



2018

“A PRACTICAL APPROACH TO PROFESSIONAL ENGLISH”

STUDENT’S BOOK

PROFESSIONAL ENGLISH FOR BUSINESS
STUDENT'S BOOK[©]

“A Practical Approach to Professional English”

© 2018 Daniel Enrique Dávila Monteverde y José Francisco Ramírez Mancillas

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PROFESSIONAL ENGLISH FOR BUSINESS[®]

FOREWORD

PROFESSIONAL ENGLISH FOR BUSINESS[®] is the result of many years of experience in the field of teaching English as a second language. It is also the result of many years of dealing with native English speakers in various fields, learning how they speak and the way they use their own language.

We realize that Americans use their language the same way we use Spanish. In order to speak it fluently we use all kinds of idioms, sayings and colloquialisms.

And what about our students?

They have to deal with two problems. The first is to learn English. We take care of that with our regular courses and we are proud to say that our students learn to speak English fluently. So far so good... But then, a second problem sets in: the student, thinking he/she already speaks English, begins speaking to Americans only to find out that he/she doesn't understand much of what Americans say. They use a lot of complex words, idioms and sayings, not to mention technical terms that are so complicated they're mind-boggling. Our students get confused and disappointed. That doesn't sound like the English they learned!

PROFESSIONAL ENGLISH FOR BUSINESS[®] is aimed at covering this gray zone between the English our students learn and the English they face when talking to Americans. And, since we work in a business environment, particularly in the manufacturing field, our Course has plenty of technical terms widely used in today's business world.

This is not an easy task, but the communication problems our students face are not easy either. They confront these problems every single day. Therefore, the purpose of this Course is to shed some light along their way as they master English as a second language. And we are sure that they will experience a remarkable improvement in their confidence as they go through the various topics covered herein. Furthermore, long after they finish this Course they will continue to benefit from its long-term effects which are the result of the numerous new words, idioms, sayings and situations that they get to learn from its conversations and exercises.

Finally, this effort is a tribute to our beloved friend, the late Charlie Cordova. He shared our dream of teaching English in a practical way, and now we have fulfilled his dream. Without his wisdom and counseling this course would never have been possible.

Salttillo, Mexico; Fall 2003

The Authors

TABLE OF CONTENTS

TITLE	Page:
1. An Introduction Over the Phone.....	1-4
2. Soliciting an Appointment.....	5-8
3. Arriving at the Airport, Procedures and Boarding.....	9-12
4. Renting a Car.....	13-16
5. Checking-in at a Hotel.....	17-20
<i>Course Exam No. 1</i>	21-24
6. Ordering Room Service / Calling a Cab / Asking for the Bill.....	25-28
7. An Appointment at a Customer's Office.....	29-32
8. Introducing Yourself / Introducing your Company.....	33-36
9. Complaining About a Defective Product.....	37-40
10. Notifying a Delay in Delivering a Product.....	41-44
<i>Course Exam No. 2</i>	45-48
11. Requesting Information About a Product.....	49-52
12. Postponing / Canceling an Appointment.....	53-56
13. Receiving a Visitor in your Office / Showing the Plant and Offices.....	57-60
14. A Slide Show Presentation.....	61-64
15. Colloquial Talk Concerning Politics, Sports and Current Events.....	65-68
<i>Course Exam No. 3</i>	69-72
16. Ordering Products Over the Phone.....	73-76
17. Requesting a Technician's Visit to Service a Piece of Equipment.....	77-80
18. Collecting a Current Account / Collecting a Past Due Account.....	81-84
19. Dealing with Transportation Companies	85-88
20. Requesting an Extension to Pay Off a Debt.....	89-92
<i>Course Exam No. 4</i>	93-96
21. Arguing About the Quality of a Product.....	97-100
22. Requesting Information on an Applicant.....	101-104
23. Speaking with Security Personnel at the Airport / Speaking with a Flight Attendant on the Plane.....	105-108
24. Shopping at a Store.....	109-112
25. Complaining About Bad Service at a Hotel or When Renting a Car.....	113-116
<i>Course Exam No. 5</i>	117-120
26. Refusing to Pay a Bill.....	121-124
27. Refusing to Honor a Warranty Claim on a Defective Product.....	125-128

TABLE OF CONTENTS

	TITLE	Page:
28.	Describing a Business Trip Agenda	129-132
29.	Negotiating Price and Sales Terms.....	133-136
30.	Screening a Phone Call / Trying to Bypass a Call-Screener.	137-140
	<i>Course Exam No. 6</i>	<i>141-144</i>
31.	Negotiating a Prospective Job, Including Salary, Benefits, etc.....	145-148
32.	Reporting Work to a Supervisor.	149-152
33.	Explaining Computer Functions, Internet Terms, etc.	153-156
34.	Notifying a Change in Prices, Payment Terms, etc.	157-160
35.	Requesting a Personal or Company's Credit Report.	161-164
	<i>Course Exam No. 7</i>	<i>165-168</i>
36.	Extending an Invitation for a Business Meal.	169-172
37.	Discussing Details on a Ticket or Bill.	173-176
38.	Discussing Terms When Purchasing a Product or Service.	177-180
39.	Purchasing with a Credit Card.	181-184
40.	Claiming Lost Luggage / Asking for Directions at the Airport.....	185-188
	<i>Course Exam No. 8</i>	<i>189-192</i>
41.	Booking a Flight / Booking Hotel Accommodations.	193-198
42.	Passing Through Immigration at an Airport or at the Border.	199-202
43.	Describing the Company's History, Mission, Vision and Values.....	203-206
44.	Describing the Company's Policies.....	207-210
45.	A Briefing on Today's Job Agenda.....	211-216
	<i>Course Exam No. 9</i>	<i>217-220</i>
46.	Leaving a Message / Asking to Call Back.	221-224
47.	Rejecting Gifts or Bribes / Dealing with Policy Infringement Issues.....	225-228
48.	Missing a Plane / Problems with Airline Companies, Hotels, etc.	229-232
49.	Being Pulled Over by the Police / Opening a Bank Account.....	233-236
50.	Commending an Employee / Dismissing an Employee / Presenting Condolences for a Deceased Person / Congratulating a Person on His/Her Birthday.	237-240
	<i>Course Exam No. 10</i>	<i>241-244</i>
	Extra Vocabulary	246-247
	Answers to Riddles, Explanations & Meanings	248-258
	Glossary.....	260-301



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“A Practical Approach to Professional English”

1.- An Introduction Over the Phone

1.1

DISC 1 – TRACKS 2 & 5

Good morning, **may I**⁶ speak to Phil Johnson, please?

May I ask who’s calling?

This is⁷ Ronald Jay; I’m calling from International Trading Group in Saltillo, Mexico.

Could you please spell¹ your name?

Yes, **R, o, n** as in Nancy, **a, l, d** as in David. Last name: **Jay**.

Could you please hold for a second?

Certainly!

Thanks.

1.2

DISC 1 – TRACKS 9 & 12

Good afternoon, this is Stephen Smith from Mexico. May I speak with the person **in charge of**⁵ purchasing, please?

May I ask what this is in reference to, sir?

I’m calling from International Trading Group in Mexico; we supply **spare parts**² for heavy machinery.

Then you need to speak to Ms. McPherson, I’ll put you through.⁴

Linda McPherson...

Hi Linda; this is Steve Smith from IT Group... I thank you for taking my call.

1.3

DISC 1 – TRACKS 16 & 19

May I speak to Ronald Woodward, please?

This is him; who am I talking to?

Mr. Woodward, this is John Peters from Industrial Robotics in Michigan. I **understand**⁸ you are the Head of Industrial Design. Am I right?

Yep! What can I do for you?

Well, I want to **introduce**³ myself and the products we offer...

I’m quite busy right now. **Do you have any information you can mail me?**

I’ll gladly send you our catalog. Can I have your email address?

Yes, it’s ron.woodward@intgroup.mx

VOCABULARY

¹ **SPELL** – To write or mention in correct order the letters of a word or part of a word > example: “You can spell it either way.”

² **SPARE PARTS** – A replacement, reserved for future need > example: “Are you sure you have a spare tire in the trunk?”

³ **INTRODUCE** – To present someone by name to another person or two or more people to each other > example: “Let me introduce you to my friend Roger.”

TIPS

DISC 1 – TRACK 7

1. Americans are used to saying: “This is Pedro speaking...” instead of: “I am Pedro...” or: “This is my friend Larry” instead of “He is my friend Larry”, etc.

2. It is normal to ask a person to spell his/her name in order to understand it properly. Be confident in asking for the spelling if you don’t understand the name of a person, a street, a city, etc.

IDIOMS AND USES OF LANGUAGE

⁴ **To put through** – To connect by telephone: → “I’ll **put you through** as soon as he hangs up the phone.” ← / → “I need to talk to the manager, could you please **put me through?**” ←

⁵ **In charge of** – Having control or custody of something: → “Albert is **in charge of** the training program.” ← / → “I’m asking Tina to be **in charge of** accounting while I’m on vacation.” ← / → “Who’s **in charge** here?” ← / → “A **desire to be in charge of** our own lives, a need for control, is born in each of us. It is essential to our mental health, and our success, that we take control.” – Robert F. Bennett ←

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1.- An Introduction Over the Phone – Exercises

Some examples of what you have just seen:

- ⁶ **May** – “**May** I come in?” / “**May** I use your computer for a moment?” / “You **may** go home as soon as Tim arrives”. / “It **may** rain this afternoon.” / “He **may** well be a spy.” / “Whose child **may** this little girl be?” / “She **might** help if she knew the truth.”
- ⁷ **This is** – “**This is** the Manager speaking...” / “**This is** Shannon, our Secretary...” / “**This is** my daughter...” / “**This is** my house, please make yourself at home.”
- ⁸ **Understand** – “I **understand** you’re coming next week, am I right?” / “If I **understand** it correctly, you didn’t finish the report.” / “Yes, I **understand** what you mean.” / “We **understand** each other very well.” / “It is **understood** that children must be kept quiet.”

ENGLISH CLIPS

DISC 1 – TRACK 14

1. Across-the-board – Including everyone or everything >> *The computer company decided to give the workers an **across-the-board** increase in their salary.*
2. Kickback – An amount of money that is paid illegally for favorable treatment >> *The construction company was giving **kickbacks** to the local politicians.*

RIDDLE

DISC 1 – TRACK 21

Annie wrote all the numbers from 300 to 400 on a piece of paper. How many times did she write the digit 3?

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2.- Soliciting an Appointment

2.1

DISC 1 – TRACKS 23 & 26

Paul, can we set up an appointment to discuss our **proposal**¹ in detail?

Very good, when can you come over?⁵

How about Monday at 10:00 AM?

Fine, I'll wait for you Monday at ten o'clock. How much time will you need?

I **would**¹⁰ like to show you our presentation. It'll take about 15 minutes; and another 10 to 15 minutes to discuss it; 30 minutes, tops.

Very good, I'll have the meeting room ready.

Thanks! I would also like to invite you to lunch, if you have time.

I'm afraid¹¹ I'll be **tied up**⁶ for the rest of the day. Perhaps another day...

Ok, no problem. See you then!

2.2

DISC 1 – TRACKS 30 & 33

Pedro, I will be in town on Tuesday. Do you have any free time in the afternoon?

I'll have a meeting from 3 to 4; after that I'll be in my office. Do you want to stop by?

Yes, I'll be there **around**² five, ok?

Fine! Oh! By the way, did you have a chance to talk to your people in QC?

Course! I've **got**¹² the information you requested and they've asked me to **share**³ it with you. Would it be possible to check it out sometime during the meeting?

Yes, we can see it **as soon as**⁴ you come to my office.

Excellent!

See you on Tuesday!

2.3

DISC 1 – TRACKS 37 & 40

Mr. Jenkins, I'll be in Chicago next week. Will it be possible to see you and discuss our project then?

Absolutely! I'll look forward⁷ to seeing you, but my availability is quite limited.

Let's see... I can be there Wednesday... 11:00 o'clock sharp? Is that ok with you?

Not a chance, I can give you twenty minutes at 12.

12 noon is ok, Mr. Jenkins. However, twenty minutes won't be enough to discuss such an important endeavor.

Sorry, that's all the time I got before lunch. Maybe another day.

How about if we **get together**⁸ Thursday after lunch?

Can't do it; I have a training course that day. Why don't you call me the day after tomorrow?

Why don't we **schedule**¹³ a time for this appointment **right away**?⁹

Let me double check... Ok, Friday 11:30 AM to 12:30 PM. Agreed?

Perfect!

VOCABULARY

¹ **PROPOSAL** – That which is proposed for consideration or acceptance > example: "To put forth proposals for a business project."

² **AROUND** – Approximately in > example: "It happened around 1957, I think."

³ **SHARE** – To narrate (an experience, for instance) to another or others > example: "As soon as I heard the news, I shared them with my partner."

⁴ **AS SOON AS** – At the very moment that > example: "She burst into tears as soon as she saw him."

DISC 1 – TRACK 28

TIPS

Americans rarely use their professional titles when speaking. It's better not to introduce yourself by saying "My name is Arquitecto Juan Gonzalez" or "This is Ingeniero Torres" for you may end up being called "Mr. Arquitecto" or "Mr. Ingeniero." Just use your name, not titles.

IDIOMS AND USES OF LANGUAGE

⁵ **Come Over** – To visit casually: → "Come over whenever you like." ← / → "I have some friends **coming over** for dinner tonight." ←

⁶ **Tied Up** – Busy, unable to help: → "I'm **tied up** right now; I'm busy with a client." ← / → "The phone has been **tied up** for an hour." ←

⁷ **Look Forward** – To expect or hope for: → "I'll be **looking forward** to your visit." ← / → "We'll **look forward** to hear from you." ←

⁸ **Get Together** – A small informal meeting or social gathering: → "We're having a **get-together** tonight, want to come over?" ←

⁹ **Right Away** – Without delay; immediately or promptly: → "Tell Larry to come over **right away**; would you?" ← / → "You should leave **right away** if you want to get to the bank on time." ← / → "A hug is like a boomerang: you get it back **right away**." ←

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2.- Soliciting an Appointment – Exercises

Some examples of what you have just seen:

- ¹⁰ **Would** – “I **would** like to stay longer, but I have to go.” / “I **wouldn’t** be asking you this favor if it wasn’t an emergency.” / “I **would** really appreciate it if you show up on time for work.” / “**Would** you please be quiet?”
- ¹¹ **Afraid** – “I’m **afraid** you’re wrong.” / “She’s **afraid** of asking for a permit.” / “We’re **afraid** of losing this customer.” / “Are they interested in our products?” – “I’m **afraid not**.” / “Does this mean you are not paying today? – I’m **afraid so**.”
- ¹² **Got** – “I’ve **got** a meeting this afternoon.” / “We’ve **got** the order!” / “You’ve **got** a problem now.” / “She **got** nothing but trouble for her efforts.” / “My daughter **got** high marks in math.”
- ¹³ **Schedule** – “We’re under a very tight **schedule**.” / “We did it! We finished right as **scheduled!**” / “Let me **schedule** your presentation for Friday at 10:00 o’clock, ok?”

ENGLISH CLIPS

DISC 1 – TRACK 35

1. Start from scratch – To do it all over again from the beginning. >> *To **start from scratch** is to begin from the beginning, to set out on some action or process without any prior preparation, knowledge or advantage.*
2. Break-even – To have expenses equal to profits >> *After only three months the company was able to **break-even** and begun to make a profit.*

TONGUE TWISTER

DISC 1 – TRACK 42

How many cookies could a good cook cook if a good cook could cook cookies?

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3.- Arriving at the Airport, Procedures and Boarding

3.1

DISC 2 – TRACKS 2 & 5

Good morning, welcome to World Airlines, how may I help you?
I have a ticket for Chicago on the 2:00 PM flight.
Can I see your ticket and passport?
Sure! Here they are...
Are you checking-in any luggage?
Yes, I want to check-in⁷ a suitcase.
Would you prefer¹⁰ an aisle or window seat?
Window, please, towards¹ the back of the plane.
Certainly!² Anything else I can help you with?
Everything is ok, thanks.
Ok, this is your seat number and departure lounge. Your flight departs³ from gate⁴ 24 in 30 minutes. Enjoy your trip!

3.2

DISC 2 – TRACKS 9 & 12

Ok, here you have your ticket and your passport, please proceed to Immigration.
Where is it?
It's right down the hall.⁵ you will see the sign.
Good morning sir, what's your destination?
Chicago.
May I see your ticket and passport?
Sure, here you go.
What's the purpose of your trip?
Business.
How long¹¹ are you planning on staying in the States?
Just three days.
Have you filled out⁸ the customs form?
I did. Here it is.
Thanks. Are you carrying more than ten thousand dollars in cash?
No, I only have a few¹² hundreds. Wanna see them?
No, sir, it's ok. Everything is in order; please proceed to the departure lounge.
Sure.

3.3

DISC 2 – TRACKS 16 & 19

Welcome aboard!⁶ Thanks for flying World Airlines.
Thanks.
We are anticipating takeoff.⁹ Please remain seated and fasten your seat belt.
Would you like anything to drink?
I would like a coke, please.
I'll gladly bring one to you.
Miss...
Sir?
Can I have a pillow please?
Of course! I'll get it right away.

VOCABULARY

- ¹ **TOWARDS** – In the direction or vicinity of > example: “Towards the front of the building.”
- ² **CERTAINLY** – By all means; of course > example: “You may certainly join us.”
- ³ **DEPART** – To go away; leave > example: “The train departs from the station at 11:00 AM.”
- ⁴ **GATE** – Any of the numbered exits leading to the airfield or aircraft > example: “Passengers for Paris should proceed to gate 14.”
- ⁵ **HALL** – A corridor or passageway in a building > example: “His office is right across the hall.”
- ⁶ **ABOARD** – On board a ship, train, aircraft, or other passenger vehicle > example: “All aboard!”

TIPS

DISC 2 – TRACK 7

In colloquial English, Americans modify words in order to gain fluency; examples:

- wanna = want to...
- lemme = let me...
- gonna = going to...
- watcha = what you...
- wouldya = would you...
- seeva = see you
- 'til = until
- 'cause = because

IDIOMS AND USES OF LANGUAGE

- ⁷ **To check in** – Formal registration of arrival, as in an airport or a hotel: “Check-in time is an hour before departure.” / “Checking in, sir?” “Yes, please.” ←
- ⁸ **To fill out** – To complete (a form, application, etc.): “Fill out the application, sign it, and mail it to the Company.”/ “She carefully filled out the job application.” ←
- ⁹ **To takeoff** – To rise into the air or begin flight: → “Our plane takes off at 10:30. Let’s go to the airport.” ← / → “Did you know that houseflies take off backwards? If you want to swat one, aim slightly behind it.” ←

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3.- Arriving at the Airport, Procedures and Boarding – Exercises

Some examples of what you have just seen:

- ¹⁰ **Prefer** – “Well, I **prefer** to call back later.” / “Larry **prefers** to walk to his office.” / “How do you **prefer** your coffee?” / “I **prefer** not to discuss this now.” / “I need you to come to my office every other day, **preferably** in the morning.”
- ¹¹ **How long** – “**How long** have you been working here?” / “**How long** ago did you graduate?” / “**How long** does it take to get to Mexico City?” / **How long** will it take to develop the new production schedule?”
- ¹² **A few** – “Mr. Martin will be with you in just **a few** minutes.” / “It only takes **a few** steps to complete this process.” / “Training program will start in just **a few** days.” / “I spent **a few** days with my family in Florida.”

ENGLISH CLIPS

DISC 2 – TRACK 14

1. Get off the ground – To make a successful beginning. >> *We were unable to **get** the new product **off the ground** but we will try again next year.*
2. Bend over backwards – Do whatever it takes to help. Willing to do anything. >> *“They **bend over backwards** to please their customers.”*

THOUGHTS

DISC 2 – TRACK 21

“Success occurs when no one is looking; failure occurs when the Client is watching.”

“There’s never time to do it right, but there’s always time to do it again.”

“Resolve to succeed. The greatest discovery one can make is that nothing is impossible.”

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4.- Renting a Car

4.1

DISC 2 – TRACKS 23 & 26

Good morning, welcome to Star Car Rental. What can we do for you today?

I want to rent a car.

What kind of vehicle are you **looking for**?⁶

Actually, I need a full-size SUV. Do you have any?

Indeed we do! We have two amazing SUV’s to choose from, Suburban LTZ and Tahoe.

A Suburban will do.

How many⁸ days do you need it?

Just three days; I’ll return it on Thursday.

Would you like it with **unlimited**¹ free miles included?

Yes, please.

I’ll need to ask you for your valid driver’s license and a credit card under your name.

Ok, let me fish’em out of my briefcase.

VOCABULARY

¹ **UNLIMITED** – Having no restrictions or controls > example: “Intelligence is the only unlimited natural resource.”

² **SORT OF** – To some extent, either great or small > example: “Nancy made sort of a general introduction about the program.”

³ **LEASE** – A contract by which property is conveyed to a person for a specified period, usually for rent > example: “We will need to lease a new building.”

⁴ **WAIVER** – The act of intentionally abandoning a known right, claim, or privilege > example: “We can waive the age requirement; no problem.”

⁵ **WHETHER** – Used in indirect questions to introduce one alternative > example: “We should find out whether or not to accept the contract.”

4.2

DISC 2 – TRACKS 30 & 33

Would you be interested in vehicle insurance with our regular provider?

How much does it cost?

Only \$12.00 dollars per day.

Well, I **seem**⁹ to remember that my credit card provides some **sort of**² insurance.

Could you please check it for me?

Of course! Which credit card?

American Express.

Well, yes; it looks like it covers you for a **leased**³ vehicle.

Since you don’t need this coverage with us, could you please initial this box for the Insurance **Waiver**?⁴

Sure.

TIPS

DISC 2 – TRACK 28

When writing a letter, you can always start it with: “Dear Mary:” / “Dear Harry:” / “Dear Mr. Jones:”

And always be concise and direct. Here are a few ways to start a letter:

“This letter is to inform you...”

“In regards to your letter, I can tell...”

“According to our conversation...”

4.3

DISC 2 – TRACKS 37 & 40

Will you be returning your car at this location?

No, I will have to drop it off at Detroit’s Airport.

Well, then we’ll have to apply a **drop off charge**.⁷

I understand; how much is it?

Let me see: from Detroit, it will be... \$1.50 a mile; that’ll be... \$355.00 dollars.

Well, in that case, let me see if I can get a flight back to Mexico from here. Can I decide later on this?

Yes sir; when you’re ready to return your car, you can decide **whether**⁵ you want to return it right here or **somewhere**¹⁰ else.

Can I let my associate here drive the car as well?

You will need to register him as an additional driver. Naturally, he must have a valid driver’s license too.

IDIOMS AND USES OF LANGUAGE

⁶ **To look for** – To search for; seek: → “I’m **looking for** my checkbook. Have you seen it?” ← / → “Where were you? – Peter was **looking for** you all over the place!” ← / → “What we see depends mainly on what we **look for**.” – John Lubbock, Sr.
←

⁷ **Drop off charge** – When a car is returned to a location different than the one where the vehicle is rented, a **drop off charge** may apply on certain rates.

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4.- Renting a Car – Exercises

Some examples of what you have just seen:

⁸ **How many** – “How many pieces do you need?” / “How many words-per-minute do you type?” / “How many frequent flyer miles do you have?” / “How many people in the company are left-handed?” / “How many kids do you have?”

⁹ **Seem** – “It seems like a very easy task.” / “He seems to have worked in sales for a number of years.” / “I can’t seem to get this report ready.” / “There seems to be no reason to postpone the meeting.” / “She agreed, but she seems skeptical.”

¹⁰ **Somewhere** – “He is somewhere in Tennessee.” / “Nelly will be here somewhere between 3 and 4 o’clock.” / “Well, it looks like we’re finally getting somewhere.” / “I don’t know what went wrong, but somewhere along the line we started losing control of the workers.”

ENGLISH CLIPS

DISC 2 – TRACK 35

1. **Bite your tongue** – To avoid talking. >> (“I disagree but I’ll bite my tongue”).
2. **Calculated risk** – An action that may fail but has a good chance to succeed. >> “The company took a **calculated risk** when they put the new computer screen on the market.”

RIDDLE:

DISC 2 – TRACK 42

If you can buy eight eggs for 26 cents; how many can you buy for a cent and a quarter?

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5.- Checking-in at a Hotel

5.1

DISC 3 – TRACKS 2 & 5

Good morning, welcome to Motor City Hotel!

I have a reservation for today.

Under what name?

Claire Frankenthaler.

How did you book your room?

Through your web page.

Very good. Yes, we have your reservation here. Could you please sign this form for me?

Certainly.

Would you like a mini-bar in your room?

No, thanks.

Ok. I'll just need your signature¹ on this credit card voucher.²

Sure.

Your room will be number 714; seventh floor to your right. Please enjoy your stay!

Thanks.

VOCABULARY

¹ **SIGNATURE** – The act of signing one's name > example: “Mr. Aaronson's signature is required to authorize this payment.”

² **VOUCHER** – Form or check indicating a credit against future purchases or expenditures > example: “Since you're paying in cash, we don't need to ask for a voucher.”

³ **OVERNIGHT** – Done in, occurring in or lasting the night > example: “We made an overnight stop in our trip.”

⁴ **LIKEWISE** – In a like manner; also; moreover; too > example: “Likewise, the Company may cancel the contract at any time.”

⁵ **VACANCY** – An unoccupied room in a hotel > example: “Our hotel offers plenty of vacancies in the fall season.”

5.2

DISC 3 – TRACKS 9 & 12

Hello sir! welcome to Roadside Hotel; checking in?

Yep!

Do you have a reservation?

Nope, I've just walked-in!⁶ Do you have any rooms available?

Of course! Would you like a single or double room?

Single, please.

Would you like to pay with a credit card, sir?

I'd rather⁹ pay in cash. I'm just staying overnight³. Do you have any room service?

Sure we do. Just dial 5 from your room.

Ok.

Have a good night!

Likewise.⁴

DISC 3 – TRACK 7

TIPS

When writing a letter, you can always finish it with: “Yours Truly:” / “Best Regards:”

Americans don't write long closings when writing letters; at the most, they write:

“I will be looking forward to your prompt response.”

“Should you have any questions regarding this matter, please feel free to contact me.”

5.3

DISC 3 – TRACKS 16 & 19

Good morning, I have a reservation under Zachary Welch.

Zachary Welch... lemme check... Sir, I'm afraid we don't have any reservation under your name.

That can't be; we booked¹⁰ a room by phone last week.

Lemme double check.⁷ Do you have a confirmation number?

Not with me; I didn't think I would need it.

I'm terribly sorry, but we don't have any reservation booked under that name and we don't have any vacancies⁵. We're totally booked.

That's very disappointing.¹¹ Now, what am I supposed to⁸ do?

Lemme see if I can find a room for you at the Wesleyan Inn. It's just a block from here.

Is it a good hotel?

Yes sir, it's a four-star hotel.

I have good news: they have a room available and I've already booked it for you.

Nice!

IDIOMS AND USES OF LANGUAGE

⁶ **Walk-in** – A person who walks in without an appointment: → “We welcome **walk-in** customers.” ← / → “I didn't have time to make an appointment, I'll just **walk-in**.” ← / → It's a **walk-in** dental clinic – the sign outside says; “No appointment needed.” ←

⁷ **Double-check** – Check once more to be absolutely sure: → “You'd better **double-check** if the boss is in his office.” ← / → “I think I can get a better price for you, let me **double-check**.” ← / → “Surgeons and nurses must **double-check** that the right patient is on the table, if he's really to lose a kidney and not a gallbladder — and if so, on which side.” ←

⁸ **Supposed to** – Expected or obligated to: → “Now, I'm **supposed to** keep on working until I finish.” ← / → “You're not **supposed to** pay for these expenses.” ← / → “We're **supposed to** be perfect on our first day on the job and then show constant improvement.” — Ed Vargo ←

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5.- Checking-in at a Hotel – Exercises

Some examples of what you have just seen:

- ⁹ **Rather** – “I would **rather** see you tomorrow.” / “I’d **rather** stay at home.” / “The questionnaire was **rather** large.” / “My sales were **rather** high last month.” / “It’s **rather** cold today, isn’t it?” / “I don’t like to work with Jim; he’s **rather** stubborn.”
- ¹⁰ **Booked** – “The hotel is **booked** up. Every room is reserved.” / “Then I had to say: **book me** on the next plane to London.” / “Larry was **booked** last night for drunk-driving.” / “We were advised to **book** early if we wanted to get tickets for the concert.”
- ¹¹ **Disappoint** – “I will not **disappoint** your confidence.” / “Sales results are rather **disappointing**.” / “Zachary left the Company, what a **disappointment!**” / “I’m sorry to **disappoint** you, but I have to cancel our appointment.”

ENGLISH CLIPS

DISC 3 – TRACK 14

1. In the long run – Over a long period of time: >> (“The company has been losing money but **in the long run** they should make a profit.”).
2. Mean business – To be serious. >> “Our boss **means business** when he tells everyone to work harder”

RIDDLE

DISC 3 – TRACK 21

Four men can build four boats in four days. How long does it take one man to build one boat?

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6.- Ordering Room Service, Calling a Cab, Asking for the Bill

6.1

DISC 3 – TRACKS 29 & 32

Room service!

Yes, I’m calling from room 714. I’d like to **order**¹ something for dinner.

Yes sir, what would you like to order?

I’d like an oriental salad, a roast beef sandwich, and a coke.

Will it be regular coke or diet coke?

Diet, if you would, please.

*What kind of **dressing**² would you like for your salad?*

Italian.

*Any **dessert**³ with your order?*

No, thanks; **that’ll do it**⁹.

Very good; that’ll be an oriental salad, Italian dressing, a roast beef sandwich, and a regular coke.

A diet coke, I said.

Excuse me¹⁰ a diet coke. Your total will be \$14.50. Would you like to charge it to your bill?

You bet!⁶

VOCABULARY

¹ **ORDER** – An instruction that must be obeyed; a command > example: “The doctor ordered a strict diet.”

² **DRESSING** – A sauce for food, especially for salads > example: “Taste the ranch dressing, it’s delicious!”

³ **DESSERT** – A sweet served as the last course of a meal > example: “May I see the dessert menu?”

⁴ **DOWNTOWN** – The central or lower part of a city, especially the main commercial area > example: “The government palace is located downtown.”

⁵ **CAB** – A taxi > example: “I’d rather call a cab to go downtown.”

6.2

DISC 3 – TRACKS 36 & 39

City Taxi, this is George speaking, how can I help you?

George, I need a taxi. Could you please send one? I’m at the Motor City Hotel.

Certainly, what part of town are you going?

I’m going **downtown**⁴.

*We’ll send a cab to **pick you up**⁷ at once. It’ll take like 3 or 4 minutes.*

I **appreciate**¹¹ that.

*Mr. Witt? Your **cab**⁵ is here, sir.*

Ok, I’ll be down in a moment.

Yes, sir.

Thanks.

TIPS

DISC 3 – TRACK 34

United States has four time zones: Eastern, Central, Mountain & Pacific.

Eastern Standard Time (EST) is one hour ahead of Mexico’s Central Time. It is located along the Atlantic Coast.

Central Standard Time (CST) is even with Mexico’s Central Time. It is located along the Mississippi River and Central Plains.

Mountain Standard Time (MST) is one hour behind Mexico’s Central Time. It is located along the Rocky Mountains.

Pacific Standard Time (PST) is two hours behind Mexico’s Central Time. It is located along the Pacific Coast.

6.3

DISC 3 – TRACKS 43 & 46

Front desk, this is Nancy speaking, how may I help you?

Nancy, I’m **checkin’ out**⁸. Could you please have my bill ready?

Yes sir. Did you find everything alright?

Everything was fine.

Will you be paying with your credit card?

Yes; please charge it to my corporate card.

Yes sir. I’ll call you as soon as I have the bill ready.

No need; I’m on my way down.

Very good, sir.

See you in a moment.

IDIOMS AND USES OF LANGUAGE

⁶ **You bet** – Of course; surely: → “Are you going to the game? – **You bet** I will! ← / → “Thanks!” – “**You bet!**” ← / → “I am convinced that nothing we do is more important than hiring and developing people. At the end of the day **you bet** on people, not on strategies.” – Larry Bossidy ←

⁷ **Pick up** – To stop to collect passengers, goods, etc: → “The bus stopped to **pick-up** passengers.” ← /// To claim: → “She **picked up** her car at the repair shop.” ← / → “Whenever you fall, **pick up** something.” – Oswald Theodore Avery ←

⁸ **Check-out** – To settle one’s bill and leave a hotel: → “I’m **checking out** right after lunch.” ← / → “**Check-out** time is 2:00 PM.” ←
/// To leave: → “The minute I get paid I’m **checking out**.” ←

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6.- Ordering Room Service, Calling a Cab, Asking for the Bill – Exercises

Some examples of what you have just seen:

⁹ **That’ll do it** – “That’ll do it for today, I’m exhausted.” / “**That’ll do it!** I finished the bank reconciliation.” / “He will say he’s sorry and **that’ll do it** for him.” / “Just restart the computer and **that’ll do it** in most cases.”

¹⁰ **Excuse me** – “Could you please **excuse me**? I have to leave.” / “**Excuse me?** I’m afraid I don’t understand you.” / “**Excuse me!** I didn’t mean to bother you.” / “**Excuse** my English, I’m just learning.” / “Please **excuse me** for my tardiness.”

¹¹ **Appreciate** – “I really **appreciate** your help.” / “I don’t think you **appreciate** his efforts.” / “I’d really **appreciate** it if you show up on time for the meeting.” / “The crowd cheered in **appreciation**.” / “It’s nice to have such an **appreciative** audience.”

ENGLISH CLIPS

DISC 3 – TRACK 41

1. Cross your fingers – To hope that something happens the way you want it to. >> (“I’ll keep my **fingers crossed** so everything will turn out okay”)
2. Out of stock – Not available for immediate sale. >> “The toys are **out of stock** and we will have to wait several weeks before we get them.”

THOUGHTS

DISC 3 – TRACK 48

“Courage does not always roar. Sometimes, it is the quiet voice at the end of the day saying: “I will try again tomorrow.”

“You’ll always miss 100% of the shots you don’t take.”

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7.- An Appointment at a Customer’s Office

7.1

DISC 4 TRACKS 2 & 5

Good morning, I have an **appointment**¹ to see Maggie Thompson.

Good morning, may I have your name?

Ulysses Terry

*Mr. Terry; Ms. Thompson will be with you as soon as she **gets off**¹⁰ the phone.*

Ok, I’ll wait.

Please, have a seat. Would you like a cup of coffee?

That would be nice.

How do you want it?

Black please, with sugar.

Would you like some cookies too?

Just the coffee, please.

7.2

DISC 4 – TRACKS 9 & 12

Good morning, sir; how may I help you?

I have an appointment with Gary Matthews.

Mr. Bertrand?

Yours truly²

*Mr. Matthews is about to finish an **interview**³. **Would you mind**⁶ waiting for a few minutes?*

Not at all.

Did you have a nice trip from Mexico, Mr. Bertrand?

Oh, yes. It was **quite**¹¹ a nice **trip**⁴.

*It seems that Mr. Matthews is free now; please **go ahead**⁷.*

Thanks. Nice seeing you.

Likewise.

7.3

DISC 4 – TRACKS 16 & 19

Good morning, sir; how may I help you?

I have an appointment with Bill Rogers.

Mr. O’Donnell?

Yes, I am.

*Mr. Rogers is in a meeting right now. He **apologizes**⁵ and he asked me to introduce you to Victor Jenkins. He’ll be **taking care of**⁸ you.*

Will Mr. Rogers be available later on?

*He’ll be out of his meeting in about an hour **or so**¹² maybe you’ll have a chance to see him then.*

I would like to say hello and talk to him for a couple of minutes if possible.

I’ll let him know you want to see him.

I’d appreciate that.

Thank you, sir.

Mr. O’Donnell? Victor Jenkins...

Mr. Jenkins, it’s a pleasure to meet you...

*Bill says he’s sorry, his boss called him for a last-hour meeting, and he’s asked me to **go over**⁹ your proposal.*

That’s very kind of him...

VOCABULARY

¹ **APPOINTMENT** – A meeting arranged in advance > *example: “She’s so busy that she has to work by appointment only.”*

² **YOURS TRULY** – An informal term for I, myself, or me > *example: “Just to let you know who Yours Truly is...”*

³ **INTERVIEW** – A meeting at which information is obtained from a person > *example: “Candidates will be interviewed Monday morning.”*

⁴ **TRIP** – A going from one place to another; a journey > *example: “I promise I’ll stay longer during my next trip.”*

⁵ **APOLOGIZE** – To make excuse for; or regretful acknowledgment of; a fault or offense > *example: “I apologize for being late.”*

DISC 4 – TRACK 7

TIPS

A few, polite ways of saying goodbye:

“Nice seeing you!”

“It’s been nice to see you!”

“It’s been a pleasure to see you!”

“I’ll be looking forward to seeing you again.”

“Thanks for being so kind.”

IDIOMS AND USES OF LANGUAGE

⁶ **Would you mind** – Do you care? – Does it matter? “**Would you mind** if I sit in your chair?” ← / → “**Would you mind** lending me some money?” ← / → “**Would you mind** leaving me alone so I can finish my work?” ←

⁷ **Go ahead** – Indicating that one may proceed: → “Mr. Williams gave us the **go-ahead**.” ← / → “Always be sure you’re right; then **go ahead**.” ← / → “*When I have fully decided that a result is worth getting, I **go ahead** and make trial after trial until it comes.*” – Thomas Alva Edison ←

⁸ **Take care of** – To attend the needs or treatment of: → “Robert will be **taking care of** customer service while you’re out.” ← / → “*Let every fox **take care of** his own tail.*” – Italian Proverb ←

⁹ **Go over** – To examine and revise as necessary: → “Let’s **go over** the records, I’m sure there’s a mistake in them.” ← / → “*Some couples **go over** their budgets very carefully each month. Others just **go over** them.*” – Katherine Mansfield ←

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7.- An Appointment at a Customer’s Office – Exercises

Some examples of what you have just seen:

- ¹⁰ **Get off** – “I want to **get off** your list of customers.” / “Why don’t you **get off** early and take some rest?” / “We had an accident, fortunately we **got off** undamaged.” / “Let’s **get off** the train at the next stop.” / “I can’t **get** this stain **off** my shirt.”
- ¹¹ **Quite** – “It’s **quite** an easy task.” / “You’re **quite** right...” / “**Quite** the opposite, it’s true; we’re leaving tomorrow.” / “This is **quite** a large order.” / “I’m **quite** positive about it.” / “It was **quite** an amusing movie.”
- ¹² **Or so** – “I’ll meet you in a couple of hours **or so**.” / “In this line we have 50 **or so** workers.” / “I seem to remember that Bill visited us last year **or so**.” / “The price was right, **or so** they told me.” / “Our catalog has 30,000 **or so** items for sale.”

ENGLISH CLIPS

DISC 4 – TRACK 14

1. Get over it – To move beyond something that is bothering you. >> (“It was hard for him but he will **get over it**”)
2. Last but not least – An introduction phrase to let the audience know that the last person mentioned is no less important than those introduced before him/her. >> (“**Last but not least**, we need to talk about this month’s budget”)

DISC 4 – TRACK 21

RIDDLE

Jack has invited all his buddies to watch the game on his new TV. Come half time, he calls the local Pizza Parlor. They have a special “Buy one get one free” so he asks for two of the largest pizzas they have. Given that one large pizza can be cut into approximately twelve slices, how can he possibly ensure that it will be enough for thirty people?

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8.- Introducing Yourself / Introducing your Company

8.1

DISC 4 – TRACKS 23 & 26

Well Chester, how can we do business together?

Please allow me to introduce myself and my company...

I'm in charge of Export Sales at IT Group in Mexico. As you may know, we are the largest supplier of spare parts and service for automated machinery, including robotics, in Northeastern Mexico.

Are you ISO certified?

Absolutely!¹ We have been an ISO-certified company since 1998.

Do you have any catalogs you can leave us?

Sure! I'll leave you a couple of catalogs. You can also visit our website and you can follow us on Facebook. The information is in our catalog.

*Ok. How about some references? Are you **currently**² dealing with any American Companies?*

Certainly. We've been working with some major firms for years; here is a list of our top customers and contacts.

*What are your **lead time**³ and payment terms? Are you able to supply **rush**⁹ orders?*

Our normal delivery time is three to five business days. We can give rated companies, such as yours, 30-day **revolving**⁴ credit. And yes, we can supply rush orders too; **in fact**¹⁰ we can ship most of our stock overnight.

8.2

DISC 4 – TRACKS 30 & 33

Where did you say you're coming from?

IT Group, in Saltillo, Mexico.

*I assume you're not far from the automotive **cluster**⁵ in Ramos...*

We are within an hour from all the major companies in the area.

*What **sort**¹¹ of products do you manufacture?*

We specialize in spare parts for automotive equipment.

*We already have a couple of suppliers in that area. They are providing **unsurpassed**⁶ service.*

Yes, we know that. But I would like you to consider our quality and prices; we are pretty sure there is no one who can **match¹² us in that area. And our service is also top of the line.⁷**

Speaking of service, do you have any branch offices? We need a supplier with nationwide presence.

Right now we have local service in the top five industrial areas; we're growing rapidly and we'll surely be nationwide within a year or so.

That will surely be a plus.

Indeed!

Ok; we'll be in touch.

8.3

DISC 4 – TRACKS 37 & 40

Morning Todd; please have a seat.

Good morning, Anna. How you've been?

Quite good. How about yourself?

Couldn't be better; thanks for asking. Anna, did you receive our presentation?

I surely did; in fact, I need a price quote on a few products. I will need quote and actual samples. When can I get them?

About the price quote: I can mail it to you in a couple of days; the samples will take three to four days to get here.

Fair enough⁸; please send them a.s.a.p., would you?

Yes, I will take care of your request personally.

Sounds good to me!

VOCABULARY

¹ **ABSOLUTELY** – Yes; certainly; unquestionably > example: “That’s an absolutely brilliant idea.”

² **CURRENTLY** – Of the immediate present; in progress > example: “The contract is currently under negotiation.”

³ **LEAD TIME** – The time from the placing of an order to the delivery of the goods > example: “We can adjust our lead time as needed.”

⁴ **REVOLVING** – A credit which may be used repeatedly up to the limit specified after payments have been made > example: “No need to pay now, use your revolving line of credit.”

⁵ **CLUSTER** – A group of the same or similar elements gathered or occurring closely together > example: “Auto parts suppliers are clustered in Ramos.”

