

31.1	
Adjective	Noun
long	length
wide	width
thick	thickness
square	square
rectangular	rectangle
Verb	Noun
weigh	weight

- 31.2** 1 wide, width 3 rectangular
2 thickness, thick 4 weighs, weight

- 31.3** 1 what does it 3 fast
2 easy to use

Over to you (sample answer)

I have a Blackberry Bold. It's rectangular. It's 11.4 centimetres long, 6.6 centimetres wide and 1.5 centimetres thick. It weighs 136 grams. It's very easy to use.

- 32.1** 2 The Phenom is shorter than the Learjet.
3 The Phenom is wider than the Learjet.
4 The Learjet is faster than the Phenom.
5 The Phenom is slower than the Learjet.
6 The Learjet is more expensive than the Phenom.
7 The Phenom is cheaper than the Learjet.

- 32.2** 2 The Phenom is the shortest.
3 The Citation is the widest.
4 The Learjet is the fastest.
5 The Phenom is the slowest.
6 The Citation is the most expensive.
7 The Phenom is the cheapest.

- 32.3** 1 the heaviest 4 the best
2 easier 5 worse
3 thinner 6 more attractive

Over to you (sample answer)

I like these old sports cars: the Ford Mustang, the Porsche 912 and the E-type Jaguar. The Jaguar is the most beautiful of the three. It's the longest, the fastest, the most powerful and the most expensive.

- 33.1** 1 financial
2 distribution and retail
3 tourism
4 telecommunications/telecoms

- 33.2** 2 He wants to get his accounts prepared.
3 She wants to get her documents translated.
4 We want to get our products delivered.
5 They want to get their legal problems solved.
6 The company wants to get its new computers installed. / The company want to get their new computers installed.

- 33.3** 2 accountants 5 lawyers
3 translators 6 IT specialists
4 shippers, couriers

- 33.4** 1 translated 4 return
2 finished 5 charge
3 turn 6 reasonable

Over to you (sample answer)

I want to get ...

- 50 copies of this document made.
- my next PowerPoint presentation prepared.
- my office cleaned.
- our computers repaired.

34.1		
Noun	Adjective	Opposite adjective
accuracy	accurate	inaccurate
convenience	convenient	inconvenient
efficiency	efficient	inefficient
flexibility	flexible	inflexible
reliability	reliable	unreliable
safety	safe	unsafe
security	secure	insecure
–	good	poor

- 34.2** 1 safe, secure 4 flexible
2 efficient, reliable 5 reasonable
3 accuracy

- 34.3** 1 poor 4 flexibility
2 unreliable, inefficient 5 expensive
3 insecure

- 38.1** Across
 1 chain
 5 mail order
 8 convenience
 11 department store
 12 till
 13 sections
 14 by post
 15 mall
 16 corner
 17 checkout
- Down
 2 internet shopping
 3 floors
 4 the phone
 6 direct sales
 7 e-commerce
 9 choose from
 10 supermarket
 12 trolley
 13 site

- 38.2** 1 at
 2 on/over
- 3 by, from
 4 by, on/over

Over to you (sample answer)

Panasonic is a Japanese electronics company. Its products are sold in electrical goods shops.

- 39.1** 1 b 3 a 5 d 7 c
 2 c 4 e 6 f 8 c

- 39.2** 1 f 3 b 5 c 7 a
 2 g 4 d 6 e

Over to you (sample answer)

Place the document on the glass. Choose the number of copies that you want. Press the 'Start' button. When you have finished, remove the document.

- 40.1** 1 c 2 e 3 a 4 b 5 d

- 40.2** call centre service department
 model number stop working
 send back under guarantee

- 40.3** 1 guarantee
 2 take it back
 3 call centre
 4 fault, repair
 5 stops working, under guarantee, replacement

Over to you (sample answer)

My camera stopped working. The camera was under guarantee. I took it back to the shop where I bought it. They offered to repair it, but it took three months. I was very angry.

