Business English

International Edition

WORKPLACE ENGLISH
A Hands-On Course for Workplace Professionals
Student's Book
1
International Edition
A1-A2

WORKPLACE ENGLISH
A Hands-On Course for Workplace Professionals
Student's Book
3
B1 - B2

WORKPLACE ENGLISH
A Hands-On Course for Workplace Professionals
Student's Book
2
International Edition
A2-B1

INFORMATION TECHNOLOGY ENGLISH
A Hands-On Course for IT Professionals
Student's Book
International Edition
A2

LiveABC
First Choice in Digital Language Learning

Global Markets

Canada
UK
Germany
Korea
Spain
China
Japan
USA
Middle East
Hong Kong / Macau
Taiwan
Mexico
Vietnam
Central America
Thailand
Colombia
Ecuador
Peru
Australia
New Zealand

LiveABC is the largest producer of multimedia language learning materials in Taiwan. It owns multiple sales channels and has several strategic partners. In addition to securing the local market, LiveABC is developing overseas markets, with partners in mainland China, Hong Kong, Macau, Korea, Japan, Thailand, Vietnam, UK, Germany, Spain, USA, Mexico, and more countries in Latin America.

Use Taiwan as our R&D base to develop international markets and cooperate with the content providers world-wide, such as those based in USA, Europe, Japan, Thailand, Korea and many other countries. Current partners include:

CNN, Discovery, McGraw-Hill Education, Berlitz, EMC Publishing; Oxford University Press, Anglia Examination, Difusión, SE-Education, Nanmeebooks Publications, Songang Education Group, Live Chinese, Shogakukan Inc., Asahi Press, Tohoshoten, J-Research Publications, Magazine International, AIC Group.

Titles with Components

Category	Title	CEFR	for Students			for Teachers	
			Student's Book	CD-ROM/MP3	AR App	Teacher's Guide	PPT	CD/DVD-ROM
• Business English	**Workplace English** (Book: 1, 2, 3) **3 LEVELS**	**Book 1:** A1-A2.1 **Book 2:** A2-B1 **Book 3:** B1-B2	√	√	√	√	√
	Information Technology English	A2	√	√	√	√	√

WORKPLACE ENGLISH

A Hands-On Course for Workplace Professionals

Student's Book 1

International Edition
A1-A2

LiveABC
First Choice in Digital Language Learning

KEY FEATURES

- Interesting Discussion Topics
- Useful Dialogues and Readings
- Informative Writing Components
- Grammar Tips and Conventional Sentence Patterns
- Key Vocabulary and Phrase Explanations
- Contextual Vocabulary Reinforcement
- Helpful Reviews Segments
- Situational Workplace Videos

TABLE OF CONTENTS

Meeting for the First Time

Checklist ▶   *In this lesson, you will learn about . . .*

☐ Greeting visitors

☐ Making visitors feel welcome

☐ Making introductions

Get Ready ▶   1. How do you introduce yourself?

2. What does a receptionist do? How about an assistant?

3. Have you ever been late to something? What happened?

Part A: At Reception

Two visitors walk up to the reception[1] desk at Lightbright Industries[2].

R: Receptionist   *C: Cal*   *E: Eddie*

R: Good afternoon, gentlemen. How can I help you?

C: We have a meeting with Mr. Tucker in the **Sales Department**[3] at two o'clock.

E: He should be **expecting**[4] us.

R: Can I have your names, please?

E: Sure. I'm Eddie Hanes, and this is Cal Jackson. We are from Maxwell Group.

R: OK. Could you **complete**[5] this form, please? It's for **security**[6] purposes. You need to write down who you are meeting with and how long you will be here.

E: All right. *(Eddie fills out the form and hands it back.)* Here you are.

R: Thank you. Could you please wear these visitors' **badges**[7]? You need to keep them on while you are in the building.

C: No problem.

R: All right, gentlemen. The meeting room is at the end of this **hall**[8] on the left. I will let Mr. Tucker know that you are here.

Listening Comprehension

Answer the questions based on the conversation.

_____ 1. Why are Cal and Eddie at Lightbright Industries?

    a. They want to be salesmen.   **b.** They are going to a meeting.

    c. They need to buy badges.   **d.** They work at the company.

_____ 2. What do Cal and Eddie do for the receptionist?

    a. They fill out a form.   **b.** They put on new clothes.

    c. They tell her where to go.   **d.** They leave the office.

