

36.1 Complete the table with the correct form of verbs from A opposite.

Verb	Past participle
distribute	
load	
make	
manufacture	

Verb	Past participle
sell	
ship	
store	

36.2 Find nouns in B opposite that mean the following.

- 1 makers of things (two words) _____ , _____
- 2 a hard, strong metal _____
- 3 people who produce crops _____
- 4 a piece of equipment _____
- 5 a series of steps to produce something _____
- 6 a substance used in industry to change other substances _____
- 7 people who take valuable substances from under the ground _____
- 8 something used as part of a bigger product _____

36.3 Look at B opposite. Complete the sentences using the passive of the verbs in brackets. Use Irregular verbs on page 142 to help you.

- a Wheat (process) to make bread.
- b A car (assemble) from over 20,000 components.
- c Before the wood is (use), it is (treat) with chemicals.
- d Many types of components (make) from this metal.
- e Cars (put together) in large factories.
- f Crops such as wheat (grow) in Europe and North America.
- g Engines (install) in each car towards the end of the manufacturing process.
- h This ore (use) to make steel.
- i The wood can then be (cut) and (shape) to make furniture, for example.
- j Trees (cut down) to make wood products.
- k Wheat (harvest) using very big machines.
- l Iron ore (mine) in many countries in Africa and elsewhere.

36.4 Now relate each of the sentences in 36.3 above to one of the four processes in B opposite. Look at the example before you begin.

- 1 a, f, k 2 3 4

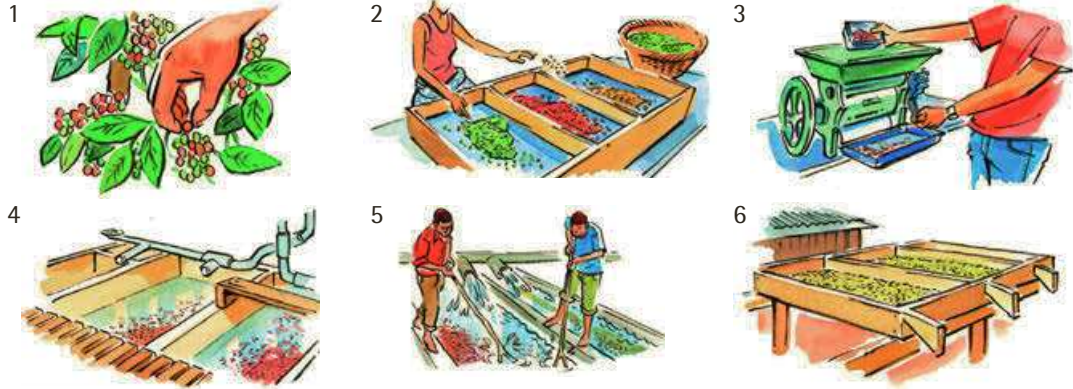
Over to you



Where were the different parts of your car made?

A Stages in the process 1

Coffee is **grown** in countries like Brazil, Colombia and Vietnam – these countries are some of the main **producers**. Coffee berries are the **raw material** for making coffee. Coffee is **processed** like this:



1	picking	First, coffee berries are picked or harvested manually .
2	sorting	Then, they are sorted – put into groups – by colour.
3	removal of outside	Next, the outside of the berry is removed , usually by machine .
4	soaking	After that, the beans are soaked in water to remove another layer of material on the bean that is not wanted .
5	washing	The beans are then washed with large quantities of water.
6	drying	Finally, the seeds are dried on special tables, or on the floor or in special machines.

B Stages in the process 2

The next step in the process is the **roasting** of the green coffee.

The coffee is usually **roasted** by the supplier. The actual **roasting** begins when the temperature inside the bean **reaches** 200 degrees C. The weight of the beans is **reduced** during roasting – there is a **reduction** in weight. Roasting **changes** the **flavour** of the beans – they taste different.

The roasted beans are **labelled** as light, medium light, medium, medium dark, dark or very dark.