41.1

Noun	Verb
apology	apologize
damage	damage
delivery	deliver
discount	discount
invoice	invoice
order	order
purchase	purchase
reduction	reduce
refund	refund
replacement	replace
shipping	ship
supplies, supplier	supply

- 41.2** 1 purchasing, supplies
 2 damaged, replacements
 3 ordered, discount/reduction
 4 delivered/shipped
 5 invoice
 6 supplier

41.3 (sample answers)

- 2 send a truck to pick them up and take them to the right place.
 3 give/offer a reduction/discount.
 4 take back the wrong goods and send the correct goods.
 5 replace or repair them.
 6 send another invoice.

Over to you (sample answer)

The biggest problem is late delivery. We sell mobile phones. When we order popular models, they are sometimes not available and the suppliers deliver them late.

- D1** 1 a noun
 2 three, plus four in particular expressions
 3 big business, show business

- D2** 1 irregular
 2 Fourteen people, including a prison warden, were killed.
 It's £24.99, including postage and packing.
 3 The office supplies are/were €12, including VAT.

- 4 Exports of computers have increased by 15% since January.
Exports of mobile phones have increased by 10% since January.

D3 The Learner training D answers are from the *Cambridge Learner's Dictionary*. Some answers will be different in other dictionaries.

- 1 damage, deliver, delivery, discount, invoice, order, purchase, reduce, refund, replace, replacement, ship, shipping, supply
2 meaning 4
3 'supplies'
4 verb: to buy something; noun: 1) when you buy something, 2) something that you buy

42.1 1 a 3 b 5 a 7 b
2 b 4 a 6 a 8 b

42.2 1 seat, something, There's
2 this
3 Have, been
4 Where
5 like

42.3 1 c 2 b 3 e 4 a 5 d

Over to you (sample answer)

You: Jack, this is Susan Kelly from GJI in New York.
Susan: Pleased to meet you.
Jack: Nice to meet you, Susan. Have you been to Vancouver before?
Susan: Yes, I was here about five years ago.

43.1 2 d 3 e 4 b 5 f 6 c

43.2 1 b 2 c 3 d 4 a

43.3 (sample answers)

- 1 Alain: Would you like a dessert?
2 Bengt: Yes, I'll have ice cream, please.
3 Alain: (to waiter) Two ice creams, please.
4 Bengt: That was very good.
5 Alain: I'm glad you liked it.
6 Alain (to waiter) Could we have the bill, please?
(to Bengt) I'll get this.
7 Bengt: Thank you.
8 Alain: My pleasure.

Over to you (sample answer)

You: Do you live in the centre of Jakarta?
Your visitor: No, I live in a suburb about half an hour away.
You: Do you mind commuting?
Your visitor: It's OK. I listen to music on my iPod.
You: What do you do in your spare time?
Your visitor: I go cycling and I play squash.
You: Really, I play squash too. How about a game tomorrow after our meeting?
Your visitor: Good idea.

44.1 1 c 2 d 3 b 4 a

44.2 2 f 4 d 6 c 8 e
3 b 5 i 7 g 9 a

44.3 1 b 2 a 3 a 4 b 5 a

44.4 1 b 2 a 3 c 4 e 5 d

Over to you (sample answer)

You could talk about the general economic and business situation in both cases. It could be acceptable to talk about your family when you know someone better, but not when you meet them for the first time. It's probably best to avoid politics completely.

45.1 1 e 2 b 3 a 4 c 5 d

45.2 1 Good morning
2 Hello. Can I speak to
3 please
4 calling, please
5 My name's
6 put you through

45.3 1 See you
2 phone/call you again next week
3 good to talk to you
4 for phoning/calling
5 Bye/Goodbye

Over to you (sample answer)

- Rashid Hussein. Good morning/afternoon.
- a A: Rashid Hussein. Good morning.
B: Hello, Rashid. It's Leila here.
A: Hello, Leila. How are you?
- b A: Rashid Hussein. Good morning.
B: Hello, Mr Hussein. My name's Marina Marconi. I'm calling from Fiat in Italy.