DISC 4 – TRACK 28

TIPS: ACRONYMS

Acronyms are words formed with the initial letters of series of words. Here you have a few examples:

A.S.A.P. – As Soon As Possible

FYI – For Your Information

ETA – Estimated Time of Arrival

FCC – Federal Communications Commission

FAA – Federal Aviation Administration

WTO – World Trade Organization

NAFTA – North American Free Trade Agreement

OSHA – Occupational Safety and Health Act

ISO – International Organization for Standardization

APEC – Asian-Pacific Economic Cooperation

EU – European Union

ICC – Interstate Commerce Commission

WB – World Bank

IRS – Internal Revenue Service

IDIOMS AND USES OF LANGUAGE

⁶ **Unsurpassed** – Surpassing all others in quality: → “Our reputation is backed by our **unsurpassed** quality.” ← / → “Our world revolves around the most beautifully crafted 3-D images engraved inside crystal with **unsurpassed** craftsmanship.” ←

⁷ **Top of the Line** – The best in a given line of products/services: → “We are assembling a **top of the line** sales force.” ← / → “You’ll feel great about buying a **top of the line** tool, and your hands will thank you for it.” ←

⁸ **Fair enough** – That’s reasonable; I agree: → “I’m giving you one more week to pay, **fair enough?**” – “**Fair enough!**” ← / → “I can’t give you permission to leave tomorrow, but I can give you the afternoon off, **fair enough?**” ←

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8.- Introducing Yourself / Introducing your Company – Exercises

Some examples of what you have just seen:

- ⁹ **Rush** – “Bill **rushed** to the bank to make the payment.” / “I just made it before the **rush** hour.” / “My ancestors moved to California during the **Gold Rush** .” / “Don’t **rush** into any decisions before considering all the facts.”
- ¹⁰ **In fact** – “She was, **in fact** , eager to join our sales force.” / “ **In fact** , teamwork has been critical to our success.” / “Mr. Williams will be our Attorney- **in-fact** .” / “ **In fact** , only a few of us wanted to go camping, so we cancelled it.”
- ¹¹ **Sort** – “I’ve been in all **sorts** of places.” / “If we work together, we’ll be able to **sort out** our problems.” / “Our store sells souvenirs, postcards, that **sort** of thing.” / “Paper, plastic and cans are **sorted** for recycling.”
- ¹² **Match** – “The colors were a close **match** .” / “Our competitors won’t be able to **match** our prices.” / “Our top salesman had met his **match** .” / “We’re having a soccer **match** this Saturday.”

ENGLISH CLIPS

DISC 4 – TRACK 35

1. Get a raise – To get an increase in one’s salary.
>> “My sister works hard and she recently **got a raise** in her new job.”
2. Dark horse – One who was previously unknown and is now prominent. >> (“Our team is considered the **dark horse** of the competition”)

THOUGHTS

DISC 4 – TRACK 42

“Teamwork means that we share a common ideal and embrace a common goal. Regardless of our differences, we strive shoulder to shoulder, confident in one another’s faith, trust and commitment.”

“In the end, teamwork can be summed up in five short words... ‘we believe in each other’.”

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9.- Complaining About a Defective Product

9.1

DISC 5 – TRACKS 2 & 5

Twin City Automation...

May I have customer service, please?

Hold on⁷ a second; I'll transfer you.

Customer Service, Ann speaking, how can I help you?

Ann, this is Robert Rabinowitz from IT Group in Mexico. I've just got an order from your company and I'm afraid some of the parts are **defective**.¹

Can I have your Purchase Order number, Mr. Rabinowitz?

Yes, it's P.O. number 25-65-42. The SP-259's are just not working **properly**.²

*Ok, let me make a note for our QC Department so they can open an investigation on this issue. **In the meantime**,³ do you want me to replace these items?*

Yes, of course, we need them right away. When can we have them?

*Well, first of all, I need to **issue**⁴ a Return Label so we can pick up the defective items; and if you want, I can overnight the replacement parts. Will this be good enough for you?*

That would do it.

9.2

DISC 5 – TRACKS 9 & 12

Customer Service, Jill speaking...

Hi Jill, this is George from International Distributing Company in Mexico.

How can I help you?

We received a package from your company but the contents are broken.

*Well, you'll have to **present**¹⁰ a **claim**⁵ to the delivery company. Before shipping, all of our orders are double-checked for defects or damage.*

Ok, I will call them; but what else can you do? I need this order on hand at once.⁸

May I have the tracking number on the container?

Yes, it is 235 8966 6598.

Thanks; I can schedule a new order for immediate shipment; and as soon as you get an answer from the carrier, please let us know so we can issue you a credit for these broken pieces. If they broke them, they should take care of them.

Ok, let me call them right away. And please ship my order again.

I'm on it, sir. Oh, just be sure to have the tracking number handy; they'll ask for it.

I sure will.

9.3

DISC 5 – TRACKS 16 & 19

Customer service, this is Annette speaking, how can I help you today?

Good morning, I'm returning a **faulty**⁶ item; how do I do that?

*We need to find out what's causing the fault. Did you check the **troubleshooting**¹¹ section in the installation manual?*

Yes, I did; and I just can't make it work.

*Ok, in this case we need to have the product **back in**¹² our plant so our quality control department can **take a look**⁹ at it. I'll have the package picked up this afternoon.*

Please have it ready for shipping.

I surely will. When will I have an answer?

***Within**¹³ five working days upon receiving the product back in our plant, sir. So, it'll be about a week or so.*

Ok.

VOCABULARY

¹ **DEFECTIVE** – Imperfect in form or function > example: "The machine is malfunctioning; it has a **defective** component."

² **PROPERLY** – Appropriate or suited for some purpose > example: "You need to learn how to use the system **properly**."

³ **IN THE MEANTIME** – The intervening time or period, as between events.> example: "**In the meantime**, if you have any questions, please contact Joe."

⁴ **ISSUE** – The act of publishing or officially giving out or making available > example: "I will **issue** your permit immediately."

⁵ **CLAIM** – A demand for something as rightful or due > example: "He came back to **claim** his benefits."

⁶ **FAULTY** – Containing defects; imperfect; not fit for the use intended > example: "Jason submitted a **faulty** report."

TIPS

DISC 5 – TRACK 7

Americans use different ways to greet people they meet, either in person or by phone; all of them have similar meanings. Here you have some examples:

*How are you?
How's it going?
How're you doing?
What's up?
What's new?
How you've been?
What's going on?*

IDIOMS AND USES OF LANGUAGE

⁷ **Hold on** – To keep a telephone line open: → "Would you mind **holding on** for a moment?" ← // To keep or retain: → "**Hold on** to your records, you might need them for the meeting." ← / → "Stick to the basics, **hold on** to your family and friends – they will never go out of fashion." – Niki Taylor ←

⁸ **At once** – Immediately; instantly: → "I need to see you in my office **at once**." ← / → "Please tell Oscar to call me **at once**, will you?" ← / → "If you give yourself to your task **at once**, you won't have to do it twice" – David Seabury ←

⁹ **Take a look** – Look at, see that: → "**Take a look** at this machine; isn't it impressive?" ← / → "I want you to **take a look** at this process to see if we can improve it." ← / → "If you're ridin' ahead of a herd, **take a look** back every now and then to make sure it's still there" – Will Rogers ←

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9.- Complaining About a Defective Product – Exercises

Some examples of what you have just seen:

- ¹⁰ **Present** – “Is everybody **present**?” / “You need to be **present** at the meeting.” / “Please accept this birthday **present**.” / “I want you to write a story in **present** tense.” / “I want you to be **present** at my wedding.”
- ¹¹ **Troubleshooting** – “Don’t guess, it’s better if you check the **troubleshooting** section in the manual.” / “Jack is the only one capable of solving this problem, he’s a real **troubleshooter**.”
- ¹² **Back in** – “**Back in** the seventies...” / “We’ll be **back in** business with this loan.” / “I left the box **back in** the office.” / “Join us as we step **back in** time to the days when we started the Company.” / “I will be **back in** my office on Monday.”
- ¹³ **Within** – “I’m **within** ten miles from my office.” / “You must pay this bill **within** three days.” / “Live **within** your means.” / “Sylvia will be back **within** a week.” / “We were **within** a few dollars of breaking our own sales record.”

ENGLISH CLIPS

DISC 5 – TRACK 14

1. It’s a small world – You frequently see the same people in different places. >> “*It turns out they use the same distributor as us. It really is a **small world**.*”
2. A piece of cake – A task that can be accomplished very easily. >> “*I told you that securing the contract would be a **piece of cake***”

DISC 6 – TRACK 21

RIDDLE:

There are 12 brothers in one family, each one has a sister. How many sisters are there?

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10.- Notifying a Delay in Delivering a Product

10.1

DISC 5 – TRACKS 23 & 26

National Carriers; good morning.

May I speak with Marcus Glenshaw?

Speaking! Who’s calling?

I’m Victoria Tyler, from Upper Valley Logistics. How are you today?

I’m doing **pretty**¹² well so far, thanks.

*Marcus, my call is in reference to your order for four LG-6874’s: We are **undergoing**¹ final testing and we won’t be able to ship tomorrow as scheduled **but**¹³ on Wednesday. Will this be a big inconvenience for you, sir?*

If you ship’em on Wednesday, when will I get them?

We can ship them by second-day air service; this way you will get your order Friday afternoon.

Sounds great, but I’m not paying any extra shipping charges...

Of course not. We’ll take care of that on our end.

Ok, I’ll wait for the order.

Thanks! I really appreciate it.

10.2

DISC 5 – TRACKS 30 & 33

Engineering, this is Elliot speaking.

Hi Elliot! Drake Mitchell here...

*Hi Drake, will you have my **stuff**² on time?*

That’s why I’m calling. I’ve just got a call from UVL. **Looks like**⁷ they’re **still**¹⁴ running some final testing and we won’t get the LG-6874’s until Friday afternoon. Will this be **so much**⁸ of a problem for you?

*You bet it will! I can only wait a couple of days, three at the most. Can’t you have them **sooner**³?*

Well, let me call them back and see if they can overnight me the order. Sorry for the inconvenience, but this case is totally out of my hands.

Call me back as soon as you know something, will you?

‘Course I will.

10.3

DISC 5 – TRACKS 37 & 40

RR Security Systems; good morning.

Mr. Dayton? Hi! This is James Wilkins, from IDU Systems.

Hey Jimmy, what’s going on?

*See, we’re experiencing some temporary shipping problems due to a huge **backlog**⁴ of orders that we’re trying to **cope with**⁹. We’ll be shipping your order no later than this Friday.*

Are you shipping the **whole**⁵ order?

*That’s the other reason I wanted to talk to you. We **ran out**¹⁰ of connectors, would it be ok if we **backorder**⁶ them for next week?*

I have no problem with that, **as long as**¹⁵ you ship’em next week.

*Thanks, Mr. Dayton. I’ll personally take care of your order and **make sure**¹¹ it’s shipped by Friday.*

That’s fine. Thanks for letting me know.

You’re more than welcome.

VOCABULARY

¹ **UNDERGOING** – To experience, endure, or sustain > example: “The Company is undergoing some really difficult times.”

² **STUFF** – An unspecified material substance or aggregate of matter > example: “What’s this stuff?”

³ **SOONER** – Before the usual or appointed time; early.> example: “Better sooner than later.”

⁴ **BACKLOG** – An accumulation, especially of unfinished work or unfilled orders > example: “We need to hire extra workers to expedite this production backlog.”

⁵ **WHOLE** – Constituting the full amount, extent, or duration > example: “We’ve got the whole contract!”

⁶ **BACKORDER** – An item not currently in stock but to be sold or delivered when it becomes available > example: “We don’t have this item in stock now; should I put it on backorder?”

TIPS

DISC 5 – TRACK 28

In order to gain fluency, Americans tend to contract a lot of words; here we have some examples:

I’ll = I will

I’d = I had or I would

I’ve = I have

don’t = do not

shouldn’t = should not

wouldn’t = would not

what’s = what is

we’re = we are

I’m = I am

you’re = you are

IDIOMS AND USES OF LANGUAGE

⁷ **Look like** – Have the appearance of: → “Your car **looks** a lot **like** Sylvia’s.” ← / → “Flattery **looks like** friendship, just like a wolf *looks like a dog*” – Anonymous ← // It seems likely that: → “**Looks like** they’ll invite us to dinner.” ←

⁸ **So much** – In such a degree; to such an extent: → “I didn’t know this would be **so much** of an inconvenience.” / → “Always forgive your enemies - nothing annoys them **so much**.” – Oscar Wilde ←

⁹ **Cope with** – To deal successfully with or handle a situation: → “You **coped** very well **with** the problem; congratulations!” ← / → “The most effective way to **cope with** change is to help create it.” – Anonymous ←

¹⁰ **Run out** – To exhaust or to become exhausted: → “The car **ran out** of gas.” ← / → “I’d love to help you but I **ran out** of money.” ← / → “After about 25 medals, you **run out** of shoulder to put them on.” – Col. George Day ←

¹¹ **Make sure** – Be certain, check carefully: → “**Make sure** you mail the letter. It must be sent today.” ← / → “Be careful whom you fall for; **make sure** they’ll catch you.” – Becca Handel ←

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10.- Notifying a Delay in Delivering a Product – Exercises

Some examples of what you have just seen:

- ¹² **Pretty** – “She’s such a **pretty** girl.” / “You have a **pretty** large house.” / “This situation is becoming **pretty** bad.” / “I’m **pretty** sure it was Bob driving the blue car.” / “I have a **pretty** good idea of how to get there.” / “He knows the rules **pretty** well.”
- ¹³ **But** – “I want to go **but** I’m busy.” / “Everyone **but** John attended the meeting.” / “No one **but** me knows the truth.” / “I need everybody to work on Sunday; no ifs, **buts** or maybes accepted.” / “I’m almost done; all **but** one box is empty.”
- ¹⁴ **Still** – “I **still** don’t know what you want.” / “Do you **still** want to place the order?” / “Maybe you’re mad at Peter, but he’s **still** your brother.” / “We’re planning to extend our market **still** further.” / “Would you please stand **still** for a moment?”
- ¹⁵ **As long as** – “I’ll stay **as long as** you need me.” / “I will cooperate **as long as** I am notified on time.” / “**As long as** you’re going, I will go too.” / “Keep the car **as long as** you need it.” / “Please stay home **as long as** you feel sick.”

ENGLISH CLIPS

DISC 5 – TRACK 35

1. Double-check – To check something again to confirm that it is correct. >> “We plan to **double-check** the price of the new product before the price list is printed.”
2. Great minds think alike – Intelligent people think like each other. >> “Luis and Hector make a great team. I told you... great minds **think alike**.”

TONGUE TWISTERS

DISC 5 – TRACK 42

Sally sells seashells by the sea shore. The shells she sells are surely seashells.

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11.- Requesting Information About a Product

11.1

DISC 6 – TRACKS 2 & 5

Three River Container Company, good morning.

Good morning, I need information regarding your containers.

*Very well sir. What kind of products do you need to pack?*¹

We sell a hand-cleaning solution which we buy in bulk² and we want it packed in smaller containers.

We have metallic and plastic containers, both¹¹ of them appropriate for all kinds of industrial cleaning products.

In what sizes do they come?

We've got them in 5, 10, 20 and 32 oz.

Do you have any samples on hand?⁸

Certainly. I'd be glad to send you some samples and our latest catalog. May I have your Company's name and address, please?

11.2

DISC 6 – TRACKS 9 & 12

This is Julius Seger, how may I help you?

Hi Julius! This is Christina Majors; I'm calling from Atlanta. I saw your page on Facebook and I'd like to have some additional information.

Of course! I'll be glad to answer any questions you might have.

That's great! We're interested in your HG-513's. Do you have these parts actually¹² working in any of your customers' lines of production?

Yes, as a matter of fact⁹ we are supplying them on a regular basis to most of our customers. They are very sturdy³ and last longer than any other brand. Besides⁴, we provide installation on-site⁵ and we always carry enough in stock¹³ so as to¹⁰ provide quick service.

I like that. What about your prices?

Very reasonable, considering the quality. I can mail you our price list if you wish.

Please do. My address is cmajors@abt.com.

Thanks; I'm mailing it even as we speak.

11.3

DISC 6 – TRACK 16 & 19

Boston Manufacturing, good morning!

Hi! Do you manufacture custom made⁶ industrial hoses?

Yes sir, that's our business.

Could you please explain a little bit about your multi-purpose hoses?

Gladly; we make hoses to carry air, water and chemicals; they are available in a wide variety of designs, applications and costs.

Do you have a hose designed to carry water under heavy pressure?

Course: our brand-new⁷ "Shark" water-transfer hoses are designed to withstand¹⁴ the roughest work and handling conditions, including abrasion and weathering.

What about warranty?

All our hoses carry a life-time guarantee against defects and malfunction when properly installed as long as they are installed in the same machinery. You can see our installation guide on YouTube.

That's exactly what we're looking for! I'm mailing you the exact specifications we require as well as expected lead time. Can you mail me back your price quote?

Absolutely! I'll be looking forward to your request. My mail is customerservice@bmc.com.

Ok, I'm mailing it right away.

Thank you for calling us!

VOCABULARY

¹ **PACK** – A small carton, or container, used to retail commodities > example: "They're packed in sets of four."

² **IN BULK** – In large quantities; unpacked > example: "We can save some money if we buy in bulk."

³ **STURDY** – Something strongly built > example: "The new work benches we bought are quite sturdy."

⁴ **BESIDES** – In addition to; also; moreover; furthermore > example: "No one besides Hillary knows how to fix this problem."

⁵ **ON SITE** – Carried out or located at the place connected with a particular activity > example: "Training will be provided on-site."

⁶ **CUSTOM-MADE** – Made to the specifications of an individual customer > example: "All special orders are custom-made."

⁷ **BRAND NEW** – Absolutely new > example: "I bought a brand-new car."

DISC 6 – TRACK 7

TIPS: FAMILY TITLES

Americans usually structure their names using one Given or First Name (William) or Nickname (Bill) and one Family or Last Name (Jones) with a middle initial. Some families have a string of relatives with the same name (father, son, grandson, etc.), so they add a Title at the end of the name, such as:

William H. Jones, Sr.
William H. Jones, Jr.
William H. Jones, III
William H. Jones, IV

IDIOMS AND USES OF LANGUAGE

⁸ **On hand** – Close by; present: → "I'll be on hand to help you." ← / → "The fire brigade must always be on hand." ← / → "Are there enough people on hand to hold a meeting?" ←

⁹ **As a matter of fact** – Reality; actuality; truth: → "John didn't show up for work; as a matter of fact, he hasn't come in the whole week." ← / → "As a matter of fact, Paul is several inches taller than his father." ←

¹⁰ **So as to** – In order to: → "Mail the package early so as to ensure its timely arrival." ← / → "We're holding a meeting so as to discuss this month's budget." ← / → "We must let go of the life we have planned, so as to accept the one that is waiting for us." – Joseph Campbell ←

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11.- Requesting Information About a Product – Exercises

Some examples of what you have just seen:

- ¹¹ **Both** – “The problem with **both** of these plans is that they are way too expensive.” / “**Both** trucks are loaded and ready to go.” / “**Both** my children are engineers.” / “You need to keep **both** hands on the steering wheel while you’re driving.”
- ¹² **Actually** – “I didn’t **actually** see him; I just heard he’s coming.” / “He **actually** speaks Greek!” / “**Actually**, you can start without my help.” / “I thought Andrew was Canadian.” – “**Actually**, he’s not.”
- ¹³ **In stock** – “We have all the line of products **in stock**.” / “Keeping plenty of merchandise **in stock** is fundamental for good service.” / “I’m sorry; this type of battery is temporarily **out of stock**.”
- ¹⁴ **Withstand** – “The roof is designed to **withstand** any kind of storms.” / “His method will undoubtedly **withstand** the test of time.” / “This equipment **withstands** almost any temperature; yet it’s still very economical.”

ENGLISH CLIPS

DISC 6 – TRACK 14

1. On the same page – When multiple people agree on the same thing. >> “We need to be **on the same page** before we make a decision.”
2. By a long shot – By a big difference. >> “The soap company beat out the bids of the other company **by a long shot**.”

TRUE OR FALSE

DISC 6 – TRACK 21

Doberman

This dog gets its name from the infamous 19th. century tax collector Louis Doberman, who reportedly brought the dogs along on his rounds.

True

False

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12.- Postponing / Canceling an Appointment

12.1

DISC 6 – TRACKS 23 & 26

Crystal Logan, good morning!

Christy, good morning, this is Frederick Bartlett.

Hey Freddie... What's up?

Well, not much. I'm calling **concerning**⁷ the appointment we have today at 3:00 PM...

Yes?

I'm afraid I won't be able to **make it**¹¹ on time. I've been swamped with work...

Yes, I understand. Well, don't you worry. Want to reschedule?

Yes, I was thinking on getting there by 5:00 PM. Is that ok with you?

Nope. I have a conference call at that time. Why don't you contact me tomorrow morning to see if I have some time before lunch?

And what if I invite you to lunch tomorrow?

I can't then **either**¹². I already have lunch scheduled for tomorrow. Please send me an Inbox in the morning, could you?

Sure. I'll text you tomorrow at about 8:30 AM, ok?

Yes.

12.2

DISC 6 – TRACKS 30 & 33

This is Clyde Shore; how may I help you?

Hi Clyde! This is Louis Tomlinson, from MLT Trucking.

Hi Lou; how you've been?

I've been fine. Say, will it be possible to move today's appointment up 30 minutes? I'm just **wrapping up**⁸ those figures. I'm sorry about this, but your **request**¹ is really complicated and I don't want to make any blunders. I'm leaving my office as soon as I finish it.

Don't you worry, take your time. I'll be here **all afternoon long**¹³.

Oh! That's **very kind**⁹ of you. I really appreciate it.

You're quite welcome.

12.3

DISC 6 – TRACKS 37 & 40

Engineering, this is Daniela speaking.

Hi Dani, this is Alfred Dickinson.

Hey Al... what's going on?

See, I'm having a problem with my computer here. Would it be possible to cancel today's meeting? I'd rather see you tomorrow since all the information I need to take with me is **stuck**² in my PC.

I don't think it'd be possible. Elliot is flying to the States tomorrow and he's **counting on**¹⁰ your info for his report. Isn't there anything you can do?

Let me see if I can **fix**³ the problem. **Otherwise**⁴, I will have to **redo**⁵ the whole thing. Anyway, I didn't know Elliot was traveling tomorrow. I'll be there before closing time.

We'll be working until really late tonight; so that'll give you **plenty**⁶ of time.

Well, that surely helps. Thanks Dani.

Yes, sir.

VOCABULARY

¹ **REQUEST** – The act of asking for anything desired; expression of desire or demand > example: “These products are sold only upon request.”

² **STUCK** – To become fixed, blocked, or obstructed > example: “The drawer got stuck and would not open.”

³ **FIX** – To mend or repair > example: “We should fix this problem before starting production.”

⁴ **OTHERWISE** – In another way; under the circumstances; differently > example: “I didn't know you had a problem, otherwise I might have helped you.”

⁵ **REDO** – To do over again > example: “Products are coming out wrong, we'll have to redo them.”

⁶ **PLENTY** – A great number, amount, or quantity; lots > example: “We have plenty of time before the meeting.”

DISC 6 – TRACK 28

TIPS: U.S. INTERSTATE HIGHWAYS

Two-digit Interstate Highways are numbered according to direction and location. Highways running north-south are odd numbered (5, 15, 25, 35...) while highways running east-west are even numbered (10, 20, 30...). The lowest numbers are in the west and in the south. Three-digit Interstate Highway numbers represent beltways or loops (410, 635...), attached to a primary Interstate Highway (represented by the last two numbers of the beltway's number). San Antonio, TX's beltway is numbered 410, because its parent highway is I-10. I-10 is also the parent highway for Loop 610 in Houston. Dallas, TX's beltway is numbered 635, because its parent highway is I-35.

IDIOMS AND USES OF LANGUAGE

⁷ **Concerning** – To have to do with or relate to. → “This letter is **concerning** last year's results.” ← / → “I need to talk to you **concerning** some production issues.” ← / → “Her job is something **concerned** with computers.” ←

⁸ **Wrap up** – Closing, conclusion: → “During the **wrap-up**, the speaker thanked everyone for coming.” ← / → “**Wrap up** the 20th century; Fred Astaire is gone.” – Jack Kroll ←

⁹ **Very kind** – Very pleasant; agreeable; mild: → “Thanks, Mrs. Jones, you've been **very kind**!” ← / → “Mr. Jefferson was always **very kind** and indulgent to his servants. He would not allow them to be at all overworked.” ←

¹⁰ **Count on** – Depend on, rely on: → “We can **count on** Tanya; she's always willing to help.” ← / → “You have to **count on** living every single day in a way you believe will make you feel good about your life— so that if it were over tomorrow, you'd be content with yourself” – Jane Seymour ←

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12.- Postponing / Canceling an Appointment – Exercises

Some examples of what you have just seen:

- ¹¹ **Make it** – “We’re having a party tonight. Do you think you can **make it?**” / “I just barely **made it!** I almost missed my flight.” / “I knew you could **make it!** Congratulations!” / “I feel sick; I don’t think I will be able to **make it** to work tomorrow.”
- ¹² **Either** – “You can use **either** program.” / “**Either** we go now or we’ll have to stay here forever.” / “If you’re not going out, I won’t **either.**” / “You can invite **either** Paul or Bob.” / “I don’t care, **either** will be fine.”
- ¹³ **All – long** – “I will be busy on my office **all morning long.**” / I will be training **all week long.**” / “I don’t care if we have to work **all night long;** we need to solve this quality problem.” / “Mr. Anderson’s visit will last **all day long.**”

ENGLISH CLIPS

DISC 6 – TRACK 35

1. **Plug a product** – To promote a product. >> “*The soccer star makes a lot of money when he agrees to **plug a product.***”
2. **Preferred customer** – A customer who does much business with you and who you give special discounts to. >> “*That offer is only available to **preferred costumers.***”

DISC 6 – TRACK 42

RIDDLE

If a light oxygen tank were tied to a bird so that it can breathe on the moon, would the bird fly faster, slower or the same speed as it does on earth? (Remember that there is less gravity on the moon).

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13.- Receiving a Visitor in your Office / Showing the Plant and Offices

13.1

DISC 7 – TRACKS 2 & 4

Good evening; I'm looking for Mr. Lawrence Schultz.

Mr. Roberts? I'm Larry Schultz. Welcome!

Hey, nice to meet you!

Nice meeting you too. Please come to my office. Would you care for some coffee, water?

No, thanks, I'm fine.

Very well. Mr. Roberts...

Please call me Steve, friends address each other by their first names; don't they?

Agreed! Thanks for the confidence!

So, what's on the agenda?

Steve, I've been working with my staff and we have everything ready; the first item is a tour of the offices and plant. Shall we proceed?

Let's start right away.

VOCABULARY

¹ **STRAIGHT** – Not curved or crooked; continuing in the same direction without deviating > example: “We keep a straight line of business.”

² **STORAGE** – Space for the safe keeping of goods > example: “Our storage area is at full capacity.”

³ **RAW MATERIAL** – Material that has not been subjected to a process of manufacture > example: “Lumber is furniture's raw material.”

⁴ **FORKLIFT** – A small vehicle used for loading in factories, warehouses, docks, etc. > example: “Mark is an experienced forklift operator.”

⁵ **DOCK** – A platform from which goods are loaded and unloaded > example: “The truck is already parked in the loading dock.”

⁶ **UPSTAIRS** – An upper floor or level > example: “The copy machine is upstairs.”

⁷ **R&D** – Research and development > example: “Good idea, let's take it to the R&D people for them to investigate.”

⁸ **Continued on “Extra Vocabulary”**

13.2

DISC 7 – TRACKS 8 & 11

Allow me to show you our offices and plant. This will take approximately 10 to 15 minutes if you don't mind.¹²

*Not at all.*⁹ *I'd be glad to get acquainted*¹⁰ *with the facilities.*

Let's start with the office area. We have twenty-five hundred-square feet of office space. From here we control administration, human resources, finances, purchasing, hiring, training, IT, etc. Through this door we access the plant. Safety glasses are mandatory; could you please put them on?

Sure.

This is the plant: the lunch room is on the right as well as¹³ the restrooms. Straight¹ through are the main production lines. As you can see, we have four production lines running all at once, all of them controlled by PLC's. Maintenance is on the far left; engineering and logistics are controlled from these booths.

*What about your storage*² *areas?*

Oh, sure. We have several storage areas: also, all raw materials³ and supplies for production are piled up¹¹ next to the lines to be loaded onto the conveyors for assembly. Once finished, all products are moved with forklifts⁴ to the finished product warehouse which is adjacent to the loading docks⁵ towards the back of the plant. Let's see them.

13.3

DISC 7 – TRACKS 15 & 18

And what about design?

Oh, yeah! This area is upstairs.⁶ come on, I'll show you.

Let's go.

Up here we have all that has to do with design, new projects, R&D.⁷ and so forth.⁸ Everything is run with state-of-the-art¹⁴ technology. Here on the left is the War Room where we have our daily brainstorm meetings; our newest ideas come from this very room. We also have our own set to go live on Facebook when needed.

Great! Looks like you have everything well organized.

Yes. The company has made huge investments in these areas. We are always looking for the newest and the best.

Do you have any sports facilities?

Of course! They are located outside; we have a couple of basketball courts, a tennis court and even a soccer field.

Marvelous!

DISC 7 – TRACK 6

TIPS: AVOID REDUNDANCY

Being concise is critical in English. Avoid redundancy:

DON'T SAY OR WRITE: “See you at 12 noon”
BETTER: “see you at noon”

“A total of 10 people” “10 people”

“I'm going to my house” “I'm going home”

“I work in the area of production” “I work in production”

IDIOMS AND USES OF LANGUAGE

⁹ **At all** – In any way or respect: → “I'm not hungry **at all**.” ← / → “Jim is reporting no sales **at all**. Is anything wrong with him?” ← / → “Solitary trees, if they grow **at all**, grow strong.” – Winston Churchill ←

¹⁰ **Acquainted** – To be more or less familiar with: → “You need to get **acquainted** with your new job.” ← / → “Please **acquaint** us with your plans.” ← / → “Avarice and Happiness never saw each other, how then should they become **acquainted**.” – Benjamin Franklin ←

¹¹ **Pile up** – → To accumulate → “Paperwork **piled up** on my desk.” ← / → “He **piled up** a fortune in the stock market.” ← / → “We don't store raw material; we have it **piled up** next to the lines.” ← / → “Knowledge is a process of **piling up** facts; wisdom lies in their simplification.” – Martin S. Fischer ←

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13.- Receiving a Visitor in your Office / Showing the Plant and Offices – Exercises

Some examples of what you have just seen:

¹² **Mind** – “Do you **mind** if I smoke?” – “No, I **don’t mind** at all.” / “I said it from the top of my **mind**.” / “Leo is acting as if he **doesn’t mind**.” / “What did you say?” – “Nothing important; **never mind**.” / “Would you **mind** turning the volume down a little?”

¹³ **As well as** – “Mike’s an excellent musician **as well as** a skilled engineer.” / “I want to see today’s production log **as well as** the audit reports.” / I brought the bank statements **as well**.” / “Is your supply chain ethical **as well as** efficient?”

¹⁴ **State-of-the-Art (the most advanced)** – “This new monitor reflects the **state of the art** in screen technology.” / “It is the most advanced computer, thanks to its **state of the art** technology.”

ENGLISH CLIPS

DISC 7 – TRACK 13

1. Hold a meeting – To conduct a meeting. >> “We plan to **hold a meeting** next week to discuss the problems with our product.”
2. The ball is in your court – It is your decision this time. >> “This is my last offer. **The ball is in your court** now.”

THOUGHTS

DISC 7 – TRACK 20

“What we can easily see is only a small percentage of what is possible. Imagination is having the vision to see what is just below the surface; to picture that which is essential, but invisible to the eye.”

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14.- A Slide Show Presentation

14.1

DISC 7 – TRACKS 22 & 25

Well Hugh, we're eager to see your presentation; please feel free to proceed.

I'd be **glad**¹ to. My name is Hugh Blumenthal From IT Group in Mexico. Our web page is www.itgroup.com, and we also have pages on Facebook, Twitter and YouTube.

- Our company is dedicated to manufacturing, sales and service of spare parts for industrial machinery.
- Our offices are located close to all major industrial parks in five major cities.
- Our expansion project includes opening service offices in another five industrial cities during the next 36 months.
- We are **renowned**² for three basic features which are our trademark: **Reliability**³ Quality and Price.
- Our service is reliable. We provide **prompt**⁴ service and we're also capable of producing custom orders.
- Our quality is unsurpassed. We are really **tough**⁵ **when it comes**¹⁷ to quality with our zero-defect policy.
- Price: we keep our customer's **budget**⁶ in mind when pricing our products. You won't find higher quality at prices as **affordable**⁷ as ours.
- We are **well ahead**¹⁴ of our competitors in every aspect of the sales cycle. No one can match our service and quality.
- As far as sales volume: we are **ranked**⁸ as one of the **leading**⁹ corporations in the field.
- And, of course, we are ISO-certified, so you can **trust**¹⁰ that each and every one of our products will meet and exceed even your toughest specifications.
- We have our own fleet of delivery trucks. **Therefore**¹¹ we don't depend on **third parties**¹² to have your order delivered just-in-time.
- We provide top quality service-after-the-sale, **carried on**¹⁵ by expert, certified technicians.

I thank you for your attention; please feel free to ask me any questions...

VOCABULARY

¹ **GLAD** – Happy and pleased; content > example: "I'm so glad to see you again!"

² **RENOWNED** – The state of being much known and talked of > example: "Gold is renowned for its uniqueness."

³ **RELIABILITY** – Able to be trusted; predictable or dependable > example: "Nancy is a very reliable supervisor."

⁴ **PROMPT** – Performed or executed without delay > example: "It's better to choose a supplier that provides prompt service."

⁵ **TOUGH** – Strong-minded; resolute > example: "Noah is a tough negotiator."

⁶ **BUDGET** – Total amount of money allocated for a specific purpose during a specific period > example: "This year's budget comes with a 10% cut in traveling expenses."

⁷ **AFFORDABLE** – That you have the financial means for > example: "We can afford to pay good salaries now."

⁸ **RANKED** – To range in a particular class, order, or division; to class > example: "Our products are ranked among the best in the market."

⁹ **LEADING** – First or foremost position > example: "We've been leading the market for the last 10 years."

¹⁰ – ¹¹ – ¹² – ¹³ **Continued on "Extra Vocabulary"**

14.2

DISC 7 – TRACKS 29 & 32

Ok, now that we are all together here, Matthew Rutledge is going to report the first quarter results. Matt, please proceed.

Thanks, Oliver. These are the figures for the first quarter:

- This graph shows total sales and comparison against last year. Volume has increased by 12.6%, that is, 1.6% over the forecast.
- Concerning expenses, this graph shows our **overhead**¹⁸ and all variable expenses. Total expenses increase slightly compared to last year.
- This graph includes a **breakdown**¹⁹ by product and territory; on top are the most profitable.
- **As far as**¹⁶ customer satisfaction, our service-after-the-sales policy is **yielding**¹³ some very interesting results: as you can see in this graph, most areas have a remarkably high level of customer satisfaction.
- This table shows projected sales and profits for the second quarter, detailed by product, territory and total sales.
- And this information is available in our company's Intranet.

DISC 7 – TRACK 27

TIPS: WORDS W/SIMILAR ENDING

All these words have similar ending and mean motion or direction:

INWARD:	to the <u>inside</u>
OUTWARD	to the <u>outside</u>
FORWARD	to the <u>front</u>
BACKWARD	to the <u>back</u>
UPWARD	<u>up</u>
DOWNWARD	<u>down</u>

IDIOMS AND USES OF LANGUAGE

¹⁴ **Well ahead** – To surpass; to get the better of: → "This month's sales are **well ahead** of last month's." ← / → "The construction on the Bridge may be completed **well ahead** of schedule." ←

¹⁵ **Carry on** – Continue, keep on: → "Carry on with your chores. I'll wait until you finish." ← / → "We're **carrying on** a very complicated task." ← / → "Man will occasionally stumble over the truth, but most times he will pick himself up and **carry on**." – Winston Churchill ←

¹⁶ **As far as** – To the extent, degree, or amount that: → "Rosie is not here, **as far as** I know." ← / → "You can go **as far as** you want if you work hard enough." ← / → "You can drive this car **as far as** San Antonio with just one tank of gas." ← / → "The universe, **as far as** we can observe it, is a wonderful and immense engine" – George Santayana ←

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14.- A Slide Show Presentation – Exercises

Some examples of what you have just seen:

- ¹⁷ **When it comes** – “You can count on Sylvia **when it comes** to hard work.” / “**When it comes** to design, keep it simple.” / “**When it comes** to negotiation, Nick is the toughest.” / “There are no second chances **when it comes** to shopping on the web...”
- ¹⁸ **Overhead** – “The Company is in trouble because we have a huge **overhead**.” / “We’re always trying to keep our **overhead** expenses low.” / “We need to install **overhead** lighting in the new plant.” / “The **overhead** bridge connects both buildings.”
- ¹⁹ **Breakdown** – “Your bank statement shows a **breakdown** of all transactions you’d made in a given month.” / “Your car **broke down** and we had to leave it on the street.” / “Mr. Jones suffered a nervous **breakdown** a year ago.”

ENGLISH CLIPS

DISC 7 – TRACK 34

1. Without a doubt – For certain. >> “He is **without a doubt**, a tough competitor”
2. Practice makes perfect – By constantly practicing, you will become better. >> “You need to keep trying... remember that **practice makes perfect**.”

TRUE OR FALSE

DISC 7 – TRACK 35

Sandwich

John Montagu, Fourth Earl of Sandwich, is the inspiration for the name sandwich.

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False

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15.- Colloquial Talk Concerning Politics, Sports and Current Events

15.1

DISC 8 – TRACKS 2 & 5

Tell me Malcolm, how's the political situation in Mexico nowadays?

Times are really tough, the global crisis we are **going through**.⁷ is taking a toll in our society.

It seems to me that the President is having a rough time.

He does, the economy is in a **standstill**¹, the peso is **regrettably**² sinking against the US Dollar and it doesn't seem to reach its lowest **yet**.³

And the social media has been a nightmare for the President...

You're right, he and his cabinet are under constant scrutiny; everybody is freely expressing their opinion and the perception is that they are failing. I really **hope**⁴ things can change for the better.

Can the President or the Congress be reelected?

No, reelection is not permissible for elected officers at any level.

*Is there any majority party in any of the Congressional bodies?*⁵

No, parties need to make alliances in order to get legislation passed, and that doesn't bring any help after all.

VOCABULARY

¹ **STANDSTILL** – A state characterized by absence of motion or of progress > example: “There was an accident on the highway and the traffic came to a standstill.”

² **REGRETTABLY** – To feel sorry, repentant, or upset about > example: “Regrettably I won't be able to accept your invitation.”

³ **YET** – So far; up until then or now > example: “They're not here yet.”

⁴ **HOPE** – To trust, expect, or believe > example: “We're hoping to reach a satisfactory agreement.”

⁵ **CONGRESSIONAL BODIES** – The Legislature Chambers.

⁶ **STARVING** – Suffering or dying from extreme or prolonged lack of food > example: “It's way after lunch time, I'm starving!”

15.2

DISC 8 – TRACKS 9 & 12

Tell me, which is your favorite sport?

Well, I really like football and baseball too.

Are you a fan of any particular team?

Oh, yeah, I like the New England Patriots and the Atlanta Braves. How about you?

I like soccer (we call it football). I like baseball too.

*I don't understand soccer. Is it really **that**¹⁰ interesting?*

Yes, it is; but you need to go and see some games before you start likin' it. My favorite team is playing on Sunday; wanna go?

Sure, why not?

DISC 8 – TRACK 7

TIPS: ENGLISH SAYINGS

English and Spanish sayings are very similar, see if you catch these:

“I know this town like the back of my hand.”

“After the storm comes the calm.”

“It's hard to believe that you're a grandfather.”

“You can't teach an old dog new tricks.”

“Don't ask so many questions. Remember, curiosity killed the cat.”

“He was a wolf in sheep's clothing.”

15.3

DISC 8 – TRACKS 16 & 19

*I **wonder**¹¹ where we can have lunch today.*

What kind of food would you like?

Well, I'm craving for some Japanese food.

There are a couple of great Japanese restaurants in town. Do you want to go right away?

*I'd love to, but I'm afraid we don't have enough time, **though**.¹² You'll need plenty of time to enjoy that kind of food. I'd rather have some fast food. Where can we go?*

If that is the case, we have plenty of places we can go. Would you like burgers or tacos?

*Are you kidding? Tacos would be much better for me. I'm **fed up**.⁸ with burgers back in Atlanta!*

*Yeah, I can **figure that out**.⁹ Let's go for some tacos then; I'm **starving**!⁶*

Great! Where are we going?

To an excellent taco joint just a couple of blocks from here, we can go walking.

Let's go at once!

IDIOMS AND USES OF LANGUAGE

⁷ **Going through** – To experience, to suffer: → “We're **going through** a great deal of trouble to solve this situation.” ← / → “She **went through** very hard times before she graduated.” ← / → “The love of our neighbor in all its fullness simply means being able to say to him, “What are you **going through**?” – Simone Weil ←

⁸ **Fed up** – Tired of, disgusted with: → “He's **fed up** with their laziness. I think he's angry at them.” ← / → “I'm **fed up** with my bank. I'm paying a lot of interest.” ← / → “It's how we spend our time here and now that really matters. If you are **fed up** with the way you have come to interact with time, change it.” – Marcia Wieder ←

⁹ **Figure out** – Analyze and understand, discover why: → “Can you **figure out** why they didn't pay us?” ← / → “If you really want something you can **figure out** how to make it happen.” – Cher ←

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15.- Colloquial Talk Concerning Politics, Sports and Current Events – Exercises

Some examples of what you have just seen:

- ¹⁰ **That** – “It’s not **that** easy; you need to think more...” / “**That** department is on the first floor, **that is** the floor at street level...” / “I said no, and that’s **that**.” / “He laughed so hard **that** he fell off the chair.” / “My car didn’t start. **That’s** why I’m late.”
- ¹¹ **Wonder** – “No **wonder** the kids are so excited: they’re on vacation now.” / “I **wonder** what happened yesterday.” / “I **wonder** how many customers will come today.” / “This software works **wonders**.” / “I was **wondering** how to get a credit card.”
- ¹² **Though** – “I want to go on vacation, **though** I don’t have enough money.” / “I can’t stay, **though** I can help you in the mean time” / “Snow is not predicted; **though** we can expect some rain.” / “We’re having an audit next week, **though** I don’t know which day.”

ENGLISH CLIPS

DISC 8 – TRACK 14

1. Under the weather – Feeling ill or sick. >> “I’m feeling a bit **under the weather**. I’ll better get home soon”
2. Line of products – A group or category of products that are similar to each other. >> “Our company will introduce a new **line of products** in the autumn.”

DISC 8 – TRACK 21

RIDDLE: A sheik announced that a race would decide which of his two sons would inherit all his wealth. The sons were to ride their camels to a certain distant city. The son whose camel reached the city last would be given the entire sheik’s wealth. The two sons set out on the journey. After several days of aimless wandering, they met and agreed to seek the advice of a wise man. After listening to the wise man’s advice, the two sons rode the camels as quickly as possible to the designated city. What was it that the wise man told the two sons? They didn’t agree to split the wealth, and their father’s decree would be followed.

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16.- Ordering Products Over the Phone

16.1

DISC 8 – TRACKS 29 & 32

Northeastern Supply Company, good morning.

Yes, I need to **place**¹ an order.

Where are you calling from?

IT Group, in Saltillo, Mexico. Our customer number is 412025.

What do you want to order today?

I need five RP-258's.

Ok.

And ten RP-567's.

*You want them regular or **heavy duty**?²*

Heavy duty, please.

*Anything **else**?¹¹*

No, that'll be all.

Do you have a Purchase Order I may refer to, sir?

Yes, number 52698.

*Very good, your total will be \$895.36; do you want me to send your order **C.O.D.**?³*

Yes, please.

VOCABULARY

¹ **PLACE** – To make (an order, a bet, etc.) > example: "I've already placed my order, Thank you!"

² **HEAVY DUTY** – Made to withstand hard wear, bad weather, etc. > example: "This equipment will need some heavy-duty batteries."

³ **C.O.D.** – "Collect on delivery" > example: "We don't offer any credit; we ship all our orders C.O.D."

⁴ **ENVELOP** – To wrap or enclose in or as if in a covering > example: "At dawn, the whole city was enveloped by thick fog."

