

Business Elementary

Unit 2: Products & services



Business Elementary

Unit 2: Grammar reference and Homework



1. Match 1-4 to a-d, then 5-7 to e-g to make sentences.

1. Customers buy ____

2. We produce ____

3. We export to ____

4. We employ ____

5. We sell ____

6. We develop ____

7. We provide ____
- a. the Asian market.

b. our financial services from banks.

c. electronic components for computers.

d. technology for telecommunications.

e. training for our software.

f. our products to supermarkets.

g. 6,000 people at our company, worldwide.

2. Complete the crossword.

1. A _____ company finds new employees. (11 letters)

2. This company sells houses and offices. (4, 6 letters)

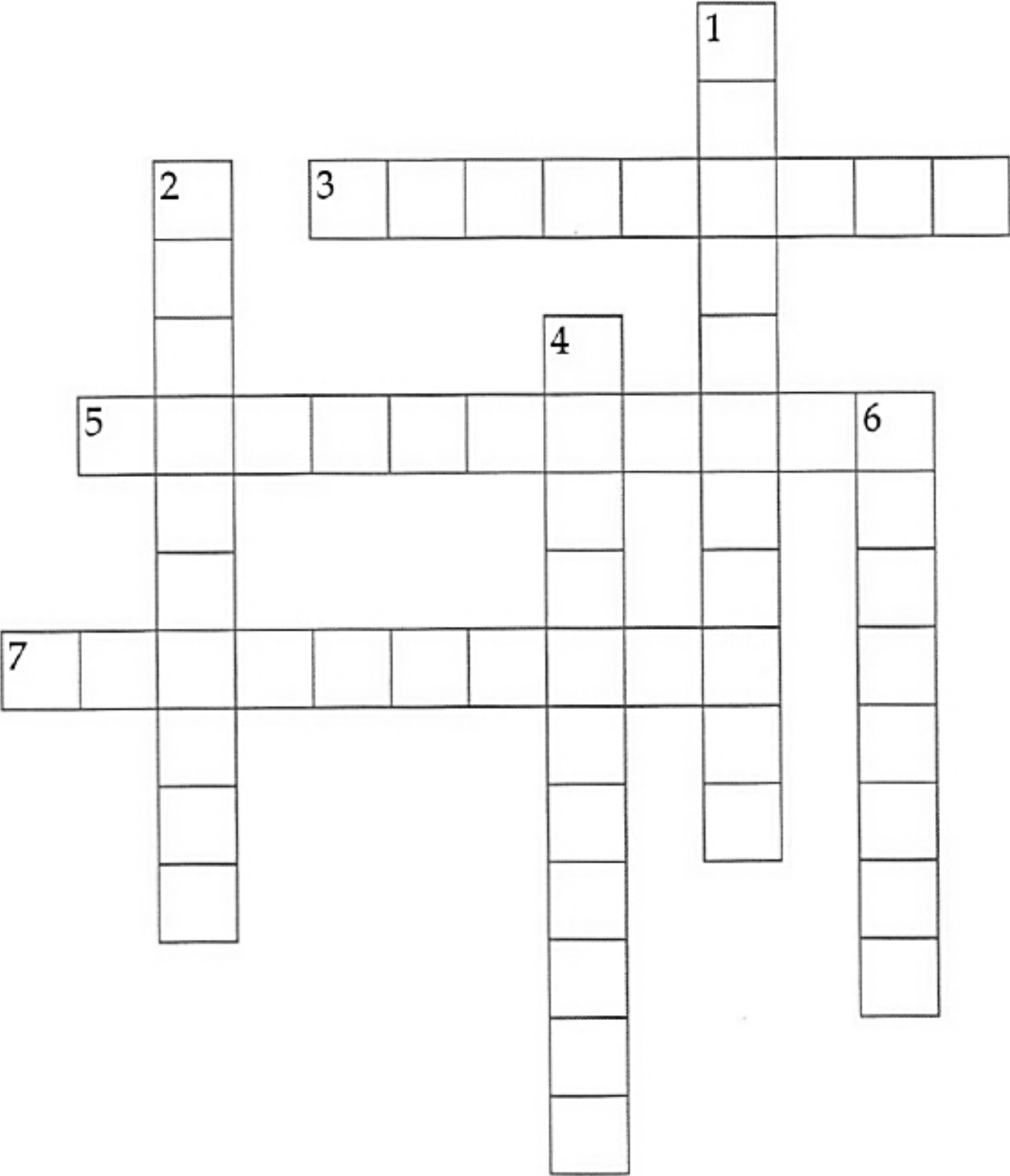
3. Banks provide us with _____ services. (9 letters)

4. Hotels and restaurants are in the _____ industry. (11 letters)

5. Samsung is an _____ company. (11 letters)

6. Microsoft produces this: _____. (8 letters)

7. Car production is part of the _____ industry. (10 letters)



Business communication

1. Choose the correct answer, a or b.

- 1 Hello. Freedom Library,
a. ... What do you want?
b. ... How can I help you?
2. Is Mr. Joe Doe there, please?
a. Yes, I'll put you in.
b. Yes, I'll put you through.
- 3 Kenzo speaking.
a. Hello Kenzo. I am Marco.
b. Hello Kenzo. It's Marco.
4. Thanks for your help.
a. You're welcome.
b. Please.
5. See you soon.
a. Yes, thanks.
b. See you.