46.1 2 No, M for Mike. 4 No, S for Sierra.
3 No, D for Delta.

46.2 2 F for Foxtrot, A for Alpha, N for November, S for Sierra, H for Hotel, A for Alpha, W for Whiskey.

00 44 131 946 9821

3 P for Peter, E for Echo, T for Tango, E for Echo, R for Romeo, double S for Sierra, O for Oscar, N for November.

00 46 8 487 5044

4 H for Hotel, A for Alpha, N for November, K for Kilo, S for Sierra.

00 1 918 324 6622

5 T for Tango, A for Alpha, N for November, A for Alpha, W for Whiskey, A for Alpha.

00 81 42 975 2349

6 D for Delta, O for Oscar, S for Sierra; new word, S for Sierra, A for Alpha, N for November, T for Tango, O for Oscar, S for Sierra.

00 55 61 648 7785

46.3 1 d 2 c 3 b 4 a

Over to you (sample answer)

Rosalia Mendoza: R for Romeo, O for Oscar, S for Sierra, A for Alpha, L for Lima, I for India, A for Alpha; new word, M for Mike, E for Echo, N for November, D for Delta, O for Oscar, Z for Zulu, A for Alpha.

My home address is calle Kahlo 32: K for Kilo, A for Alpha, H for Hotel, L for Lima, O for Oscar, number 32.

My company address is Diagonal 550, Mexico City: D for Delta, I for India, A for

Alpha, G for Golf, O for Oscar, N for November, A for Alpha, L for Lima, number 550.

My phone number at home is 55 7321 9744.

My work number is 55 4522 9025.

My mobile number is 55 8342 7611.

- 47.1**
- 1 Right. / OK. / I understand.
 - 2 Sorry, I didn't get that. Could you speak more slowly, please?
 - 3 Sorry, I can't hear you. Could you speak up, please?
 - 4 Could you spell that, please?
 - 5 Can you say that again, please?
 - 6 That's it. / That's right.

- 47.2**
- | | |
|----------|-----------|
| 1 speak | 5 address |
| 2 course | 6 up |
| 3 that | 7 sorry |
| 4 Two | 8 it |

47.3 (sample answer)

Taro: My number is 00 81 3 9974 1811.

Wang: Sorry, I can't hear you. Could you speak up, please?

Taro: Yes, of course. The number is 00 81 3 9974 1811.

Wang: So the number is 00 81 3 9974 1811.

Over to you (sample answer)

A: Hello. Can I speak to Magda, please. My name's Olafson.

B: I didn't get that. Can you speak more slowly, please?

A: I'll try to speak more slowly. Olafson.

B: Ah, Olafson. Can you spell that, please? Is that one S or two?

A: One. O-L-A-F-S-O-N.

B: O-L-A-F-S-O-N.

A: Can you ask Magda to email the details of her visit.

B: What's your email address?

A: sten dot olafson at K-L-R dot S-E

B: OK. I'll ask Magda to email details of her visit.

A: Thank you very much. Goodbye.

B: Bye.

- 48.1** 2 h 5 g 8 m 11 e
 3 f 6 l 9 a 12 i
 4 k 7 b 10 j 13 c

48.2

TELEPHONE MESSAGE

Message for: Melissa Demirel

Name of caller: Gaynor Boyd

Will call again Please call

Phone number: 00 1 212 233 5644

Urgent Not urgent

Over to you (sample answer)

My name's Alma Naiman. I'm calling from Global Oil in Kazakhstan. Please can you ask Ms Tate to call me back. From the US, it's 011 7 8934 8322.