⁵ **QUICKLY** – Doing something in a time that is shorter than normal > example: "I'd rather go quickly or else I'll miss my bus."

⁶ **ROD** – A long thin implement made of metal or wood > example: "The building has its own lightning rod on the roof."

⁷ **ALLOY** – Homogeneous mixture or solid solution of two or more metals > example: "Brass is an alloy of zinc and copper."

16.2

DISC 8 – TRACKS 36 & 39

Royal Manufacturing, good morning.

Morning! I need to order some spare parts but I'm not sure how to order them, though.

What kind of machine will they be installed in?

It's an Evans 5698; it's an old equipment and I don't have a catalog to order the parts from.

*Let me **look it up**⁸... Oh, it's a packaging machine. What seems to be the problem?*

Well, the **problem** is that the machine is not wrapping the product. When the product **passes through**⁹ the plastic just gets loose and doesn't wrap well.

*Ok, if I understand you correctly, you may have a problem with the heating element which **closes in**¹⁰ when the plastic is **enveloped**⁴ around the product. We have it in stock.*

How much does it cost?

\$750.00 dollars per unit.

Let me check really **quickly**⁵ with the user and I'll call you right back, ok?

Ok, just write down the part number so you can order it. It's No. 89240.

If we order it, is it something we can install by ourselves?

Oh yes; we'll send you a video with installation instructions, or you can see the same video in our YouTube channel.

DISC 8 – TRACK 34

TIPS: WORDS WITH SIMILAR ENDING

All these words have similar ending and mean articles of the same kind or material

Hardware – Equipment

Software – Computer programs

Headware – Caps, hats, etc.

Sportswear – Sports clothing

Drinkware – Cups, mugs, etc.

Eyewear – Sun glasses, etc.

Shareware – Software free of charge

16.3

DISC 8 – TRACKS 43 & 46

Customer service, good morning.

I need to order 25 of your 52896, connecting **rods**.⁶

*We don't carry that part any **longer**.¹² It has been replaced by number 52998.*

Is it any better?

*Yes, it's **far**¹³ better. It's made of a new **alloy**⁷ which makes it more durable and resistant. I can send you a couple of samples if you want.*

Well, that'll be fine, but... are they more expensive?

*The price is **slightly**¹⁴ higher but, as I tell you, they're far better and longer lasting.*

Seeing is believing! Please rush me some samples, will you?

Yes sir, I'm on it right away.

IDIOMS AND USES OF LANGUAGE

⁸ **Look up** – To search for and find: → "I told her to **look up** the word in the dictionary." ← / → "If your children **look up** to you, you've made a success of life's biggest job." – Anonymous ←

⁹ **Pass through** – Cause to move through: → "We'll **pass through** a couple of check points before we get to the border." ← / → "All candidates must **pass through** an interview process." ← / → "New ideas **pass through** three periods: 1) It can't be done. 2) It probably can be done, but it's not worth doing. 3) I knew it was a good idea all along!" – Arthur C. Clarke ←

¹⁰ **Close in** – To advance (on) so as to encircle or surround: → "The airport was **closed in** by fog." ← / → "Love is missing someone whenever you're apart, but somehow feeling warm inside because you're **close in** heart." – Kay Knudsen ←

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16.- Ordering Products Over the Phone – Exercises

Some examples of what you have just seen:

- ¹¹ **Else** – “There’s nobody **else** here.” / “Where **else** could Abe be?” / “Go away **or else** I won’t finish my work today.” / “Everybody **else** is accepting except for you.” / “If it doesn’t work, try something **else**.” / “I said hi, but I didn’t know what **else** to say.”
- ¹² **Longer** – “I don’t think we can carry on this situation any **longer**.” / “Tell Albert I couldn’t wait for him any **longer**” / “The **longer** side is the one facing the street.” / “The farther the source, the **longer** the stream.”
- ¹³ **Far** – “Sylvia is such a good employee; she will go very **far**.” / “He’s strict, but he doesn’t go that **far** as to be rude.” / “This car is **far** better than the old one.” / “He loses his temper **far** too often.” / “The bank isn’t **far**; we can walk from here.”
- ¹⁴ **Slightly** – “Sales are **slightly** lower than expected” / “Mary is **slightly** higher than Rebecca.” / “We won the contract, but the profit margin is really **slight**.” / “I’ve got a **slight** headache.” / “I don’t have the **slightest** idea what you’re talking about.”

ENGLISH CLIPS

DISC 8 – TRACK 41

1. Against the clock – Rushed and short on time. >> “If we don’t finish this today, tomorrow we’ll be **against the clock**.”
2. In the works – To be in preparation, to be in the process of being planned or developed: >> “The new software version is **in the works**.”

RIDDLE

DISC 8 – TRACK 48

You have a 3 and a 5-liter water container; each container has no markings except for that which gives you its total volume. You also have a running tap. You must use the containers and the tap in such a way as to exactly measure out 4 liters of water. How is this done?

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17.- Requesting a Technician’s Visit to Service a Piece of Equipment

17.1

DISC 9 – TRACKS 2 & 5

Service department, may I help you?

I’m calling from Mexico; my customer number is 412025.

IT Group, in Saltillo. Is this correct?

Yes, it is. Would it be possible for you to send a technician to check a piece of equipment¹ we bought from your Company?

What kind of machine is it?

It’s a Series 300 Automatic Controller.

What seems to be the problem with it?

It’s malfunctioning.² The problem is that it is skipping³ a couple of points in the process.

Let me see if you have a service policy for this piece of equipment.

Yes, we do, and I think it’s still under warranty.⁴

Yes, it is. Now let me see the technician’s schedule... He’ll be in Ramos for three days starting on Monday. Should¹¹ I schedule your company for a service visit on Tuesday morning?

Tuesday morning is ok for us. What’s his name?

Jim McKenzie.

Ok, I’ll need to notify⁵ plant security so he can get in⁸ promptly.

Ok, if everything is covered by the guarantee there will be no charge. Although,¹² if there’s anything out of the ordinary⁹ the technician will give you an estimate in writing for your approval.

Ok, that’s fine. I appreciate your help.

Not at all. That’s what we’re here for...

VOCABULARY

¹ **PIECE OF EQUIPMENT** – Set of tools, devices, etc., assembled for a specific purpose; an equipment > example: “This piece of equipment is just what we needed.”

² **MALFUNCTION** – Fail to operate in the normal or usual manner > example: “It’s really hot here: I think the air conditioning is malfunctioning.”

³ **SKIP** – The act of passing over or omitting > example: “My heart skipped a beat.”

⁴ **WARRANTY** – Assurance by the seller that the goods are as represented or will be as promised > example: “This copy machine carries a one-year limited warranty.”

⁵ **NOTIFY** – To inform; tell, make known; announce > example: “The bank just notified us they’re increasing the interest rate.”

⁶ **LEAK** – Entrance or escape of a fluid through a crack, fissure, or other aperture > example: “The pipes are rusted and they’re beginning to leak.”

⁷ **JERKING** – To move in sudden abrupt motions > example: “the pulley is jerking. I think we should check it.”

17.2

DISC 9 – TRACKS 9 & 12

Clark Manufacturers, good morning.

Hello. We purchased an air extractor from your company last year and we’re having some problems with it. Could you send somebody to check it out?

Could you describe the problem to me?

Looks like it has a leak⁶ or something like that. It’s just not extracting enough air, and it’s jerking⁷ too.

It will need to be taken care of by a certified technician. Can I have the machine’s serial number, please?

Yes, it is 432 134 656.

Let me schedule a technician to visit your place. Since this machine’s guarantee is already expired, we will need to charge you for a service visit, plus any additional parts that may be needed for the repair.

How much¹⁰ will it be?

The service visit charge is \$75.00 Dollars. As for¹³ the parts, though, the technician will let you know what will be needed.

It’s ok. Please send the technician over asap.

The earliest possible will be Thursday morning. Is 9:00 o’clock ok for you?

It’s too early. Would it be possible to schedule the visit for 10:30 AM?

10:30 will be fine, sir. Is there anything else I can help you with today?

No; thanks. That’ll do it.

Thanks for calling Clark Manufacturers.

You’re welcome.

DISC 9 – TRACK 7

TIPS: BE CAREFUL WITH PLURALS

Some examples on how to write plurals:

“Water comes in a five-gallon bottle.”

“We need a 20-ton crane.”

“It’s a 200-mile trip.”

“It happened during a 20-year period.”

“I saw a six-foot snake!”

“She purchased a 50-dollar pen.”

“My boss has a 30-thousand dollar car.”

IDIOMS AND USES OF LANGUAGE

⁸ **Get in** – To enter: → “I **get in** at 8:00 AM.” ← / → “We **got in** late last night.” ← / → “Please **get in**, have a seat.” ← / → “Never let the fear of striking out **get in** your way.” – Babe Ruth ←

⁹ **Out of the ordinary** – Unusual, uncommon, exceptional: → “This situation is **out of the ordinary**; never happened before.” ← / → “Don’t get too excited, these sales are rather **out of the ordinary**.” ←

¹⁰ **How much** – To what extent: → “**How much** money do you need?” ← / → “**How much** did he pay for your car?” ← / → “**How much** information is needed?” ← / → “**How much** is your Company worth today?” ← / → “It is wonderful **how much** may be done if we are always doing.” – Thomas Jefferson ←

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17.- Requesting a Technician’s Visit to Service a Piece of Equipment – Exercises

Some examples of what you have just seen:

- ¹¹ **Should** – “I **should** go to the bank; I need to sign some paperwork.” / “**Should** we finish this another time?” / “My car **should** be ready by now.” / “You **shouldn’t** be worried, he’ll be here on time.” / “If you don’t agree with him, you **should** tell him so.”
- ¹² **Although** – “**Although** she was ill, she worked hard.” / “He’s not willing to help us, **although** he has the time.” / “He decided to give them credit, **although** we told him to be cautious.” / “Simon is the smartest employee, **although** he doesn’t admit it.”
- ¹³ **As for** – “**As for** dessert, I’d better skip it today.” / “**As for** my past, I’m not telling you anything.” / “**As for** your application, I’ll need to ask you a couple more questions.” / “**As for** now, we’re keeping the same supplier.”

ENGLISH CLIPS:

DISC 9 – TRACK 14

1. Over the Top – Very excessive. >> “It may sound a bit **over the top**, but I think it’s the solution.”
2. Field day – An enjoyable day or circumstance. >> “It’s the end of the month. The auditors will have a **field day**.”

THOUGHTS

DISC 9 – TRACK 15

“Excellence is never an accident; it is the result of high intention, sincere effort, intelligent direction, skillful execution and the vision to see obstacles as opportunities.”

“Wisdom is knowing what path to take next... Integrity is taking it.”

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PROFESSIONAL ENGLISH FOR BUSINESS – STUDENT’S BOOK[®]

“A Practical Approach to Professional English”

18.- Collecting a Current Account / Collecting a Past Due Account

18.1

DISC 9 – TRACKS 17 & 20

Huntington Distributing Co. Accounts Payable, good morning.

Good morning; who am I speaking with?

This is Adele...

Hi Adele! This is Robert from MBG.

Hi Bob, what can I do for you today?

I'm just calling to **verify**¹ payment of an invoice pending.

Your payment is scheduled two weeks from now.

Is there any way of **expediting**² the payment? This invoice is already due and you're asking me to wait a fortnight. It's not fair.

We can **wire**³ you the money sooner but I'll need to get authorization from my boss.

I would really appreciate if you could get it.

I also need to confirm your bank's name, account number and **routing number**.⁴

Yes, let me e-mail you our bank's info. Can I have your address?

Yes, send it to adele.rivers@huntington.com

Thanks, Adele.

VOCABULARY

¹ **VERIFY** – to establish the truth, accuracy, or reality of > example: “I’ll need to verify this information before signing anything.”

² **EXPEDITE** – to speed up the process of; accelerate > example: “this computer will help us in expediting invoicing.”

³ **WIRE** – an electronic transfer of funds > example: “most payments are wired nowadays.”

⁴ **ROUTING NUMBER** – standardized bank identification number. It's the set of numbers to the left of the account number on a regular check.

⁵ **PAST DUE** – a scheduled loan payment that has not been paid on time > example: “your account now has become past due.”

⁶ **RELEASE** – to loosen; to relax; to remove the obligation of > example: “we're not able to release shipment until we get the order.”

⁷ **MISS** – not present; absent or lost > example: “she has never missed a day of work.”

⁸ **TRACK** – to follow the trail of > example: “the shipment has not been delivered, please track it.”

18.2

DISC 9 – TRACKS 24 & 27

Alexander Wholesales Accounting, good morning.

Good morning, I need to talk to someone in accounts payable, please.

This is Lance, may I have your name and Company's name, please?

Lance, this is Augustine from IT Group. We have an invoice which is **past due**.⁵ Do you have any idea when it's going to be **paid out**?⁹ It's invoice #258962.

Let me **track**⁸ it. This invoice has not been **released**⁶ for payment yet. It seems that it's **missing**⁷ an authorization. Could you please call me **back**¹² either this afternoon or tomorrow morning?

Question: If you get this invoice authorized today or tomorrow, when will it be paid?

Our normal payment terms are 30 days from the invoice date. Let me see what I can do to **speed up**¹⁰ the payment. If authorized by tomorrow, the system will release it for payment in a couple of days.

I sincerely appreciate **whatever**¹³ you can do for us.

No need to; I'm just doing my job.

I'll get back to you tomorrow, **first thing**¹¹ in the morning.

Ok.

18.3

DISC 9 – TRACKS 31 & 34

Accounts Payable, Michelle speaking. May I help you?

Hi Michelle, this is William from RRB; I'm calling in reference to our Invoice that's way past due.

Willy, I'm glad you called: the Postal Service sent me back the check I mailed to you last week. May I verify your address?

Yes. Our mailing address is 8975 Huebner Road, San Antonio, Texas, 78059.

Now I see: we mailed it to 8975 Hubble Road. I suppose that's why it was returned. Don't you worry; I'll fix this problem at once and mail the check back to you.

So, when do you think we'll be getting our check?

I think you will get it day after tomorrow or three days **at the most**.¹⁴

Ok. Please make sure to write down the correct address.

I'm making sure of it.

Thanks!

DISC 9 – TRACK 22

TIPS: AVOID REDUNDANCY

Being concise is critical in English. Avoid redundancy:

DON'T SAY OR WRITE: BETTER:

Period of time	Time
I'll be back again	I'll be back
Round in shape	Round
The future to come	Future
Completely finished	Finished
I know that you're here	I know you're here

IDIOMS AND USES OF LANGUAGE

⁹ **Pay out** – Distribute money; disburse: → “The Company just **paid out** dividends to shareholders.” ← / → “I'm **paying out** all my bills by Friday.” ← / → “My retirement plan allows dividends to be **paid out** or reinvested into the plan.” ←

¹⁰ **Speed up** – To accelerate, to expedite: → “It's difficult to **speed up** production without new equipment.” ← / → “Don't **speed up** when you come to an intersection. Slow down!” ←

¹¹ **First thing** – Right away; before anything else: → “I want you to go to the bank **first thing** in the morning.” ← / → “You promised to have the checks ready **first thing** in the afternoon. Are they?” ← / → “If you find yourself in a hole, the **first thing** to do is stop digging.” – Cowboy Proverb ←

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18.- Collecting a Current Account / Collecting a Past Due Account – Exercises

Some examples of what you have just seen:

- ¹² **Back** – “Please, **come back** in the afternoon.” / “**Call me back** whenever you have some news.” / “He will **send me back** the vacuum cleaner as soon as he finishes.” / “I’ll be **back** in a few minutes.” / “I left my eyeglasses **back** at home.”
- ¹³ **Whatever** – “**Whatever** you need, just ask Paul.” / “We need to ship the order today, **whatever** it takes.” / “Go by bus, go by plane, go by train or **whatever**.” / “**Whatever** she does, I approve it.” / “Come to the party and bring **whatever** you want.”
- ¹⁴ **At the most** – “That car is worth \$ 10,000.00 **at the most**.” / “**At the most**, I can offer you a level 6 salary.” / “Michael will be here for two hours **at the most**.” / “Our network can handle eight computers **at the most**.”

ENGLISH CLIPS

DISC 9 – TRACK 29

1. Rome was not built in one day – If you want something to be completely properly, then it’s going to take time. >> “*The release date is tentative. **Rome was not built in one day.***”
2. At the drop of a hat – Willing to do something immediately. >> “*He would take that job at the drop of a hat.*”

TRUE OR FALSE

DISC 9 – TRACK 36

Teddy Bear

This stuffed animal was named after President Theodore Roosevelt.

True

False

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19.- Dealing with Transportation Companies

19.1

DISC 10 – TRACKS 2 & 5

Global Carriers, this is Jonathan speaking...

Hello, Jonathan; do you provide international air cargo service?

We do. Where are you calling from?

INT Group, in Saltillo, Mexico, we need to make regular shipments to Philadelphia.

We'll need to set up an account. It can be done over the phone if you have your company's information handy,¹⁰ or I can send you an application if you wish.

Please email it to eliseo.martinez@intgroup.com.mx.

I'm mailing it even as we speak. Are you shipping any hazardous materials?

Yes, indeed.¹¹ We need to ship lithium batteries and other similar goods.

Then you'll need to comply with the new regulations dated³ January 2017 regarding shipment of dangerous goods. I'll e-mail you the guide too.

I thank you for that.

I'll send you an acknowledgment,⁴ as soon as I receive your application; and I'll have your account set up in a few hours, provided the information is complete.

That'll be fine.

I'll keep in touch with you.

VOCABULARY

¹ **DEDUCTION** – Act of subtracting (removing a part from the whole) > example: “Some benefits will be deducted from your paycheck.”

² **AGREED** – To come to an understanding or to terms > example: “We'll deliver 500 pieces per week, as agreed.”

³ **DATED** – Marked with or displaying a date > example: “We can accept your check. It must be dated on or before the due date.”

⁴ **ACKNOWLEDGMENT** – An answer or response in return for something done > example: “I've just got the bank's acknowledgment.”

⁵ **LATE CHARGE** – A fee charged to the debtor when paying after the due date > example: “My account is past due, please let me know if I have to pay any late charges.”

⁶ **TARDINESS** – Occurring, arriving, acting, or done after the scheduled, expected, or usual time > example: “Henry's tardiness is slowing down the whole department.”

19.2

DISC 10 – TRACKS 9 & 12

Upper Valley Carriers, good afternoon, Charles speaking...

Hi Chuck! By any chance, do you provide Less-Than-Load ground service?

Sure we do ma'am. We provide LTL service to most locations in the country.

Great! I'm in hurry to ship several containers to Saginaw, Michigan.

Are you shipping items with special transportation requirements?

No, only plastic parts for automobiles. Is it too expensive if we don't ship by the truckload? I'm not so familiar with this service, we only use it once in a while.⁸

No, not too much.¹² We consolidate shipments from several clients and you get the benefit of our preferential rates.

It's better off⁷ this way. It doesn't make sense to wait until we have a full truck.

You're right. Do you want to schedule this service?

Yes, let me get a hold of⁹ my account information. Do you mind waiting for a moment?

Not at all, take your time.

DISC 10 – TRACK 7

TIPS: ACRONYMS

Acronyms are words formed with the initial letters of series of words. Here you have a few examples:

BRB – Be Right Back

LOL – Laughing Out Loud

AKA – Also Known As

DBA – Doing Business As

TOC – Table of Contents

SWAT – Special Weapons and Tactics

RAM – Random Access Memory

CPU – Central Processing Unit

MODEM – Modulator – Demodulator

DOS – Disk Operating System

I/O – Input / Output

19.3

DISC 10 – TRACKS 16 & 19

Shipping department...good morning.

Morning! Thomas Hampton, please.

Tom here...

Hi Tom! Vincent, from RWT Group. I need to overnight a truckload to Houston.

Could you please send a 52-footer to pick up the cargo by 6:00 PM?

Absolutely! I'll send you a truck at 6:00 sharp.

How will you bill me for this? My account is not exactly clear with you, I've been hit by late charges⁵ for tardiness⁶ in payments in the past.

As agreed² on our contract, special overnight shipments must be paid in advance, and you can get a 2% deduction¹ for prompt payment.

Then my credit issues won't be a problem?

Not at all, we consider this a one-time operation and it's got nothing to do with your credit history with us.

Excellent!! Then send me the invoice so I can arrange your payment.

IDIOMS AND USES OF LANGUAGE

⁷ **Better off** – In a better or more prosperous condition: → “We're much better off now thanks to the new contracts.” ← / → “We're much better off since Bill took office.” ← / → “Even if you've been fishing for 3 hours and haven't gotten anything except poison ivy and sunburn, you're still better off than the worm.” – Anonymous ←

⁸ **Once in a while** – Occasionally, not very often: → “I like to go bowling every once in a while.” ← / → “Winning is not a sometime thing, it's an all time thing. You don't win once in a while, you don't do things right once in a while, you do them right all the time. Winning is habit. Unfortunately, so is losing.” – Vince Lombardi ←

⁹ **Get a hold of** – Talk to, find somebody: → “I'll try to get a hold of you on my next trip to Detroit.” ← / → “Peter was here just a moment ago, let me see if I can get a hold of him.” ←

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19.- Dealing with Transportation Companies – Exercises

Some examples of what you have just seen:

¹⁰ **Handy** – “I found a **handy** spot for my tools.” / “Keep this, it’s a very **handy** reference book.” / “This is a good job for a **handy** person.” / “Edward fixes all sorts of problems, he’s a **handyman**.”

¹¹ **Indeed** – “You’re right: the sunset is **indeed** amazing.” / “It’s freezing outside.” “Yes, it’s very cold **indeed**.” / “I told you the boss will be upset, and **indeed** he is.” / “Do you like my new car?” – “**Indeed!**” / “I’m happy, **indeed** proud, to work here.”

¹² **Too much** – “Albert is taking **too much** time on his errands.” / “I put **too much** sugar in my coffee.” / “This is **too much** of a big order for our capacity.” / “Aren’t you paying **too much** interest for that loan?” / “I didn’t like that movie **too much**.”

ENGLISH CLIPS

DISC 10 – TRACK 14

1. Back to the drawing board – When an attempt fails and it’s time to start all over. >> “*We tried and it didn’t work out...back to the drawing board*”
2. Bottom line – The central issue of a discussion, the main point. >> “*As a teacher, the bottom line is whether my students are learning or not*”

TONGUE TWISTER

DISC 10 – TRACK 21

Betty bought butter but the butter was bitter, so Betty bought better butter to make the bitter butter better.

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20.- Requesting an Extension to Pay Off a Debt

20.1

DISC 10 – TRACKS 23 & 26

Accounts receivable, this is Sarah speaking, how may I help you?

Sally, good morning. We have an invoice pending with your company...

May I have the invoice number?

It is number 684321, and it is due today.

IT Group? What can I do for you?

I was wondering if there would be a problem in delaying¹ a payment for a week...

Let me bring up⁹ the account... Ok, we'll be getting your payment a week from now. Is that correct?

Yes, we're short¹² of cash for a few days; but we'll have the payment ready by then.

No problem. I'm making a note of it to hold your invoice so you have time to make your payment. Anything else I can help you with?

I think that'll wrap it up for now. You've been very kind.

Don't mention it.¹³ It's a pleasure working with you.

Likewise!

VOCABULARY

¹ **DELAY** – To postpone until a later time; defer > example: “The ceremony was delayed due to technical problems.”

² **BALANCE** – Something that remains or is left > example: “You can't charge anything to your account unless you pay the balance due.”

³ **FORWARD** – To send on to a subsequent destination or address > example: “I think it's a good idea, Lets forward it to the Marketing Department.”

⁴ **COLLECT** – To call for or receive payment of > example: “We'll have to use a Collection Agency for all past due accounts.”

⁵ **DELINQUENT** – Being overdue in payment > example: “All 30-day past due accounts are considered delinquent.”

⁶ **HASSLE** – Annoy continually or chronically > example: “I'm sick and tired of Jonathan; he's always hassling everybody in the office.”

⁷ **WRECK** – To cause to undergo ruin or disaster > example: “He's drinking too much; he'll end up wrecking his life.”

⁸ **POSTDATE** – To write a future date on a check > example: “Would you take a postdated check?”

20.2

DISC 10 – TRACKS 30 & 33

Mid-Western Savings and Loan...

Good morning, I need to speak to Sandra Pearson, please.

Speaking! Who am I talking to?

Hi, Sandy! This is Henry from Global Cargo.

Morning, Harry. How are you today?

Well, not as good as¹⁰ I'd like. That's the reason I'm callin' you. See, we are having some financial difficulties and we're not able to¹¹ pay our balance² in time. Do we have any options?

Let me take a quick look at your account... When can we get your payment?

I think we'll need a couple of weeks before we'd be able to make the payment.

I'm afraid the most I can give you is ten days paying late fees. After that, your account will be forwarded³ to our collections⁴ department as a delinquent⁵ account; and that will affect your credit history.

Ok, I'll try to make the payment within ten days. I don't want to deal with any legal hassles.⁶

Please let me know as soon as you make your payment so I can clear¹⁴ your account.

I'll let you know right away. Thanks a lot.

You're welcome, Harry. Talk to you later.

DISC 10 – TRACK 28

TIPS: POINT, PERIOD, DOT?

Have you ever been puzzled about saying point, period or dot?

Point = use it for mathematical purposes or as a figure of speech (six point five, seven point one; turning point, point of view, starting point).

Period = mostly a punctuation mark at the end of a sentence.

Dot = commonly used for internet terms: pedro-dot-rivera-at-rivera-dot-com (pedro.rivera@rivera.com).

20.3

DISC 10 – TRACKS 37 & 40

Accounts Receivable...good morning.

Good morning. I need to make arrangements to pay an invoice.

What kind of arrangement do you wanna make?

I won't be able to pay for a few days and my account is already due.

Can you pay within this month?

Yes, I can; but I don't want to wreck⁷ my credit record with you guys.

Why don't you postdate⁸ a check? This way we'll hold your account until the check clears; and we don't charge you any late fees either.

Sounds good to me!

Ok, just make sure to write down the deposit date on your check.

IDIOMS AND USES OF LANGUAGE

⁹ **Bring up** – Introduce into discussion; mention: → “Please don't **bring up** that point at the meeting. We can discuss it later.” ← / → “Perhaps the greatest social service that can be rendered by anybody to the country and mankind is to **bring up** a family.” – George Bernard Shaw ←

¹⁰ **As good as** – Similar to, no less than: → “Your check is **as good as** cash for us.” ← / → “Zachary is **as good as** Charlie when it comes to fixing computer problems.” ← / → “You're only **as good as** the people you hire.” – Ray Kroc ←

¹¹ **Able to** – Qualified, competent to do something: → “Will you be **able to** take care of these customers?” – “Course I will!” ← / → “We were **able to** get a loan for the new machinery.” ← / → “Acting is not being emotional, but being **able to** express emotion.” – Kate Reid ←

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20.- Requesting an Extension to Pay Off a Debt – Exercises

Some examples of what you have just seen:

¹² **Short** – “I was **short** of falling when I tripped.” / “We came very **short** from getting the order.” / “Nothing **short** of a miracle can save him now.” / “He is called Jim for **short**.” / “Melanie is always forgetting things; she has a **short** memory.”

¹³ **Don't mention it** – “Thanks for helping me,” I said. “**Don't mention it**,” he replied.” / “Remember the order that got cancelled last month?” – “**Don't even mention it**, I'm still angry about it!”

¹⁴ **Clear** – “This is a **clear** case of embezzlement.” / “Yes, but Olivier is **clear** of any guilt.” / “I need to tell you this to **clear** the air.” / “I want to pay the whole amount, I want to have my account **cleared**.” / “The shipment has to **clear** customs before entering the country:”

ENGLISH CLIPS

DISC 10 – TRACK 35

1. **Buy off (someone)** – To use a gift or money to divert someone from their duty or purpose (Similar to a bribe and sometimes legal) >> “*They are so desperate that they'll try to buy off the jury*”
2. **Cut to the chase** – Leave out all the unnecessary details and just get to the point. >> “*Please, forget all of this and cut to the chase.*”

RIDDLE

DISC 10 – TRACK 42

When Jodie was six years old she hammered a nail into her favorite tree to mark her height. Ten years later, at age sixteen, Jodie returned to see how much higher the nail was. If the tree grew by five centimeters each year, how much higher would the nail be?

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21.- Arguing About the Quality of a Product

21.1

DISC 11 – TRACKS 2 & 5

Shannon speaking, how may I help you?

Shannon, this is Gabriel from IT Group. I don't know if I'm talking to the **right**⁹ person... I've just received an order from you but I'm not satisfied with the quality.

I'm in charge of customer service. What seems to be the problem, sir?

You see, we bought five sets of purifiers and they aren't workin' right. They are extremely **noisy**¹ and don't really clean the air as they should.

How long ago did you purchase them, sir?

About a month **ago**¹².

Did you install them the way it is indicated in the owner's manual?

Yes, our folks in Engineering installed them.

*Then I think we need to issue a **recall**² so we can check them back in our plant.*

I would rather have my money back. I'm **dissatisfied**³ with the product; price is **way too**¹³ high and quite **frankly**⁴ they have no quality at all.

Well, that's out of my hands to resolve. You'll need to talk with the person in charge of claims. Lemme see if I can get a hold of her...

Please do.

VOCABULARY

¹ **NOISY** – A loud, clamorous, vociferous, turbulent sound > *example: "The plant is quite noisy."*

² **RECALL** – Requesting return of a product, as for repairs or adjustments > *example: "Quality is asking us to recall last month's toasters."*

³ **DISSATISFIED** – To render discontent, displeased > *example: "I'm really dissatisfied with your department's performance."*

⁴ **FRANKLY** – In truth; to be honest > *example: "Quite frankly, I don't care about her any more."*

⁵ **FIT** – Suitable to a purpose or design; appropriate > *example: "The uniform fits you very well."*

⁶ **LOG** – A record > *example: "Please ask all visitors to register in the Visitors' Log."*

⁷ **STATE** – To set; to settle; to establish > *example: "The manual states the procedure very clearly."*

⁸ **SHAME** – An occasion for regret, disappointment > *example: "Your productivity has put the rest of us to shame."*

21.2

DISC 11 – TRACKS 9 & 12

Quality, this is Lawrence speaking...

Hi, Larry! Can I talk to you for a moment?

Shoot!

I'm afraid we're having a problem.

What are you talking about?

We've just got your first shipment of KJ-65's and they didn't come as we ordered.

*What do you mean? We **made them up**¹⁰ **as per**¹⁴ your specifications!*

I think you'd better check the order. The problem is that they just don't **fit**⁵ in our products. They're supposed to be 1¾" wide and they are slightly wider than that.

*It'll be difficult to argue about this over the phone. My production **log**⁶ **states**⁷ that they are exactly 1¾" wide. Why don't you send me a couple of samples for us to check them out?*

I will; but, what am I supposed to do in the meantime? We're running out of stock and I need to have the correct pieces.

*Benjamin, I apologize for this problem, but I insist, the products were checked before shipping and they were compliant. Let me check them **in a hurry**¹⁵ and I'll get back to you with an answer as soon as possible.*

I would certainly appreciate your prompt attention in this matter. This is a very serious problem for us.

Yes, I understand.

DISC 11 – TRACK 7

TIPS: WATCH THESE VERBS...

Americans make verbs out of words that become popular... see these examples:

Fax: "Fax this document, please."

Copy: "Could you please xerox this document?"

Shipping: "Do you want to overnight this package?"

Hurry: "Rush me one sample, please."

Transfer: "I'll wire your payment at once."

Shipping: "I need to fedex this letter."

Mail: "Why don't you e-mail me your résumé?"

21.3

DISC 11 – TRACKS 16 & 19

Good evening, sir. May I help you?

Yes. I bought these earphones yesterday and I don't like the way they sound.

*Oh, what a **shame**⁸. Do you want me to refund your money, or do you want to buy another product?*

I don't know, I'm in kind of a hurry.

*No problem. If you want, I can give you a **rain check**¹¹.*

Good idea. Please do, and I'll get back to you this weekend.

My pleasure. And I apologize for this problem.

Don't you worry, it's ok.

IDIOMS AND USES OF LANGUAGE

⁹ **Right** – Fitting, proper, appropriate: → "You always know what is **right** and what is wrong." ← / → "This is the **right** time to act." ← / → "I was driving on the **right** side of the road." ← / → "Management is doing things **right**; leadership is doing the **right** things." – Peter F. Drucker ←

¹⁰ **Make up** – To construct; to compensate: → "Don't **make up** any excuses, I know you did wrong." ← / → "You need to **make up** your mind and decide right away." ← / → "Why don't you come tomorrow to **make up** for the class you missed?" ←

¹¹ **Rain check** – Using a service later, credit for a product: → "The store had sold all the CD's, so they gave me a **rain check**." ← / → "She told me: 'I can't come to dinner Tuesday but I'll give you a **rain check**.'" ←

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21.- Arguing About the Quality of a Product – Exercises

Some examples of what you have just seen:

- ¹² **Ago** – “That happened two years **ago**.” / “I bought these shoes long **ago**.” / “Simon left just a few minutes **ago**.” / “I checked the bank balance a while **ago**; the check hasn’t cleared yet.”
- ¹³ **Way too** – “I feel like I know **way too much** already.” / “Thomas is **way too tall**.” / “Liz is really annoying; she speaks **way too much**.” / “**Way too many** people are going to the game.” / “I think this is becoming **way too personal**.”
- ¹⁴ **As per** – “We’re shipping today, **as per** your instructions.” / “I’m holding the order **as per** your e-mail.” / “We’re rating our customer **as per** their purchase.” / “This is a custom order, made **as per** our customer’s request.”
- ¹⁵ **In a hurry** – “At 5 PM everyone leaves **in a hurry**.” / “Mark is always **in a hurry**; what’s wrong with him?” / “**Hurry up!** I’m hungry!” / “She **hurries** to answer the phone.” / “Why are you **in such a hurry?**”

ENGLISH CLIPS

DISC 11 – TRACK 14

1. Knock on wood – Knuckle tapping on wood in order to avoid some bad luck. >> “*We could lose the sponsorship. Knock on wood so it won’t happen*”
2. Lend me your ear – To politely ask for someone’s full attention. >> “*I will lend you my ear whenever you need it.*”

THOUGHTS

DISC 11 – TRACK 21

“Watch your thoughts, for they become words. Choose your words, for they become actions. Understand your actions, for they become habits. Study your habits, for they will become your character. Develop your character, for it becomes your destiny.”

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22.- Requesting Information on an Applicant

22.1

DISC 11 – TRACKS 23 & 26

West Coast Manufacturing, Human Resources. Good morning.

I need to request information about a **former**¹ employee of your Company.

Where are you calling from?

From Specialized Chemicals, in Mexico; my name is Sebastian. We’re opening an office in Texas and one of the **applicants**² wrote down on his application that he **used to**⁹ work for your Company. I wonder if I can verify if he was indeed working with you.

Do you have his or her name and Social Security Number?

Yes, his name is Randolph Cruise, let me spell his last name for you... C as in cat, r, u, i, s as in Simon, e. His Social Security Number is 593-52-9524.

Let me verify. It’ll take about a minute. Do you mind if I put you on hold for a moment?

I don’t mind at all.

Sebastian? Thanks for holding. Yes indeed, we used to have a Randolph Cruise working for us a couple of years ago.

Great. Should I mail you our confirmation form?

Sure; e-mail it to mary.higgins@westcoast.com.

I really appreciate your help. Have a nice day.

Same to you!

VOCABULARY

¹ **FORMER** – Occurring earlier in time > example: “Ronald is my **former** boss.”

² **APPLICANT** – Person who requests, as for a job, grant, support, etc. > example: “We have 25 **applicants** just for the openings in accounting.”

³ **EMPLOYER** – One that hires others to perform a service in exchange for compensation > example: “Could we check with your **former employer**?”

⁴ **DESIGN** – To plan out in systematic, usually graphic form > example: “**Design** department requires people who are creative and innovative.”

⁵ **TEAMWORK** – Cooperative work done by a team > example: “**Teamwork** is fundamental for our success.”

⁶ **ATTITUDE** – A state of mind or a feeling; disposition > example: “Fred has a positive **attitude** about work.”

⁷ **TROUBLEMAKER** – A person who creates problems > example: “Known **troublemakers** are not the best candidates for the job.”

⁸ **QUIT** – To resign; give up (a job) > example: “Alice **quit** her job today.”

22.2

DISC 11 – TRACKS 30 & 33

Advanced Construction Company, Vincent speaking...

Vincent, good morning. Are you the person in charge of Human Resources?

Not exactly, it’s Martin Gonzalez, but he’s **out**¹² for lunch. Maybe I’ll be able to help you.

*I’m Theodore Peterson from Ozark Consulting in Arkansas; and I need to ask you **about**¹³ an individual **by the name**¹⁴ of Gonzalo Torres. He’s applying for a job here and he is putting your company as a former **employer**³. Do you remember anything about this person?*

Gonzalo Torres; that name rings a bell... Oh yes! I remember him; he used to work for us **up to**¹⁵ last year. He was in **design**⁴.

*Actually, he is asking for a position in our design department; how can you describe his **teamwork**⁵ **attitude**⁶?*

Well, he likes to work as a part of a team; he’s a friendly and a very **open minded**¹⁰ guy.

How about working under pressure?

He’s like a fish in the water when working under pressure.

Finally, about his personal habits...

I don’t know him as a **troublemaker**⁷. He is a very family-oriented man. He’s a very positive person.

What was the reason he left your company?

Seems that he had the opportunity of immigrating to the States. As far as I know, his wife is a US citizen; so he **quit**⁸ on friendly terms.

Would you recommend him for a job?

Absolutely!

*Vincent, you’ve been very kind. May I have your last name? Just **for the record**¹¹.*

You’re more than welcome. My last name is Kirkman. It’s been nice talking to you.

DISC 11 – TRACK 28

TIPS: ENGLISH SAYINGS

Some English and Spanish sayings are very similar, see if you catch these:

“A bird in the hand is worth two in the bush.”

“All cats are gray in the dark.”

“All roads lead to Rome.”

“All that glitters is not gold.”

“Bad news have wings.”

“Better be alone than in bad company.”

“Better early than late.”

“Better late than never.”

“Divide and rule.”

“Don’t put all your eggs in one basket.”

“Easier said than done.”

IDIOMS AND USES OF LANGUAGE

⁹ **Used to** – Accustomed to: → “You’d better get **used to** the new software.” ← / → “I’m **used to** paying my debts on time.” ← // Indicates a past state: → “I **used to** go to the movies when I had time.” ← / → “I **used to** smoke but I quit a year ago.” ← / → “I **used to** go away for weeks in a state of confusion.” – Albert Einstein ←

¹⁰ **Open-minded** – Not biased or prejudiced: → “A good manager needs to keep an **open mind**.” ← / → Things could be better in the work place if we all were a little more **open-minded**.” ← / → “People are very **open-minded** about new things - as long as they’re exactly like the old ones.” – Charles F. Kettering ←

¹¹ **For the record** – To get things straight: → “**Just for the record**, we never endorsed this idea.” ← / → “**Just for the record**, not all problems have been caused by our declines in sales.” ←

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22.- Requesting Information on an Applicant – Exercises

Some examples of what you have just seen:

¹² **Out** – “I want to invite you **out** for lunch.” / “Watch **out** for the viruses in your e-mails.” / “Someone called you while you were **out**.” / “Everybody jumped **out** of their chairs when the alarm went off.” / “Susan’s dress is **out** of style.”

¹³ **About** – “It’s **about** lunch time.” / “How **about** a salad?” / “I’m **about** to lose some weight.” / “He’s **about** 50 years old, I guess.” / “I want to do something **about** workers’ absenteeism.” / “We’ll pay that bill in **about** a week.”

¹⁴ **By the name of** – “Texas also goes **by the name of** ‘The Lone Star State.’” / “He’s also known **by the name of** his hometown.” / “This Company was originally owned by an Irishman **by the name of** Louis Stevenson.”

¹⁵ **Up to** – “The Company’s success is **up to** us.” / “I’m **up to** chapter 15 in my book.” / “I don’t think Sam is **up to** the task.” / “What are you **up to**?” / “This statement is **up to** date.” / “You can hook **up to** 8 computers on the Internet.”

ENGLISH CLIPS

DISC 11 – TRACK 35

1. New kid on the block – Someone new to the group or area. >> “*The **new kid on the block** has started with the left foot.*”
2. No dice – A response indicating total refusal or rejection. >> “*That was their final offer. Will you take it? **No dice!***”

TRUE OR FALSE

DISC 11 – TRACK 36

Orange – This fruit (and the color) gets its English name from the British King William and Queen Mary of the House of Orange.

True

False

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23.- Speaking with Security Personnel at the Airport / Speaking with a Flight Attendant on the Plane

23.1

DISC 12 – TRACK 2 & 5

Good morning; where are you **traveling**,¹ sir?

Miami.

Can I see your **flight**² ticket and passport?

Sure. Here you go. What is this all about?

Oh, it's only routine security. May I see your luggage?

Sure, here's my bag.

Please **step aside**,⁹ sir. Our dog Rocky is going to check your luggage.

What is he gonna do?

Rocky will **sniff**³ your luggage. He's searching for drugs, fire arms or money **hidden**⁴ in the bags.

Ok.

Well, looks like everything is clear. Here you have your documents and luggage. I thank you for your cooperation.

You're welcome.

VOCABULARY

¹ **TRAVEL** – A journey from one place to another > example: “I love to travel by boat.”

² **FLIGHT** – A scheduled airline trip > example: “Flight 907 for Chicago departs in two hours.”

³ **SNIFF** – To inhale forcibly through the nose > example: “Reporters came sniffing around for more details.”

⁴ **HIDDEN** – Conceal (oneself or an object) from view or discovery > example: “I can perceive some hidden intention behind his words.”

⁵ **BEHIND** – At the rear of; at the back of > example: “We're behind schedule – hurry up!”

⁶ **FASTEN** – To become attached or joined > example: “Fasten the lock onto the door.”

⁷ **TURBULENCE** – Instability in the atmosphere causing considerable gusty air current > example: “The flight was smooth despite the turbulence.”

⁸ **LANDING** – A termination, especially of a voyage or flight > example: “The plane landed smoothly on runway C.”

23.2

DISC 12 – TRACK 9 & 12

Hello! Welcome aboard!

Hi! Could you please tell me where my seat is?

Let me see: 25F. Ok, it's right **behind**⁵ the wing, on the right side.

How long are we gonna be here?

We're taking off in about twenty five minutes. Please have a seat and **fasten**⁶ your seat belt.

Ok.

Would you like to have dinner, sir?

No; thanks. I'm ok.

Would you rather order something from the bar?

I just want a cup of coffee, if you would, please.

Of course! I'll bring it to you **in a jiffy**,¹⁰

By the way,¹² do you have a pillow?

Certainly, sir! Would you like a blanket too?

No, thanks. Just the pillow, please.

DISC 12 – TRACK 7

TIPS: JUST ADD AN “A”

Lots of words in English can be made adjectives or put into action just by adding an “a”:

Sleep – Asleep

Side – Aside

Wait – Await

Wake – Awake

Rise – Arise

Live – Alive

Like – Alike

Lone – Alone

Shame – Ashamed

23.3

DISC 12 – TRACKS 16 & 19

Sir. Would you please **straighten up**¹¹ your seat and fasten your seat belt?

Why? What's going on?

We're experiencing some **turbulence**,⁷ The captain's already announced it but I'm afraid you were asleep.

I'm sorry, I missed that.

That's ok. I **hope**¹³ it won't be very long before things get back to normal.

How long before we get to Detroit?