_____ 3. Where is the meeting room?

    a. It is next to the reception desk.   **b.** It is at the end of the hall.

    c. It is near the hall's entrance.   **d.** It is by the security office.

Language Notes MP3 Track 2

Word Bank

1. **reception** [rɪˋsɛpʃən] *n.*
   Guests must go to the reception area first.

2. **industry** [ˋɪndəstrɪ] *n.*
   Kyle doesn't want to work in the car industry now.

3. **Sales Department** [selz] [dɪˋpɑrtmənt]
   People in the Sales Department often have to work late.

4. **expect** [ɪkˋspɛkt] *v.*
   Please expect a call from Mr. Hawkins next week.

5. **complete** [kəmˋplit] *v.*
   Sam completed the form and gave it to the secretary.

6. **security** [sɪˋkjʊrətɪ] *n.*
   There are five security cameras in the office, so don't do anything bad!

7. **badge** [bædʒ] *n.*
   The police officer lost his badge and had to get a new one.

8. **hall** [hɔl] *n.*
   Kim used the phone in the hall to call her friend.

Phrases

walk up
You should walk up to the clerk and ask him to help you.

fill out
Please fill out this form with black ink.

keep sth on
It's cold, so keep your gloves on.

at the end
There is a 7-11 at the end of my street.

Usage Tips

Here you are.
Here you are. is often said when you hand something over to someone. You can also say *Here.*, *Here it is.*, or *Here you go.*

A: Pass me the salt.
B: Here you are.

Sentence Patterns

S. + V. while S.

- John fell asleep while he was in a meeting.

English Corner

I. Useful Expressions—Greetings and Questions

Greetings	Asking for someone's name
Good morning/afternoon/evening	Can I have your name, please?
Hello	Would you please give me your name?
Hi	What is your name?
Hey	Who are you?

Listening Comprehension

Answer the questions based on the conversation.

_____ 1. Why was Mr. Tucker late?

a. He forgot about the meeting. b. Mindy didn't tell him to go to the meeting.

c. He was in another meeting. d. He was getting coffee for the meeting.

_____ 2. How did Cal and Eddie feel about waiting?

a. They were very upset. b. It didn't bother them.

c. It surprised them. d. They didn't know about it.

_____ 3. What does Mr. Tucker ask the men to do?

a. Drink their coffee b. Introduce each other

c. Sit down d. Move their chairs

Language Notes MP3 Track 9

Word Bank

1. **visitor** [ˈvɪzɪtɚ] *n.*
   The company had three visitors come in this afternoon.

2. **mind** [maɪnd] *v.*
   I'm glad that Polly didn't mind that she had to work late.

3. **finally** [ˈfaɪnl̩ɪ] *adv.*
   Dave finally got a new job. He's been looking for one for over a year.

4. **project** [ˈprɑdʒɛkt] *n.*
   Our department was given a project to complete by the end of the month.

get together
Let's get together after work and have dinner.

get started
The office can get started on your order when you're ready.

have a seat
A: Do you have a minute to talk?
B: Sure. Have a seat.

go for
I could really go for some Thai food for lunch.

(be) excited about sth
Are you excited about your new job?

Phrases

keep sb waiting
You shouldn't keep a new client waiting for long.

Sentence Patterns

introduce A to B

• Can you introduce me to your boss?

English Corner

I. Useful Expressions

Apologizing	Responding to an Apology
I'm sorry *(that I didn't call)*.	I don't mind.
I apologize *(for coming to work late)*.	It's/That's OK.
Please accept my apologies *(for being so loud)*.	No problem.
Please forgive me *(for not going)*.	It's not a big deal.

II. Communication Practice

Join the two parts of the sentences together.

_____ 1. Let's get started

_____ 2. Pleased to

_____ 3. I'm glad that

_____ 4. Would you like

_____ 5. I'm excited about

_____ 6. Please

_____ 7. Could you go

_____ 8. I'm sorry to

a. some tea?

b. working with you.

c. meet you.

d. have a seat.

e. on the project.

f. for a cup of coffee?

g. keep you waiting.

h. we could get together.

III. Speaking Practice MP3 Track 10

Work in a small group. Take turns introducing each other. Then listen to Track 10 for sample conversations.