- 49.1** 1 speak to 4 I'm sorry.
 2 You've got 5 That's alright.
 3 This is

- 49.2** 2 A: I'm phoning about an advertisement that we want to put in the/your paper.
 B: You've come through to the wrong department. This is the finance department. You want (the) advertising (department).
 3 A: I'm phoning about an order that we want to make.
 B: You've come through to the wrong department. This is the research and development department. You want (the) sales (department).
 4 A: I'm phoning about tax that our company has forgotten to pay.
 B: You've come through to the wrong department. This is the personal taxes department. You want (the) corporate taxes (department).

- 49.3** 1 phoned 6 were cut
 2 put 7 went
 3 put 8 called
 4 tried 9 got
 5 put

Over to you (sample answer)

Last week, I phoned our company's bank. I wanted to speak to Jay Wang, but they put me through to someone called Jane Wang. Jane Wang was very nice and she tried to put me through to Jay Wang, but we were cut off and the line went dead. I phoned again and this time I got through to Jay Wang.

- 50.1** 1 written 5 read, replied
 2 received 6 fax
 3 reply 7 texted
 4 got

50.2 and 50.3

- 2 informal
 Hi / Hi Kay / Kay / -
 3 formal
 Dear Ms Lumsden
 4 informal
 Hi / Hi Kay / Kay
 5 formal
 Dear Ms Lumsden
 6 formal
 Dear Ms Lumsden / Dear Kay

Over to you (sample answer)

Hi Nigel - Pls cld you let me have details on the latest services provided by your dept. I've had an enquiry and I need some urgent info.
 Thanks
 Melanie

- 51.1** 1 Thank you for
 2 This is to / I'm writing to
 3 Would it be possible to
 4 I'm
 5 let me know
 6 please could you
 7 in on

- 51.2** 1 c 2 d 3 e 4 f 5 b 6 a

- 51.3** 1 - 4 -
 2 in 5 to
 3 -

Over to you (sample answer)

Dear Mr Wang,

Thank you for sending details of your trip to Manila next week. Our office is very near the centre. I'm attaching a map showing how to find it.

I look forward to meeting you.

Yours sincerely,

Pedro Fuentes

- 52.1** 1 pleasure 5 cannot
2 unfortunately 6 unable
3 sorry 7 Best
4 say

- 52.2** 1 nice
2 to see / to meet
3 I'm pleased / I'm delighted
4 go ahead
5 don't hesitate
6 hearing
7 doing

- 52.3** 2 Enjoyed meeting you last week.
3 I'm so glad you had a nice trip back to Jakarta.
4 They're very interested in working with you.
5 Pls B v careful not 2 tell anyone.

- 52.4** 1 I will arrive in New York on Monday.
2 It was very good to speak to you yesterday.
3 I will be in touch again soon.
4 I will see you later.
5 More information to be sent later today.

Over to you (sample answer)

a Hi Ken

Here's the spreadsheet. It's v. interesting.

Best

Flavia

b Dear Mr Wang

Please find attached the spreadsheet that we discussed. I think you will find it very interesting.

Best regards

Flavia Petronelli

- 53.1** 2 true – 'we must now work on the details of the tours that they will go on'
3 true – 'I have asked our lawyers to draw up a contract'
4 false – 'Please could you sign one copy and send it back to me by courier?'
5 true – 'If this agreement is successful, we look forward to doing more business with you.'
6 false – 'It was very nice seeing you in London.'
7 false – 'As agreed, the first clients will be travelling to Botswana the year after next'
8 false – There are none.
9 true – She uses 'Yours sincerely', which you can also use in formal emails.

- 53.2** 1 to fly → for flying
2 pass → reach
3 draw → drawn
4 discuss → discussed
5 examples → copies
6 courier → courier
7 agree → agreed
8 in → on
9 succeeding → successful

Over to you (sample answer)

Dear Mr Massoud

Many thanks for coming to our offices in Delhi. It was very nice to see you here – I enjoyed our fishing trip together.

I think we have now covered all the points relating to an agreement for our company to sell Indian cars through your company in Egypt, so I have asked our lawyers to draw up an agreement. I will send it to you by courier next week.

