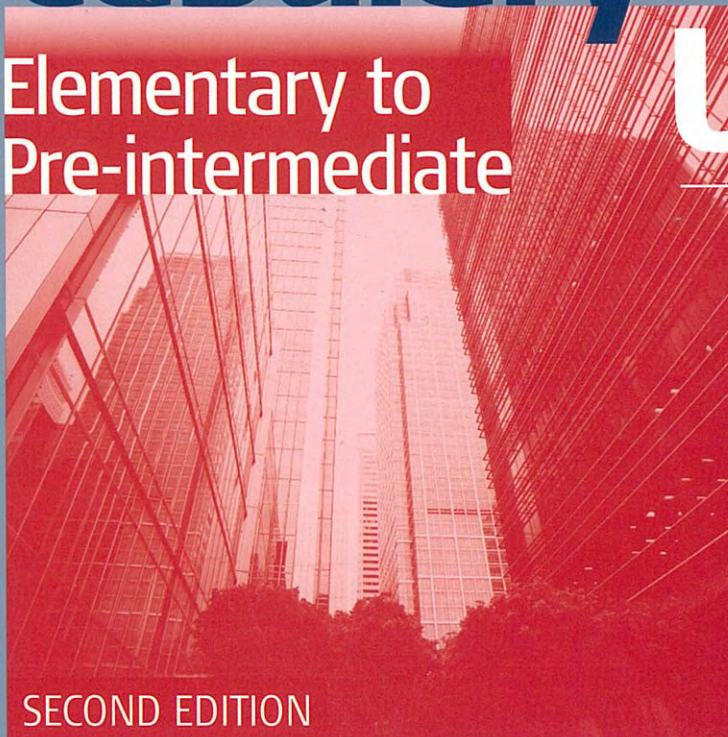


CAMBRIDGE

Business Vocabulary **in Use**

Elementary to
Pre-intermediate



SECOND EDITION

Bill Mascull

Contents

Learner training A: Talking about language 10

- A Types of word and tenses
- B Other language words you should know

WORK

1 Jobs and industries 12

- A I'm in construction
- B Your job
- C Other jobs

2 Places and departments 14

- A Places
- B Departments 1
- C Departments 2

3 Types of work 16

- A Jobs and work
- B Stopping work
- C I work with ...

4 Work and numbers 18

- A How many employees are there?
- B Sites

5 Getting to work 20

- A Ways of getting to work
- B The city centre and the suburbs
- C Commuting

BUSINESS TRAVEL

6 Business travel 1: at the airport 22

- A Getting to the airport
- B Airport announcements
- C Travel adjectives

7 Business travel 2: at the hotel 24

- A Checking into a hotel
- B Making contact 1
- C Making contact 2

NUMBERS

8 Numbers and years 26

- A Zero to ninety-nine
- B Larger numbers
- C Years, decades and centuries

9 Ordering numbers, parts of numbers 28

- A Ordering numbers
- B Parts of numbers

CAREERS

10 Who's the boss? 30

- A Managers and employees
- B Managing departments

11 Ways of working 32

- A Office work
- B Factory work
- C Laboratory work
- D Out of the office

12 Getting to the top 34

- A Getting to the top 1
- B Getting to the top 2

13 Skills 36

- A Are you any good with people?
- B Skills
- C Skilled and unskilled workers

14 Qualifications and training 38

- A Qualifications
- B Training

15 E-learning 40

- A Types of training
- B E-learning
- C Lifelong learning

Learner training B: Pronunciation 42

- A Pronunciation symbols
- B Stress

TIME

16 Numbers and time 44

- A Talking about the time
- B Start and finish times
- C Morning, afternoon, evening, night

17 Timetables 46

- A Timetables
- B Travel times

18 Days and dates 48

- A Months and seasons
- B Days and dates
- C Public holidays

19 Time expressions 50

- A Early or late?
- B Word combinations with 'time' and quantities of time
- C Adverbs of frequency

20 Do you have time? 52

- A I don't have time
- B Are you free on Friday?