Our estimated time of arrival is 5:00 PM... so we'll be **landing**⁸ in about 50 minutes.

Can I go to the restroom?

You're not **allowed**¹⁴ to leave your seat while the plane is experiencing turbulence. I'm sorry.

Oh, don't worry. I can wait.

IDIOMS AND USES OF LANGUAGE

⁹ **Step aside** – Move out of the way: → “I can't pass, would you please **step aside**?” ← / → **Step aside** or the dog will bite you.” ←
/// Resign, quit: → “The manager decided to **step aside** for a younger colleague.” ← / → “Should Charles **step aside** and let William be the heir to the throne?” ←

¹⁰ **In a jiffy** – In a minute, very soon: → “When Norman says he'll be here **in a jiffy**, he really means 20 minutes.” ← / → “Keeping this in mind, we have included a lot of recipes which can be cooked **in a jiffy**.” ←

¹¹ **Straighten up** – To become or cause to become erect: → “**Straighten up** in your chair or you'll end up with a back problem.” ← / → “Let's get the office **straightened up**.” ←

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23.- Speaking with Security Personnel at the Airport / Speaking with a Flight Attendant on the Plane –

Exercises

Some examples of what you have just seen:

- ¹² **By the way** – “**By the way**, I heard that Ed resigned.” / “**By the way**, tomorrow is casual dress day.” / “**By the way**, yesterday you forgot your umbrella.” / **By the way**, your wife called, she wants you to call her back.”
- ¹³ **Hope** – “Is there any **hope** of getting the loan?” / “This new order raised our **hopes** of having a profitable year.” / “I’m **hopeless** about getting a job in the near future.” / “I **hope** you’re coming home for Christmas.”
- ¹⁴ **Allow** – “Kids are not **allowed** in the plant.” / “We **allow** smoking only in designated areas.” / “The schedule **allows** time for a coffee break.” / “In calculating profit, retailers must **allow** for breakage and spoilage.”

ENGLISH CLIPS

DISC 12 – TRACK 14

1. Off on the wrong foot – Getting a bad start on a relationship or on a task. >> “*Sometimes it’s hard to fix things when you get **off on the wrong foot.***”
2. On the fence – Undecided. >> “*Have you decided if you’ll take the job? ...No. I’m still on the fence.*”

TONGUE TWISTER

DISC 12 – TRACK 21

If two witches were watching two watches, which witch would watch which watch?

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24.- Shopping at a Store

24.1

DISC 12 – TRACKS 23 & 26

Good morning, sir. May I help you with something?

I'm just looking around. Thanks.

Ok; I'm here; let me know if you need anything.

I will. Oh! by the way, do you have any executive gifts?

Certainly, sir. Please come with me. Looking for anything special?

Well, I was **thinking**¹ of a letter opener set.

We have a beautiful letter opener and scissors set in a wood **case**.² Here they are.

Yes, they're nice. How much do they cost?

Forty nine dollars and fifty cents plus tax.

Ok, I'll take it. **Put it on**⁹ my credit card...

Very well, sir; would you like it gift-wrapped?

Good idea; how much does it cost?

Only five dollars.

Cool! Put in on my credit card as well.

VOCABULARY

¹ **THINKING** – To make the mental choice (of) > example: "I was thinking of a number for the lottery."

² **CASE** – A container, such as a box or chest > example: "I like your new briefcase."

³ **HOLIDAY** – A religious feast day > example: "We like holidays 'cause we don't have to work then."

⁴ **ORDER** – To request (something) to be supplied or made, esp. in return for payment > example: "Go ahead and order any supplies you may need."

⁵ **DELIVERY** – The voluntary transfer of something from one party to another > example: "We need to hire somebody to take care of the deliveries."

⁶ **CUSTOMIZED** – Make according to requirements > example: "We can customize our products for customers with special needs."

⁷ **BILL** – A printed statement of money owed > example: "We've got the electric bill today; it's way too high!"

⁸ **INSTALL** – To place in position, connect and adjust for use > example: "They're installing the software today."

24.2

DISC 12 – TRACKS 30 & 33

Good evening! How can I help you?

I'm looking for some **holiday**³ gifts. I'm **thinking about**¹⁰ some food baskets.

Those are special products. We need to **order**⁴ them for Christmas **delivery**⁵. Would you mind looking through our catalogs?

Let me take a look at them.

Will these be personal gifts or corporate gifts?

Most of them will be corporate gifts; just a few will be personal.

All of these products can be **customized**⁶ with your Company's logo. And, if you want, they can be shipped directly to the people on your gift list, with a personalized note **as well**.¹²

Nice! But do I have to pay up front¹¹ if I order today?

Not really.¹³ We can **bill**⁷ your Company and you can pay online before the **actual**¹⁴ shipping date.

Are there any other charges?

Only shipping; and design charges if you want them customized.

Ok. Let me order some of these food baskets...

Ok; just give me the item number and how many you would like to order.

Fine.

24.3

DISC 12 – TRACKS 37 & 40

Good afternoon, I need to buy a tablet for my daughter.

Sir, you came to the right place. What type of tablet do you have in mind?

I want the best one you have.

We have the Universe 5.0; it's amazing: it has a 1.9GHz quad-core processor and it comes with Android 5.0.2 and you can upgrade it to Android 6.0.1.

Sounds nice. How about its memory?

It has 3GB RAM memory **installed**⁸ and you can easily expand it to 32 gigabytes.

Perfect! How much it cost?

\$899.00 Dollars plus tax and it's worth every penny.

That includes the case?

Yes, it includes USB cable, charger and case.

DISC 12 – TRACK 28

TIPS: U.S.A. HOLIDAYS

January 1st - New Year's Day
3rd Monday of Jan - Martin Luther King Day
3rd Monday of February - President's Day
2nd Sunday of May - Mother's Day
Last Monday of May - Memorial Day
2nd Sunday of June - Father's Day
July 4th - Independence Day
1st Monday of September - Labor Day
2nd Monday of October - Columbus Day
2nd Monday of November - Veterans Day
Last Thursday of Nov - Thanksgiving Day
December 25th - Christmas Day

IDIOMS AND USES OF LANGUAGE

⁹ **Put it on** – Charge a purchase: → "If I decide to buy a perfume, I'll **put it on** my card." ← / → **Put it on** Jonathan's account." ← // To apply; activate: → "Put on the new CD we got today." ← / → "This is the new schedule; **put it on** the board." ←

¹⁰ **Think about** – A careful assessment: → "Let's **think about** next year's sales." ← / → "Don't **think about** that any more." ← / → "I'm **thinking about** my old folks." ← / → "If you don't **think about** the future, you can't have one." – John Galsworthy ←

¹¹ **Up front** – In advance; beforehand: → "They won't deliver the order today, unless we pay **up front**." ← / → "I have found that **being honest** is the best technique I can use. **Right up front**, tell people what you're trying to accomplish and what you're willing to sacrifice to accomplish it." – Lee Iacocca ←

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24.- Shopping at a Store – Exercises

Some examples of what you have just seen:

- ¹² **As well** – “He referred to other matters **as well**.” / “Mary is going to Italy and France **as well**” / “Since he can’t get there on time, he might **as well** stay at home.” / “Tim is correct; but you might **as well** be right.”
- ¹³ **Not really** – “I’m **not really** upset, I’m just disappointed.” / “This is **not really** a problem; I’d rather see it as a challenge.” / “Are you busy?” – “**Not really**; what can I do for you?” / I’m **not really** interested in your products; sorry.”
- ¹⁴ **Actual** – “I want to know the **actual** number of days you worked last week.” / “What **actually** happened is that Richard got drunk.” / “Have you seen my brother” – “**Actually**, no, I haven’t seen him.” / “The **actual** temperature is higher than expected.”

ENGLISH CLIPS

DISC 12 – TRACK 35

1. Out of the blue – Something that suddenly and unexpectedly occurs. >> “*We were at the meeting when **out of the blue** the boss announced his retirement.*”
2. Pull the plug – To stop something. To bring something to an end. >> “*We will have to pull the plug on this project.*”

RIDDLE

DISC 12 – TRACK 42

Two mothers and two daughters were fishing. They managed to catch one bass, one catfish, and one perch. Since only three fish were caught, how is it possible that they each took home a fish?

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25.- Complaining About Bad Service at a Hotel or when Renting a Car

25.1

DISC 13 – TRACKS 2 & 5

Room Service. May I help you?

I'm calling from room 436. I ordered a **meal**¹ and I haven't gotten it yet.

We're sorry sir; we have so many¹² orders we're working on.⁹ I'll try to have it ready in a moment.

How long do you think it will take? I'm starving!

It shouldn't take more than ten minutes.

Can't you speed it up?

I'm doing the best I can. I will try to have it faster.

Well. I would really appreciate it if you sent it right away.

I'm on it, sir. Sorry again!

25.2

DISC 13 TRACKS 9 & 12

Good morning, sir. How can I help you?

I'm returning a car I rented.

Very good. Did you find everything ok?

Actually, I didn't. I had a few problems with the car.

How come? What kind of problems did you have?

First of all, the alarm wasn't working right. Sometimes it didn't work at all. Also, it **shimmies**² when you're driving down the highway. And there's some black smoke coming out of the muffler. It badly needs **maintenance**.³

This is really embarrassing.⁷ We always take good care of our cars; I don't know what could go wrong.

To tell you the truth, you're about to **lose**⁴ a customer. I wouldn't like to rent a car from you in the future.

I understand. I'll talk to the manager about this issue.

You know, you guys are really **expensive**.⁵ We surely **deserve**⁶ a lot¹³ better service.

Let me call the manager at once.

Ok. I'll wait.

25.3

DISC 13 – TRACKS 16 & 19

Front desk, may I help you?

I'm calling from room 3654. Is anybody coming up to clean my room?

They should've been on their way up, sir. Is there a problem with your room?

Yes, there is. It's about noon and the room isn't **done**¹⁰ yet. I don't have any clean towels and the room's **a mess**.¹¹ It should have been done **by now**.¹⁴

Let me call our people on your floor.

Sir? We'll take care of your room in a moment.

I'm afraid now it's really **late**.⁸ Right now I just wanna have some clean towels.

You can do the room after I leave.

Ok. I'm sending your towels right away.

Fine!

VOCABULARY

¹ **MEAL** – The food served and eaten > example: “Wendy specializes in preparing delicious meals.”

² **SHIMMING** – To vibrate or wobble abnormally > example: “I think one of the wheels is shimming.”

³ **MAINTENANCE** – The work of keeping something in proper condition > example: “We shutdown the plant in July for maintenance work.”

⁴ **LOSE** – To fail to keep or maintain > example: “You're always losing the car keys: here they are.”

⁵ **EXPENSIVE** – High-priced; costly > example: “That's an expensive car you're driving.”

⁶ **DESERVE** – To be worthy of; merit > example: “I think Julian deserves to be promoted to line supervisor.”

⁷ **EMBARRASING** – To place in doubt, perplexity, or difficulties > example: “We were so embarrassed when the computer failed to work in the middle of the presentation.”

⁸ **LATE** – Occurring after the correct or expected time > example: “Look at Sandra: she's always running 'cause she's always late.”

DISC 13 – TRACK 7

TIPS: AVOID RUN-ON SENTENCES

Being concise is critical in English. Avoid run-on sentences; in other words, don't link too many sentences or you'll end up losing consistency.

Example: “Next chapter has a lot of difficult information in it, you should start studying right away.”

It's better to use a period to separate: “Next chapter has a lot of difficult information in it. You should start studying right away.”

IDIOMS AND USES OF LANGUAGE

⁹ **Working on** – To exert effort in order to do: → “We're **working on** your orders even as we speak.” ← / → “I've been **working on** this project since October.” ← / → “If you don't make mistakes, you're not **working on** hard enough problems. And that's a big mistake.” – F. Wiczek ←

¹⁰ **Done** – To perform or execute: → “I want this **done** by noon today.” ← / → “What happened to your hair? – “I just had it **done**.” ← / → “How do you want your steak?” – “Well **done**, please.” ← / → “**Done!** – I'm outta here.” ← / → “Only Robinson Crusoe had everything **done** by Friday.” – Anonymous ←

¹¹ **A Mess** – A chaotic state of affairs: → “Felix left **a mess** in his work station.” ← / → “The office was **a mess** after the party.” ← / → “Some employees waste their time **messing** around during their breaks.” ← / → “The past is never there when you try to go back. It exists, but only in memory. To pretend otherwise is to invite **a mess**.” – Chris Cobbs ←

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25.- Complaining About Bad Service at a Hotel or when Renting a Car – Exercises

Some examples of what you have just seen:

¹² **So many** – “We have **so many** orders that it’s difficult to track them all.” / “We had **so many** guests at the inauguration; it was a success!” / “I wonder why **so many** workers show up late for work.” / “I told you **so many** times to fix that faucet.”

¹³ **A lot** – “I’ve got **a lot** of things to do.” / “That watch probably cost you **a lot**.” / “**A lot** of people have made reservations for this weekend.” / “I’ve told you **a lot** of times not to be disrespectful.” / “How long is Jim delayed?” – “**A lot!**”

¹⁴ **By now** – “You should have closed that sale **by now**.” / “Your shipment must be arriving **by now**.” / “That’s all **by now**.” / “I can replace you **by now**, but I’m leaving at 1:00 PM.” / “We should have been paid **by now**.”

ENGLISH CLIPS

DISC 13 – TRACK 14

1. Red tape – Rules and regulations that seem unnecessary (often from the government). >> “I had to go through a bunch of **red tape** to get my medicine.”
2. Sell like hot cakes – To sell very quickly. >> “You’d better buy them now. They are selling like hot cakes!”

THOUGHTS

DISC 13 – TRACK 21

“A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the quality of his actions and the integrity of his intent. In the end, leaders are much like eagles...they don’t flock, you find them one at a time.”

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26.- Refusing to Pay a Bill

26.1

DISC 13 – TRACKS 29 & 32

Good morning, are you the manager?

I am; how can I help you?

I just want to tell you that I **refuse**¹ to pay this restaurant bill.

Excuse me, I don't understand. Was there any problem with the food or with the service?

I ordered dinner and it took more than an hour to get to my room. Everything was cold but the lemonade. I just didn't like it, but I was starving and it was **too late**¹² to go out for dinner.

*Well, you **signed**² the bill and you didn't return the food. I'm afraid you will have to pay for it.*

I'm telling you I'm not. I called room service 45 minutes after I had ordered and, although they promised to send my order at once, it still took some **30 minutes** to get to my room. And I had to sign for it so I could have my dinner. **Afterwards**³ I realized the food was totally cold.

Why didn't you call the front desk to complain? There's an evening manager on duty to take care of any problem you might have.

I didn't know I could. So, what's it gonna be?

*I'll give you **credit**¹³ this time; but I suggest you call the front desk whenever you have any reason to complain.*

You bet I will!

VOCABULARY

¹ **REFUSE** – To decline to accept (something offered) > example: “She **refused** a promotion to supervisor.”

² **SIGN** – To approve or ratify by affixing a signature, seal, or other mark > example: “The boss **signed** the new benefits package.”

³ **AFTERWARDS** – After an earlier event or time; subsequently > example: “The meeting ends at 3:00 PM; lunch will be served **afterwards**.”

⁴ **DAMAGE** – Injury or harm impairing the function or condition of a person or thing > example: “Unfair competition is **damaging** our business.”

⁵ **CARRIER** – One that transports or conveys > example: “They are very reliable **carriers**; they've been in business for over thirty years.”

⁶ **BLAME** – To attribute responsibility to; accuse > example: “Everybody **blamed** design for this failure.”

⁷ **GOODS** – Something that has economic utility or satisfies an economic want > example: “We use a truck to deliver the **goods** we sell.”

⁸ **PROCEDURE** – Series of steps taken to accomplish an end > example: “We practice evacuation **procedures** every month as a safety measure.”

26.2

DISC 13 – TRACKS 36 & 39

Customer service, good morning...

This is Betty Atwood from IMD. My account number is 405246-8.

Let me look it up. Ok, how can I help you?

We received a shipment of hard hats from your company and they're **damaged**⁴.

We're sending them back to you and I will need a credit memo for the invoice.

*Wait a minute, if the goods are damaged, they **might**¹⁴ have been damaged in transit, you should present a claim to the **carrier**⁵.*

Look: I don't care who's to **blame**⁶. I no longer want the products and I'm not paying your bill.

*The **goods**⁷ left the factory undamaged. I insist that you should complain with the shipping company; otherwise we won't be able to accept the shipment back in our plant.*

Well, then it will have to be going **back and forth**⁹ because we don't want the goods either.

*Ms. Atwood, we would issue a credit memo as soon as you submit your claim to the carrier. They have insurance and most **likely**¹⁰ it will cover for the damaged goods. I know it's a hassle, but it's the **procedure**⁸.*

Can't you present the claim to the carrier?

We can't; it has to be done on your side of the shipment. That's the way it is.

Ok. What am I supposed to do?

Just go ahead and call the shipper. Their phone number is 1-800-555-5023; and let them know about the problem. They'll pick up the shipment and ask their insurance company to pay for what's broken. They will issue your credit memo. In the meantime, I'll put a hold on your invoice so you won't become past due.

It better not. We don't want to **mess up**¹¹ our credit record.

No, don't worry. Call them and you can rest assured that your problem will be solved.

DISC 13 – TRACK 34

TIPS: BETTER GET USED TO SAYING

Americans don't use articles as much as we do; see some examples:

“I leave home at 8:00 AM.”

“Stay away from moving equipment.”

“That happened on July 7th 1949.”

“She was born on December 20th.”

“User can print invoices from this screen.”

“We can enjoy pasta at Carlo's.”

“Minor adjustments will be needed when installing.”

“Only 47 percent of adults read literature.”

IDIOMS AND USES OF LANGUAGE

⁹ **Back & forth** – Moving from one place to another and back again: → “The plane travels **back and forth** to Houston every day.” ← / → “They were discussing the same issue **back and forth**.” ← / → “Some people tap their feet, some people snap their fingers, and some people sway **back and forth**. I just shorta do'em all together, I guess.” – Elvis Presley ←

¹⁰ **Likely** – Having good possibilities of happening: → “He will quite **likely** require some help.” ← / → “There are several **likely** candidates for the job.” ← / → “My wife is **likely** to become very angry if I get home late tonight.” ← / → “If you have no critics you'll **likely** have no success.” – Malcolm X ←

¹¹ **Mess up** – Do a bad job, ruin it: → “The manager **messed up**. He spent too much.” → “I'm sorry; I **messed up** and lost my appointment.” ← / → “Children really **mess up** the house on rainy days.” ←

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26.- Refusing to Pay a Bill – Exercises

Some examples of what you have just seen:

- ¹² **Too late** – “It’s **too late** to say you’re sorry.” / “Where you’re going? – It’s **too late**, the bank is already closed.” / “Christmas’ orders arrived **too late** to be delivered.” / “Your payment came in a little bit **too late**, we had to charge late fees.”
- ¹³ **Credit** – “This order must be **credited** to Jack.” / “We give you **credit** for a job well done.” / “We’re so proud in seeing your name in the pictures’ **credits**.” / “I bought my stereo on **credit**.” / “We overcharged you, so we’ll **credit** your account.”
- ¹⁴ **Might** – “He **might** have come yesterday.” / “She **might** help if she knew about the subject.” / “**Might** I express my opinion?” / “If you were older you **might** understand.” / “He **might** as well be an engineer.” / “You’re so rude; you **might** at least apologize.”

ENGLISH CLIPS

DISC 13 – TRACK 41

1. Zero tolerance – No crime or law breaking big or small will be overlooked. >> “*The new manager implemented a **zero tolerance** policy.*”
2. A chip on your shoulder – Being upset for something that happened in the past. >> “*Since she was removed from management, she has some kind of **chip on her shoulder**.*”

TRUE OR FALSE

DISC 13 – TRACK 42

Tabloid – During the late 1800’s, this word was taken from the name of Frank Tabloid, publisher of the *New York Dispatch*.

True

False

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27.- Refusing to Honor a Warranty Claim on a Defective Product

27.1

DISC 14 – TRACKS 2 & 5

Technical Support, Doug speaking. May I help you?

Doug, this is Rex Sullivan from Superior Molding. I’m calling in reference to our claim on a defective compressor.

I’m sorry Mr. Sullivan, but your claim was not accepted.

What? I just can’t believe it. We told you it was failing and we submitted our claim on time. It should be covered by the warranty.

You see, the technical report determined that the unit was incorrectly installed. It’s out of my hands¹⁴ to resolve it.

I just don’t agree. Who do I have to talk to in order to¹⁷ get this solved?

There is a temporary¹ manager in charge of this department but he is out of town.

Well, he better take care of this thing when he comes back; I really don’t want to take any legal steps² against you guys.

You can email your complaint; it won’t be easy but he may be able to help you.

I will, but if you don’t honor the warranty I will have no choice³ but to turn over¹⁵ this case to our Legal Department, ok?

I hope it won’t be necessary; the manager will have an answer very soon.¹⁸

VOCABULARY

¹ **TEMPORARY** – Not permanent; provisional > example: “This is our temporary office while the new one is under construction.”

² **LEGAL STEPS** – To undertake legal measures with a view to the attainment of some end.

³ **CHOICE** – An alternative action or possibility > example: “Richard may be the manager’s choice for supervisor.”

⁴ **CHAPTER 11** – A bankruptcy option in which a trustee is appointed to reorganize a bankrupt firm.

⁵ **TUMBLE** – To collapse, to drop > example: “Gasoline price tumbled because of excessive supply.”

⁶ **NOSE DIVE** – A sudden drop or sharp decline > example: “Markets took a nose dive because of the war.”

⁷ **BELLY UP** – Relating to or being in bankruptcy > example: “They lost their contracts and went belly up.”

⁸ **FLEE** – To run away from > example: “Everybody fled as soon as the police car arrived.”

⁹⁻¹³ **Cont. on “Extra Vocabulary”**

27.2

DISC 14 – TRACK 9 & 12

Solar Energy Systems, Martin speaking...

Martin, this is Jewel Heinz, from Pike Construction. We need to return a CNC machine we acquired from your company; we purchased it less than six months ago, so I think it’s still covered by warranty.

Mrs. Heinz, I regret to inform you that we are no longer honoring claims for warranty.

How come? I suppose you have a good explanation for this, Martin.

Well, the bad news is that the Company is in really bad shape and we are being forced to file Chapter 11⁴ bankruptcy.

These are shocking news! Is the situation that bad?

It’s far worse than it looks. Our market tumbled⁵ and our sales took a nose dive.⁶ We went belly up.⁷ Customers are fleeing⁸ for our competitors. It’s really a major disaster.

I think we have no option but to sue⁹ you; otherwise we’ll be getting pennies on the dollar¹⁶. This machine cost us a great deal¹⁹ of money. You’ll be hearing from our Legal Department soon.

I understand how you feel. Do whatever you consider necessary. I’d do the same if I were you.

I appreciate it nonetheless.¹¹

DISC 14 – TRACK 7

TIPS: ENGLISH SAYINGS

Some English sayings are particular to this language; find out their meaning:

“A broken friendship may be soldered, but it will never be sound.”

“Save it for a rainy day.”

“A good Jack makes a good Jill.”

“After dinner sit a while; after supper walk a mile.”

“As sober as a judge.”

“As serious as a heart attack.”

“Bacchus has drowned more men than Neptune.”

“Caution is the mother of safety.”

“Don’t trouble trouble until trouble troubles you.”

27.3

DISC 14 – TRACK 16 & 19

Eagle Enterprises...this is Stephanie...

Stephanie, this is Francisco, from Mexico... Did you make up your mind about our claim?

There you go again Frank; I told you time and again: you bought that product “as is” and therefore it’s not covered by any warranty whatsoever.

I know you told me that, but I’m sure I’m entitled to a refund or something. I’m a long-time customer.

Well, sue me. I don’t feel we owe¹⁰ you anything.

This is really getting nasty¹². I’ll have my attorney taking a look into this matter. I’m just warning¹³ you. You’ll pay us to the last penny.

Nice try Frankie; forget it, you’re only wasting your time and money.

IDIOMS AND USES OF LANGUAGE

¹⁴ **Out of hand** – Out of control: → “Prices went out of hand. We couldn’t control them.” ← / → “Employee absenteeism has gotten out of hand.” ← / → “Things went out of hand when the brawl started.” ←

¹⁵ **Turn over** – To deliver; transfer: → “The court is asking us to turn over our records.” ← / → “This order will turn over more than one million in revenue.” ← / → “The nation behaves well if it treats the natural resources as assets which it must turn over to the next generation increased, and not impaired, in value.” – Theodore Roosevelt ←

¹⁶ **Pennies on the dollar** – Getting / paying part of what is owed: → “This is such a bargain! –you’ll be paying pennies on the dollar.” ← / → “I’m sorry for you, you’ll be getting pennies on the dollar since your customer went bankrupt.” ←

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27.- Refusing to Honor a Warranty Claim on a Defective Product – Exercises

Some examples of what you have just seen:

- ¹⁷ **In order to** – “You need to go to school **in order to** get your diploma.” / “I need to meet with Joe **in order to** coordinate today’s meeting.” / “**In order to** win, we have to work as a team.” / “We’re closing the gym **in order to** do some major repairs.”
- ¹⁸ **Soon** – “See you **soon!**” / “I’m leaving.” – “Why so **soon?**” / “Come home a little **sooner** if you can.” / “I guess I spoke too **soon** about moving to Boston; I didn’t get the job after all.” / “Mr. Williams will be here very **soon**.”
- ¹⁹ **Deal** – “He has a great **deal** of experience.” / “It’s a done **deal**.” / “The committee will **deal** with this problem.” / “Don’t worry; that’s not a big **deal**.” / “You see: I finished all my work in just a couple of hours” – “Oh, yeah? **Big deal!**” / “Don’t make a **big deal** out of that. It was a misunderstanding.”

ENGLISH CLIPS

DISC 14 – TRACK 14

1. Crack up – To make someone laugh. >> “The boss always knows how to **crack someone up**.”
2. Float (someone) a loan – To loan someone money. >> “They needed money, so they had to **float a loan**.”

TONGUE TWISTER

DISC 14 – TRACK 21

If Peter Piper picked a peck of pickled peppers, where’s the peck of pickled peppers Peter Piper picked?

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28.- Describing a Business Trip Agenda

28.1

DISC 14 – TRACKS 23 & 26

Mary, have you arranged Mr. McMahon’s trip for next week?

Certainly, Quentin. If you want, we can go over it.

Yes, yes; I need to know exactly all the details.

Ok. First, he’s flying from Saltillo to Dallas at 7:00 AM tomorrow. He’ll change planes in D-FW and leave for Chicago’s O’Hare at 11:00 AM. At O’Hare, he has a rental car reserved under¹² his name and a room booked at the Downtown Marriot. That’s all for tomorrow.

What about¹³ day after tomorrow?

He has breakfast at Bojangle’s with Mr. Wilcox and Ms. Romanowski. Then they’ll have an appointment at 9:30 at the Cook County Court House to see about the Incorporation documents. He has all the documents ready in a sealed¹ envelope.

At what time is their meeting with the people from Singapore?

The meeting is in Milwaukee at 4:00 PM; they’ll drive north from Chicago. They’ll have plenty of time to make it to the meeting. Later on, they’ll have dinner with them; and they’ll decide about the restaurant since they are inviting Mr. McMahon and friends.

And the following day?

They’re leaving the car in Milwaukee and flying to Toledo, Ohio to see about the milling machine² that we have ordered. They will check the progress and negotiate final payments, shipping, customhouse³ arrangements,⁴ etc. From Toledo, he will fly back to D-FW and then to Saltillo on Friday evening.

So, everything’s been taken care of, hasn’t it?

Yes, sir; everything’s ready.

Cool!

28.2

DISC 14 – TRACKS 30 & 33

Francine... Do you have my schedule for tomorrow’s trip?

Yes, sir. Do you want to check it out?

Yes, please.

Flight tickets and accommodations⁵ have been booked, everything is in the envelope. You’re leaving Saltillo at 9:00 AM tomorrow.

What’s on the agenda?

You’ll be arriving in Akron in the afternoon. You only have dinner with Mr. Jones at 9:00 PM in the hotel. On Thursday, you have a meeting with Research and Development people at 7:00 AM. At 8:30 you’ve got to see Hillary Newark about the training program for electrical, mechanical and maintenance personnel for the new conveyors⁶ in the fall. At 10:00 you have a meeting with Finance people to see about the budget for the next semester; they’re expecting a complete report for the first quarter.⁷ I’ve just got the report for you to analyze it tonight. At 1:00 PM you have lunch with Larry and Abe. Then you have the afternoon free¹⁴ in case⁹ you want to wander¹⁰ around the city.

I would like to go to see the Indians play. Cleveland is not far away. I’ll rent a car.

Do you want me to book it for you, sir?

No, don’t bother.¹¹ I’ll decide that after lunch.

Ok. Next day you’ll have more meetings: with Quality at 7:00AM, Marketing at 8:30, Logistics at 10:00 and again with Hillary at noon. You’ll have plenty of time for lunch and then you’ll fly back at 5:00 PM. That’s it.

Well, it looks like I have plenty of things to do.

Well, you won’t get bored,⁸ I can tell.

VOCABULARY

¹ **SEAL** – Any substance or device used to close or fasten tightly > example: “This container must be sealed before shipping.”

² **MILLING MACHINE** – A machine tool in which a horizontal arbor or vertical spindle rotates a cutting tool above a horizontal table.

³ **CUSTOMHOUSE** – A government office, esp. at a port, where customs are collected and ships cleared for entry.

⁴ **ARRANGEMENT** – A preparatory measure taken or plan made; preparation > example: “Our legal department is making arrangements to negotiate the new contract.”

⁵ **ACCOMMODATION** – Lodging or boarding and lodging > example: “I’ve booked accommodation for all our guests in the same hotel.”

⁶ **CONVEYOR** – A moving belt that transports objects > example: “All pieces are moved with state-of-the-art conveyors.”

⁷ **QUARTER** – One fourth of a year; three months > example: “Sales soared during the year’s last quarter.”

⁸ **BORED** – To tire or make weary by being dull or uninteresting > example: “Morning meetings are really boring.”

DISC 14 – TRACK 28

TIPS: WRITING LETTERS

Be concise when writing a letter. If you want to collect a payment due, avoid writing lengthy paragraphs; you can write something like this:

“This is in reference to our invoice 85269.. Your prompt payment would be sincerely appreciated, as it is already due. If you have any concerns regarding this payment, please contact me as soon as possible.”

Yours truly...

IDIOMS AND USES OF LANGUAGE

⁹ **In case** – If it happens that; if: → “Take your umbrella if you go out, just in case.” ← / → “Call me at this number just in case of an emergency.” ← / → “The average pencil is seven inches long, with just a half-inch eraser – in case you thought optimism was dead.” – Robert Brault ←

¹⁰ **Wander** – Moving without a definite destination or purpose: → “I was wandering down the street when I met her.” ← / → “Stop wandering about; you make me nervous.” ← / → “There is nothing worse for mortals than a wandering life.” – Homer ←

¹¹ **Bother** – A state of worry, trouble, or confusion: → “Don’t bother in showing up for work if you’re late.” → “My back is constantly bothering me.” ← / → “Thanks for the gift! – You shouldn’t have bothered!” ← / → “He that has money is bothered about it; and he that has none is bothered without it.” – Anonymous ←

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28.- Describing a Business Trip Agenda – Exercises

Some examples of what you have just seen:

- ¹² **Under** – “Is the car **under** your name?” / “I’m **under** the impression that she gets upset.” / “Charles has more than 20 employees **under** him.” / “You’ll find that address **under** Government in the Yellow Pages.” / “Frank is **under** my direct orders.”
- ¹³ **What about** – “So, **what about** renting the office we saw yesterday?” / “**What about** if you help me? – **What about** if I say no?” / “**What about** going bowling after work?” / “I’m ready to go; **what about** yourself?”
- ¹⁴ **Free** – “Can I borrow your pen?” – “Please, feel **free!**” / “How do you spend your **free** time?” / “Are you **free** tomorrow?” / “I’ve got some **free** samples.” / “Two more orders to deliver and I’ll be home-**free.**” / “Please, feel **free** to call me if you have any questions.”

ENGLISH CLIPS:

DISC 14 – TRACK 35

1. Go the extra mile – Going above and beyond whatever is required for the task at hand. >> “I like doing business with that company. They always go **the extra mile**”
2. Hit the books – To study, especially for a test or exam. >> “I’m going to hit the books this weekend while everyone else is having fun.”

RIDDLE

DISC 14 – TRACK 36

A cabdriver picked up a woman who was a notorious chatterbox. He didn’t want to engage in conversation so he pretended to be deaf. He pointed to his ears and his mouth to indicate that he could neither speak nor hear. As she was getting out of the taxi, he pointed to the meter so she would read how much she owed. She paid him and walked off. Then she realized he could not have been a deaf-mute. How did she know?

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29.- Negotiating Price and Sales Terms

29.1

DISC 15 – TRACKS 2 & 5

Purchasing. Walter speaking...

Hi, Wally, this is Jared Blackwell, from JBT Produce.

Hey **buddy**¹! What’s up?

Nothing much. Listen, I have the final **figures**² for your requisition. Want to discuss’em now before sending it in writing?

‘Course! We’re in a hurry to get this stuff.

Ok, the best price we can give you is \$ 12.50 per piece, plus shipping and tax.

*Sounds better than last time, but... can’t you put’em at \$ 12.00 **even?***¹³ *We’re talking about a rather large order.*

I wish I could, but unfortunately I can’t. We’re giving you **rock bottom**⁹ prices.

And how do we have to pay for this? Can you give us 30-day credit?

We’ll run a credit check and we can give you credit if you qualify. You can prepay your first order if you don’t want us to **hold**¹⁴ your shipment. Fair enough?

Fair enough. Please send me your final price quote in writing and we’ll take it from there.

Ok. I’ll send it within the hour.

Cool!

29.2

DISC 15 – TRACKS 9 & 12

Rogers Media Consultants, Fernanda speaking...

Fer, good morning. This is Tom O’Reilly, from Advanced Educational Services. I wonder if you have our price quotation ready.

*Oh, yes; as a matter of fact, I was about to call you. This is our proposal: We have two ways of working with your project: we can either charge you a **fee**³ by the hour, or we can charge a **lump sum**⁴ for the whole project.*

What’s the difference between them two?

*Depends on the **scope**⁵ of your project. We can perform a limited market **survey**⁶ or we can perform a full-scale, in-depth survey. In the first case, it’s more convenient for you if we charge it by the hour; otherwise, the second option will be better for you.*

How much do they cost?

*If it’s by the hour, your price will be \$50.00 an hour with a minimum charge of four hours a day. For the whole project, as stated in your price request, we’ll charge you \$7,500.00 **regardless**¹⁵ the number of hours.*

How about payment terms?

*We require a 25% deposit, an additional 25% when we **submit**⁷ preliminary results and the balance upon completion.*

I like the second choice; but it’s our policy not to advance any payments. You can run a credit check if you wish. We’ll pay you as soon as you submit your final report.

*I would really like to work the way you require, Tom, but please realize that our operation is quite expensive when performing a survey: **personnel, paperwork**,⁸ **phone calls**, etc.*

Well, think about it. Let me know if you can **come up with**¹⁰ a good solution. As I told you, I like the way you work, but I have to **play by the rules**,¹¹ and the rule is **crystal clear**.¹² no advance payments allowed, no exceptions.

Ok. Let me talk to my boss and I’ll get back to you.

All right, just don’t take too long as we are considering some other offers.

I better hurry; talk to you soon.

VOCABULARY

¹ **BUDDY** – A good friend; a comrade > example: “On Mondays I go to dinner with all my college **buddies**.”

² **FIGURES** – Amount expressed numerically > example: “By seeing these **figures** I can sum up that we’re losing money.”

³ **SEE** – A charge for professional services > example: “Doctor Jones’ **fees** are really extreme.”

⁴ **LUMP SUM** – A single sum of money that serves as complete payment > example: “She opted to receive her pension benefit in one **lump sum**.”

⁵ **SCOPE** – The area covered by an activity, topic, etc > example: “The **scope** of the new policies affects all departments alike.”

⁶ **SURVEY** – The gathering of a sample of data or opinions considered to be representative of a whole > example: “The **survey** shows who goes to the movies on weekdays.”

⁷ **SUBMIT** – To present or propose to another for review, consideration, or decision > example: “We are **submitting** our bid on that contract.”

⁸ **PAPERWORK** – Clerical work, such as the completion of forms or the writing of reports or letters > example: “There’s just too much **paperwork** to get a visa.”

DISC 15 – TRACK 7

TIPS: WRITING LETTERS

Be concise when writing a letter. If you need to delay a payment due, don’t write long paragraphs, instead:

*“This is in reference to your invoice 23597, due the 10th. Regrettably, we don’t have your check ready yet. It will be mailed to you no later than Friday, August 24th. We apologize for any inconvenience our delay has caused you.
Yours truly*

IDIOMS AND USES OF LANGUAGE

⁹ **Rock Bottom** – The lowest possible level: → “Our competitors are offering **rock bottom** prices.” ← / → “Our bank account will hit **rock bottom** if we don’t get payments soon.” ← / → “Since my last report, he has reached **rock bottom** and has started to dig.” – Anonymous ←

¹⁰ **Come up with** – To produce or find: → “You never know what the boss is going to **come up with**.” ← / → “Larry **came up with** a good idea.” ← / → “Throw a lucky man into the sea, and he will **come up with** a fish in his mouth.” – Arabian Proverb ←

¹¹ **Play by the Rules** – Do exactly what the rule says: → “He got what he deserves because he doesn’t **play by the rules**.” ← / → “Don is really stubborn, he always wants to **play by the rules**.” ←

¹² **Crystal Clear** – Very clear, well understood: → “The boss was **crystal clear**: next time you’re late you’ll be fired.” ← / → “I liked the seminar; the instructor explained everything so it was **crystal clear**.” ←

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29.- Negotiating Price and Sales Terms – Exercises

Some examples of what you have just seen:

- ¹³ **Even** – “The picture is **even** with the window.” / “Larry has an **even** temperament.” / “It’s an **even** bargain.” / “Please copy all the **even** pages.” / “The teams were **even** at halftime.” / “He looked sick and felt **even** worse.” / “He didn’t **even** see the file.”
- ¹⁴ **Hold** – “Please **hold** your breath for a moment.” / “They will **hold** our tickets until tomorrow.” / “That cable won’t **hold** much longer.” / “**Hold** your horses! she told me when I got upset.” / “He **holds** a Law degree from Harvard.”
- ¹⁵ **Regardless** – “We’ll keep on working **regardless** of the difficulties.” / “The new job is available **regardless** the gender” / “We offer credit to everyone, **regardless** of their credit history.” / “Both models feature extremely easy-to-read displays, **regardless** of mounting location.”

ENGLISH CLIPS:

DISC 15 – TRACK 14

1. Hit the sack – Go to bed or go to sleep. >> “I’m very tired. I think I’ll **hit the sack** right now.”
2. In black and white – In writing. >> “He just submitted his resignation in **black and white**.”

THOUGHTS

DISC 15 – TRACK 15

“Every morning in Africa, a gazelle wakes up. It knows it must run faster than the fastest lion or it will be killed. Every morning a lion wakes up. It knows it must outrun the slowest gazelle or it will starve to death. It doesn’t matter whether you are a lion or a gazelle...when the sun comes up, you’d better be running.”

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PROFESSIONAL ENGLISH FOR BUSINESS – STUDENT’S BOOK[©]

“A Practical Approach to Professional English”

30.- Screening¹ a Phone Call / Trying to Bypass² a Call Screener

30.1

DISC 15 – TRACKS 17 & 20

Riverfront Lumber Company, good morning...

Hi! May I speak to Jerome Brokaw, please?

Mr. Brokaw is in a meeting right now. Is there anything I can help³ you with?

Well, I really needed to talk to Mr. Brokaw...

Do you want to leave a message so¹² he can call you back?⁹

I better call back later on.¹⁰

What is this in reference to?

My name is Bill Powell, from Casualty Life Insurance.

Do you want to leave your phone number?

I think it's better if I call back.

As you wish...

30.2

DISC 15 – TRACKS 24 & 27

Martin Logistics. How may I help you?

Good morning, may I speak to Mr. Martin, please?

Mr. Martin is on the other line at the moment, may I ask who's calling?

My name is Austin Thomas, from Mexico.

What is this in reference to, Mr. Thomas?

Mrs. Louise Tomlinson, from MLT Trucking gave me Mr. Martin's phone number.

She recommended⁴ his company as a prospective client.

What type of business are you in?

We supply¹³ spare parts for maintenance for robots.

Do you have any information you can mail us?

I'd be glad if you give me your address. However,⁵ I really wish I could talk to Mr. Martin; would it be possible to wait on the line for him?

Well, it may take a while¹⁴ before he hangs up.¹¹ Why don't you give me your phone number so he can call you back in case he's interested?

Yes, of course, my number is 52-844-499-8025. Excuse me, when would it be more appropriate⁶ to call him again?

Normally he's tied up with visitors, phone calls, and so on... If you send your information he can look it up and call if he's interested.

Ok. Let me mail it to you. What's his address?

His e-mail is mmartin@mlc.com.

30.3

DISC 15 – TRACKS 31 & 34

Carrera Supply, good morning.

Can I speak to Mr. Bartholomew Carrera, please?

He's out of the office. May I ask who's calling?

I'm his friend. Can I have Bart's cellphone number?

Unfortunately,⁷ I don't have Mr. Carrera's cellphone number. Do you wanna leave me your name and phone number so he can call you back?

Yes, this is Melanie Robinson. Lemme give you my cellphone number...

Very well, I'll give him your message as soon as he returns or calls.

Please tell him that I really need to talk to him. It's quite urgent.

Don't you worry,⁸ I'll let him know.

Thanks.

VOCABULARY

¹ **SCREENING** – A system for selecting people, calls or situations > example: “We need to screen all candidates to find who's best suited for the job.”

² **BYPASS** – To go around or avoid > example: “We'll have to bypass the standard procedures to get the order.”

³ **HELP** – To give assistance to; aid: > example: “Daniel has been really helpful for us.”

⁴ **RECOMMEND** – To praise or commend > example: “To recommend a new book.”

⁵ **HOWEVER** – On the other hand; by contrast > example: “The book is expensive; however, it's worth it.”

⁶ **APPROPRIATE** – Right or suitable; fitting > example: “I think your dress is very appropriate for the occasion.”

⁷ **UNFORTUNATELY** – Regrettable or unsuitable > example: “Unfortunately, the train has already gone.”

⁸ **WORRY** – To be or cause to be anxious or uneasy > example: “We're worried about Jim: he didn't show up for work.”

DISC 15 – TRACK 22

TIPS: BUSINESS IDIOMS

Business World has its own idioms; here you have some of them:

At stake – Something to be lost or gained – “There's a lot at stake in tomorrow's meeting with the union.”

Under the wire – At the very last moment – “We finish the contract and sent it under the wire.”

Square one – From the beginning – “We couldn't come to an agreement, so we're back to square one.”

Play hardball – Act strong and aggressive – “It was difficult to negotiate with Tom; he was playing hardball all the time.”

