

Welcome to to English Network Office

Möchten Sie wissen, wie man auf Englisch

- Telefongespräche führt, entgegennimmt und durchstellt?
- Geschäftsbriefe und E-Mails schreibt?
- Kunden empfängt und sich mit ihnen unterhält?
- in verschiedenen Bürosituationen angemessen reagiert und sich richtig ausdrückt?

Möchten Sie außerdem

- Ihre Englischkenntnisse in einem beruflichen Kontext anwenden und verbessern?
- etwas Grammatik wiederholen?
- Ihren Wortschatz im Englischen erweitern?
- etwas Spaß haben?

Wenn Sie einige dieser Fragen mit „ja“ beantwortet haben, haben Sie den richtigen Kurs gewählt. Mit *English Network Office* können Sie Ihre Englischkenntnisse zur direkten Anwendung an Ihrem Arbeitsplatz auffrischen und erweitern. Es werden Ihnen die für ein Aufgabengebiet im Bereich Sekretariat/Assistenz, Sachbearbeitung und Empfang notwendigen Sprachkenntnisse und Fertigkeiten vermittelt.

In zwölf Units und dem abschließenden *Trade Fair Project* erleben Sie den beruflichen Alltag in der Firma Ludwell Corporate Services, insbesondere der Sekretärin Monica Lehmann sowie ihrer Chefin Sonia Fenton. So lernen Sie die Redewendungen, die Sie benötigen, um sich in den wichtigsten beruflichen Situationen mit Englisch sprechenden Menschen unterhalten zu können.

Wie ist das Kursbuch aufgebaut?

Es gibt zwölf Units. Jede Unit besteht aus:

- einer **Unit**-Doppelseite: Diese Seiten werden im Unterricht durchgenommen. Sie hören Gespräche auf der CD (🎧 **U2**), üben das Sprechen mit Schwerpunkt auf Telefonieren und direktem Umgang mit Kunden, lesen und schreiben Texte, Briefe oder E-Mails und wiederholen die notwendige Grammatik. Ferner werden interkulturelle Unterschiede im Geschäftsleben angesprochen. Sie haben dabei Gelegenheit, Ihre beruflichen Erfahrungen einzubringen.
- einer **Selfstudy**-Doppelseite: Mit diesen Seiten können Sie die Unterrichtsstunde zu Hause nachbereiten und den zentralen Lernstoff nochmals festigen. Anhand des Schlüssels können Sie Ihre Lösungen überprüfen. Auf der Lerner-CD (🎧 **L2**) finden Sie dazu die Hörtexte und Ausspracheübungen.

Nach jeder vierten Unit können Sie in den **Test yourself**-Einheiten Ihren Lernfortschritt selbst überprüfen.

Den Abschluss Ihres Kurses bildet **The Trade Fair Project**. Sie werden hier in die Messevorbereitungen der Firma Ludwell einbezogen.

Am Ende des Buches finden Sie verschiedene hilfreiche Sektionen:

- **Key:** Lösungsschlüssel für die Übungen auf den *Selfstudy*- und *Test yourself*-Seiten.
- **Audio script:** die Hörtexte der *Selfstudy*-Seiten.
- **Grammar:** Erklärungen zu den im Buch behandelten Grammatik-Phänomenen.
- **Phrase bank:** Zusammenstellung wichtiger Redemittel für den beruflichen Alltag.
- **Dictionary:** alphabetische Wortschatzliste.

Ihr Pocket On the Phone

Das *Pocket On the Phone* ermöglicht Ihnen das konzentrierte Üben von Telefongesprächen auf Englisch. Auf der Lerner-CD befinden sich acht Telefongespräche mit alltäglichen Geschäftssituationen. Im *Pocket On the Phone* finden Sie Übungen, die Ihr Hörverstehen schulen, Wortschatz und funktionale Sprache üben und das Augenmerk auf die Redemittel legen, die in den Situationen wichtig sind.

Gaynor Ramsey

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Your chance to take part in helping to make some decisions for Ludwell. Sonia and her colleagues hope that the five days at the trade fair will be really good for business.

