



His shoes are dirty.



He is cleaning his shoes.



He **has cleaned** his shoes.
(= his shoes are clean *now*)



They are at home.



They are going out.



They **have gone** out.
(= they are not at home *now*)

A

Three business people were asked about stressful experiences. Look at the table then answer the questions using short answers.

Have you ever asked your boss for a pay rise?	... led a formal meeting?	... negotiated a very valuable contract?
Sergio	X	✓	X
Marie	✓	X	✓
Lucy	✓	X	X

- Has Sergio ever led a formal meeting? *Yes he has.*
- Has Sergio ever asked his boss for a pay rise? *No, he hasn't.*
- Has Marie ever negotiated a very valuable contract?
- Has Marie ever led a formal meeting?
- Have Lucy and Sergio ever negotiated a very valuable contract?
- Have Lucy and Marie ever asked their boss for a pay rise?
- Has anybody ever led a formal meeting?

B

Now read about other people's stressful experiences and make questions for the answers.

Have you ever been late for an important event?	... taken part in a conference call?	... dealt with an aggressive customer?
Heinrich	✓	x	x
Yaling	x	x	✓
Ahmed	✓	x	✓

1 *Has Yaling ever been late for an important event?*.....

No, she hasn't.

2 *Have Heinrich and Ahmed ever been late for an important event?*.....

Yes, they have.

3

Yes, she has.

4

No, he hasn't.

5

No, they haven't.

6

No, she hasn't.

C

Complete the text with the correct form (past simple or present perfect) of the verbs in brackets.

I 've worked¹ (*work*) for Dat@ready since last summer. So far it² (*be*) enjoyable and I³ (*not / have*) any difficulties. At the beginning I⁴ (*expect*) to have a lot of problems, though. I⁵ (*think*) I might not get on with my colleagues but all of them⁶ (*be*) friendly and supportive since the very first day. Last week, for example, I⁷ (*have to*) meet some tight deadlines, which⁸ (*be*) quite stressful. One of my colleagues⁹ (*offer*) to collect all the data I¹⁰ (*need*) for the quarterly report. This¹¹ (*save*) me at least half a day's work. I¹² (*work*) in four different companies over the last ten years but I¹³ (*never / feel*) so welcome as at Dat@ready, I must say.

E

Work in pairs. You work in the human resources department of a large company. Discuss how you would deal with these problems. Use expressions from the Useful language box below to help you.

- 1 More and more staff are taking medicine, e.g. anti-depressants, because they feel highly stressed at work. They are often sick, or pretend they are sick, and take days off work.
- 2 Many employees feel uncertain about their jobs and careers in the company. They worry about the future. They are constantly anxious and don't sleep well.
- 3 Some staff are stressed because they feel they have no control over their work and they don't participate in decisions. They say they feel 'worthless' and are not valued by management.

USEFUL LANGUAGE

MAKING SUGGESTIONS

I think we should carry out a survey.

Why don't we encourage staff to keep fit?

How about paying for their subscription to a gym?

It might be a good idea to set up a counselling service.

AGREEING

I suppose we could do that.

I think I agree with you.

Yeah, you're right.

Exactly.

Good. / Excellent idea. / Great.

I completely agree.

GIVING OPINIONS

We've got to do something about it.

I think we should definitely pay staff's subscriptions.

It would be popular, but it could be expensive.

It'd cost a lot, and attendance would be difficult to monitor.

DISAGREEING

Mmm, I don't know.

I can't agree with you there.

I'm not sure it's a good idea.

I still think it's a good idea.

I'm afraid that's out of the question because ...

'Food is our common ground, a universal experience.'
James Beard (1903–1985), American chef and food writer

OVERVIEW

VOCABULARY

Eating and drinking

LISTENING

Corporate events

READING

Corporate
entertainment

LANGUAGE REVIEW

Multiword verbs

SKILLS

Socialising:
greetings
and small talk

CASE STUDY

Organising a
conference



STARTING UP

A Imagine you have to entertain a group of foreign businesspeople. Which of these activities would you choose? What would you add?

- historic site(s)
- an opera / a concert
- motor racing
- tennis
- a bar / a nightclub
- wine tasting
- a game of golf
- a restaurant
- the theatre
- horse racing
- a football match
- an art gallery

B Many companies are spending less on corporate entertaining. Do you think this is a good idea? Why? / Why not?

Answer all thirty questions. There is one mark per question.

Language review: Past simple and present perfect

Complete the conversation using the correct form (past simple or present perfect) of the verbs in brackets.

A Where do you work?

B I work for HSBC in Paris.

A How long (1)_____ (you work) there?