Introductions	Responses
This is . . .	Nice to meet you.
I'd like to introduce you to . . .	Pleased to meet you.
I don't think you've met . . .	I'm glad we've finally been able to meet.
I'd like you to meet . . .	It's a pleasure to meet you.
Have you met . . .?	How do you do?

Part A: Photographs   MP3 Track 11

Listen and choose the sentence that best describes the photo.

_____ 1.   _____ 2.

Part B: Question and Response   MP3 Track 12

Listen and choose the best response to the sentence you hear.

_____ 3.   _____ 4.   _____ 5.   _____ 6.   _____ 7.

Part C: Short Conversation   MP3 Track 13

Listen and answer the questions.

_____ 8. Who is Lana?
(A) She is the man's assistant.   (B) She is Ms. Henry's assistant.
(C) She is Ms. Henry.   (D) She is Ms. Henry's manager.

_____ 9. Why does Lana apologize?
(A) She doesn't know the man.   (B) She is late.
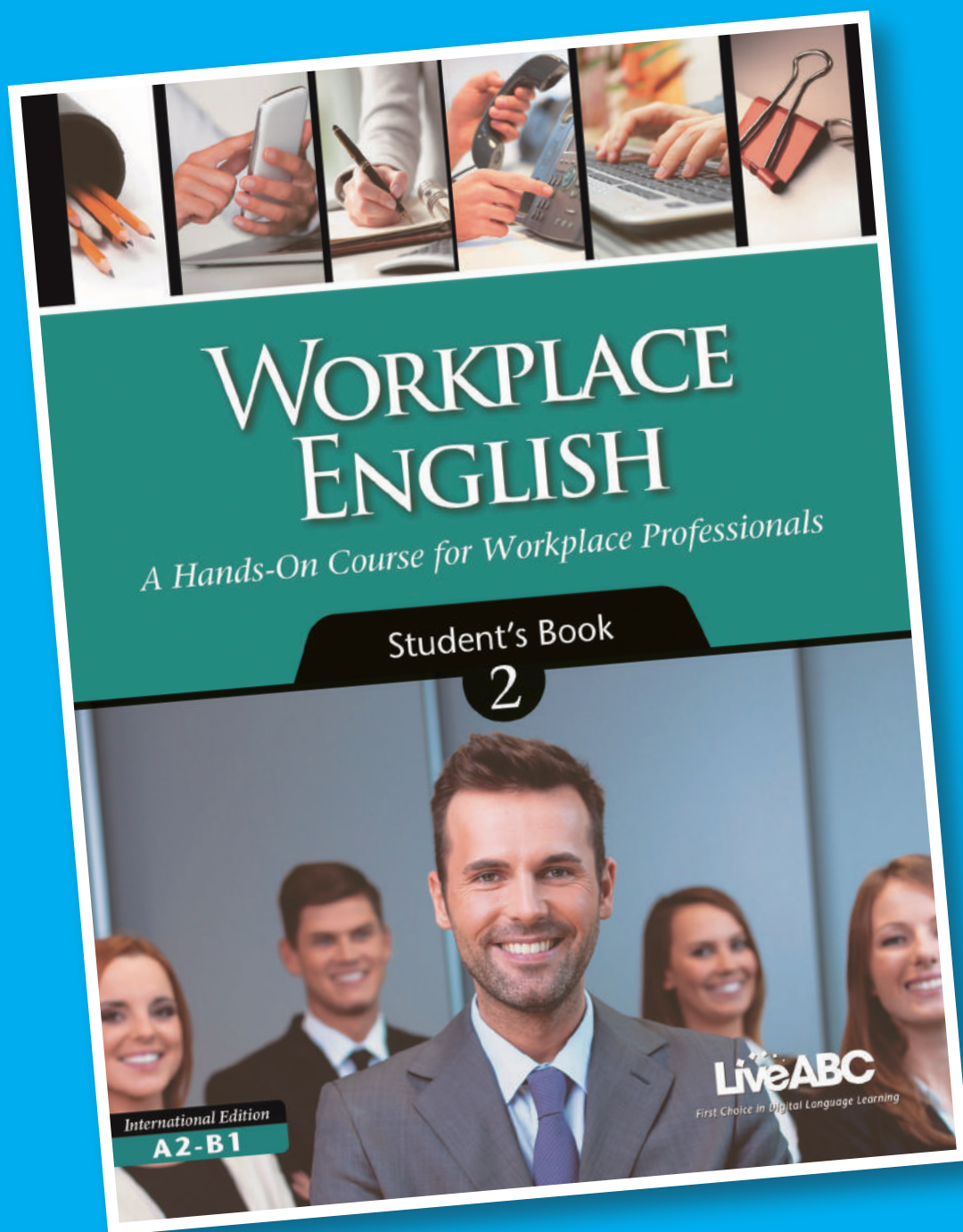(C) The man is very busy.   (D) Ms. Henry isn't there.

