BBC weather



A storm brewing in Cornwall



Forecast Summary

Northern Ireland

Dry in the early morning till midday, then strong winds from the southeast will bring heavy rain in the afternoon.

Edinburgh and SW Scotland

Cloudy with rain at times, then sunny intervals. Rain will move in from the southwest later.

Manchester and NW England

Mist and fog patches will soon clear up for a bright and sunny morning, with outbreaks of rain and strong winds in the afternoon and evening.

Cardiff and Wales

Outbreaks of rain and strong winds in the southwest will spread to all parts in the afternoon.

Sunny intervals in the evening.

London and SE England

Early fog lifting into low cloud with a little rain in the afternoon. Sunny spells later on.

Cornwall and SW England

Outbreaks of rain and strong winds will move northeast through the day. Sunny intervals, in places even sunshine, in the afternoon and evening.



The River Thames in London

Weather symbols

sunshine; sunny, bright



light cloud sunny intervals



thick cloud overcast



drizzle, light rain, rain showers



heavy rain, rain storm



sleet. snow showers. snow storm



thunderstorm, hail



mist fog



Holiday Weather

October 15

Antalya	sunny	21°C
Athens	clouds	22°C
Barcelona	bright	21°C
Cornwall	overcast	15°C
Crete	sunny	24°C
Istanbul	light cloud	21°C
Lisbon	light cloud	23°C
Mallorca	bright	25°C
Malta	few clouds	24°C
Marseille	light cloud	19°C
Paris	light rain	24°C
Rome	bright	20°C
Varna	sunny	18°C
Venice	bright	23

1 Britain bright and sunny?

A1-2

Look at the map of Great Britain and Ireland on the opposite page. Read the weather **forecast summary** and draw the weather symbols on the map. What do you think of the weather in Britain?

Discuss your map with a partner. Use will to express the future:

What will the weather be like in parts of Great Britain?

In it	will	rain in the afternoon.
it	will	be mostly cloudy with rain.
it	will	soon clear up for a sunny morning.
there	will	be light cloud and a little rain.
there	will	be sunny intervals in the evening.

2 Holiday weather

A1-2

Look at the weather in some of the holiday spots of Europe and find them on your map of Europe (pages 34 and 35).

Discuss the weather with a partner.

In Venice the weather	will be		·
Temperatures	will be	around	degrees Celsius.

The weather outlook for Austria



Listen to the weather outlook on Radio FM4 and take notes. What will the weather be like where you are? Is it true?

Draw the **weather symbols** where they belong.



Weekend weather



Choose a place where you would like to be at the weekend. What will the weather be like?

Find out about it from one of the online weather sites and write a report to your colleagues (50-100 words).

Discuss your report in a small group, then present it to your class.

Sports all year

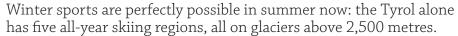








Considering the size of the country Austria must be one of the most successful nations in the world of sports. Austrians have a reputation of being laid back, but clearly there are enough sports enthusiasts to use the ever growing number of sports facilities on offer. Visitors are free to use these as well, of course, and all year round.







'Wanderful Austria' is the perfect place for hiking, all kinds of outdoor climbing and/or Nordic cruising. Each village in the Alps has its own trained guides to take visitors up to mountain tops, plain hiking, snowshoeing, off-piste or free-ride skiing – and bring them back safely. Many resorts in Austria have bike rental facilities for those who want to keep fit on cycling trips. The more adventurous can climb and race downhill on mountain bikes or try tricks on bmx bikes.



Most outdoor sports, however, will need the right weather: like paragliding, for instance, and all kinds of water sports, of course, with facilities on most of Austria's 100 lakes.

On a rainy day there is plenty of opportunity for indoor sports, such as football, volley ball, ice hockey or indoor climbing. Or you can try your luck at slacklining – or at any other sport that soon will be invented.















1 Sports for all seasons

A1-2

Look at the **photos** on this and the opposite page.

What are the sports called in English?

What other sports do you know? Make notes in a group of three or four.

Then compare your results with other groups.

Read the article about sports in Austria: it is not necessary to understand every word of it.

Look out for words relating to sports and underline them in the text. Add them to your list.

Match the words for the sports and the photos.

Where do you exercise?

☐ indoors or outdoors	O in winter, spring, summer or autumn
O on mountain slopes	O on a piste or track or on the rocks
☐ in or on a lake or river	O on a court or field, or on a slack line

Work with a partner and add the appropriate words to the photos.

The gear you need



() A2

Listen to the conversation between Lucia, Julian, Bernie and Ayse. What are their **favourite sports**?

And the gear they need?

	•		
Lucia O	likes	O mountain biking.	
		O cycling.	
Julian 🔘		snowboarding.	
		O indoor climbing.	
Bernie 🔾		Nordic cruising.	
		O wakeboarding.	
Ayse 🔾		O volleyball.	

Listen again and in the frame add the type of gear they need.

3 Do you like sports?



What is (are) your favourite sport(s)?

Where and when do you exercise?

Research on the **Internet** the type of gear you need.

Make notes or print a page for a written report (about 100 words).

Interview each other in a group of three or four about your favourite sport(s), about the gear you use, and where you exercise.

Take notes, then report to your class like this:

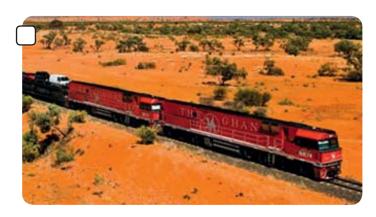
Lucia likes cycling on tracks along the Danube, all year, except on snow and ice and when it is raining.

She's got a light-weight trekking bike.

Bernie likes snowboarding in winter, on the slopes near Vienna, and wakeboarding in summer, at the lift on the New Danube. He's got brand-new boards ...

A town like Alice







In the heart of Australia lies the town of Alice Springs. It is an unusual community, remote, surrounded by the bush of Australia's interior and separated from any other town or city by more than a thousand miles. It is four hours by air from Perth, three hours by air from Darwin and twenty-two hours by train from Adelaide. Alice Springs, however, has a romantic reputation and was immortalized in a popular novel in the fifties by Neville Shute entitled



A Town Like Alice.

Australia is the only nation to govern an entire continent and is the sixth largest country in the world in land area. Australia's multicultural society includes its indigenous peoples and migrants from some 200 countries worldwide. Australia's workforce is highly trained: almost half of Australia's workforce has university, trade or diploma qualifications.



