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Циклова комісія економіки, управління та адміністрування

ПРОФЕСІЙНІ КОМУНІКАЦІЇ ІНОЗЕМНОЮ МОВОЮ

Методичні рекомендації
до практичних занять
здобувачів освітньо-професійного ступеня
«фаховий молодший бакалавр»
(2 семестр)
спеціальності D5 Маркетинг

Харків, 2026

Укладач: Триняк Майя Вікторівна, викладачка циклової комісії економіки, управління та адміністрування спеціалістка першої категорії, викладач-методист, докторка філософських наук, професорка

Методичні рекомендації обговорено та схвалено на засіданні циклової комісії економіки, управління та адміністрування, протокол від 28.08.2026 р. № 1.

Методичні рекомендації розглянуто та затверджено на засіданні методичної комісії, протокол від 28.08.2026 р. № 1.

Вступ

Практичні заняття є однією з ключових форм організації навчально-пізнавальної діяльності здобувачів освіти і невід'ємною складовою освітнього процесу. Вони спрямовані на поглиблення та засвоєння теоретичних знань, розвиток професійних умінь і навичок, а також формування комунікативної компетентності, необхідної для майбутньої професійної діяльності в обраній здобувачами галузі Маркетингу. Під час проведення практичних занять здобувачі освіти усвідомлюють науково-теоретичні основи професійної діяльності, опановують алгоритми вирішення професійних завдань і формують здатність до критичного мислення.

Практичні заняття з дисципліни «Професійні комунікації іноземною мовою» відіграють важливу роль в опануванні навчальної дисципліни. Вони забезпечують інтеграцію мовних знань із професійними потребами, сприяють розвитку навичок міжкультурного спілкування та закладають основу для ефективної взаємодії з іноземними партнерами, клієнтами та колегами в туристичній сфері.

Практичні заняття проводяться в таких формах: дискусії на професійні теми та моделювання професійних ситуацій (визначення теми заняття, ознайомлення з ключовою термінологією, виконання підготовчих завдань (читання текстів, перегляд відеоматеріалів, прослуховування аудіоматеріалів тощо), обговорення питань у групі під керівництвом викладача, рефлексія та підведення підсумків).

Методичні рекомендації розроблено відповідно до програми навчальної дисципліни «Професійні комунікації іноземною мовою» з метою ознайомлення з структурою проведення, особливостями підготовки до практичних занять, надання допомоги у виконані завдань, пропонованих викладачем, та забезпечення якості навчально-пізнавальної діяльності здобувачів освіти.

Критеріями оцінювання є правильність і повнота виконання завдань, самостійність виконання, відповідність установленим вимогам, розуміння навчального матеріалу, правильність використання тематичної лексики та граматичних структур, уміння читати, перекладати й аналізувати тексти іноземною мовою, сприймати усне мовлення, будувати логічні та граматично правильні усні й письмові висловлювання, брати участь у діалогах і комунікативних ситуаціях, застосовувати набуті мовні знання та навички в практичній діяльності, грамотність і якість оформлення письмових робіт. Наявність лексичних, граматичних і фонетичних помилок, неточностей, неповного виконання завдання, недостатнього розуміння навчального матеріалу або недотримання вимог до оформлення відповідно знижує рівень оцінювання. Максимально можливий бал за виконання кожного практичного завдання визначається відповідно до програми навчальної дисципліни. За невиконане завдання результат оцінювання не нараховується.

Теми практичних занять Тема заняття	Кількість годин
Тема 1. Working day.	
Практичне заняття 1.1. Daily tasks	2
Практичне заняття 1.2. A work plan	2
Практичне заняття 1.3. A survey	2
Практичні заняття 1.4. Work skills: Talking about people and roles	2
Практичні заняття 1.5. Business workshop. We want to meet you...	2
Тема 2. Doing business.	
Практичне заняття 2.1. Orders and deliveries	2
Практичне заняття 2.2. Pplacing orders on the phone	2
Практичне заняття 2.3. Email enquiries	2
Практичне заняття 2.4. Work skills: Making agreement	2
Практичне заняття 2.5. Business workshop: Planning a work party	2
Тема 3. Changes	
Практичне заняття 3.1. A company's story	2
Практичне заняття 3.2. New office	2
Практичне заняття 3.3. Company performance	2
Практичне заняття 3.4. Work skills: How did it go?	2
Практичне заняття 3.5. Business workshop: Our first year	2
Тема 4. Travelling for work	
Практичне заняття 4.1. I'm flying to Tokyo tomorrow	2
Практичне заняття 4.2. The 12/05 is delayed	2
Практичне заняття 4.3. An update email	2
Практичне заняття 4.4 Work skills: Setting up a video call	2
Практичне заняття 4.5 Business workshop: A business trip	2
Тема 5. Organising	
Практичне заняття 5.1. Trade shows and exhibitions	2
Практичне заняття 5.2. Phoning about a conference	2
Практичне заняття 5.3 Invitations	2
Практичне заняття 5.4. Work skills: Socialising with clients	2
Практичне заняття 5.5 Business workshop: The conference	2
Тема 6. Products	
Практичне заняття 6.1. Future products	2
Практичне заняття 6.2. A problem with an order	2
Практичне заняття 6.3. The production process	2
Практичне заняття 6.4. Work skiils: Placing an order	2
Практичне заняття 6.5. Business workshop: Buy natural	2

Тема 7. Competition	
Практичне заняття 7.1. Should I upgrade?	2
Практичне заняття 7.2. Services	2
Практичне заняття 7.3. The best providers	2
Практичне заняття 7.4. Work skills: Presentations	2
Практичне заняття 7.5. Business workshop: The big contract	2
Тема 8. Jobs	
Практичне заняття 8.1. Work experience	2
Практичне заняття 8.2. The best person for the job	2
Практичне заняття 8.3.Professional profiles	2
Практичне заняття 8.4.Work skills: A job interview	2
Практичне заняття 8.5.Business workshop: The interviewer and the candidate	2
Усього	**80**

Практичне заняття 1.1

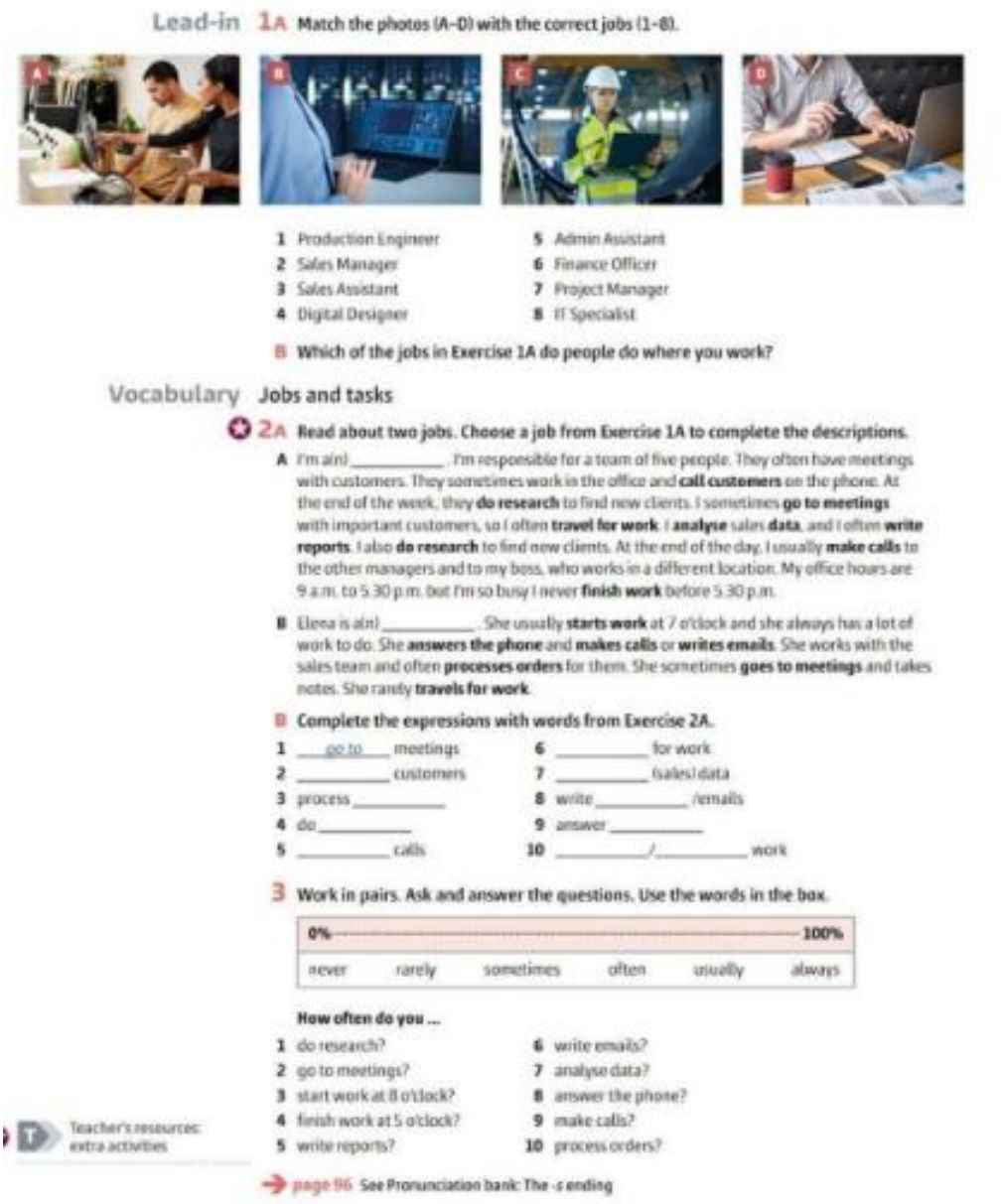
Тема: Sectors and Industries. Transferable skills

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформаці.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.



Lead-in **1A** Match the photos (A–D) with the correct jobs (1–8).

1 Production Engineer
2 Sales Manager
3 Sales Assistant
4 Digital Designer
5 Admin Assistant
6 Finance Officer
7 Project Manager
8 IT Specialist

B Which of the jobs in Exercise 1A do people do where you work?

Vocabulary **Jobs and tasks**

2A Read about two jobs. Choose a job from Exercise 1A to complete the descriptions.

A I'm a(n) _____. I'm responsible for a team of five people. They often have meetings with customers. They sometimes work in the office and **call customers** on the phone. At the end of the week, they **do research** to find new clients. I sometimes **go to meetings** with important customers, so I often **travel for work**. I **analyse** sales **data**, and I often **write reports**. I also **do research** to find new clients. At the end of the day, I usually **make calls** to the other managers and to my boss, who works in a different location. My office hours are 9 a.m. to 5.30 p.m. but I'm so busy I never **finish work** before 5.30 p.m.

B Elena is a(n) _____. She usually **starts work** at 7 o'clock and she always has a lot of work to do. She **answers the phone** and **makes calls** or **writes emails**. She works with the sales team and often **processes orders** for them. She sometimes **goes to meetings** and takes notes. She rarely **travels for work**.

B Complete the expressions with words from Exercise 2A.

1 ___go to___ meetings
2 _____ customers
3 process _____
4 do _____
5 _____ calls
6 _____ for work
7 _____ (sales) data
8 write _____ /emails
9 answer _____
10 _____/_____ work

3 Work in pairs. Ask and answer the questions. Use the words in the box.

0%					100%
never	rarely	sometimes	often	usually	always

How often do you ...

1 do research?
2 go to meetings?
3 start work at 8 o'clock?
4 finish work at 5 o'clock?
5 write reports?
6 write emails?
7 analyse data?
8 answer the phone?
9 make calls?
10 process orders?

Teacher's resources: extra activities

page 96 See Pronunciation bank: The -s ending

Communicative grammar

FACTS AND ROUTINES → Grammar reference: page 102

+	I **am**/**'m** a Sales Manager. You/We/They **are**/**'re** Production Engineers	He/She **is**/**'s** an IT Specialist.
+	I/You/We/They **always start** work at 8 o'clock. I/You/We/They **usually come** to the office on Mondays.	He/She **often has** meetings. It **usually finishes** at midnight.
-	I **am**/**'m not** a Finance Officer. I/you/we/they **do not**/**don't call** customers.	He/She **is not**/**isn't** a Finance Manager. He/She **does not**/**doesn't call** customers.

4 **Complete the text with the correct form of the verb in brackets.**

Marek, Alberto, Ramona and I [1]_____ (work) in a computer shop. Marek sells computers, but he [2]_____ (not be) a Sales Assistant, he [3]_____ (be) a Sales Manager. Alberto and Ramona [4]_____ (be) IT Specialists . They [5]_____ (start) work at 9 o'clock. They [6]_____ (not finish) work before 7 o'clock.

I [7]_____ (analyse) sales reports, but I [8]_____ (not be) a Sales Manager, I [9]_____ (be) a Finance Officer.

5 **Put the words in order to make sentences.**

1 at / work / I / 8 o'clock / start / often _____
2 always / we / call customers / on Fridays _____
3 sometimes / they / a team meeting / have _____
4 after lunch / you / never / emails / write _____
5 data / don't / they / analyse _____
6 call / doesn't / she / customers / usually _____

Teacher's resources: extra activities

VIDEO 6A 1.1.1 Watch the video. Match the job titles with the speakers 1–3.

Chief Executive Officer (CEO) Senior Research Manager Student Services Manager



1 Liz 2 Ellen 3 Muj

B **Watch the video again. Tick (✓) the things that each person does.**

Who ...	Liz	Ellen	Muj
starts work at 7.30?			
finishes work at 5.30?			
travels to other countries for work?			
has lunch at 1 o'clock?			
analyses data?			
writes reports?			

5. Домашнє завдання:

3 **Choose the correct option.**

1 Emilio needs to create the *brief* / *talk* with instructions for the project.
2 They need an *agenda* / *update* from the team with all their new information.
3 We have a *budget* / *data* meeting tomorrow to discuss production costs.
4 Our Admin Assistant usually *books* / *creates* a meeting room for the team.
5 We have five things on the *agenda* / *presentation* to discuss.
6 Can you *book* / *calculate* the production costs today, please?
7 The sales team prepares *discussions* / *presentations* for all our new products.

Практичне заняття 1.2

Тема: A work plan.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.

Lead-in **1** **Which of these tasks do you do in your job?**

answer the phone | do research | go to meetings | make calls
process orders | travel for work | write reports

2 **What type of meetings do you go to?**

budget | client | management | planning | project

Vocabulary **Work tasks and activities**

3 **Read the calendar and to-do list. Match the words in bold with the correct definitions (a–g).**

Susan's calendar

	Mon 25	Tue 26	Wed 27	Thu 28	Fri 29
11.00		Client meeting	[1]**Budget** meeting		Factory
12.00			Management meeting		
1.00					
2.00	Project planning meeting				Client meeting
3.00					

SUSAN'S TO-DO LIST

Before planning meeting:
- [2]**Book** a meeting room
- Create a [3]**brief**
- Send out the [4]**agenda**

Before budget meeting:
- Get data from production
- [5]**Calculate** production costs

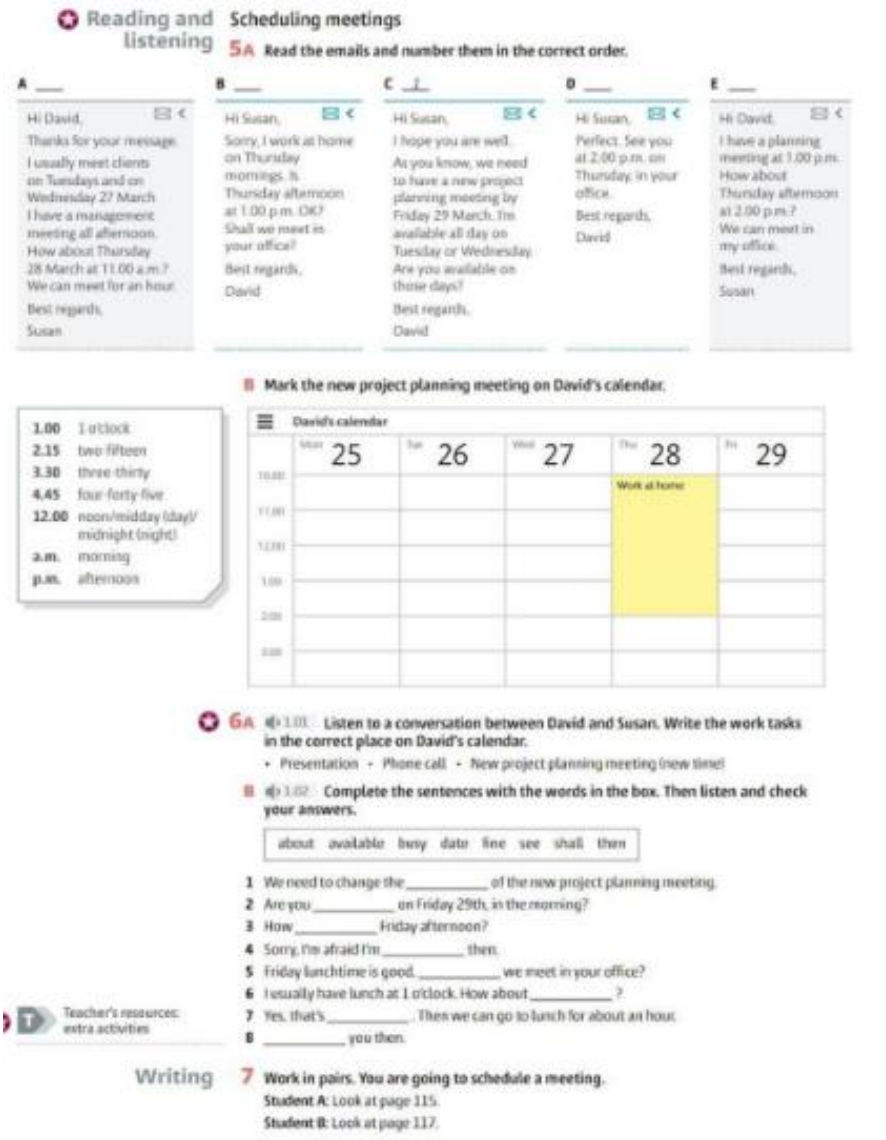
Before management meeting:
- Prepare a [6]**presentation**
- Get an [7]**update** from each team member

a instructions for a work task
b new information
c to make a reservation
d a plan about money
e to work with numbers to find an answer
f a list of things to talk about in a meeting
g a talk about a project, work task, etc.

4 **Complete the sentences with the words in bold from Exercise 3.**

1 She needs to _____ a room for ten people for the meeting.
2 Money isn't a problem. The _____ says we have $10,000 for the project.
3 The _____ says the meeting starts at 10 a.m. and we have five points to discuss.
4 The work isn't difficult. The _____ gives instructions about the job.
5 Jo and Sam have a new project. Their _____ about it was interesting.
6 How is your new job? Can you give me an _____ on it?
7 We need to prepare a budget. Please _____ the costs before the meeting.

Teacher's resources: extra activities



Reading and listening **Scheduling meetings**

5A **Read the emails and number them in the correct order.**

A ___

Hi David,

Thanks for your message.

I usually meet clients on Tuesdays and on Wednesday 27 March I have a management meeting all afternoon. How about Thursday 28 March at 11.00 a.m.? We can meet for an hour.

Best regards,

Susan

B ___

Hi Susan,

Sorry, I work at home on Thursday mornings. Is Thursday afternoon at 1.00 p.m. OK? Shall we meet in your office?

Best regards,

David

C 1

Hi Susan,

I hope you are well.

As you know, we need to have a new project planning meeting by Friday 29 March. I'm available all day on Tuesday or Wednesday. Are you available on those days?

Best regards,

David

D ___

Hi Susan,

Perfect. See you at 2.00 p.m. on Thursday, in your office.

Best regards,

David

E ___

Hi David,

I have a planning meeting at 1.00 p.m. How about Thursday afternoon at 2.00 p.m.? We can meet in my office.

Best regards,

Susan

B **Mark the new project planning meeting on David's calendar.**

1.00	1 o'clock
2.15	two fifteen
3.30	three thirty
4.45	four forty-five
12.00	noon/midday (day)/ midnight (night)
a.m.	morning
p.m.	afternoon

David's calendar

	Mon 25	Tue 26	Wed 27	Thu 28	Fri 29
10.00				Work at home	
11.00					
12.00					
1.00					
2.00					
3.00					

6A 1.01 **Listen to a conversation between David and Susan. Write the work tasks in the correct place on David's calendar.**

- Presentation
- Phone call
- New project planning meeting (new time)

B 1.02 **Complete the sentences with the words in the box. Then listen and check your answers.**

about available busy date fine see shall then

1 We need to change the _____ of the new project planning meeting.
2 Are you _____ on Friday 29th, in the morning?
3 How _____ Friday afternoon?
4 Sorry, I'm afraid I'm _____ then.
5 Friday lunchtime is good, _____ we meet in your office?
6 I usually have lunch at 1 o'clock. How about _____ ?
7 Yes, that's _____ . Then we can go to lunch for about an hour.
8 _____ you then.

Teacher's resources: extra activities

Writing **7** **Work in pairs. You are going to schedule a meeting.**

Student A: Look at page 115.
Student B: Look at page 117.

5. Домашнє завдання

Reading and listening

Scheduling meetings

Hi Nadia,

I hope you are well.

We need to have a budget meeting next week. I'm available all day on Wednesday and Thursday, 15–16th September. Are you available on those days?

Best regards,

Jan

Hi Jan,

Thanks for your message.

I'm sorry, I'm not available on Wednesday or Thursday. I need to prepare a presentation on Wednesday, and on Thursday I have team meetings in the morning and a client meeting all afternoon. How about Friday?

Best regards,

Nadia

Hi Nadia,

Sorry, I usually travel for work on Fridays. How about Monday 13th September? Is 11 a.m. OK? Shall we meet in my office?

Best regards,

Jan

Hi Jan,

Perfect. See you in your office at 11 a.m. on Monday.

Best regards,

Nadia

1 **Read the emails and choose the correct option.**

1 When do Jan and Nadia need to have a budget meeting?

a tomorrow **b** this week **c** next week

2 What does Nadia need to do on Wednesday?

a meet clients **b** prepare a presentation **c** have a team meeting

3 What does Jan usually do on Fridays?

a work from home **b** travel for work **c** make calls

4 What day is the budget meeting?

a Monday **b** Wednesday **c** Friday

Практичне заняття 1.3

Тема: A survey.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.

Lead-in

1A Which of these facilities do you have at work / where you study?


a meeting room


a car park


an area for relaxing


a canteen or kitchen area


a workspace

B Which ones do you use?

Reading

2A Read the survey. Write the headings in the box in the correct place (A–D).

Meetings and meeting rooms | Other facilities | The work day | The workplace

EMPLOYEE SURVEY

In order to make our workspace and facilities better, we would like your opinion on how to improve it. Please complete the survey and give extra information where possible.