Lightness and darkness is **measured** with a special **device** – machine.

The coffee is put into **sacks**. The sacks are **loaded** onto ships and **shipped** all round the world.

Note

BrE: labelled, labelling; AmE: labeled, labeling
BrE: flavour; AmE: flavor



C Stages in the process 3

The sacks are **unloaded** and stored in warehouses.

The beans are then **packaged**.

Most coffee in shops is already **ground**. Ground coffee is the **finished product**.

Packets of coffee are sold in **supermarkets** and other shops. They are **bought** /bɔ:t/ by **customers** all over the world.



37.1 Complete the table with forms of verbs from A, B and C opposite.

Verb	Past participle	Verb	Past participle
buy			reached
	changed	reduce	
dry		remove	
grind		roast	
grow		soak	
label (BrE) (AmE)	sort	
measure		unload	
package		want	
pick		wash	

37.2 Which of the past participles in the table above are pronounced /ɪd/ at the end? Which are irregular?

37.3 Look at A, B and C opposite. Complete the extract using correct forms of the verbs in brackets. Then put the sentences into the correct order. Look at the examples before you begin.

1 *a* 2 3 4 5 6 *f*

Apple production

- a The main apple producers are China, the US, Iran, Turkey and Russia.
- b Then they (load) into boxes and (ship) to processing centres, where they (unload) ready to be (process).
- c First they must be carefully (grow) and (pick) by hand.
- d Finally, only the best apples (sell) in supermarkets, where they must be perfect.
- e After that they (wash), (sort), (label) and (package).
- f The rest not (want) and so they (throw away) or (use) in other products.



Over to you



Describe a process using some of the vocabulary and structures in this unit. Use the Internet to find information if necessary.

A

Shops and stores



A trolley



A checkout

You can buy food, clothes and sometimes other products in a **supermarket**. You can use a **trolley** and you **pay** at a **checkout** or **till**.

A **convenience store** is a small shop that is open from very early to very late. In the UK, a **corner shop** is a convenience store on the corner of two streets.

A **chain store** is one of a number of shops with the same name. These shops are all part of a **chain** – group of stores owned by one company.

A **department store** is a large shop, usually in a city centre. It sells many types of goods in **departments** or **sections**, for example clothes, furniture, etc., on several **floors**.

You get different **ranges** of products in each of these types of shop. In some places, you get a lot of **choice**, in others much less.

A **mall** or **shopping mall** is a large building, usually outside a city with many shops and a big car park.

Note

BrE: shop; AmE: store
BrE: shopping trolley; AmE: shopping cart

Note

mall, shopping mall: BrE and AmE
shopping centre: BrE only
BrE: mall /mɔ:l/; AmE: mall /mɑ:l/



A department store

B

Direct sales

You can buy things by **mail order**. You choose from a **catalogue** and **order by post**, or **on** or **over the phone**.

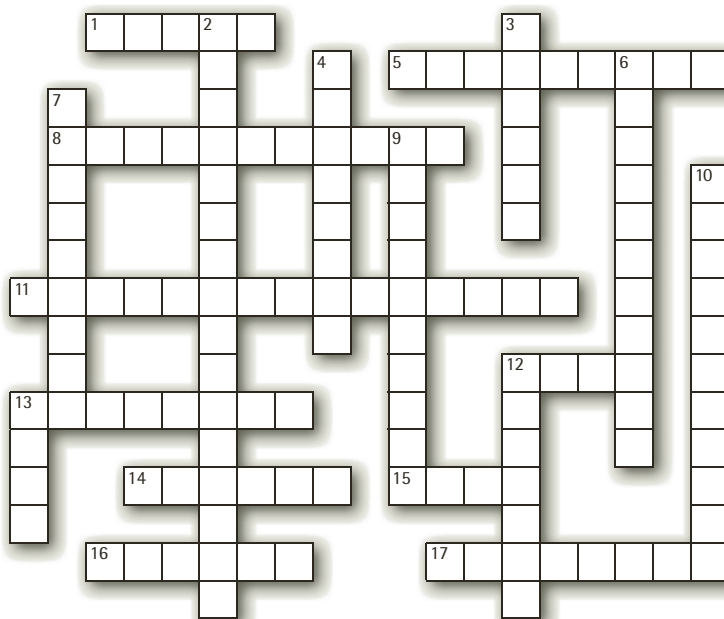
With **internet shopping** you buy things **on** or **over the Internet**, using the seller's **site** or **website**. Buying and selling like this is **e-commerce**.