Yours sincerely

Raj Singh

- 54.1** 2 flipchart 4 projector
3 check the room 5 handouts
- 54.2** 1 about 4 on to
2 at 5 about
3 in
- 54.3** 1 e 2 c 3 g 4 b 5 f 6 a 7 d

Over to you (sample answer)

My name's Milton Roberts and I work for the Zambia National Mining Company. Today I'm going to talk about different types of mining. First, I'll talk about mining gold. Then I'll move on to mining other metals. And finally, I'll look at possible developments in mining in Zambia in the future. If you have any questions, please feel free to interrupt me.

55.1 (sample answers)

- 2 What you can see in this slide is the sales plan.
- 3 Second, let's have a look at the product.
- 4 Thirdly, let's move on to Ruby's branches.
- 5 That is the end of my presentation. Thank you for listening/coming.
- 6 Are there any questions?

55.2 (sample answers)

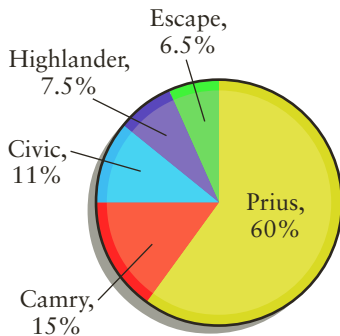
- 2 I'm sorry, but I can't give you that information.
- 3 If you have any questions, I'll be happy to answer them now. / Are there any questions?
- 4 Could you repeat the question?
- 5 I'm sorry, but I don't know the answer to that.
- 6 Can I check and get back to you?

Over to you (sample answer)

First, let's look at gold mining. A small amount of gold is mined in Zambia, but not as much as in South Africa. However, more than two tons of gold has been produced in Zambia since 1900 – quite a large amount ...

... That's enough on gold mining. Let's move on to mining of other metals. ...

56.1



(sample sentence)

The segment shaded yellow shows that 60 per cent of the hybrid cars sold in the US last year were Priuses.

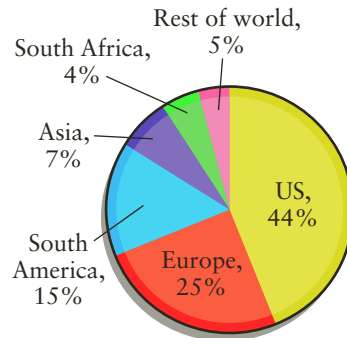
56.2

Infinitive	Past simple
decrease	decreased
fall	fell
go down	went down
increase	increased
rise	rose
stay the same	stayed the same
remain steady	remained steady
level off	levelled off

56.3

- 1 went down
- 2 stayed the same
- 3 by
- 4 from
- 5 to
- 6 up

Over to you (sample answer)



Nigerian Oil Exports

Nigeria exports nearly half of its oil production – 44 per cent – to the United States. It exports a quarter of its production to Europe, 15 per cent to South America, 7 per cent to Asia, 4 per cent to Africa and 5 per cent to other countries.

- 57.1** 1 false – It's a line graph.
 2 false – It compares diamond production in two countries.
 3 false – It's measured in millions of carats.
 4 true
 5 false – It fell three times during the 15-year period.
 6 false – There were periods when it rose fast, but recently it has not increased much.

- 57.2** 1 the same as
 2 much less than
 3 much bigger than
 4 much bigger than
 5 at GM than

- 57.3** 1 true 3 true 5 true
 2 false 4 true

Over to you (sample answer)

Profits in billions of US dollars

	IBM	HP
This year	10.4	7.3
Last year	9.5	6.2
2 years ago	7.9	2.4
3 years ago	8.4	3.5
4 years ago	7.6	2.5

Profits have risen at both companies over the last five years, more gradually at IBM than at HP (Hewlett-Packard).

If you take the whole 5-year period, HP's profits have grown more dramatically than IBM's.

HP made nearly three times as much profit this year as four years ago.

At the same time, IBM's profits have risen from \$7.6 billion to \$10.4 billion.