A _____

1 How do you get to work?
○ Bicycle ○ Car ○ Motorcycle ○ Public transport ○ Walk ○ Other
2 What are your working hours?
3 How much time do you spend at your desk?

B _____

4 Which department do you work in?
5 Do you have a problem with noise in your work area? ○ Yes ○ Sometimes ○ No
6 Does your workspace have a desk lamp? ○ Yes ○ No

C _____

7 How many hours a week do you spend in meetings? ○ 0–2 ○ 2–5 ○ More than 5
8 Does your office have enough meeting rooms? ○ Yes ○ No
9 How often do you have problems booking meeting rooms?
○ Never ○ Sometimes ○ Often ○ Always ○ I don't book them

D _____

10 How often do you use the company gym?
11 How many times a week do you eat in the canteen?
12 Where do you take a break?

B Match the answers (a–f) with six questions in the survey.

a Production.
b From 9.00 a.m. to 5.30 p.m.
c About three times a week – I like to exercise in the evening.
d Five – I have lunch there every day.
e About six hours per day.
f In the kitchen area.

C Work in pairs. Ask and answer the questions in the survey.

Communicative grammar

QUESTIONS → Grammar reference: page 102

What are your working hours?	**Do** you **have** problems booking meeting rooms?
Where is your desk?	**How often do** you use the company gym?
How do you get to work?	**Do** you **eat** in the canteen?
When does your working day start?	**Does** your workspace **have** a desk lamp?

3 Put the words in order to make questions.

1 are / working / your / what / hours / ? _____
2 office / your / workspaces / does / enough / have / ? _____
3 have / an area / does / for relaxing / your office / ? _____
4 gym / the / you / use / do / ? _____
5 is / where / area / the kitchen / ? _____
6 work / you / what / do / time / start / ? _____
7 does / your / when / finish / day / ? _____
8 your / does / have / company / a car park / ? _____

→ page 96 See Pronunciation bank: Questions

4A Complete the questions with the correct word.

1 Where _____ the gym?
2 _____ the office have a kitchen area?
3 What time _____ you usually take a break?
4 What _____ the canteen's opening times?
5 How long _____ your lunch break?
6 _____ you usually work from home on Friday?
7 _____ the office have a space for relaxing?
8 _____ often do you book a meeting room?

B Match the answers (a–h) with the questions (1–8) in Exercise 4A.

a About 11.00 a.m.
b Yes, I do.
c On the second floor.
d 10.00 a.m. to 6.00 p.m. every day.
e Yes, it does.
f About forty-five minutes.
g About two or three times a week.
h Yes, it has a quiet room with sofas.

Teacher's resources: extra activities

Writing

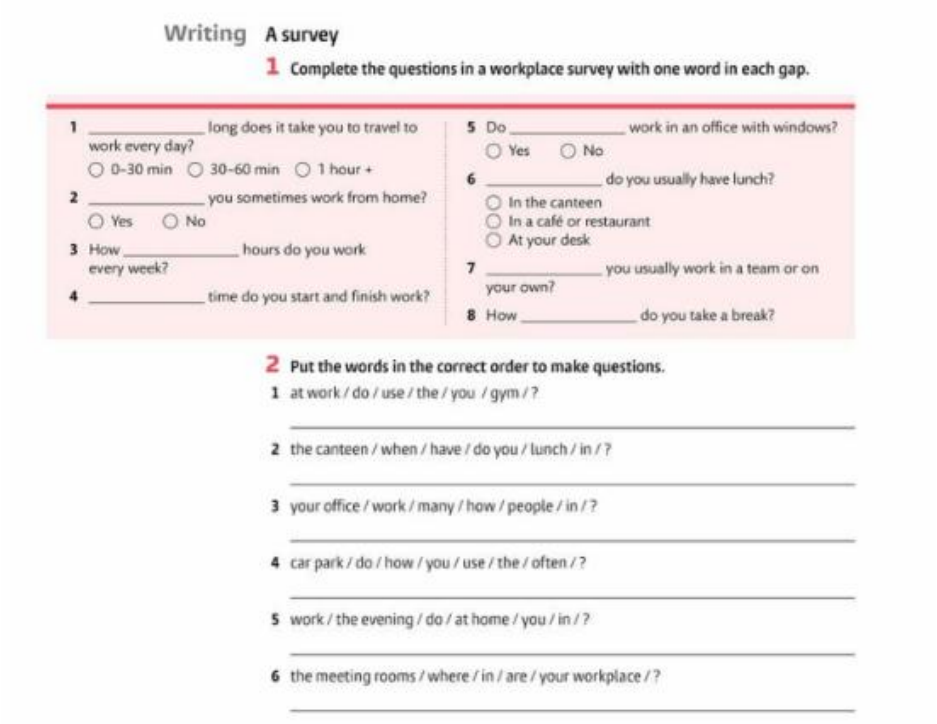
5A You want to improve facilities in your workplace or where you study. Write a survey to find out what people do and what facilities they use now. Ask eight questions. Use these ideas to help you.

- The workspace
- Meetings and meeting rooms
- The canteen
- Available computers/IT (projectors, etc.)
- Access (stairs/lifts)
- Quiet areas
- Gym facilities
- Other facilities
- Your own ideas



B Give your survey questions to a partner. Write answers to your partner's questions.

5. Домашнє завдання



Writing **A survey**

1 **Complete the questions in a workplace survey with one word in each gap.**

1 _____ long does it take you to travel to work every day?
○ 0–30 min ○ 30–60 min ○ 1 hour +

2 _____ you sometimes work from home?
○ Yes ○ No

3 How _____ hours do you work every week?

4 _____ time do you start and finish work?

5 Do _____ work in an office with windows?
○ Yes ○ No

6 _____ do you usually have lunch?
○ In the canteen
○ In a café or restaurant
○ At your desk

7 _____ you usually work in a team or on your own?

8 How _____ do you take a break?

2 **Put the words in the correct order to make questions.**

1 at work / do / use / the / you / gym / ?

2 the canteen / when / have / do you / lunch / in / ?

3 your office / work / many / how / people / in / ?

4 car park / do / how / you / use / the / often / ?

5 work / the evening / do / at home / you / in / ?

6 the meeting rooms / where / in / are / your workplace / ?

Практичне заняття 1.4

Тема: Work skills: Talking about people and roles.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.

Lead-in

1 **Put conversations 1–3 in the correct order. Then match the conversation with photos A–C.**







1 a Nice to meet you, too.
  b Sylvia, this is Evan from the Tokyo office.
  c Nice to meet you.

2 a Sarah Jones? Yes. She works in my department.
  b She's fine.
  c How is she?
  d Do you know Sarah in the Beijing office?

3 a About ten.
  b That's the production team.
  c How many people work in production?

VIDEO



2A ▶ 1.4.1 **Watch the video. Answer the questions.**

1 Where are Max and Maria?
2 Do Izabela and Maria know each other?
3 Does Izabela know Josie?
4 Does Maria know Josie?

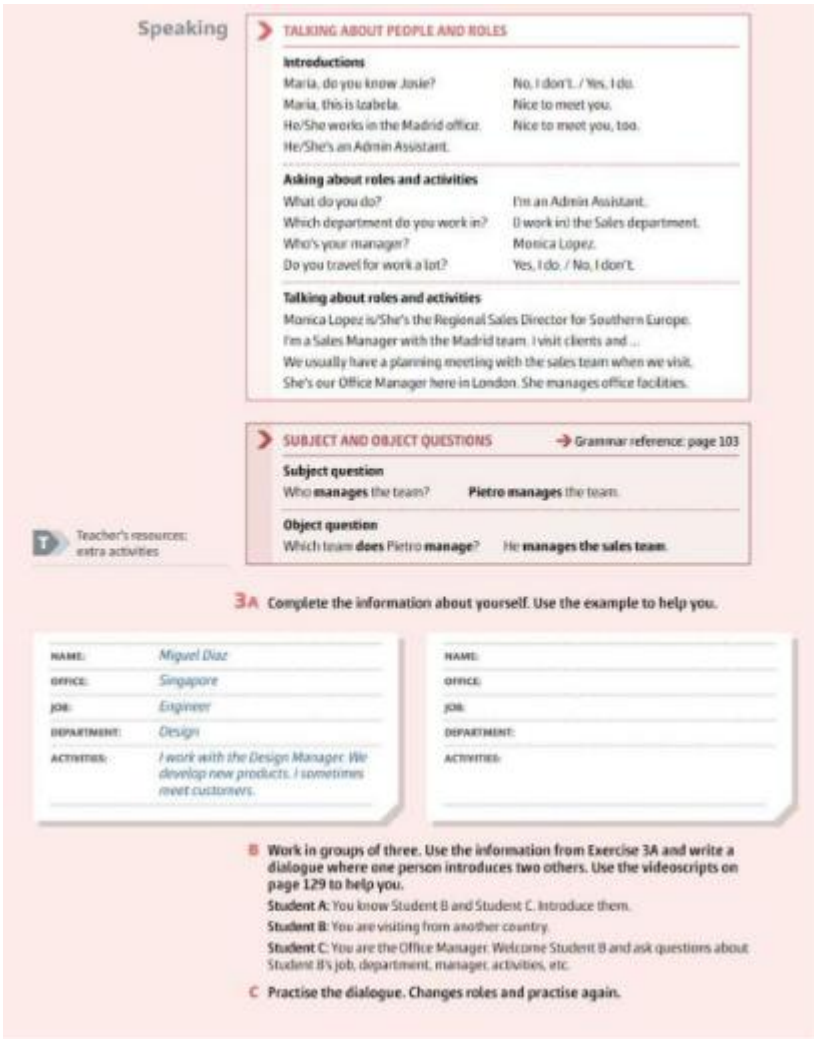
B **Complete the sentences with one word. Watch the video again and check your answers.**

1 **Max:** Izabela, _____ is Maria, _____ the Madrid office.
2 **Izabela:** _____ department do you _____ in?
3 **Izabela:** Oh, yes, I _____ Monica. She often _____ this office.
4 **Maria:** I _____ clients and I work with the local _____ teams.
5 **Maria:** I give a _____ about my work, and they give an _____ on their activities.

C **Match the sentences with the answers. Watch the video again and check your answers.**

1 Maria, do you know Josie?	a Nice to meet you, Josie.
2 Josie, this is Maria.	b I'm a Sales Manager with the Madrid team.
3 What do you do, Josie?	c Pietro Russo. Do you know Pietro?
4 And which department do you work in?	d No, I don't.
5 And who manages that team?	e I'm an Admin Assistant.
6 What about you, Maria?	f I work in office facilities.

Teacher's resources: extra activities



Speaking

TALKING ABOUT PEOPLE AND ROLES

Introductions

Maria, do you know Josie?	No, I don't. / Yes, I do.
Maria, this is Izabela.	Nice to meet you.
He/She works in the Madrid office.	Nice to meet you, too.
He/She's an Admin Assistant.	

Asking about roles and activities

What do you do?	I'm an Admin Assistant.
Which department do you work in?	(I work in) the Sales department.
Who's your manager?	Monica Lopez.
Do you travel for work a lot?	Yes, I do. / No, I don't.

Talking about roles and activities

Monica Lopez is/She's the Regional Sales Director for Southern Europe.
I'm a Sales Manager with the Madrid team. I visit clients and ...
We usually have a planning meeting with the sales team when we visit.
She's our Office Manager here in London. She manages office facilities.

SUBJECT AND OBJECT QUESTIONS → Grammar reference: page 103

Subject question

Who **manages** the team? **Pietro manages** the team.

Object question

Which team **does** Pietro **manage**? He **manages the sales team**.

Teacher's resources: extra activities

3A Complete the information about yourself. Use the example to help you.

NAME:	*Miguel Diaz*
OFFICE:	*Singapore*
JOB:	*Engineer*
DEPARTMENT:	*Design*
ACTIVITIES:	*I work with the Design Manager. We develop new products. I sometimes meet customers.*

NAME:	
OFFICE:	
JOB:	
DEPARTMENT:	
ACTIVITIES:	

B Work in groups of three. Use the information from Exercise 3A and write a dialogue where one person introduces two others. Use the videoscripts on page 129 to help you.

Student A: You know Student B and Student C. Introduce them.

Student B: You are visiting from another country.

Student C: You are the Office Manager. Welcome Student B and ask questions about Student B's job, department, manager, activities, etc.

C Practise the dialogue. Changes roles and practise again.

5. Домашнє завдання



Functional language

Talking about people and roles

1 1.02 **Put the conversations into the correct order. Then listen and check.**

1 a ☐ **Helen:** Nice to meet you, Theo.
b 1 **Mark:** Helen, this is Theo from the Geneva office.
c ☐ **Theo:** Nice to meet you, too, Helen.

2 a ☐ **Theo:** He's fine.
b ☐ **Helen:** Do you know Louis in the Geneva office?
c ☐ **Helen:** How is he?
d ☐ **Theo:** Louis Martin? Yes. He works in my department.

3 a ☐ **Helen:** About eight.
b ☐ **Theo:** How many people work in the sales team?
c ☐ **Helen:** Theo, that's the sales team.

Практичне заняття 1.5

Тема: Business workshop. We want to meet you...

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.



BUSINESS WORKSHOP

We want to meet you ...

Lesson outcome

Learners can answer questions about jobs.

Introduction

1 Read the webpage. Answer the questions.

1 What is *U-Trav-L*?
2 Why do they interview business professionals?
3 Why do they ask you to contact them?

U-Trav-L is a travel sales website for business travellers. Every month, we interview business professionals around the world for the blog on our website. With their help, our blog shows work life and business travel and how it really is. Readers also see their business profile and what their company does.

We always need business professionals for our blog so we'd like to interview you about your job and business travel. Please contact us by email if you would like to be on our website.

Arranging a meeting

2A Work in pairs. Read the email. What does Maria want to do? When?

Dear Ms Lawrie,

Thank you very much for your interest in *U-Trav-L* magazine and website. We would like to come to your offices in London and interview you. Are you available in March?

Yours sincerely,

Maria Alvarez

B Arrange a meeting by email. Student A: Look at page 115. Student B: Look at page 117.

A phone call

3 Maria Alvarez cannot meet on Friday. She needs to call Angela Lawrie and change the time of the interview. Student A: Look at page 118. Student B: Look at page 116.

The interview

4A Complete Maria's questions for the interview.

1 Which / department / work in / ? Which department do you work in?
2 What / do / ? _____
3 Where / work / ? _____
4 How / get to work / ? _____
5 How long / be / your journey / to work / ? _____
6 How often / travel / abroad / ? _____
7 Where / travel / to / ? _____
8 Why / travel for work / ? _____
9 Do / work on the train/plane / ? _____
10 What / favourite travel destination / ? _____

B Maria Alvarez wants to interview Angela Lawrie. Work in pairs. Look at page 116. Take turns to be Maria and Angela.

Talking about your company and travel

5A Work in pairs. You are going to have an interview.

Student A: You are Maria Alvarez. Look at page 115.

Student B: You own a business. Look at page 117.

B Work with a different partner. Take turns to tell each other about the person you interviewed in Exercise 5A. Then decide the best person for Maria to write about in *U-Trav-L* magazine next month.

5. Домашнє завдання

Підготуватись до тестування за темою.

Практичне заняття 2.1

Тема: Orders and deliveries.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.



2.1 Orders and deliveries

Lesson outcome — Learners can talk about deliveries, orders and quantities.

Lead-in 1 Do you use food delivery apps? Which ones?

Vocabulary Orders and deliveries

2A Read the text. Are the words in bold verbs or nouns?

What is Jangle?

Jangle **delivers** meals to customers from their favourite restaurants. You can **order** your food on our website or with our app. Use your postcode to find restaurants in your area, choose your food and place your **order**. The **supplier** prepares your food and our rider **delivers** it to you. We make **deliveries** every day of the year.

B Complete the sentences about the Jangle app with the correct form of the words in Exercise 2A.

1 We often _____ food with the Jangle app. It's quick and easy.
2 Jangle _____ food to homes and offices.
3 Jangle makes thousands of _____ every day.
4 Jangle isn't a food _____. It's a delivery service.
5 They place a big _____ with Jangle every Friday and the service is great.

Teacher's resources: extra activities

3 Look at the webpage about a distribution centre for a supermarket chain. Match the questions (a–d) with the paragraphs (1–4).

a **How many** products do you have here?
b What does a distribution centre do?
c **How much** food do the supermarkets order?
d **How many** people work at the distribution centre?

Jess Patel
Distribution Centre Manager

1 ___ We prepare the orders and deliver them to our supermarkets in each region. We have fifteen regional centres in the country. The supermarkets send their orders via the online platform. We don't have **much** time to prepare **an** order. Our delivery trucks leave here the next day with the order.

2 ___ We have over 400 warehouse workers and about fifty drivers here. It's **a** big centre. We deliver food to supermarkets in the London area and operate twenty-four hours a day.

3 ___ We have over 2,000 products including **some** fresh fruit and vegetables, drinks, tinned food, rice, pasta, cereals and cleaning products. We sell **a lot of** bananas. It's the top-selling product.

4 ___ It depends on the size and location of the store. For example, **a lot of** office workers and tourists use the small city-centre shops. **A** customer usually wants **a** sandwich or **some** sushi for lunch, or **some** snacks and water. **Not many** customers buy fresh fish and meat.

Communicative grammar

THINGS YOU CAN AND CAN'T COUNT → Grammar reference: page 103

Things you can count
A sandwich, **an** order, **a** delivery
How many deliveries do you have a week?
We have **a lot of / (not) many / some** deliveries on Tuesdays.
We don't have **any** deliveries on Saturdays.

Things you can't count
some / a lot of / not much + coffee, food, fruit, information, money, time
How much coffee do you sell?
We sell **a lot of** coffee. / We don't sell **much** coffee. / We don't sell **any** coffee.

2.1 Orders and deliveries

4A Look at the words in bold in Exercise 4B. Write (*C*) for things you can count or (*U*) for things you can't count.

B Complete the sentences with *a lot of, any, much* or *many*.

1 Our company sells _____ **T-shirts** in the summer.
2 The shop doesn't sell _____ **winter jackets**, only summer jackets.
3 The factory makes _____ **coffee**. It's a big export for us.
4 We don't make _____ **money** doing this. We do it for free.
5 We don't eat _____ **pasta**. Only a small amount.
6 This shop doesn't sell _____ **jumpers**. Maybe one or two a week.

5 Complete the sentences with *a, an* or *some*.

1 This is _____ old warehouse but _____ people still work here.
2 He usually has _____ sandwich and _____ fruit for lunch.
3 The truck arrives in _____ hour to deliver to _____ UK cities.
4 I write _____ email to _____ customer in England every week.

6 Complete the questions with *many* or *much*. Then match the questions and answers.

1 How _____ people work in your company?
2 How _____ money do you spend on travel each week?
3 How _____ emails do you receive every day?
4 How _____ time do you have for lunch at work/college?
5 How _____ coffee do you drink every day?
6 How _____ hours do you work each week?

a On some days, I don't get any. When we're busy, I receive a lot.
b A lot. The train to work costs €50 a week!
c Not many. Twenty in the office and twelve in the warehouse.
d About forty a week, from Monday to Friday.
e Not much. About thirty minutes to an hour.
f A lot! It helps me concentrate in meetings.

Teacher's resources: extra activities

VIDEO 7A 2.1.1 Watch the video introduction. What do The Good Eating Company do?



B Watch the complete video. Complete the information about the company.

They run around [1] _____ cafés and restaurants. [2] _____ people work at Maxwell's café. The café serves breakfast, lunch and snacks. They sell [3] _____ different types of coffee and also serve over [4] _____ cups of coffee a week. They have lots of different suppliers. They get about [5] _____ deliveries a week. To make their food, they use over [6] _____ kilos of potatoes, thirty kilos of carrots, ten kilos of lettuce and [7] _____ eggs per week.

C Watch the video again. Choose the correct option.

1 Jodie is *Operations Manager / CEO* at The Good Eating Company.
2 The Good Eating Company have cafes in London and *Scotland / Ireland*.
3 Maxwell is a *Chef / Café Manager* at The Good Eating Company.
4 The café *sells a lot of / doesn't sell many* flat whites.
5 The Good Eating Company like to use *international / local* suppliers.
6 Jodie speaks to *delivery companies / suppliers* on the phone.
7 Fresh produce arrives in the *morning / afternoon*.
8 For lunch customers buy sandwiches, salads, fruit and *hot dishes / dessert*.

*produce = a large amount of food (often fresh) from farms, e.g. fruit and vegetables
*run a business = manage a business

8A Work with a partner. Ask and answer the questions in Exercise 6.

B Look at page 126. Follow the instructions.

TASK

5. Домашнє завдання

2.2 An order by phone

4 Choose the correct option.

1 Frutel, good morning. Vera Sanchez *speaking / talking*. How can I help you?
2 Do you *have / put* the product reference number?
3 How *many / much* is a box of oranges?
4 How much does *delivery / order* cost?
5 How *many / much* boxes do you need?
6 Can you *deliver / process* by tomorrow?
7 I'd like to *order / put* the oranges now, please.
8 How *many / much* is that in total?

5 Match the questions in Exercise 4 (1–8) with the responses (a–h).

a Twenty boxes, please. ___
b My name is Hugo Tyndall. I'd like to order some oranges. ___
c Yes, it's 00-98-43-22. ___
d I'm very sorry, we can't. We don't deliver on Tuesdays. We can deliver on Thursday. ___
e That's €168. ___
f They're eight euros a box. ___
g Forty cents per box. ___
h Certainly, I'll put your order on the system. ___

Практичне заняття 2.2

Тема: Placing orders on the phone.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.



Lesson outcome

Learners can place a simple order on the phone.

Lead-in

1 Work in pairs. Student A: Look at the order form below. Ask student B questions to complete the information. Student B: Look at page 118.

What's the order number?

What's the company address?

What's the product code number?

ORDER NUMBER	*
CUSTOMER NAME	Donaldson Group
COMPANY ADDRESS	*
CUSTOMER REFERENCE NUMBER	CR8851076SV
PRODUCT	Green one-litre bottles
PRODUCT CODE NUMBER	*
QUANTITY	250

Listening An order by phone

2A 2.01 Look at the catalogue for Eco Boxes and listen to a phone call. What information does the customer need from Eco Boxes?

ECOBOXES

ECOBOXES: Takeaway boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY
Small box	TGB01	57 x 115 x 75 mm	Two colours	25 units
Medium box	TGB02	62 x 145 x 95 mm	Two colours	20 units
Big box	TGB03	70 x 225 x 95 mm	Two colours	10 units

B Listen again. Choose the correct option (1–8) below.

PRODUCT PRICES	
Small Box	TGB01 £2.50 / 2.60
Medium Box	TGB02 £2.00 / 3.00
Big Box	TGB03 £2.00 / 3.00
Colours	*natural / black / white / beige
Quantity	*400 / 500 TGB01 and *400 / 500 TGB02
Delivery date	*Monday 25th / 26th
Total cost	*£115 / 150
Delivery	free of charge

Vocabulary An order by phone

3 2.02 Complete the phrases from the dialogue. Then listen and check.