Note

BrE: catalogue /'kætələg/
AmE: catalog /'kætələ:g/



38.1 Complete the crossword with the correct form of words from A and B opposite.



Across

- 1 A group of shops with the same name (5)
- 5 Shopping by post (4,5)
- 8 A shop where you might buy something you've forgotten to buy elsewhere is a store (11)
- 11 A large shop with many different products (10,5)
- 12 Where you pay in a supermarket (4)
- 13 Large shops have many different (8)
- 14 With mail order, you can order (2,4)
- 15 Here you can find a lot of different shops, out of town (4)
- 16 A shop is a type of convenience store in the UK (6)
- 17 Another word for where you pay in a supermarket (8)

Down

- 2 When you buy things online (8,8)
- 3 The different levels of a department store (6)
- 4 With mail order, you can do your shopping on (3, 5)
- 6 Selling without shops (6,5)
- 7 Buying and selling on the Internet (1-8)
- 9 With mail order, you a catalogue (6,4)
- 10 Where you buy food, clothes and some other products (11)
- 12 British English for 'cart' (7)
- 13 A seller's 'place' on the Internet (4)

38.2 Complete the sentences with words from A and B opposite.

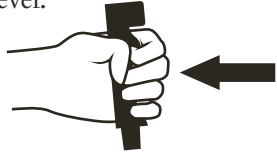

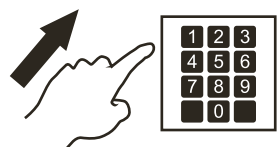
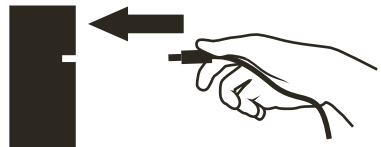
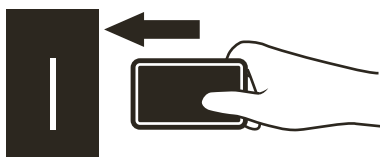
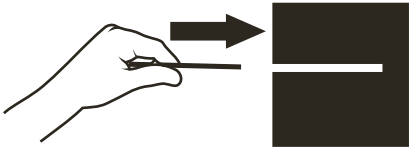
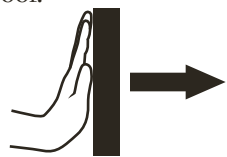
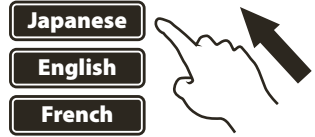
- 1 In a supermarket, you pay the checkout.
- 2 More and more books are sold (2 words) the Internet.
- 3 When you buy clothes mail order, you choose a catalogue.
- 4 You can order post or (2 words) the phone.

Over to you



Think about a national or international company which manufactures products. Where are its products sold?

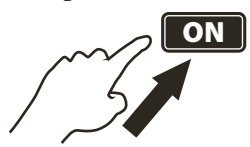


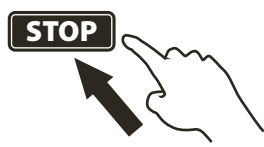
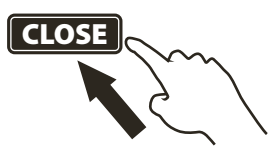

A Follow the instructions

<p>1 Pull the lever.</p> 	<p>5 Turn the key to start.</p> 
<p>2 Key in your PIN number.</p> 	<p>6 Plug the cable into the socket.</p> 
<p>3 Put your ticket into the slot.</p> 	<p>7 Insert your card.</p> 
<p>4 Push the door.</p> 	<p>8 Select a language.</p> 

Note These instructions use the imperative form of the verb. The imperative is the same as the infinitive form.