IDIOMS AND USES OF LANGUAGE

⁹ **Call back** – Return a call; ask to return: → “She **called me back** at noon.” ← / → “Management **called back** the laid-off workers.” ← / → “He passed the test and he's waiting to be **called back**.” ← / → “When you pass through, no one can pin you down, no one can **call you back**.” – Anonymous ←

¹⁰ **Later on** – Subsequently, afterward → “When can I use the computer?” – “**Later on**, when I'm done.” ← / → “Please print this document at once; you can finish your work **later on**.” ← / → “Every difficulty slurred over will be a ghost to disturb your repose **later on**.” – Rabindranath Tagore ←

¹¹ **Hang up** – To put on a hook, hanger: → “Please **hang up** your coat and have a seat.” ← / → “My wife didn't want to talk to me; I called her and she just **hung up!**” ← / → Budget problems **hung up** the project for months.” ←

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“A Practical Approach to Professional English”

30.- Screening a Phone Call / Trying to Bypass a Call Screener – Exercises

Some examples of what you have just seen:

¹² **So** – “She’s **so** excited about her new job.” / “But the solution is **so** obvious; can’t you figure it out?” / “**So** you think you’ve got troubles? Just listen to mine.” / “I stayed late **so** I could talk to you.” / She became a loyal friend and remained **so**.”

¹³ **Supply** – “We’ll **supply** you everything you may need to do your job.” / “The pharmacy **supplies** all the medicine we need” / “Ken was fired; who will **supply** for his family needs?” / “The bank will **supply** the funds we need to buy raw materials.”

¹⁴ **Take a while** – “It will **take a while** before everyone gets trained.” / “The carrier said it will **take a while** before they deliver the shipment.” / “This is a big file; it will **take a while** to download it.” / “See you **in a while!**”

ENGLISH CLIPS:

DISC 15 – TRACK 29

1. In the bag – To have something secured. >> “Don’t worry, that contract it’s already **in the bag**”
2. Make an offer – To make a financial proposal for a product or service. >> “I’ll **make him an offer** that he will not refuse”

DISC 15 – TRACK 36

IDIOM QUIZ Choose an idiom at the bottom to replace the expression in the brackets below:

The computer company had much trouble having the new operating system (make a successful start).

- (a) in the red (b) get off the ground
(c) mean business (d) strike while the iron was hot

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PROFESSIONAL ENGLISH FOR BUSINESS – STUDENT’S BOOK[©]

“A Practical Approach to Professional English”

31.- Negotiating a Prospective Job, including Salary, Benefits, etc.

31.1

DISC 16 – TRACKS 2 & 5

Nick, I'd like to have you on our **team**.¹ Would you be interested?

It depends...¹² *what do you offer?*

Well, we need a professional to run our sales department **abroad**.² This involves a lot of traveling, though, mostly within the States; dealing with customers, looking for new customers, service after the sale, **so on and so forth**.³

Do I have to relocate?

Absolutely! We'll need you at our **headquarters**.⁴ We'll have you and your family moved and comfortably relocated.

And what is it exactly what you offer?

We can offer you Manager's Level Salary. Of course all business expenses paid, company car, corporate card and a percentage on the net sales. On a personal level, we'll help you relocate, find a house in town and a school for your kids.

*I will need to discuss this with my wife. She's planning on opening a small business in our hometown.*⁵

When can we expect your decision?

*I'll let you know before the week's over.*¹³

Ok. I'll hold our offer 'til then. I'll be looking forward to your answer.

31.2

DISC 16 – TRACKS 9 & 12

Ok, Blake, let's go over your application. You said that you have experience as a **crane**⁶ operator. What kind of cranes can you operate?

I have worked with many types of industrial cranes... like gantry cranes, jib cranes, overhead traveling cranes, etc.

What other industrial equipment do you have experience with?

I have some experience with industrial presses and milling machines.

Have you had any job-related accidents?

Only minor bruises once in a while, nothing serious.

Have you ever been fired⁷ from a job?

No, never.

Why did you quit your previous job?

*I was laid off.*⁹ *Seems that business was slow.*

We can offer you \$23.00 an hour, 40 hours a week. What do you think?

When can I start?

31.3

DISC 16 – TRACKS 15 & 18

Ok, Veronica, I want to offer you a position as line supervisor. Would you consider that?

*What will my duties*⁸ be?

Most of all, you will have to make sure the line works **smoothly**.¹⁴ You'll need to take care of the operators; see that everybody **shows up**¹⁵ for work on time; check that everybody is wearing their PPE. You will report directly to Phil Watson, the Manufacturing Manager. He will give you your daily tasks and you must comply with them.

Sounds interesting.

Tell me, how do you feel working under pressure?

*It's a piece of cake.*¹⁰

How about working extra hours if needed, and making your personnel work extra hours as well?

*That shouldn't be a problem. I think I'm up to the challenge.*¹¹

Great! That's what I wanted to hear!

VOCABULARY

¹ **TEAM** – A group organized to work together > example: "Our **team** of engineers take care of planning."

² **ABROAD** – In a foreign country or countries > example: "Fifty per cent of our products are sold **abroad**."

³ **SO ON AND SO FORTH** – More of the same or a similar kind: > example: "I travel one week to Mexico, the next to Houston, **so on and so forth**."

⁴ **HEADQUARTERS** – A center of operations or administration > example: "The Company has its **headquarters** in Michigan."

⁵ **HOMETOWN** – The city of one's birth, rearing, or main residence > example: "My parents still live in my hometown."

⁶ **CRANE** – A device for lifting and moving heavy objects > example: "We use a **crane** to move heavier objects."

⁷ **FIRE** – To dismiss from employment > example: "We had to **fire** Tom; he was not producing good results."

⁸ **DUTY** – A job or service allocated > example: "Jill will explain your **duties**."

DISC 16 – TRACK 7

TIPS: WORDS BEGINNING WITH "OUT"

Lots of words start with the prefix "out".

- | | |
|----------------------|-----------------------|
| 1. Outbid | 13. Outpatient |
| 2. Outburst | 14. Outplay |
| 3. Outcome | 15. Output |
| 4. Outdated | 16. Outrageous |
| 5. Outdo | 17. Outreach |
| 6. Outdoors | 18. Outride |
| 7. Outflow | 19. Outrun |
| 8. Outgrow | 20. Outsell |
| 9. Outlast | 21. Outskirts |
| 10. Outlaw | 22. Outsmart |
| 11. Outline | 23. Outspoken |
| 12. Outnumber | 24. Outwards |

IDIOMS AND USES OF LANGUAGE

⁹ **Lay off** – To terminate the employment: → "We had to **lay off** more than one hundred operators last month." ← / → "It's not the same being **laid off** as it is to be fired." ← / → "Six hundred workers at the automobile factory were recently **laid off**."

¹⁰ **Piece of cake** – Easy to do: → "Solving that puzzle was a **piece of cake**." ← / → "It was a **piece of cake**. I had everything done before lunch this morning." ← / → "It's a **piece of cake** until you get to the top. You find you can't stop playing the game the way you've always played it." – Richard Nixon ←

¹¹ **Up to the challenge** – Be prepared for: → "The task is rather complicated, but we're **up to the challenge**." ← / → "Don't take that job if you're not **up to the challenge**." ← / → "He was beaten up badly; he was just not **up to the challenge**." ←

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31.- Negotiating a Prospective Job, including Salary, Benefits, etc. – Exercises

Some examples of what you have just seen:

- ¹² **It depends** – “Do you want to go to the party?” – “**It depends**; who else is going?” / “The decision will **depend** on the price.” / “Much of the time, the success of a project **depends** on who’s in charge of it.” / “You can **depend** on his honesty.”
- ¹³ **Over** – “I can’t tell you this **over** the phone.” / “Why don’t you stay **over** the weekend?” / “The Director presides **over** the meeting.” / “I’ll have to start all **over** again.” / “Vacation is about to be **over**; I’m going back to work on Monday.”
- ¹⁴ **Smooth** – “You’ll enjoy a **smooth** ride in our new planes.” / “New technology conveys a very **smooth** operation.” / “Let’s put the plans into effect quickly and **smoothly**.” / “The President’s inauguration symbolizes a **smooth** transition of power.”
- ¹⁵ **Show up** – “Everybody must **show up** on time for training.” / “Veronica **showed up** very late; what’s wrong with her?” / “Poor planning **shows up** in poor results later.” / “Now that you explained yourself, everything is **showing up** clearly.”

ENGLISH CLIPS:

DISC 16 – TRACK 14

1. Southpaw – Someone who is left handed. >> “**Southpaw** boxers are usually very dangerous.”
2. Turn a profit – To make a profit. >> “The supermarket has been **turning a profit** since it opened.”

TONGUE TWISTER

DISC 16 – TRACK 21

I wish to wish the wish you wish to wish, but if you wish the wish the witch wishes, I won’t wish the wish you wish to wish.

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PROFESSIONAL ENGLISH FOR BUSINESS – STUDENT’S BOOK[©]

“A Practical Approach to Professional English”

32.- Reporting Work to a Supervisor

32.1

DISC 16 – TRACKS 23 & 26

Hi, Sarah, what do we have today?

I'm almost done with today's things-to-do list. Would you like to go over them?

What's pending?

I'm just waiting for Mr. Tanaka to confirm when he's traveling to Houston so I can book his flight. I already took care of everything else.

Did you order the gifts¹ for the Koreans coming next week?

Yes, I did. Everything will be here a couple of days before their arrival.

Did you confirm if Larry is coming with them?

Not yet. He'll let us know no later than¹² tomorrow afternoon.

Be sure to follow that up.⁹ If Larry is not here on time I will have to take care of them.

Yes, I will. I'd also set¹³ your doctor's appointment for tomorrow at 4:00 PM. Do you want me to go with you?

I think I can handle² it myself. I'd rather ask you to stay here so you can take care of the details with the Koreans' visit, ok?

VOCABULARY

¹ **GIFT** – Something acquired without compensation > example: "He wants to buy a fine gift for a lady."

² **HANDLE** – To manage successfully > example: "A secretary must be able to handle clients."

³ **SKILLED** – Having specialized ability or training > example: "Only the most skilled gymnasts make an Olympic team."

⁴ **LURE** – To attract by temptation; entice > example: "Philip was lured by a global Company."

⁵ **OVERTIME** – Time in excess of a set period > example: "Could you please ask your operators to stay overtime?"

⁶ **TASK** – Any piece of work that is undertaken or attempted > example: "This task can only be carried out by skilled workers."

⁷ **REWARD** – A compensation given in gratitude for a service rendered > example: "His model behavior was rewarded with a plaque."

⁸ **UPDATED** – Bringing up to date; supply with recent information > example: "Training will keep personnel constantly updated."

32.2

DISC 16 – TRACKS 30 & 33

Hi Albert, what's going on?

Same old, same old.¹⁰

Are we done with the operators' hiring?

Not yet; I'm having some problems finding people who are really skilled³ working with automatic machines.

If you hire non-skilled workers, how long will it take to train them?

At least a couple of weeks and we don't have that much time.

No, we don't; how many do you have ready to hire at once?

About half of them. The rest, I think we should either train non-skilled people or lure⁴ some skilled ones away from¹⁴ other companies.

But if you lure workers from other companies you will have to offer them more than what they're making now.

Well, that's for sure.

Well, see what you can find and let me know how much either of the options will cost, would you?

Yes, ma'am!

DISC 16 – TRACK 28

TIPS: ACRONYMS

Acronyms are words formed with the initial letters of series of words. Here you have a few examples:

BA – Bachelor of Arts

B&B – Bed and Breakfast

BLT – Bacon, Lettuce & Tomato

CEO – Chief Executive Officer

C/O – In Care Of

COO – Chief Operating Officer

DUI – Driving Under the Influence of.

IOU – I Owe You

MC – Master of Ceremonies

TBA – To Be Announced

32.3

DISC 16 – TRACKS 37 & 40

Morning Luke, how're you doing today?

Quite well, considering the circumstances.

Are we on schedule?

We are, but I had to pay extra meals and overtime⁵ to make it. Producing those 5,000 pieces isn't just¹⁵ an easy task.⁶

I know, but we must be producing those 5K a day, at least for a full month. Do you think you can handle it?

I can, but I'll have to put a lot of pressure on both workers and supervisors. I wonder if we can give them some sort of reward⁷ if they work at top level all the way through.

You're right. What about some kind of incentive?

Let me think about something and I'll mail you any ideas I come up with.

Keep me updated⁸ on this every other¹¹ day, ok?

Sure I will.

IDIOMS AND USES OF LANGUAGE

⁹ **Follow up** – To continue (action) after a beginning: → "Follow up on your prospects. It makes good sales." ← / → "Always follow up on a customer's complaint until they're satisfied." ← / → "I'm sending a follow up letter to our customers." ←

¹⁰ **Same old, same old** – Nothing new: → "What do you think of the candidates?" – "Same old, same old." ← / → "We have a new manager but it's the same old, same old." ← / → "We need a change; we can't keep that same old attitude."

¹¹ **Every other** – Alternate, every second one: → "She works every other Sunday." ← / → "We hold our Class Reunion every other year." ← / → "Internal audits are carried on every other month." ← / → "A man with a soul is not like every other man." – Eugene Ionesco ←

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32.- Reporting Work to a Supervisor – Exercises

Some examples of what you have just seen:

- ¹² **Later than** – “Applications must be received no **later than** June 30th.” / “They promise to deliver the order no **later than** Friday.” / “I need this information on my desk no **later than** high noon.” / “He means tomorrow if he said ‘no **later than today**.’”
- ¹³ **Set** – “I **set** the alarm clock for 5:30 AM.” / “Will you please **set** a place for one more guest?” / “You need to **set** a precedent not allowing tardiness.” / “We’ve **set** a new quality record!” / “My customer just **set** the rule very clearly: zero defects.”
- ¹⁴ **Away from** – “With my lap top I can work **away from** my office.” / “I think you should stay **away from** Kelly; she’s so lazy.” / “We rather **stay away** from dealing with the government.” / “Susan will be **away from** the office for six weeks.”
- ¹⁵ **Just** – “I’ve **just** closed the store.” / “How is he? – He’s **just** an ordinary guy.” / “Pete **just** got there in time.” / “It’s **just** one o’clock.” / “He **just** missed being hit by that car!” / “When do you need this report? – **Just** now!” / “I **just** remember I have a doctor’s appointment.” / “I **just** can’t wait any longer; I’m leaving.” / “Don’t get mad; it was **just** a joke!”

ENGLISH CLIPS:

DISC 16 – TRACK 35

1. Work overtime – To work more than one’s regular hours. >> “I had to **work overtime** every Friday last month.”
2. Write off (a debt or a loan) – To remove a loan/debt from a business record; to cancel a debt. >> “As part of the deal, we’ll **write off** the debt”

RIDDLE

DISC 16 – TRACK 42

A man wanted to enter an exclusive club but did not know the password that was required. He waited by the door and listened. A club member knocked on the door and the doorman said, "Twelve." The member replied, "Six" and was let in. A second member came to the door and the doorman said, "Six." The member replied, "Three" and was let in. The man thought he had heard enough and walked up to the door. The doorman said, "Ten" and the man replied, "Five." But he was not let in. What should have he said?

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PROFESSIONAL ENGLISH FOR BUSINESS – STUDENT’S BOOK[©]

“A Practical Approach to Professional English”

33.- Explaining Computer Functions, Internet Terms, etc.

33.1

DISC 17 – TRACKS 2 & 5

Hi, David. I'm missing today's report. Have you mailed it to me?

I'm sorry, I haven't. My computer is giving me problems.

What **kind**¹² of problems?

*Don't know. I'm having problems **accessing**¹ my e-mail. Besides, it's really slow.*

Could it be some sort of virus or something?

I don't think so; all our computers receive regular maintenance and updates; in fact, all equipment was checked last week.

Have you **removed**² the cookies from the system?

*Yes, I've removed them. It might be something else. Maybe it doesn't have **enough**¹³ memory or something like that. I'm not an expert in these things.*

Just be careful with the stuff you receive through the Net; most viruses come in e-mails. Delete them if you don't trust or know the **sender**³.

*Yeah, you're right. Actually, I'm getting one of those mail **nuisances**⁴ **even as**⁹ we speak. Let me **get rid of**¹⁰ this pest at once.*

Well, I'm closing reports from all **branch**⁶ offices. Try to mail it to me asap.

Yes, I'm on it.

VOCABULARY

¹ **ACCESS** – A way or means of approach or entry > example: “With this password you’ll be able to access the system.”

² **REMOVE** – To take away and place elsewhere > example: “All furniture was removed from Arthur’s house.”

³ **SENDER** – Someone who transmits a message > example: “The sender of this letter is the President himself.”

⁴ **NUISANCE** – One that is annoying, unpleasant, or obnoxious > example: “Having to wait is such a nuisance.”

⁵ **LOAD** – To transfer (a program) to a memory > example: “I want you to load this document and work on it.”

⁶ **BRANCH** – Division of a business or other organization > example: “The bank is opening a branch office in Ramos.”

⁷ **COMMENT** – A remark, criticism, or observation > example: “The new program is receiving good comments.”

⁸ **IMPROVE** – To become better > example: “Sales improved over the last year’s.”

33.2

DISC 17 – TRACKS 9 & 12

Hi Felix, can I talk to you for a moment?

Of course, Hanna; what can I do for you?

I heard that you guys just launched a Web page. Is that true?

Yes! We've just **loaded**⁵ all contents and we launched the page early this week.

How do I access your page?

You can find us at www.intgroup.com.mx.

I suppose you're also on the social networks...

Course! We have presence in Facebook, Twitter, Instagram, YouTube; and we also have a blog.

I'm interested in technical downloads; can I find them in your web site?

Yes, of course; we have our full line of installation instructions and spec sheets.

Ok, I'll take a look at it.

Your **comments**⁷ are **welcome**¹⁴ so we can **improve**⁸ it.

DISC 17 – TRACK 7

TIPS: HOW DO THEY SAY IT?

Americans structure their sentences differently; check these examples:

“I want you to be our candidate.”

“Do you want me to go with you?”

“I like Doris very much!”

“I think Doris likes me!”

“We want to invite you to the movies.”

“Do you want me to book it for you?”

“Do you want me to install it for you?”

“I want to let you know about a payment.”

“I would like you to consider our quality and prices.”

“Do you want us to ship overnight?”

33.3

DISC 17 – TRACKS 16 & 19

Good morning, I need some information about your products.

I'd be glad to help you.

You see, I purchased one of your GH-589's but I'm not quite sure how to install it.

Have you checked our web page? You can download a **step-by-step¹⁵ installation guide for your products.**

How can I get there?

It's quite easy. Visit us at www.intgroup.com.mx; click on Our Products, then click on Technical Downloads/Installation Guides and you'll be there. You can also watch the installation video in our YouTube channel; you'll see how easy it is.

Ok, let me check on it.

Please call me back if we can help you any **further¹¹. Thanks for calling!**

IDIOMS AND USES OF LANGUAGE

⁹ **Even as** – At the same time as: → “Even as we watched, the building collapsed.” ← / → “It’s raining **even as** we speak.” ← / → “**Even as** the cell is the unit of the organic body, so the family is the unit of society.” – Ruth Nanda Anshen ←

¹⁰ **Get rid of** – Discard, throw away: → “We bought a new car so we could **get rid of** the old one.” ← / → “You need to **get rid of** all your junk mail.” ← / → “**Hating people is like burning down your own house to get rid of a rat.**” – Harry Emerson Fosdick ←

¹¹ **Further** – To or at a more advanced point: → “There will be **further** delays if bad weather continues.” ← / → “I can’t go any **further**; I’m done!” ← / → “The place you’re looking for is **further** down the road.” ← / → “Sales are dropping **further and further.**” ←

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33.- Explaining Computer Functions, Internet Terms, etc. – Exercises

Some examples of what you have just seen:

- ¹² **Kind** – “What **kind** of food would you like?” / “We have all **kinds** of support to finish the job.” / “I’m **kind** of disappointed with Robert’s results.” / “My father and my uncle are two of a **kind**.” / “She spoke to her daughter with **kind** words.”
- ¹³ **Enough** – “We’ve got **enough** work to keep us busy.” / “Is your fish cooked **enough**?” / “We are glad **enough** to leave.” / “**Enough!** I’m not discussing this anymore.” / “Go home; you’ve worked hard **enough**.”
- ¹⁴ **Welcome** – “You are **welcome** to join us.” / “His wife gave him a friendly **welcome** after the party.” / “Please make our customers feel **welcome**.” / “The new schedule got a really cold **welcome**: nobody liked it!”
- ¹⁵ **Step-by-step** – “Let me explain it you **step-by-step**.” / “This **step by step** tutorial shows you how to prepare soup.” / “Along with the equipment there is an easy, **step by step** guide.” / “We’re reaching a solution **step by step**.”

ENGLISH CLIPS:

DISC 17 – TRACK 14

1. Go for broke – To gamble everything you have. >>
“He decided to **go for broke** and started his own company.”
2. Jack up the price – To make a price higher. >>
“The steel company decided to **jack up the price** of steel at the beginning of the year.”

THOUGHTS

DISC 17 – TRACK 21

“A hundred years from now it will not matter what my bank account was, the sort of house I lived in, or the kind of car I drove...but the world may be different because I was important in the life of a child.”

“*In the end, each of us will be judged by our standard of life, not by our standard of living; by our measure of giving, not by our measure of wealth; by our simple goodness, not by our seeming greatness.*”

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34.- Notifying a Change in Prices, a Change in Payment Terms, etc.

34.1

DISC 17 – TRACKS 23 & 26

Purchasing... this is Ryan Jacobsen.

Ryan, how are you? Phillip Connors speaking.

Hi Phil, what's new?

I'm calling to let you know that, **as of**⁹ the beginning of next month, we are increasing our prices by 10% all **across the board**.¹⁰

When did you say the prices will increase?

By the¹³ first of the month. I'm calling you **ahead of**¹⁴ time so you can place any orders you may have.

*I'll check and let you know. Why are you making **such a**¹⁵ **big increase**?¹ It's rather **huge**!*²

Everything has **gone up**¹¹, raw materials, labor, overhead, and so on. We haven't increased our prices in a year, but we can no longer keep the current prices.

*And how long do you think these new prices will be in **effect**?³*

We are projecting this new price structure to **last**¹⁶ at least for the rest of the year. I'll let you know if and **whenever**⁴ we increase prices again.

Well, I would certainly appreciate that. I don't want to go low in stock and having to face a price increase.

Don't worry; I'll keep you updated.

VOCABULARY

¹ **INCREASE** – To become progressively greater (as in size, amount, number, or intensity) > example: “Temperature is increasing.”

² **HUGE** – Extremely large in size, amount, or scope > example: “Caesar is a man with a huge talent.”

³ **EFFECT** – Something that is produced by a cause or agent; result > example: “This medication has an immediate effect on the pain.”

⁴ **WHENEVER** – At every or at any time > example: “I laugh whenever I see this movie.”

⁵ **CONCERNED** – Interested, involved, anxious, troubled > example: “My children are my main concern.”

⁶ **TERMS** – Conditions of an agreement > example: “We've leased this office space under excellent terms.”

⁷ **TIGHT** – Difficult and problematic; hardly profitable > example: “Markets are becoming really tight.”

⁸ **CASH FLOW** – Movement of money into and out of a business > example: “Saving costs will have a positive impact on our cash flow.”

34.2

DISC 17 – TRACKS 30 & 33

Hi Andrew, nice to meet you.

Hi Cameron, thanks for receiving me.

*Andy, I'm **concerned**⁵ about this change in **terms**⁶ you mentioned in your email. What is this all about?*

Thanks for bringing this up. Let me explain. We are not able to keep our present 60-day term for invoices over \$25,000.00. We need to move our terms to 45 days for preferred customers like you, and 30 days for the rest of our portfolio.

Ok, I've got the general idea; but, what if we're not able to pay on time? Are you charging any late fees?

Sorry, but we must. Our suppliers are **tightening**⁷ their terms; they are also penalizing us badly if we delay our payments. Therefore, we need to keep our receivables pretty tight as well. We hope you understand our situation.

*I do, but I'm concerned too. Our **cash flow**⁸ is pretty tight too. I'll see what I can do.*

Please do. If there is a special need or situation, we can discuss it.

DISC 17 – TRACK 28

TIPS: BUSINESS IDIOMS

Business World has its own idioms; here you have some of them:

Bail out – Help or rescue a company with financial problems – “Government bailed out the banks.”

Sell like hotcakes – Sell very quickly – “Children's toys sell like hotcakes at the end of the year.”

Bottom line – The total, the final figure on a balance sheet – “We've got to save costs for they affect our bottom line.”

Write off – Cancel a debt – “Seems impossible to collect this money; we'd better write it off.”

34.3

DISC 17 – TRACKS 37 & 40

Hello Elizabeth! Glad to see you! Have a seat.

Hey Nicholas, long time no see! How's business?

So far so good. How about yours?

Well, not as good as we would like. That's why I'm visiting you, Nick. Regrettably, we are no longer extending credit terms to any of our customers.

How come?¹²

Things have gone from bad to worse for us. We're really short on cash since we've lost some major clients to our competitors from abroad. I'm really sorry but that's the way things are nowadays.

So, we don't have any choice, have we?

I'm afraid not. And I'll understand if you have to look for better options.

To tell you the truth, we'll have to consider other suppliers even though we may not want to.

I'd do the same if I were you.

IDIOMS AND USES OF LANGUAGE

⁹ **As of** – From, at, or until a given time: → “As of five o'clock the store will be closed for inventory.” ← / → “As of now I'm not sure who's gonna be the new manager.” ← / → “As of today, these are the Company's goals.” ←

¹⁰ **Across the board** – Affecting everyone or everything: → “The Company decided to give an **across-the-board** salary increase.” ← / → “Government promised an **across-the-board** tax cut.” ←

¹¹ **Go up** – To increase in price or value: → “Lawyers' fees have **gone up** sharply.” ← / → “Workers' productivity has **gone up** for two months in a row.” ← / → “Law of inflation: whatever **goes up** will **go up** some more.” – Anonymous ←

¹² **How come?** – How is it that; why: → “How come you're so late?” ← / → “How come you never have enough time to finish your job?” ← / → “How come anything you buy will go on sale next week?” – Erma Bombeck ←

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34.- Notifying a Change in Prices, a Change in Payment Terms, etc. – Exercises

Some examples of what you have just seen:

- ¹³ **By the** – “See you at the restaurant **by the** lake.” / “The manager came in **by the** back door.” / “We have received letters **by the** thousands!” / “I recognized you **by the** sound of your voice.” / “I’ll be back **by the** end of the month.”
- ¹⁴ **Ahead of** – “We finished our work well **ahead of** schedule.” / “The share price rose **ahead of** the annual figures.” / “You were driving **ahead of** me on the highway.” / “His ideas are so advanced that he is just **ahead of** his time.”
- ¹⁵ **Such a/as** – “We need supplies **such as** paper and bags.” / “Employees **such as** Lance and Louise made us feel proud.” / “We never dreamed of getting **such an** order.” / “Why are you in **such a** hurry?” / “Money **as such** will seldom bring total happiness.”
- ¹⁶ **Last** – “This is the **last** document to print.” / “We’re home **at last**.” / “It looks like this crisis is gonna **last** forever.” / “Sylvia is the **last** person we would have suspected of doing that.” / “I want to buy a car that will **last**.” / “Our products **last** longer.”

ENGLISH CLIPS:

DISC 17 – TRACK 35

1. Adjourn a meeting – To end a meeting. >> “We now **adjourn the meeting** until the beginning of the vote at 5.30 p.m.”
2. Bounce a check – To write a check in which you do not have enough money in your bank account. >> “I haven’t **bounced a check** and I am sticking to my new budget”

DISC 17 – TRACK 42

IDIOM QUIZ Choose an idiom at the bottom to replace the expression in the brackets below:

The construction company (hired) hundreds of new workers last week

- (a) took over (b) turned over
(c) took on (d) made a go of

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35.- Requesting a Personal or Company’s Credit Report

35.1

DISC 18 – TRACKS 2 & 5

Credit Department, Jason speaking.

Jason, this is Nancy Willow. I’m calling from National Bank. Are you the one I need to talk to about credit **references**?¹

I am. Do you need a credit reference of an **individual**?² or a Company?

It is about a person by the name Katherine Martell; she’s applying for credit with us and she’s listing your company as a credit reference.

Let me look it up, Martell you said?

Yes, with double I.

Yes indeed. I have her **file**?³ right in front of me. It looks like she’s been a great customer. She has a five-figure credit line with us.

Is the credit line clear?

Yes, she only owes \$1,259.00 and is up to date with her payments. Quite **noteworthy**?⁴.

Would you recommend her as a good customer?

Based on?⁹ her record, yes, I can say she’s a rather responsible customer.

Thanks, Jason.

35.2

DISC 18 – TRACKS 9 & 12

AAA Credit Corporation, how may I help you?

Hello, I need to request credit information about a company.

What kind of report do you need?

What options do you offer?

We can **run**?¹³ a basic credit report; its cost **ranges**?⁵ from \$19.95 to \$39.95, depending on the size of the Company. Or we can run a full, **in-depth**?⁶ report; its cost varies **anywhere**?¹⁴ from \$59.95 to \$99.95.

I’m afraid I don’t understand quite clearly. Could you please explain them a little better?

Of course: Our Basic Credit Report covers current credit **standing**?⁷ for a **given**?¹⁵ Company, its payment history and credit amounts other companies are extending to them. **On the other hand**?¹⁰ the **Enhanced**?¹¹ Credit Report reviews the Company’s history, gives you the names of its main stockholders and it informs you whether they’ve had any law suits filed against them, or bankruptcies, any **liens**?⁸ they’ve had on their assets, so on and so forth.

I think I’ve got a better idea now. This company is asking for a \$50,000.00 line of credit.

Obviously?¹⁶ the best option would be the **latter**?¹² the Enhanced Credit Report. If you give me the company’s information I could run a detailed report and email it to you right away.

Fine; the company name is West Coast Manufacturing, and they are located in California.

Do you have their street address?

Yes, it’s 12555 Interstate Highway 5, in Los Angeles. Phone number: 213-555-8259.

Ok, I’ve got it. Yes, they’re in our files. I can have the credit report ready within five minutes and mail it to you right away. It will cost you \$79.95.

It’s ok with me. How should I pay for this? Do you bill me?

Well, since you’re not in our customers’ database, I’ll have to ask you for a credit card to pay for this service. You can apply for account with us afterwards.

Very well, what information do you need?

I’ll need your credit card number, expiration date, and the three-digit verification code on the back of the card.

Yes, it’s 5412-8956-3021-5817, expires on March 2025, Code 010.

VOCABULARY

¹ **REFERENCE** – Consultation of sources of information > example: “She’s made *reference* to her previous job.”

² **INDIVIDUAL** – A human being regarded as a unique personality > example: “This document contains the rights of all the *individuals*.”

³ **FILE** – A collection of related data records > example: “All the meetings’ minutes have been properly *filed*.”

⁴ **NOTEWORTHY** – Deserving notice or attention; notable > example: “A *noteworthy* advance in cancer research.”

⁵ **RANGE** – An amount or extent of variation > example: “We carry a wide *range* of sizes.”

⁶ **IN-DEPTH** – Profoundly, thoroughly > example: “It will take years to cover this subject *in depth*.”

⁷ **STANDING** – Social or financial position, status, or reputation > example: “His social *standing* is that of a very respected gentleman.”

⁸ **LIEN** – A legal claim against an asset which is used to secure a loan > example: “If you ask for a loan, the Company will put a *lien* on your car.”

DISC 18 – TRACK 7

TIPS: WORDS BEGINNING WITH “OVER”-

Lots of words start with the prefix “over”.

- | | |
|------------------|---------------|
| 1. Overall | 11. Overhaul |
| 2. Overanxious | 12. Overhead |
| 3. Overbid | 13. Overheat |
| 4. Overcautious | 14. Overlook |
| 5. Overcharge | 15. Overpay |
| 6. Overcome | 16. Override |
| 7. Overdo | 17. Overseas |
| 8. Overdraft | 18. Oversee |
| 9. Overdue | 19. Oversleep |
| 10. Overestimate | 20. Overspend |

IDIOMS AND USES OF LANGUAGE

⁹ **Based on** – Being founded on: → “This model was made **based on** Al’s design.” ← / → “We can’t decide this issue **based on** rumors alone.” ← / → “Our success has really been **based on** partnerships from the very beginning.” – Bill Gates ←

¹⁰ **On the other hand** – From another standpoint: → “**On the other hand**, you’re right too.” ← / → “This contract is entered into, on the one hand, by ABC Company, and **on the other hand**, by XYZ Company.” ←

¹¹ **Enhanced** – Increased in quality, value, power: → “This software provides **enhanced** security for your PC.” ← / → “All the careful work performed by Ron resulted in an **enhanced** product.” ← / → “Careful planning **enhances** productivity.” ←

¹² **Latter** – The second mentioned of two; near the end: → “From the two options, I prefer the **latter**.” ← / → “This information is contained in the **latter** part of the book.” ← / → “The majority see obstacles; the few see objectives; history records the success of the **latter**, while oblivion is the reward of the former.” – Alfred A. Montapert ←

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35.- Requesting a Personal or Company’s Credit Report – Exercises

Some examples of what you have just seen:

- ¹³ **Run** – “David knows how to **run** the Company.” / “Anderson is **running** for president.” / “Water **ran** out of the broken pipe.” / “The Company **runs** a big risk accepting this order.” / “Could you please **run** this program on your PC?”
- ¹⁴ **Anywhere** – “It took years before he got **anywhere**.” / “Martin can be **anywhere** from 40 to 50 years old.” / “The project isn’t **anywhere** near completion.” / “You can find this type of program **anywhere** on the Net.”
- ¹⁵ **Given** – “We’ll meet at a **given** time and place.” / “**Given** the way he looks, it’s a wonder that he came to work at all.” / “Mario is his **given** name.” / “We will allocate a **given** amount of money for this program.”
- ¹⁶ **Obviously** – “That answer is **obviously** wrong.” / “It seems **obvious** that this is a politically motivated problem.” / “Never assume the **obvious** is true.” / “The more original a discovery, the more **obvious** it seems afterwards.”

ENGLISH CLIPS:

DISC 18 – TRACK 14

1. Flea market – A swap meet. A place where people gather to buy and sell inexpensive goods. >> “I bought this camera at half price in the **flea market**”
2. Give (someone) the green light – To give someone permission to go ahead with a project. >> “The doctor gave me the **green light** to start training again”

THAT’S HOW LIFE IS

DISC 18 – TRACK 15

“Columbus did not know where he was going. When he got back, he didn’t know where he had been. And he did it all on borrowed money. There’s hope for all of us.”

“There is a theory which states that if ever anybody discovers exactly what the Universe is for and why it is here, it will instantly disappear and be replaced by something even more bizarre and inexplicable. There is another theory which states that this has already happened.”

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36.- Extending an Invitation for a Business Meal

36.1

DISC 18 – TRACKS 23 & 26

Hi Jacob, how’s it going?

Everything’s going **swimmingly**¹ over here.

I’m glad to hear that. Hey Jacob, I really need to talk to you as soon as possible.

Well, to **tell**¹³ you the **truth**² I’m really tied up **throughout**⁹ the week. It’ll be **easier**¹⁴ for me next week, if you don’t mind.

What do you mean next week? No. I really need to see you either today or tomorrow. **How about**¹⁰ having **lunch**³ together?

Lunch will be fine. How about tomorrow?

Tomorrow’s fine with me. What kind of food do you like?

Italian’s my favorite.

Oh! I know the perfect place. I’ll pick you up tomorrow at 1:00 PM. Will it be ok?

Fine¹⁵ with me. See you tomorrow then.

See ya.

VOCABULARY

¹ **SWIMMINGLY** – Successfully, effortlessly, well > example: “The New Year’s parade went swimmingly.”

² **TRUTH** – Fidelity to an original or standard > example: “I promised to say the truth at the trial.”

³ **LUNCH** – A meal taken in the middle of the day > example: “We get out for lunch at 12 noon.”

⁴ **DISTURB** – To upset or agitate; trouble > example: “Your news is rather disturbing.”

⁵ **TOKEN** – A keepsake or souvenir > example: “This is a token of our gratitude for your accomplishments.”

⁶ **GUEST** – A person who receives hospitality > example: “Paul and Sylvia will be our weekend guests.”

⁷ **WAREHOUSE** – A place where goods are stored prior to their use > example: “Our warehouse is located across the yard.”

⁸ **UNDERPASS** – A section of a road that passes under another road > example: “The store you’re looking for is just beyond the underpass.”

36.2

DISC 18 – TRACKS 30 & 33

Mr. Aaronson, when are you arriving?

I’ll be arriving on United, flight 5269, Sunday at 6:00 PM.

Would it be ok if I pick you up at the airport?

Only if this is not too much of a problem for you. I don’t want to **disturb**⁴ your weekend.

Not at all. I’d be glad to pick you up. Where are you staying?

I have a room reserved at the Airport Inn.

I’d like to invite you for some dinner once you have **settled**¹¹ in. I’d like you to taste some real, authentic Mexican food.

Sounds¹² like a plan! I’ll see you at the airport.

DISC 18 – TRACK 28

TIPS: ENGLISH SAYINGS

Some English and Spanish sayings are very similar; see if you catch these:

“Experience is the mother of wisdom.”

“False friends are worse than open enemies.”

“First think, then speak.”

“Four eyes see more than two.”

“He who laughs last... laughs best.”

“He who hesitates is lost.”

“Health is not valued ‘til sickness comes.”

“Idleness rusts the mind.”

“Man proposes but God disposes.”

“Slow but sure.”

“The last drop makes the cup run over.”

36.3

DISC 18 – TRACKS 37 & 40

Michelle, I’d like to take you out to lunch.

Are we celebrating something?

Nothing special; it’s just a small **token**⁵ of our appreciation for being such a good customer.

Is anybody else invited?

Yes, I have two more **guests**⁶. They’re good customers as well.

Do I know them?

Maybe, they’re Christina Davis from Atlanta, and Justin Thomas from Seattle.

Yeah, they’re good friends of mine. Oh, by the way, can I ask you a favor?

You name it.

Would you be so kind to bring with you a sample of your K-1852? I need one of them.

Absolutely! I’ll have it ready for you. Lemme call **warehouse**⁷ right away.

By the way, where are we going to lunch?

We’re gonna go to Delhi’s. Does it sound good to you?

Sounds great, but I don’t know where it is. How can I get there?

It’s **close**¹⁶ to I-77. From where you are take I-77 North and exit on Kendall Road, turn left at the **underpass**⁸ pass three lights, then turn right at Bachman Road and Delhi’s is half a block from there. It has its own parking lot in the back.

Got it. See you there!

IDIOMS AND USES OF LANGUAGE

⁹ **Throughout** – During the whole time or action: → “These prices will last **throughout** the year.” ← / → “We have offices **throughout** the country.” ← / → “A vocabulary of truth and simplicity will be of service **throughout** your life.” – Winston Churchill ←

¹⁰ **How about** – What is your thought, feeling: → “**How about** joining us for lunch tomorrow?” ← / → “We need a specialist to fix the computer.” – “**How about** Luke?” ← / → “**How about** we start to work out?” ←

¹¹ **Settle** – To put into order; arrange: → “Darkness **settled** over the fields at night.” ← / → “She had to **settle** for a lower wage.” ← / → “When a man is known to have no **settled** convictions of his own he can’t convince other people.” – Mark Twain ←

¹² **Sound** – To give the appearance of being: → “It **sounds** like a good idea.” ← / → “It **sounds** like they mean business.” ← / → “It **sounds** interesting, please go on.” ← / → “It **sounds** weird, but it’s true.” ←

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36.- Extending an Invitation for a Business Meal – Exercises

Some examples of what you have just seen:

- ¹³ **Tell** – “I’m sure he was **telling** me truth.” / “I **tell** you, the plan will work.” / “Please **tell** my wife that I’ll call her back right away.” / “Promise me you won’t **tell** this to anybody.” / “Well, he came here and **told** us a bunch of lies.”
- ¹⁴ **Easier** – “Friendship is like money: **easier** made than kept.” / “Let me explain it to you; it’s **easier** than you think.” / “Downloading programs has never been **easier!**” / “It was way **easier** to edit than I thought.”
- ¹⁵ **Fine** – “Be careful with the **fine** print in the contract.” / “How are you? – Doing **fine!**” / “Dorothy is such a **fine** lady.” / “There will be an additional **fine** if not paid on time.” / “Would you like another drink?” – “No thanks; I’m **fine.**” / “There’s a **fine** line between love and hate.”
- ¹⁶ **Close** – “Where is the **closest** bank?” / “That was a **close** call.” / “The hotel is **close** to the station. / “I’m very **close** to my sister.” / “Please pay **close** attention to the bank statement.” / “We came very **close** to losing our best customer.”

ENGLISH CLIPS:

DISC 18 – TRACK 35

1. On pins and needles – Anxious or nervous, especially in anticipation of something. >> “I was **on pins and needles** until she called to say she had arrived home.”
2. Put (something) on hold – To postpone a project. >> “However, we have decided to **put on hold** any new additional spending for this project.”

RIDDLE

DISC 18 – TRACK 42

Dynamite is a tool used to cut down trees. To cut a tree 18 inches in diameter requires five sticks of dynamite: one on the north, south, east and west sides of the tree, and the fifth stick on the side on which the tree should fall. In a lake, a tree 18 inches in diameter was completely covered by water. Since the treetop was fouling the boat’s propellers, it had to be cut down. A diver went down and put a stick of dynamite on the four sides of the tree. The current is flowing south at 2 knots per hour; on which side of the tree would you tell the diver to put the fifth stick of dynamite if you wanted the tree to fall north?

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37.- Discussing Details on a Ticket or Bill

37.1

DISC 19 – TRACKS 2 & 5

Good afternoon; how may I help you?

I’m checking out. Could I have my bill?

*Of course, sir. Did you find everything ok during your stay?*¹

Everything was fine, thanks.

Here you go. Your total will be \$257.97. Should I put it on your credit card?

Just let me go over it. What is this charge for?

Lemme see. There’s a five-dollar surcharge² for room service; you ordered dinner yesterday. The ticket is on the back.

I don’t know about that charge. Why didn’t they tell me when I ordered?

It’s written down on the menu, sir. We assumed⁹ you read it.

I might have overlooked¹⁰ it. I’m sorry. Ok, yes, put it on my credit card.

VOCABULARY

¹ **STAY** – To reside temporarily, esp. as a guest > example: “To stay at a hotel.”

² **SURCHARGE** – A fee in addition to the usual charge > example: “Gasoline has a 50-cent surcharge.”

³ **MISTAKE** – An error or blunder in action > example: “You made a big mistake when you bought that car.”

⁴ **SHIPPING** – The business of transporting freight: > example: “We can ship 24/7 anywhere in the world.”

⁵ **STATEMENT** – Monthly report sent to a debtor or bank depositor > example: “I get my bank statements by e-mail.”

⁶ **SAVING** – Reduction in cost or expenditure > example: “We received 20% savings on shipping charges.”

⁷ **SUMMARY** – Brief account giving the main points of something > example: “This presentation is a summary of the entire project.”

⁸ **ITEMIZED** – To place or include on a list of items > example: “She itemized her expenses on the proper form.”

37.2

DISC 19 – TRACKS 9 & 12

Ohio Valley Suppliers, how may I help you?

I need to check on a bill I’ve got from your company. Your invoice number is 526895.

Very well, I have it up on my screen. What is it that you need to check?

First of all, there is a charge for \$1,279.00 for 10 OP-25’s that we didn’t receive.

I see; this item is on our backorder and is being shipped today.

Ok with this. Now, on line four we have 10 OP-26 with a price of \$159.95 each.

However, your catalog shows a price of \$149.95 for this item.

You’re right, it must have been a mistake³ on our part. I’ll issue a credit memo for this item. Anything else?

Yes, you’re charging shipping⁴ and your prices are supposed to be FOB our plant.

I think there’s a misunderstanding¹³, sir: we pay for shipping only on orders over \$25,000.00 and unfortunately your order is for less¹⁴ than ten thousand.