B I (2)_____ (start) working for HSBC seven years ago. My first job with the company (3)_____ (be) in Shanghai. After two years there, I (4)_____ (take) the job in Paris.

A That means you (5)_____ (live) in Paris for five years, right?

B Yes, that's right.

A How's your French?

B Well, I (6)_____ (study) French for five years when I was at school and I (7)_____ (have) a French lesson every week since I moved to France. My French isn't perfect, but I speak it every day at work. I

(8)_____ (learn) a lot of French from my colleagues.

A That's good. I (9)_____ (never study) French, but I

(10)_____ (speak) Spanish every day when I lived in Barcelona.

VOCABULARY: STRESS IN THE WORKPLACE

A Complete the sentences with words from the box.

deadline environment life lifestyle workaholic

11 Working freelance is challenging, but I love the _____ –
being able to choose when and where I work.

12 Trevor loves his job, but he says that the working _____
isn't very nice. The office is in an old building and it's cold and dark.

13 Hugo is a _____. He's always the first to arrive at the
office and the last to leave. I don't think he has a life outside of work.

14 If I had a choice, I'd want a better quality of _____ rather
than more money.

15 Beatrice has a big _____ next Monday so she's working
all weekend.

B Match the sentence beginnings (16–20) with the endings (a–e).

16 An international airline pilot travels a lot and works for long periods of time,

17 Accountants work regular hours at a desk,

18 Hairdressers' workload changes through the day

19 Most of the time, a firefighter's job isn't very stressful,

20 It isn't easy for a sales assistant to become a workaholic

a) because sometimes a lot of customers come into the shop at once and, at other times, no one comes in.

b) so work–life balance can be difficult.

c) because they spend a lot of time just waiting for an emergency.

d) because they can only be at work during the hours that the shop is open.

e) so flexitime is a good option.

SKILLS: PARTICIPATING IN DISCUSSIONS

A Put the words in the correct order to make sentences.

21 not I'm sure good that's idea a .

22 agree I with think you I .

23 question I'm the afraid of out that's .

24 training up It some might good be set a to idea .

25 staff encourage to don't relax Why we ?

B Complete the conversation with the sentences (a–e).

- a) I can't agree with you there.
- b) We've got to do something about it.
- c) How about giving them the best parking space for a week?
- d) Excellent idea.
- e) Yeah, you're right.

A Stress levels are really high at the moment. I think the workforce is generally unhappy.

B (26)_____

C It might be a good idea to set up an 'employee of the month' scheme.

B (27)_____

That would be very popular.

A We could offer a cash award.

C (28)_____

It would be too expensive.

B (29)_____

We don't have any extra money at the moment.

A (30)_____

That wouldn't cost us anything.

A Put these words in the right order to make sentences about problems at work.

- 1 the deadlines / the projects / weren't / for / realistic
The deadlines for the projects weren't realistic.
- 2 most people / the office / didn't / leave / until 8 p.m.
- 3 a / manager / good / wasn't / she
- 4 on time / start / meetings / didn't
- 5 didn't / she / to motivate / know / the staff / how

D

Complete these questions with *did*, *was* or *were*.

- 1 *Was* he an efficient manager?
- 2 When you born?
- 3 When Ania start to work for IBM?
- 4 Why Marcus change jobs?
- 5 Where your next job?

homework

LANGUAGE REVIEW: PAST SIMPLE AND PAST CONTINUOUS

Complete the text using the correct form (past simple or past continuous) of the verbs in brackets.

Last week when Abbas (1)_____ (work) late at the office one evening, his mobile phone (2)_____ (ring). It (3)_____ (be) his friend Lucien. Lucien (4)_____ (walk) to a restaurant near Abbas's office and he (5)_____ (want) Abbas to join him for dinner. Abbas (6)_____ (say) yes to the dinner invitation. As Abbas (7)_____ (leave) the office, he (8)_____ (meet) Andreas. Abbas (9)_____ (invite) Andreas to dinner, too. But Andreas (10)_____ (go) to meet a client so he couldn't go to dinner with Abbas and Lucien.

Complete the text with words from the box.

reduce fill raise win protect

Our electric cars are expensive, but they (16)_____ a gap in the market. Customers want to (17)_____ the environment and they're willing to pay a lot for the right car. In fact, because our cars cost a lot, they (18)_____ customers' status. If you own one, you're probably rich. In addition to making 'green' cars, we also (19)_____ waste in our manufacturing process by about 10 per cent a year. In five years, we expect to have a zero waste manufacturing process. We feel confident that we're going to (20)_____ an award at next month's Green Car Motor Show for the best new electric car design.