Land area: 7.69 million km²
Population: 23 million
Capital city: Canberra
Language: Australian English
Currency: Australian dollar,
0.67 euro

National colours: Green and gold
Overseas visitors: about 6 million
Highest point: Mount Kosciuszko,

2228 m

Lowest point: Lake Eyre,

South Australia









- **A** Sydney is one of the world's loveliest cities with a beautiful harbour and surfing beaches just a short bus ride away. The Sydney Opera House is a world landmark.
- **B** Melbourne is one of the most liveable cities, with both modern and Victorian architecture; many buildings have been preserved by The National Trust.
- **C** Uluru is Australia's most spectacular and famous landmark, once known as Ayers Rock after the Premier of South Australia, Sir Henry Ayers. This rock is 348 metres high and 9 kilometres in circumference. It is situated about 450 kilometres south-west of Alice Springs in central Australia.
- **D** Sarrita and Tarisse King are part of a new generation of Aboriginal artists. The sisters were born in Adelaide and spent their youth in Darwin in the Northern Territory. They interpret the Dreamings and culture of their people in new and interesting ways, inspired and encouraged by their father, William King Jungala (1966 – 2007), a highly regarded artist who painted the physical elements of his land and country.
- **E** Everyone knows about koalas and kangaroos - but did you know that Australia is home to about 750,000 wild camels? They were imported in the 19th century from Arabia and Afghanistan for transport and heavy work in the outback.
- **F** A railroad connects Alice Springs to Darwin in the North and Adelaide in the South. The train ist called The Ghan, like the camels that were brought in from Afghanistan.

Fast facts



Look at the **photos** on the opposite page and read the captions on the left. Mark the photos A, B, C, etc.

Find the places mentioned on a map of Australia.

You can find one on the Internet.

Waltzing Matilda





Listen to 'Matilda', a traditional Scottish tune. Australia's unofficial national anthem.

Lyrics by A.B. 'Banjo' Paterson, one of Australia's favourite poets. Here is some information that might be helpful.

A swagman is the Australian version of a lonesome cowboy wandering the

outback (far away from any city) who carries everything he owns rolled in a blanket (in his swag).

A billabong is a drinking spot or pool in a river or stream. Because of very dry conditions in outback Australia, streams and rivers often run dry leaving only a few water-holes

where cattle and sheep come to drink.

A billy, or billy-can, is a pot for cooking.

Jumbuck is an Australian slang word for sheep.

Squatter in this song is a landowner, as opposed to a tramp.

Tucker is an Australian slang word for food, and a tucker bag is used to pack food.

If you'd like to sing along, find the lyrics on the Internet.

3 Research Down Under



A2-B1

Find a partner and choose the **task** that interests you most.

Then start looking for more information on the **Internet** about the topics treated in the **captions** A to F on the left.

The website of the Australian government will help to research Down Under, as Australia is called on our side of the globe: http://australia.gov.au/

The objective is to give a short **presentation** (five minutes) to your class using the information you have gathered:

show photos, pictures, a map or paintings by some artist(s), according to the task.

4 Languages and music



You could also deal with the following questions.

What languages other than English are spoken in Australia?

What do you know about the didgeridoo (or didjeridu)?

Print a paragraph or two about this very Australian instrument.

Listen to some Australian music and play it for your class.

Progress review

l can	Listening	I need more practice	Unit	Level
	understand relevant information about people's biography, place of birth, where they lived and went to school etc.		26A	A2
	understand simple phrases and relevant information from an interview about education in Britain.		27A	A2
	understand simple phrases, questions and information relating to sports in Austria and necessary equipment.		28A	A2
	understand relevant facts from an interview about housework based on a contract form.		29A	A2
	understand specific details and general information in a popular Australian song.		30A	A2
l can	Reading	I need more practice	Unit	Level
	understand relevant information relating to biography, place of birth, where one lived and went to school etc.		26A	A2
	understand information I need from graphs and texts about schools in Britain and Austria.		27A	A2
	understand relevant information in a magazine article and on the Internet about sports and sports facilities in Austria.		28A	A2
	identify relevant information in a UN women's report and a housework contract.		29A	A2
	understand relevant facts and information in a travel brochure and in websites about Australia.		30A	A2
I can	Speaking	I need more practice	Unit	Level
l can	Speaking ask and answer simple questions about myself and others, date and place of birth, origin and education.		Unit 26A	Level
l can	ask and answer simple questions about myself and others,			
l can	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and		26A	A1-A2
l can	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and where I went to school. ask and answer questions about my favourite sports, the gear		26A 27A	A1-A2 A2
I can	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and where I went to school. ask and answer questions about my favourite sports, the gear I need and facilities I use. ask and answer questions about the sort of housework I do at		26A 27A 28A	A1-A2 A2 A1-A2
l can	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and where I went to school. ask and answer questions about my favourite sports, the gear I need and facilities I use. ask and answer questions about the sort of housework I do at the place where I live. give a short rehearsed presentation about a selected aspect of		26A 27A 28A 29A	A1-A2 A2 A1-A2
	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and where I went to school. ask and answer questions about my favourite sports, the gear I need and facilities I use. ask and answer questions about the sort of housework I do at the place where I live. give a short rehearsed presentation about a selected aspect of Australia, e.g. geography, art or music.	I need more	26A 27A 28A 29A 30A	A1-A2 A2 A1-A2 A2 A2 A2-B1
	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and where I went to school. ask and answer questions about my favourite sports, the gear I need and facilities I use. ask and answer questions about the sort of housework I do at the place where I live. give a short rehearsed presentation about a selected aspect of Australia, e.g. geography, art or music. Writing write a paragraph about myself, where I was born, where I live	I need more	26A 27A 28A 29A 30A Unit	A1-A2 A1-A2 A2 A2 A2-B1 Level
	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and where I went to school. ask and answer questions about my favourite sports, the gear I need and facilities I use. ask and answer questions about the sort of housework I do at the place where I live. give a short rehearsed presentation about a selected aspect of Australia, e.g. geography, art or music. Writing write a paragraph about myself, where I was born, where I live and lived and what schools I went to. write a paragraph comparing my education to others,	I need more	26A 27A 28A 29A 30A Unit	A1-A2 A2 A1-A2 A2 A2-B1 Level A2
	ask and answer simple questions about myself and others, date and place of birth, origin and education. ask and answer questions about my education, when and where I went to school. ask and answer questions about my favourite sports, the gear I need and facilities I use. ask and answer questions about the sort of housework I do at the place where I live. give a short rehearsed presentation about a selected aspect of Australia, e.g. geography, art or music. Writing write a paragraph about myself, where I was born, where I live and lived and what schools I went to. write a paragraph comparing my education to others, e.g. type of schools in Britain and Austria. write a report or e-mail about my favourite sports, the gear	I need more	26A 27A 28A 29A 30A Unit 26A 27A	A1-A2 A2 A1-A2 A2 A2-B1 Level A2 A2

Unit 28A Summer or winter sports?