"In stock = the product is in the shop / the supplier has the product you want to buy

1 Eco Boxes. Laura _____. How can I help you?
2 I'd like to _____ some of your new takeaway boxes.
3 Do you _____ the product reference numbers?
4 How _____ are the three boxes?
5 How much does _____ cost?
6 How _____ boxes do you need?
7 Can you _____ by Monday 26th?
8 I'm very _____ . we can't. We don't have any in stock*.
9 Certainly, I'll _____ your order on the system.
10 How _____ is that in total?

Teacher's resources: extra activities

4 Categorise the phrases in Exercise 3. Write *customer* (C) or *salesperson* (S).

page 96 See Pronunciation bank: /ɔ:/, /ɪ/ and /ɪə/

Teacher's resources: extra activities

CAN/CAN'T → Grammar reference: page 104

We use *can* to say something is possible. We use *can't* when something is not possible.

+/- We **can** deliver the order on Monday. They **can't** deliver today.

? **Can** you deliver the order on Monday? Yes, we **can**. / Sorry, we **can't**.

Speaking **5** **Work in pairs. Student A: Read the instructions below. Student B: Look at page 116.**

Roleplay 1: You are the customer. You own Super Sun sushi restaurant and need to order some boxes.

- Look at the catalogue.
- Phone your partner and order some boxes.
- You want to know:
  - the colours, prices and delivery costs.
- You would like:
  - 100 small white boxes and 200 big white boxes.
  - to know the total cost of the order.
  - delivery tomorrow.
- Use the phrases in Exercise 3 to help you.

ECOBOXES: Salad and sushi boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY	PRICE	PRICE PER 100
Small salad and sushi box	SUB01	57 x 115 x 75 mm	Two colours – _____ - _____	25 units	_____	£20
Big salad and sushi box	SUB02	70 x 225 x 95 mm	Two colours – _____ - _____	20 units	_____	£30



Roleplay 2: You work for Eco Boxes.

- Look at the catalogue.
- Answer the phone and take the customer's order.
- You need to know:
  - the customer's name and company name.
  - details of the order (quantities and colours).
- Use the phrases in Exercise 3 to help you.
- You need to tell the customer:
  - You only have blue boxes in stock.
  - Delivery cost: £6 all orders under £40, free of charge over £40.
  - Delivery time: two working days.

ECOBOXES: Sandwich and burger boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY	PRICE	PRICE PER 100
Sandwich box	SAB01	57 x 115 x 75 mm	Two colours – blue and white	20 units	£4	£17.50
Burger box	BBB03	70 x 225 x 95mm	Two colours – blue and white	20 units	£6	£22.50

5. Домашнє завдання

2 **Choose the correct option. Then match the questions (1–6) with the answers (a–f).**

1 How *much* / *many* orders do we have today?

2 How *much* / *many* customers buy fresh meat?

3 How *much* / *many* money do you need to start the business?

4 How *much* / *many* delivery trucks does the business need?

5 How *much* / *many* fruit do you buy?

6 How *much* / *many* tea do you sell?

a It needs about ten, and about twenty drivers.

b Not much. People drink a lot of coffee, but not much tea.

c We have twenty. We usually have fifty orders a day.

d A lot. We eat a lot of fruit and vegetables.

e A lot. It's very expensive.

f Not many. We don't sell much meat.

Практичне заняття 2.3

Тема: Email enquiries.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.



Lead-in

1A Match the words (1–4) with the definitions (a–d).

1 exchange	a things you buy
2 purchases	b take or send back something you buy in a shop or online
3 refund	c get something different for something you buy and don't want
4 return	d get money back for something you buy but don't want

B Discuss the questions.

1 Do you sometimes return things you buy in shops or online?

2 Do you prefer to exchange your purchases or get a refund?

Reading

2 Read a company's Frequently Asked Questions (FAQs) about orders. Match the questions (a–d) with the correct section (1–4) on the webpage.

a Can I return my order?
c Can I exchange or cancel my order?
b **Is there a** delivery charge?
d **Are there any** discounts for large orders?

Orders and returns FAQs

1 _____
Delivery is free of charge in the EU for orders of €50 and over. **There is a charge** for orders under €50. **Click here** for delivery charges.

2 _____
Yes, **there are some discounts**. Please contact **Customer Services** for information.

3 _____
Yes, **there is some time** to change or cancel your order before delivery. Please contact **Customer Services** as soon as possible.

4 _____
Yes, you have thirty days to return your online purchases free of charge. **There are two easy ways** you can return your order. **Click here** for details.

3A Read the replies to two customers' enquiries. Which FAQ does each enquiry refer to?

Dear Ms Mayer,
1 _____ **there are two ways** you can return your order. You can go to one of our stores and they can exchange the goods or refund your money.
2 _____ a list of our stores. We can also collect the goods from your home address free of charge. Please click on this link to complete the return form.
3 _____ if you have any questions.
Regards,

Dear Mr Weber,
4 _____ **There aren't any delivery charges** in the EU for orders over €50. **There is a charge** for orders €50 and under. Standard delivery costs €4.50 and express delivery costs €6.50.
Please contact us if you have any questions.
Regards,

Please find attached
Please contact us
Thank you for your enquiry.
In response to your enquiry,

Teacher's resources: extra activities

B Complete the replies with the phrases in the box.

page 97 See Pronunciation bank: /tʃ/ and /dʒ/

Communicative grammar

SAYING SOMETHING EXISTS → grammar reference: page 104

\+ **There is (There's) a** delivery **charge**.
There is (There's) some time to change your order.
There are some discounts on large orders.

\- **There is not (isn't) a store** near me.
There are not (aren't) any delivery **charges** within the EU.
There is not (isn't) any information on the website.

? **Is there a discount** for a large order? Yes, **there is**. / No, **there isn't**.
Are there any deliveries at the weekend? Yes, **there are**. / No, **there aren't**.
Is there any time to cancel my order? Yes, **there is**. / No, **there isn't**.

4 **Choose the correct option to complete the sentences.**

1 There *is* / *are* some problems in the warehouse.
2 There *is* / *are* a problem with your order.
3 There *is* / *are* some products that you can't return.
4 There *is* / *are* some food in this order.
5 There isn't *any* / *some* information on the website.
6 There aren't *any* / *some* discounts on orders.
7 There *isn't* / *aren't* any white boxes in stock.
8 There *isn't* / *aren't* any space in the truck.

5A **Complete the two dialogues with the correct form of *there is/isn't* or *there are/aren't*.**



A: [1]_____ _____ any photocopy paper in the office?
B: Yes, [2]_____ some pink A4 paper. Here you are.
A: No, I need white paper. [3]_____ _____ any white paper?
B: Sorry! No, [4]_____ _____. I'll order some now.

C: Three new employees start work today. [5]_____ _____ any desks and computer chairs for them?
D: Yes, [6]_____ some new furniture in the warehouse.
C: [7]_____ _____ any office equipment for them?
D: No, [8]_____ _____. What exactly do they need?
C: Three phones, three computers and a printer.

Teacher's resources: extra activities

B 2.03 **Listen and check your answers. In pairs, practise the dialogues.**

Writing

6 **Look at an email from another customer. Write a response to her enquiry. Use phrases from Exercise 3B to help you.**

From: Liudvika Kulietiene
To: Customers Services
Subject: Prices and discounts for large orders

I'd like to place a large order for photocopy paper. I can't find any prices on the website. Is there a discount for a large order? Are there any delivery charges?

Regards,
Liudvika Kulietiene

5. Домашнє завдання

4 **Write a response to the email enquiry. Use the information in the box.**

Customer Services:

- thank for enquiry / sorry not happy
- two ways to return: to any of our stores or we collect
- thirty days to return order
- attached list of store addresses
- please contact if questions

From: Alicia Moreno
To: Customer Services
Subject: Refund

Dear Sir/Madam,
I'm not happy with my order. I'd like to return it and get a refund.
Can I return my order to one of your stores?
Regards,
Alicia Moreno

Практичне заняття 2.4

Тема: Work skills. Making agreement.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.

Lead-in

1 **Look at the photos and the phrases. Do you have a cleaning service where you work, live or study? What do cleaners do?**


clean the floor


empty the bins


clean the desks


vacuum the carpet


wash dishes/cups

VIDEO

2 2.4.1 **Izabela, an office manager, has a meeting with Robert, a cleaning company owner. They discuss a cleaning contract. Watch the video. In what order do they talk about these things? Number the items 1–5.**



a the cost of the service ___
b the working days ___
c the cleaning tasks ___
d the description of the office ___
e the working hours ___

3 **Watch the video again and complete Robert's notes with a word, number or phrase.**

ROBERT'S CLEANING SERVICES

- *Places to clean: reception area, one big office, two* [1]_____ *, a staff kitchen on the first floor; one big office, four individual* [2]_____ *on the second floor; two staff toilets (one on each floor) and the stairs.*
- *Jobs to do: clean the desks; empty the bins and* [3]_____ *, clean the toilets, the kitchen area and wash the coffee cups.*
- *Days of work:* [4]_____
- *Hours of work: Before* [5]_____ *a.m.*
- *Total hours of contract* [6]_____ *(per day),* [7]_____ *(per week).*
- *Agreed price: £*[8]_____ *including charge for the cleaning products.*
- *Cleaning equipment in the cupboard in the* [9]_____ *.*

4 **Match the questions with the answers. Watch the video again and check your answers.**

1 What do you want the cleaner to do, exactly?	a It's usually one cleaner for an office this size.
2 Can the cleaner wash the coffee cups?	b About three hours a day.
3 Do you want us to clean the windows?	c How about next Monday?
4 How many cleaners are there?	d Yes, of course.
5 How much time does the cleaner need?	e No, we have a specialist company to clean the windows.
6 Does the price include cleaning products?	f Clean the desks, empty the bins and clean the floors.
7 How much is that?	g No, it doesn't. There's a small charge for those.
8 When can the cleaner start?	h It's ten pounds a week.

Teacher's resources: extra activities

Speaking

MAKING AGREEMENTS

Asking about the company's service

How many [workers / chefs] are there?
How about [coming] [before / after] [8 o'clock / we start work]?
Can [you / your team] do that?
How much time do you need?
Can [you/your team] provide the [materials / plates / cleaning products]?
How much is that [for fifteen / twenty hours a week]?
Does the price include [materials / cleaning products / delivery]?
When can [you / your team] start?

Asking the client questions

What do you want [the cleaner / us] to do [exactly]?
How many [days / hours] do you need the [cleaning / catering] service?
What time do you want the [cleaner / chef] to come?
Is there a place for the [cleaning products / materials]?
How about [on Monday / on the 14th]?

Saying yes	Saying no
Yes, we can. / Yes, it does.	No, we can't. (I'm sorry).
Yes, that's fine/right. / Yes, of course.	No, it doesn't. (I'm sorry).

5 **Work in pairs. Read your information. Roleplay the situation.**
Student A: You represent Robert's Cleaning Services. Look at page 117.
Student B: Your need a cleaner for your office. Look at page 122.

6 **Work in pairs. Read your information. Roleplay the situation.**
Student A: You need a catering service for your office party. Look at page 117.
Student B: You represent a catering service. Look at page 120.

Student A	Student B
Answer with details about the buffet you want.	Ask if Student A wants a hot or cold buffet.
Answer.	Ask how many people the buffet is for.
Answer.	Ask what day/time the party is.
Answer. Ask how many catering staff they provide.	Ask if there is a kitchen at Student A's office.
Ask Student B if their staff can clean the room after the party.	Tell Student A how many staff you provide for hot/cold buffets.
Ask Student B if their company provides plates/glasses.	Answer.
Ask Student B how much they charge for the service.	Answer.
	Answer.

5. Домашнє завдання



Functional language

Making agreements

1 Put the words in the correct order to make questions.

1 the weekend / come / at / can / the builders / ?

2 many / are / there / how / chefs / ?

3 before / how / arrive in the office / about / coming / people / ?

4 the dishes / wash / the cleaners / can / ?

5 time / how / need / much / the engineers / do / ?

6 equipment / do / provide / you / ?

7 include / does / materials / the price / ?

8 can / start / your team / when / ?

Практичне заняття 2.5

Тема: Business workshop: Planning a work party.

Мета: познайомитися з лексичним матеріалом теми, навчитися говорити про різноманітні навички, які потрібні у роботі.

Підготовка до заняття: ознайомитися з матеріалом до теми та рекомендованими джерелами інформації.

План заняття

1. Актуалізація опорних знань: бесіда, знайомство з лексичним матеріалом теми.
2. Пояснення виконання запланованих завдань.
3. Виконання завдань в присутності викладача.
4. Підсумовування.


BUSINESS WORKSHOP

Planning a work party

Lesson outcome

Learners can make simple email enquiries and simple business arrangements on the phone and in person.

Introduction

1 You work in the human resources department at Benham Engineering. You receive this email. What do you need to do?

Subject: Emilia's 20th Anniversary Party

We'd like to celebrate Emilia's twenty years with Benham Engineering. Can you organise a party for everyone? Here are the details:

Date: Wednesday 14 March
Time: 12.00 to 14.00
Place: Conference room
Number of people: Sixty
Catering: a light buffet lunch with sandwiches, canapés, fruit and desserts

Please arrange for a catering company to do the food service. We can buy the drinks. Can you also arrange the extra cleaning service with the cleaners after the party?

Best regards,

Reading

2 Look at the information from a catering company and complete the questions in the email.

Carter-Villiers CATERERS

Sandwich platters
£16.50 per platter

Canapés
£9.95 per person
Please select from the menu.

Cake platters
£14.50

Cut fruit platter
£12.50

Please place your orders online before 1.30 p.m. for next-day deliveries. Minimum order is £30.
If you have any questions, call 0938 665 0123 or email customerservice@carter-villiers.

Any vegetarian options?

Number of canapés per person?

Number of people one platter serves?

Cost of delivery?

Discount for large order?

To: customerservice@carter-villiers
From: Anita Patterson
Subject: Enquiry about a catering order

Dear Sir/Madam,

We would like to order food for lunch at Benham Engineering on Wednesday 14 March and I have some questions. Firstly, 1a_____ t_____ any sandwiches for vegetarians? I couldn't find any on the website.

The selection of canapés is very good. 2H_____ m_____ canapés are there per person? We also want to order cake and cut fruit platters. 3H_____ m_____ people does each platter serve? Finally, 4I_____ w_____ does delivery cost and 5I_____ t_____ a discount for large orders?

We want to order food for sixty people.

Regards,

Anita Patterson
Human Resources Assistant
Benham Engineering

3 Write a reply to the email in Exercise 2.

Speaking

4A Work in pairs. Student A: Read the information below. Student B: Look at page 119.

You are Anita Patterson from Benham Engineering.

Read the information and phone Carter-Villiers caterers to order food for the party.

Write the cost of the order in your notes.

BENHAM ENGINEERING

Lunch order for 14 March

Order details

- *Selection of canapés for sixty people*
- *Ten sandwich platters: five meat, three fish, two vegetarian*
- *Ten cake platters*
- *Eight cut fruit platters*

Delivery time: 11.30 a.m.

Total cost with five percent discount? _____

B Compare your information. Are all the details of the order correct?

5 Work in pairs. Student A: Look at page 127. Student B: Look at page 119.

5. Домашнє завдання

Повторити вивчений матеріал та підготуватись до тестування за темою.

Практичне заняття 3.1

Тема: A company's story

Мета: ознайомитися з лексичним матеріалом за темою «A company's story», навчитися розповідати про історію створення та розвитку компанії, удосконалити навички використання Past Simple для опису минулих подій, формувати навички правильної вимови закінчення **-ed** у правильних дієсловах, розвивати навички сприймання інформації на слух та усного мовлення.

Підготовка до заняття: ознайомитися з матеріалом підручника до теми **3.1 A company's story**, опрацювати нову лексику, повторити правила вживання **Past Simple**, підготуватися до виконання завдань на аудіювання та усного мовлення.

План заняття

1. **Актуалізація опорних знань:** бесіда про компанії, їх створення та розвиток; введення та опрацювання лексики за темою **A company's story**.
2. **Опрацювання лексичного матеріалу:** виконання вправ на засвоєння лексики, пов'язаної з історією та розвитком компанії.
3. **Опрацювання граматичного матеріалу:** повторення та закріплення вживання **Past Simple** для розповіді про минулі події.
4. **Фонетичне тренування:** опрацювання вимови закінчення **-ed** у правильних дієсловах.
5. **Перегляд та обговорення відео «How we started».**
6. **Виконання практичного завдання:** складання хронології основних подій в історії компанії.
7. **Підсумовування.**
8. **Домашнє завдання.**

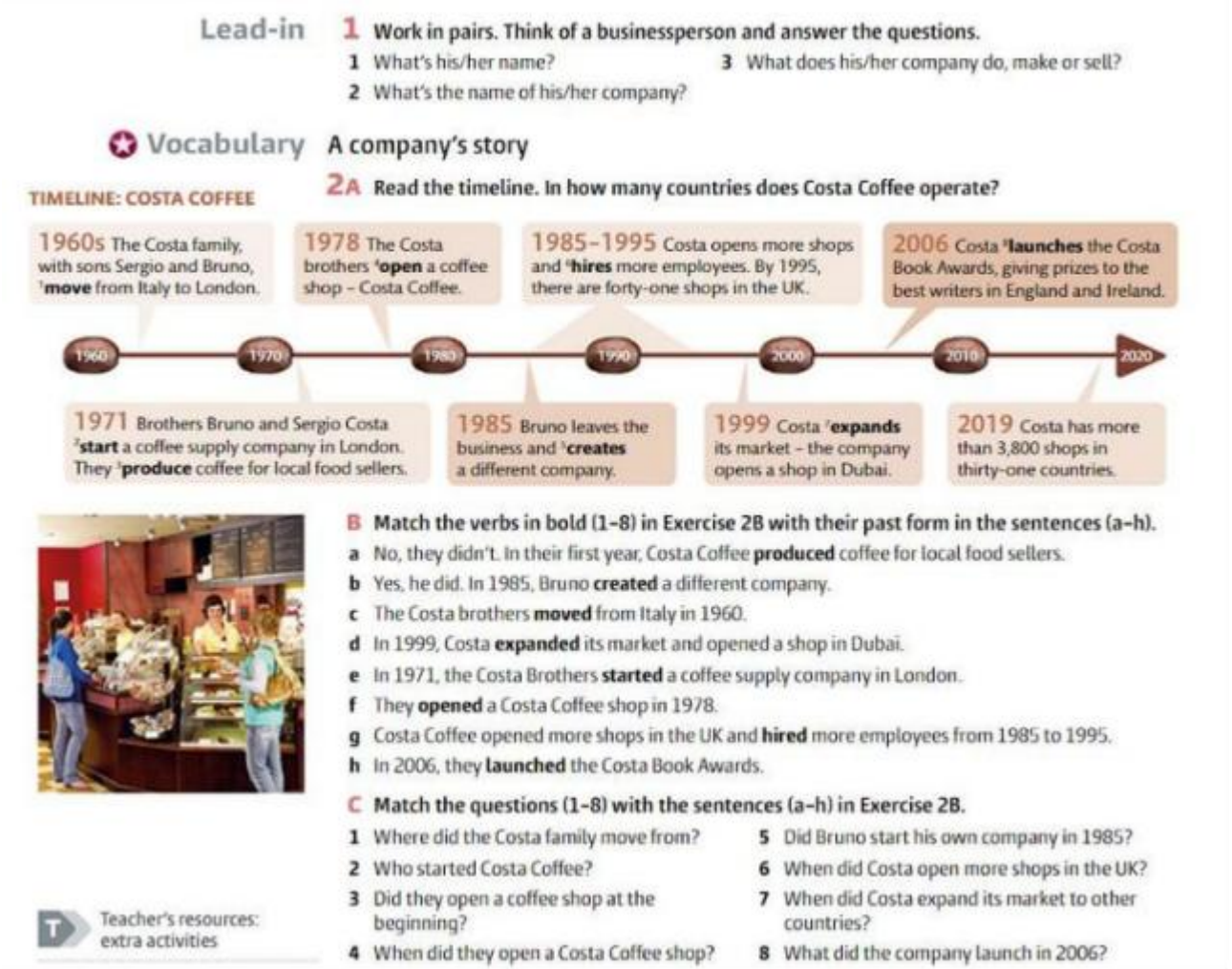
Приклади вправ

Вправа 1. Vocabulary — A company's story

Match the words with their definitions.

1. start
2. found
3. open
4. develop
5. grow
6. move

a) to become bigger or more successful
b) to begin a business or activity
c) to create a company
d) to begin
e) to create or improve a product or service
f) to go to a different place



Lead-in

1 Work in pairs. Think of a businessperson and answer the questions.

1 What's his/her name?
2 What's the name of his/her company?
3 What does his/her company do, make or sell?

Vocabulary A company's story

TIMELINE: COSTA COFFEE

2A Read the timeline. In how many countries does Costa Coffee operate?

1960s The Costa family, with sons Sergio and Bruno, [1]**move** from Italy to London.

1971 Brothers Bruno and Sergio Costa [2]**start** a coffee supply company in London. They [3]**produce** coffee for local food sellers.

1978 The Costa brothers [4]**open** a coffee shop – Costa Coffee.

1985 Bruno leaves the business and [5]**creates** a different company.

1985–1995 Costa opens more shops and [6]**hires** more employees. By 1995, there are forty-one shops in the UK.

1999 Costa [7]**expands** its market – the company opens a shop in Dubai.

2006 Costa [8]**launches** the Costa Book Awards, giving prizes to the best writers in England and Ireland.

2019 Costa has more than 3,800 shops in thirty-one countries.

1960 1970 1980 1990 2000 2010 2020

B Match the verbs in bold (1–8) in Exercise 2B with their past form in the sentences (a–h).

a No, they didn't. In their first year, Costa Coffee **produced** coffee for local food sellers.
b Yes, he did. In 1985, Bruno **created** a different company.
c The Costa brothers **moved** from Italy in 1960.
d In 1999, Costa **expanded** its market and opened a shop in Dubai.
e In 1971, the Costa Brothers **started** a coffee supply company in London.
f They **opened** a Costa Coffee shop in 1978.
g Costa Coffee opened more shops in the UK and **hired** more employees from 1985 to 1995.
h In 2006, they **launched** the Costa Book Awards.

C Match the questions (1–8) with the sentences (a–h) in Exercise 2B.

1 Where did the Costa family move from?
2 Who started Costa Coffee?
3 Did they open a coffee shop at the beginning?
4 When did they open a Costa Coffee shop?
5 Did Bruno start his own company in 1985?
6 When did Costa open more shops in the UK?
7 When did Costa expand its market to other countries?
8 What did the company launch in 2006?