Then I’ll need to check with your sales rep. He told us about this free shipping.

If you want I can transfer you to his extension. Is that ok?

Yes, put me through...

37.3

DISC 19 – TRACKS 16 & 19

Credit Card Corporation, how may I help you?

Good morning, I’ve just downloaded my statement⁵ but I don’t understand it quite well. Would you be kind enough to explain it to me, please?

It’ll be my pleasure.¹⁵ Do you have your statement with you?

Yes, I do.

Ok. In the upper right hand¹⁶ corner appears your current balance. This is the whole amount you owe. If you want to pay this amount you will be saving⁶ all interest. On the middle-left portion, just below your name and personal information, you will find a summary of all the transactions you made in the period covered by the statement, previous balance, any purchases and payments, and the new balance. Underneath¹² the summary⁷ is the minimum payment due¹¹ and the due date. You will need to pay before that date; otherwise we’ll apply late charges. Finally, on the bottom part, there is an itemized⁸ list of all transactions you made during the period covered by the statement.

Ok; then I need to pay by the 25th. or else you will charge late fees. Am I right?

You are correct, sir.

Ok, everything is now crystal clear. I thank you so much for your patience.

No need to thank me, sir. Have a nice day.

DISC 19 – TRACK 7

TIPS: BUSINESS IDIOMS – 3

Business World has its own idioms; here you have some of them:

Ball park figure – A rough estimate or figure – “just give me a ballpark figure; you can fax me the final price later.”

Break even – Having expenses equal to profits – “In just three months we were able to break even.”

Sell out – To sell all of a product – “Most flowers are sold out on Valentine’s Day.”

Pay off – Make a profit, be successful – “The investment made on the new computers is finally paying off.”

IDIOMS AND USES OF LANGUAGE

⁹ **Assume** – Take for granted; accept without proof: → “We **assumed** that the price would rise.” ← / → “I **assumed** he was right so I asked no questions.” ← / → “The only obligation which I have a right to **assume** is to do at any time what I think is right.” – Henry David Thoreau ←

¹⁰ **Overlook** – To fail to notice or take into account: → I think I **overlooked** item two.” ← / → “He clearly **overlooked** this mistake.” ← // To look from above: → “Our offices **overlook** the bay.” ← / → “I want you to **overlook** what she just did.” ←

¹¹ **Due** – Owed as a debt; owing: → “Payment is **due** on Monday.” ← / → “The train is now **due**; it will arrive any moment now.” ← / → “Your account is now past **due**, please contact us.” ← / → “It’s time to pay your **dues**.” ←

¹² **Underneath** – A lower part, surface: → “This machine is all dirty **underneath**.” ← / → “Energy comes from the power source located **underneath**.” ← / → “**Underneath** this flabby exterior is an enormous lack of character.” – Oscar Levant ←

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37.- Discussing Details on a Ticket or Bill – Exercises

Some examples of what you have just seen:

- ¹³ **Misunderstanding** – “There must be a **misunderstanding**; I’m not in charge of sales.” / “I think he **misunderstood** your question.” / “Please don’t **misunderstand** me; I meant it as a compliment.”
- ¹⁴ **Less** – “The **less** you run, the **less** you get tired.” / I have **less** and **less** time to spend with my family.” / I’m not blaming anyone, much **less** you.” / “I think it will cost you **less** than five hundred dollars.”
- ¹⁵ **Pleasure** – “We enjoyed the **pleasure** of Nancy’s company yesterday.” / “Please don’t mention it; it’s my **pleasure**.” / “Please don’t mix business with **pleasure**.” / “That movie was a **pleasure** to watch.” / “I have the **pleasure** of listening to good music on my I-Pod.”
- ¹⁶ **Hand** – “Could you please give me a **hand**?” / “Make sure this information doesn’t fall in the wrong **hands**.” / “I only have a **handful** of friends.” / “The letter was **hand** delivered.” / “I’ll be on **hand** to help you.”

ENGLISH CLIPS:

DISC 19 – TRACK 14

1. Let’s call it a day – Let us end what we are doing for the day. >> “*Nothing else to do. Sue: **Let’s call it a day.***”
2. Up and running – If a system, an organization, or a machine is **up and running**, it is established and working. >> “*Just insert the wireless data card and you’re **up and running.***”

THOUGHTS

DISC 19 – TRACK 21

“The rock that is an obstacle in the path of one person becomes a stepping stone in the path of another.”

“Follow your heart, hang on and don’t give up just because everyone else does. There is nobility in being the last one standing, because the persistent few are those who stretch boundaries, set brave new standards and secure the hope for a better tomorrow.” - Michael McKee

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38.- Discussing Terms when Purchasing a Product or Service.

38.1

DISC 19 – TRACKS 23 & 26

Chloe, I will definitely buy this air compressor from your Company. What will be the **final**¹³ price?

At best, I can **offer**¹ it to you for forty-five hundred dollars. I hope that fits your budget.

It does; price is fine. What kind of warranty does it have?

It carries a one-year full guarantee on moving parts, and a lifetime guarantee for the **body**².

What about service?

Here’s the list of service centers. Call the location nearest you if you need any further assistance.

Do they have spare parts too?

They do; besides, you can call our 24/7, **toll-free**³ line, and order any parts you may need. You can also order spare parts online; just log onto our web site.

That’s nice. I’ll have your info at hand in case I need assistance.

38.2

DISC 19 – TRACKS 30 & 33

Felicity: we want to **hire**⁴ your services for our market research.

Very good! When do we start?

As soon as we set up some details.

What kind of details?

For example: In this marketing survey we want to establish some **issues**⁵ that are **critical**¹⁴ for us and we want you to meet some **criteria**⁶ we’ve already established.

Ok, just let me know.

I’m putting everything in writing on this document. Basically, what we need is to **gather**⁹ information about buying **habits**¹⁰ for urban families’ top three brackets.

We’re also interested in knowing whether or not they’re **planning**¹⁵ to buy a new car in the next 12 months.

I can handle that, no problem.

About your fees: do you want to be paid weekly or every other week?

Every other week will be fine with me.

I’ll need your bill a week in advance. It must comply with all tax requirements.

38.3

DISC 19 – TRACKS 37 & 40

Harold, we might decide to take your offer, but we’re still not quite sure whether we are taking the right decision.

Do you have any **second thoughts**?

Well, all your information is very clear; quality is not an issue since your product is top of the line. To tell you the truth, it all **comes down**¹¹ to the price. We feel that your price is a **wee**⁷ bit too high.

Samuel, you’ve said it yourself: our quality is **second to none**¹². You may be paying a little bit more now, but you’ll save a lot of money in the **long run**¹⁶. You’ll save a lot in maintenance since this item is virtually maintenance-free. Besides, we provide 24/7 support with our toll-free line in case you need any further assistance. I’m pretty sure that our prices are more than fair.

I understand what you’re telling me, but we need to decide considering everything that’s important, one of them is price. We are **weighing**⁸ several options and we’ll come to a decision on Friday. Is there anything you can do regarding price?

What I can do for you is offer a 5% discount. I can’t go any further.

Could you put that in writing?

Yes, I’ll mail my proposal before the end of the day.

Do that, please. I thank you very much.

VOCABULARY

¹ **OFFER** – To propose something for acceptance or rejection > example: “I’m **offering** my opinion on this issue.”

² **BODY** – The largest or main part of anything > examples: “The **body** of a vehicle; the **body** of a ship.”

³ **TOLL FREE** – Having no charge levied for its use: > examples: “**Toll-free** telephone; toll-free road.”

⁴ **HIRE** – To engage the services of (a person) for a fee > example: “Henry will be in charge of **hiring**.”

⁵ **ISSUE** – A point or matter of discussion, debate, or dispute > example: “We have to consider all sides of this **issue** before deciding about it.”

⁶ **CRITERION** (pl: criteria) – A standard, rule, or test on which a judgment or decision can be based.

⁷ **WEE** – Very small; tiny; minute > example: “This book was written for the **wee** ones.”

⁸ **WEIGH** – To consider carefully > example: “She **weighed** her alternatives and decided to stay with us.”

DISC 19 – TRACK 28

TIPS: WORDS BEGINNING WITH “UNDER”

Lots of words start with the prefix “under”.

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|-------------------|-------------------|
| 1. Underage | 11. Underfloor |
| 2. Underbid | 12. Undergraduate |
| 3. Undercharge | 13. Undergrown |
| 4. Underclass | 14. Underline |
| 5. Undercoat | 15. Undermine |
| 6. Undercover | 16. Undermost |
| 7. Undercut | 17. Underpaid |
| 8. Underdog | 18. Underprice |
| 9. Underdone | 19. Underside |
| 10. Underestimate | 20. Understate |

IDIOMS AND USES OF LANGUAGE

⁹ **Gather** – To collect or be collected gradually: → “I went to several sources to **gather** this information.” ← / → “We **gathered** our things together and left.” ← / → “On the fall of an oak, every man **gathers** wood.” – Menander of Athens ←

¹⁰ **Habit** – Customary manner or practice: → “He has a **habit** of cleaning up his desk before leaving.” ← / → “Teach your children good **habits**.” ← / → “My son drives down the same road by force of **habit**.” ←

¹¹ **Come down** – Be the essential element: → “It all **comes down** to your attitude.” ← // → “Interest rates will **come down** when the economy recovers.” ← / → “Hail to the morning! **Come down** to me my beautiful unknown.” – Jessica Powers ←

¹² **Second to none** – The best: → “Mom’s cooking is **second to none**.” ← / → “Our service and prices are **second to none**.” ← / → “The Olympic Games are **second to none** in sports.” ← / → “Larry is **second to none** when it comes to sales.”

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38.- Discussing Terms when Purchasing a Product or Service – Exercises

Some examples of what you have just seen:

- ¹³ **Final** – “The committee’s decisions are **final**.” / “This is the **final** report from the audit.” / “Spain is our **final** destination.” / “It looks like technology never gets to a **final** frontier.” / “I decided not to buy, and that’s **final**.”
- ¹⁴ **Critical** – “These spare parts are **critical** to our operation.” / “The candidate’s speech marked a **critical** point in his campaign.” / “A second income is **critical** to a family’s well-being.” / “The oil is reaching a **critical** temperature.”
- ¹⁵ **Plan** – “Do you have any **plans** for tonight?” / “We’re working on the retirement **plans**.” / “They’re **planning** to get married this year.” / “We have to work-up a good sales **plan**.” / “I need to see the construction **plans**.” / “He’s **planning** to go out of town this weekend.”
- ¹⁶ **Long run** – “We’ll sell our entire inventory in the **long run**.” / “The paint will not deteriorate in quality over the **long run**.” / “The **long run** effects of the health plan are a disaster.” / “In the **long run** the scale of production can be increased or reduced.”

ENGLISH CLIPS:

DISC 19 – TRACK 35

1. Daily grind – [Someone’s] everyday work routine. >> “I’m getting very tired of the **daily grind**.”
2. Someone of note – A person who is famous. >> “The pianist of note will play tonight”

DISC 19 – TRACK 42

IDIOM QUIZ Choose an idiom at the bottom to replace the expression in the brackets below:

Gas and oil were (in less than the amount needed) during the busy summer season.

- (a) in short supply (b) in stock
(c) in the works (d) filling the bill

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39.- Purchasing with a Credit Card.

39.1

DISC 20 – TRACKS 2 & 5

I would like to buy this book, please.

*Very good sir. Will this be cash or charge?*⁹

I would like to pay with my credit card, please.

I'm sorry, but we don't take this particular¹ card. Do you happen¹³ to have another card?

How about this one?

This one is perfect. Let me run it... I'll need your signature and your telephone number on the dotted line².

There you go...

Very well; this is your copy and your book. Thanks for shopping with us.

You're welcome.

39.2

DISC 20 – TRACKS 9 & 12

*Welcome to Flowers by Phone, Alyssa speaking. What kind of arrangement would you like to send?*¹⁴

I want to send a dozen of red roses.

What zip code are you sending to?

Zip code is 10019.

10019? That's in Manhattan. May I please have the recipient's³ name and street address there?

Recipient is Ms. Rachel Woodward. Her address is 1589 West 7th Avenue, 10th Floor, Suite 1048.

May I have a telephone number for Ms. Woodward?

212-555-2589

*May I have your credit card number and its expiration date?*⁴

5545-5628-9546-9287 and it expires on May 2024.

May I have your name as it appears⁵ on the credit card?

Yannick Jameson.

May I have your billing address?

8975 Huebner Road, San Antonio, Texas, 78059.

Would you like to order anything else with your arrangement? We can add¹⁵ a teddy bear or a candy jar⁶ if you want.

How much for a candy jar?

It costs \$19.95. Would you like to charge it, sir?

Yes. Please add that.

What message¹⁰ would you like to send with the arrangement?

“Best wishes⁷ on your birthday, from your friends at Gator’s.”

Very good, sir. Your total is \$68.95 and your arrangement will be delivered¹⁶ tomorrow during regular business hours.⁸ Anything else I can help you with?

Could it be delivered today by any chance?¹¹

We can rush your order and deliver it today before¹² 5:00 PM with a \$10.00 charge.

No problem, just make it for today, please.

Your total will be \$78.95. Anything else?

That'll do it. Thanks.

Thanks for shopping with Flowers by Phone.

VOCABULARY

¹ **PARTICULAR** – Of or belonging to a single or specific person, thing, category, etc. > example: “We’ve made an exception in this particular case.”

² **DOTTED LINE** – A line of dots or dashes on a form or document; often used to indicate where you’re supposed to sign.

³ **RECIPIENT** – One that receives or is receptive > examples: “She’s the recipient of this year’s merit award.”

⁴ **EXPIRATION DATE** – The date on which something is no longer valid or in effect > example: “This medicine has an expiration date of 11/05.”

⁵ **APPEAR** – To become published, present > example: “Bill’s name has to appear on the contract.”

⁶ **JAR** – A cylindrical vessel with a wide mouth and usually no handles.

⁷ **BEST WISHES** – Something desired or longed for > example: “Best wishes in your matrimony.”

⁸ **REGULAR BUSINESS HOURS** – The hours in which a business is regularly open > example: “Our regular business hours are from 8:30 to 4:30.”

DISC 20 – TRACK 7

TIPS: ENGLISH SAYINGS

Some English sayings are particular to this language.

“Easy come, easy go.”

“My new pair of jeans fit like a glove.”

“I feel like a million bucks! I think I’ll go out for a walk.”

“He is fighting tooth and nail to get transferred to another department.”

“He knew all the team members names off the top of his head.”

“His new car has very powerful brakes and is able to stop on a dime.”

IDIOMS AND USES OF LANGUAGE

⁹ **Charge** – To set or demand (a price): → “He charges way too much for his services.” ← / → “You can charge your utilities’ bills to your credit card.” ← / → “Do good when you can, and charge when you think they will stand it.” – Mark Twain ←

¹⁰ **Message** – A communication, usually brief: → “Our client’s message is very clear, he demands better service.” ← / → “Yes sir; I’ve got your message.” ← / → “Children are the living messages we send to a time we will not see.” – John W. Whitehead ←

¹¹ **By any chance** – Perhaps: → “By any chance, do you have a room?” ← / → “By any chance, is Tim your brother?” ← / → It wouldn’t by any chance be April 1st today, would it? ←

¹² **Before** – Earlier in time; in front; ahead: → “Please see me before you leave.” ← / → “I will resign before agreeing with you.” ← / → “We’ll have to appear before a judge on Monday.” ← / → “You’re invited to present your proposal before the Board of Directors.”

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39.- Purchasing with a Credit Card – Exercises

Some examples of what you have just seen:

- ¹³ **Happen** – “What’s **happening?**” / “It so **happens** that today is Betty’s birthday.” / “I **happen** to have just what you need.” / “He’s acting as if nothing **happened.**” / “A smile **happens** in a flash, but its memory can last a lifetime.”
- ¹⁴ **Send** – “We’ll **send** your order overnight.” / “We’re **sending** the auditors to check our branch offices.” / “We’re **sending** a strong message to our competitors.” / “Let’s **send** a reminder letter to all the past due accounts.”
- ¹⁵ **Add** – “The flowers **added** a beautiful look to the office.” / “You’ll need to **add** memory to the computer.” / “Roger will **add** a lot of experience to our staff.” / “We **added** a couple of rooms to our house.” / “Everything’s perfect; there’s nothing left to **add.**”
- ¹⁶ **Deliver** – “Do you **deliver** overseas?” / “We **delivered** that order three days ago.” / “My sister **delivered** a baby girl.” / “Our boss will **deliver** a speech at the luncheon.” / “They’ll **deliver** the pizza in about 30 minutes.”

ENGLISH CLIPS:

DISC 20 – TRACK 14

1. Get something straight – To understand something clearly. >> “*Before the meeting begins, let’s **get something straight** about this problem.*”
2. Bring out the best – To cause someone to behave in the best manner. >> “*This new challenge **brings out the best** in them.*”

TONGUE TWISTER

DISC 20 – TRACK 15

How much wood could a woodchuck chuck if a woodchuck could chuck wood?

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40.- Claiming Lost Luggage / Asking for Directions at the Airport

40.1

DISC 20 – TRACKS 17 & 20

Hello, sir! Welcome to World Airlines, how may I help you?

I've just **arrived**¹ on flight 258 and my **luggage**² is **missing**.¹³

May I see your luggage ticket so I can track it for you?

Here you go.

As soon as we have an answer I'll let you know. Where should we call you?

I'll be in my office; my phone number is 210-555-8902. How long will it take before I get an answer?

We must have an answer within 24 hours. I will also need you to fill out this form with your name and address so we can deliver your luggage as soon as we **get it back**.⁹

Will you send it to my office?

It's **the least**³ we can do. I apologize for this **inconvenience**.⁴

Well, I hope it doesn't take too long to get it back.

It shouldn't take more than 48 hours to be delivered to you.

VOCABULARY

¹ **ARRIVE** – To come to a certain place during or after a journey > example: “I’m expecting my boss to arrive tomorrow.”

² **LUGGAGE** – The cases and belongings of a traveler > examples: “You need to pick up your luggage before clearing customs.”

³ **THE LEAST** – The minimum > examples: “The least you can do is be polite with your neighbor.”

⁴ **INCONVENIENCE** – That which gives trouble, embarrassment, or uneasiness > example: “Not having a car is such a big inconvenience.”

⁵ **SOUVENIR** – A token of remembrance; a memento > example: “I brought a bunch of souvenirs from my trip to Argentina.”

⁶ **ENTRANCE** – A place for entering, such as a door or gate > example: “The restaurant has an entrance on the other side.”

⁷ **ROUND TRIP** – A trip to a place and back again > example: “You’ll save money if you book it round trip.”

⁸ **PAY** – To give money in return for goods or services > example: “Please allow me to pay for dinner.”

40.2

DISC 20 – TRACKS 24 & 27

Sorry to bother you: could you please tell me how to **get**¹⁴ to gate 24?

Gate 24? You're going in the wrong direction. Go back to that corner... the **one**¹⁵ with the big white light **on top**;¹⁰ then **turn**¹⁶ to your right. Gate 24 will be on your right, not far from there.

I thank you so much. I'm actually looking for a gift shop nearby gate 24.

Oh yes, you'll find a nice gift and **souvenir**⁵ shop **across**¹¹ from the gate's **entrance**.⁶ you can't miss it.

I appreciate your help.

My pleasure!

40.3

DISC 20 – TRACKS 31 & 34

Welcome to World Airlines, how may I help you?

Look, I have a little problem here and I need your help. I have this ticket for a **round trip**⁷ Houston – Toledo – Houston. But now I have to make a change. I need to fly to Los Angeles right away, and on Monday I'm flying back to Houston. Is there any thing you can do?

Let me check our flight **availability**¹² to LA. Now, from LA you're flying back to Houston on Monday, is that correct?

That's correct, yes.

It looks like we can do something. I can book you on flight 8690 to Orange County Airport. This flight takes off in about an hour and a half. Then, on Monday, I can make a reservation for you either at 1:00 PM or 4:30 PM, or 7:30 PM Pacific Time. Which one would you like me to reserve for you?

Put me on the 4:30 PM flight, please. How much do I have to **pay**⁸ for this?

Your total will be \$439.95. Would you like to pay for it in cash or would you like to charge it to your credit card?

Charge it to my corporate card, please...

Very well. Do you have a personal identification?

I have my voter's card; is it ok?

Good enough!

DISC 20 – TRACK 22

TIPS: BUSINESS IDIOMS

Business World has its own idioms; here you have some of them:

Cut Corners – Economize – “We’ve been forced to cut corners during these severe economic times.”

Face Value – The official worth or trust of something – “We can buy these shares at their face value.”

Go Public – Sell shares of a privately owned company to the public – “The company stock rose when they went public.”

Heads Will Roll – Someone will be punished – “Heads will roll when the boss learns about last month’s sales results.”

IDIOMS AND USES OF LANGUAGE

⁹ **Get back** – To recover or retrieve: → “Ok, now let’s **get back** to the subject.” ← / → “It’s nice to **get back** to our old friends.” ← / → “Please **get back** to me as soon as you talk to the customer.” ←

¹⁰ **On top** – At the highest point or peak: → “**On top**, we can offer you some extra benefits.” ← / → “**On top** of everything else my boss wants me to work on Sundays.” ← / → “The man **on top** of the mountain did not fall there.” – Anonymous ←

¹¹ **Across** – On or to the other side: → “Lilly’s office is just **across** the hall.” ← / → “We were able to put our idea **across**.” ← / → “Never try to walk **across** a river just because it has an average depth of four feet.” – Martin Friedman ←

¹² **Available** – Present and ready for use; at hand: → “We are required to have a fire extinguisher **available** at all times.” ← / → “You’ll need to be **available** on weekends.” ← / → “Could you please call the hotel and check for **availability**?” ←

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40.- Claiming Lost Luggage / Asking for Directions at the Airport – Exercises

Some examples of what you have just seen:

- ¹³ **Missing** – “You’re **missing** the point!” / “Homer has never **messed** a work day.” / “I **messed** my flight at the airport.” / “I **miss** my family.” / “The book has 12 **missing** pages.” / “We’re **missing** customers every single day.”
- ¹⁴ **Get** – “I’m **getting** nothing but problems from this client.” / “**Get** me a napkin, would ya?” / “He **got** his information from the Internet.” / “You can’t **get** water out of a stone.” / “She **got** on the plane just before takeoff.”
- ¹⁵ **One** – “I’m just **one** player on the team.” / “He will come **one** of these days.” / “Michael is **one** fine person.” / “We’ll need to have an **one** on **one** interview.” / “This is the **one** I like the most.” / “Let me introduce you to the **one** and only, Victor Jones.”
- ¹⁶ **Turn** – “**Turn** the key to open the door.” / “He’s strong enough to **turn** a bar of steel.” / “The water had been **turned** to ice.” / “We can **turn** the situation around to our advantage.” / “Please **turn** to page 30.” / “This problem dates back to the **turn** of the century.”

ENGLISH CLIPS:

DISC 20 – TRACK 29

1. Under your belt – Already achieved or experienced. >> “She had fourteen years as a manager **under her belt** and knew the job as well as anyone..”
2. Can’t hack it – unable to do the job. >> “I thought delivering papers would be an easy job, but I just **can’t hack it.**”

RIDDLE

DISC 20 – TRACK 36

There are 20 people in an empty, square room. Each person has full sight of the entire room and everyone in it without turning his head or body, or moving in any way (other than the eyes). So, where can you place an apple so that all but one person can see it?

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41.- Booking a Flight / Booking Hotel Accommodations

41.1

DISC 21 – TRACKS 2 & 5

World Airlines Reservation Center; this is Nancy speaking. How may I help you today?
I wanna make a **reservation**¹ please.

Certainly! Will this be a round trip?

It'll be a round trip between Monterrey, Mexico and Detroit's Wayne Airport.

May I have the departure and **return**² **dates**¹³ please?

Departure date will be Sunday the 24th, in the morning; returning on Friday afternoon.

Very good; how many **passengers**?³

Two adults.

Let me **summarize**⁹ it for you. That'll be two, round-trip, adult tickets, departing from Monterrey, Mexico on flight 712 on Sunday, August 24th at 9:00 AM, arriving at Dallas-Fort Worth at 10:45 AM; changing planes and taking off from DFW on flight 890 at 1:00 PM, arriving at Detroit-Wayne Airport at 4:45 PM. Return will be from Detroit-Wayne on Friday, August 29th, flight 1026, scheduled for 5:15 PM, arriving at DFW at 7:15 PM and **leaving**¹⁰ Dallas on flight 850 at 8:00 PM and arriving in Monterrey at 9:40 PM. Is that okay with you?

Sounds¹¹ perfect!

May I have the passengers' names, please?

Passengers' names are: Chester Perkins and Jessica White.

May I have their Worldflyer miles numbers?

Yes, Mr. Perkins' number is AG-5986587. Ms. White's number is HG-8596587.

Do they have any special transportation **requirements**?⁴

Not at all.

May I have a **day phone number**⁵ where I can **contact**¹⁴ you?

Yes, my regular **direct**¹⁵ phone number is 619-525-8987 in San Diego.

The total **amount**⁶ will be \$958.28 including **taxes**⁷ and fees. May I have a credit card number, please?

Yes. It's a Travel Card: 9989-0256-8526-8960, expiration date March 2024.

May I have the name of the credit card **holder**¹⁶ as it appears on the credit card?

Chester W. Perkins, Jr.

And the **billing address**?⁸

12597 Prospect Boulevard, Suite 256, San Diego, CA, 90589.

Well, everything is **set up**.¹² Your flight departs at nine in the morning, so passengers need to be at the airport at least three hours before the scheduled take-off time. Please ask them to have their immigration documents ready for they will be required upon arrival at DFW.

I'll make sure they have their documents handy.

Thanks for flying with World Airlines!

VOCABULARY

¹ **RESERVATION** – Arrangement to secure accommodations in advance > example: “I already have reservations for our upcoming trip.”

² **RETURN** – To go or to come back > examples: “I'll return after Christmas.”

³ **PASSENGER** – A person traveling in a car, train, boat, etc., not driven by him > example: “The passengers are boarding the plane.”

⁴ **REQUIREMENT** – Something obligatory; a prerequisite > example: “You'll need to fulfill all requirements in order to qualify for credit.”

⁵ **DAY PHONE NUMBER** – A phone number where you can be reached during regular business hours.

⁶ **AMOUNT** – To add up in number or quantity > example: “We'll need a considerable amount of money to pay for expenses.”

⁷ **TAX** – A mandatory financial contribution imposed by a government to raise revenue.

⁸ **BILLING ADDRESS** – The customer's designated address to receive invoices and statements to be paid.

DISC 21 – TRACK 7

TIPS: THE MANY USES OF “GET”

“Get” is a very versatile word, here you have some examples:

- | | |
|---------------|-----------------|
| 1. Get across | 9. Get out |
| 2. Get along | 10. Get over |
| 3. Get around | 11. Get through |
| 4. Get away | 12. Get up |
| 5. Get by | 13. Get even |
| 6. Get down | 14. Get going |
| 7. Get in | 15. Get there |
| 8. Get off | 16. Get on |

IDIOMS AND USES OF LANGUAGE

⁹ **Summarize** – To express concisely: → “This slide **summarizes** last year-sales.” ← / → “You need to learn how to **summarize** your investigation.” ← / → “It's time to **summarize** your accomplishments and what makes you unique.” ←

¹⁰ **Leave** – To go out of or away from: → “You're not allowed to **leave** the room.” ← / → “What will you do after you **leave** the Company?” ← / → “My train **leaves** at six o'clock.” ← / → “What is **left** when honor is lost?” – Publilius Syrus ←

¹¹ **Sound** – Anything that can be heard: → “Did you hear that **sound**?” ← / → “Does it **sound** like a good idea to you?” ← / → “Your voice **sounds** clear on the phone.” ← / → “The **sweetest sound** of all is praise.” – Xenophon ←

¹² **Set up** – To begin or enable to begin: → “Caesar will **set up** the new machine.” ← / → “The new sales results have really **set** the team up.” ← / → “This is your manual for **setting up** the computer.” ←

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41.- Booking a Flight / Booking Hotel Accommodations – Exercises

Some examples of what you have just seen:

- ¹³ **Date** – “This machine **dates** back to the 1950’s.” / “Could you please tell me the projected delivery **date** for this order?” / “What’s today’s **date**? – Today’s **date** is August 11th” / “I have a **date** for tonight!” / “Would you please file these invoices by **date**?”
- ¹⁴ **Contact** – “Please **contact** me at soon as possible.” / “The pilot made **contact** with the tower.” / “I can’t reveal my government **contacts**” / “Don’t let the glue come in **contact** with your skin!”
- ¹⁵ **Direct** – “Please **direct** your comments to Susan.” / “She was so kind **directing** us to the airport.” / “There is a **direct** link between alcohol and absenteeism.” / “I’m expecting a **direct** answer from you.”
- ¹⁶ **Holder** – “John is the majority **stockholder**.”/ Charlie currently **holds** the title of “Union Representative.” / “Our Company **holds** a great number of patents.” / “Put the towel back on its **holder** will you?” / “He’s the **holder** of the signed IOU.”

ENGLISH CLIPS:

DISC 21 – TRACK 8

1. Get your walking papers – Get fired from your job. >> “The young man **got his walking papers** for yelling at the customers.”
2. He lost his head – Angry and overcome by emotions. >> “I’m sorry. I got upset and **lost my head**.”

THOUGHTS

DISC 21 – TRACK 9

“Service is the lifeblood of any organization. Everything flows from it and is nourished by it. Customer service is not a department...it's an attitude.”

“The sea of change can pull customers in many directions. It is our responsibility to light the way and take care of them...before the competition does.”

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41.- Booking a Flight / Booking Hotel Accommodations (cont'd)

41.2

DISC 21 – TRACKS 11 & 14

Intercontinental Hotel Reservations Center; this is Jill speaking. How may I help you?

Yes, I need to book two rooms for Sunday.

Very well, let me check room availability. Do you have the estimated¹ time of arrival?

ETA will be around 5:00 PM.

When will you be checking out?

Check-out will be Friday 29th.

How many people in each¹³ room?

Only one adult per room.

Do you want standard² rooms, or do you prefer suites?³

We rather have standard rooms.

We have two rooms available at \$110.00 per room per night, plus applicable⁹ tax and service fees. The total for five days will be \$1,270.06 including tax and service fees. Do you want to go ahead and book the room?

Yes. And I have a discount¹⁴ coupon.⁴

May I have the redemption¹⁰ code⁵ on the coupon, please?

HY-8520365.

Very good. I've applied the coupon's discount. Your new total is \$1,016.05

Ok. Go ahead with the reservation.

I will need to have a credit card number and the holder's information.

Of course...

Your reservation will be kept¹⁵ until 7:00 PM on Sunday. Your confirmation¹¹ number is KY-890. Prices are definite⁶ only at check-out time so they may slightly vary.⁷

Yes, I understand. You are located close to the Airport, aren't you?

Yes. We're very close to Wayne Airport. We're located⁸ just off¹⁶ I-94, along the access road from exit 198. It's just a five-minute trip. And of course, we have shuttle¹² service to and from the Airport.

Do you have any Internet access in the rooms?

Yes. We have free Wi-Fi access in all rooms; we'll give you your user and password upon arrival.

Excellent.

We also have a business center available, in case you need to hold meetings with clients; it's free of charge for our guests.

Very well. What other amenities does the hotel have?

We have a fitness room, indoor pool, spa and valet parking; likewise, all of them absolutely free.

Cool! I think we can make good use of your facilities.

Please feel free to try them all; and I wish a nice stay.

Thanks!

VOCABULARY

¹ **ESTIMATED** – To calculate approximately > example: “These are only *estimated* prices.”

² **STANDARD** – An accepted or approved example of something against which others are judged or measured > example: “Our products set the *standard* for quality.”

³ **SUITE** – A series of connected rooms used as a living unit > examples: “He wants to stay in the Presidential *Suite*.”

⁴ **COUPON** – A detachable part of a ticket or advertisement entitling the holder to a discount > example: “I've got a *coupon* for the pizza parlor.”

⁵ **CODE** – A system of letters or digits used for identification or selection purposes > example: “Our products are *coded* for identification purposes.”

⁶ **DEFINITE** – Clearly defined; explicitly precise > example: “It is *definite* that we're getting the contract.”

⁷ **VARY** – To undergo or show change > example: “The temperature *varied* by 10 degrees throughout the day.”

⁸ **LOCATED** – Situated or placed > example: “We are *located* in the suburbs.”

DISC 21 – TRACK 16

TIPS: THE MANY USES OF “GO”

“Go” is a very versatile word, here you have some examples:

- | | |
|--------------|----------------|
| 1. Go about | 9. Go over |
| 2. Go around | 10. Go under |
| 3. Go by | 11. Go through |
| 4. Go away | 12. Go up |
| 5. Go for | 13. Go with |
| 6. Go into | 14. Go back |
| 7. Go off | 15. Go steady |
| 8. Go on | 16. On the go |

IDIOMS AND USES OF LANGUAGE

⁹ **Applicable** – Being appropriate or relevant: → “We'll have to pay all **applicable** taxes.” ← / → “The new requirements are **applicable** to all new hires.” ← / → “Leadership is **applicable** to all facets of life.” – John G. Agno ←

¹⁰ **Redeem** – To exchange coupons for goods: → “Shareholders can **redeem** their shares as of the close of the day.” ← / → “We'll need to **redeem** the Treasury bonds we have.” ← / → “Keep the coupon so you can **redeem** it later on.” ←

¹¹ **Confirm** – To make valid by a formal act; ratify: → “Can you please **confirm** what you're saying?” ← / → “What you said has **confirmed** my doubts.” ← / → “Have you **confirmed** this information?”

¹² **Shuttle** – A vehicle that offers a frequent service over a short route: → “We took a **shuttle** across town.” ← / → “A small train **shuttles** constantly between the concourse and the runways.” ← / → “Describing the Internet as the Network of Networks is like calling the Space **Shuttle** a thing that flies.” – John Lester ←

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41.- Booking a Flight / Booking Hotel Accommodations (cont’d) – Exercises

Some examples of what you have just seen:

- ¹³ **Each** – “I know **each** and every one of the workers.” / “**Each** of us can have two slices of pizza.” / “**Each** of the candidates were interviewed separately.” / “The bill comes to \$79, so that’s about \$10 **each**.” / “To **each** his own.”
- ¹⁴ **Discount** – “They’re offering a **discount**.” / “It’s just a rumor, **discount** it.” / “Some of the shareholders are selling their titles at a **discount**.” / “Will you **discount** part of the interest if I pay in advance?”
- ¹⁵ **Keep** – “**Keep** the change!” / “**Keep** it for yourself.” / “Would you please **keep** an eye on the shop while I’m away?” / “Bill is in charge of **keeping** financial records.” / “I **kept** my staff after hours to discuss tomorrow’s audit.”
- ¹⁶ **Off** – “I need to take the afternoon **off**.” / “Peter shaved **off** his moustache.” / “I just turned **off** my computer.” / “Thursday’s my day **off**.” / “I’m **off** to see my customer.” / “September is less than a week **off**.” / “Take your feet **off** that seat, will you?”

ENGLISH CLIPS:

DISC 21 – TRACK 17

1. Curiosity killed the cat – Being inquisitive can lead you into a dangerous situation. >> “*Don’t ask so many questions. Remember that **curiosity killed the cat***”
2. Hold your horses – Be patient. >> “***Hold your horses!** Everything will be ready in a few minutes.*”

DISC 21 – TRACK 18

IDIOM QUIZ Choose an idiom at the bottom to replace the expression in the brackets below:

We tried to decide on a (rough estimate) for the cost of new computer printers for the company.

- (a) Budget crunch (b) Number-cruncher
(c) Ball park figure (d) Sweetheart deal

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42.- Passing Through Immigration at an Airport or at the Border

42.1

DISC 21 – TRACKS 20 & 23

Good morning, sir. May I see your passport, please?

Yes. Here it is.

What’s the **purpose**⁹ of your trip?

Business.

How long are you planning to stay in the United States?

Only for a few weeks.

Are you **carrying**¹ any cash over \$ 10,000.00 dollars?

No, sir.

Please fill out this form for me. Let me know when you’re through with it.

Here you go...

Very well. Do you have anything else to **declare**?²

Just my luggage.

42.2

DISC 21 – TRACKS 27 & 30

What’s the purpose of your trip, ma’am?

I’m on a business trip, but I’ll take **some**¹³ days off on the weekends.

How long are you staying here?

I’ll be here for two months.

Are you planning to go back to Mexico during your stay?

No. I don’t think I’ll be going back to Mexico until the end of my trip.

I will need to see some **proof**³ of your job and residence in Mexico.

Well, I have my voter’s registration card and some bank statements as you can see.

Ok. How about your job?

This is my Company’s ID card.

How much cash are you carrying?

I have about a thousand dollars.

And how are you going to pay for your stay and expenses **while**¹⁴ in the United States?

I have my company’s corporate card to pay for any business expenses.

Very well. This is your two-month permit. If you need to stay longer **than**¹⁵ two months in the United States, you’ll need to go to the Immigration office nearest you to **apply**¹⁰ for an **extension**¹¹. When you leave the country you need to return this card at the bridge.

Please go back to your car for **customs**⁴ inspection.

42.3

DISC 21 – TRACKS 34 & 37

I will need to check your car, sir. Could you please open the **trunk**⁵ and **hood**?⁶

Of course.

Are you **bringing**¹⁶ any liquor or fruit from Mexico, sir?

Yes, I have two bottles of tequila... gifts for customers.

Very well, you’ll need to pay taxes on them right **over there**.¹²

Ok.

Anything else you want to declare?

Not at all.

Could you please open the **glove**⁷ compartment and your briefcase?

Sure.

Thanks, everything seems to be ok. Please go ahead.

Thanks, officer.

You’re welcome. Just stop at the **booth**⁸ to pay the liquor tax.

VOCABULARY

¹ **CARRY** – To hold or support while moving > example: “She’s carrying her baby girl.”

² **DECLARE** – To make clearly known or announce officially > example: “You have to declare your income on your tax return.”

³ **PROOF** – Evidence that establishes the truth, validity, etc., of something > example: “His curriculum is proof of his dependability.”

⁴ **CUSTOMS** – Governmental agency authorized to collect import taxes > example: “Customs and immigration are just across the bridge.”

⁵ **TRUNK** – A compartment for luggage > example: “VW’s have the trunk in the front of the car.”

⁶ **HOOD** – A metal lid over the engine of a motor vehicle > example: “The hood opened while I was driving.”

⁷ **GLOVE** – A fitted covering for the hand > example: “She’s wearing beautiful leather gloves.”

⁸ **BOOTH** – A small compartment with a window, used to separate the occupant from others > example: “A ticket booth.”

DISC 21 – TRACK 25

TIPS: THE MANY USES OF “UP”

“Up” is a very versatile word, here you have some examples:

- | | |
|--------------|----------------|
| 1. Act up | 11. End up |
| 2. Add up | 12. Give up |
| 3. Back up | 13. Grow up |
| 4. Beat up | 14. Lighten up |
| 5. Break up | 15. Make up |
| 6. Buckle up | 16. Mix up |
| 7. Build up | 17. Pay up |
| 8. Catch up | 18. Pop up |
| 9. Cheer up | 19. Speed up |
| 10. Cover up | 20. Wrap up |

IDIOMS AND USES OF LANGUAGE

⁹ **Purpose** – To intend or determine to do something: → “The **purpose** of today’s meeting is to review the budget.” ← / → “I can’t believe he did that on **purpose**.” ← / → “Great minds have great **purposes**; others have wishes.” – Washington Irving ←

¹⁰ **Apply** – To request employment or admission: → “He’ll have to **apply** for unemployment benefits.” ← / → “My daughter will **apply** for college next year.” ← / → “Please **apply** in writing to the address below.” ←

¹¹ **Extension** – A part constituting an addition: → “When you call, ask for **extension** 3276.” → “My cousin is taking an **extension** course at the University.” ← / → “We’ve got a three-month **extension** on the loan.” ←

¹² **Over there** – Across from one side to the other: → “Could you please put your hat **over there**?” ← / → “The bank is right **over there**.” ← / → “Take care, your worship, those things **over there** are not giants but windmills.” – Miguel de Cervantes ←

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42.- Passing Through Immigration at an Airport or at the Border – Exercises

Some examples of what you have just seen:

- ¹³ **Some** – “Would you like **some** sugar?” / “She’s been managing for **some** time now.” / “I did the assignment and then **some**.” / “**Some** 40 people attended the conference.” / “Show him **some** respect, will you?” / “That was **some** game!”
- ¹⁴ **While** – “Please have some coffee **while** I make this call.” / “I’ll stay inside **while** it’s raining.” / “Will you be there for a **while**?” / “Meat is expensive, **while** bread is cheap.” / “It was good **while** it lasted.” / “Mr. Robinson called **while** you were out.”
- ¹⁵ **Than** – “She’s a better accountant **than** I am.” / “I’m more **than** happy today.” / “My son is a taller **than** my daughter.” / “You’re earlier **than** usual.” / “I spent more **than** I intended to.” / “It cost less **than** I expected.” / “It’s easier said **than** done.”
- ¹⁶ **Bring** – “**Bring** me the hat, could you?” / “What you said **brings** me to the main point.” / “**Bring** enough money with you.” / “The hurricane **brought** along destruction.” / “Don’t **bring** me problems, **bring** me some solutions.”

ENGLISH CLIPS:

DISC 21 – TRACK 32

1. Field day – An enjoyable day or circumstance.. >> “The press is going to have a **field day** with this one.”
2. Keep track of something – To keep a count or record of something. >> “You need to **keep track of the quality process in all areas.**”

TONGUE TWISTER

DISC 21 – TRACK 39

Imagine and imaginary menagerie manager managing an imaginary menagerie.

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43.- Describing the Company’s History, Mission, Vision and Values

43.1

DISC 22 – TRACKS 2 & 5

Victor, what does Innovative Technologies stand for? ⁹

Well, Peter... I can tell you, Innovative Technologies is much more than just a name; there is a corporate philosophy behind this name.

I'd like to get to know your Company better.

*Let me tell you about our Company: Innovative Technologies Corporation was **founded** ¹ almost a hundred years ago. This is the third generation of the Morgan family running the Company. Our Chairman of the Board and Chief Executive Officer, Rutherford W. Morgan III is the founder's grandson.*

*Everything started back in the 1930's when Mr. Morgan's father's father decided to start a small business dedicated to the fascinating world of **innovation** ² in industrial processes. He started with only three employees in a small **shop** ³ in the **basement** ⁴ of his house. He started offering solutions to manufacturing processes, simplifying them and making them more **profitable** ⁵ for the companies. The Company grew throughout the years thanks to Mr. Morgan's father's leadership and now it's a nationwide Company **servicing** ⁶ a wide range of industrial concerns.*

***Nowadays**, ⁷ the Company is a **leader** ¹³ in its field, thanks to the things we **believe** ¹⁰ in. Everything is reflected in our mission, vision and values; for they are the **backbone** ¹¹ of our Company.*

*Our mission is to constantly exceed our customer's requirements and expectations. We've always **strived** ¹⁴ to fulfill our customer's needs and we are always looking for ways to improve with excellence.*

*Our vision is to become a Global Company in less than five years. We already have the products, the ideas and the **will** ¹⁵ for doing so. We are **reaching** ¹² global customers wanting to deal with world-class companies and we are fulfilling their requirements.*

*Our values are the **core** ⁸ of our entire organization. We believe in and **encourage** ¹⁶ respect, innovation and leadership and we take ownership of those values so our people can have a healthy and competitive environment.*

We also have the highest regard for candor, meritocracy and inclusion; that is, we speak openly and frankly so everything is always clear; also, promotions are based mostly on merit and not on seniority; and we welcome diversity from all corners of the globe and from all walks of life.