Self assessment

Winter sports are perfectly possible in summer now: the			
Tyrol alone has five all-year regions,			
all on glaciers above 2500 metres.			
A typical summer's day spent in the European Sporting			
Region of Kaprun-Zell am See in Salzburg, for example,			
might involve skiing or on			
the Kitzsteinhorn glacier in the morning; in the afternoon			
cycling or around the lake in			
Zell am See; swimming in or			
on the lake; and or ballgames			
in the evening. Those who need more exertion could try			
out one of the later on.			
'Wanderful Austria' is the perfect place for,			
all kinds of outdoor and/or Nordic			
. Each village in the Alps has its			
own trained guides to take visitors up to mountain tops,			
plain hiking, , off-piste or			
skiing – and bring them back safely.			
On a rainy day there is plenty of opportunity for indoor			
sports, such as football, , ice			
hockey or indoor . Or you			
can try your luck at – or at any			
other sport that soon will be invented.			

- Read the text in Unit 28A carefully.
- Then try to complete the **gap text** on the left without looking at Unit 28A.
- Compare your results with a partner, taking turns reading the sentences to each other.
- If your results don't match, consult a pair near you or check with the text in Unit 28A.
- Practise reading the text.
- How many of the answers did you get right at the beginning?
- And in the end?

My favourite sports

Write a paragraph about your **favourite sports** and about a **holiday region** you know.

- Ask yourself the following questions:
- What are my favourite sports?
- What type of gear do I need?
- What is the region called?
- Where is it located?
- What sports are possible in summer?
- And in winter?
- What sports facilities are available?

Paragraph writing

Before answering make sure you understand the questions.

Then write down your answers. Link the questions and your answers.

Compare the text you have with the samples in your book and check your writing. Compare and correct your text with a partner. If necessary ask your teacher for help.

How would you grade your text?

Teacher's grade & signature:

Portfolio Ideas

Revise, for instance, the **biographic details** in Unit 26A, the paragraph about your **education** (27A), the short report you wrote about your **favourite sports** (28A) and the one about **housework** (29A).

Combine your reports and paragraphs (or link the questions and your answers), so that they form a short summary of your life, education, sports and housework.

You should definitely keep the information about **Australia** you found on the **Internet**: the map, some geographic facts and the examples of Aboriginal art and music (Unit 30A).

Put a date on your texts and keep them in your Portfolio!

Roll-on/Roll-off



- Trains offer loading space for heavy and bulky freight. Special piggy-back services transport truck trailers by rail to keep trucks moving during night and weekend restrictions and times of heavy traffic.
- Air transport is either carried out by special cargo planes or in the belly of passenger planes. It is ideal for urgent consignments, post and valuable cargo.
- For quick transport of documents or other important papers in big cities companies rely on courier services.
- Trucks are flexible. They can carry goods door-to-door at both long and short distances.
- At sea ports, containers are loaded onto huge ocean liners and shipped to their place of destination.
- Barges mainly carry iron ore, grain, steel, gravel, sand or coal on inland waterways. Cars are loaded via special roll-on/roll-off systems.





1 Sea, air, road or rail?

A1

Look at the photos on the opposite page and read the cards A to F. Which text belongs to which photo?

2 Heavy and bulky

A1-A2

Go through the paragraphs again.

Which way of transport is suitable for which type of goods?

Heavy goods O

Cars 🗆

Trucks O is/are carried

Urgent goods O is/are shipped

Coal O is/are transported is/are loaded

Valuables ☐ is/are delivered

Documents O

Containers O

O by road.

O by rail.

by sea.by air.

is/are delivered.

O on barges.

O via ro/ro systems.*

O by bicycle.

O by courier services.

*ro/ro = roll-on/roll-of

3 Put on pallets



(A1-A2

Listen to the warehouse specialist talking to a trainee at Ulysses Electronics. What are they talking about?

are

The company's products O

packed in cardboard boxes.

O loaded in containers.

☐ lifted by forklift trucks.

O covered with foils.

O environmentally friendly.

 \Box put on pallets.

O safe.

O standardized.

O made of metal.

O easy to store.

Containers O Carried on trucks.

4 Bales and barrels



) A2

Look at the pictures of packing units on the right. Match the words and the photos.

Which packing is suitable for which goods? Make notes.

Which means of transport are used in your company?

What kind of packing is used in your company?

Discuss your results in a group of three or four.

Then write a memo about the kind of packaging and transport you deal with.

Research on the Internet new trends in packaging and transport.

Packing Units

1 bags

5 barrel6 cask

2 bales3 containers

7 box

4 crate

8 pallet















ജ RBS Here for you

Guide to current accounts Current accounts are designed to help you to manage your money

Bank accounts make it easier to pay your bills and to get paid. And they're a lot safer than keeping your cash under your mattress.

Current account

A current account is a type of bank account that's designed to make day-to-day money management easy.

With a current account you can usually:

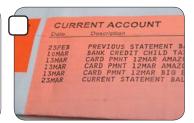
- transfer money make instant transfers to any other bank account without having to use cash.
- receive payments like your salary or any other money you're owed.
- pay for things with a debit card and a cheque book linked to your account.
- withdraw up to £300 a day from thousands of cash machines in the UK using your debit card.
- check balances receive statements online or receive a paper copy to check in- and outgoing payments.
- choose how to manage your money online, in branch, by phone or by mobile.
- set up standing orders to pay regular bills and direct debits for one-off bills to be paid automatically.
- arrange overdraft facilities: You might be able to set up an overdraft for your current account. An overdraft is a type of credit. It lets you spend more money than you have in your account at a particular time, up to a set amount, known as an overdraft limit.

Here's how to get in touch

- Visit us at rbs.co.uk
- @ Call us on 0800 121 129
- Or just pop into your local branch



















A₂

Royal Bank of Scotland Services

cash card cash withdrawals cheque book credit card currency exchange current account debit card identification insurance interest loans mobile banking mortgage online banking overdraft savings accounts standing order statement telephone banking



- O current account
- O debit card
- O credit card
- cash withdrawals
- O identification
- O mobile banking
- O online banking
- O statement

Bank services

Read the **leaflet** on the opposite page.