Teacher's resources: extra activities

Вправа 2. Complete the sentences

Use the words from the box.

started, founded, opened, developed, grew, moved

1. The company was _____ in 2010.
2. It _____ as a small family business.
3. In 2015, the company _____ a new office.
4. The company _____ several new products.
5. In 2020, the business _____ to a larger building.
6. Over the next five years, the company _____ rapidly.

Вправа 3. Communicative Grammar — Past Simple

Put the verbs in brackets into the Past Simple.

1. The company _____ (start) in 2012.
2. The founders _____ (open) their first office in London.
3. The company _____ (develop) its first product in 2014.

4. It _____ (move) to a larger office in 2018.

5. The business _____ (grow) quickly.

6. They _____ (open) three new branches last year.

Додаткове завдання: скласти 3 власні речення про історію будь-якої компанії, використовуючи Past Simple.

Вправа 4. Pronunciation — -ed

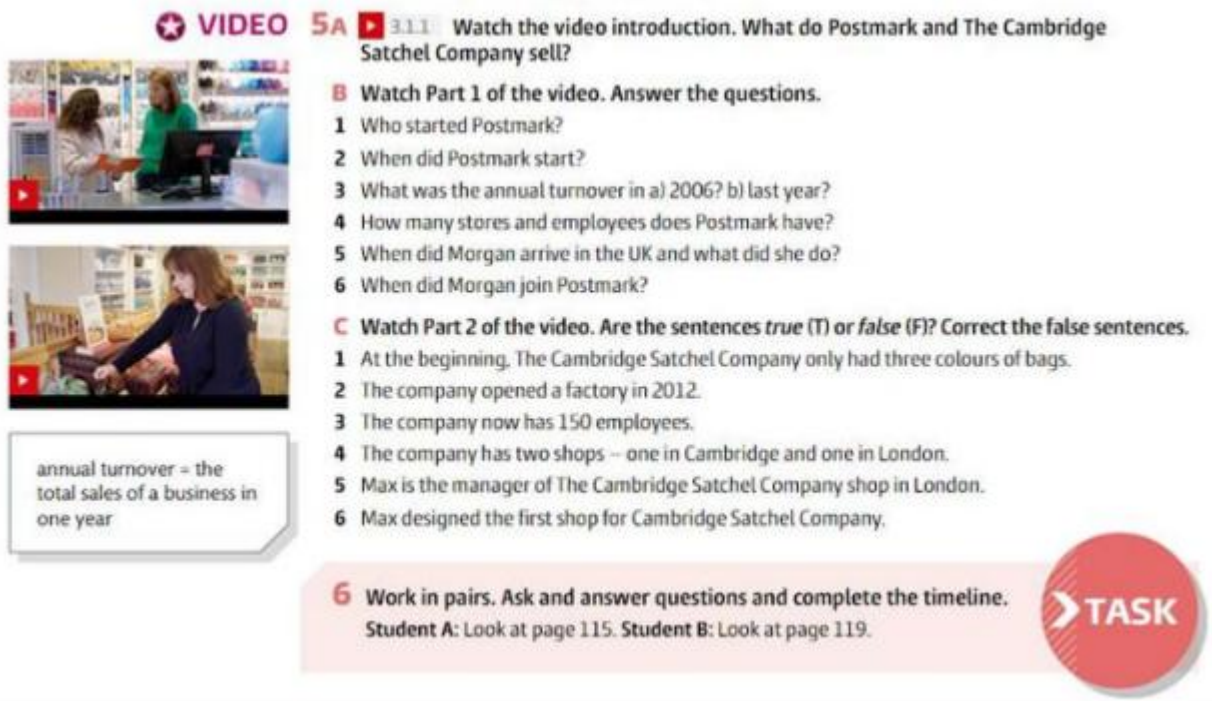
Put the verbs into three groups according to the pronunciation of -ed: /t/, /d/, /ɪd/.

started, worked, opened, developed, moved, wanted, changed, created, launched

/t/: _____
/d/: _____
/ɪd/: _____

Після виконання вправи студенти повторюють слова за викладачем та відпрацьовують їх вимову.

Вправа 5. Video — How we started


VIDEO

5A 3.1.1 Watch the video introduction. What do Postmark and The Cambridge Satchel Company sell?

B Watch Part 1 of the video. Answer the questions.

1 Who started Postmark?
2 When did Postmark start?
3 What was the annual turnover in a) 2006? b) last year?
4 How many stores and employees does Postmark have?
5 When did Morgan arrive in the UK and what did she do?
6 When did Morgan join Postmark?

C Watch Part 2 of the video. Are the sentences *true* (T) or *false* (F)? Correct the false sentences.

1 At the beginning, The Cambridge Satchel Company only had three colours of bags.
2 The company opened a factory in 2012.
3 The company now has 150 employees.
4 The company has two shops – one in Cambridge and one in London.
5 Max is the manager of The Cambridge Satchel Company shop in London.
6 Max designed the first shop for Cambridge Satchel Company.

annual turnover = the total sales of a business in one year

6 Work in pairs. Ask and answer questions and complete the timeline.
Student A: Look at page 115. Student B: Look at page 119.

TASK

Перед переглядом відео студенти обговорюють питання:

1. When did the company start?
2. Who started the company?
3. Where did it start?
4. What was the company like at the beginning?

5. How did it develop?

Після перегляду відео:

Complete the sentences according to the information from the video:

1. The company started in _____.
2. It was founded by _____.
3. At first, the company _____.
4. Later, the company _____.
5. Today, the company _____.

Вправа 6. Task — Complete a timeline

Complete the timeline of a company's history.

Year	Event
2010	The company was founded.
2012	_____
2015	_____
2018	_____
2022	_____

Після заповнення хронології студенти усно презентують історію компанії, використовуючи **Past Simple**.

Приклад:

> The company was founded in 2010. In 2012, it opened its first office. In 2015, it developed a new product. In 2018, it moved to a larger office. In 2022, it opened two new branches.

Вправа 7. Speaking

Tell the story of a company.

Студенти працюють у парах. Один студент розповідає історію компанії, інший ставить уточнювальні запитання.

Useful questions:

- When did the company start?
- Who founded it?

- Where did it start?
- What did it produce?
- When did it open its first office?
- How did it grow?
- What happened next?

Домашнє завдання: опрацювати лексику за темою **A company's story**; повторити правила вживання **Past Simple**; підготувати коротку усну розповідь про історію створення та розвитку компанії, використовуючи хронологію основних подій.

Практичне заняття 3.2

Тема: New office

Мета: ознайомитися з лексичними та мовними засобами професійного спілкування в офісі, навчитися розуміти та використовувати фрази для написання електронних листів, давати інструкції, розуміти інформацію про організацію роботи в новому офісі.

Підготовка до заняття: опрацювати матеріал підручника до теми «New office», вивчити основні фрази для написання ділових електронних листів, повторити конструкції для надання інструкцій.

План заняття

1. Актуалізація опорних знань: обговорення нового робочого місця та організації роботи в офісі.
2. Опрацювання лексики **Email phrases**.
3. Опрацювання граматичного матеріалу **Giving instructions**.
4. Читання електронного листа про правила користування кімнатою для нарад.
5. Аудіювання **A conversation about an office**.
6. Виконання письмового завдання **An email giving instructions**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match the phrases.

1. Please make sure that...

2. Don't forget to...

3. You need to...

4. Please remember to...

5. If you have any questions,...

a) contact me.
b) lock the door.
c) follow these instructions.
d) turn off the equipment.
e) the meeting room is clean.

Вправа 2. Complete the instructions.

1. Please _____ the meeting room after use.

2. Don't forget to _____ the lights.

3. You need to _____ the equipment before the meeting.

4. Please make sure that the door is _____.

5. Remember to _____ the room after the meeting.

Вправа 3. Reading — An email about meeting room rules

Read the email and answer the questions.

> Dear colleagues,
> Please remember that the meeting room must be booked before use. Make sure that the room is clean after every meeting. Don't forget to turn off the equipment and lights.
> Thank you for your cooperation.

1. What must employees do before using the room?

2. What should they do after the meeting?

3. What should they turn off?

4. Why are these rules important?

Вправа 4. Writing

Vocabulary Email phrases

2A Read the email. Answer the questions.

1 Who wrote the email?
2 What do employees need to do?

Subject: **New workspaces**

[1]To all staff,

This week, the new Hong Kong project started and we are now in new teams. Next week, there are new arrangements for all teams, and new workspaces for everyone. In preparation for this on Friday, [2]please do the following:

- remove everything from your desk.
- put all of your things in a box.
- write your name on the box.
- please don't move the box. That job is for the warehouse workers.
- look at the plan attached and find your new workspace.

[3]Thank you for your help. Have a great weekend!

[4]Best wishes,

Beth Lowry
Office Manager

B Match the phrases (a–d) with the phrases (1–4) in the email.

a Regards, ___
b Dear employees, ___
c We appreciate your cooperation. ___
d Please follow these instructions. ___



GIVING INSTRUCTIONS → Grammar reference: page 106

What to do	What *not* to do
Remove everything from your desk.	**Don't put** all your things in one box.
Put all your things in a box.	Please **don't move** the box.
Please use two boxes.	

Write an email to your colleagues giving **five instructions** about using a new office or meeting room.

Use:

- Please...
- Make sure...
- Don't forget to...
- Remember to...
- You need to...

Домашнє завдання: скласти електронний лист із правилами роботи в новому офісі, використовуючи вивчені мовні конструкції.



3.2 Email phrases

3 Complete the table with the phrases in the box.

Best wishes	~~Dear all~~	Dear employees	Please do the following
Please follow these instructions	Regards	Thank you for your help	
To all staff	We appreciate your cooperation		

Beginning an email	Dear all, [1]_____, [2]_____
Thanking	[3]_____, [4]_____
Giving instructions	[5]_____, [6]_____
Ending an email	[7]_____, [8]_____

4 Complete the email with the phrases in Exercise 3.

To all [1]_____,

We recently had some complaints about food in our office. Many staff eat hot lunches at their workspace. Some staff also leave dishes around the office. Please remember it doesn't look professional when clients visit. From today, [2]_____ do the following:

– Eat in the office kitchen or staff canteen.

– Wash all dishes and cups that you use.

We [3]_____ your cooperation.

Best [4]_____,

Tanya Mazur, Office Manager

Практичне заняття 3.3

Тема: Company performance

Мета: ознайомитися з лексикою для опису результатів діяльності компанії, навчитися говорити про успіхи та труднощі компанії, удосконалити використання Past Simple та Past Continuous, розвивати навички читання та письмового професійного спілкування.

Підготовка до заняття: опрацювати матеріал підручника до теми «Company performance», повторити Past Simple та Past Continuous, вивчити лексику для опису успіхів і труднощів компанії.

План заняття

1. Актуалізація опорних знань: бесіда про результати діяльності компанії.
2. Опрацювання тексту **Past successes and challenges**.
3. Ознайомлення та закріплення граматичного матеріалу **Past Simple vs Past Continuous**.
4. Виконання граматичних вправ.

5. Обговорення успіхів та труднощів компанії.
6. Написання електронного листа **An email describing successes and challenges**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match the words with their meanings.

1. success
2. challenge
3. result
4. performance
5. improve

a) to become better
b) something difficult that requires effort
c) something good that you achieve
d) the way something or someone works
e) something that happens because of an action

Вправа 2. Complete the sentences.

1. The company had several important _____ last year.
2. One of our biggest _____ was increasing production.
3. Our sales _____ improved significantly.
4. The company's financial _____ was very good.
5. We need to _____ our customer service.

Вправа 3. Grammar — Past Simple vs Past Continuous

Choose the correct form.

1. The company **opened / was opening** a new office last year.
2. When the manager arrived, the employees **worked / were working** on the project.
3. Sales **increased / were increasing** significantly in 2024.
4. While we **discussed / were discussing** the project, the director called.
5. The company **developed / was developing** a new product when the market changed.

Вправа 4. Speaking

Discuss:

- What was the company's biggest success?
- What challenges did the company have?
- How did the company solve these problems?

- What happened while the company was developing its new product?
- What were the results?

Вправа 5. Writing

Write an email to a business partner describing:

- one company success;
- one challenge;
- how the company solved the problem;
- the results.



Writing 5 Read the notes about a company's performance last year. Write an email about the performance to the new Sales Manager.

SUCCESSES
spent €16,000 on advertising – won a lot of new business in North America; made progress in areas with lots of competition – Japan, South Korea

CHALLENGES
no growth of export business because sales targets not hit in Europe – customers didn't buy new product immediately

REASONS TO BE POSITIVE
good relationships built with new customers in Europe last year – we can increase sales in first six months this year

AIMS
hire more Sales Reps to sell new products in Europe

Dear Anthony,
Welcome to the team! Here is a summary of last year's sales report.
At the start, ...

Домашнє завдання: повторити Past Simple та Past Continuous; підготувати усну розповідь про успіхи та труднощі компанії.

Практичне заняття 3.4

Тема: How did the project go?

Мета: розвивати навички професійного спілкування під час обговорення проєктів, навчитися розповідати про перебіг та результати виконання проєкту, ставити запитання та надавати відповіді щодо виконаної роботи.

Підготовка до заняття: ознайомитися з матеріалом підручника до теми «How did the project go?», повторити лексику за темою «Projects», підготуватися до усного обговорення проєктів.

План заняття

1. Актуалізація опорних знань: бесіда про проєкти та їх виконання.

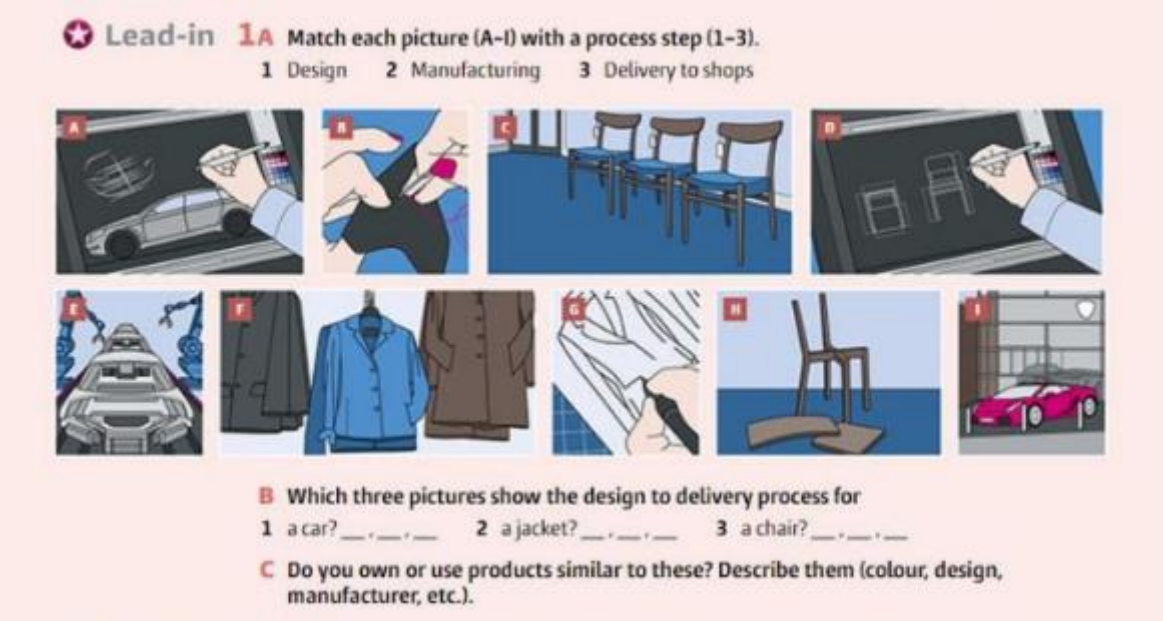
2. Повторення лексики за темою **Projects**.
3. Перегляд та обговорення відео **How did the project go?**
4. Обговорення етапів виконання проєкту.
5. Виконання комунікативних завдань.
6. Усне повідомлення про результати проєкту.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match the words.

1. project
2. deadline
3. team
4. result
5. problem

a) a group of people working together
b) something that needs to be solved
c) the final outcome
d) a piece of planned work
e) the time by which something must be finished



Вправа 2. Answer the questions.

1. What was the project about?
2. Who worked on the project?
3. Did the team meet the deadline?
4. What problems did they have?
5. How did they solve the problems?
6. What was the final result?

Вправа 3. Speaking — Talking about projects

Work in pairs.

Student A: project manager.
Student B: colleague.

Discuss:

- What was the project?
- When did it start?
- What was the main goal?
- What problems did you have?
- Did you meet the deadline?
- How did the project finish?

Вправа 4. Project report

Give a short presentation about a project. Include:

1. project name;
2. purpose;
3. team;
4. problems;
5. solution;
6. result.

Домашнє завдання: підготувати коротке усне повідомлення про виконаний або уявний професійний проєкт.

Практичне заняття 3.5

Тема: Our first year

Мета: узагальнити та закріпити лексичний і граматичний матеріал Unit 3, навчитися працювати з інформацією про діяльність компанії протягом першого року, описувати події в хронологічній послідовності, обговорювати професійні проєкти та зміни в компанії.

Підготовка до заняття: повторити лексичний та граматичний матеріал Unit 3 «Changes», опрацювати матеріал Business Workshop «Our first year».

План заняття

1. Актуалізація опорних знань: повторення лексики та граматичного матеріалу Unit 3.
2. Читання тексту **A timeline about the company**.
3. Аналіз подій та складання хронології розвитку компанії.
4. Виконання письмового завдання **Preparing for a move**.
5. Усне завдання **Asking questions about a company**.
6. Обговорення професійного проєкту.
7. Узагальнення матеріалу Unit 3.
8. Підсумовування.
9. Домашнє завдання.

Приклади вправ

Вправа 1. Reading — A timeline about the company

Read the timeline and answer the questions.

Year	Event
2020	The company was founded.
2021	The company opened its first office.
2022	It developed a new product.
2023	Sales increased significantly.
2024	The company moved to a larger office.

1. When was the company founded?
2. When did it open its first office?
3. What happened in 2022?
4. When did sales increase?

5. Why did the company move to a larger office?

Вправа 2. Put the events in chronological order.

- The company moved to a new office.
- The company developed a new product.
- The company was founded.
- Sales increased.
- The company opened its first office.

Вправа 3. Writing — Preparing for a move

Imagine that your company is moving to a new office.

Write an email to your colleagues. Include:

- the date of the move;
- what employees need to do;
- what they should take with them;
- important instructions;
- contact information for questions.

Вправа 4. Speaking — Asking questions about a company

Work in pairs.

Student A has information about a company. Student B asks questions.

Use:

- When did the company start?
- Where was it founded?
- How many employees did it have?
- When did it move to a new office?
- What products did it develop?
- How did the company grow?

Вправа 5. Discussing a project

Discuss a professional project in pairs:

- What was the project?

- When did it start?
- Who worked on it?
- What were the main challenges?
- What did the team achieve?
- What would you change next time?

Домашнє завдання: повторити лексичний та граматичний матеріал Unit 3 «Changes»; підготуватися до тематичного тестування за темою.

Практичне заняття 4.1

Тема: I'm flying to Tokyo tomorrow

Мета: ознайомитися з лексичним матеріалом за темою «Travel arrangements», навчитися говорити про організацію ділових поїздок та домовлятися про час зустрічей, удосконалити навички використання мовних конструкцій для обговорення майбутніх домовленостей, відпрацювати вимову закінчення **-ing**, розвивати навички усного мовлення.

Підготовка до заняття: опрацювати матеріал підручника до теми «I'm flying to Tokyo tomorrow», вивчити лексику за темою **Travel arrangements**, повторити конструкції для розповіді про домовленості та заплановані дії.

План заняття

1. Актуалізація опорних знань: бесіда про ділові поїздки.
2. Опрацювання лексичного матеріалу **Travel arrangements**.
3. Опрацювання комунікативної граматики **Talking about arrangements**.
4. Фонетичне тренування: **-ing ending**.
5. Перегляд відео **Away on business**.
6. Виконання завдання **Arranging a time to meet**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match the words.

1. flight
2. departure

3. arrival

4. hotel

5. meeting

6. business trip

a) the time when a plane leaves
b) a journey made for work
c) a place where you stay
d) a planned discussion
e) the time when a plane reaches a place
f) a journey by plane



Lead-in 1A Match the words (1–6) with the photos (A–F).

1 a plane ___ 3 a bus ___ 5 a train ___
2 an apartment ___ 4 a hotel ___ 6 a coach ___

B Answer the questions.

1 Where do you usually stay when you travel a) for work b) for holidays?
2 When was the last time you travelled by plane/train/coach/bus?
3 When was the last time you stayed in a hotel / an apartment?

Вправа 2. Complete the sentences.

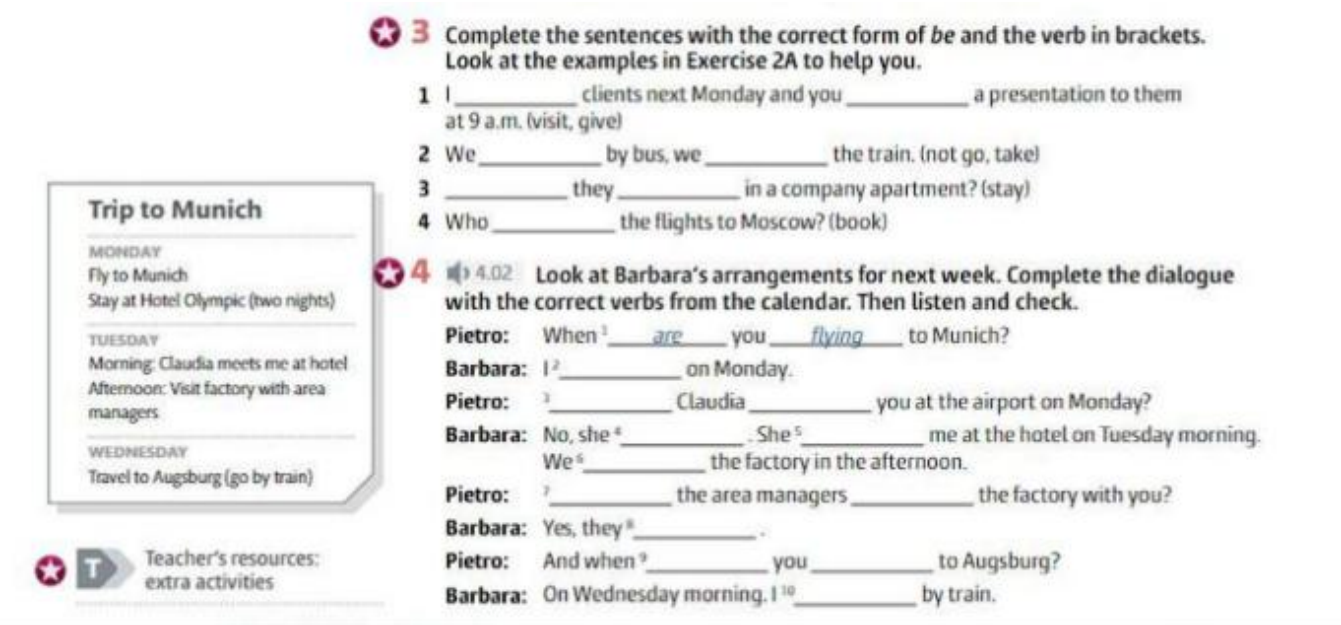
1. I'm _____ to Tokyo tomorrow.