_____ 10. What did the man expect?
(A) He expected to meet Ms. Henry.
(B) He expected to get together with Lana.
(C) He expected to make plans with Ms. Henry.
(D) He expected to meet Lana.

WORKPLACE ENGLISH

A Hands-On Course for Workplace Professionals

Student's Book 2

International Edition
A2-B1

LiveABC
First Choice In Digital Language Learning

KEY FEATURES

- Interesting Discussion Topics
- Useful Dialogues and Readings
- Informative Writing Components
- Grammar Tips and Conventional Sentence Patterns
- Key Vocabulary and Phrase Explanations
- Contextual Vocabulary Reinforcement
- Helpful Reviews Segments
- Situational Workplace Videos

TABLE OF CONTENTS

Looking for a Job
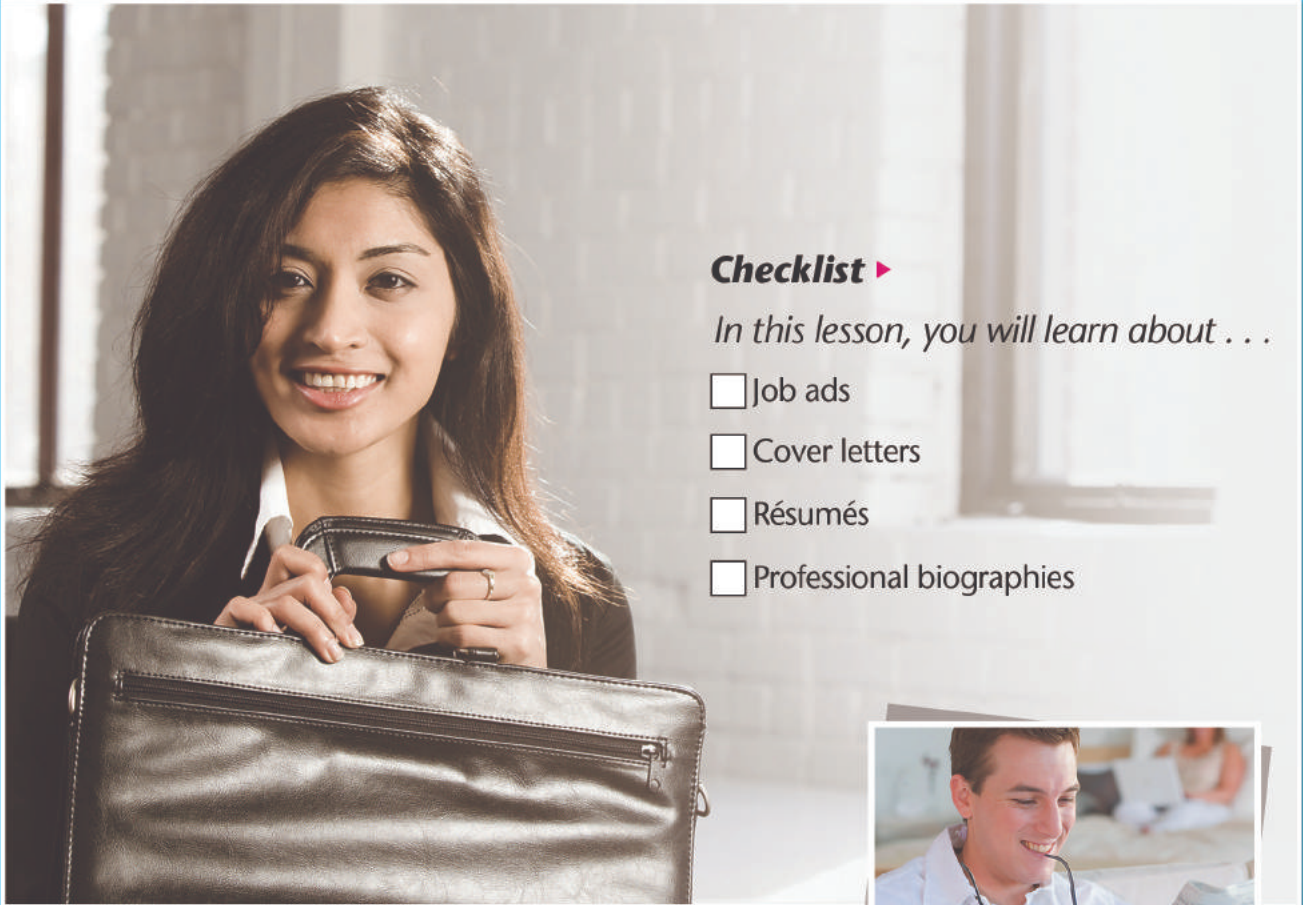
Checklist ▶

In this lesson, you will learn about . . .

☐ Job ads

☐ Cover letters

☐ Résumés

☐ Professional biographies

Get Ready ▶

1. Where can you find a job ad?

2. What do you need to prepare when you look for a job?

3. What qualities are attractive / unattractive to employers?

4. What steps does an employer take when hiring someone?

Part A: Job Ads

Full-Time Engineer Needed!

FastTEK MIS

Over Ten Years as

Taiwan's Leading Management Information Systems* Provider

No. 32, Bade Road, Sec. 1, Hsinchu, Taiwan

Phone: (03) 521-4531

FastTEK MIS is now looking for someone **qualified**[1] to join our team. This person will be responsible for* preparing **reports**[2] in Excel and MS SQL and **analyzing**[3] sales numbers every month. An MIS business degree from a **reputable**[4] university is required. As this is an **entry-level**[5] **position**[6], FastTEK MIS will be **interviewing**[7] recent **graduates**[8]. Experience is not **essential**[9]. Send the following by August 21st to Bill Smith at hroffice@fasttek.com.tw: a cover letter, résumé, **professional**[10] **biography**[11], and two **letters of reference**[12].

Reading Comprehension

Answer the questions.

1. What does FastTEK MIS have?
   - ☐ **a.** A new provider
