



CK.0000064522

# Coltms

English for Business



# SPEAKING

James Schofield  
& Anna Osborn

SÁCH KÈM THEO ĐĨA CD ĐẶT TẠI  
PHÒNG NGHE NHÌN

NGUYỄN  
ĐC LIÊU

NTV

Công ty TNHH  
Nhân Trí Việt



NHÀ XUẤT BẢN TỔNG HỢP  
THÀNH PHỐ HỒ CHÍ MINH



POWERED BY COBUILD





# Collins

English for Business

# SPEAKING

James Schofield  
& Anna Osborn

**NTV**

Công ty TNHH  
Nhân Trí Việt



**NHÀ XUẤT BẢN TỔNG HỢP  
THÀNH PHỐ HỒ CHÍ MINH**

## ABOUT THE AUTHORS

**James Schofield** has worked in Asia and Europe as a Business English trainer and materials developer for over 20 years. As well as developing in-company training courses, he has written a large variety of teaching materials and regularly contributes to industry publications.

**Anna Osborn** has worked as a teacher and editor across Europe for more than 15 years. She has written numerous English language learning materials including business and general study books, online self-study courses and classroom workshops.

**Collins**

***English for Business Speaking***

Copyright © HarperCollins Publishers Ltd 2013

Published in Vietnam, 2014

This edition is published in Vietnam under a license Agreement between HarperCollins Publishers Limited, UK and Nhan Tri Viet Co., Ltd.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the copyright owner.



---

# Contents

---

<b>Introduction</b>	4
 <b>Section 1 – Networking</b>	
Unit 1 Starting a conversation	6
Unit 2 Talking about jobs	10
Unit 3 Showing interest in other people	14
Unit 4 Exchanging information	18
 <b>Section 2 – Telephoning</b>	
Unit 5 Cold calling	22
Unit 6 Confirming or rearranging appointments	26
Unit 7 Making a complaint on the telephone	30
Unit 8 Dealing with a complaint on the telephone	34
 <b>Section 3 – Meetings</b>	
Unit 9 Running a face-to-face meeting	38
Unit 10 Negotiating agreement	42
Unit 11 Assigning action points	46
Unit 12 Running a teleconference	50
 <b>Section 4 – Presentations and conferences</b>	
Unit 13 Presenting a product or service	54
Unit 14 Working on a stand	58
Unit 15 Closing a sale	62
Unit 16 Saying 'no' politely	66
 <b>Section 5 – Interviews</b>	
Unit 17 The successful job interviewer	70
Unit 18 The successful interview candidate	74
Unit 19 Carrying out performance reviews	78
Unit 20 Persuading your manager	82
 <b>Appendix – Extended learning through COBUILD</b>	86
<b>Answer key</b>	93
<b>Audio scripts</b>	108



---

# Introduction

---

*Collins English for Business: Speaking* will help you make yourself understood in business.

You can use *Speaking*:

- as a self-study course
- as a supplementary material on a business communication or business English course.

*Speaking* will help you develop your speaking skills in five main areas:

- Face-to-face meetings
- Telephoning
- Formal meetings and negotiations
- Presenting
- Interviews

*Speaking* comprises a **book** and **CD**. The **book** has 20 units.

At the back of the book there is:

- useful extra information from the Collins COBUILD Corpus about the vocabulary in the units
- the answer key
- the script for the audio recordings.

The **CD** contains over 100 tracks of audio including conversations, and listening and speaking practise activities.

## Unit structure

Each of the 20 units of *Speaking* follows the same format:

**Useful tips** – gives you helpful advice about the communication focus of the unit

**Conversation** – you listen to and read a conversation or conversations. Key words and phrases are presented in bold.

**Understanding** – you check your understanding of the conversation.

**Say it accurately** – you focus on using the right words and phrases.

**Say it clearly** – here the focus is on pronouncing the words, phrases and sentences well.

**Say it appropriately** – here the focus is on tone, for example making sure you sound polite or interested.


**Get speaking** – these exercises give you the opportunity to practise your speaking. Often this involves interacting with a speaker on the CD in a role-play.

There are also **Grammar notes** and **Cultural notes** in the units.



---

## Powered by COBUILD

In order to help you extend your vocabulary as you work through the material, further uses of key language are explored through references to examples taken from the Collins COBUILD Corpus. If you see this icon  next to a word in the unit, turn to the Appendix on page 86 to find more information on meaning, usage and collocations related to this word.

## Using *Speaking*

You can either work through the units from Unit 1 to Unit 20, or you can pick and choose the units that are most useful to you. For example, you might want to concentrate on *Telephoning* but not spend much time on *Interviews*. The Contents pages will help you in your selection of units and your own plan for learning.

## Study tips

- Each unit should take about sixty minutes to work through. Take regular breaks and do not try to study for too long. Thirty minutes is a good length for one learning session.
- Revise and go over what you have learnt regularly.
- Put the audio tracks on your mobile phone or MP3 player so you can listen to the conversations and practise activities on your way to work or when you are out jogging or walking.
- Try to find someone with whom you can practise your English, either face-to-face, over the phone or online using a webcam.
- Note down the language you find most useful.

## Language level

*Speaking* has been written to help business learners at B1 level and above (Intermediate to Advanced).

## Other titles

Also available in the *Collins English for Business* series: *Listening* and *Writing*.

### Using the CD



This icon indicates that there is an audio track that you should listen to. Please note that the *Speaking* CD is designed for use with a computer. If you want to play the audio on a CD player, you should download the tracks to your computer and then burn all of the tracks onto an audio CD.