2. My flight _____ at 8.30 a.m.

3. I'm _____ at the hotel at 2 p.m.

4. We are _____ a meeting with our Japanese partner.

5. I'm _____ to stay in Tokyo for three days.



3 Complete the sentences with the correct form of *be* and the verb in brackets. Look at the examples in Exercise 2A to help you.

1 I _____ clients next Monday and you _____ a presentation to them at 9 a.m. (visit, give)
2 We _____ by bus, we _____ the train. (not go, take)
3 _____ they _____ in a company apartment? (stay)
4 Who _____ the flights to Moscow? (book)

Trip to Munich

MONDAY
Fly to Munich
Stay at Hotel Olympic (two nights)

TUESDAY
Morning: Claudia meets me at hotel
Afternoon: Visit factory with area managers

WEDNESDAY
Travel to Augsburg (go by train)

4 4.02 **Look at Barbara's arrangements for next week. Complete the dialogue with the correct verbs from the calendar. Then listen and check.**

Pietro: When [1] *are* you *flying* to Munich?
Barbara: I [2] _____ on Monday.
Pietro: [3] _____ Claudia _____ you at the airport on Monday?
Barbara: No, she [4] _____. She [5] _____ me at the hotel on Tuesday morning. We [6] _____ the factory in the afternoon.
Pietro: [7] _____ the area managers _____ the factory with you?
Barbara: Yes, they [8] _____.
Pietro: And when [9] _____ you _____ to Augsburg?
Barbara: On Wednesday morning. I [10] _____ by train.

Teacher's resources: extra activities

Вправа 3. Speaking — Arranging a time to meet

Work in pairs.

Student A is travelling to Tokyo. Student B is a business partner.

Arrange a meeting. Discuss:

- date;
- time;
- place;
- duration of the meeting.

Use:

Are you free on...?
How about...?
I'm afraid I'm busy then.
That sounds good.
See you then.

Домашнє завдання: підготувати діалог про організацію ділової зустрічі під час відрядження.

<u>Критерії оцінювання:</u>

Здобувач освіти повністю виконав передбачені практичним заняттям завдання, продемонстрував розуміння навчального матеріалу, правильно використовує тематичну лексику та граматичні структури, бере активну участь у виконанні комунікативних завдань — 1 бал

Здобувач освіти виконав основну частину завдань, але допускає помилки у використанні лексичного та граматичного матеріалу, потребує незначної допомоги викладача — 0,5 бала
Здобувач освіти не виконав завдання або продемонстрував недостатнє розуміння навчального матеріалу — 0 балів

Практичне заняття 4.2

Тема: The 12.05 is delayed

Мета: ознайомитися з лексикою за темою «Airports and train stations», навчитися повідомляти про затримки транспорту та зміни у планах, розвивати навички читання, аудіювання та письмового професійного спілкування.

Підготовка до заняття: опрацювати матеріал підручника до теми «The 12.05 is delayed», вивчити лексику за темою **Airports and train stations**, повторити конструкції **will/won't**.

План заняття

1. Актуалізація опорних знань: бесіда про подорожі та транспорт.
2. Опрацювання лексики **Airports and train stations**.
3. Читання та аудіювання матеріалу **Dealing with delays**.
4. Опрацювання граматичного матеріалу **will/won't**.
5. Виконання письмового завдання **Writing a text message about an announcement**.
6. Обговорення ситуацій, пов'язаних із затримками.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match the words.

1. delayed
2. cancelled
3. platform
4. departure
5. arrival

a) the place where you wait for a train
b) when a train or plane reaches a destination

c) happening later than planned
d) when a train or plane does not operate
e) when a train or plane leaves

Vocabulary Airports and train stations

2A Match each picture (1–4) with with the words in bold in Exercise 2B.


1 _____


2 _____


3 _____



4 _____

B Put the sentences in the correct order to make a travel story.

a ___ The 7.00 train to Manchester airport was cancelled.
b ___ The train stopped at every station, so I arrived at the airport an hour late.
c 1 I left my hotel at 6.30 in a **taxi**.
d ___ But there was good news. My plane was delayed!
e ___ I arrived at the train station at 6.45.
f ___ There was a queue to board the plane. It **departed** an hour late, but I was on it.
g ___ I went through **security**, but it was very slow. I ran quickly to the gate.
h ___ I took the 7.30 train from platform three. I had to **change trains** at Manchester Victoria Station.

C Complete the sentences with the words in the box.

arrive	cancelled	change	delayed	depart	gate	late	platform	security	stop

1 Flight 450 to Tokyo isn't departing today. It's _____.
2 The train is _____ until 7.30 so I'll be fifteen minutes late.
3 We _____ at 10.00 and arrive at 12.30.
4 Does this train _____ at York?
5 Please _____ at Victoria Station for an airport train.
6 You need thirty minutes to go through _____.
7 When you _____ at the airport, go through passport control.
8 Sorry I'm _____ ! There were no taxis.
9 The 6.30 train for Prague leaves from _____ ten.
10 Passengers on flight EZ 345 please go to _____ 28.

Teacher's resources: extra activities

Вправа 2. Complete the announcements.

1. The 12.05 train is _____.
2. Flight BA245 has been _____.
3. The train will leave from _____ 7.
4. The new departure time is _____.
5. The flight will _____ at 18.30.

Вправа 3. Grammar — will/won't

Complete the sentences.

1. The train _____ (arrive) at 3 p.m.
2. The flight _____ (not leave) on time.
3. We _____ (take) the next train.
4. The meeting _____ (not start) before 10.
5. I _____ (call) you when I arrive.

Вправа 4. Writing

Write a short text message to your colleague explaining that your train/flight is delayed.

Include:

- what happened;
- the new departure/arrival time;
- what you will do;
- when you will arrive.

Домашнє завдання: написати повідомлення про затримку рейсу або потяга.

Практичне заняття 4.3

Тема: An update email

Мета: ознайомитися з особливостями професійного електронного листування, навчитися повідомляти про зміни в планах та поточний стан справ, удосконалити використання граматичного матеріалу **Things happening now**, розвивати навички читання та письма.

Підготовка до заняття: ознайомитися з матеріалом до теми «An update email», опрацювати лексику та мовні конструкції для повідомлення про поточні події та зміни.

План заняття

1. Актуалізація опорних знань.
2. Читання **Emails to a project manager**.
3. Опрацювання комунікативної граматики **Things happening now**.
4. Виконання граматичних вправ.
5. Аналіз структури **An update email**.
6. Написання власного електронного листа.
7. Підсумовування.

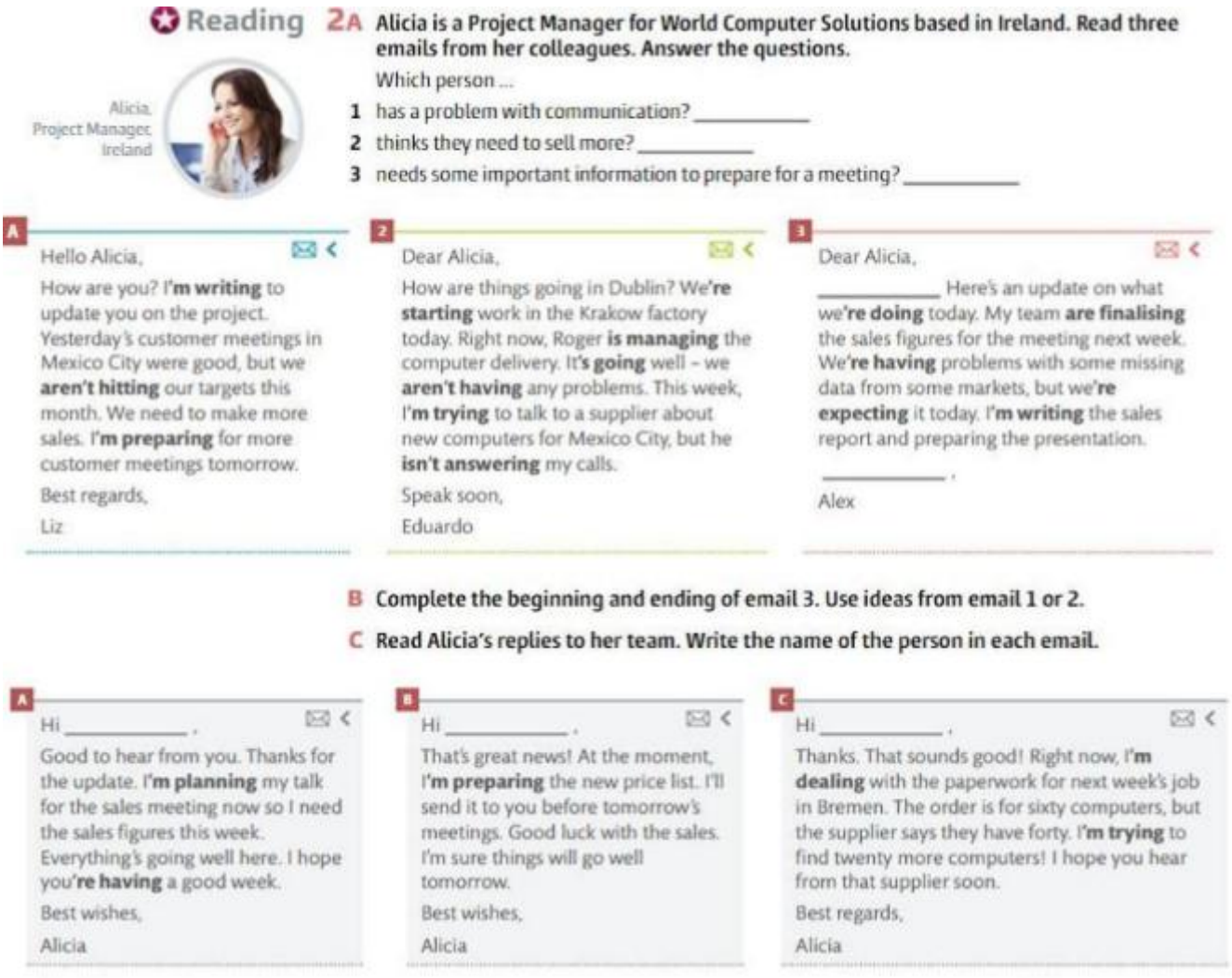
8. Домашнє завдання.

Приклади вправ

Вправа 1. Read and answer.

Read an email to a project manager and answer:

1. What is happening now?
2. What has changed?
3. What problems are there?
4. What is the next step?
5. When will the work be finished?



Reading 2A **Alicia is a Project Manager for World Computer Solutions based in Ireland. Read three emails from her colleagues. Answer the questions.**

Which person ...

1 has a problem with communication? _____
2 thinks they need to sell more? _____
3 needs some important information to prepare for a meeting? _____

Alicia, Project Manager, Ireland

A

Hello Alicia,

How are you? I'**m writing** to update you on the project. Yesterday's customer meetings in Mexico City were good, but we **aren't hitting** our targets this month. We need to make more sales. I'**m preparing** for more customer meetings tomorrow.

Best regards,

Liz

2

Dear Alicia,

How are things going in Dublin? We'**re starting** work in the Krakow factory today. Right now, Roger **is managing** the computer delivery. It's **going** well – we **aren't having** any problems. This week, I'**m trying** to talk to a supplier about new computers for Mexico City, but he **isn't answering** my calls.

Speak soon,

Eduardo

3

Dear Alicia,

_____ Here's an update on what we'**re doing** today. My team **are finalising** the sales figures for the meeting next week. We'**re having** problems with some missing data from some markets, but we'**re expecting** it today. I'**m writing** the sales report and preparing the presentation.

_____ .

Alex

B **Complete the beginning and ending of email 3. Use ideas from email 1 or 2.**

C **Read Alicia's replies to her team. Write the name of the person in each email.**

A

Hi _____ .

Good to hear from you. Thanks for the update. I'**m planning** my talk for the sales meeting now so I need the sales figures this week. Everything's going well here. I hope you'**re having** a good week.

Best wishes,

Alicia

B

Hi _____ .

That's great news! At the moment, I'**m preparing** the new price list. I'll send it to you before tomorrow's meetings. Good luck with the sales. I'm sure things will go well tomorrow.

Best wishes,

Alicia

C

Hi _____ .

Thanks. That sounds good! Right now, I'**m dealing** with the paperwork for next week's job in Bremen. The order is for sixty computers, but the supplier says they have forty. I'**m trying** to find twenty more computers! I hope you hear from that supplier soon.

Best regards,

Alicia

Вправа 2. Complete the sentences.

1. We are currently _____ the project.
2. The team is _____ on the new design.
3. We are waiting _____ the information.

4. The project is going _____ schedule.
5. We are preparing _____ the next stage.

Вправа 3. Writing — An update email

Write an email to a project manager giving an update about your work.

Include:

- what you are doing now;
- what has been completed;
- any problems;
- what you are going to do next.

Домашнє завдання: підготувати електронний лист із повідомленням про поточний стан виконання проєкту.

Практичне заняття 4.4

Тема: Work skills: Setting up a video call

Мета: сформувати навички професійного спілкування під час організації відеоконференцій, навчитися давати пропозиції та рекомендації, реагувати на технічні проблеми під час онлайн-зустрічей.

Підготовка до заняття: опрацювати матеріал до теми «Setting up a video call», повторити мовні конструкції для надання пропозицій.

План заняття

1. Актуалізація опорних знань.
2. Перегляд відео **Technical problems**.
3. Опрацювання граматичного матеріалу **Making suggestions**.
4. Виконання комунікативних вправ.
5. Обговорення проблем під час телеконференцій.
6. Практичне завдання з організації відеодзвінка.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Complete the suggestions.

1. Why don't we _____ the call?
2. We could _____ the meeting.
3. How about _____ again?
4. Let's _____ the connection.
5. Perhaps we should _____ the microphone.

Вправа 2. Match the problem and solution.

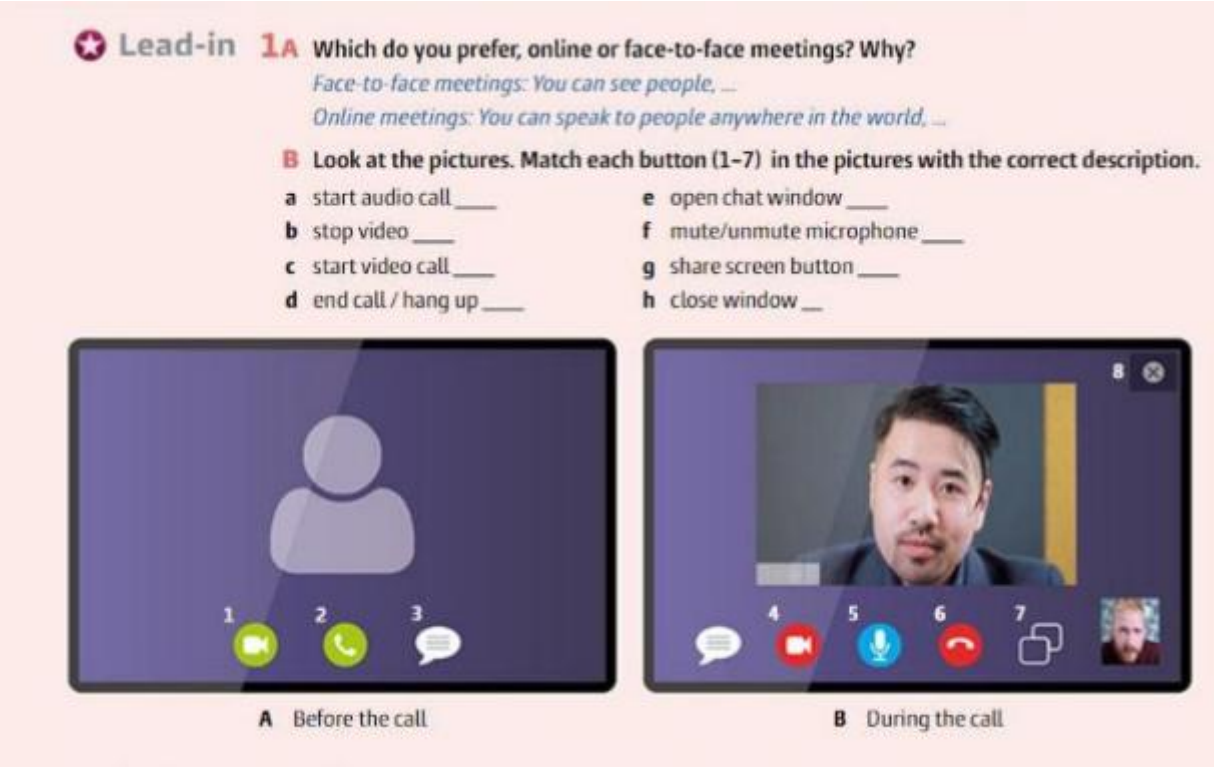
1. I can't hear you.
2. The connection is very slow.
3. Your camera isn't working.
4. I can't see the presentation.

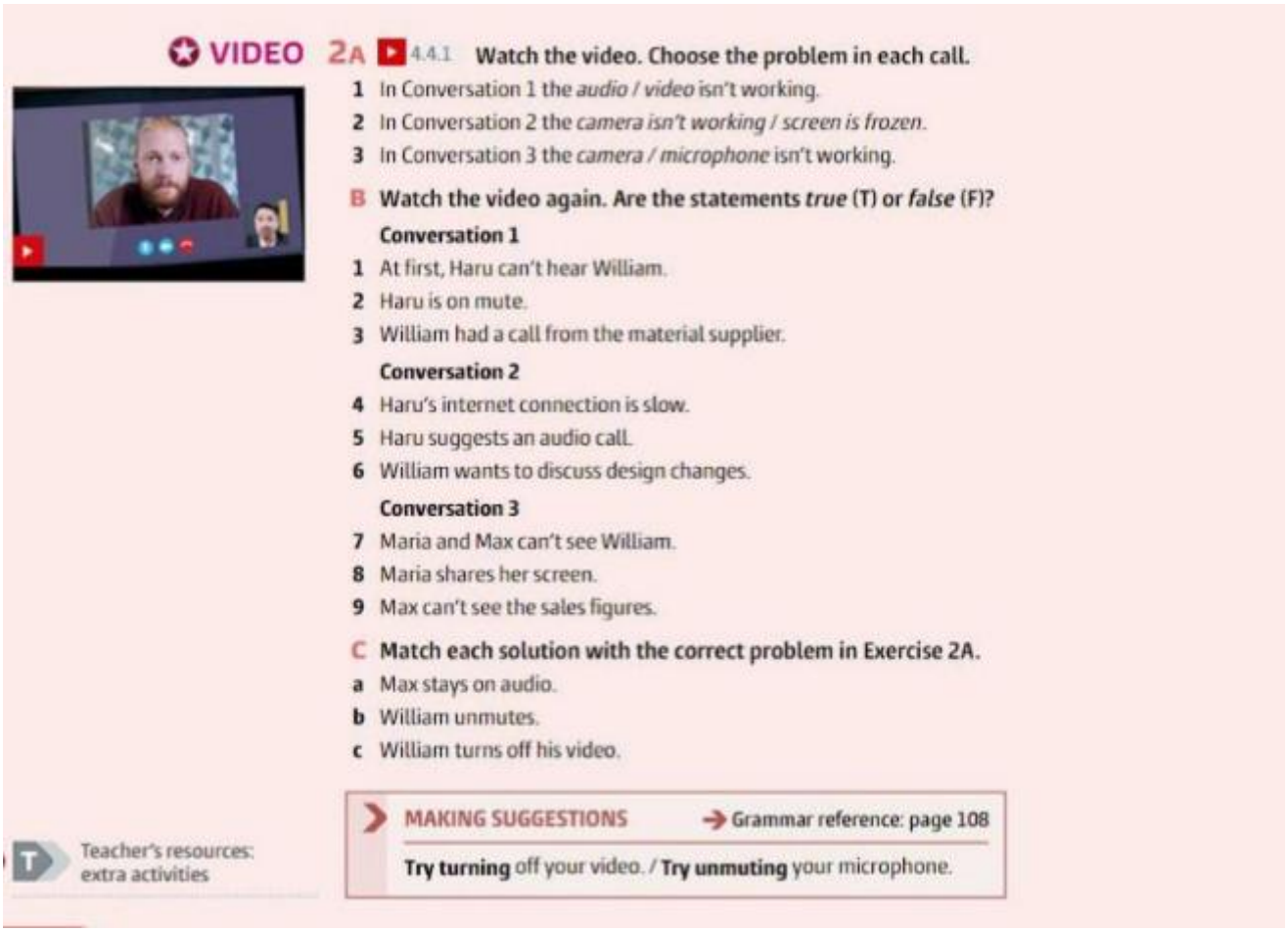
a) Let's check the camera.
b) Could you share your screen again?
c) Could you speak louder?
d) Why don't we turn off the video?

Вправа 3. Role-play

Student A: project manager.
Student B: colleague.

You are having a video call. Discuss three technical problems and suggest solutions.





VIDEO 2A 4.4.1 **Watch the video. Choose the problem in each call.**

1 In Conversation 1 the *audio / video* isn't working.
2 In Conversation 2 the *camera isn't working / screen is frozen*.
3 In Conversation 3 the *camera / microphone* isn't working.

B Watch the video again. Are the statements *true* (T) or *false* (F)?

Conversation 1
1 At first, Haru can't hear William.
2 Haru is on mute.
3 William had a call from the material supplier.

Conversation 2
4 Haru's internet connection is slow.
5 Haru suggests an audio call.
6 William wants to discuss design changes.

Conversation 3
7 Maria and Max can't see William.
8 Maria shares her screen.
9 Max can't see the sales figures.

C Match each solution with the correct problem in Exercise 2A.

a Max stays on audio.
b William unmutes.
c William turns off his video.

MAKING SUGGESTIONS → Grammar reference: page 108

Try turning off your video. / **Try unmuting** your microphone.

Teacher's resources: extra activities

Домашнє завдання: скласти діалог про організацію відеоконференції та вирішення технічних проблем.

Практичне заняття 4.5

Тема: Business workshop: A business trip

Мета: узагальнити лексику та мовні конструкції теми «Travelling for Work», навчитися обговорювати організацію ділової поїздки, домовлятися про зустрічі та повідомляти про зміни у планах.

Підготовка до заняття: повторити матеріал Unit 4, опрацювати лексику **Travel arrangements**, підготуватися до виконання комунікативних завдань.

План заняття

1. Повторення лексичного та граматичного матеріалу Unit 4.
2. Читання **Travel arrangements**.
3. Аудіювання **A change in plans**.
4. Обговорення організації ділової поїздки.
5. Виконання завдання **Arranging a meeting**.