B Press the button

To play a CD:

<p>1 To switch on, press the 'On' button.</p> 	<p>4 Then press the 'Play' button.</p> 
<p>2 Put the CD into the tray.</p> 	<p>5 When you have finished, press the 'Stop' button.</p> 
<p>3 Press the 'Close' button.</p> 	<p>6 Press the 'Eject' button and take the CD out of the tray.</p> 

39.1 Match the instructions in A opposite with these products and machines.



a ticket barrier



c cash machine (3 instructions)



e office door



b orange squeezer



d car



f PC

39.2 Look at B opposite. Put these instructions for recording a DVD into the correct order.

1 2 3 4 5 6 7

a When you have finished, press the 'Stop' button.



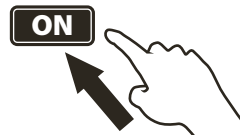
e Press the 'Record' button.



b Put a blank DVD into the tray.



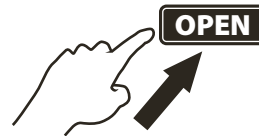
f Press the 'On' button.



c Select the TV station that you want to record.



g Press the 'Open' button.



d Push the tray to close it.



Over to you



Describe how to use an office photocopier.

A

Faults

Antonia is having problems with her DVD player. She phones the **call centre** of the chain store where she bought it.

Assistant: **Service department.** How can I help?

Antonia: I **have a problem with** my DVD player. It **stopped working** last week.

Assistant: What **make and model number** is it?

Antonia: It's a Ruby DVD 7000.

Assistant: What exactly is the **fault /falt/** – what's the technical problem?

Antonia: When I press the button, the tray doesn't open.

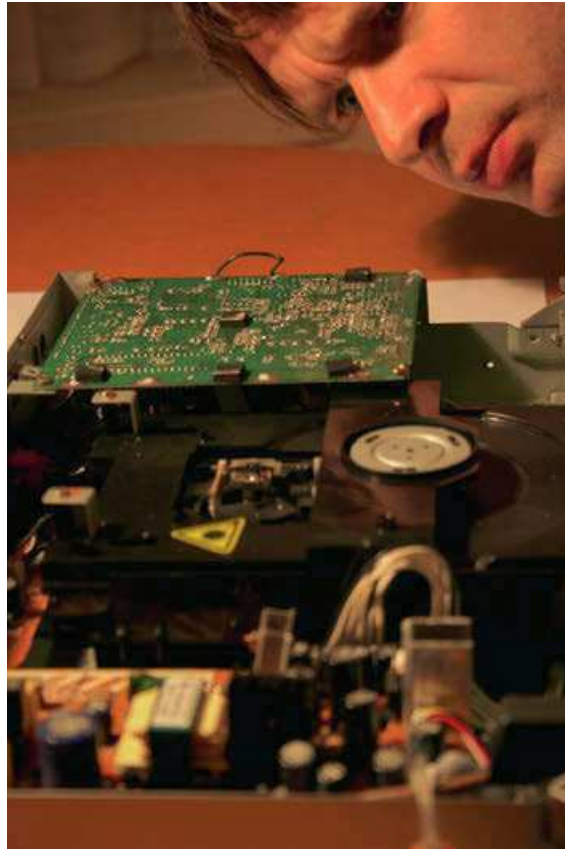
Assistant: How old is the DVD player?

Antonia: I bought it six months ago.

Assistant: OK, Ruby **guarantee** their products for two years. You can **send it back** by post for **repair**.

Antonia: That's difficult. I don't have the box.

Assistant: Don't worry. You can **take it back** to the shop. Where did you buy it?