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The Story Units 1–12

- 1 Sonia Fenton, the managing director of Ludwell Corporate Services, introduces the company to Guy de Hors, a marketing consultant.
- 2 Sonia advertises for a new personal assistant, and receives several letters of application.
- 3 Johnny Jukes, a mobile phone entrepreneur, is a new customer for Ludwell. He wants help with his new advertising campaign. Monica, Sonia's new PA, tries to help him.
- 4 Ludwell has a suggestion for Johnny Jukes.
- 5 Olivia Hick, an American businesswoman, calls Ludwell about her travel arrangements for a sales trip to Britain and Germany. Monica arranges everything but then a problem occurs.
- 6 Monica has to cancel the travel arrangements for Olivia Hick. Several people call her about this and leave messages on her answerphone. In the end Sonia finds a brilliant solution.
- 7 Dieter Graf, a German banker, needs to arrange a sales conference. Monica suggests a hotel but something unforeseen happens.
- 8 Monica has to find a different hotel for Dieter Graf. She checks the details with him and suggests another hotel for the conference.
- 9 Fiona Law, from Munro Cosmetics, comes to Ludwell to discuss the launch of a new range of cosmetics.
- 10 Sonia calls a crisis meeting. Should Ludwell help Munro with the product launch or not?
- 11 Ludwell needs new customers. Sonia discusses this with a marketing consultant and Monica.
- 12 Monica has been at Ludwell for about three months. Now it's appraisal time.

Symbols



Texts and exercises with this symbol can be found on the *Text CD* and are for use in the classroom.



Texts and exercises with this symbol can be found on the *Learner CD*.



There is a key, and the page number is given.



Now would be a good time for you to work with *Pocket On the Phone*.

Messages

In this unit, you're going to ...

- practise spelling words
- write and read messages with abbreviations
- read about the American workplace
- talk about the workplace in other cultures
- focus on British and American vocabulary

1 Starter: Acceptable or unbelievable?

Think of an acceptable reason and an unbelievable reason for:

- not going to work
- not coming to the English lesson
- not doing your homework
- not going on a business trip



2 A few abbreviations

Here are some messages that colleagues have stuck to Monica's computer.

- a** In pairs, find as many abbreviations in the messages as you can. What do you think they mean?
- b** Which message do you think Monica should attend to first?



3 Messages for Monica

- a**  **T 14** Work in groups of five and listen to the five messages on Monica's answerphone. Each person should make notes on a different message: Who is the message from and what is it about? Tell the rest of your group about your message.
- b**  **T 15** Listen again and take notes on the messages about Olivia Hick's trip. Use as many of the abbreviations in exercise 2 as you can.



Asking for spelling

If you want someone to spell a word for you, you can say:

- How do you spell that?
- Could you spell that for me, please?
- Would you mind spelling that?

4 T16 The alphabet

- a** Check that you remember how to say the letters of the alphabet you hear by repeating the letters you hear.

a b c d e f g h i j k l m n o p q r s t u v w x y z

- b** Work in pairs. Look through this book and find five words to spell to your partner. Check your partner's spelling.

5 The culture of your workplace

Olivia Hick has never been to Europe before. What could you tell her about the average workplace in your country? Work in small groups. Are these sentences true for your workplace?

- | | true | not true |
|---|--------------------------|--------------------------|
| 1 Everybody in the company uses first names. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 People often discuss their private lives in the office. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 The way you dress in the office is important. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 If you disagree with someone, you say so very diplomatically. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 The office is for business, not for fun. | <input type="checkbox"/> | <input type="checkbox"/> |



6 The American way

How much do you know about working life in the USA? Richard D. Lewis is an expert on doing business in different cultures.

Read what he says about the American way of business. What are the differences between the American business world and yours?

They introduce informality immediately: take their jackets off, use first names, discuss personal details, e.g. family.

They use humour whenever they can even if their business partner fails to understand it or regards it as out of place.

Time is always money. "Let's get to the point."

They are blunt, they will disagree and say so.

Americans often know little of such matters as saving face, correct dress, use of business cards, social niceties and formalities.

7 Talking point: Other cultures

Have you got any experience of doing business with people from other countries? What differences do you know about?

8 Sonia's good idea

While Monica was cancelling Olivia's booking, Sonia tried to find a different solution to Olivia's problem. Look at this document that Sonia has left on Monica's desk. What is her solution? Do you think it's a good idea?


Flight: Heathrow-Munich 24/8

Name: Olivia Hick

Name: Chelsea Hick (Aged 3)

Name: Monica Lehmann

Next at Ludwell

 A German banker wants the best for his employees.