21 Project management 54

- A We must finish on time
- B The schedule
- C We're behind schedule

22 Free time and holidays 56

- A Spare time
- B Word combinations with 'have' and 'take'
- C Going on holiday

MONEY

23 Notes and coins 58

- A Notes and coins
- B Changing money
- C Abbreviations

24 Prices 60

- A Talking about prices
- B Tax
- C 'Value' and 'worth'

25 Numbers and money 62

- A Amounts of money 1
- B Amounts of money 2
- C Approximate amounts

26 Can we afford it? 64

- A It's so expensive
- B Careful with money
- C Loans

27 Pay and benefits 66

- A Wages
- B Salaries

28 Company banking 68

- A Accounts
- B Cards
- C Online banking

29 Companies and money 1 70

- A 'To sell'
- B Sales
- C Costs

30 Companies and money 2 72

- A Budgets
- B Sales forecasts
- C Results

Learner training C: Learning vocabulary 74

- A Word combinations
- B Word groups
- C Diagrams
- D Types of English

PRODUCTS AND SERVICES

31 Product details 1 76

- A Dimensions
- B Features

32 Product details 2 78

- A Comparative adjectives
- B Superlative adjectives

33 Services 1 80

- A Service industries
- B Support services
- C A service company

34 Services 2 82

- A Service characteristics
- B Problems with services

35 What's it made of? 84

- A It's made of ...
- B Materials and their uses
- C It's unbreakable

36 From producer to customer 1 86

- A Manufactured products
- B Industries and their processes

37 From producer to customer 2 88

- A Stages in the process 1
- B Stages in the process 2
- C Stages in the process 3

38 Where's it sold? 90

- A Shops and stores
- B Direct sales

39 Product instructions 92

- A Follow the instructions
- B Press the button

40 Problems with products 1 94

- A Faults
- B Guarantees

41 Problems with products 2 96

- A What can go wrong?
- B Keeping customers happy

Learner training D: Using dictionaries 98

- A What dictionaries do I need?
- B What information does a dictionary give?
- C How should I use my dictionary?
- D What can I read?

SOCIALIZING

42 Socializing 1: nice to meet you 100

- A At the airport
- B At the office
- C Saying goodbye

43 Socializing 2: at the restaurant 102

- A Choosing and ordering
- B Small talk
- C Thanking

44 Socializing 3: networking 104

- A Business or pleasure?
- B Here's my card
- C Saying the right thing

TELEPHONING

45 Telephoning 1: starting and ending 106

- A Starting informal calls
- B Starting formal calls
- C Ending calls

46 Telephoning 2: spelling and numbers 108

- A Telephone alphabet
- B Spelling
- C Numbers

47 Telephoning 3: checking information 110

- A Showing understanding
- B Checking and confirming information

48 Telephoning 4: messages 112

- A When you receive a call
- B When you make a call
- C Leaving a message

49 Telephoning 5: the wrong number 114

- A Wrong number
- B Wrong department
- C Wrong person

BUSINESS WRITING

50 Business writing: introduction 116

- A Ways of communicating
- B Formal and informal
- C Beginning emails and texts

51 Business writing: emails 1 118

- A Starting the message
- B Attachments
- C Word combinations with 'email'
- D Requests

52 Business writing: emails 2 120

- A Good and bad news
- B Ending emails
- C Email and text language

53 Business writing: letters 122

- A Beginning letters
- B Letter layout
- C Ending letters

PRESENTATIONS

54 Presentations 1: getting started 124

- A Preparation
- B Introduction

55 Presentations 2: the main part 126

- A Starting the main part
- B Moving between sections
- C Slides and handouts
- D Ending and questions