B

Guarantees

The company **repaired** the DVD player and returned it to Antonia, but it has stopped working again. She phones the centre again.

Assistant: Service department. How can I help?

Antonia: My DVD player broke down last month. You repaired it, but it stopped working again yesterday.

Assistant: What's the fault now?

Antonia: I can play DVDs, but I can't record.

Assistant: Is it still **under guarantee**?

Antonia: Yes, I only bought it last year.

Assistant: OK. Because it's happened again, we'll give you a **brand new** one as a **replacement**.

Antonia: That's great.



Note

Guarantee /,gærən'ti:/ is a noun and a verb. Note its spelling, not 'garantee'.



40.1 Look at A and B opposite. Match the two parts of these sentences.

- | | |
|---|---|
| 1 This product is brand | a with your new kitchen equipment, just give us a call. |
| 2 This car is still under | b working two days after I bought it. |
| 3 If you have a problem | c new. I bought it yesterday. |
| 4 My CD player stopped | d back to the shop. |
| 5 When my new computer stopped working, I sent it | e guarantee. It's less than three years old. |

40.2 Match the words in the box to make word combinations from A and B opposite. Look at the example before you begin.

back	centre	model	send	under
brand	department	new	service	working
call	guarantee	number	stop	

40.3 Complete the sentences with expressions from the box.

stops working	fault	repair	take it back
call centre	guarantee	replacement	under guarantee

Guarantee

- We our products for two years.
- If the product doesn't work, to the shop where you bought it.
- If the shop can't help you, phone our
- If there is still a, send the product back to us. We will it.
- If the product again while it is still, send it back to us and we will send you a

Over to you



Talk about a problem you had with a product. Did you a) send the product back for repair, or b) get a replacement product? What happened exactly?

A

What can go wrong?

You want to **purchase** – buy – **office supplies** – products for your office – from a **supplier**. You do this by sending a **purchase order** – a document with details of the order – to the supplier.

These things can go wrong:

- The company **loses the order**.
- The company **supplies** the goods. It **ships** the **goods**, but they are **delivered** – sent – to the wrong place.
- The goods are delivered to the right place, but they are **delivered late**.
- The **wrong goods** are delivered. They are not the ones that you ordered.
- **On delivery**, you see that some of the goods are **damaged** – harmed or broken. Perhaps this happened when they were shipped.
- Other products **do not work properly** – correctly – because they are **faulty** – they have **faults**.
- The supplier's **invoice** – a document giving information about the goods that you have purchased – is wrong. There are mistakes in the invoice **details** – the **quantities** and/or **prices** are wrong. Perhaps the suppliers want to **charge too much** – they say the price is more than it really is. If this happens, they should **refund** – pay back – the difference.



Note

Purchase is more formal and less frequent than buy.



B

Keeping customers happy

You work at the supplier's. In order to **keep customers happy** in different situations, you could:

- **apologize** – say that you're sorry.
- **give/offer** a **reduction** or **discount** – lower price – for the next order. The price will be **reduced** or **discounted**.
- send a truck to **pick up** the goods and deliver them to the right place.
- **take back** the wrong products and send the correct products.
- **give** or **offer** a **reduction** or **discount** for this order.
- **replace** the **faulty products**.
- **repair** the **faulty products**.
- **send** another **invoice**.

Note

apologize (verb)
apology (noun)

41.1 Complete the table with words from A and B opposite.

Noun	Verb
apology	
damage	
	deliver
	discount
	invoice
	order
purchase	
	reduce
refund	
replacement	
shipping	
	supply

41.2 Replace the underlined expressions with correct forms of expressions from 41.1 above.

- 1 Recently, when buying some goods for my company, I looked on the Internet to find the lowest prices.
- 2 We found the products were harmed when they were delivered, so I asked the supplier to send others.
- 3 As we asked for large quantities, we expected to get a lower price (2 expressions).
- 4 The goods were sent (2 expressions) to our head office, not to the factory where we needed them.
- 5 The document that the suppliers sent us when they asked us to pay was wrong, so we didn't pay.
- 6 The company that we ordered the supplies from has gone out of business.