1 What do you know?

- Which of these is the best way of leaving your name in a phone message?
 - a) Inform her of Olivia Hick's call, please.
 - b) Please remind her of the name Olivia Hick.
 - c) Could you please tell her that Olivia Hick called?
- How would you ask someone to return your call?
 - a) Could you ask her to call me back, please?
 - b) This call must be returned promptly.
 - c) I am waiting for her call.
- Which of these would you use to tell someone about your holiday plans?
 - a) I ski in Switzerland next month.
 - b) I'm skiing in Switzerland next month.
 - c) I will ski in Switzerland next month.
- How would you ask a colleague about how they intend to solve a problem?
 - a) What are you going to do?
 - b) What are you doing?
 - c) What do you do?
- Which of these best describes Americans' attitude to humour in the business world?
 - a) They are happy to use humour in business.
 - b) Jokes are only appropriate in social situations.
 - c) Business is serious and jokes should be avoided.
- Which of these statements best describes Americans in business discussions or negotiations?
 - a) Americans will avoid disagreement at all costs.
 - b) If they disagree with something, they make it clear.
 - c) It is hard to tell whether Americans agree or disagree with anything.
- Which of these best describes Americans' attitude to time?
 - a) Time is money and should not be wasted.
 - b) Business should not be done in a rush.
 - c) Punctuality is one of the most important things in business life.

2 Abbreviating messages

- a** Underline the words in these messages that you think you can abbreviate.

- Johnny Jukes called about the meeting on Thursday afternoon. Could you call him back as soon as possible?
- Olivia Hick rang this morning about her meetings, travel and so on. Please call her. Her number is 001 415 1332 2814.

- b**  **L 14** Listen to the answerphone messages two or three times. Write them on the message forms. Try to use all of these abbreviations at least once.

<i>advert</i>	<i>a.s.a.p.</i>	<i>BA</i>	<i>cld</i>
<i>comp.</i>	<i>etc.</i>	<i>flt no.</i>	<i>Fri eve.</i>
<i>info</i>	<i>PA</i>	<i>pls</i>	<i>pm</i>
<i>re.</i>	<i>tckts</i>	<i>U</i>	<i>UK</i>

Message for:

Message from:

Received:

.....

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.....

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.....

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Message for:

Message from:

Received:

.....

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.....

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.....

.....

3 Same or different?

Here are some words from this unit. Do the parts that are underlined sound the same (✓) or different (✗)?

- | | | | |
|----|----------------------|-------------------------|--------------------------|
| 1 | abbrevia <u>tion</u> | soluti <u>on</u> | <input type="checkbox"/> |
| 2 | fligh <u>t</u> | brin <u>g</u> | <input type="checkbox"/> |
| 3 | messag <u>e</u> | colleagu <u>e</u> | <input type="checkbox"/> |
| 4 | alphab <u>e</u> t | nam <u>e</u> | <input type="checkbox"/> |
| 5 | ag <u>a</u> in | detail | <input type="checkbox"/> |
| 6 | numb <u>e</u> r | cultu <u>r</u> e | <input type="checkbox"/> |
| 7 | privat <u>e</u> | offic <u>e</u> | <input type="checkbox"/> |
| 8 | jack <u>e</u> t | Ameri <u>c</u> an | <input type="checkbox"/> |
| 9 | docum <u>e</u> nt | diplom <u>a</u> tically | <input type="checkbox"/> |
| 10 | perso <u>n</u> al | dress | <input type="checkbox"/> |

 **L15** Listen and repeat the words.

4 British and American English

The British and Americans sometimes use different words to talk about the same thing. Write one of these American words next to each British word below. If you don't know these words – just try to guess!

<i>apartment</i>	<i>fall</i>	<i>pants</i>
<i>cab</i>	<i>first floor</i>	<i>sidewalk</i>
<i>check</i>	<i>movie</i>	<i>subway</i>
<i>elevator</i>	<i>movie theater</i>	<i>vacation</i>



- | | | |
|----|--------------|-------|
| 1 | autumn | |
| 2 | bill | |
| 3 | cinema | |
| 4 | film | |
| 5 | flat | |
| 6 | ground floor | |
| 7 | holiday | |
| 8 | lift | |
| 9 | pavement | |
| 10 | taxi | |
| 11 | trousers | |
| 12 | underground | |

5 Spelling requests

a Match the two parts of these sentences.