   - ☐ **b.** A work position
   - ☐ **c.** A deadline to meet
   - ☐ **d.** A new team

2. What do people need to apply for the position?
   - ☐ **a.** They need to have some experience.
   - ☐ **b.** They need to take entry-level courses.
   - ☐ **c.** They need to have an MIS degree from any university.
   - ☐ **d.** They need to give letters of introduction.

▶ Language Notes

Word Bank MP3 Track 2

1. **qualified** [ˈkwɑləˌfaɪd] *adj.*
   Since I majored in philosophy, I'm not really qualified to be an accountant.

2. **report** [rɪˈpɔrt] *n., v.*
   Eric gave a report on his business trip to Korea.

3. **analyze** [ˈænḷˌaɪz] *v.*
   It took me a week to analyze the data.

4. **reputable** [ˈrɛpjətəbḷ] *adj.*
   Finding a reputable moving company could save you a lot of trouble.

5. **entry-level** [ˈɛntriˌlɛvḷ] *adj.*
   The newspaper has an entry-level opening in the mailroom. Why don't you apply?

6. **position** [pəˈzɪʃən] *n.*
   Does the position require working overtime?

7. **interview** [ˈɪntəˌvju] *v., n.*
   We interviewed six people for this job.

8. **graduate** [ˈgrædʒuˌet] *n.*
   Mike is a graduate of USC. Now, he's studying calculus at MIT.

9. **essential** [ɪˈsɛnʃəl] *adj.*
   Your help is essential to this project.

10. **professional** [prəˈfɛʃənḷ] *adj.*
    The clerk at that store wasn't very professional.

11. **biography** [baɪˈɑgrəfɪ] *n.*
    Leslie wasn't sure what to include in her biography.

12. **letter of reference** [ˈlɛtə] [əv] [ˈrɛfərəns]
    Please provide us with letters of reference from your previous employers.

English Corner

✐ I. Possible Sources for Job Ads

Check (✓) the places where job ads can be found.

☐ newspapers   ☐ coupons   ☐ headhunters   ☐ the Internet
☐ company Web sites   ☐ flyers   ☐ job boards

☺ II. The Perfect Job Ad

Take a look at the two ads. Which one do you think is more attractive?

Account Manager — Leading Ad Agency

AdIntel is seeking account managers for its Tokyo office.