41.3 Look at the ways of keeping customers happy in B opposite. What would you do in each of the situations in A opposite?

- 1 If we lost the order, we would *apologize and ask the customer to send it again.*
- 2 If we shipped the goods to the wrong place, we would
- 3 If the goods were delivered late, we would
..... (2 expressions)
- 4 If we delivered the wrong goods, we would
- 5 If we delivered faulty goods, we would
- 6 If we sent an invoice with mistakes in it, we would

Over to you



What is the biggest problem in your organization when you order goods?

Learner training D: Using dictionaries

A What dictionaries do I need?

You should use two dictionaries: a good **bilingual dictionary** – in English and your own language – and a good **English–English dictionary**, like the *Cambridge Learner's Dictionary*.

A bilingual dictionary can be easier to understand, but an English–English dictionary can give you more information about a word or phrase. It's good to work in English as much as possible.

You can use the **CD-ROM** versions of these dictionaries, or **look up** – find – words on the **Internet**.

And, of course, there are more and more small **electronic handheld dictionaries** and **dictionary applications** for devices such as the iPhone.

B What information does a dictionary give?

Each **entry** gives you a lot of different information.

Pronunciation symbols show the **pronunciation** – the way that you say a word.

Grammar labels show that the word is a **noun, verb, adjective, adverb**, etc. Sometimes a word can have two different grammatical forms, e.g. noun and verb. Sometimes one grammatical form can have more than one **meaning**.

Many dictionaries indicate whether a verb is **transitive** [T] or **intransitive** [I]. This entry shows no past form for the verb, so this verb is **regular**. Entries also show whether a noun is **countable** [C] or **uncountable** [U]. If the noun is countable and has an **irregular plural**, this is also shown.

Example phrases or sentences show how the word is used.

Some entries give common **word combinations**, and expressions and words with the opposite meaning. Many dictionaries show the most important words to learn (in the *Cambridge Learner's Dictionary* these are blue and have a ◀ symbol), but remember that some other words are also important for you because they are business words.

invoice¹ /'ɪnvɔɪs/ *noun* [C] a list that shows you how much you owe someone for work they have done or for goods they have supplied
We'll send another invoice.

invoice² /'ɪnvɔɪs/ *verb* [T] to send someone an invoice

C How should I use my dictionary?

Here are some ideas to help you.

- Many words have more than one meaning. The first meaning is not always the one that you want. Look at all the different meanings.
- When you look up a word, put a ✓ next to it on the page in this book and in the dictionary. When you go back to the page later and see the ✓, check that you remember the word without looking at the meaning.
- If you see an unknown word in a text, continue to read. Use the **context** – the words around the unknown word – to try and work out its meaning. If you are still unsure, then use your dictionary to check its meaning.

D What can I read?

You can see how English is used in context. Look at the following:

- **business sections** of general newspapers and their websites: independent.co.uk, guardian.co.uk, telegraph.co.uk, timesonline.co.uk, global.nytimes.com
- **business websites**: ft.com, businessweek.com, money.cnn.com/magazines/fortune/

D1 Look at the entry for 'business'.

o→ **business** /'bɪznɪs/ *noun* **1** TRADE [U] the buying and selling of goods or services *The shop closed last year, but now they're back in business.* ◦ *We do a lot of business with China.* ◦ *His company has gone out of business* (= failed). **2** ORGANIZATION [C] an organization that sells goods or services *My uncle runs a small decorating business.* **3** WORK [U] work that you do to earn money *She's in Vienna on business* (= working). **4** a **nasty/strange, etc. business** an unpleasant/strange, etc.

situation **5** **be sb's (own) business** to be something private that other people do not need to know *What he does in his own home is his business.* **6** **be none of sb's business** If something is none of someone's business, they do not need to know about it, although they want to, because it does not affect them. **7** **mind your own business** used to tell someone in a rude way that you do not want them to ask about something private ⇨ See also: **big business, show business**

- 1 Is it a noun, a verb, or an adjective?
- 2 How many meanings does it have?
- 3 What other entries are there either at the end of the entry, or after it, that contain the word 'business'?