56 Presentations 3: charts and graphs 128

- A Pie charts
- B Graphs and bar charts

57 Presentations 4: comparing trends	130	61 Meetings 3: opinions and suggestions	138
A Graphs		A Opinions, agreeing and disagreeing	
B 'Less', 'more' and 'the same'		B Suggesting and explaining	
C Adjective and noun combinations		62 Meetings 4: agreeing action and closing	140
D Comparative adverbs		A Action points	
58 Presentations 5: site tours	132	B Closing	
A Company sites		Irregular verbs	142
B Introduction to the tour		Answer key	143
C Guided tour		Index	162
MEETINGS		CD-ROM user guide	175
59 Meetings 1: organizing a meeting	134		
A Word combinations with 'meeting'			
B Agendas			
C Types of meeting			
60 Meetings 2: chairing a meeting	136		
A Chairing			
B Interruptions and how to stop them			

Introduction

Who is this book for?

Business Vocabulary in Use Elementary to Pre-intermediate will help Elementary to Pre-intermediate learners of business English learn business vocabulary. It is for people studying English before they start work and those who need English in their job.

In addition to improving your business vocabulary, the book helps you to learn the language needed for important business communication skills.

You can use the book on your own for self-study, with a teacher, one-to-one or in groups.

How is the book organized?

The book has 66 two-page units. Some units look at the vocabulary for different business subjects. Others focus on the language of business skills, for example in emails and meetings.

The left-hand page of each unit explains new words and expressions, and the right-hand page has exercises to allow you to check and develop your understanding of the words and expressions.

There are also four **Learner training** units to help you learn business English. These deal with talking about language, pronunciation, learning vocabulary and using dictionaries. They are positioned before Units 1, 16, 31 and 42, but you can use them at any time.

There is an **Answer key** at the back of the book. Most of the exercises have questions with only one correct answer.

There is also an **Index**. This lists all the new words and phrases in the book, and gives the unit numbers where they appear. It also tells you how the words and phrases are pronounced.

The left-hand page

This page introduces new vocabulary and expressions. The presentation is divided into sections indicated by letters: A, B, C, etc., with simple, clear titles.

Key words and expressions to learn are in **bold**. There are **notes** about differences between British English (BrE) and American English (AmE), pronunciation, and common mistakes made by Elementary to Pre-intermediate learners of business English.

The right-hand page

The exercises on the right-hand page give practice in using the new vocabulary and expressions presented on the left-hand page. Some units contain diagrams to complete or crosswords.

'Over to you' sections

An important feature of *Business Vocabulary in Use Elementary to Pre-intermediate* is the **Over to you** section at the end of each unit. These sections give you the chance to practise the words and expressions in the unit. Self-study learners can do this as a written activity. In the classroom, the **Over to you** sections can be used as the basis for discussion with the whole class or in small groups. The teacher can then get students to look again at exercises relating to points that have caused difficulty. Students can follow up by using the **Over to you** section as a written activity, for example as homework. The Answer key contains sample answers for the **Over to you** questions.

How to use the book for self-study

Find the topic you are looking for by using the Contents page or the Index. Read through the explanations on the left-hand page of the unit. Do the exercises on the right-hand page. Check your answers in the Answer key. If you have made some mistakes, go back and look at the explanations and the exercise again. Note down important words and expressions in your notebook.

How to use the book in the classroom

Teachers can choose units that relate to their students' particular needs and interests. Alternatively, lessons can contain a regular vocabulary slot, where students look systematically at the vocabulary of particular thematic or skills areas.

Students can work on the units in pairs, with the teacher going round the class assisting and advising.



Cambridge International Corpus

This book uses the **Cambridge International Corpus (CIC)** – a very large collection of English texts, stored in a computerised database, which can be searched to see how English is used. This includes the **Cambridge Learner Corpus (CLC)**, a large collection of writing by learners of English, including writing from the Cambridge Business English Certificate (BEC) exams. The database has been used for the notes about typical mistakes made by learners of business English.