✓ **Duties & Responsibilities:**

- Act as a contact for clients.
- Lead ad campaigns.

✓ **Requirements:**

- BA in marketing or a related field.
- Five years' marketing experience.

✓ **Salary:**

- $30,000 to $35,000 per year.

To apply, e-mail a cover letter and résumé to Sandy at
hr@adintel.com.

AdIntel is looking for account managers.

We give our customers useful services.

Our company provides a pleasant working atmosphere.

Preference will be given to people with marketing experience.

Send an application to
hr@adintel.com.

Reading Comprehension

Answer the questions.

1. What does *critical* mean in the context of the passage?
   - ☐ **a.** The author often complains about things.
   - ☐ **b.** The author thinks about things carefully.
   - ☐ **c.** The author hardly thinks about things.
   - ☐ **d.** The author seldom gives his opinion.

2. Which of the following statements is NOT true?
   - ☐ **a.** Robert has his own Web site.
   - ☐ **b.** Robert studied in the United States.
   - ☐ **c.** Robert is interested in saving time.
   - ☐ **d.** Robert can barely speak English.

▶ Language Notes

Word Bank   MP3 Track **8**

1. **critical** [ˋkrɪtɪkḷ] *adj.*
   John has excellent critical thinking skills.

2. **pursue** [pɚˋsu] *v.*
   Heather is going to pursue a degree in medicine.

3. **exposure** [ɪkˋspoʒɚ] *n.*
   I have had very little exposure to Web design.

4. **industry** [ˋɪndəstrɪ] *n.*
   Mandy's father works in the oil industry.

5. **firsthand** [ˋfɝstˋhænd] *adv., adj.*
   My assistant told me about the report, but I wanted to read it firsthand.

6. **field** [fild] *n.*
   Peter is an expert in the field of computer technology.

7. **philosophy** [fəˋlɑsəfɪ] *n.*
   What's your company's business philosophy?

8. **efficiently** [ɪˋfɪʃəntlɪ] *adv.*
   The new secretary works very efficiently.

9. **contributor** [kənˋtrɪbjʊtɚ] *n.*
   There were many different contributors to the team's victory.

10. **global** [ˋglobḷ] *adj.*
    Toyota is a global company.

11. **enthusiastic** [ɪnˌθjuzɪˋæstɪk] *adj.*
    Kate is enthusiastic about starting her new job.

Phrases

◆ **come up with**
   Jon came up with a solution to the problem.

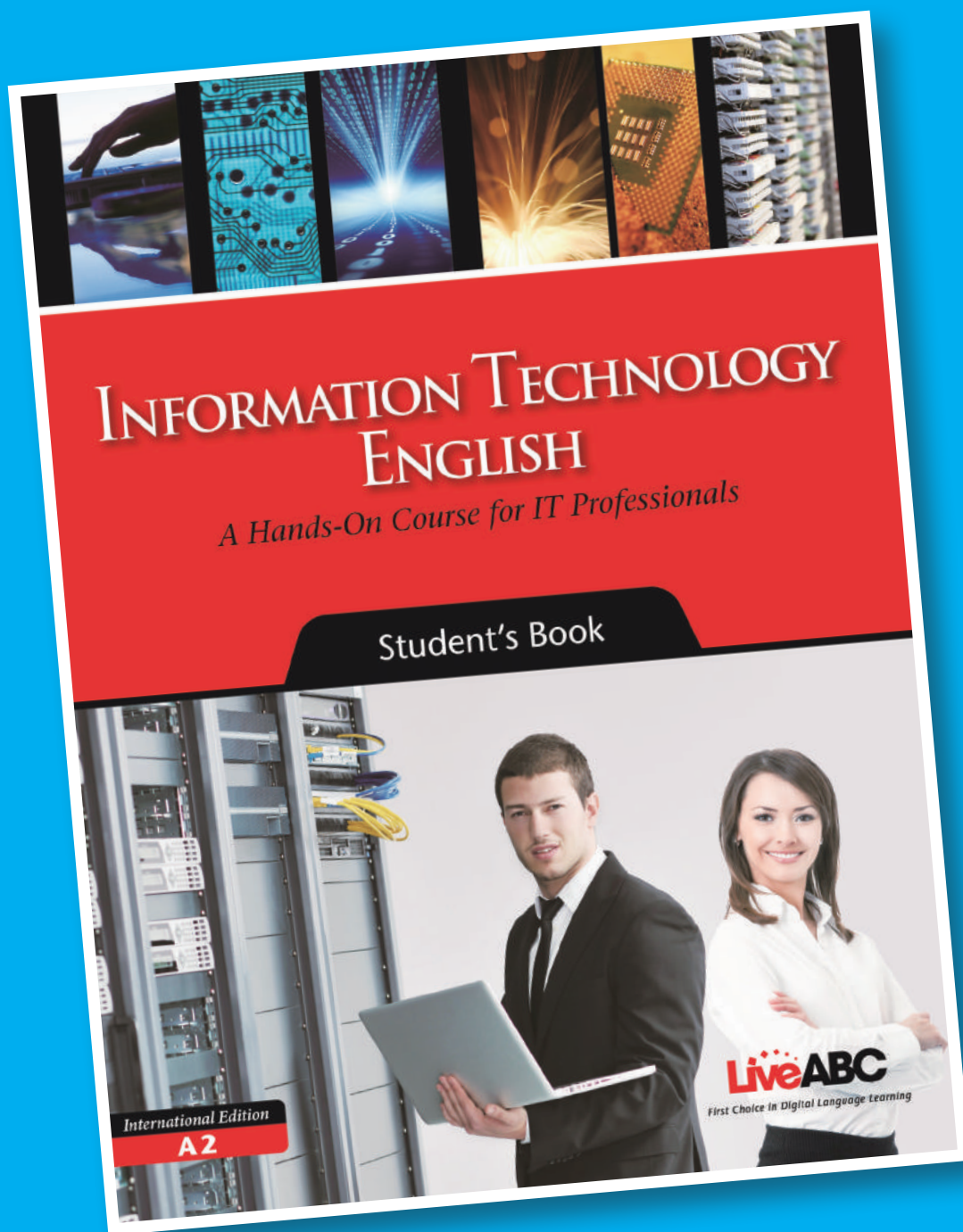◆ **look forward to**
   We look forward to serving you again.