- | | | | |
|---|----------------|--------------------------|-------------------------------|
| 1 | How do you | <input type="checkbox"/> | a) spelling that? |
| 2 | Could you | <input type="checkbox"/> | b) spell that? |
| 3 | Would you mind | <input type="checkbox"/> | c) spell that for me, please? |

b Which answer goes with which request?

- Yes, of course. It's H-I-C-K.
 No, of course not. It's H-I-C-K.
 It's H-I-C-K.

6 Find the words

Complete these sentences with words that were in Unit 6.

- Can you accept his opinion? Is it really to you?
- I don't believe your explanation – it's completely
- If you go away for your work, it's a trip.
- The people who you work with are your
- E.g. is the for 'for example'.
- If I'm not at home, please leave a message on my
- Could you please this English word into German for me?
- Which is the British of the word: color or colour?
- How different is the of the workplace in Japan?
- We know what the problem is, but can we find the
- She had to her appointment, she couldn't come because she was ill.
- How do people in your company? Rather formally – with suits and ties.

1 Über die Gegenwart sprechen / Talking about the present (► Unit 1)

1.1 Mit der einfachen Gegenwart / Using the present simple (► Unit 1)

Fragen mit Vollverben werden gebildet, indem man das Hilfsverb *do* oder *does* vor dem Satzgegenstand einfügt. Das Vollverb steht dann in der Grundform. Bei verneinten Sätzen wird *don't* (d.h. *do not*) oder *doesn't* (d.h. *does not*) vor dem Vollverb eingeschoben.

Denken Sie daran: Es sind immer die Formen bei der 3. Person Singular (*he/she/it*), die anders gebildet werden. Hier muss bei bejahten Sätzen ein *s* angehängt werden, bei Fragen *does* und bei verneinten Sätzen *doesn't* eingefügt werden.

I like London.	Do I like ...?	I don't like
You like London.	Do you like ...?	You don't like
He/She likes London. (It likes)	Does he/she like ...? (Does it like ...?)	He/She doesn't like (It doesn't like)
We/You/They like London.	Do we/you/they like ...?	We/You/They don't like

Die einfache Form der Gegenwart wird verwendet für:

- Gewohnheiten und regelmäßig wiederholte Handlungen: *Sonia travels to work by underground.*
- Gefühle und Meinungen: *Sonia likes London very much.*
- dauerhafte, nicht vorübergehende Situationen: *All the Ludwell employees live in London.*
- allgemeine Wahrheiten: *The sun rises in the east.*

1.2 Mit der Verlaufsform der Gegenwart / Using the present progressive (► Unit 1)

Bejahte Aussagen werden mit einer Gegenwartsform von *be* und dem Hauptverb gebildet, dem *-ing* hinzugefügt wird. Bei Fragen wird wie im Deutschen die Wortstellung des Hilfsverbs geändert. Bei der Verneinung hängt man *n't* (d.h. *not*) an die Form von *be* an. Das Hauptverb (in der *-ing*-Form) bleibt bei allen Personen gleich.

I am learning English.	Am I learning ...?	I' m not learning
You are learning English.	Are you learning ...?	You aren't learning ...
He/She is learning English. (It is ...)	Is he/she learning ...? (Is it ...?)	He/She isn't learning (It isn't ...)
We/You/They are learning	Are you/we/they learning ...?	You/We/They aren't learning

Die Verlaufsform der Gegenwart wird verwendet für:

- Vorgänge oder Handlungen, die gerade im Moment ablaufen: *Sonia is talking to a marketing consultant.* Dieser Satz beinhaltet, dass das Gespräch noch nicht abgeschlossen ist.
- Vorgänge, die sich über einen längeren Zeitraum erstrecken: *Dieter's learning English.*
Es kann zwar sein, dass er im Moment gerade kein Englisch lernt, doch sagt der Satz aus, dass er einen Kurs macht, der noch nicht beendet ist.

Einige Verben werden fast nie in der Verlaufsform verwendet, da sie keine Vorgänge als solche beschreiben, sondern eher statische Zustände, z.B. Meinungen, Gefühle, Sinneswahrnehmungen.

believe	glauben	hope	hoffen	need	brauchen
cost	kosten	know	wissen	see	sehen
feel	sich fühlen	like	mögen	think	meinen
forget	vergessen	look	aussehen	understand	verstehen
hate	hassen	love	lieben	want	wollen
hear	hören	mean	bedeuten	wish	wünschen