At one point, HP's profits fell steeply, from \$3.5 billion to \$2.4 billion.

The same year, IBM's profits also fell sharply.

- 58.1** 1 c 2 d 3 b 4 e 5 a

58.2 (sample answers)

- 1 Can I ask you to keep your voices down in this area?
 2 Follow me and let's go into the finance department.
 3 I'm afraid we don't allow photography during the tour.
 4 On the left, you can see some of the company's machines.
 5 I'm afraid room 101 is restricted.

- 58.3** 1 down 4 left 7 look
 2 move 5 right 8 restricted
 3 way 6 go/continue

Over to you (sample answer)

Good morning, ladies and gentlemen, and welcome to Astrup Engineering. About 100 people work on this site and today we're going to see some of the things that they do. We'll look at the design department, where bridges and roads are designed, and at the offices where the managers work. First, let's go to the offices. Come this way, please.

- 59.1** 1 missed 3 postpone 5 attended
 2 cancel 4 arrange 6 miss

- 59.2** 1 agenda 3 attend 5 items
 2 venue 4 minutes

- 59.3** 1 take the minutes
 2 send your apologies
 3 attend a meeting
 4 send out the agenda

- 59.4** 1 locations 4 location
 2 face-to-face 5 video link
 3 videoconferencing 6 virtual

Over to you (sample answer)

AGENDA

Staff meeting, 6 May, 12 noon
 Meeting room 6

- Apologies for absence
 Minutes of the last meeting
 1 Move to new offices
 2 New computer system
 3 Holiday dates
 4 AOB

- 60.1** 1 Let's make a start.
 2 Joanna sends her apologies.
 3 Does everyone agree with the minutes of the last meeting?
 4 *correct*
 5 Let's move on to the next item.
 6 Pia, can you to say something here?
 7 *correct*
 8 Just a moment. Let Roberto to finish.

- 60.2** 1 Val, can Yvonne say something here? / Val, can Yvonne come in here?
 2 Val, just a moment. Let her/Yvonne finish.
 3 Is everybody ready? Let's make a start.
 4 Tanya and Stefan send their apologies.
 5 Does everyone agree with the minutes of the last meeting?
 6 So, the first item is the company's new restaurant.

Over to you (sample answer)

Chris: Everyone's here, so let's make a start. I sent out the agenda last week. Did everyone get a copy?
 Chris: Tom and Carl send their apologies. They can't attend the meeting today. Does everyone agree with the minutes of the last meeting?
 Chris: So, the first item is the move to new offices. How are things going, Regina?
 Chris: I think that's all for today. Thank you for coming. See you at the next meeting.

61.1 1 g 2 b 3 d 4 a 5 e 6 f 7 c

61.2 1 d 2 c 3 b 4 e 5 g 6 a 7 f

61.3 1 g 2 b 3 a 4 e 5 d 6 c 7 f

Over to you (sample answer)

Kerry: On the move to new offices, I disagree with Rebecca when she says that things are going well. No one is ready.
 Teresa: Well, everyone in *my* department is ready.
 Suzanne: I have an idea. Why don't we postpone the move for a month?

Kerry: Sorry, I don't understand. Do you mean we should move in May instead of April?
 Teresa: That's right.
 Kerry: That's a good idea!

62.1

Verb or phrasal verb	Noun
discuss	discussion
follow up	follow-up
recap	recap
report back	report
research	research
vote	vote

- 62.2** 1 recap 4 vote on
 2 disagreed with 5 follow up
 3 research, report back

- 62.3** 1 you send your apologies.
 2 *correct*
 3 you offer to report back.
 4 you discuss it.
 5 the vote is unanimous.
 6 you recap.
 7 *correct*

Over to you (sample answer)

Move to new site
 There was a lot of discussion about moving to a new site outside the city. Three colleagues were for this idea and two against. It was decided to ask Alexis to research the possibilities for new sites and to report back at the next meeting.
 Action by Alexis, 20 Sept