Finally, our social awareness is generous, always reaching out and giving back to society part of our earnings as a symbol of our gratefulness.

Very interesting. No wonder your company is so well positioned on the market.

That's right.

VOCABULARY

¹ **FOUND** – To establish or set up > example: “The college was founded in 1872.”

² **INNOVATION** – Something newly introduced, a new method or device > example: “Innovation is the central issue for economic prosperity.”

³ **SHOP** – A place for the performance of a specific type of work > example: “I had to send my car to the shop”

⁴ **BASEMENT** – A substructure or foundation of a building > example: “The parking lot is in the basement.”

⁵ **PROFITABLE** – Affording gain, benefit, or profit > example: “Business is profitable again with the new manager.”

⁶ **SERVING** – To supply goods or services to customers > example: “We’re servicing customers at the border.”

⁷ **NOWADAYS** – In these times > example: “Nowadays I write out my own letters instead of dictating them.”

⁸ **CORE** – The central or innermost part > example: “Our Company’s core business is retail.”

DISC 22 – TRACK 7

TIPS: BUSINESS IDIOMS

Business World has its own idioms; here you have some of them:

In black and white – In writing – “We refuse the deal unless you put in black and white.”

Mean business – Be serious– “The boss means business when he says he wants to see some results this month.”

Tight spot – A difficult situation– “The Company has been in a tight spot since the recession started.”

In stock – Have something ready to sell – “They don’t have any toner in stock at the office supply store.”

IDIOMS AND USES OF LANGUAGE

⁹ **Stand for** – To advocate or support; meaning: → “We **stand for** our values.” ← / → “What does “OK” **stand for**?” ← / → “Self-praise is for losers. Be a winner. **Stand for** something. Always have class, and be humble.” – John Madden ←

¹⁰ **Believe** – To accept as true or real: → “I **believe** in my employees’ loyalty.” ← / → “I **believe** in your ability to solve this problem.” ← / → “The future belongs to those who **believe** in the beauty of their dreams.” – Eleanor Roosevelt ←

¹¹ **Backbone** – Fortitude and determination: → “The **backbone** of success is usually found in old-fashioned, basic concepts like hard work, determination, good planning and perseverance.” ← / → “Success depends on your **backbone**, not on your wishbone.” – Anonymous ←

¹² **Reach** – To arrive at; attain: → “We have **reached** a conclusion.” ← / → “I’ll be within **reach** in case you need me.” ← / → “Our sales **reached** a historic high.” ← / → “Our products are **reaching** markets we never expected to **reach**.” ←

43.- Describing the Company’s History, Mission, Vision and Values – Exercises

Some examples of what you have just seen:

- ¹³ **Leader** – “Sarah is the undisputed **leader** of the Union.” / “**Leaders** must be able to relate to others.” / “Please call all the Team **Leaders** for an urgent meeting.” / “We’re the top **leaders** in our market.” / “True **leaders** always lead.”
- ¹⁴ **Strive** – “We need to keep hope alive and **strive** to be better.” / “We **strive** to make our customers happy.” / “He’s **striving** for better paid positions.” / “Nowadays, everyone is **striving** to make a living.”
- ¹⁵ **Will** – “Where there’s a **will** there’s a way.” / “My grandfather is preparing his **will**.” / “I’m sorry for Duncan, he lacks the **will** to overcome his addiction.” / “Let it be known that I made this decision against my **will**.”
- ¹⁶ **Encourage** – “Our policies are designed to **encourage** people’s involvement.” / “Government supports and **encourages** investments” / “I feel **encouraged** after attending the conference.” / “I have found that my college students need **encouragement**.”

ENGLISH CLIPS:

DISC 22 – TRACK 8

1. **Know the ropes** – To understand the details. >>
“Don’t worry about the new employee, he already **knows the ropes**.”
2. **Field day** – An enjoyable day or circumstance.. >>
“The press is going to have a **field day** with this one.”

RIDDLE

DISC 22 – TRACK 9

A man has to get a fox, a chicken, and a sack of corn across the river. He has a rowboat, and it can only carry him and one other thing. If the fox and the chicken are left together, the fox will eat the chicken. If the chicken and the corn are left together, the chicken will eat the corn. How does the man do it?

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44.- Describing the Company’s Policies

44.1

DISC 22 – TRACKS 11 & 14

Heather, as a new employee of our company, you must learn about the Company’s policies.¹ Let me go over them very quickly.

Should I take any notes?

No need to. I will provide² you with our policies’ handbook.³ Let me tell you about them: These policies are meant¹⁸ to protect each and every one of us from having any negative influences that may confront⁴ us. They also establish the guidelines¹⁴ which will monitor our own¹⁹ behavior¹⁵ while working on the Company. If you stick⁵ to our policies, you will cover yourself from getting into any kind of trouble.

Very good.

The very²⁰ first policy is Respect. We show respect to our stockholders, our customers, our suppliers, our personnel, our families, ourselves, etc.

We honor Truth above everything. Truth must be a rule in all of our thoughts and our actions as well.

We also appreciate fairness²¹ in everything we do. We do not bribe⁶ our customers neither we accept kickbacks from our suppliers. We play a fair game among all our employees; that is, we don’t backstab⁷ anybody in order to get a better position. And of course, we are strongly, decisively against sexual harassment, illegal drugs and money laundering.⁸ Anybody who is caught red handed⁹ in these illegal activities is immediately fired and turned over to the authorities.

I understood clearly. I assure you I’m not going to get into any of those situations.

VOCABULARY

¹ **POLICY** – A plan of action adopted by an organization > example: “There is a non-smoking policy in force.”

² **PROVIDE** – To furnish; supply > example: “The company provides uniforms for all workers.”

³ **HANDBOOK** – Reference book on a subject or directions for maintenance or repair > example: “Read the handbook before you operate the equipment.”

⁴ **CONFRONT** – To come up against; encounter > example: “You’ll confront a lot of hostility from competitors.”

⁵ **STICK** – To remain loyal or faithful > example: “We should stick to our basic principles

⁶ **BRIBE** – To promise, offer, or give something, usually money, to procure services or gain influence, esp. illegally.

⁷ **BACKSTAB** – To attack unfairly, especially in an underhand, deceitful manner > example: “He backstabbed his best friend just to get a promotion.”

⁸ **MONEY LAUNDERING** – Concealing the source of illegally gotten money.> example: “The only way they could still be in business is by laundering money.”

⁹⁻¹³ **Cont. on “Extra Vocabulary”**

44.2

DISC 22 – TRACKS 18 & 21

Kevin, I heard you had a good time on your trip to New York.

Well, I did have a good time. I closed some good business deals and I got to know some interesting people.

As far as I know, you took very good care of Theo and Sergio.

They’re very nice guys. We went out for dinner and also had a few drinks. As you know, they’re very important customers and I thought a little PR¹⁰ wouldn’t hurt¹¹.

I know that, Kevin, but the point is that it looks like you took them to some very expensive places; the “few” drinks were not a few but a lot; and I understand that you also paid for some “gifts” for them. And now you want us to pay for all those expenses?

Well, I consider all that as business expenses.

Have you forgotten about our Company’s policies? We neither pay for expensive meals nor do we bribe our clients. Your behavior is highly irregular. I mean, if you have to do this just to please a customer you’ll have to do this all the time in order to keep the business. We consider that we can compete only with our quality, prices and service and that we don’t need to do “business after hours”.

Do you know what I mean?

And now, what is gonna happen?

I’m rejecting¹² your so-called¹⁶ “business expenses”; you have an allowance¹⁷ for travel expenses and that’s it. And this is only a warning. Next time we will consider this as a major infringement to our policies and you will be expelled¹³ from the job. Is that clear?

Crystal clear!

DISC 22 – TRACK 16

TIPS: THE MANY USES OF “OUT”

“Out” is a very versatile word, here you have some examples:

- | | |
|---------------|--------------------|
| 1. Act out | 11. Fight it out |
| 2. All out | 12. Figure out |
| 3. Branch out | 13. Fill out |
| 4. Bring out | 14. Find out |
| 5. Buy out | 15. Flat out |
| 6. Call out | 16. For crying out |
| 7. Carry out | 17. Get out of |
| 8. Clear out | 18. Give out |
| 9. Come out | 19. Grow out from |
| 10. Drop out | 20. Hammer out |

IDIOMS AND USES OF LANGUAGE

¹⁴ **Guidelines** – A principle put forward to set standards: → “We have to revise our guidelines on incentives.” ← / → “Problems are not stop signs, they are guidelines.” – Robert H. Schuller ←

¹⁵ **Behavior** – The manner of conducting oneself: → “Some people show poor behavior when drinking.” ← / → “Personal behavior is a key factor in determining a promotion.” ← / → “Behavior is a mirror in which you display your own image.” ← – Johann Wolfgang von Goethe

¹⁶ **So-called** – Called by such a name: → “My so-called friends are gossiping about me again.” ← / → “The so-called evidence they had was fake.” ← / → “The so-called “security” system was easily eluded by the thief.” ←

¹⁷ **Allowance** – To dispense in fixed quantities: → “I already consumed my weekly allowance of two eggs.” ← / → “My e-mail has a storage allowance of 40 MB.” ← / → “You’re entitled to a baggage allowance of 20 kg.” ←

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44.- Describing the Company’s Policies – Exercises

Some examples of what you have just seen:

- 18 **Meant** – “What he **meant** was that you’ll have to work extra hours.” / “This guarantee is **meant** for the original purchaser only.” / “This is not the way the program was **meant** to run.” / “We practice honesty as it was **meant** to be.”
- 19 **Own** – “From this point forward, you’re on your **own**.” / “You have to make your **own** decisions.” / “Samuel **owns** a chain of pharmacies.” / “Put it in your **own** words.” / “Now, I have my **own** car.”
- 20 **Very** – “Our manager is **very** much respected.” / “That’s the **very** reason we’re here today.” / “The **very** thought of devaluation is frightening.” / “You’ll find the information on the **very** next page.” / “If you think I’m wrong, tell me this **very** moment.”
- 21 **Fair** – “We have **fair** skies this morning.” / “She wanted to receive her **fair** share of the proceeds.” / “What you did is not exactly **fair**.” / “We always play **fair** with our competitors.” / “Who said life is **fair**?” / “Make **fair** agreements and stick to them.”

ENGLISH CLIPS:

DISC 22 – TRACK 23

1. **Pay off** – To succeed, to yield good results. >> “Finally, all the hard work is **paying off**.”
2. **Pick up your ears**– To listen very carefully. >> “**Pick up your ears!** I will only say this once.”

THOUGHTS

DISC 22 – TRACK 24

“What we can easily see is only a small percentage of what is possible. Imagination is having the vision to see what is just below the surface; to picture that which is essential, but invisible to the eye.”

“Learn to embrace change, and you’ll begin to recognize that life is in constant motion, and every change happens for a reason. When you see boundaries as opportunities, the world becomes a limitless place, and your life becomes a journey of change that always finds its way.”

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45.- Briefing on Today’s Job Agenda

45.1

DISC 23 – TRACKS 2 & 5

Good morning Alison, what do we have today?

Well, you have quite a busy day. Do you want to review today’s schedule?

Yes, I need to; I guess²⁵ I have to make some changes on it.

First, you have an appointment with Mr. Gates from Huntington. He called to say he’s on his way¹⁷ here.

Ok, offer him some coffee while I make a couple of phone calls, would you?

Very good; then you have a meeting with the people from the Union.¹ They want to review the collective bargaining agreement and benefit² plan for the coming year.

Ask Roger to see them; I need to get out of here with Mr. Gates. We need to go to the Bank. I think it’ll take about an hour or so. When I get back I will need to have a recap³ with Charles and Robbie; tell them to have their reports ready by that time.

Ok. What about Reginald? He’s asked to see you by 10:00 AM.

Move²⁶ him to 11:30. I’ll have some time then.

You have lunch with Geraldine Parker at 12:30...

Oh... you know what? I’ll need to give her a couple of promotional gifts.⁴ Would you please find them for me and have them ready before I leave? Something simple,²⁷ a desk calendar and a coffee mug will do.

I’ll get them. That’s about it¹⁸ for now. Do you want to see this afternoon’s agenda⁵?

No. We’ll see it after lunch. Mr. Gates may already be here and I still need to make some phone calls. Take care of him, will you?

VOCABULARY

¹ **UNION** – An organization of employees formed to bargain with the employer > example: “You have to join the Union in order to get hired.”

² **BENEFIT** – An entitlement available in accordance with a wage agreement.

³ **RECAP** – A summary at the end that repeats the substance of a discussion > example: “Recap should take no more than five minutes.”

⁴ **PROMOTIONAL GIFT** – Custom imprinted items given away as goodwill items, or for advertising purposes.

⁵ **AGENDA** – A list or program of things to be done or considered > example: “My agenda is full for the week.”

⁶ **BOSS** – A person in charge of or employing others > example: “Robert is a very demanding boss.”

⁷ **GUY** – Informal for man, fellow > example: “I saw the guys this morning.”

⁸ **INSTEAD** – In place of or as an alternative to > example: “I will drive instead.”

45.2

DISC 23 – TRACKS 9 & 12

Good morning, Morgan.

Morning boss,⁶ everything ok?

I’m afraid not. I’ll need you to call Larry, John, Megan, and the new guy⁷ from materials... what’s his name?

Bernie. Boy, something must be going on!⁹

There is. We need to change today’s program. Isaiah just sent me an Inbox. There’s been a last minute²⁰ change and now they need us to send them XP-20’s instead⁸ of XP-50’s.

Have they gone crazy? When do they want us to change the product?

What do you mean²⁸ when? Right now, of course. They want us to stop²⁹ producing the 50’s and they want the first shipment of 20’s by noon⁹ today. Have you got that? They are sending us the release³⁰ even as we speak.

No wonder you need everybody right away. Let me call them at once.

Tell them that I want all of them in the meeting room in 5 minutes, no excuses!¹⁰

Hi everybody. As you know by now, we need to make this change and we need to make it right away. I will need some information from you so I can call them back to assure¹¹ quantity and delivery time. This change is meant to last at least for a week; then we’ll get back to shipping the 50’s. Bernie, do we have raw material available for the 20’s?

Only for a couple of days. I will call the supplier so they can ship me enough for this order.

Good. John: how long does it take to shift³¹ production to 20’s?

It’ll take at least three hours to prepare¹² everything.

Continued on page 215

DISC 23 – TRACK 7

TIPS: THE MANY USES OF “OUT”

“Out” is a very versatile word, here you have some examples:

- | | |
|----------------|--------------------|
| 1. Hang out | 11. Right out |
| 2. Head out | 12. Rule out |
| 3. Help out | 13. Run out of |
| 4. Hide out | 14. Set out |
| 5. Inside out | 15. Sign out |
| 6. Iron out | 16. Straighten out |
| 7. Leave out | 17. Walk out |
| 8. Let out | 18. Wear out |
| 9. Log out | 19. Work out |
| 10. Puzzle out | 20. Write out |

IDIOMS AND USES OF LANGUAGE

¹⁷ **On his way** – Continue a journey, departing: → “Before leaving, he’ll take a cup of coffee and then be **on his way**.” ← / → “The shipment will be **on its way** tomorrow.” ← / → “My daughter will be **on her way** back by the end of the year.” ←

¹⁸ **That’s about it** – There’s nothing more: → “Well, it is a good idea, but **that’s about it**.” ← / → “Anything you want to add?” – “No, **that’s about it**.” ← / → “When he finished his speech, we looked at each other and said: **that’s about it!**” ←

¹⁹ **Going on** – To take place; happen: → “Nobody knew what was **going on**.” ← / → “Billy is the only one who knows what’s **going on** here.” ← / → “Not only do I not know what’s **going on**, I wouldn’t know what to do about it if I did.” – George Carlin ←

²⁰ **Last minute** – The latest possible moment: → “We’re not able to be working on **last-minute** solutions.” ← / → “Why do you always wait until the **last minute** to do your shopping?” ← / → “Nothing makes a person more productive than the **last minute**.” – Anonymous ←

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45.- Briefing on Today’s Job Agenda – Exercises

Some examples of what you have just seen:

- ²⁵ **Guess** – “Guess, if you can; and choose, if you dare.” / “Guess who’s visiting us next week?” / “I can only **guess** why she works so hard.” / “Guess if you don’t know the answer.” / “I **guess** the meeting will have to be adjourned.”
- ²⁶ **Move** – “Could you please **move** away from the door?” / “She’s **moving** up the corporate ladder.” / “He’s speech **moved** me to tears.” / “I’m **moving** in to my new house.” / “You better **move** soon or we’ll lose the order.”
- ²⁷ **Simple** – “To be **simple** is to be great.” / “This is such a **simple** task.” / “My grandfather had a **simple** cold.” / “Please answer with a **simple** ‘yes’ or ‘no’.” / “What I’m gonna tell you is the **simple** truth.”
- ²⁸ **Mean** – “No one **means** all they say, and yet very few say all they **mean**.” / “Mario’s work **means** a lot for our sales department.” / “This has been the **meanest** storm in years.” / “You ought to live within your **means**.”

ENGLISH CLIPS:

DISC 23 – TRACK 14

1. Your guess is as good as mine – I have no idea. >> “Who’s going to attend the meeting? **Your guess is as good as mine.**”
2. Finishing touches – A final adjustment of something. >> “The room still needed a few **finishing touches.**”

DISC 23 – TRACK 15

IDIOM QUIZ Choose an idiom at the bottom to replace the expression in the brackets below:

My sister and her husband paid (much money) for their house.

- (a) on a shoestring (b) an arm and a leg
(c) a rain check (d) two cents worth

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45.- Briefing on Today’s Job Agenda (cont’d)

Then don’t **waste**²¹ your time with us and start making whatever changes are necessary to start production at once.

Larry: we’ll need some bigger trucks to carry the 20’s. Can you have them here **on time**³² for the first shipment?

Don’t worry; I’ll get ’em.

Ok, just make sure the 20’s fit in them. I don’t want to have any problems with that.

Morgan: **prepare** the orders and put me on the phone with Zachary, we’ll need additional **funding**¹³ for this order.

Should I transfer the call to your office?

Of course!

Ok everybody. Let’s go to work!

45.3

DISC 23 – TRACKS 17 & 20

Valentine, do you have today’s program?

Yes sir; everything’s set up.

You have the program, don’t you?

Yes, I do. Do you want to **check¹⁴ it?**

Read it for me, please.

Our guests will arrive at the airport at 7:30 AM. HR people will go and pick them up and will bring them here after breakfast.

At 9:00 AM we’ll welcome them and we’ll show them the plant. Victor will be in charge from 9:30 to 12:00. There will be several **workshops¹⁵; we’ll be discussing the items agreed on the agenda.**

At noon, we’ll have the main event. It will be in the cafeteria. Lunch with the whole **crew¹⁶ and the awards ceremony. Mr. Dickerson will be the **keynote**²² speaker. He’ll **address**²³ the troops regarding excellence and rewards that everybody who walks the **extra mile**²⁴ will receive.**

By 1:00 PM the awards will be handed to the winners and by 1:30 PM everything will be over. Victor will take them back to the airport.

Very good. Are you sure everything’s ready?

Yes sir; I’ve checked every detail myself.

Better double-check everything. I don’t want to make any mistakes with such guests in the house.

VOCABULARY

⁹ **BY NOON** – No later than twelve o’clock in the daytime > example: “We always have lunch by noon.”

¹⁰ **EXCUSE** – To seek pardon or exemption for (a person, esp. oneself) > example: “To excuse oneself for one’s mistakes.”

¹¹ **ASSURE** – To promise; guarantee > example: “He assured us that he would come before dark.”

¹² **PREPARE** – To make ready beforehand for a specific purpose > example: “The trainer prepared the workers for their new job.”

¹³ **FUNDING** – Financial resources provided to make some project possible.

¹⁴ **CHECK** – To examine, investigate > example: “We carefully check each and every unit before delivery.”

¹⁵ **WORKSHOP** – A group of people engaged in study or work on a creative project or subject.

¹⁶ **CREW** – A group of people working together > example: “The crew went home at 5:00 PM today.”

DISC 23 – TRACK 22

TIPS: BUSINESS IDIOMS

Business World has its own idioms; here you have some of them:

Bring to terms – Make someone to agree – “We were finally able to bring them to terms.”

Cut a deal – Arrange a deal – “We cut a very positive deal with our supplier.”

Down to the wire – Nearing a deadline – “Negotiations continued down to the wire but they came to a successful end.”

Drag on – Prolong, make longer – “Talks between the Company and the lawyers dragged on for three weeks.”

IDIOMS AND USES OF LANGUAGE

²¹ **Waste** – To use or expend carelessly: → “Jimmy is only **wasting** your time.” ← / → “I think this new project is just a **waste** of time.” ← / → “You shouldn’t **waste** an opportunity to close a sale.” ← / → “Is there a **waste** basket around here?” ←

²² **Keynote** – A central principle in a speech, literary work, etc.: → “Mr. Aaronson will be the **keynote** speaker at the ceremony.” ← / → “The **keynote** of the revolution settlement was personal freedom under the law.” ←

²³ **Address** – To deal with; to speak to: → “The issue of absenteeism was **addressed** in today’s meeting.” ← / → “The manager **addressed** the staff about the situation at hand.” ← / → “I will not answer until I’m **addressed** correctly.” – Mary Hamilton ←

²⁴ **Extra mile** – Work longer or harder than expected: → “If you are willing to go the **extra mile**, you will be successful.” ← / → “We’ll go the **extra mile** for peace.” ← / → “It’s never crowded along the **extra mile**.” – Wayne Dyer ←

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45.- Briefing on Today’s Job Agenda (cont’d) – Exercises

Some examples of what you have just seen:

- ²⁹ **Stop** – “I need to **stop** working on weekends.” / “We had to **stop** up the pipe due to leakage.” / “We’re **stopping** at nothing to make our sales quota.” / “Robert **stopped** me to ask a question.” / “Finally that sales person **stopped** calling.”
- ³⁰ **Release** – “We’ll **release** the details of the contract soon.” / “The new policy **released** a flood of questions.” / “I’ve just got the new **release** of this software.” / “The plant **releases** pollutants into the air.” / “Take the day off and **release** your stress.”
- ³¹ **Shift** – “We can perceive a **shift** in management style.” / “You’ll be working different **shifts**.” / “You need to **shift** gears when driving uphill.” / “The **shifts** of fortune test the reliability of friends.” / “It’s time to **shift** production to XR-20’s.”
- ³² **On time** – “I hope my plane will be **on time**” / “She always arrive **on time** for work.” / “I need to complete this report **on time**.” / “It’s critical to take your medication **on time**.” / “Make it a habit of paying your debts **on time**.”

ENGLISH CLIPS:

DISC 23 – TRACK 23

1. To steal someone’s thunder – To take credit for something someone else did. >> “They just **stole our thunder** by announcing this month’s sales before time!”
2. Saved by the bell – Saved at the last possible moment. >> “You’re very lucky, you were **saved by the bell**.”

RIDDLE

DISC 23 – TRACK 24

Two men are sitting opposite each other in a railway carriage and they are the only passengers in the carriage. The window is open and the train travels through a tunnel. When it emerges from the tunnel, one of the men has a very dirty face and the other has not. The man with the clean face however is the one who goes for a wash. Why is this?

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46.- Leaving a Message, Asking to Call Back

46.1

DISC 23 – TRACKS 32 & 35

General Manager's office, may I help you?

Good morning, may I speak to Donna Fargo?

I'm **sorry**¹ sir, Ms. Fargo is not available at the moment; may I ask who's calling?

This is Toshiro Miyasawa, from Archer Industries.

Mr. Miyasawa, Ms. Fargo will be back by noon today; do you want to leave a message for her?

Is there any way I can reach her right now? It's quite urgent.

I'm afraid not; she's in a meeting and she's not receiving calls even on her cell phone.

Perhaps if you send her a WhatsApp message she may reply faster.

Ok, I'll try. Could you please **anyway**⁹ ask her to call me back as soon as she can?

Certainly! May I have your phone number please?

She **already**¹³ has my number, but let me give it to you. My number is 52-844 499-8025, in Mexico.

I'll give her your message as soon as she's out of the meeting.

Thanks a lot.

VOCABULARY

¹ **SORRY** – Feeling or expressing sympathy, pity, or regret > example: “I'm **sorry** I'm late again this morning.”

² **BRIEF** – Short in time, duration, length, or extent > examples: “He only made a **brief** statement and left.”

³ **BEEP** – A short high-pitched sound, by an electronic apparatus > example: “The truck **beeps** while backing up.”

⁴ **SHIPMENT** – Goods carried by a large vehicle > example: “Most of our **shipments** are made by boat.”

⁵ **PRICE QUOTATION** – An estimate of costs submitted by a contractor to a prospective client.

⁶ **STILL** – Up to this or that time; yet > example: “I **still** don't know your name.”

⁷ **FAVOR** – To make easier or more possible; facilitate > example: “How do I respond to this **favor**?”

⁸ **SPEAK** – To express oneself > example: “He has a very nice way of **speaking**.”

46.2

DISC 23 – TRACKS 39 & 42

“Hi! This is Forrest Cronkite. I'm not able to **take**¹⁴ your call right now, but please leave your name and phone number and a **brief**² message after the **beep**³ and I'll call you back as soon as I can.”

Forrest, this is Rajid Singh from WI Steel. Please call me back. I need to talk to you about today's **shipment**⁴. My phone number is 844 499-8025. I'll be here **until**¹⁵ five. After five you can reach me on my cell phone, the number is 844 952-6380.

DISC 23 – TRACK 37

TIPS: ACRONYMS

Acronyms are words formed with the initial letters of series of words. Here you have a few examples

TBD – To Be Decided

ECG – Electrocardiogram

e.g. – For Example (“Exempli Gratia”)

ER – Emergency Room

GNP – Gross National Product

PS – Post Script

RSVP – Reply Requested (Répondez S'il Vous Plait)

TGIF – Thank God it's Friday!

VIP – Very Important Person

VP – Vice-President

BYOB – Bring Your Own Bottle

DIY – Do It Yourself

DJ – Disc Jockey

46.3

DISC 23 – TRACKS 46 & 49

Sun Coast Bank, good morning...

Good morning, may I speak with Chen Kim?

Mr. Kim is on the other line. Do you want to call him back in ten minutes?

Well, I just want to leave him a message, can I?

Sure, go ahead.

He called me yesterday asking for a **price quotation**⁵. Please tell him that I won't be able to have a quote today. I'm **still**⁶ **putting together**¹⁰ the information he needs. I'll be sending the quote first thing in the morning.

Ok; I'll give him your message right away.

I really appreciate it. One more **favor**⁷. I **also**¹⁶ need to **speak**⁸ with Maureen Nightingale. Is she available?

She's not available either. She's **out of**¹¹ town for the rest of the week. Any messages for her?

Never mind¹². I'll call her next week. Thanks.

IDIOMS AND USES OF LANGUAGE

⁹ **Anyway** – **Nevertheless; regardless**: → “It was raining but we played the game **anyway**.” ← / → “I don't know if he's at home or at the bank; **anyway**, he's gone.” ← / → “As long as you're going to be thinking **anyway**; think big.” – Donald Trump ←

¹⁰ **Put together** – **Build, assemble, create**: → “We're **putting together** a new Code of Ethics.” ← / → “This is a step-by-step guide on how to **put together** a PC.” ← / → Andy's a disaster: he can't **put together** a coherent sentence.” ←

¹¹ **Out of** – **Away from; not in**: → “That market is **out of** our reach.” ← / → “He's totally **out of** focus with the facts.” ← / → “Looks like Susan is **out of** practice.” ←

¹² **Never mind** – **Don't bother; it doesn't matter**: → “I was hoping for some help, but **never mind**, I'll do it alone.” ← / → “**Never mind** the accent, just speak fluently.” ← “**Never mind** whom you praise, but be very careful who you blame.” – Edmund Goose ←

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46.- Leaving a Message, Asking to Call Back – Exercises

Some examples of what you have just seen:

- ¹³ **Already** – “Is it lunch time **already**?” / “Tom’s **already** gone.” / “Everybody was **already** asleep when I got home.” / “I think we’ve **already** heard enough.” / “I’ve **already** seen that movie.” / “The secret of happiness is to be **already** happy.”
- ¹⁴ **Take** – “Please **take** a piece of paper.” / “Your decision **took** me by surprise.” / “I’m **taking** the last flight to Mexico.” / “Ann is at the beach, **taking** in the sun.” / “Our boss **took** our Company to first place.” / “She **took** his side in the dispute.”
- ¹⁵ **Until** – “We danced **until** dawn.” / “I can’t leave **until** Friday.” / “He won’t come **until** tomorrow.” / “We laughed **until** we cried.” / “We’ll keep on working **until** we solve the problem.” / “You’re innocent **until** proven guilty.”
- ¹⁶ **Also** – “You can bring your girl-friend **also**.” / “We’re **also** stopping by the pharmacy.” / “Whoever purchased your first book will **also** buy the second one.” / “We can **also** ship by the truck-load.” / “The main island, which is **also** called Taiwan.”

ENGLISH CLIPS:

DISC 23 – TRACK 44

1. An arm and a leg – Very expensive. A large amount of money. >> “*Buying a house nowadays cost you **an arm and a leg**.*”
2. Buy on credit – To buy something without paying cash. >> “*You can **buy it on credit** and pay for it in 12 months.*”

DISC 23 – TRACK 51

THAT’S HOW LIFE IS: It happened at Kennedy Airport in New York. My plane from Atlanta arrived late, and I missed the last shuttle to Boston. I indignantly berated the airline clerk about the poor service, complaining that because of the delay I would not get home that night. The clerk explained agreeably that the airline would be happy to pay for a hotel for me. Still not satisfied, I told him that it was hours since I’d eaten, and the flight had not been a dinner flight. He handed me a meal ticket, good for whatever I wanted at the terminal restaurant. Somehow calmed by now, but still in a complaining mood, I said, “Were it not for your airline, I’d be with my wife tonight.” The clerk was quick to reply, “I’m sorry, sir. But we have to draw the line *somewhere!*”

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PROFESSIONAL ENGLISH FOR BUSINESS – STUDENT’S BOOK[©]

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47.- Rejecting Gifts or Bribes / Dealing with Policy Infringement Issues

47.1

DISC 24 – TRACKS 2 & 5

Nate, we're so happy with your **outstanding**¹ service and we want to demonstrate our appreciation² for going above and beyond the call of duty.

Rick, I'm **flattered**³. Thank you so much for your kind words.

My boss is sending you this Rolex watch as a sign of our **deep**¹³ appreciation for being such a good purchaser.

A Rolex watch? Boy, it's a wonderful timepiece; quite impressive I might say.

I'm glad you like it!

I thank you very much for it, but I'm afraid I won't be able to accept it, though.

What are you saying? It's yours! You work hard and you deserve it.

Rick, there are two good reasons why I must not accept your gift. And I must say that I'm sorry if I'm **blunt**⁴, but I rather tell you this really **straightforward**⁵.

Tell me...

First of all, I get paid to do my job and don't expect any gratification **whatsoever**¹⁴ for doing it, much less such an expensive gift like this one. **Furthermore**⁹ we have a **strict**¹⁰ policy **in regards**¹⁵ to receiving gifts from suppliers: we are only allowed to receive inexpensive gifts like pens, coffee mugs, caps and so on. Anything unusual must be reported to our Code of Ethics Committee. I'm afraid I will have to report your offering; otherwise I will be in trouble.

Oh, come on! Don't make such a big thing out of this. We're not trying to bribe you.

I understand you may not have any bad intention, but we must keep our relation **squeaky clean**⁶. And I already told you that I'm sorry for being blunt, but that's the way our Company works and I like it the way it is. Please don't offer me any kind of expensive gifts; otherwise, we won't be able to keep on doing business.

Ok Nate; I understand. I'll take the watch with me. No hard feelings?

It's ok. No hard feelings.

VOCABULARY

¹ **OUTSTANDING** – Superior to others of its kind; distinguished > example: “The electrician did an **outstanding** job.”

² **APPRECIATION** – An expression of gratitude > example: “We showed our **appreciation** for Nancy on her birthday.”

³ **FLATTER** – To play upon or gratify the vanity of a person > example: “It **flatters** her to be praised on her success.”

⁴ **BLUNT** – Abrupt in speech or manner > example: “Mr. Jenkins is very **blunt** when he's upset.”

⁵ **STRAIGHTFORWARD** – Honest, frank, or simple > example: “Mary is a very **straightforward** manager.”

⁶ **SQUEAKY CLEAN** – Very clean, innocent > example: “I've checked Al's record. He's clean – **squeaky clean**.”

⁷ **BUNCH** – A number of things growing, fastened, or grouped together > example: “Tom's always carrying a **bunch** of keys.”

⁸ **SUSPICION** – The feeling of mistrust of a person who suspects > example: “His behavior makes him **suspicious** of doing something wrong.”

47.2

DISC 24 – TRACKS 9 & 12

Ok Raymond, the total amount for your order will be \$52,029.00. I will give you our bank info so you can wire us the payment; or you can pay us with a certified check if you want.

Don't bother, Eva. We'll pay you in cash right away. We brought the cash with us.

Do you have fifty-two thousand dollars in cash in your car?

Yeah, we like to pay in cash. It's better for us.

The problem is... we don't take cash payments for our wholesale operations.

We don't have a bank account yet; we are just organizing our company. What's the problem with us paying in cash?

First of all, all our operations must be done through our bank account. We don't take any cash in any operation. **Besides**, we're not able to deposit such an amount of cash without filing out a **bunch**⁷ of papers to inform the bank, and the authorities too, about the origin of the funds we are depositing. And there is also our policy: we don't take any payments in cash, regardless the customer. It could raise **suspensions**⁸ of money laundering. I suggest that you go to the bank and get a cashier's check. That way we'll be able to receive your payment and it will **bear**¹⁶ your name or the name of your company on it.

Come on Eva; let's avoid all the **red tape**¹¹. Just take the cash and I'll even put in a little extra for you to keep. We won't tell anybody about it.

Well, that's unthinkable. If I get caught red-handed with this thing I will get fired and I will **end up**¹² in jail. Let's just forget about this business.

DISC 24 – TRACK 7

TIPS: THE MANY USES OF “HAND”

“Hand” is a very versatile word, here you have some examples:

- | | |
|---------------------|------------------|
| 1. A free hand | 11. Lend a hand |
| 2. A heavy hand | 12. Out of hand |
| 3. At hand | 13. In hand |
| 4. By hand | 14. Take in hand |
| 5. Come to hand | 15. Hand out |
| 6. Hand to hand | 16. Hand over |
| 7. Hand to mouth | 17. Bare hands |
| 8. Hand and foot | 18. Change hands |
| 9. Hold one's hand | 19. Second hand |
| 10. Show one's hand | 20. His own hand |

IDIOMS AND USES OF LANGUAGE

⁹ **Furthermore** – In addition; moreover: → “Their products are good, and **furthermore**, they're cheap.” ← / → “A man of principles is generally as insufferable as a man of prejudices; **furthermore** he is more pretentious.” – Anonymous ←

¹⁰ **Strict** – Severely correct in attention to rules: → “Jim is a **strict** supervisor.” ← / → “This judge is renowned for his **strict** application of the law.” ← / → “You are already of consequence in the world if you are known as a man of **strict** integrity.” – Grenville Kleiser ←

¹¹ **Red tape** – Obstructive official routine or procedure: → “An immigrant faces a lot of **red tape** – many interviews, forms to fill out, etc.” ← / → “Increasing amounts of **red tape** are leading to crucial delays in patient care.” ←

¹² **End up** – Finally be or do something: → “He'll **end up** buying the blue car.” ← / → “My son **ended up** being a fire fighter.” ← / → “If you limit the budget we'll **end up** producing low quality products.” ←

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47.- Rejecting Gifts or Bribes / Dealing with Policy Infringement Issues – Exercises

Some examples of what you have just seen:

- ¹³ **Deep** – “Take a **deep** breath and relax.” / “We got into a **deep** discussion about the budget.” / “You’ll be in **deep** trouble if you don’t solve the problem.” / “We’ll have to make **deep** cuts in expenses.” / “His house is **deep** in the woods.”
- ¹⁴ **Whatever** – “He has no authority **whatever**.” / “I have no opinion **whatever** about this matter.” / “She’s not afraid of anything **whatever**.” / “As far as I am concerned, I have no enemies **whatever**.”
- ¹⁵ **Regards** – “She **regards** her coworkers highly.” / “Give the family my best **regards**.” / I need someone to help me in **regards** to finding out the best suppliers.” / “In **regards** to your kind letter received last Monday...”
- ¹⁶ **Bear** – “She’s **bearing** some tough responsibilities.” / “Without courage, wisdom **bears** no fruit.” / “You’ll **bear** legal responsibility for this contract.” / “I **bear** in mind what you told me last week.” / “The stadium proudly **bears** our team’s name.”

ENGLISH CLIPS:

DISC 24 – TRACK 14

1. From the word go – From the very beginning. >> “I knew **from the word go** that she was going to cause problems.”
2. Hit the hay – Go to bed or go to sleep. >> “After having dinner, we were ready to **hit the hay**.”

RIDDLE

DISC 24 – TRACK 15

1. Before Mount Everest was discovered, what was the highest mountain on Earth?
2. In what year did Christmas and New Year’s fall in the same year?
3. Which is correct to say, “The yolk of the egg are white” or “The yolk of the egg is white”?
4. A farmer has 17 sheep and all but 9 die. How many are left?

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48.- Missing a Plane / Problems with Airline Companies, Hotels, etc.

48.1

DISC 24 – TRACKS 17 & 20

Excuse me, flight 525?
That flight has already departed, sir.
 Oh no! I missed it. What am I gonna do now?
The only thing you can do is take a later flight.
 But, what about the money I paid for this ticket?
I'm afraid you've lost out,¹ sir. This ticket is non-refundable.²
 It's my mistake. I didn't realize¹³ the time. I still have Central Time on my watch.
Yeah, we're in the Eastern Time Zone, so we are one hour ahead of Central time.
 When is your next flight to Los Angeles?
It's scheduled to take off at 1:00 PM. Should I book you on it?
 Yes, please; what else can I do?

48.2

DISC 24 – TRACKS 24 & 27

Good morning, I need a ticket to New York for next Monday, please.
It'll be \$259.00; would you like to pay for it with a credit card?
 Actually, I want to redeem an unused ticket I have. If there is any price difference, I'll pay for it in cash.
I'm sorry, but we are no longer accepting¹⁴ unused³ tickets.
 But you normally⁴ take any unused tickets to pay for other flights, don't you?
We used to, sir; but, as of September 1st, we are no longer honoring⁹ these tickets. As soon as the flight takes off, all unused tickets are no longer valid,¹⁰ no matter¹⁵ what.
 I didn't know that. So... now I have to pay the full price?¹¹
That is correct. Do you still want your ticket?
 Well, yes; but this is unfair.⁵ Who can I see to ask for a refund?
You could talk to the manager but you won't get anywhere. It's a corporate decision; there's nothing we can do here.
 Somebody should have told me when I bought the ticket.
It came as a surprise⁶ for all of us, sir. I'm really¹⁶ sorry.

48.3

DISC 24 – TRACKS 31 & 34

Accounting, this is Sarah speaking, good morning...
 Good morning, Sarah, I need to discuss⁷ something about my bill, could you please tell me who can I talk to?
I'm in charge of billing; your name is?
 Brady, my name is Denzel Brady. I'm in room 2309. I'm checking my bill and it looks like you have charged me full price when I think I'm allowed to have a discount.
Did you show a coupon when you checked in, sir?
 Of course I did; and I was supposed to have 25% off what you charged me for room and services.
I don't have any of that on record⁸. Do you happen to have a copy of your coupon?
 Do you expect¹² me to keep a copy of that coupon? I'd just had the one I gave you. I didn't keep a copy.
You're right; let me see if I can get special authorization from my boss and I will get back to you before the hour's over.
 Very good, please do whatever is correct.
I'll surely will.

VOCABULARY

- ¹ **LOSE OUT** – To be defeated; to be unsuccessful > *example: "If I don't enroll today, I'll lose out on my chance."*
- ² **REFUND** – To give back, especially money > *example: "If you don't like the dress, we'll refund the purchase price."*
- ³ **UNUSED** – Not being or never having been made use of > *example: "Can I have an unused envelope, please?"*
- ⁴ **NORMALLY** – As a rule; usually; ordinarily > *example: "The train normally passes at 10:00 AM."*
- ⁵ **UNFAIR** – Not just or evenhanded > *example: "Siegfried got unfair treatment at immigration today."*
- ⁶ **SURPRISE** – An unexpected encounter, event, or gift > *example: "Let's throw a surprise party for Fred."*
- ⁷ **DISCUSS** – To examine in detail or by disputation > *example: "Why don't we discuss this during lunch?"*
- ⁸ **RECORD** – To register or indicate > *example: "We're keeping a record on all incoming telephone calls."*

DISC 24 – TRACK 22

TIPS: THE MANY USES OF "TAKE"

"Take" is a very versatile word, here you have some examples:

- | | |
|---------------------|-------------------|
| 1. Take after | 11. Take off |
| 2. Take apart | 12. Take on |
| 3. Take away | 13. Take out |
| 4. Take back | 14. Take over |
| 5. Take care | 15. Take place |
| 6. Take down | 16. Take shape |
| 7. Take effect | 17. Take sides |
| 8. Take for granted | 18. Take the heat |
| 9. Take-home pay | 19. Take to |
| 10. Take in | 20. Take up |

IDIOMS AND USES OF LANGUAGE

- ⁹ **Honor** – To accept or pay as valid; to praise: → "We honor all credit cards." ← / → "Lilly was honored for her charity deeds." ← / → "The man who fails while trying to do good has more honor than he who succeeds by accident." – Anonymous ←
- ¹⁰ **Valid** – Having legal efficacy, force or basis: → "My driver's license is valid in all states." ← / → "This contract is valid upon its signature." ← / → "You had some valid points in the debate." ← / → "This certificate is no longer valid." ←
- ¹¹ **Full price** – Price without discounts: → "Don't charge him full price, he's a good customer." ← / → "We charge full price to walk-in customers." ← / → "Why have we been charged full price when we're entitled to a discount?" ←
- ¹² **Expect** – To decide that something is requisite/necessary: → "The boss is expecting us to finish this work today." ← / → "She expects an apology after your rude behavior." ← / → "Good results are expected with this new sales promotion." ← / → "Expect more than others think is possible." – Anonymous ←

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48.- Missing a Plane / Problems with Airline Companies, Hotels, etc. – Exercises

Some examples of what you have just seen:

- ¹³ **Realize** – “Do you **realize** this is your second absence?” / “I **realize** this is a difficult job, but I know I can do it.” / “She finally **realized** her dreams of getting married.” / I **realized** a good profit when selling my car.” / “I didn’t **realize** you were here.”
- ¹⁴ **Accept** – “They finally **accepted** our bid.” / “I was **accepted** into the Chess Club!” / “Informal dress is **acceptable** on Fridays.” / “Once we **accept** our limits, we can go beyond them.” / “If you can’t **accept** losing, you can’t win.”
- ¹⁵ **Matter** – “I’ll be there in a **matter** of minutes.” / “Please, don’t address personal **matters** in the office.” / “What’s the **matter** with your car?” / “We have to deliver this order tomorrow, no **matter** what.” / “For that **matter**, I don’t care either.”
- ¹⁶ **Really** – “This is **really** friendly software.” / “The ring he’s wearing is not **really** made of gold.” / “**Really**, you got it wrong.” / “You’re not **really** interested in buying, are you?” / “You won first prize!” – “**Really?**”

ENGLISH CLIPS:

DISC 24 – TRACK 29

1. If it weren’t for – The situation would have been different without someone or something. >> “**If it weren’t for your help, I would still be at the office.**”
2. If it’s not one thing is another – When one thing goes wrong, then another, and another. >> “**I need to redo the production reports for the third time. If it’s not one thing it’s another.**”

THOUGHTS

DISC 24 – TRACK 36

"This is the beginning of a new day. You have been given this day to use as you will. You can waste it or use it for good. What you do today is important because you are exchanging a day of your life for it. When tomorrow comes, this day will be gone forever; in its place is something that you have left behind...let it be something good."