2. Put each part of the phone conversation in the correct order 1-4.

1. A. ____ OK, thanks. See you there.
B. ____ See you. Bye.
C. ____ That's right.
D. ____ So, it's room 34, on the second floor.
2. A. ____ Hi, Oliver! How are you?
B. ____ Hello there. Mark speaking.
C. ____ Hi, Mark. It's Oliver Bulldog.
D. ____ Fine, thank you. I'm calling about our meeting.
3. A. ____ Good afternoon. This is Oliver from BHC. Is Mark there, please?
B. ____ Thank you.
C. ____ Good afternoon! Pro LLC. How can I help you?
D. ____ Yes, I'll put you through.

3. Complete the conversation with the correct words.

A: Hello, Rapid Learning Solutions. **1.** _____ can I **2.** _____ you?

B: Hello. **3.** _____ is Jonathan Reed from Global Assurance. I'm **4.** _____ **5.** _____ your IT training ...

A: ... and I'll email you the price list.

B: That's great. Thanks **6.** _____ your **7.** _____.

A: **8.** _____ welcome.

B: Goodbye.

A: Goodbye.

GRAMMAR REFERENCE

Present simple

Form

Positive:

Subject + verb

*They **work** for KLM.*

*She **works** for KLM.*

Negative:

Subject + *do/does not* + verb

*I **don't/do not** work for IBM.*

*He **doesn't/does not** work for IBM.*

Questions:

Do/Does + subject + verb?

***Do** I/you/we/they work for Unilever?*

***Does** he/she/it work for Unilever?*

Short answers:

Yes/No + subject + *do/does/don't/doesn't*.

*Yes, I **do**.*

*Yes, he **does**.*

*No, they **don't**.*

*No, it **doesn't**.*

Careful: *I/he/she/it*: No -s on main verb in negative and question forms.

Spelling

Most verbs: *He/she/it* + verb + -s

He works, imports, sells, buys

Verbs ending in -o, -ch, -ss, -sh, -x: *He/she/it* + verb + -es *She*

goes, watches, misses, washes, fixes

Verbs with consonant + -y: replace the -y with -ies

apply → he applies, try → she tries, fly → it flies

Exceptions: *Have → has*

Use

To talk about general facts.

*Glaxo **produces** pharmaceutical products.*

*BMW **doesn't provide** financial services.*

***Do you produce** electronics? **No, I don't. I work** in the service industry.*

Language at work

1. Complete the questions with the correct form of the verbs in brackets. Then add a short answer.

1. A: _____ they _____ (work) for Tesla?

B: Yes, they _____.
2. A: _____ you _____ (export) your products to Italy?

B: Yes, we _____.
3. A: _____ she _____ (provide) training for us?

B: No, she _____.
4. A: _____ Century 21 _____ (sell) real estate?

B: Yes, it _____.
5. A: _____ you _____ (buy) products from your country?

B: No, I _____.
6. A: _____ we _____ (employ) more than 10 nationalities in our company?

B: Yes, we _____.

2. Correct the mistakes in 1-7.

1. We imports most of our products.

_____.
2. You do work for Santander?

_____?
3. Max doesn't develop software. He provides software training.

_____.

4. Does Rim work for Electronic Arts? Yes, she do.

_____.
5. Your company employs 800 people?

_____?
6. Nokia doesn't works in the automobile industry.

_____?
7. Do you work in the recruitment industry? Yes, I work, yes.

_____?

3. Complete the email with the correct form of the verbs.

produce - have - (not) work - employ - (not) export - sell

➤ Send

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⌵

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To: maria@abc.cz

From: j.morris@abc.com

Subject: New customer information

Hello Maria,

Here's some information about your new customer: The company **1.** _____ computer components. It **2.** _____ 900 people in Europe. Its head office is in Berlin. It **3.** _____ to South America, but it **4.** _____ to most of Africa. We **5.** _____ with their offices in Canada, but we **6.** _____ contact with their factories in Australia and Japan.

Good luck with your meeting on Tuesday.

John

Answering the phone

- Hello. (company name)
- How can I help you?
- Good morning. (your name) speaking.

Greeting and introducing yourself

- Good morning. This is (your name) from (your company).
- Hi, (name). It's (your name).

Asking to speak to someone

- Is (name) there, please?
- Yes, I'll put you through.

Giving the reason for the call

- I'm calling about ...

Thanking and saying goodbye

- Thanks for your help.
- You're welcome.
- See you (tomorrow).
- Goodbye/Bye.

Answer Keys

Working with words

- 1.
1. c
 2. d
 3. a
 4. g
 5. f
 6. e
 7. b
- 2.
1. Recruitment
 2. Real Estate
 3. Financial
 4. Hospitality
 5. Electronics
 6. Software
 7. Automobile

Business communication

- 1.
1. b
 2. b
 3. b
 4. a
 5. b
- 2.
1. C - D - A - B
 2. C - B - A - D
 3. C - A - D - B

- 3.
1. How
 2. help
 3. Hi
 4. I'm
 5. calling about
 6. for
 7. help
 8. You're

Language at work

- 1.
1. Do – work – do
 2. Do – export – do
 3. Does – provide – does
 4. Does – sell – does
 5. Do – buy – do
 6. Do – employ – do
- 2.
1. We import most of our products.
 2. Do you work for Santander?
 3. Max doesn't develop software. He provides software training.
 4. Does Rim work for Electronic Arts? Yes, she does.
 5. Does your company employ 800 people?
 6. Nokia doesn't work in the automobile industry.
 7. Do you work in the recruitment industry? Yes, I do.
- 3.
1. produces
 2. employs
 3. does not export
 4. exports
 5. do not work
 6. have