D2 Look at the entries relating to the words below and answer the questions.

o→ **cost**² /kɒst/ *verb* past **cost** **1** MONEY [T] If something costs a particular amount of money, you have to pay that in order to buy or do it. *How much do these shoes cost?* ◦ [+ to do sth] **It costs** \$5 to send the package by airmail. ◦ [+ two objects] *It's going to cost me a lot of money to buy a new car.* **2** LOSE [+ two objects] to make someone lose something *His lazy attitude cost him his job.*

o→ **increase**¹ /ɪn'kriːs/ *verb* [I, T] to get bigger or to make something bigger in size or amount *Eating fatty food increases the risk of heart disease.* ◦ *Exports of computers have increased by 15% since January.* ◦ *increased demand/competition* ◦ *Her anxieties are shared by an increasing number of women.* ⇨ Opposite **decrease**

- 1 Is the verb 'cost' regular or irregular?
- 2 What example sentences are there for 'including'?
- 3 Use the structure from one of the examples for 'including' to write a sentence with these words: 'office supplies – €12 – VAT'.
- 4 What is the second example for 'increase' as a verb? Use the same structure to talk about an increase of 10 per cent for mobile phones.

o→ **including** /ɪn'kluːdɪŋ/ *preposition* used to show that someone or something is part of a larger group, amount, or process *Fourteen people, including a prison warden, were killed.* ◦ *It's £24.99, including postage and packing.*

D3 Look up these words from 41.1. Use an English–English dictionary, like the *Cambridge Learner's Dictionary*.

invoice	order	supply	discount	ship
deliver	damage	replacement	reduce	refund
delivery	purchase	replace	shipping	

- 1 Put the words in alphabetical order.
- 2 What is the number of the meaning for 'order' (noun) as it is used in Unit 41?
- 3 What is the plural of 'supply' (noun)?
- 4 What are the different meanings for 'purchase' when used as a verb and a noun?

A

At the airport

- Rebecca: Excuse me. **Are you** Kate Thomas? I'm Rebecca Melesi.
- Kate: Hello. **Nice to meet you.**
- Rebecca: Hello. **Nice to meet you too. How was the flight?**
- Kate: Very good, thanks. **No problems at all.**
- Rebecca: I'll take you to your hotel and then we'll go out to dinner.
- Kate: Thank you. **That would be nice.**



B

At the office

- Rebecca: Good morning, Kate. **How are you?**
- Kate: **Very well, thanks. And you?**
- Rebecca: Fine, thanks. **Take a seat. Would you like something to drink?** There's coffee, tea and orange juice.
- Kate: Juice, please.
- Rebecca: **Here you are.**
- Kate: Thank you.
- Rebecca: Steve, **this is** Kate Thomas from Adventure Travel in London. Kate, this is Steve Smith, our marketing manager.
- Kate: Hello, Steve. **Pleased to meet you.**
- Steve: Nice to meet you, Kate. **Have you been to Botswana before?**
- Kate: No, **this is my first time.**
- Steve: **Where are you staying? What's it like?**
- Kate: At the Intercontinental. It's very comfortable, thanks.



Note

You say **Have you been to Botswana before?**, but you don't say '~~Have you been to here before?~~' You say **Have you been here before?**



C

Saying goodbye

- Steve: **It was nice meeting you, Kate.**
- Kate: **Nice meeting you too, Steve.**
- Steve: **Have a good trip** back to London.
- Kate: Thanks. **I'll be in touch soon.**
- Steve: **I look forward to seeing you next time.**
- Kate: Yes, me too. **Bye.**
- Steve: **Goodbye.**

Note

You say **Nice to meet you** when you meet someone for the first time, and **Nice meeting you** when you say goodbye.