Underline the bank services mentioned in the frame on the left.

Which of them do you use?

What will an RBS bank account do for you?

With an RBS account you can ...

- ☐ have your salary paid into your account.
- O save your money.
- ☐ keep track of your finances in different ways.
- ☐ make transfers to other accounts without using cash.
- ☐ arrange a standing order for regular payments.
- O earn high interest.
- O withdraw cash from cash machines.
- O spend as much money as you like.
- O bank online and by mobile.

Managing your money

A2

Look at the list of RBS services on the left.

What do you need them for?

I need/use ...

- $_{\perp}$ to pay bills automatically from my account.
- to borrow money from my bank up to a certain amount.
 - to withdraw cash from a machine.
 - _ to make regular payments.
 - _ to make purchases without cash.
 - to check withdrawals from my account.

3 Opening an account





Listen to Chris at a bank in Austria.

What does he want to do?

Tick the words you hear in the box on the left.

Look at the pictures on the opposite page.

Write down the words from the table above under the equivalent picture.

Can you help an English-speaking tourist to open an account (at your bank)?

Work out a dialogue in a group of three or four. Present it to the class.

Comparing bank services (Internet Research)



Look up different banks in the UK.

Compare the services they offer including interest rates and fees.

What differences to Austrian banks can you find?

Present your results to the class.

Progress review

l can	Listening	I need more practice	Unit	Level
	understand relevant details from a phone call, e.g. leaving a message, spelling, numbers and price.		7B	A1-A2
	understand relevant information from a dictation of a business letter, e.g. parts of the letter and production details.		8B	A2
	understand basic information and specific details from a phone call about a purchase order and what the caller wants.		9B	A2
	understand relevant details of a recorded message about a proforma invoice, e.g. product, weights, amounts etc.		10B	A2
	understand relevant details of a conversation about packing and handling goods for various means of transport.		11B	A2
	understand basic information and key elements in a dialogue about opening a bank account.		12B	A2

l can	Reading	I need more practice	Unit	Level
	understand basic information in an e-mail exchange, e.g. product, quantity, dimensions, price and delivery.		7B	A2
	understand basic information and key elements in a fax enquiry about importing production machinery.		8B	A2
	understand basic information in an order by e-mail and identify key elements of business correspondence.		9B	A2
	understand basic information and identify key elements in an invoice.		10B	A2
	understand basic information and key elements in an illustrated text about means of transport and packing units.		11B	A2
	understand basic information and key elements in a leaflet about a current bank account and the services provided.		12B	A2

l can	Speaking	I need more practice	Unit	Level
	ask and answer questions about an offer, e.g. measurements, packing units, terms of delivery, transport and payment.		7B	A1-A2
	ask and answer questions about an enquiry concerning the export of production machinery.		8B	A2
	make a simple phone call to a customer confirming the replacement of products and time of delivery.		9B	A2
	dictate an invoice based on notes I made about certain products, quantities, prices and delivery.		10B	A2
	ask and answer questions about the goods, kind of packing and means of transport I deal with at my place of work.		11B	A2
	ask and answer questions about opening a current account at a bank.		12B	A2

I can	Writing	I need more practice	Unit	Level
	write a basic enquiry about a product I am interested in, including details like size, quantity, packing and colour.		7B	A2
	complete a basic business offer from dictation, using text blocks and adding address, reference and closing remarks.		8B	A2
	answer an e-mail according to simple instructions, using basic expressions in business correspondence.		9B	A2
	design a basic invoice form and fill in the details, e.g. products, quantities, prices and delivery.		10B	A2
	write a memo about the kind of packing and means of transport used for the goods I work with.		11B	A2
	fill in a form for opening a current account and make notes of bank services.		12B	A2

Unit 11B Put on pallets

Self assessment

All our products are packed in environmentally friendly cardboard and then put on . They are stored here in our according to their destination. The pallets are lifted by forklifts and loaded onto trucks or into . The whole procedure is supervised by a special computer system. I see. Those boxes over there are in plastic? Well, when the boxes are going by rail or they might get wet during or transport. Also, nowadays most goods are loaded into	Listen to the presentation as often as you need to. Then fill in the gaps on the left. Compare your results with a partner. Then read the sentences to each other. If your results don't match, listen again or consult a pair near you. How many of the answers did you get right at the beginning? And in the end? Practise reading your text to the class. How did your presentation compare to the others? How would you grade your performance?
as well.	• '
You know why? There is less I guess.	Teacher's grade & signature:
There is less I guess.	

Portfolio Ideas

You should keep, for instance, the **enquiry** you wrote in Unit 7B, the **letter** to Hayel Saeed Anam & Co. Ltd. (Unit 8B), the affirmative answer to an enquiry from Greece (Unit 9B) and the **invoice** you dictated in Unit 10B.

Also, keep the **memo** (Unit 11B) about the kind of packing used in the company you work for. Put a date on your text(s) and keep them in your **Portfolio**.

Working 9 to 5



Sandra O'Brian starts work at 8:30 almost every day: 'Let me tell you about a day at work in the finance department; I work flexitime, so I may start later if I wish, but then I have to stay longer.

When I am the first one to arrive at the office I make coffee for my colleagues and then I open the post for Mrs Baker, the senior accountant.

I also print out the incoming e-mails. Then I sort bills and receipts; after that I spend some time at the computer writing the invoices. I can take a lunch break whenever there's time

In the afternoons Mrs Baker shows me how to work with our accounting programme and I practise on the computer. I take care of the filing before I leave at five.'





1 Daily routine

Read Sandra O'Brian's report on her daily routine at Ulysses.

What's a day in her office like?

Tick the correct statements.

Sanc	lra	

- O starts at 9 on most days. O answers the letters and e-mails.
- O works flexitime. O prepares lunch.
- O opens the letters. O does the filing.
- O learns about the accounting O prints out e-mails. programme. O types bills.
 - O leaves at six.

2 I've learned a lot



№ A1-A2

A1

Listen to the interview with Chris and Sandra.

What do they do?

And how do they like their jobs?

Fill in + for what they like and - for what they don't like.

Sandra	Chris	likes / doesn't ike
		making out bills.
		checking accounts.
		handling computer programmes.
		filing and photocopying.
		talking to customers.
		answering the telephone.
		typing letters.
		dealing with numbers.

Compare your results like this:

Sandra likes talking to customers.



3 Day-release or block-release?

A2

Read the article about Simon Hartl and answer the following questions. Work with a partner.

What type of school does he go to?

Day-release or block-release?

What does he learn at school?

And at work?

