

Working with words

Which continent or world region are these countries in?

- 1 Hungary, Sweden _____
- 2 Nigeria, Botswana _____
- 3 Ecuador, Argentina _____
- 4 Canada, the USA _____
- 5 Pakistan, Japan _____

Match sentences from a phone caller (6–10) to the workplace he/she calls (a–e).

- 6 'Can I speak to the Warehouse Manager about our delivery, please?' ____
 - 7 'Is Mike there? I'm calling about the new product he's developing.' ____
 - 8 'Hello, can I have a price for item R-33, please?' ____
 - 9 'Hello, I have the new parts for Production. Do you need them today?' ____
 - 10 'Could I leave a message for the Head of Administration?' ____
- a Sales office
 - b Factory
 - c Head office
 - d R&D centre
 - e Distribution centre

Language at work

Complete the three conversations with words from the list.

*any Are there there's Is there there are
there isn't a some an there aren't*

Conversation 1

- A ¹¹ _____ a Thai restaurant in the city centre?
- B Yes, there is. The Blue Boat.
- A Is it good?
- B Yes, not bad. There are ¹² _____ nice fish dishes. But there aren't ¹³ _____ parking spaces in the centre. So take the bus.

Conversation 2

- A Can I help you?
- B Yes, is there ¹⁴ _____ coffee machine here?
- A Yes, ¹⁵ _____ two actually. There's one in the canteen and there's another in the factory.
- B ¹⁶ _____ any in this building?
- A No, ¹⁷ _____. Sorry!

Conversation 3

- A Hello, is there ¹⁸ _____ Internet café near this hotel?
- B No, ¹⁹ _____. But take the number 32 bus to the centre – ²⁰ _____ a bus stop at the end of this road.

Business communication

Complete the missing words in 21–30.

- 21 Can I o_____ some mobile phones, please?
- 22 A Can you s_____ that?
B Sure. It's Hotel A-R-N-O.
- 23 A Can you send me the prices?
B Yes, of c_____.
- 24 A Can I have item AD11T?
B I'm s_____, but it isn't in stock at the moment.
- 25 A Can I c_____ the product code? Is it GL20?
B Yes, that's right.
- 26 Can you c_____ my order by email?
- 27 Sorry, can you s_____ that more slowly?
- 28 Can you g_____ me your name again, please?
- 29 We'll deliver tomorrow. Thanks for your o_____.
- 30 A Can you say that again?
B S_____. It's H-O-R-I.

Result _____ / 30 marks

Role cards

Copy this page and cut out the role cards for the students. Students should do both role-plays. Then copy and use the *Speaking test results* form to evaluate each student's performance. You can then cut out the results and give them to the students.

----- cut along this line -----

<p>Student A</p> <p>1 You want to order some desks for your office. Call Maston Ltd and give your order. Remember to start and end the call correctly:</p> <ul style="list-style-type: none"> • 3 office desks (product code 934SD) • you want delivery to your office this week • use your own name, company name and address <p>2 You work for Office Warehouse. Answer Student B's phone call. Product XY8834 is in stock, but product XY9822 is out of stock now. You can deliver it only next week. Check the caller's email address.</p>	<p>Student B</p> <p>1 You work for Maston Ltd. Answer Student A's phone call. Product 934SD is in stock. You can deliver on Friday. Check the delivery address.</p> <p>2 You want to order some paper for your office. Call Office Warehouse and give your order. Remember to start and end the call correctly:</p> <ul style="list-style-type: none"> • 8 boxes of everyday paper (product code XY8834) and 3 boxes of premium paper (product code XY9822) • you want Office Warehouse to confirm your order by email • use your own name, company name, address and email address
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----- cut along this line -----

Unit 3 Speaking test results

Use these forms to evaluate the students.

----- cut along this line -----

Student A Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
start and end the call			
place an order			
ask about delivery			
give their address			
take an order			

Result _____ / 10 marks

Student B Can the student ...?	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
start and end the call			
place an order			
ask about delivery			
give their address			
take an order			

Result _____ / 10 marks

----- cut along this line -----