6. Виконання письмового завдання **Text messages giving updates**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Business trip

Plan a business trip. Discuss:

- destination;
- dates;
- flight/train;
- hotel;
- meetings;
- transport;
- return journey.

Вправа 2. A change in plans

Your flight is delayed and you cannot arrive at the planned time.

Tell your colleague:

- what happened;
- when you will arrive;
- what has changed;
- when you can have the meeting.

Arrangements

2 **Work in pairs. Student A: Ask the questions (1–5). Student B: Look at the travel arrangements. Answer the questions.**

1 When are you arriving?
2 What are you doing Monday evening?
3 Where are you staying?
4 What are you doing on Tuesday?
5 When are you departing?

TOKYO TECHNOLOGY MANUFACTURING TRADE FAIR
Arrive: Monday 4 April
Monday evening: Have dinner with Ms Kimura
Hotel: Hotel City Park (stay two nights)
Tuesday (a.m.): Meet Karl and practise presentation
Depart: Friday 8 April

Вправа 3. Writing — Text messages giving updates

Write three short messages:

1. about a delayed flight;
2. about a change in a meeting time;
3. about your arrival at the hotel.

An update

5 **It's Tuesday morning. Alex is at his hotel in Tokyo. Karl is at the airport, in Seoul. Use the information to complete the text messages.**

Karl: At airport, wait for flight, have breakfast, plan our presentation. Also arrange lunch meetings with customers

Alex: At hotel, have breakfast, write emails. Also write some of our presentation.

Karl
I'm at the airport now. I'm waiting for _____
_____.
What are you doing?

Alex
I'm _____
_____.
Let me know when you arrive.

Домашнє завдання: підготувати план ділової поїздки та коротко представити його.

Практичне заняття 5.1

Тема: Trade shows and exhibitions

Мета: ознайомитися з лексикою за темою «Organising an exhibition», навчитися говорити про організацію виставок та торгових заходів, висловлювати наміри, розвивати навички професійного усного мовлення.

Підготовка до заняття: опрацювати матеріал до теми «Trade shows and exhibitions», вивчити лексику **Organising an exhibition**, повторити мовні конструкції для висловлення намірів.

План заняття

1. Актуалізація опорних знань.
2. Опрацювання лексики **Organising an exhibition**.
3. Опрацювання комунікативної граматики **Talking about intentions**.
4. Фонетичне тренування.
5. Перегляд відео **Graduate Fashion Week**.
6. Виконання завдання **Talking about plans for a trade fair**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match.

1. exhibition
2. stand
3. visitor
4. trade show
5. display

a) a person who comes to an event
b) a place where a company presents its products
c) an event where companies present products
d) a collection of products shown to people
e) an event for businesses to present and sell products

Вправа 2. Complete the sentences.

1. We are going to _____ an exhibition.

2. Our company will have a _____ at the trade show.
3. We are planning to _____ our new products.
4. Many _____ are expected at the exhibition.

Вправа 3. Speaking

Discuss your plans for a trade fair:

- What products will you present?
- Where will the exhibition take place?
- Who will attend?
- What will your company do at the event?

Домашнє завдання: підготувати коротку презентацію плану участі компанії у виставці.

Практичне заняття 5.2

Тема: Phoning about a conference

Мета: сформувати навички професійного телефонного спілкування, навчитися залишати та приймати телефонні повідомлення, отримувати й передавати інформацію про конференцію.

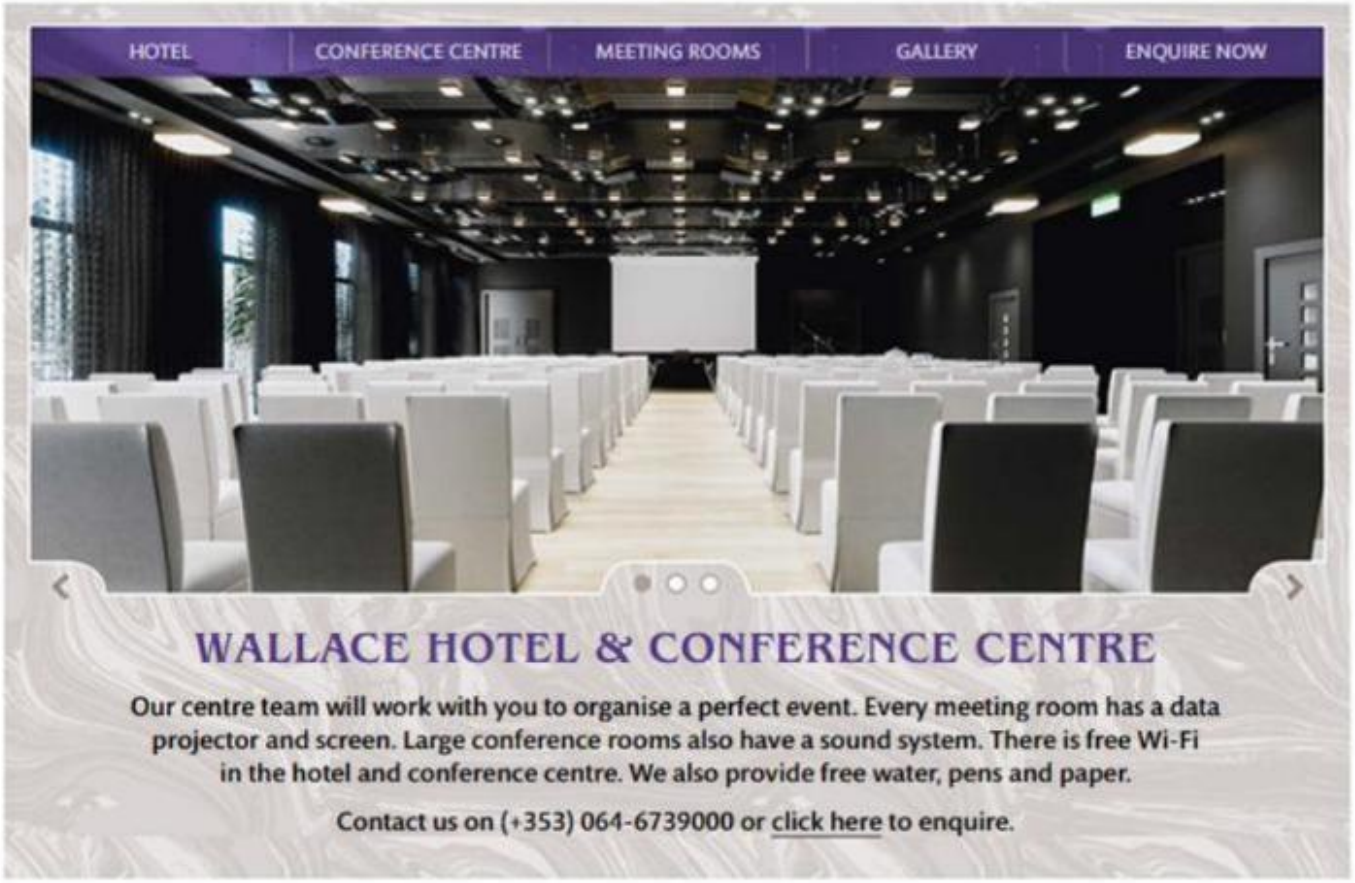
Підготовка до заняття: опрацювати лексику **Leaving a message**, підготуватися до аудіювання та виконання усних комунікативних завдань.

План заняття

1. Актуалізація опорних знань.
2. Опрацювання лексики **Leaving a message**.
3. Аудіювання **Organising a conference**.
4. Виконання завдань на розуміння почутої інформації.
5. Speaking: **Taking and leaving phone messages**.
6. Рольова гра.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Lead-in 1 Read the information about a hotel conference centre. What services and equipment does it provide?



Вправа 1. Complete the telephone phrases.

1. Can I _____ a message?
2. Could you _____ that, please?
3. Can I have your phone _____?
4. I'll ask him to _____ you back.
5. Who's _____, please?

Вправа 2. Role-play

Student A calls a conference organiser.
Student B answers the phone.

Discuss:

- date of the conference;

- time;
- place;
- number of participants;
- programme.

Вправа 3. Leaving a message

Leave a telephone message for a colleague who is organising a conference.

Include:

- your name;
- reason for calling;
- important information;
- your phone number.



3A **Complete the expressions from the phone call.**

1 How can I h_____ you?
2 I'm s_____, she's not available right now.
3 Can I t_____ a message?
4 Yes, can you t_____ her Hinata Nakamura phoned?
5 Can you s_____ your name for me, please?
6 And it's a_____ the conference next month?
7 Sorry, c_____ you say that again, please?
8 OK, thank you. And can I h_____ your phone number?
9 So, t_____ 0044 3584 751 059.
10 I'll g_____ her your message.

B 5.02 **Listen and check your answers.**

Домашнє завдання: підготувати телефонний діалог щодо організації конференції.

<u>Критерії оцінювання:</u>

Здобувач освіти повністю виконав передбачені практичним заняттям завдання, продемонстрував розуміння навчального матеріалу, правильно використовує тематичну лексику та граматичні структури, бере активну участь у виконанні комунікативних завдань — 1 бал
Здобувач освіти виконав основну частину завдань, але допускає помилки у використанні лексичного та граматичного матеріалу, потребує незначної допомоги викладача — 0,5 бала
Здобувач освіти не виконав завдання або продемонстрував недостатнє розуміння навчального матеріалу — 0 балів

Практичне заняття 5.3

Тема: Invitations

Мета: ознайомитися з мовними засобами для запрошення на ділові заходи, навчитися читати та складати повідомлення із запрошеннями, використовувати конструкції **would** та **want** для висловлення пропозицій і побажань.

Підготовка до заняття: опрацювати матеріал до теми «Invitations», ознайомитися зі зразками повідомлень із запрошеннями.

План заняття

1. Актуалізація опорних знань.
2. Читання **Messages about an invitation**.
3. Опрацювання граматичного матеріалу **Invitations with would and want**.
4. Фонетичне тренування.
5. Виконання письмового завдання **Informal messages of invitation**.
6. Обговорення запрошень.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Complete the phrases.

1. Would you like to _____?
2. We would like to invite you _____.
3. I want to _____ you to our event.
4. Would you like to join _____?
5. We would be happy to see you _____.

Вправа 2. Writing

Write an informal message inviting a colleague to:

- a conference;
- a business dinner;
- an exhibition.

Include the date, time and place.

Домашнє завдання: написати повідомлення із запрошенням на діловий захід.

Практичне заняття 5.4

Тема: Work skills: Socialising with clients

Мета: розвивати навички професійного спілкування з клієнтами, навчитися підтримувати бесіду в неформальній діловій ситуації, обговорювати виставки та заходи.

Підготовка до заняття: опрацювати матеріал до теми «Socialising with clients», повторити лексику професійного спілкування.

План заняття

1. Актуалізація опорних знань.
2. Перегляд відео **What do you think of the trade fair?**
3. Обговорення змісту відео.
4. Speaking: **Socialising with clients**.
5. Виконання рольових завдань.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ

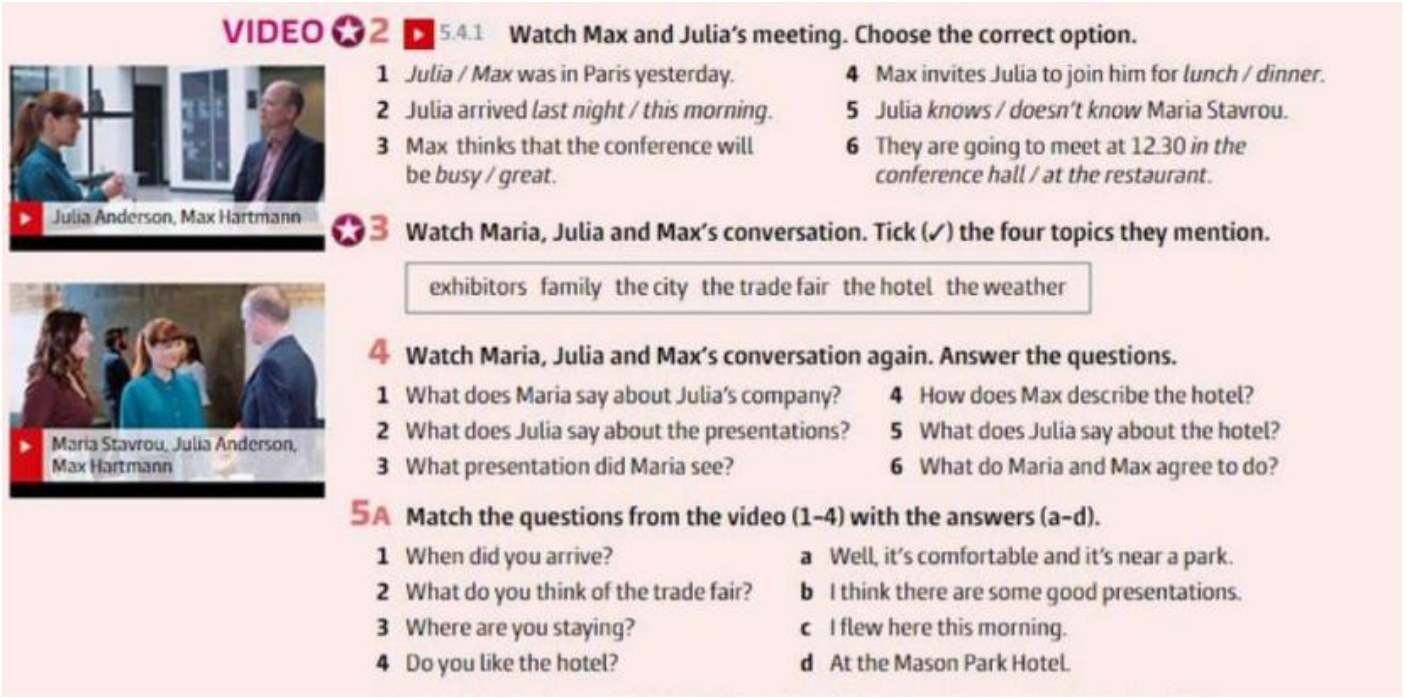
Вправа 1. Small talk

Discuss with a partner:

- What do you think of the trade fair?
- Is it your first time here?
- Which products do you like?
- Have you met any interesting people?
- What are your plans for tomorrow?

Вправа 2. Role-play

You are meeting an important client at a trade fair. Introduce yourself, make small talk and discuss the exhibition.



Домашнє завдання: підготувати діалог «Socialising with a client at a trade fair».

Практичне заняття 5.5

Тема: Business workshop: The conference

Мета: узагальнити матеріал Unit 5, навчитися порівнювати деталі конференцій, писати електронний лист про конференцію та підтримувати розмову під час ділової вечері.

Підготовка до заняття: повторити матеріал Unit 5 та опрацювати матеріал Business Workshop «The conference».

План заняття

1. Повторення лексичного та граматичного матеріалу Unit 5.
2. Читання та аналіз інформації про конференції.
3. Speaking: **Phoning to compare conference details**.
4. Writing: **An email about a conference**.
5. Speaking: **Making conversation at a conference dinner**.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ

Вправа 1. Compare two conferences.

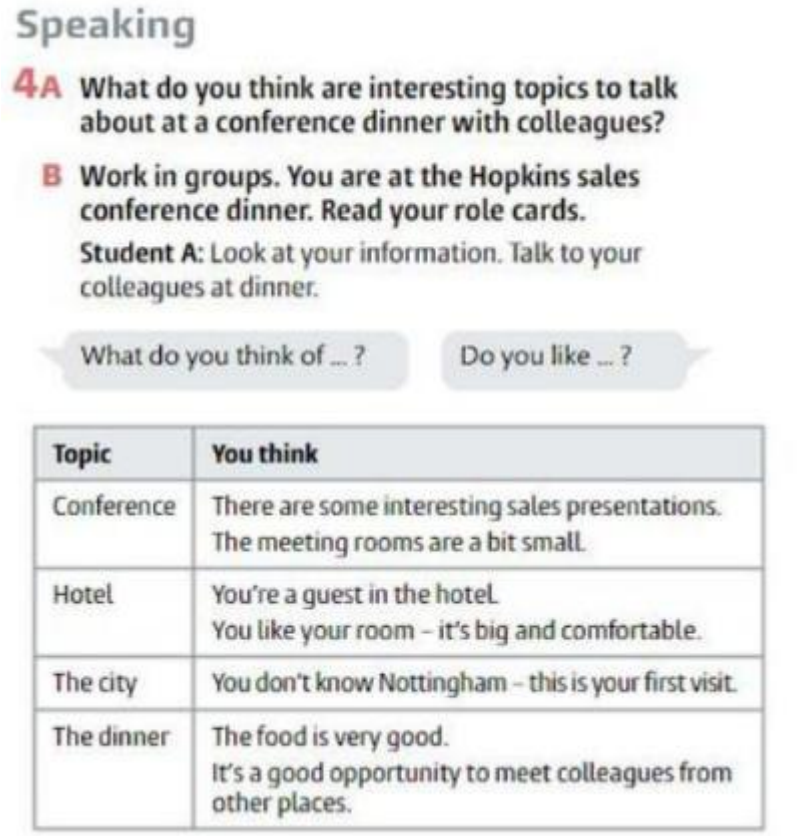
Compare:

- date;
- location;
- programme;
- speakers;
- price;
- number of participants.

Вправа 2. Writing

Write an email to a colleague about a conference. Include all important details.

Вправа 3. Speaking



Speaking

4A What do you think are interesting topics to talk about at a conference dinner with colleagues?

B Work in groups. You are at the Hopkins sales conference dinner. Read your role cards.

Student A: Look at your information. Talk to your colleagues at dinner.

What do you think of ... ?

Do you like ... ?

Topic	You think
Conference	There are some interesting sales presentations. The meeting rooms are a bit small.
Hotel	You're a guest in the hotel. You like your room – it's big and comfortable.
The city	You don't know Nottingham – this is your first visit.
The dinner	The food is very good. It's a good opportunity to meet colleagues from other places.

Imagine you are at a conference dinner. Make conversation with another participant.

Практичне заняття 6.1

Тема: Future products

Мета: ознайомитися з лексикою за темою «Technology and the environment», навчитися говорити про майбутні продукти, висловлювати припущення та обговорювати технологічні й екологічні характеристики продукції.

Підготовка до заняття: опрацювати матеріал до теми «Future products», вивчити лексику **Technology and the environment**.

План заняття

1. Актуалізація опорних знань.
2. Опрацювання лексики **Technology and the environment**.
3. Комунікативна граматика **Speculating about the future**.
4. Перегляд відео **Industry futures**.
5. Обговорення майбутніх продуктів.
6. Виконання завдання **Talking about the future**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match.

1. sustainable
2. recyclable
3. smart
4. innovative
5. environmentally friendly

a) using new ideas or technology
b) causing little or no harm to the environment
c) able to be used again as a material
d) using technology to work automatically
e) able to continue without damaging resources

Вправа 2. Complete the sentences.

1. Future products will probably be more _____.
2. Companies may develop _____ packaging.
3. We might use more _____ materials.
4. Smart products could _____ automatically.

Вправа 3. Speaking

What will products be like in 10 years?

Use:

will probably...
may...
might...
could...

Домашнє завдання: підготувати опис майбутнього продукту.

Практичне заняття 6.2

Тема: A problem with an order

Мета: сформувати навички професійного спілкування під час вирішення проблем із замовленнями, навчитися описувати проблеми, працювати зі скаргами та пропонувати рішення.

Підготовка до заняття: опрацювати лексику **A problem with an order**, підготуватися до аудіювання та рольових ситуацій.

План заняття

1. Актуалізація опорних знань.
2. Аудіювання **A problem with an order**.
3. Опрацювання лексики **Helping with problems**.
4. Фонетичне тренування.
5. Speaking: **Phoning and answering customer services**.
6. Рольова гра.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Complete the phrases.

1. I'm calling about my _____.
2. There seems to be a problem _____ the delivery.
3. We received the wrong _____.
4. Could you _____ this problem?
5. When can you _____ the replacement?

Vocabulary **Helping with a problem**

3 **Listen again and complete the phrases from the phone call with one or two words.**

1 How can _____ _____ you?
2 There's a _____ _____ the laptops you delivered.
3 I'm _____ _____ hear that.
4 _____ _____ have your order number, please?
5 I'm very _____ _____ the mistake.
6 We'll _____ those for you.
7 Can I just _____ your delivery address?
8 It _____ take three to four days.
9 I _____ this is important for you.
10 I'll _____ _____ my manager.
11 Can I help _____ _____ anything else?
12 You're very _____. Goodbye.

page 99 See Pronunciation bank: /ɑ:/ and /ʌ/

Вправа 2. Role-play

Student A: customer.
Student B: customer service representative.

The customer received the wrong product. Discuss the problem and find a solution.

Домашнє завдання: скласти телефонний діалог щодо проблеми із замовленням.

Практичне заняття 6.3

Тема: The production process

Мета: ознайомитися з лексикою за темою «Environment and ethics», навчитися описувати виробничий процес, розуміти інформацію про виробництво продукції, використовувати відповідні граматичні конструкції.

Підготовка до заняття: опрацювати матеріал до теми «The production process», вивчити лексику та повторити граматичні конструкції для опису виробництва.

План заняття

1. Актуалізація опорних знань.
2. Читання **Environment and ethics**.
3. Опрацювання лексики.
4. Комунікативна граматика **Describing production**.

5. Фонетичне тренування.
6. Виконання письмового завдання **A description for a company website**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match the stages.

1. raw materials
2. production
3. packaging
4. quality control
5. delivery

a) checking the product
b) materials used to make a product
c) making the product
d) preparing the product for customers
e) sending the product to customers

Вправа 2. Describe the process.

Use:

first → then → next → after that → finally

Describe how a product is made.

Вправа 3. Writing

Write a short description of the production process for a company website.

Домашнє завдання: підготувати усний опис виробничого процесу.

Практичне заняття 6.4

Тема: How many do you want to order?

Мета: сформувати навички професійного спілкування під час оформлення замовлення, навчитися запитувати та повідомляти кількість товару, обговорювати умови замовлення.

Підготовка до заняття: опрацювати матеріал до теми «How many do you want to order?», повторити лексику за темою «Orders».

План заняття

1. Актуалізація опорних знань.
2. Перегляд відео **How many do you want to order?**
3. Опрацювання лексики та мовних конструкцій.
4. Speaking: **Placing an order**.
5. Рольова гра.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ

Вправа 1. Complete the dialogue.

Sales assistant: How many units would you like to order?
Customer: I'd like to order _____.
Sales assistant: Would you like _____ more?
Customer: No, that's _____.

Вправа 2. Role-play

Student A: buyer.
Student B: seller.

Place an order. Discuss:

- product;
- quantity;
- price;
- delivery date;
- payment.

Домашнє завдання: підготувати діалог «Placing an order».

Практичне заняття 6.5

Тема: Business workshop: Buy natural

Мета: узагальнити матеріал Unit 6, розвивати навички читання, аудіювання та усного професійного спілкування, навчитися обговорювати екологічні властивості продукції та оформлювати замовлення.