▶ English Corner

📖 I. Describing Who You Are

I am	a very quite a(n)	business-minded motivated flexible responsible caring enthusiastic	person.

I	have	great much enormous	interest in . . . enthusiasm for . . . passion for . . .

As a(n)	critical thinker, problem solver, decision maker, efficient worker,	S. + V. . . .

My	fluent English ability excellent people skills	will make me	a strong contributor to . . .

INFORMATION TECHNOLOGY ENGLISH

A Hands-On Course for IT Professionals

Student's Book

International Edition
A2

LiveABC
First Choice in Digital Language Learning

KEY FEATURES

- Warm-Up Discussion Questions for Each Unit
- Practical Dialogues for All Stages of an IT Career
- Key Vocabulary & Terms for IT Professionals
- Readings on Current IT Issues
- Vocabulary Review Exercises
- Reading & Listening Comprehension Practice
- Situational IT Videos

TABLE OF CONTENTS

UNIT 3
Work Environment

Unit Goals

• *Become familiar with English terminology in use at modern IT firms.*

• *Learn about the job description of a systems engineer.*

• *Discover the tools necessary to be an effective IT professional.*

Warm-Up

- *What happens on the first day of a new job?*

- *Google Apps vs Microsoft Office: Which office solution is better?*

- *Do you know how Google became an IT giant?*

A Job Description for a Systems Engineer

Systems engineers play an important role in the IT department. Their job is to ensure that all IT services maintain a high quality and adhere to service level agreements.

Here are their major duties:

• To help employees with basic computer functions and office equipment use. For example, they help employees who need to do any of the following:

Use a fax machine	Use a copy machine
Use a printer	Send an e-mail
Use Windows and Microsoft Office	Use the network inside the company
Access the file servers and FTP servers	Use the Internet and Internet browsers
Use instant messaging	Use the Human Resource Information System
Ensure a virus-free computer environment	

• To perform day-to-day system administration and operation activities

• To function as a member of a team to provide day-to-day on-call services

• To help with troubleshooting and to be responsible for problem resolution activities with the help of other support teams (such as support from network, DBA, NOC, and vendors)

• To participate in the design review of new technical features and architecture change

• To work with vendors to develop new systems and network designs

• To deploy new systems and software

• To execute application software installation and system upgrades

Open a service request by filling out this form.
All mandatory fields are indicated by an asterisk (*).

