

finish → finished

stop → stopped

inquire → inquired

study → studied

watch → watched

Irregular verbs (불규칙 동사) do NOT follow any patterns. They have many different forms in the past tense. You must memorize their past tense forms. Look at the following examples:

do → did

eat → ate

go → went

come → came

write → wrote

make → made

teach → taught

meet → met

drink → drank