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49.- Being Pulled Over by the Police / Opening a Bank Account

49.1

DISC 25 – TRACKS 2 & 5

May I see your driver's license, car insurance and **registration**,¹ sir?

Of course.

Is the car registered under your name?

No, I rented it. Is there a problem?

The reason I **pulled you over**² is because you are driving over the speed limit; besides, you were **tailgating**³ another car.

I'm sorry about this, officer. I didn't realize I was **speeding**.⁴ And you're right, I was too close to the car in front of me. It's all my **fault**.⁵

I'll have to run a **routine**⁹ check on your license and the vehicle's registration. Please wait inside the car.

Yes.

Well, Mr. Roosevelt; it looks like this is your first offense. I'll **only**¹³ give you a warning. If this happens again you will be **fined**⁶ with a minimum of \$250.00.

I'm pretty sure it won't happen again, officer.

Ok. You're free to go, please drive carefully.

I will!

VOCABULARY

¹ **REGISTRATION** – An entry in a register > example: “I have my car **registered** in my wife's name.”

² **PULL OVER** – Bring a vehicle to a stop at the side of a road > example: “We **pulled over** to watch the sunset.”

³ **TAILGATING** – Following another vehicle too closely > example: “**Tailgating** is dangerous, it could cause an accident.”

⁴ **SPEEDING** – Driving faster than is allowed by law > example: “I was caught **speeding** and got a \$200 fine.”

⁵ **FAULT** – A mistake; an error > example: “She finally admitted it was her **fault**.”

⁶ **FINED** – Punished by the imposition of a penalty > example: “Lucy was **fined** with \$200.00 for a misdemeanor.”

⁷ **FEATURE** – A prominent or distinctive aspect > example: “Its high speed is this software's most notorious **feature**.”

⁸ **INITIAL** – First letters of a person's name > example: “Kate signed the painting with her **initials**: KET.”

49.2

DISC 25 – TRACKS 9 & 12

Good morning sir, how can I help you?

I need to **open**¹⁴ a **checking account**.

Will this be a personal or a business account?

Personal.

I'd recommend our Personalized Checking Account. It has loads of convenient **features**⁷ I'm sure you'd like.

Such as?

You'll need as low as \$1,000.00 dollars to **get started**.¹⁰ We'll give you our exclusive WorldCard which you can use in **almost**¹⁵ 20 million **designated**¹¹ ATM's and in millions of businesses as well. **Plus**,¹⁶ keeping a monthly minimum balance of \$900.00 dollars you can write unlimited checks free of charge. Of course, you'll also have unlimited online banking and you can download our bank's App to your mobile devices. And, on top of that, for a small monthly fee, you'll have access to a whole lot of benefits such as Accidental Death Insurance, Travel Benefits, Dental Plan, and so on.

Well, it sounds good to me; I'd like to **open it with a thousand dollars**.

Very good, sir; I'll need to fill out some information concerning yourself and your job. I'll also need a valid identification.

I'd like my wife added to this account.

You can have her as a co-signer. Would you like an ATM card for her too?

Yes, she will need it, that's **for sure**.¹²

Would you like me to include our Package-Plus with all the benefits I mentioned?

How much does it cost?

Only \$3.00 per month and is charged to your checking account.

Yes, put it on, please.

Ok, we have everything set up: Please check all the information and sign here, here and here, and I also need your **initials**⁸ here and here. I'll make your deposit in the meantime.

Thanks.

DISC 25 – TRACK 7

TIPS: THE MANY USES OF “AS”

“As” is a very versatile word, here you have some examples:

- | | |
|----------------|-------------------|
| 1. As and when | 11. As opposed to |
| 2. As best | 12. As per |
| 3. As follows | 13. As regards |
| 4. As for | 14. As the case |
| 5. As if | 15. As to |
| 6. As is | 16. As well |
| 7. As it comes | 17. Act as |
| 8. as long as | 18. Even as |
| 9. As much | 19. Inasmuch as |
| 10. As of | 20. Such as |

IDIOMS AND USES OF LANGUAGE

⁹ **Routine** – Having no special quality; ordinary: → “Guards have to make **routine** rounds at night.” ← / → “We passed a routine immigration inspection.” ← / → “The only **routine** with me is no **routine** at all.” – Jacqueline Kennedy Onassis ←

¹⁰ **Get started** – Start to be active: → “All I need is a PC to **get started**.” ← / → “Motivation is what **gets you started**. Habit is what keeps you going.” ← / → “The way to **get started** is to quit talking and begin doing.” – Walt Disney ←

¹¹ **Designated** – To give a name to; style; entitle: → “Thompson has been **designated** to coordinate the task-force.” ← / → “Ken will be the **designated** driver tonight.” ← / → “The patio has been specially **designated** as a rest area.” ←

¹² **For sure** – Certainly; unquestionably: → “I know **for sure** I'm not going to the party.” ← / → “One thing's **for sure**: we're not gonna lose this account.” ← / → “Don't worry: we'll be there **for sure**.” ← / → “Do you know that **for sure**?” ←

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49.- Being Pulled Over by the Police / Opening a Bank Account – Exercises

Some examples of what you have just seen:

- ¹³ **Only** – “I **only** have one more file to send.” / “You have **only** one choice, and that is to pay in full.” / “If I had **only** known, this would never have happened...” / “We met **only** an hour ago.” / “She was **only** marvelous!” / “Your behavior is **only** making things worst.” / “She bought a new car **only** to go out and have it stolen.” / “This is the **only** pharmacy in the neighborhood.”
- ¹⁴ **Open** – “Leave the door **open**, please.” / “We’re **open** to negotiations.” / “I think we should sign an **open**-ended contract.” / “Tom is a very **open** person.” / “Talk to me anytime, my door is always **open**.”
- ¹⁵ **Almost** – “My wife is **almost** fifty.” / “I **almost** wish I hadn’t invited Tom to the party.” / It’ll cost **almost** as much to repair it as it would to buy a new one.” / “I **almost** forgot my daughter’s birthday...” / “My uncle comes to visit us **almost** every day.”
- ¹⁶ **Plus** – “Two **plus** two equals four.” / “We have a temperature of **plus** five degrees.” / “Your knowledge about China is a **plus**.” / “I was offered a promotion **plus** a higher salary.” / “Total price will be five hundred dollars, **plus** tax.”

ENGLISH CLIPS:

DISC 25 – TRACK 14

1. Smell something fishy – Detecting that something isn’t right and there might be a reason for it. >> “Judging by his attitude, I **smell something fishy** in here.”
2. Work out – To have a specific result. >> “If the new look of the product **works out**, we’ll do the same with the rest of the line.”

DISC 25– TRACK 15

IDIOM QUIZ Choose an idiom at the bottom to replace the expression in the brackets below:

Our company has been (losing money) for over three years now.

- (a) making a killing (b) in the red
(c) on a dime (d) putting in their two cents

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50.- Commending an Employee / Dismissing an Employee / Presenting Condolences for a Deceased Person / Congratulating a Person on His/Her Birthday

50.1

DISC 25 – TRACKS 17 & 20

Jesse, could you please come to my office?

Yes sir!

Jesse, I heard something about your ideas for **reducing**¹ costs.

And what do you think about them?

I must **confess**² that I'm very **interested**³. As a matter of fact, I wanted to talk to you about them. Would you like to start **implementing**⁹ your ideas as soon as possible?

That's great! I know my plan can **work**¹³ very well.

I know that **too**¹⁴; and I want to congratulate you for contributing to our **bottom line**⁴. Why don't you talk with Jenny in Personnel, she'll discuss with you the terms for your new job. Congratulations!

Thank you very much!

VOCABULARY

¹ **REDUCE** – To make or become smaller in size, number, etc. > example: “We've **reduced** our energy expense by 20%.”

² **CONFESS** – To admit or grant to be true; concede > example: “She **confessed** she's not following her diet.”

³ **INTEREST** – Feeling of wanting to be involved > example: “I've always been **interested** in management.”

⁴ **BOTTOM LINE** – The final line in the accounting which shows profit or loss > example: “An increase in oil prices will affect our **bottom line**.”

⁵ **DOWNSIZE** – To reduce the size of a Company > example: “Businesses are **downsizing** in order to survive.”

⁶ **DISMISS** – Remove or discharge from employment > example: “Five employees were **dismissed** last week.”

⁷ **SPECIFIC** – Explicit, particular, or definite > example: “I'll need **specific** information about it.”

⁸ **POTENTIAL** – Possible but not yet actual > example: “With this product we'll reach many **potential** customers.”

50.2

DISC 25 – TRACKS 24 & 27

Noah, could you please come to my office?

Yes, Mrs. Reynolds.

Noah, I'll get straight **to the point**¹⁰. Our Company is facing financial difficulties and we need to **downsize**⁵ in all areas, personnel being one of them. We are cutting several positions in your department and you are one of the persons we are **dismissing**⁶ as of this Friday.

I understand, Mrs. Reynolds.

We're trying to get back in shape and I would like to have you back with us in case you are available; but I don't have a **specific**⁷ time in mind.

Ok.

If you apply for a job in another Company, please don't **hesitate**¹¹ in putting my name as a reference so I can recommend you to any **potential**⁸ employers.

I sure will. Thanks.

Thank you for your excellent services. **Again**¹⁵ I hope we can rehire you when we have available **openings**¹².

DISC 25 – TRACK 22

CURIOUS IDIOMS

Did you know that Americans use a lot of “animal idioms”? Take a look:

Bark up the wrong tree – Choosing the wrong course of action.

Cat nap – A short nap during the day.

Cry wolf – Giving a false alarm.

Dark horse – A candidate little known to the public.

Eat like a horse – To eat a lot.

Go ape – Become highly excited or angry.

Hold your horses – Be patient.

Put the cart before the horse – Do things in the wrong order.

50.3

DISC 25 – TRACKS 31 & 33

Continental Bank, Joseph speaking...

Joseph, this is Emmanuel from Mexico. Is it true Mr. Jensen passed away?

Yes, he died last night.

I'm truly sorry; please express our deepest sympathy to Mrs. Jensen.

Thanks. I will.

When will the funeral services be?

This afternoon and tomorrow morning at the Funeral Home located on Broadway.

I'll be there this afternoon to present my condolences to every one of you.

50.4

DISC 25 – TRACKS 35 & 38

Accounting, Andrea speaking...

Good morning, Andrea.

Hi Robert, how's it going?

Everything's great. I'm just calling to **wish**¹⁶ you Happy Birthday!

Oh! Thank you very much! I'm flattered that you remembered my birthday.

Of course, I remember your birthday. I wish you the best now and always.

I'm very grateful. You're so kind!

Please, don't mention it. Congratulations again!

IDIOMS AND USES OF LANGUAGE

⁹ **Implement** – To carry out; put into action: → “This task can only be **implemented** by an expert.” ← / → “You don't make progress by standing on the sidelines, whimpering and complaining. You make progress by **implementing** ideas.” – Shirley Hufstедdler ←

¹⁰ **To the point** – Say what is important: → “When answering questions, get **to the point**.” ← / → “Her comments were very apt and **to the point**.” ← / → “Have common sense and **stick to the point**.” – William Somerset Maugham ←

¹¹ **Hesitate** – To hold back in acting; be uncertain: → “She **hesitated** slightly before the judge.” ← / → “Leave undone whatever you **hesitate** to do.” ← / → “In matrimony, to **hesitate** is sometimes to be saved.” – Samuel Butler ←

¹² **Opening** – A vacant space; a commencement: → “I went to the bank before **opening** hours.” ← / → “We'll have many **openings** after the plant's expansion.” ← / → “Next Monday will be the **opening** of hunting season.” ←

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50.- Commending an Employee / Dismissing an Employee / Presenting Condolences for a Deceased Person / Congratulating a Person on His/Her Birthday – Exercises

Some examples of what you have just seen:

- ¹³ **Work** – “We’re loaded down with **work** for the next couple of weeks.” / “Do you have a **work** permit with you?” / “My PC is **working** really slow.” / “We need to **work** out a good solution.” / “Can I call you at **work**?” / “His last book is a **work** of art.”
- ¹⁴ **Too** – “He **too** is coming along” / “Don’t worry **too** much.” / “I think you went **too** far with your remarks.” / “Noah drank one **too** many last night.” / “I’m only **too** glad to help.” / I think I spoke **too** soon about my promotion.” / “You’re **too** kind!”
- ¹⁵ **Again** – “Don’t get disappointed; try **again**.” / “When will I see you **again**?” / “I told you time and time **again**: don’t drive Al’s car.” / “We had to start all over **again**.” / “He might come and then **again** he might not.” / “She is beautiful and, **again**, intelligent.”
- ¹⁶ **Wish** – “He **wished** her a good night.” / “I **wish** you good luck.” / “I **wish** I lived in Italy.” / “I **wish** I were a little bit taller.” / “He got his **wish** of going to Canada.” / “Goals that are not written are just **wishes**.” / “I **wish** you well in your new business.”

ENGLISH CLIPS:

1. Notify someone of something – To inform someone about something. >> “I need you to **notify everyone** about tomorrow’s meeting.”
2. Scapegoat – Someone else who takes the blame. >> “They simply wanted to find a **scapegoat** to blame for the product’s failure.”

TONGUE TWISTER

You know New York
You need New York
You know you need
unique New York

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Extra Vocabulary
Answers to Riddles
Explanations & Meanings

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EXTRA VOCABULARY			
Ex #	WORD	MEANING	EXAMPLE
13 ⁸	So forth	Continuing in the same way.	<i>“At the mall, we shopped, had lunch, shopped some more, and so on and so forth.”</i>
14 ¹⁰	Trust	Confidence in the truth, worth, reliability, etc., of a person.	<i>“We’re in business because our customers trust us.”</i>
14 ¹¹	Therefore	Consequently; as a result.	<i>“It’s the end of the month; therefore we have to pay salaries.”</i>
14 ¹²	Third Party	One other than the principals involved in a transaction,	<i>“We pay rent to a third party, not directly to the landlord.”</i>
14 ¹³	Yielding	To produce a return for effort or investment.	<i>“Training is yielding excellent results.”</i>
27 ⁹	Sue	To institute legal proceedings against a person or Company.	<i>“As he didn’t pay, the bank sued him.”</i>
27 ¹⁰	Owe	To be under an obligation to pay someone a certain amount.	<i>“We still owe our home.”</i>
27 ¹¹	Nonetheless	Despite that; however; nevertheless.	<i>“While we disliked each other, nonetheless we agreed.”</i>
27 ¹²	Nasty	Unpleasant, dangerous, or painful.	<i>“George is a man with a nasty reputation.”</i>
27 ¹³	Warning	A hint, intimation, threat, etc., of harm or danger.	<i>“This is just a warning; next time I’ll sue you.”</i>
44 ⁹	Red handed	Caught with evidence.	<i>“Henry was caught red handed with illegal drugs in his office.”</i>
44 ¹⁰	P. R.	Acronym for Public Relations.	<i>“Our P. R. Department is in charge of attending the media.”</i>
44 ¹¹	Hurt	To be detrimental to; to hinder or impair.	<i>“This crisis is really hurting our business.”</i>
44 ¹²	Reject	To refuse to accept, acknowledge, use, believe.	<i>“His plan was bluntly rejected by the board.”</i>
44 ¹³	Expel	To force to leave; deprive of membership.	<i>“John was caught stealing and he was expelled.”</i>

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Answers to Riddles, Explanations & Meanings

- Exercise 1: She wrote one hundred and twenty 3's.
- Exercise 4: Eight.
- Exercise 5: Four days. It takes four men to build one boat in one day and four boats in four days. Therefore, it takes one man to build one boat in four days.
- Exercise 7: Everyone will get at least one slice of pizza. The offer was "Buy one, get one free." Therefore, when Jack ordered two, he got two free, giving him four pizzas with a total of forty eight slices.
- Exercise 9: One, because the brothers are part of one family and if each one has "a" sister they only need one sister.
- Exercise 11: **The answer is: true.** Louis Doberman was a tax collector in addition to being a dog breeder. Allegedly, he bred the Doberman dogs to help him on his rounds.
- Exercise 12: Birds cannot fly on the moon because there is no air to suspend them.
- Exercise 14: **The answer is: true.** In the 18th century John Montagu, the Fourth Earl of Sandwich, created the first sandwich – a few slices of beef between toast – in order to eat and have a hand free to play cards at the same time.
- Exercise 15: The wise man told the sons to switch camels.
- Exercise 16: There are two ways to solve this: Number 1:
Fill the 5-liter can from the tap.
Empty the 5-liter can into the 3-liter can - leaving 2 liters in the 5-liter can.
Pour away the contents of the 3-liter can.
Fill the 3-liter can with the 2 liters from the 5-liter can – leaving 2 liters in the 3-liter can.
Fill the 5-liter can from the tap.
Fill the remaining 1-liter space in the 3-liter can from the 5-liter can.
Leaving **4 liters** in the 5-liter can.
- Number 2:
Fill the 3-liter can from the tap.
Empty the contents of the 3-liter can into the 5-liter can.
Fill the 3-liter can from the tap.
Empty the contents of the 3-liter can into the 5-liter can – Leaving the 5-liter can full and 1 liter in the 3-liter can.
Pour away the contents of the 5-liter can.
Pour the 1 liter from the 3-liter can into the 5-liter can.
Fill the 3-liter can from the tap.
Empty the contents of the 3-liter can into the 5-liter can.
Leaving **4 liters** in the 5-liter can.
- Exercise 18: **The answer is: true.** Around 1902, stories circulated that while out hunting, President Theodore "Teddy" Roosevelt refused to shoot a bear cub because it was unsportsmanlike. The story produced a number of cartoons with references to Teddy's Bear, and novelty store owner Morris Michtom and his wife started making stuffed bears to cash in on the craze. They asked the President if they could use his name to market the bear. He agreed -- and the rest is history.
- Exercise 20: The nail would be at the same height since trees grow at their tops.

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- Exercise 22: **The answer is: false.** The word orange probably comes to the English language from Arabic. The Arabs first brought oranges to Spain in the Middle Ages, and their word for the fruit, *naranj*, eventually became the word we use today. It is a coincidence that the Royal House of Orange shares the same name.
- Exercise 24: The fishing party consisted of three people: a grandmother, a mother and a daughter. The mother is both a mother and a daughter. Each one of them got one fish.
- Exercise 26: **The answer is: false.** The word tabloid actually means medication in a condensed form. Tabloid newspapers got their name because they tend to condense information.
- Exercise 27: Explanations to Sayings:
“*A broken friendship may be soldered, but it will never be sound.*” – If a friendship has failed, it may be restored but it will never be solid again.
“*Save it for a rainy day.*” – Save money (or something) for a time when you really need it, for an emergency.
“*A good Jack makes a good Jill.*” – People or things will always find their match.
“*After dinner sit a while; after supper walk a mile.*” – (English proverb for good health).
I’m sober as a judge.” – I haven’t drunk at all.
I’m serious as a heart attack.” – I’m totally serious.
“*Bacchus has drowned more men than Neptune*” – More people have died by drinking than by drowning.
“*Caution is the mother of safety.*” – Caution saves lives.
“*Don’t trouble trouble until trouble troubles you.*” – Don’t pay too much attention to troubles if they’re not present.
- Exercise 28: The cabbie must have heard the initial instruction, or he would not have known where to take her.
- Exercise 30: The answer is: **(b) get off the ground** – (make a successful beginning, go ahead).
- Exercise 31: 1. **outbid** – To bid higher than: “We **outbid** our rivals at the auction.”
2. **outburst** – A sudden, violent display, as of activity or emotion: “The boss had an **outburst** of anger.”
3. **outcome** – An end result; a consequence: “Failure is an **outcome** of poor planning.”
4. **outdated** – Old-fashioned or obsolete: “Susan has been here so long that her ideas have become **outdated**.”
5. **outdo** – To surpass or exceed in performance or execution: “Laptops **outdo** PC’s because they’re more versatile.”
6. **outdoors** – Far away from human habitation: “I think it’ll be better if we have the party **outdoors**.”
7. **outflow** – Something that flows out: “An **outflow** of water from a power plant.”
8. **outgrow** – To grow larger or faster than: “The child **outgrew** all his clothes.”
9. **outlast** – To exceed in duration; to survive: “These batteries **outlast** all others.”
10. **outlaw** – A fugitive from the law: “Robin Hood is one of the most famous **outlaws** of all times.”
11. **outline** – To give the main features or general idea: “This document **outlines** everybody’s duties.”

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12. **outnumber** – To be more numerous than: “According to the census, women **outnumber** men.”
13. **outpatient** – A patient who is not hospitalized overnight: “**Outpatient** treatment has a lot of advantages.”
14. **outplay** – To excel or defeat in a game: “Our team **outplayed** their rivals and won the championship.”
15. **output** – The material produced, manufactured: “This machine yields a tremendous **output**.”
16. **outrageous** – Being beyond all reason; extravagant: “He spends an **outrageous** amount on entertainment.”
17. **outreach** – To surpass in reach: “Demand has **outreached** supply.”
18. **outride** – To ride beyond or faster than: “Michael’s car **outrode** the rest and won the race.”
19. **outrun** – To run faster, farther, or better than: “He **outran** the police and escaped.”
20. **outsell** – To be sold more often than other: “His new book **outsold** his own previous books.”
21. **outskirts** – Bordering areas, districts, etc., as of a city: “We used to live in the **outskirts** of Atlanta.”
22. **outsmart** – Defeat by more skillful maneuvering: “I want to learn this new method so I can **outsmart** everyone in the office.”
23. **outspoken** – Direct and open in speech or expression: “The governor is a very **outspoken** politician.”
24. **outwards** – Moving towards the outside or exterior: “Look inwards before you can look **outwards**.”

Exercise 32: “Three.” The doorman lets in those who answer with the number of letters in the word the doorman says.

Exercise 34: The answer is: (c) **took on** – (to give a job to or hire someone).

- Exercise 35:
1. **overall** Including or covering everything: “The budget should include the **overall** cost.”
 2. **overanxious** Anxious in an excessive degree: “Next week’s audit is making everybody **overanxious** here.”
 3. **overbid** A bid higher than another bid: “You need to **overbid** everybody in the auction if you want that antique.”
 4. **overcautious** Unnecessarily cautious: “Sometimes it doesn’t pay to be **overcautious** in business.”
 5. **overcharge** An excessive price or charge: “I need to check the invoice before I pay. I think I’ve been **overcharged**.”
 6. **overcome** To get the better of in a conflict: “We **overcome** all difficulties and keep the business running.”
 7. **overdo** To do too much; go to extremes: “Govern a great nation as you would cook a small fish: Do not **overdo** it.”
 8. **overdraft** The amount by which withdrawals exceed deposits: “Instead of getting charged about \$25 for bouncing a check, **overdraft** protection will in effect provide the account holder with an instant loan.”
 9. **overdue** Being unpaid when due: “I haven’t paid my phone bill yet; by now it has become **overdue**.”
 10. **overestimate** Assign too high a value to: “We **overestimated** sales for the third quarter. We sold 10% below the projections.”
 11. **overhaul** To make extensive renovations or revisions on: “We need to **overhaul** three of our branch offices to make them profitable.”
 12. **overhead** The operating expenses of a business: “We need to keep our **overhead** as low as possible to keep the business going.”
 13. **overheat** To cause (an economy) to tend towards inflation: “The economy is **overheating** every day; I’m afraid we’ll end up with a huge inflation.”

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- 14. **overlook** To fail to notice or take into account: “I **overlooked** the fact that Jim was charging so much for his services; I’ll review the account.”
- 15. **overpay** To pay too much: “I think Jennifer is a little bit **overpaid** for the work she performs.”
- 16. **override** To declare null and void; set aside: “The sales manager used his **override** power to authorize the order.”
- 17. **overseas** Beyond the sea; abroad: “We’re planning on opening several offices **overseas** next year.”
- 18. **oversee** To watch over and direct; supervise “I want you to **oversee** all shipments so we don’t send them to the wrong places.”
- 19. **oversleep** To sleep beyond the time for: “I **overslept** and got late for work.”
- 20. **overspend** To spend in excess of: “John **overspent** his allowance; his father will be upset.”

Exercise 36:

It doesn't matter where the fifth stick is placed, since the tree won't fall in any direction. Being wood, it will float and rise to the surface.

Exercise 38:

- 1. **underage** Below the required or standard age: “**Underage** drinking is prohibited in bars.”
- 2. **underbid** To submit a bid lower than that of (others): “We had to **underbid** the rest of the dealers in order to get the contract.”
- 3. **undercharge** An insufficient or improper charge: “The sales assistant made a mistake and **undercharged** them by \$ 500.00”
- 4. **underclass** A class consisting of the most disadvantaged people: “The long-term unemployed now constitute a sort of **underclass**.”
- 5. **undercoat** A coat (as of paint) applied as a base for another coat: “Those red walls will probably need two **undercoats**.”
- 6. **undercover** Done or acting in secret: “He might be working as an **undercover** agent.”
- 7. **undercut** To diminish or destroy the effectiveness of; undermine: “The company sales have been **undercut** by the attitude of some of the salespeople.”
- 8. **underdog** One at a disadvantage and expected to lose: “He won the sales contest even though he started it as the **underdog**.”
- 9. **underdone** Insufficiently or lightly cooked: “My steak is **underdone**; I won’t eat it like that.”
- 10. **underestimate** To make too low an estimate of: “We **underestimated** the indirect costs.”
- 11. **underfloor** Situated beneath the floor: “We have an **underfloor** heating system.”
- 12. **undergraduate** A university student who has not yet received a first degree: “We support **undergraduate** students working on their spare time.”
- 13. **undergrown** Not having the expected height: “We must consider boys as **undergrown** men.”
- 14. **underline** To emphasize; stress: “All new plans were **underlined** in yesterday’s meeting.”
- 15. **undermine** To weaken gradually or insidiously: “Rumors **undermine** confidence in the workplace.”
- 16. **undermost** Lowest in position, rank, or place; bottom: “Would you say that Antarctica is the **undermost** part” of the earth?”
- 17. **underpaid** To pay insufficiently or less than is deserved: “Teachers work pretty well even though they are **underpaid**.”

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18. **underprice** To sell at a lower price than (a competitor): “They’re forced to **underprice** their services in order to survive.”
19. **underside** The bottom or lower surface: “The car had turned over in the ditch, and its **underside** was covered in oil and mud.”
20. **understate** to state something in restrained terms, often to obtain an ironic effect: “Do official figures **understate** ‘true’ unemployment?”

Exercise 38: The answer is: **(a) in short supply** – (Insufficient to meet a demand or requirement).

Exercise 39: Explanations to Sayings:

“Easy come, easy go” Readily won and readily lost; whatever you get with no effort, you may lose it the same way.

“Fit like a glove” Something that fits perfectly.

“Feel like a million dollars.” When you feel wonderful, satisfied.

“Fight tooth and nail” Fight fiercely or with all one’s might.

“Off the top of one’s head.” From memory, spontaneously.

“On a dime.” In a very small or short space.

Exercise 40: 2. Place the apple on top of one person’s head.

Exercise 41: 1. **get across** To make understandable or clear: “Tried to **get** my point **across**.”

2. **get along** To be or continue to be on harmonious terms: “Jenny **gets along** very well with everybody.”

3. **get around** To circumvent or evade: “George always tries to **get around** the real issues.”

4. **get away** To break free; escape: “He **got away** as soon as the door was opened.”

5. **get by** To succeed in managing; survive: “We’ll **get by** if we reduce some expenses.”

6. **get down** To exhaust, discourage, or depress: “The heat was **getting me down**.”

7. **get in** To arrive: “We **got in** late last night.”

8. **get off** To escape, as from punishment or danger: “We **got off** from that neighborhood just on time.”

9. **get out** To leave: “She **got out** of the office before lunch time.”

10. **get over** To recover from: “They finally **got over** their divorce.”

11. **get through** To succeed in making contact; reach: “My call to Brazil finally **got through**.”

12. **get up** To arise from bed or rise to one’s feet: “I **get up** really late on Sundays.”

13. **get even** To obtain revenge: “You are angry, have had enough, and are determined to **get even**.”

14. **get going** To make a beginning; get started: “How can I **get going** without my coffee to start the day?”

15. **get there** To make progress or achieve success: “It took a little time to work out precisely how to **get there** from here.”

16. **get on** To be or continue on harmonious terms: “She **gets on** well with the neighbors.”

Exercise 41: 1. **go about** To set about to do; undertake: “**Go about** your chores in a responsible way.”

2. **go around** To go here and there; move from place to place: “What **goes around** comes around.”

3. **go by** To elapse; pass: “As time **goes by** we’re getting a little older.”

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4. **go away** To leave: “Some factories may **go away** if the crisis extends any longer.”
5. **go for** To have a special liking for: “I really **go for** progressive jazz.”
6. **go into** To investigate or examine: “To **go into** the recurrent problem of price increases.”
7. **go off** To make a noise; sound: “The siren **went off** at noon.”
8. **go on** To continue: “She **went on** to become a senator.”
9. **go over** To examine or review: “We need to **go over** the financial statements.”
10. **go under** To be conquered or overwhelmed: “The firm **went under** in the economic crisis.”
11. **go through** To experience: “We **went through** a lot of problems while working on this project.”
12. **go up** To increase in price or value: “Prices **went up** in January.”
13. **go with** To select or choose: “We decided to **go with** the bidder which offered the highest quality.”
14. **go back** To return: “Oil prices will **go back** to their original level as soon as the war is over.”
15. **go steady** To date someone exclusively: “I’ve been **going steady** with my girlfriend for more than two years.”
16. **on the go** Constantly busy or active: “These products are intended for people **on the go**.”

Exercise 41.2: The answer is: (c) **ball park figure** – (a rough estimate or figure).

- Exercise 42:
1. **act up** To behave in a troublesome way: “The engine began to **act up**.”
 2. **add up** To amount to an expected total: “The hospital bill **adds up** to fifty five-hundred dollars.”
 3. **back up** To cause to accumulate or undergo accumulation: “The accident **backed the traffic up** for blocks.”
 4. **beat up** Strike repeatedly: “She told the police some thugs had **beat up** her husband.”
 5. **break up** To bring or come to an end: “How many times have you wanted to **break up** with someone, but didn’t know how to do it?”
 6. **buckle up** To use a safety belt, especially in an automobile: “Please **buckle up**, or else the police can pull me over.”
 7. **build up** To accumulate or collect: “Resistance to the manager’s plan **built up** quickly.”
 8. **catch up** To move fast enough to attain the same progress as another: “China will **catch up** with India in software in 3-5 years.”
 9. **cheer up** Become or make happy, raise the spirits of: “The good news **cheered up** everybody in the office.”
 10. **cover up** Conceal something, especially a crime: “The boss was furious after she learned that the supervisor tried to **cover up** the accident.”
 11. **end up** Finally be or do something: “He **ended up** working for our competitors.”
 12. **give up** To desist from; stop: “I **give up**: I can’t convince my partner to make new investments.”
 13. **grow up** To reach maturity; become adult: “Just **Grow Up!**” “How many times have we said this to our friends or family members?”

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14. **lighten up** Become or cause to become less serious or gloomy, and more cheerful: “Everything will work out fine, so stop worrying and **lighten up**.”
15. **make up** To compensate for: “You need to **make up** for the time you lost last week.”
16. **mix up** To confuse; confound: “His explanation just left us all **mixed up**.”
17. **pay up** Pay in full, discharge all that is owed: “Our corporate sponsors **pay up** to 85% of the cost of research.”
18. **pop up** Appear suddenly or unexpectedly: “The police officer suddenly **popped up** out of nowhere.”
19. **speed up** Accelerate, expedite, increase the rate: “It’s difficult to **speed up** production without new equipment.”
20. **wrap up** Bring to a conclusion, settle successfully: “As soon as we **wrap up** this deal, we can go on vacation.”

Exercise 43: Man carries chicken; man leaves chicken and comes back; man gets fox; man leaves fox and gets chicken; man leaves chicken and gets corn; man leaves fox and corn to get chicken; man gets chicken.

- Exercise 44:
1. **act out** Represent or perform as if in a play: “She **acted out** what had happened earlier that day.”
2. **all out** With every possible effort: “Everybody worked **all out** to make the deadline.”
3. **branch out** Separate into subdivisions; strike off in a new direction: “Our retail business is **branching out** into more locations.”
4. **bring out** Expose or reveal; make conspicuous: “His report **brought out** some new facts about the problems with the Union.”
5. **buy out** To purchase all the stock of a company or all the stock of a company owned by one investor or by a group of investors: “Corporate management may decide to **buy out** Peter’s shares in order to halt a potential takeover.”
6. **call out** Summon into action or service: “The manager just **called out** for an urgent meeting.”
7. **carry out** To put into practice or effect: “Ask John and Luis to **carry out** the new cost reduction plan.”
8. **clear out** Remove the contents, take something or someone away: “I’ll **clear out** this office so you can work in it.”
9. **come out** Become known, be discovered: “The whole story **came out** when Robert confessed.”
10. **drop out** To withdraw from participation: “We made a better offer and they **dropped out** of the bidding.”
11. **fight it out** Settle a dispute by fighting, either physically or verbally: “The two sides couldn’t agree on a budget but were determined to **fight it out** to the end.”
12. **figure out** To discover or decide: “I just can’t **figure out** how to solve this problem.”
13. **fill out** Write all the required information onto a form: “Please **fill out** this questionnaire.”
14. **find out** Discover through examination or inquiry: “You can **find out** about his behavior if you ask him some questions.”
15. **flat out** In a direct manner; bluntly: “He spoke to us **flat out** about our mistakes.”
16. **for crying out loud** Used to express annoyance or astonishment: “That’s not true, **for crying out loud**.”
17. **get out of** Evade or avoid: “He’s trying to **get out of** his financial difficulties.” “Please **get out of** the way so we can pass.”

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18. **give out** To hand out or distribute: “They **gave out** free candies for children on Christmas.”

19. **grow out from** To develop or come into existence from: “This is a Company that **grew out** of a brilliant idea.”

20. **hammer out** Work out with considerable effort: “It took weeks of negotiations to **hammer out** an acceptable compromise.”

Exercise 45:

1. **hang out** Spend one's free time in; also, loiter, pass time idly: “My friends spent the evening just **hanging out**.”

2. **head out** Depart, begin a journey: “The ship was **heading out** to the sea.”

3. **help out** Be of help, as in a particular situation of need: “Can you **help out** tonight with the dinner guests?”

4. **hide out** Be or go into hiding; keep out of sight, as for protection and safety: “Jimmy is **hiding out** in a beach side resort in Mexico with his wife.”

5. **inside out** Extremely well, thoroughly, especially alluding to knowing something: “He knows this system **inside out**.”

6. **iron out** Work out, resolve, settle: “They managed to **iron out** all the problems with the conflictive workers.”

7. **leave out** Omit, fail to include: “This order is incomplete; some items have been **left out**.”

8. **let out** To allow to go or run free; release: “When we finally landed down in Pittsburgh, we all **let out** a sigh of relief.”

9. **log out (off)** To enter into a computer the command to end a session: “Could you please **log out** for a couple of minutes?”

10. **puzzle out** Clarify or solve something: “It took him a while to **puzzle out** the significance of the statement.”

11. **right out** Plainly, without holding back: “This is like **right out** of a science fiction movie.”

12. **rule out** Eliminate from consideration, exclude: “The option of purchasing new equipment has been **ruled out**.”

13. **run out of** To exhaust the supply of: “The car **ran out** of fuel.”

14. **set out** To give a full account of; explain exactly: “He **set out** the matter in full.”

15. **sign out** Record the departure of a person or the removal of an object: “I asked the librarian how many books I could **sign out**.”

16. **straighten out** Clear up disorder, a confusion, or a misunderstanding: “This is an awful mess; I hope you'll **straighten it out**.”

17. **walk out** Leave suddenly, especially as a sign of disapproval: “Their attitude was so mean that we **walked out** of the meeting right away.”

18. **wear out** Become or cause to become unusable through long or heavy use: “This coupling is all **worn out**.”

19. **work out** To formulate or develop: “We need to **work out** a sales plan for the next season.”

20. **write out** Put into writing; write in complete form: “You'll need to **write out** a contract if you want us in the business.”

Exercise 45:

The answer is: **(b) an arm and a leg** – (pay a very high price for something).

Exercise 45 (2):

When the train emerges from the tunnel the man with the dirty face does not notice a change. The man with the clean face notices that the other passenger has a dirty face and assumes his must be dirty as well and goes for a wash.

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<u>Exercise 47:</u>	1. a free hand	<u>Freedom to do as desired:</u> “You’ll have a free hand to reorganize your department.”
	2. a heavy hand	<u>Tyranny, persecution, or oppression:</u> “Tom manages his area with a heavy hand .”
	3. at hand	<u>Within easy reach, nearby:</u> “I like to keep my tools close at hand .”
	4. by hand	<u>By manual rather than mechanical means:</u> “all special orders are made by hand .”
	5. come to hand	<u>To become available; be received:</u> “the funds to finance this month’s purchasing finally came to hand .”
	6. hand to hand	<u>From one person to another; through a succession of persons:</u> “the instructions were passed from hand to hand until everyone understood them.”
	7. hand to mouth	<u>With barely enough money for immediate needs:</u> “We used to live form hand to mouth a couple of years ago.”
	8. hand and foot	<u>In all ways possible; completely:</u> “They served him hand and foot for over 20 years.”
	9. hold one’s hand	<u>To support, help, or guide someone, esp. by giving sympathy or moral support:</u> “He was holding her hand while she was crying.”
	10. show one’s hand	<u>To reveal one’s stand, opinion, or plans:</u> “We have to be careful not to show our hand to our competitors.”
	11. lend a hand	<u>Be of assistance, be helpful:</u> “Lenny’s always willing to lend a helping hand when needed.”
	12. out of hand	<u>Out of control:</u> “Employee horse-playing has gotten out of hand .”
	13. in hand	<u>In one’s possession:</u> “She arrived with the check in hand to make a final offer.”
	14. take in hand	<u>Deal with, assume control of:</u> “We’re going to take their debts in hand and pay them off.”
	15. hand out	<u>Distribute:</u> “H.R. handed out the newest newsletter.”
	16. hand over	<u>Release or relinquish to another’s possession or control:</u> “Mr. Robinson decided to hand the Company over to his children.”
	17. bare hands	<u>Not covered by anything:</u> “Don’t take the garbage with your bare hands ; it’s dangerous.”
	18. change hands	<u>Pass from one owner to another.</u> “The contract is valid only when money changes hands .”
	19. second hand	<u>An intermediary person or source:</u> “I heard the news from second hand .”
	20. his own hand	<u>A person’s handwriting:</u> “the letter was in his own hand .”

- Exercise 47
1. Mount Everest. It just hadn’t been discovered.
 2. They fall in the same year every year: New Year’s date arrives very early in the year and Christmas arrives very late in the same year, every year.
 3. Neither. The yolk of the egg is yellow.
 4. Nine.

<u>Exercise 48:</u>	1. take after	<u>Chase, try to catch:</u> “As soon as we launch our new line of product, our competitors will take after us.”
	2. take apart	<u>To separate (something) into component parts:</u> “We took the computer apart to see what the problem was.”
	3. take away	<u>To remove something:</u> “ Take away these documents; I don’t need them anymore.”
	4. take back	<u>To retract or withdraw:</u> “He had to take back what he said about Lisa; she’s proved she’s a really smart girl.”

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5. **take care** Be careful, use caution: “**Take care** or you will end up doing it wrong.”
6. **take down** To lower the arrogance or the self-esteem of (a person): “She really **took him down** during the debate.”
7. **take effect** To produce the desired reaction: “The new budget restrictions have started to **take effect**.”
8. **take for granted** Expect; assume: “Don’t **take for granted** the support you’re getting from your parents.”
9. **take home pay** What is left of your pay after deductions: “I have a good salary, but my **take-home pay** is only 75% of it.”
10. **take in** To include: “The tour **takes in** the islands as well as the mainland.”
11. **take off** To deduct as a discount: “You can **take 20 percent off** if you buy right now.”
12. **take on** Agree to do, accept a responsibility: “I’m very busy. I can’t **take on** any more work right now...”
13. **take out** To go out with; escort: “I’m **taking** my girlfriend **out** for dinner tonight.”
14. **take over** To assume the control or management of: “They’re sending a new manager to **take over** this branch office.”
15. **take place** Happen, occur: “Let me know where the ceremony will **take place**.”
16. **take shape** To start to develop a more clear form: “The plan started to **take shape** at the brainstorm meeting.”
17. **take sides** Support or favor one party in a dispute: “Most of the staff **took side** with the manager for next year’s budget.”
18. **take the heat** Endure severe censure or criticism: “He was known for being able to **take the heat** during last month’s crisis.”
19. **take to** Develop as a habit or steady practice: “He **took to** coming later and later.”
20. **take up** To start doing a particular job/activity: “Larry’s **taking up** a position as supervisor.”

Exercise 49

1. **as and when** At the time that something happens: “We’ll rent a car **as and when** we need it.”
2. **as best** As well as you can: “I know it’s a difficult step, but try **as best** as you can.”
3. **as follows** Said to introduce a list of things: “I’m planning to make my trip **as follows**...”
4. **as for** As regards; with reference to: “**As for** my last job, you can call my former boss for references.”
5. **as if** In the same way that it would be if / that: “It seemed **as if** the meeting would never end.”
6. **as is** Just the way it is, with no changes: “We saved a few dollars by buying the floor sample on an **as is** basis.”
7. **as it comes** The usual way is ok: “How would you like your coffee?” – “Oh, **as it comes**.”
8. **as long as** On the condition that: “I’ll hold your invoice **as long as** you pay it within this month.”
9. **as much** The same: “No need to thank me. I’m sure you’d do **as much** for me whenever I need it.”
10. **as of** From, at, or until a given time: “These are the financial statements **as of** the first quarter of this year.”
11. **as opposed to** In contrast to: “New cars are equipped with aluminum engines, **as opposed to** the cast-iron ones.”
12. **as per** According to instructions: “I’m taking my medicine every eight hours, **as per** the doctor’s orders.”

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13. **as regards** In connection with: “There is no problem **as regards** to financial arrangements.”
14. **as the case** One of the stated possibilities which is true: “...to the credit of such account or such fund, **as the case** may be, at the time of such payment.”
15. **as to** About: “We’re uncertain **as to** which decision should be taken.”
16. **as well** In addition, besides, also: “Mary is going to Italy and to France **as well**.”
17. **act as** To do a particular job: “He was asked to **act as** an advisor to the project.”
18. **even as** At the same time: “I tried to convince him about his behavior, but **even as** I started to talk, he stood up to leave.”
19. **inasmuch as** In the degree that; in like manner as: “**Inasmuch as** you’re in charge of maintenance, you are responsible for having everything running smoothly.”
20. **such as** For example: “Employees **such as** John, make us all proud to work for this Company.”

Exercise 49

The answer is: **(b) in the red** – (unprofitable, losing money – “The company has been in the red for several months now and will soon have to go bankrupt”).

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