IT Service Request Form

110327-001

Department*: Internet Development Team	Date*: May 2, 2012
Name*: Dean Smith	Title: Software Engineer
Mobile*: 0970-581-580	Office Location: Neihu Technology Park
E-mail*: dean.smith@sdi.com	

Category*

☐ Computer   ☐ Phone

☐ System   ☒ Network

☐ E-mail   ☐ Other

Priority

☐ Urgent   ☒ High   ☐ Low

Comments*

Use Internet to access SDI Intranet outside the company. Need to apply for a VPN account.

For IT staff use only

☐ Approved by	IT in-charge staff:
☐ Request change	
☐ Rejected	
Rejected reason:	
Date: IT Manager:	

READING | Google's Office Applications for Business

Track 31

Millions of businesses use Google Apps. That is to say, they've chosen a Google office solution. Superior Digital Inc. **has been using** Google Apps for their business **since** the year 2010. Google Apps reduces[1] the company's IT costs. SDI's end users can still easily use the familiar Microsoft Outlook interface[2] for e-mail after they have migrated[3] to Google Apps.

What is Google Apps? Google Apps is Google's answer to Microsoft Office and **SharePoint**. Google Apps offers[4] quite a few functions **in an attempt to** target[5] all the different business sectors[6]. Google is not limited[7] to search engine technology. It has become an international public cloud computing center.

Google hosts[8] and develops a lot of Internet-based services and products. It has an easy-to-use interface. Even a small company with few employees can **get up and running** with little IT support[9]. The functions include the basic corporate[10] IT services: e-mail, calendar[11] and meeting arrangements, document creation and sharing, chat, centralized[12] management and many more.

The best part of Google Apps is that all functions are hosted in the cloud. Employees can be productive[13] with Google Apps even when they're not at their desks. Google Apps has several options[14] for users to access[15] their documents while they are on the go. It supports over-the-air mobile access on all kinds of smartphone devices[16], such as iPhones, and those on the Windows Mobile and Android platforms.

VOCABULARY

1. **reduce** [rɪˋdjus] *v.*

   Calvin decided to **reduce** his working hours to give him more time with his family.

2. **interface** [ˋɪntəˏfes] *n.*

   A user-friendly **interface** is very important if you want to encourage customers to shop online.

3. **migrate** [ˋmaɪgret] *v.*

   Migrating to the new version of the operating system will solve the problems.

4. **offer** [ˋɔfɚ] *v.*

   The airline company **offers** cheap flight tickets to its staff as one of the employee benefits.

5. **target** [ˋtɑrgɪt] *v.*

   The marketing campaign is specifically **targeting** a different type of customer.

6. **sector** [ˋsɛktɚ] *n.*

   Many new jobs have been created in the IT industry **sector** in Taiwan.

7. **limit** [ˋlɪmɪt] *v.*

   We need to **limit** the amount of resources we devote to the project.

8. **host** [host] *v.*

   The server **hosts** a web service that stores photographs and video clips.

9. **support** [səˋpɔrt] *n.*

   Because the supplier no longer provides **support** for the old version of the database program, we need to upgrade to the latest version.

10. **corporate** [ˋkɔrpərət] *adj.*

    This new software can provide **corporate** functions such as e-mail, meeting arrangements and file sharing.

11. **calendar** [ˋkæləndɚ] *n.*

    There's nothing in my **calendar** for tomorrow, so I will take one day off.

12. **centralize** [ˋsɛntrəˏlaɪz] *v.*

    In order to increase profits, the company plans to **centralize** its production facilities.

13. **productive** [prəˋdʌktɪv] *adj.*

    You can't have a **productive** discussion if people aren't listening to each other.

14. **option** [ˋɑpʃən] *n.*

    We are running out of **options** to save this project.

15. **access** [ˋæksɛs] *v.*

    Can you **access** the Internet from your home?

16. **device** [dɪˋvaɪs] *n.*

    The use of any personal electronic **devices** is not allowed on the airplane.

PHRASES

in an attempt to

The company laid off 100 people **in an attempt to** reduce costs.

get up and running

The computer stopped functioning on the third day, but the engineer soon **got it up and running** again.

SENTENCE PATTERNS

S. + have/has + been + V-ing . . . since . . .

- We **have been studying** English **since** high school.

- I **have been living** here **since** I was twelve years old.

3-3

The Google Apps Advantage

http://www.liveabc.com/global/index.html

(886) 02-25782626