# 1

## Starting a conversation

*Where do you come from then?*

### USEFUL TIPS

- Successful small talk is not about saying brilliant things. It's about commenting on and asking about ordinary things with conviction, interest, and enthusiasm.
- Match the mood of your conversation partner. If they are smiling and cheerful, be ready to laugh. If they seem serious, be serious too.
- Ask where your partner comes from and, when somebody asks you the same thing, be ready to add something interesting about the place.
- Ask what your partner does and, when you're asked the same question, don't only give a title. Add a small piece of interesting or amusing information about the job or responsibility.

### Conversations



**Listen to extracts from four conversations heard at a conference in Marseilles.**

**1**

A: That was really interesting what the last speaker said about opening bank accounts in the Cayman Islands.

B: Yes, it was. **So, what do you do exactly?**

A: **I'm an auditor, a forensic auditor.**

B: Ah, um, you're a forensic, um, auditor?

A: Yes, that's right.

B: Right, oh. I see. Look at the time! I must get to the next presentation...

**2**

C: Mmm, lovely coffee! I needed that. I just flew in from London very early this morning. **How did you get here?**

D: I came on the TGV train from Paris.

C: Really? I've never been on the TGV. **How long did that take?**

D: Oh, about four hours. But I was able to have breakfast and do some reading.

C: That sounds nice. I must try it sometime. **Marseilles's really beautiful, isn't it?**

D: Yes, it is. **Have you been here before?** If you haven't, you must...

**3**

E: ...I'm certainly looking forward to the dinner this evening.

F: I am too. Especially the fish. We don't have much fish where I live.





- E: Really? **Where do you come from then?**
- F: Garmisch-Partenkirchen. It's in the mountains just near Munich. What about you?
- E: I'm from Cork in Ireland. The high street is supposed to have more pubs than any other town in Ireland.
- F: Really? I'm going there on a business trip soon to visit the Apple factory. I must see if I can find time to visit some...

## 4

- G: ...and then I went jogging early this morning along by the sea. Fantastic sunrise coming up over the sea.
- H: Really? Sunrise, you say?
- G: Yes, amazing! Do you like jogging? You should try it, you know. It makes you feel really great all day long. Just set the alarm for 5.30, jump out of bed and after you've been running for about an hour or so, go back, have a shower and —
- H: **Sorry, but do you know where I can smoke?** I think I want a cigarette before the next presentation. Ah, that way? Thanks.

---

## Understanding

Look again at the conversation strategies outlined in *Useful tips*. Match the conversations to the strategies they illustrate successfully or unsuccessfully.

- |                 |   |
|-----------------|---|
| Conversation 1: | <b>A</b> Talk about ordinary things with conviction and enthusiasm.                       |
| Conversation 2: | <b>B</b> Match your mood to that of the speaker.  |
| Conversation 3: | <b>C</b> When saying where you come from, add something interesting about the place.      |
| Conversation 4: | <b>D</b> When saying what your job is, add a small piece of information about it as well. |

---

## Saying it accurately

### 1 Complete the sentences with words from the box.

looking from long been do means get lovely come isn't

- 1 Have you \_\_\_\_\_ here before?
- 2 Mmm, \_\_\_\_\_ coffee! I needed that.
- 3 How did you \_\_\_\_\_ here?
- 4 How \_\_\_\_\_ did that take?
- 5 I'm a forensic auditor, which \_\_\_\_\_ that I help banks make sure none of their staff are doing anything illegal.
- 6 I'm certainly \_\_\_\_\_ forward to dinner.
- 7 I'm \_\_\_\_\_ Athens. It's a great place to live.



- 8 Marseilles's *really* beautiful, \_\_\_\_\_ it?  
 9 So, what do you \_\_\_\_\_ exactly?  
 10 Where do you \_\_\_\_\_ from then?

**2** Alex and Sophia are attending a presentation in New York. While waiting for the speaker, they start up a conversation. Reorder their dialogue so that it makes sense.

- [ ] Alex: No, it's my first trip.  
 [ ] Sophia: I'm a forensic auditor, which means that I help hedge funds and banks make sure none of their staff are doing anything illegal.  
 [ 1 ] Alex: It's a beautiful day today, isn't it?  
 [ ] Alex: Really? And do you often find any illegal activities?  
 [ ] Sophia: Absolutely, I love New York in the spring. Have you been here before?  
 [ ] Sophia: More than you might expect! Anyway, we'd better get back to the presentation.  
 [ ] Alex: I'm from Athens. It's a great place to live. What do you do?  
 [ ] Sophia: Oh, you must visit the Guggenheim Museum and the Empire State Building. Where do you come from?



**3** Listen to the audio CD to check your answers.

**4** Complete the conversation with an appropriate question or phrase from *Saying it accurately 1*.

- Jon: This hotel is wonderfully designed, (1) \_\_\_\_\_ ?  
 Marco: Yes, I love modern architecture. (2) \_\_\_\_\_ ?  
 J: I'm from Dubai, home of the world's tallest building, the Burj Khalifa. And you?  
 M: I live in Como on the Italian lakes.  
 J: I've been there on holiday. It's beautiful. (3) \_\_\_\_\_ ?  
 M: I took the train from Milan.  
 J: (4) \_\_\_\_\_ ?  
 M: About four hours. It gave me a chance to catch up on some sleep!  
 J: (5) \_\_\_\_\_ ?  
 M: I run a small restaurant. You'll have to stop by if you come to Como again! What about you?  
 J: I'm an interior designer. I mainly design the insides of shops and hotels.  
 M: Well, you can definitely stop by then and give me your opinion on my restaurant!