Підготовка до заняття: повторити матеріал Unit 6, опрацювати матеріал Business Workshop «Buy natural».

План заняття

1. Повторення лексичного та граматичного матеріалу Unit 6.
2. Читання **A company website about ethical products**.
3. Обговорення екологічних характеристик продукції.
4. Speaking: **Placing an order**.
5. Writing: **Making a complaint about an order**.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ

Вправа 1. Reading

Read information about an ethical product and answer:

1. What is the product?
2. What materials are used?
3. Why is it environmentally friendly?
4. What makes it different?
5. Would you buy it? Why?

Вправа 2. Role-play

Place an order for an environmentally friendly product.

Вправа 3. Writing

Write a complaint about an order. Explain the problem and ask the company to solve it.

Практичне заняття 7.1

Тема: Should I upgrade?

Мета: ознайомитися з лексикою за темою «Product qualities», навчитися описувати характеристики товарів, порівнювати продукцію та послуги, використовувати порівняльні конструкції.

Підготовка до заняття: опрацювати матеріал до теми «Should I upgrade?», вивчити лексику **Product qualities**.

План заняття

1. Актуалізація опорних знань.
2. Опрацювання лексики **Product qualities**.
3. Комунікативна граматика **Talking about products**.
4. Speaking: **Talking about products**.
5. Виконання завдання **Comparing models**.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ



Lead-in

1 Choose a product from the box and use the questions to make some notes. Tell your partner about it.

a car | a phone | a television | a watch

What brand is it? Why do you like it? What is special about it?

Vocabulary

Product qualities

2 Match the phrases in the box with their descriptions (a–h).

design | product life | features | speed | unique selling point (USP) | user experience | value for money | weight

a how fast it is
b how heavy it is
c how long a product works
d how a product looks or works
e the useful things that the product has (e.g. camera) or the things it can do (e.g. talk)
f something that makes the product different to others
g what it feels like or how easy it is to use the product
h the price of the product vs. the product performance/features

Вправа 1. Match.

1. reliable
2. affordable
3. expensive
4. efficient

5. durable

a) working well without wasting time or energy
b) not easily damaged
c) costing a lot of money
d) can be trusted
e) reasonably priced

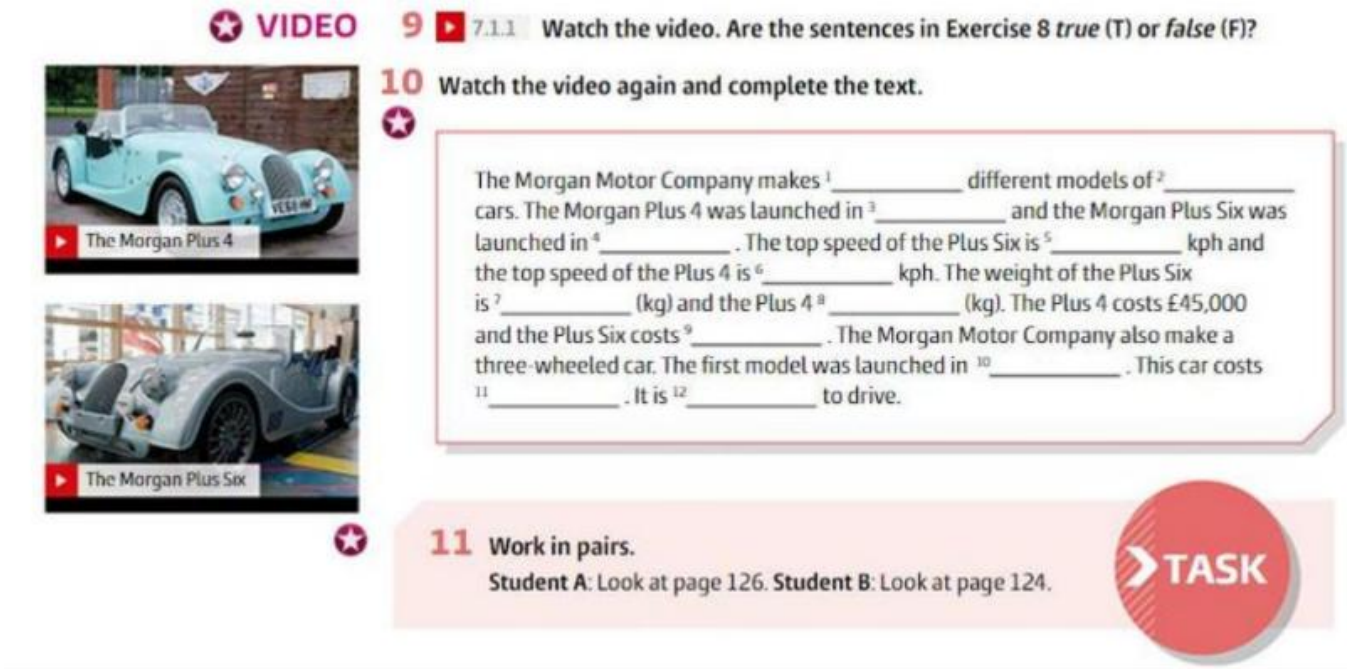
Вправа 2. Compare two products.

Compare two smartphones/cars/laptops according to:

- price;
- quality;
- design;
- performance;
- reliability.

Вправа 3. Speaking

Would you upgrade your current product? Explain why or why not.



Домашнє завдання: підготувати порівняння двох аналогічних товарів.

Практичне заняття 7.2

Тема: Services

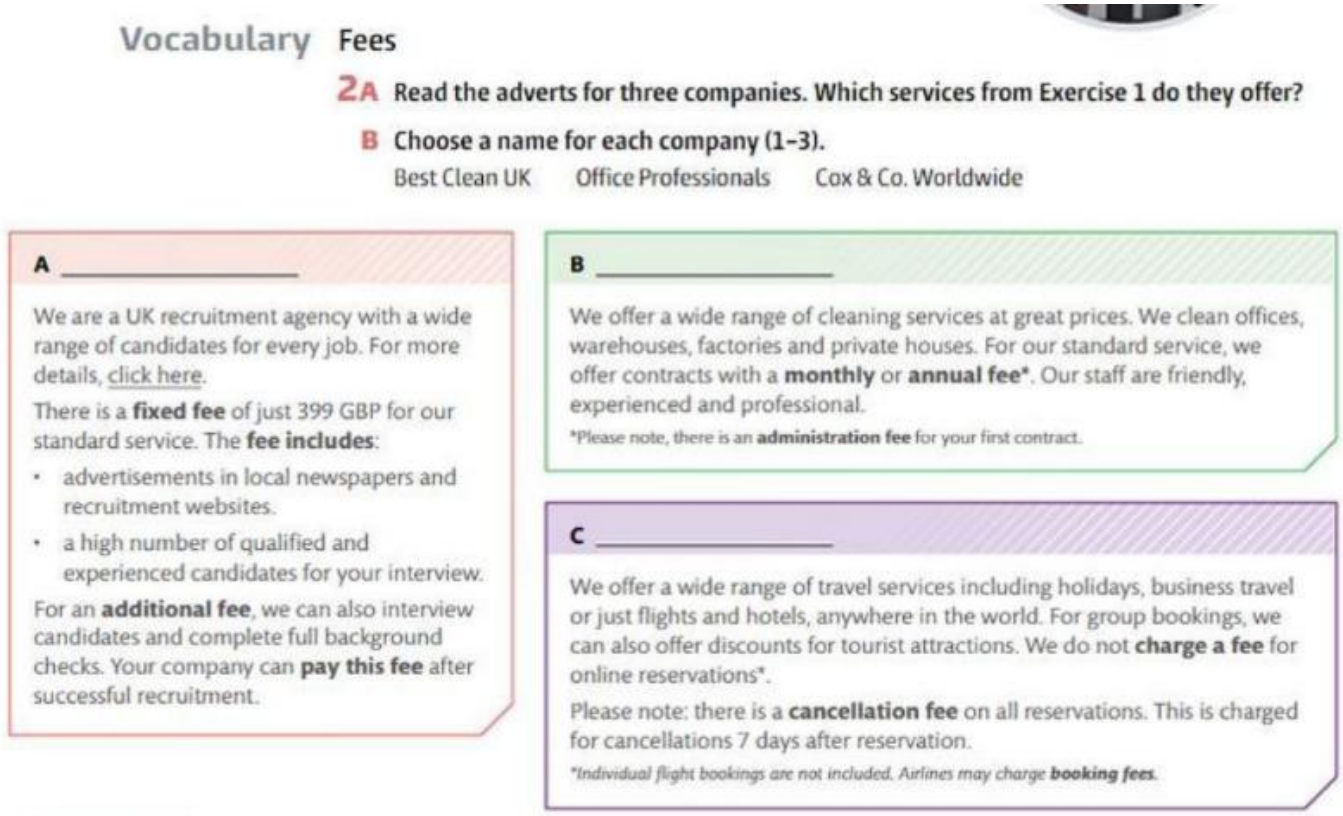
Мета: ознайомитися з лексикою за темою «Fees», навчитися говорити про вартість послуг, порівнювати умови надання послуг та обговорювати вимоги клієнтів.

Підготовка до заняття: опрацювати матеріал до теми «Services», вивчити лексику **Fees**, повторити вимову закінчень **-s/-es**.

План заняття

1. Актуалізація опорних знань.
2. Опрацювання лексики **Fees**.
3. Фонетичне тренування.
4. Аудіювання **Comparing recruitment agencies**.
5. Speaking: **Comparing recruitment agencies**.
6. Виконання завдання **Comparing services**.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ



Vocabulary Fees

2A Read the adverts for three companies. Which services from Exercise 1 do they offer?

B Choose a name for each company (1–3).

Best Clean UK Office Professionals Cox & Co. Worldwide

A _____

We are a UK recruitment agency with a wide range of candidates for every job. For more details, click here.

There is a **fixed fee** of just 399 GBP for our standard service. The **fee includes**:

- advertisements in local newspapers and recruitment websites.
- a high number of qualified and experienced candidates for your interview.

For an **additional fee**, we can also interview candidates and complete full background checks. Your company can **pay this fee** after successful recruitment.

B _____

We offer a wide range of cleaning services at great prices. We clean offices, warehouses, factories and private houses. For our standard service, we offer contracts with a **monthly** or **annual fee***. Our staff are friendly, experienced and professional.

*Please note, there is an **administration fee** for your first contract.

C _____

We offer a wide range of travel services including holidays, business travel or just flights and hotels, anywhere in the world. For group bookings, we can also offer discounts for tourist attractions. We do not **charge a fee** for online reservations*.

Please note: there is a **cancellation fee** on all reservations. This is charged for cancellations 7 days after reservation.

*Individual flight bookings are not included. Airlines may charge **booking fees**.

Вправа 1. Complete the sentences.

1. The agency charges a _____.
2. The service is free of _____.
3. There is an additional _____ for delivery.
4. The monthly _____ is €50.

Вправа 2. Compare two services.

Compare two recruitment agencies according to:

- fees;
- services;
- experience;
- number of candidates;
- results.

Домашнє завдання: скласти порівняння двох компаній, що надають однакові послуги.

Практичне заняття 7.3

Тема: The best providers

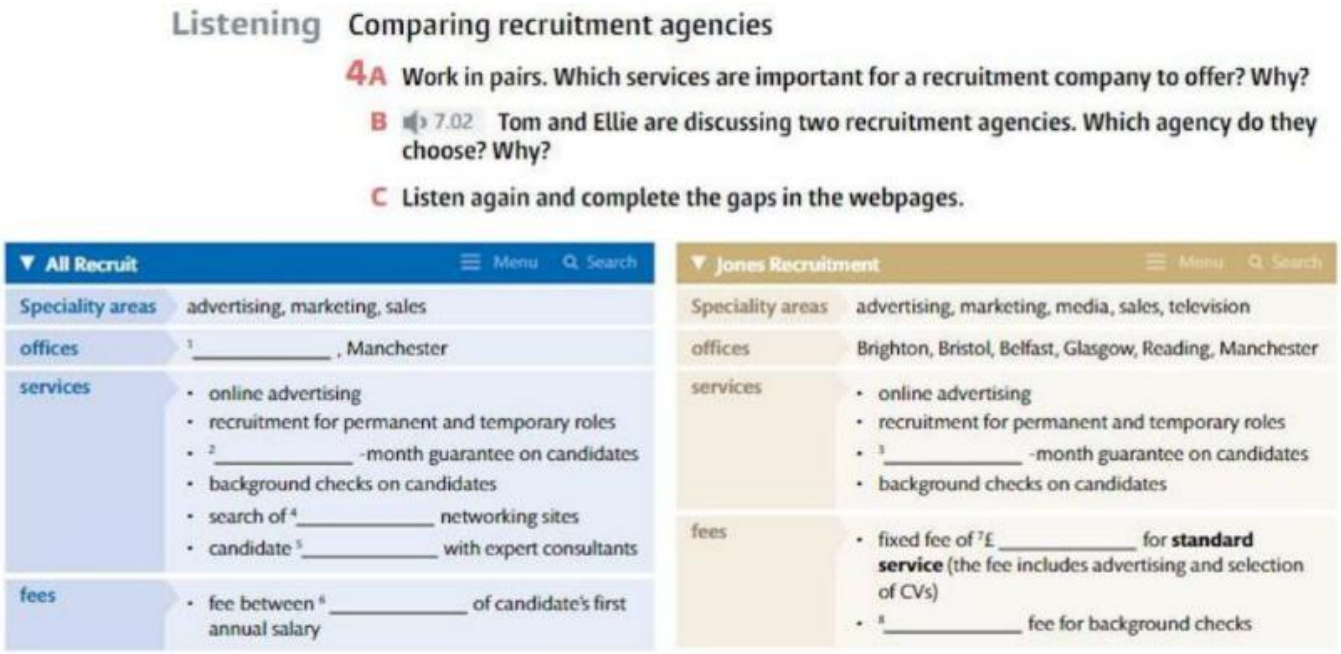
Мета: розвивати навички читання та аналізу інформації про постачальників, навчитися порівнювати послуги, використовувати суперлативні конструкції та писати електронні листи з рекомендаціями.

Підготовка до заняття: опрацювати матеріал до теми «The best providers», повторити утворення та використання superlatives.

План заняття

1. Актуалізація опорних знань.
2. Читання **An email comparing service providers**.
3. Опрацювання комунікативної граматики **superlatives**.
4. Writing: **An email summarising results**.
5. Порівняння постачальників послуг.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ



Listening Comparing recruitment agencies

4A Work in pairs. Which services are important for a recruitment company to offer? Why?

B 7.02 Tom and Ellie are discussing two recruitment agencies. Which agency do they choose? Why?

C Listen again and complete the gaps in the webpages.

All Recruit Menu Search

Speciality areas	advertising, marketing, sales
offices	1 _____, Manchester
services	• online advertising • recruitment for permanent and temporary roles • 2 _____-month guarantee on candidates • background checks on candidates • search of 4 _____ networking sites • candidate 5 _____ with expert consultants
fees	• fee between 6 _____ of candidate's first annual salary

Jones Recruitment Menu Search

Speciality areas	advertising, marketing, media, sales, television
offices	Brighton, Bristol, Belfast, Glasgow, Reading, Manchester
services	• online advertising • recruitment for permanent and temporary roles • 3 _____-month guarantee on candidates • background checks on candidates
fees	• fixed fee of 7£ _____ for **standard service** (the fee includes advertising and selection of CVs) • 8 _____ fee for background checks

Вправа 1. Complete with the superlative.

1. This company is the _____ (reliable).
2. Provider A is the _____ (expensive).
3. This is the _____ (efficient) service.
4. Company B has the _____ (good) customer service.

Вправа 2. Writing

Write an email summarising the results of a comparison of three service providers.

Include:

- the best provider;
- the most expensive;
- the cheapest;
- the most reliable;
- your recommendation.

Writing **5** **Write an advertisement for the services of a courier agency. Use the information in the table below to answer the questions. Write full sentences.**

1 What types of delivery do you offer? *We offer ... We charge ...*
2 Do you charge a fixed fee? What for? What does the fixed fee include? *We charge ... Our fixed fee ...*
3 What fee do you charge for next-day delivery of items between 1kg and 5kg? *We charge ...*
4 Do you offer contracts? What for? *We also offer ...*
5 What do you charge additional fees for? *There is ...*

AP Couriers			
Where they deliver	**Services**	**Delivery/Fees** (1kg–5kg parcels) (includes collection and recorded delivery)	**Additional fees**
Local / National	Parcels & large/ heavy items	Same day – all items £22 Next day – £10–20 2 days – from £3, 3–7 days – from £2 Daily courier service contracts (pay monthly or yearly)	Contract agreements for daily courier service (administration) Items over 5kg Cancellation of orders

Домашнє завдання: підготувати письмове порівняння трьох постачальників послуг.

Практичне заняття 7.4

Тема: Work skills: Presentations

Мета: сформувати навички професійної презентації товарів і послуг, навчитися логічно структурувати презентацію, представляти переваги продукту та відповідати на запитання аудиторії.

Підготовка до заняття: ознайомитися з матеріалом до теми «Presentations», підготувати коротку презентацію товару або послуги.

План заняття

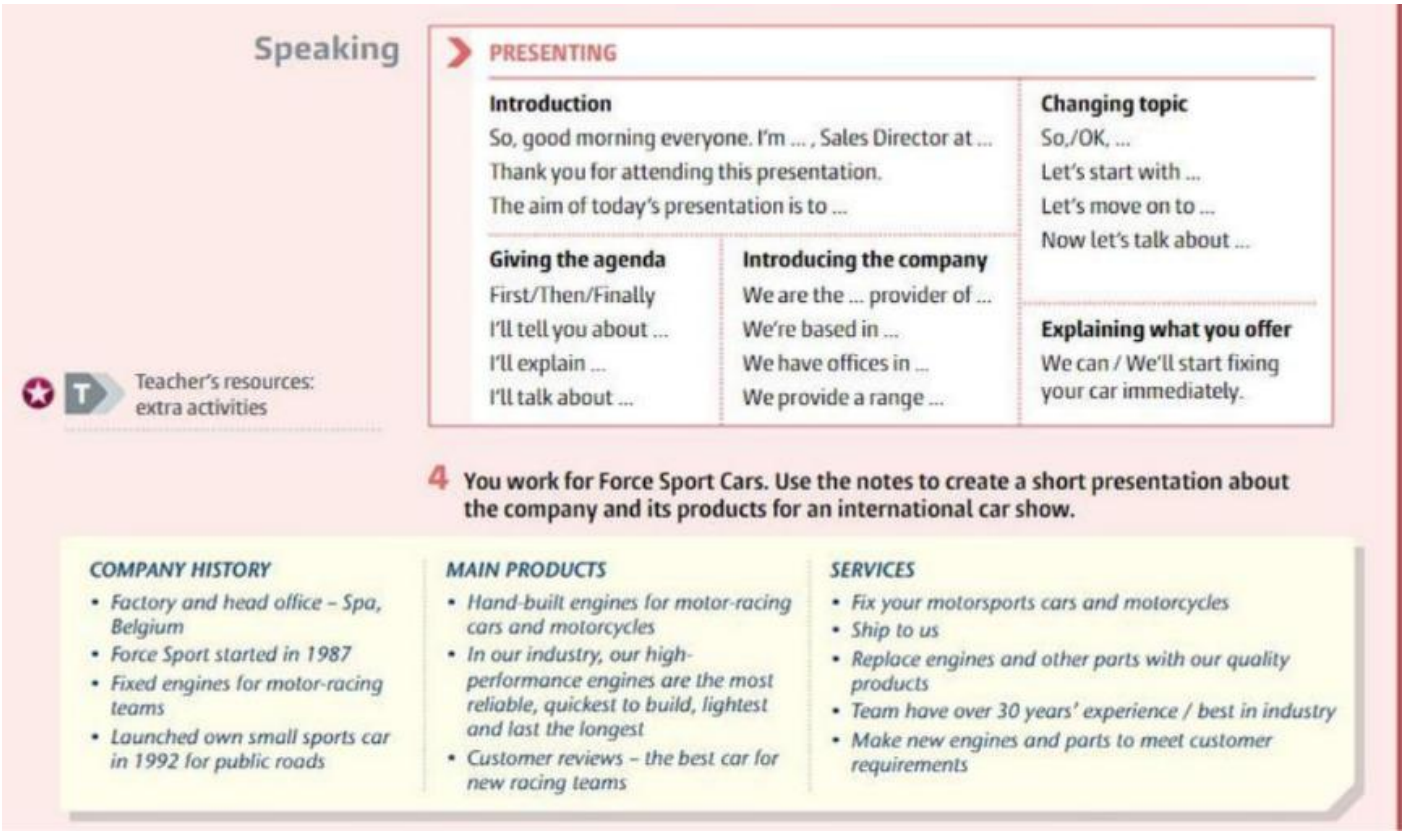
1. Актуалізація опорних знань.
2. Перегляд відео **Our products and services**.
3. Обговорення структури презентації.
4. Speaking: **Presenting**.
5. Підготовка та проведення коротких презентацій.
6. Взаємооцінювання виступів.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Complete the presentation phrases.

1. Today I'd like to _____ our new product.
2. Let me start _____ the main features.
3. The first advantage _____...
4. Another important point _____...
5. Thank you for _____.

Вправа 2. Presentation



Speaking

PRESENTING

Introduction
So, good morning everyone. I'm ... , Sales Director at ...
Thank you for attending this presentation.
The aim of today's presentation is to ...

Giving the agenda
First/Then/Finally
I'll tell you about ...
I'll explain ...
I'll talk about ...

Introducing the company
We are the ... provider of ...
We're based in ...
We have offices in ...
We provide a range ...

Changing topic
So,/OK, ...
Let's start with ...
Let's move on to ...
Now let's talk about ...

Explaining what you offer
We can / We'll start fixing your car immediately.

Teacher's resources: extra activities

4 **You work for Force Sport Cars. Use the notes to create a short presentation about the company and its products for an international car show.**

COMPANY HISTORY
- *Factory and head office – Spa, Belgium*
- *Force Sport started in 1987*
- *Fixed engines for motor-racing teams*
- *Launched own small sports car in 1992 for public roads*

MAIN PRODUCTS
- *Hand-built engines for motor-racing cars and motorcycles*
- *In our industry, our high-performance engines are the most reliable, quickest to build, lightest and last the longest*
- *Customer reviews – the best car for new racing teams*

SERVICES
- *Fix your motorsports cars and motorcycles*
- *Ship to us*
- *Replace engines and other parts with our quality products*
- *Team have over 30 years' experience / best in industry*
- *Make new engines and parts to meet customer requirements*

Prepare a 2–3 minute presentation about a product or service.

Include:

- introduction;
- main features;
- advantages;
- price;
- conclusion.

Домашнє завдання: підготувати презентацію товару або послуги.