What are his working hours?

How much holiday is he allowed to take?

4 Office jobs

A2

What have you done this year?

Look at the jobs in the table.

Change the verbs so that they fit the statements.

I have	learned	a lot this year.	learn
ľve		e-mails.	write
		out bills.	make
		the filing.	do
		with customers.	deal
		computer programmes.	handle

Tell a partner what you have done at work.

5 What about you?

A1-A2

Look at the **questionnaire** on the right, answer the following questions and make notes.

Where do you work?

How long have you worked there?

What are your working hours?

What do you like/dislike about your work?

Where and when do you go to school?

Block-release or day-release?

Do you like school? Why/Why not?

Discuss your answers in a group of three or four.

Write a **summary** about yourself, your training, the sort of work you do, your working hours, when and where you go to school, what you have learned so far and what you like or dislike about it.

How many words or sentences did you manage?

Work the questions from the questionnaire on the right and interview someone in your group.

Present him or her to the class.



Simon Hartl works at a telecommunication company in Linz. In his last year of apprenticeship he attends vocational school once a week, sometimes two days a week. He learns about products, marketing, accounting, commercial correspondence and communication. Besides some general education subjects, including English, he gets extensive training in computing skills.

He works full-time in an office in the city centre for the rest of the week; including school that is 38.5 hours a week from Monday to Friday. His working hours are from eight to half past four, with a one-hour lunch break at noon. He has a five-week holiday every year. Now he is preparing for the National Diploma in Office Work for the industry, which compares to EQF Level 2-3 of the European Qualification Framework.

Questionnaire

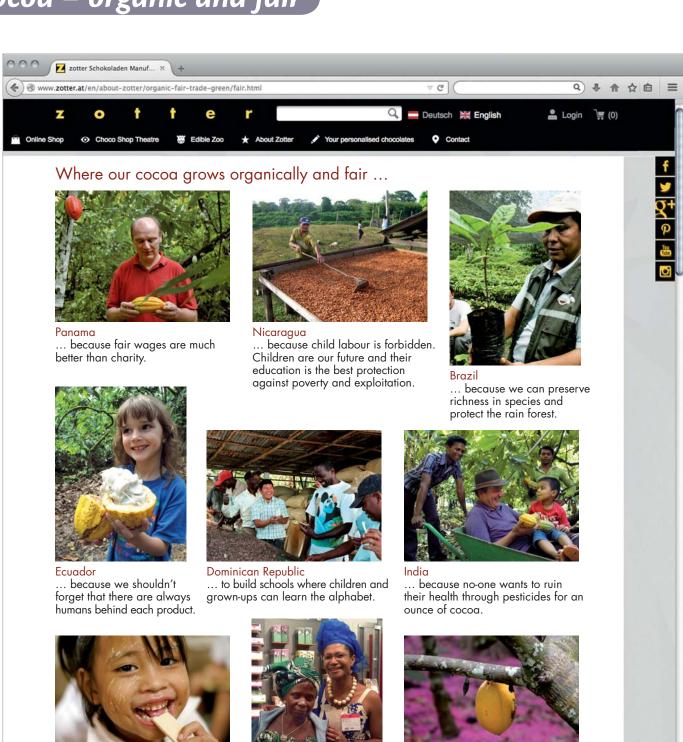
EMPLOYER

Since when Working hours Type of work Satisfied

SCHOOL / COLLEGE

Full-time/Part-time Block-/Day-release Hours at school/college Subjects Satisfied

Cocoa – organic and fair





... so that people have a future and will not sink into poverty in slums.



Congo

... because re-planting forests sets a visible signal for stability in a country destroyed by war.



... because it's a real alternative to drug cultivation.

Zotter says that it produces individual chocolate for individual people who "savour each moment" The diversity in Zotter's range is a reference to biological variety.

Zotter is one of the most sustainable companies in Austria.

All products are made from organic and fair-trade ingredients because, they say, they care about what happens to local communities and to the environment. The cocoa farmers in poorer countries are their most important suppliers of raw materials. "Of course we pay fair prices far above world market prices for quality products – not out of the goodness of our hearts, but because it's what they deserve.

The entire manufacturing process is explained in the Chocolate Theatre, which is open to visitors.



Corporate Social Responsibility

Corporate Social Responsibility (CSR) is the way companies integrate social, environmental and economic concerns into their values on a voluntary basis.



Sustainability

Sustainability is important in ordert to make sure that we have and will continue to have the water, materials and resources to protect human health and our environment.





A1-A2

Look at the texts on the opposite page.

What is the product?

What is it used for?

What continents and countries does it come from?

2 Organic and fair

A2

Study the texts connected to the countries. Tick the problems mentioned in the texts:

- O drug cultivation
- O use of poisonous chemicals
- O destruction of the environment.
- O children working on plantations
- O workers without insurance
- O disappearance of animals and plants
- O destruction of the country due to wars
- O lack of education
- O climate change
- O life in slums
- O bad pay

Read the paragraphs about Corporate Social Responsibility (CSR) and sustainability on the left.

Why is Zotter a sustainable company?

Which of the measures in the text on the left are social, which are environmental?

3 Choco shop theatre



A2-B1

Listen to the conversation and tick the correct statements about Zotter.

Zotter ...

- O is a manufacturer of chocolate.
- O is a theatre.
- O offers tours to visitors.
- O is based in Salzburg.
- O manufactures chocolate in India.
- participates in Fair Trade.
- O produces all their products in organic quality.
- O consumes a lot of energy.
- O can help reducing costs.

A2-B1 **Our values**

Does the company you work for participate in CSR and sustainability? In what ways?

Which other examples of CSR can you find on the Internet?

Do you think that CSR is important? Why?

What actions taken by a business to improve the world are the the most important ones to you?

Discuss those questions in a group of three or four.

Write a memo answering the questions above.

Then give a short presentation to the class.



Barnsdale Way, Grove Park, Enderby, Leicester, LE19 1ES VAT Regn. No. GB 705 1805 61 Tel. enquiries:
Orders 0116 265 7902
Accounts 0116 265 7885
FAX: 0116 265 7909

Invoice Address: THE CAMBRIDGE CENTRE FOR LANUAGES SAWSTON HALL SAWSTON CAMBRIDGE CB2 4|R Delivery Adress: THE CAMBRIDGE CENTRE FOR LANUAGES SAWSTON HALL SAWSTON CAMBRIDGE CB2 4|R

SALES INVOICE: VC 43199	OUR REF.: 0869914/00	CUSTOMER ACCT.: C75FA/00
INVOICE DATE: 08.07.	YOUR ORDER: 77	PAYMENT DUE: 18.07.