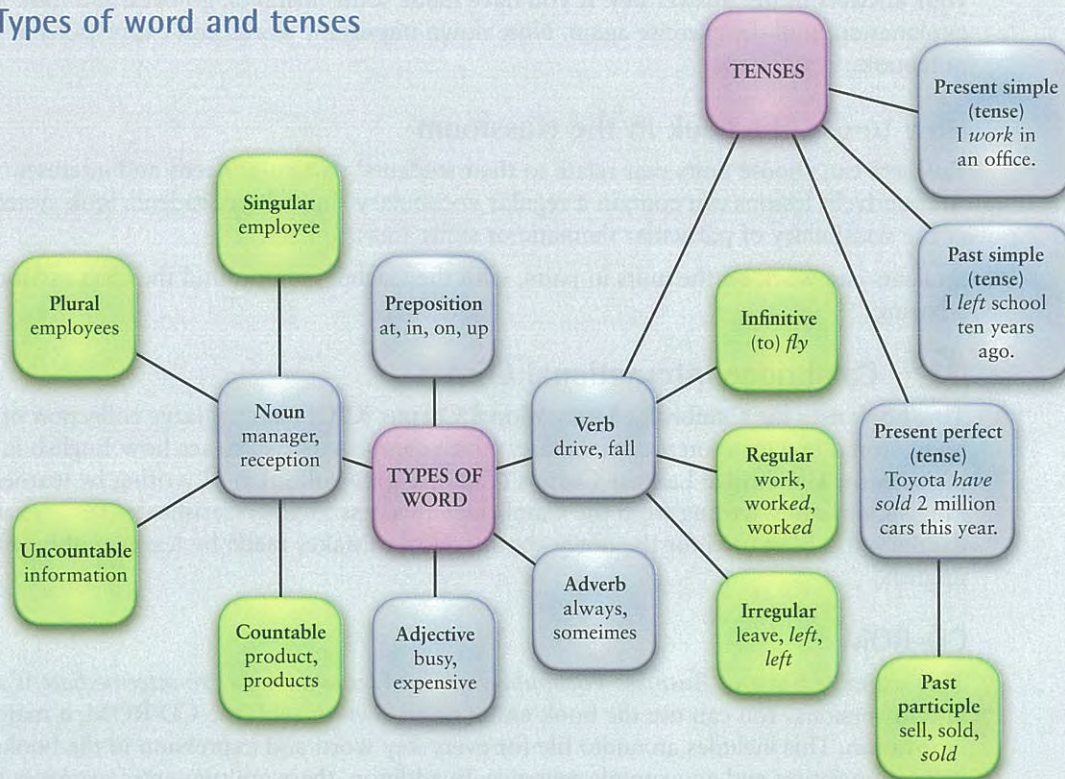
CD-ROM

This second edition of *Business Vocabulary in Use Elementary to Pre-intermediate* is available in two versions. You can use the book either on its own or with the CD-ROM, a major innovation. This includes an audio file for every key word and expression in the book, with its pronunciation and an example sentence. In addition, there are two extra exercises for each unit of the book, fourteen summary tests so you can check your progress, and even some vocabulary games.

We hope you enjoy using *Business Vocabulary in Use Elementary to Pre-intermediate*.

Learner training A: Talking about language

A Types of word and tenses



B Other language words you should know

Language word	Meaning	Example
abbreviation	a short way of writing something	IT, CEO
punctuation (mark)	a symbol used in writing, like a full stop, question mark or comma	. ? ,
apostrophe	a punctuation mark used to show a missing letter	they're – they are, what's – what is
sentence	a complete idea in writing starting with a capital letter and ending with a full stop	He designs buildings.
phrase	a group of words, not a sentence	a cheap product
dialogue	a conversation between two or more people	A: Where's the office? B: On the first floor.
British English	English used in the UK	underground
American English	English used in the United States	subway
formal	for public or official use	manager
informal	between friends or colleagues	boss