Практичне заняття 7.5

Тема: Business workshop: The big contract

Мета: узагальнити матеріал Unit 7, навчитися аналізувати інформацію про постачальників, проводити презентацію та складати діловий лист із рекомендацією.

Підготовка до заняття: повторити матеріал Unit 7, опрацювати матеріал Business Workshop «The big contract».

План заняття

1. Повторення лексичного та граматичного матеріалу Unit 7.
2. Читання **An email about a trade show**.
3. Speaking: **Giving presentations**.
4. Аналіз пропозицій та їх порівняння.
5. Writing: **A summary email giving a recommendation**.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ

Вправа 1.

Introduction

1 **Look at the information about the International Cruise Show and read the email. Why is Hugo from Sunset Luxury Cruises going to the show?**



to: Hugo.Vasquez@sunset. from David.Golden@sunset

Hi Hugo,

As we discussed yesterday, I'd like you to look at the new cruise ships at the International Cruise Show next week. We need to buy a new ship for our Caribbean tours, to meet increasing customer demand.

Can you look at the options and write an analysis that recommends a ship?

Thanks,

David

Presentations

2 **Work in two groups.**

Group A: You work for Seven Seas Ships. Look at page 123 and read the information. Complete the table with details about your ship.

Group B: You work for Saffron Ship Company. Look at page 125 and read the information. Complete the table with details about your ship.



Company	Seven Seas Ships	Saffron Ship Company	Delta Luxury Ships
Ship	*The River Queen*	*The Star Sailor*	*The Cruise Star*
Size			200 x 30 m
Decks			4
Rooms			110
Features			5 bars, 3 restaurants, 3 swimming pools
Build/Delivery time			1 year 2 months
Estimated cost			$5.25 million

Present one company as a potential business partner.

Вправа 3.

3A **Work with a partner from the other group. Present your information from Exercise 2.**

B **Listen to your partner's presentation. Complete the table in Exercise 2.**

4 **Work in pairs. You work for Sunset Luxury Cruises. Use the information in the table in Exercise 2 to compare the three ships and decide which one is best for your company.**

Sunset Luxury Cruises want:

- the new ship to be ready in less than one year.
- to spend less than $5 million.
- to have 100 rooms or more.
- to have two bars and two restaurants or more.
- to have three swimming pools or more.

Writing

5A **Decide if the phrases are from the beginning (B), middle (M) or end (E) of an email.**

1 If you have any questions, please let me know.
2 *The Star Sailor* is the biggest ship.
3 *The River Queen* is cheaper but smaller than the other ships.
4 Please find attached the analysis of ...
5 Can we arrange a meeting to discuss the options?
6 Here is a summary of the findings.

B **You are Hugo Vasquez from Sunset Luxury Cruises. Write a summary email to your manager to explain which ship you recommend.**

Hi David,

Please find attached the analysis of ...

Практичне заняття 8.1

Тема: Work experience

Мета: ознайомитися з лексикою за темою «Skills and personal qualities», навчитися говорити про професійний досвід та особисті якості, ставити й відповідати на запитання під час професійної співбесіди.

Підготовка до заняття: опрацювати матеріал до теми «Work experience», вивчити лексику **Skills and personal qualities**.

План заняття

1. Актуалізація опорних знань.
2. Опрацювання лексики **Skills and personal qualities**.
3. Комунікативна граматика **Talking about experience**.
4. Перегляд відео **Skills and experience**.
5. Speaking: **Asking and answering interview questions**.
6. Підсумовування.
7. Домашнє завдання.

Приклади вправ



Vocabulary Skills and personal qualities

2 Read the blog post from a job website and answer the questions.

1 Who did the blog writer interview? Why?
2 What two things are good to talk about at a job interview?
3 What can people with no work experience do at an interview?

What employers want

We interviewed 100 employers about the skills and qualities they want when recruiting employees. Here are the top eight:

1	good communication skills	5	IT skills
2	organised	6	motivated
3	team worker	7	hard-working
4	analytical	8	language skills

They also say it's important that employees are reliable, know about the company's products and have a friendly personality.

Top Tip!

Next time you have a job interview, prepare to talk about real-life examples of the skills and personal qualities that are important for the job. For example, 'I'm very analytical. I**'ve analysed** sales data and **written** sales reports.' Or 'I'm a team worker. I**'ve worked** in international teams to solve problems on projects.' Or 'I'm very organised. I**'ve never missed** an important deadline.'

If you **haven't had** any work experience, give other examples from your life, interests and studies. For example, 'I have excellent communication skills. I**'ve written** blogs for a website.' Or 'I'm a good communicator and team worker. I**'ve given** many team presentations in my university classes.'

Вправа 1. Match the qualities.

1. reliable
2. creative

3. organised
4. flexible
5. responsible

a) able to work well in different situations
b) having good ideas
c) able to plan work effectively
d) can be trusted
e) willing to take responsibility

Вправа 2. Speaking

Answer the questions:

1. What work experience do you have?
2. What are your main skills?
3. What are your strongest qualities?
4. What kind of work do you enjoy?
5. What skills would you like to develop?

Вправа 3. Interview

Work in pairs. Student A is an interviewer, Student B is a candidate.

Ask and answer questions about work experience and personal qualities.

Домашнє завдання: підготувати відповіді на 5 запитань про професійний досвід.

Практичне заняття 8.2

Тема: The best person for the job

Мета: ознайомитися з лексикою за темою «Job requirements», навчитися аналізувати вимоги до кандидата, розуміти інформацію про вакансії, порівнювати кандидатів та аргументувати вибір.

Підготовка до заняття: опрацювати матеріал до теми «The best person for the job», вивчити лексику **Job requirements**.

План заняття

1. Актуалізація опорних знань.
2. Опрацювання лексики **Job requirements**.

3. Аудіювання **Choosing a candidate**.
4. Фонетичне тренування.
5. Speaking: **The ideal candidate**.
6. Порівняння кандидатів.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Match the requirements.

1. qualifications
2. experience
3. communication skills
4. computer skills
5. teamwork

a) ability to work with other people
b) knowledge of computer programmes
c) previous work in a particular field
d) education or certificates needed for a job
e) ability to communicate effectively

Вправа 2. Compare candidates.

Candidate A:

- 3 years' experience;
- good communication skills;
- basic computer skills.

Candidate B:

- 5 years' experience;
- excellent computer skills;
- good teamwork skills.

Discuss which candidate meets the job requirements better and explain why.

Listening Choosing job candidates

4A 8.01 **Listen to Dan's conversation with Elsa. Who is going to interview the candidates?**

B Listen again and complete the profile for each candidate.

	Vicki Grant	Sam Gowan	Isaac Lange
Impression of candidate	Very friendly, good [1] _____ skills.	Knows a lot about our company, good [4] _____ skills.	Good team worker, has a [7] _____ personality.
Essential	[2] _____ years' experience in sales, manages a team of twelve staff.	Three years' experience in sales, manages a team of [5] _____ staff.	[8] _____ years' experience in sales, manages a team of twenty staff.
Useful	Works in pharmaceutical industry, degree in chemistry, speaks [3] _____.	Works for a [6] _____ chemical company, has business degree, has worked in Germany, excellent German.	Works for paint manufacturer, has travelled for work, [9] _____ German.



→ page 101 See Pronunciation bank: 8.2 The vowel /ɒ/. The letter 'o' as /ɒ/, /əʊ/ and /ʌ/

5 Look at the information about the candidates in 4B. Complete true sentences with the positive or negative form of the verbs in brackets.

1 Vicki *hasn't worked* (work) in the chemical industry.
2 She _____ (study) German, but she _____ (study) French.
3 Sam _____ (live) and _____ (work) in another country.
4 Sam _____ (work) for a bigger company than Danotex.
5 Isaac _____ (have) the most experience as a sales manager.
6 Issac _____ (travel) for work.
7 Vicki and Sam _____ (go) to university but Isaac _____.

Speaking

6A Describe each candidate's experience.

Vicki has a degree in chemistry. She has worked in pharmaceutical industry and has managed a team. She can speak ...

B Work in pairs. Compare your sentences from Exercise 6A. Who do you think is the best candidate for the job? Why?

I think Sam is the best candidate. He's worked in Germany and he's had experience in the chemical industry.

Домашнє завдання: скласти опис ідеального кандидата на певну посаду.

Практичне заняття 8.3

Тема: Professional profiles

Мета: навчитися працювати з професійними профілями, аналізувати інформацію про професійний досвід та кваліфікацію кандидата, повторити конструкції для опису минулого досвіду та виконаних професійних завдань, сформувати навички написання професійного профілю.

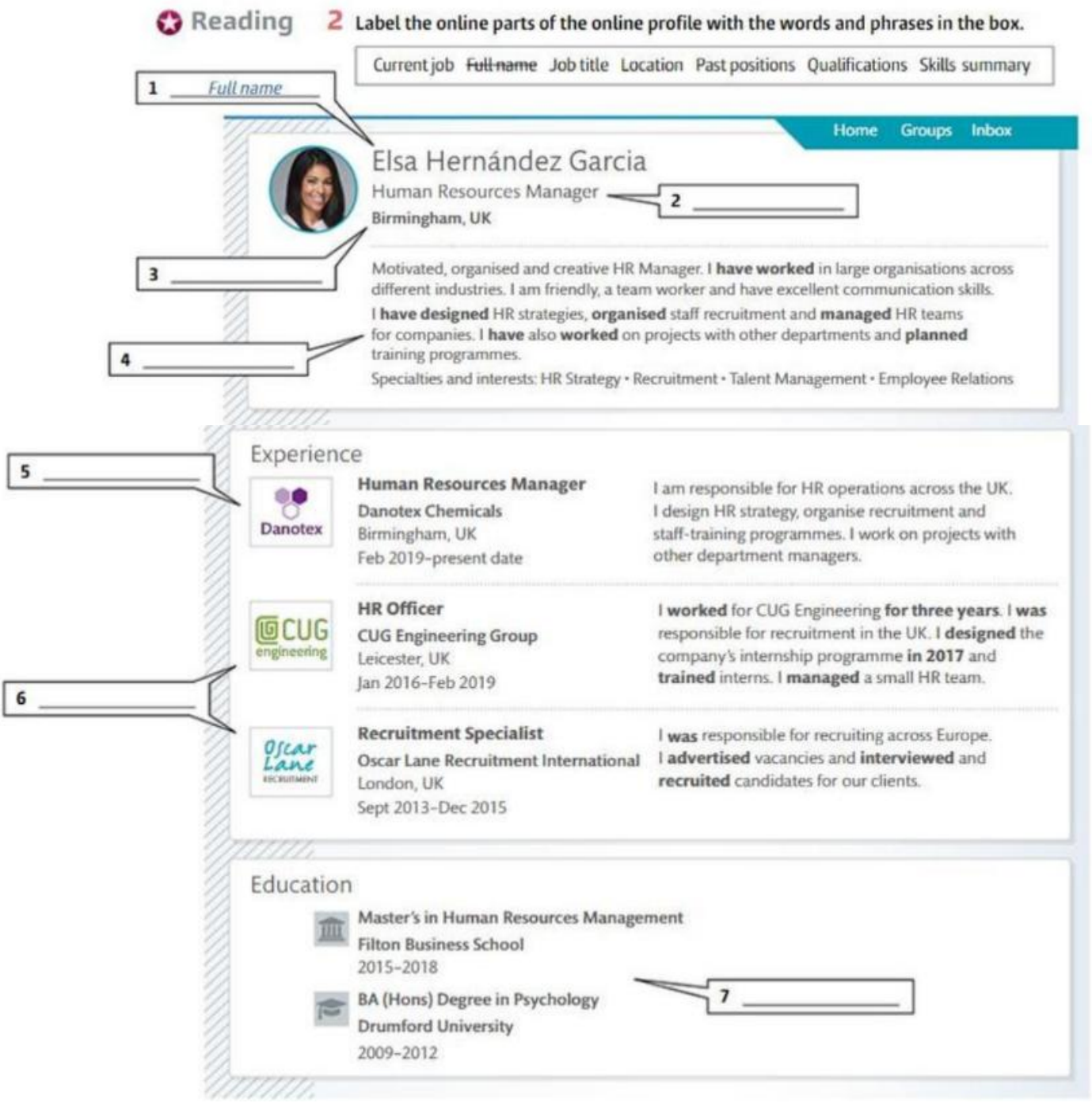
Підготовка до заняття: ознайомитися з матеріалом до теми «Professional profiles», опрацювати лексику та граматичні конструкції.

План заняття

1. Актуалізація опорних знань.

2. Читання **A professional profile**.
3. Опрацювання комунікативної граматики **Talking about experiences and completed past events**.
4. Фонетичне тренування.
5. Writing: **An employee profile**.
6. Аналіз та редагування написаних профілів.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ



Вправа 1. Read the profile and answer.

1. What is the person's current position?
2. Where did the person work before?
3. What qualifications does the person have?
4. What professional skills does the person have?
5. What are the person's main achievements?

Вправа 2. Complete the sentences.

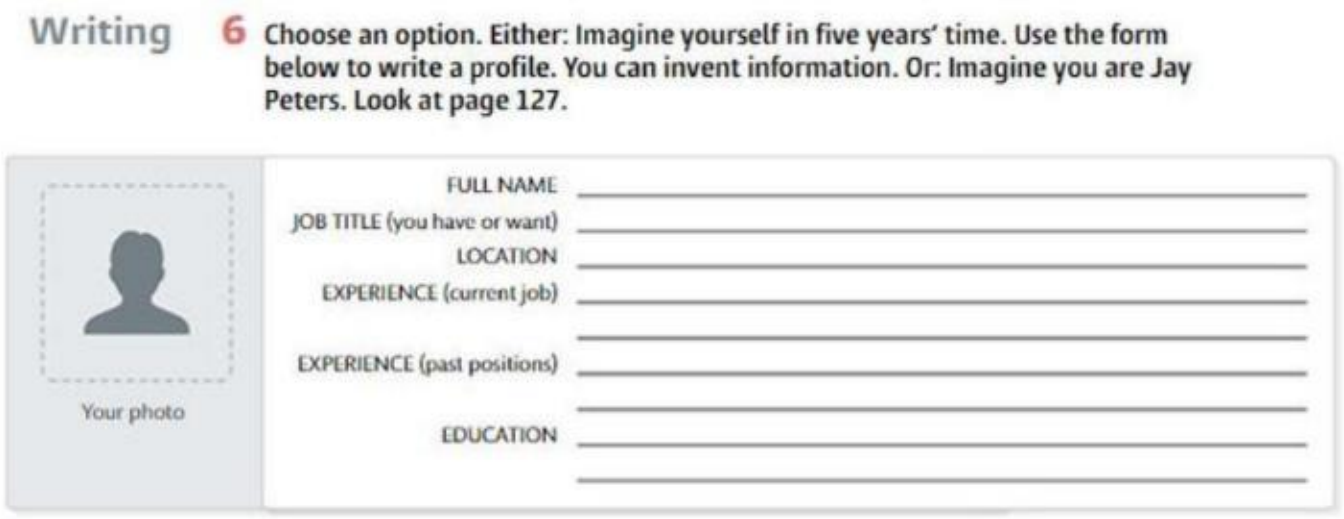
1. She has _____ experience in marketing.

2. He worked _____ the sales department.

3. She has _____ several successful projects.

4. He is responsible _____ a team of ten people.

Вправа 3. Writing — An employee profile



Write a professional profile including:

- education;
- work experience;
- skills;
- personal qualities;
- professional achievements.

Домашнє завдання: підготувати власний професійний профіль англійською мовою.

Практичне заняття 8.4

Тема: Job interviews

Мета: сформувати навички професійного спілкування під час співбесіди, навчитися ставити та відповідати на запитання, описувати професійний досвід та аргументувати відповідність кандидата вимогам посади.

Підготовка до заняття: опрацювати матеріал до теми «Job interviews», підготувати відповіді на типові запитання співбесіди.

План заняття

1. Актуалізація опорних знань.

2. Перегляд відео **The job interview**.
3. Обговорення змісту відео.
4. Speaking: **Job interviews**.
5. Виконання рольової гри.
6. Аналіз відповідей кандидатів.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ

Вправа 1. Answer the interview questions.

1. Tell me about yourself.
2. What experience do you have?
3. What are your strengths?
4. What are your professional goals?
5. Why are you interested in this job?
6. Why should we employ you?

Вправа 2. Role-play

Student A: interviewer.
Student B: candidate.

Conduct a job interview.

Вправа 3. Follow-up questions

The interviewer asks additional questions about:

- experience;
- education;
- skills;
- previous responsibilities;
- career plans.

Домашнє завдання: підготувати відповіді на типові запитання співбесіди.

Практичне заняття 8.5

Тема: Business workshop: The interviewer and the candidate

Мета: узагальнити матеріал Unit 8, удосконалити навички професійного спілкування під час співбесіди, навчитися визначати відповідність кандидата вимогам вакансії, ставити професійні запитання та аргументувати рішення.

Підготовка до заняття: повторити лексичний та граматичний матеріал Unit 8, опрацювати матеріал Business Workshop «The interviewer and the candidate».

План заняття

1. Повторення лексичного та граматичного матеріалу Unit 8.
2. Аналіз вимог до вакансії.
3. Speaking: **Interview questions**.
4. Проведення рольової співбесіди.
5. Обговорення відповідності кандидата вимогам посади.
6. Визначення найбільш відповідного кандидата на основі встановлених вимог.
7. Підсумовування.
8. Домашнє завдання.

Приклади вправ


Introduction 1 Complete the job advertisement with the headings in the box.

Your role and responsibilities About our company Your skills and experience

Operations Manager

a _____

We are a global transport and logistics company with over 64,000 employees at 1,200 locations in over 90 countries.

b _____

We have a great opportunity for an Operations Manager for the northern UK region. You will manage transport services for our customers. Our contracts include the delivery of food and drink to thousands of cafés, hotels and restaurants in the region.

c _____

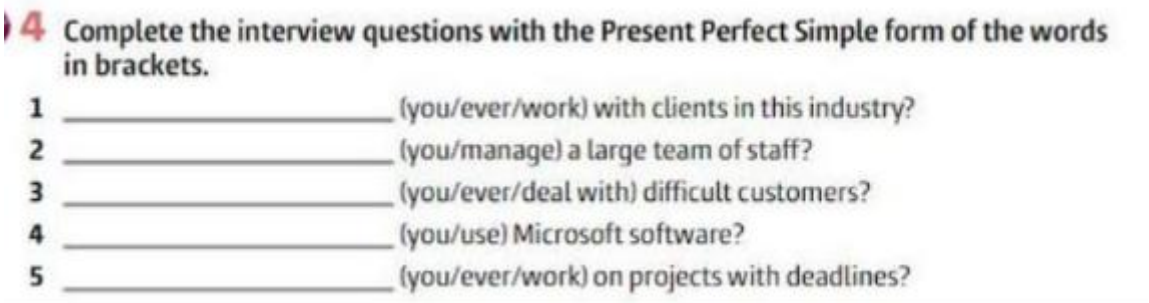
- degree or equivalent
- previous experience of managing transport operations essential
- previous experience of dealing with clients
- can use Microsoft Word, Excel and PowerPoint
- can manage and motivate a team of managers and staff
- good problem-solving skills
- can meet project deadlines

Вправа 1. Prepare interview questions

Prepare questions about:

- education;
- work experience;
- qualifications;

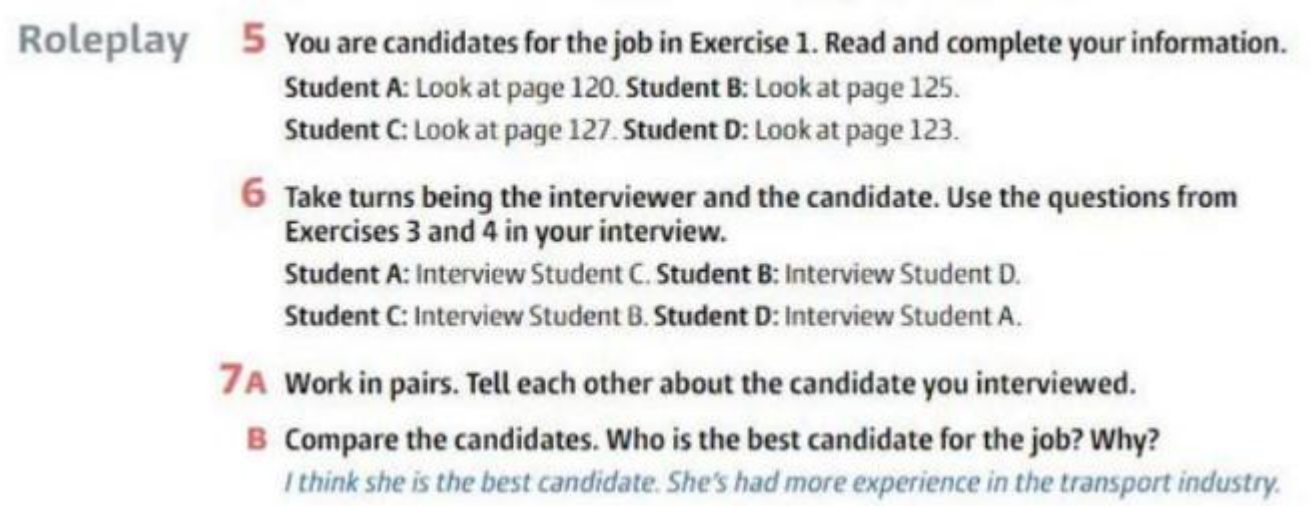
- skills;
- personal qualities;
- career plans.



4 Complete the interview questions with the Present Perfect Simple form of the words in brackets.

1 _____ (you/ever/work) with clients in this industry?
2 _____ (you/manage) a large team of staff?
3 _____ (you/ever/deal with) difficult customers?
4 _____ (you/use) Microsoft software?
5 _____ (you/ever/work) on projects with deadlines?

Вправа 2. Role-play — Job interview



Roleplay

5 You are candidates for the job in Exercise 1. Read and complete your information.
Student A: Look at page 120. **Student B:** Look at page 125.
Student C: Look at page 127. **Student D:** Look at page 123.

6 Take turns being the interviewer and the candidate. Use the questions from Exercises 3 and 4 in your interview.
Student A: Interview Student C. **Student B:** Interview Student D.
Student C: Interview Student B. **Student D:** Interview Student A.

7A Work in pairs. Tell each other about the candidate you interviewed.

B Compare the candidates. Who is the best candidate for the job? Why?
I think she is the best candidate. She's had more experience in the transport industry.

Student A — Interviewer

Conduct an interview and ask questions about the candidate's experience, skills and qualifications.

Student B — Candidate

Answer the questions and explain why your experience and skills are relevant to the position.

Вправа 3. Discuss the candidate

After the interview, discuss:

- What experience does the candidate have?
- What are the candidate's strongest skills?
- Does the candidate meet the job requirements?

- What additional information do you need?

Домашнє завдання: повторити лексичний та граматичний матеріал Unit 8 та підготуватися до тематичного тестування.

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