ESPO Code	Product Description	Quantity	Price	Value	VAT %
188530	BINDERS, 2 RING (,O' Shaped), A4, Box of 10	10	6.75	67.50	20
44421	ENVELOPES (WITH WINDOW), C4, Box of 250	1	6.50	6.50	20
25046	HOLE PUNCH, HEAVY DUTY, 2 Hole, PF 835	1	3.30	3.30	20
135399	GUN TACKERS, Rapesco Mini Transparent	2	9.20	18.40	20
74055	STAPLES 6 mm, Box of 1000	2	1.30	2.60	20
96113	STAPLE REMOVERS, Claw Type	3	0.20	0.60	20
43452	STAPLE REMOVERS, Single Anvil Foot Type	3	0.60	1.80	20
53619	WASTE PAPER BIN, Heavy Duty PVC, 18 litre	3	2.05	6.15	20
139149	POST-IT® 38 x 51mm, Rainbow, Pack of 24	1	10.20	10.20	20
23604	SCOTCH® BOOK REPAIR TAPE, 50,8mm Wide	1	6.75	6.75	20
062189	WORLD MAP DESK MAT	4	5.45	21.80	20
92266	TAPE DISPENSERS, Desk Type, Heavy Duty	3	1.30	3.90	20
24708	MAILING STAMPS, trodat, Pre-inked	I	6.05	6.05	20

VAT ANALYSIS			
VAT Rate %		20.00	5.00
Goods Value	£	155.55	
VAT Value	£	31.11	
TERMS			

Goods Total	£	155.55
VAT	£	31.11
Invoice Total	£	186.66

Bank Account: NatWest Bank I Granby Street, Leicester IBAN GB29 NWBK 6016 1312 3456 78

Invoice part payments are not acceptable.

Look at the form on the opposite page and answer the following questions. What kind of form is it? Who is the customer? What is the vAT rate? 2 We've been overcharged Look at the invoice on the opposite page, listen to the phone call and answer the following questions. What is the phone call about? Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged O In fact we only received O How many had you? I'll check with our department. O I'll call you back right away. 4 Invoicing PA2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	1 Easter Shi	res Purchasing Organisation	A1-2	
Who is the customer? Who is the supplier? What did they deliver? What is the VAT rate? 2 We've been overcharged	Look at the for	m on the opposite page and answer the following	questions.	
Who is the supplier? What did they deliver? What is the VAT rate? 2 We've been overcharged Look at the invoice on the opposite page, listen to the phone call and answer the following questions. What is the phone call about? Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged Invoice no.: How many had you? I'll call you back right away. 4 Invoicing A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	What kind o	f form is it?	•	15
What did they deliver? What is the VAT rate? 2 We've been overcharged Look at the invoice on the opposite page, listen to the phone call and answer the following questions. What is the phone call about? Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged Invoice no.: How many had you? I'll check with our department. I'll call you back right away. 4 Invoicing P A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	Who is the c	ustomer?	•	
What is the VAT rate? 2 We've been overcharged Look at the invoice on the opposite page, listen to the phone call and answer the following questions. What is the phone call about? Which department deals with invoicing? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged Infact we only received How many had you? I'll call you back right away. 4 Invoicing P A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	Who is the s	upplier?		
2 We've been overcharged Look at the invoice on the opposite page, listen to the phone call and answer the following questions. What is the phone call about? Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you? I'll check with our department. I'll call you back right away. 4 Invoicing P A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	What did the	ey deliver?		
Look at the invoice on the opposite page, listen to the phone call and answer the following questions. What is the phone call about? Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you? I'll check with our department. I'll call you back right away. 4 Invoicing PA2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	What is the '	VAT rate?		
Look at the invoice on the opposite page, listen to the phone call and answer the following questions. What is the phone call about? Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you? I'll check with our department. I'll call you back right away. 4 Invoicing PA2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	2 Wa'ua baa	arranghanga d	O 42	6
the following questions. What is the phone call about? Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you ? I'll check with our department. I'll call you back right away. 4 Invoicing PA2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.				
Which department deals with invoicing? Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you? I'll check with our department. I'll call you back right away. 4 Invoicing A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.			II and answer	
Who is the caller? What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you? I'll check with our department. I'll call you back right away. 4 Invoicing A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	What is the _l	phone call about?	•	
What's the invoice number? How do they solve the problem? Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you? I'll check with our department. I'll call you back right away. 4 Invoicing A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	Which depar	rtment deals with invoicing?	•	
Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged Invoice no.: Quantity and product ordered: Quantity and product ordered: Details of complaint: I'll check with our department. I'll call you back right away. A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	Who is the c	aller?	•	
Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with Invoice no.: What seems to be the problem? Quantity and product ordered: Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you ? I'll check with our department. I'll call you back right away. A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	What's the ir	nvoice number?	•	
Then fill in the complaints form on the right for Ms Hill. 3 Language of complaints Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with Invoice no.: What seems to be the problem? Quantity and product ordered: Oh, dear. I'm sorry about that. I'll look into it immediately. Quantity and product ordered: We seem to have been charged Details of complaint: I'll check with our department. Details of complaint: I'll call you back right away. Details of complaint: Invoicing	How do they	solve the problem?	•	
Listen to the phone call again and tick the phrases you hear. Excuse me, but we don't deal with Invoice no.: What seems to be the problem? Quantity and product ordered: Oh, dear. I'm sorry about that. (I'll look into it immediately. We seem to have been charged In fact we only received Details of complaint: I'll check with our department. Details of complaint: I'll call you back right away. Details of complaint: Invoicing A2-B1 Details of complaint: Invoice no.: Invoice no.: Invoice no.: Invoice no.: Invoice no.: Quantity and product ordered: Invoice no.: Quantity and product ordered: Quantity and product or	Then fill in the	complaints form on the right for Ms Hill.	•	COMPLAINTS FORM
Excuse me, but we don't deal with What seems to be the problem? I think we've been overcharged. Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you? I'll check with our department. I'll call you back right away.	3 Language	of complaints	A1-A2	Order placed by:
 □ What seems to be the problem? □ I think we've been overcharged. □ Oh, dear. I'm sorry about that. □ I'll look into it immediately. □ We seem to have been charged □ In fact we only received □ How many had you? □ I'll check with our department. □ I'll call you back right away. Details of complaint: Details of complaint: Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	Listen to the pl	none call again and tick the phrases you hear.	•	
 ○ What seems to be the problem? ○ I think we've been overcharged. ○ Oh, dear. I'm sorry about that. ○ I'll look into it immediately. ○ We seem to have been charged ○ In fact we only received ○ How many had you? ○ I'll check with our department. ○ I'll call you back right away. Details of complaint: Det		Excuse me, but we don't deal with	•	Invoice no :
Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you ? I'll check with our department. I'll call you back right away. Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	0	What seems to be the problem?		invoice no
Oh, dear. I'm sorry about that. I'll look into it immediately. We seem to have been charged In fact we only received How many had you ? I'll check with our department. I'll call you back right away. Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.	0	I think we've been overcharged.		Quantity and product ordered:
☐ I'll look into it immediately. ☐ We seem to have been charged ☐ In fact we only received ☐ How many had you ? ☐ I'll check with our department. ☐ I'll call you back right away. Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.		ŭ		Quantity and product ordered.
 □ We seem to have been charged □ In fact we only received □ How many had you ? □ I'll check with our department. □ I'll call you back right away. A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.			•	
☐ In fact we only received ☐ How many had you ? ☐ I'll check with our department. ☐ I'll call you back right away. Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.		•		
☐ How many had you ? ☐ I'll check with our department. ☐ I'll call you back right away. ☐ Invoicing ☐ A2-B1 ☐ Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.		_	•	
☐ I'll check with our department. ☐ I'll call you back right away. ☐ Invoicing ☐ A2-B1 ☐ Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one. ☐ Details of complaint: ☐ Details of complaint: ☐ I'll call you back right away. ☐ Details of complaint: ☐ I'll call you back right away. ☐ I'll call you		·	•	
I'll call you back right away. 4 Invoicing Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.			•	Details of complaint:
4 Invoicing A2-B1 Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.		'	•	
Think of something that you could invoice your neighbour for. Find an invoice form on the Internet or design one.		The carry carry and a second control of the carry carr	•	
Find an invoice form on the Internet or design one.	4 Invoicing		ρ A2-B1	
Find an invoice form on the Internet or design one.	Think of somet	thing that you could invoice your neighbour for.	:	
Dictate the invoice and ask voiir partner to fill in the form	Find an invoice	, ,	•	Action to be taken:
Action to be taken:		e.e. a.i.a a.i.c. year parener co iii iii eile foiiii.	•	ACTION to be taken.
5 ESPO info PA2			A2_	
Find out more about ESPO on the Internet.			•	
What sorvices do thou offer?		•	•	
What services do they offer? Who are their customers?			•	

Successful meetings



Art Hotel Europa

Smart by name, smart by nature. We have flexible meeting options to suit your every need - last minute meetings by the hour, half-day or full-day and large residential meetings, and everything in between.

Included in every package:

- · Data projector or large screen TV
- · Free Internet
- · white boards or write-on walls
- · Flipchart and pin board
- · Presentation utensils and stationery
- \cdot Tea & coffee and water, of course.



Capacity & seating arrangements

Room	m²	U-shape	Boardroom	Classroom	Reception
Red or White	75	30	30	36	60
Martha Jungwirth	45	18	18	22	35
Blue Wonder	30	12	12	14	25

Conference packages

€ per person per day, depending on the number of participants (min 10) including room rent, standard equipment and a choice of refreshments:

Conference package I

starting at € 33:

two coffee breaks with snacks.

Conference package II

starting at € 42:

two coffee breaks with snacks and business lunch.

Conference package III

starting at € 49:

two coffee breaks with snacks and three-course dinner.

Contact for events

Art Hotel Europa phone +43 (0)1 57 666-63 fax +43 (0)1 57 666-69 events@arthotel.europa.at



Art Hotel Europa

1170 Wien, Urbangasse 42 | phone +43 (0)1 757 666-77 | fax +43 (0)1 757 666-78 | headoffice@arthotel.europa.at

Seminar Checklist

- O Plenary room for 30 participants in U-shape
- O Facilities for 3 groups, with seating in smaller rooms for up to 18 people

Equipment

- O podium, stage, lectern
- ☐ light & sound system
- O data projector (beamer)
- O overhead projector
- O white screen
- O video camera, recorder
- O TV, large screen
- O DVD player, recorder
- O Wi-Fi
- O pin board
- O flipchart
- O copier



Office materials

- O seminar folders
- O name tags
- O cards for pin board, pins
- O flipchart paper
- O marker pens
- O paper, notepads
- O pens, pencils
- O scissors
- O office set

1 Art Hotel Europa

Look at the **frames** on the opposite page and read the text.

What do they say about meeting rooms at the Art Hotel Europa?

Go through the seminar checklist on the left and tick the equipment and utensils available at the Art Hotel Europa.

Work with a partner.

A seminar for teachers



A₂

Listen to the **phone call** at the Art Hotel Europa.

Find the correct answers:

O Ms Smolka Who is calling? O Mr Kingsbury

Who takes the call? O Ms Walters

What can you say about Mr Kingsbury?

- ☐ He works for the Vienna International School.
- O He is organizing a seminar for teachers.
- ☐ He is looking for a job at the Art Hotel Europa.
- ☐ He is looking for a seminar hotel in ...
- ☐ Ms Smolka will confirm the offer they discussed.

3 Meeting room enquiry



Look at the meeting room enquiry and listen again to Mr Kingsbury calling the Art Hotel Europa.

Can you fill in the relevant data for his seminar?

Meeting room enquiry

Type of event*

Number of participants*

Conference Packages

double room

single room

half board full board

Budget €

Special offer €

Booking a conference



In a group of three or four think of a conference or seminar you might want to book. Find a hotel on the Internet and design a conference or seminar package. Print out relevant details and write a **memo** to your head of department (minimum 100 words).

Prepare a phone call at the reception desk.

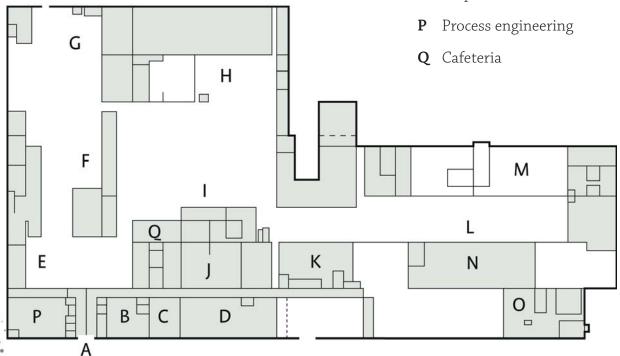
Then present your scene to the class.

The ski factory



- **A** Main entrance
- **B** Administration
- **C** Research and development (R & D)
- **D** Raw materials
- **E** Printing Nordic skis
- **F** Components manufacturing
- **G** Wood machining

- **H** Manufacturing Nordic skis
- I Pressing Alpine skis
- J Moulding design and construction
- **K** Ski service
- L Finishing Alpine skis
- **M** Printing Alpine skis
- N High rack storage area
- **O** Dispatch





Ski service

Departments

A1-2

Look at the map of the Fischer Ski factory in Ried, Upper Austria. Find the main entrance and the factory departments on the map and show them to a partner.

2 A guided tour



Read the list of departments on the left, then listen to Silvia and Paul.

They are in front of the map at the Fischer main entrance and want to visit the factory.

Tick the departments they talk about.

Listen again and mark the departments they want to visit on the map.

Number the stops from 1 (main entrance) to 7 (cafeteria).

Then report to a partner.

3 Next to the entrance



A1-A2

Look at the factory map and listen to Silvia and Paul again. Which departments are at the following locations?

 to the right of the entrance.
 next to the office.
 on the other side of the entrance.
 behind the offices and R & D.

Pressing of skis

Describing places and directions

Connect the expressions with the same or a similar meaning of ...

above	0	O	close to
near	0	O	to pass
			(a house)
opposite	0	0	over
go past	0	0	beside
towards	0	0	across from
next to	0	0	against

Connect the expressions with the opposite meaning of ...

at the top go past		go through at the bottom
behind	\Box	inside
below	O	in front of
opposite	O	above
outside	O	on this side

My place of work

A2-B1

Draw a **sketch** of your company or the place where you work. Show all the departments, offices or any other important places.

Refer to the examples above and explain your sketch to a group of three or four. Use expressions for describing places and directions from the list on the left. You could start like this:

> This floorplan shows you where our departments are situated.

The office I work in is here on the left the sales department.

Next to it, to the right, there is ...

Based on your notes around the **sketch** of your place of work write a text for a guided tour through the departments you know.

Include expressions from the list on the left (about 100 words).

Progress review

l can	Listening	I need more practice	Unit	Level
	understand relevant details from a phone call about the loss of a credit card.		27B	A2
	understand relevant details of a short conversation relating to an appointment meeting a business partner abroad.		28B	A2
	understand basic information in a sales presentation relating to data and features of telephones.		29B	A2-B1
	understand basic information and specific booking details from a phone call.		30B	A2-B1
	understand relevant information in an interview about a British chain store, e.g. products, suppliers and customers.		31B	A2-B1
	understand the main points of a company presentation, e.g. structure, employees, products and business volume.		32B	A2-B1
	understand relevant information from a guided tour through a company, e.g. departments, location, production processes.		33B	A2-B1
l can	Reading	I need more practice	Unit	Level
	understand relevant information in a leaflet from a credit card company, e.g. services offered and how to report loss or theft.		27B	A2
	follow directions in an e-mail and on a map and identify courtesy phrases for meeting business partners.		28B	A2
	understand relevant information in an advertisement by a telephone system, e.g. data and features.		29B	A2-B1
	understand basic information in an online advertisement of a hotel and identify seminar equipment and services available.		30B	A2-B1
	understand relevant information in a company PR leaflet, e.g. stores, departments, suppliers and people working there.		31B	A2-B1
	understand relevant information in an online company PR text and identify products they manufacture and kind of customers.		32B	A2-B1
	understand the words in a list of departments and find the departments in a map.		33B	A2
l can	Speaking	I need more practice	Unit	Level
	ask and answer questions about the advantages of a credit card and what to do in case of theft or loss.		27B	A2-B1
	introduce myself and use basic greetings and courtesy phrases when meeting a business partner or visitor.		28B	A2
	ask and answer questions at a trade fair about the features and advantages of a product I deal with.		29B	A2
	handle a simple phone call to book rooms and seminar facilities at a hotel.		30B	A2-B1
	give a short rehearsed presentation of the products, suppliers and customers I deal with.		31B	A2-B1
	give a short presentation on the company I work for, the work I do and products I deal with.		32B	A2-B1
	give a short rehearsed presentation about the departments and offices in my place of work and show them in a map.		33B	A2

l can	Writing	I need more practice	Unit	Level
	write short notes about the advantages of a credit card and what to do in case of theft or loss.		27B	A2-B1
	make short notes about greetings and courtesy phrases when meeting a business partner or visitor.		28B	A2
	write a memo about presenting a product at a trade fair, e.g. details of customer, features and advantages of product.		29B	A2-B1
	write an e-mail confirming a phone call to book seminar facilities at a hotel and fill in relevant data in a booking form.		30B	A2-B1
	write a memo about my place of work, presenting the products and services, suppliers and customers I deal with.		31B	A2-B1
	write a short presentation of the company I work for, the work I do and products I deal with.		32B	A2-B1
	draw a sketch of my place of work and write a text for a guided tour through the departments and offices I know.		33B	A2-B1

Most of the woollen clo	thing like	e the		
aı	nd cardiga	ans are mad	le	
in	. We get	them direc	tly	
from the				
Also some of the cottor	n wear: bl	ouses, skirt	S	
and so on are sewn in				
although the		are import	ed	
from somewhere in		, I think.		
I see. And do you get the cotton wear directly from the manufacturers				
or through			?	
No. Directly from the				
All the British-made go	ods are d	irectly		
from the		They prese	nt	
their collections twice a	ı year and	. what we		
think we'll sell best in o	our	is		
ordered by our buyers.				
Ah, I see. And the dresses?				
Well these are mostly n	nade of po	olyester		
or		cotton wit		
synthetics, or viscose.	hey are ii	mported by	r	

Look at the text on the left and listen to the interview with Peggy Smith as often as you need to.

Then fill in the missing words.

Compare your results with a partner, taking turns in reading the text line by line.

If your results don't match, listen again or consult a pair next to you.

How many of the answers did you get right at the beginning?

And in the end?

Practise reading your text to the class.

How did your presentation compare to the others?

How would you grade your performance?

Teacher's grade & signature:

Portfolio Ideas

You should keep the **memo** you wrote about meeting a potential customer at a trade fair (Unit 29B), the **e-mail** confirming the booking of seminar or conference facilities at a hotel (Unit 30B), the **company presentation** dealing with products and services, customers and suppliers (Units 31-32B) and the sketch and text for a **guided tour** (Unit 33B).

You could also, for instance, re-write your notes about the loss of a credit card into a short memo (Unit 27B). Put a date on your text(s) and keep them in your **Portfolio**.