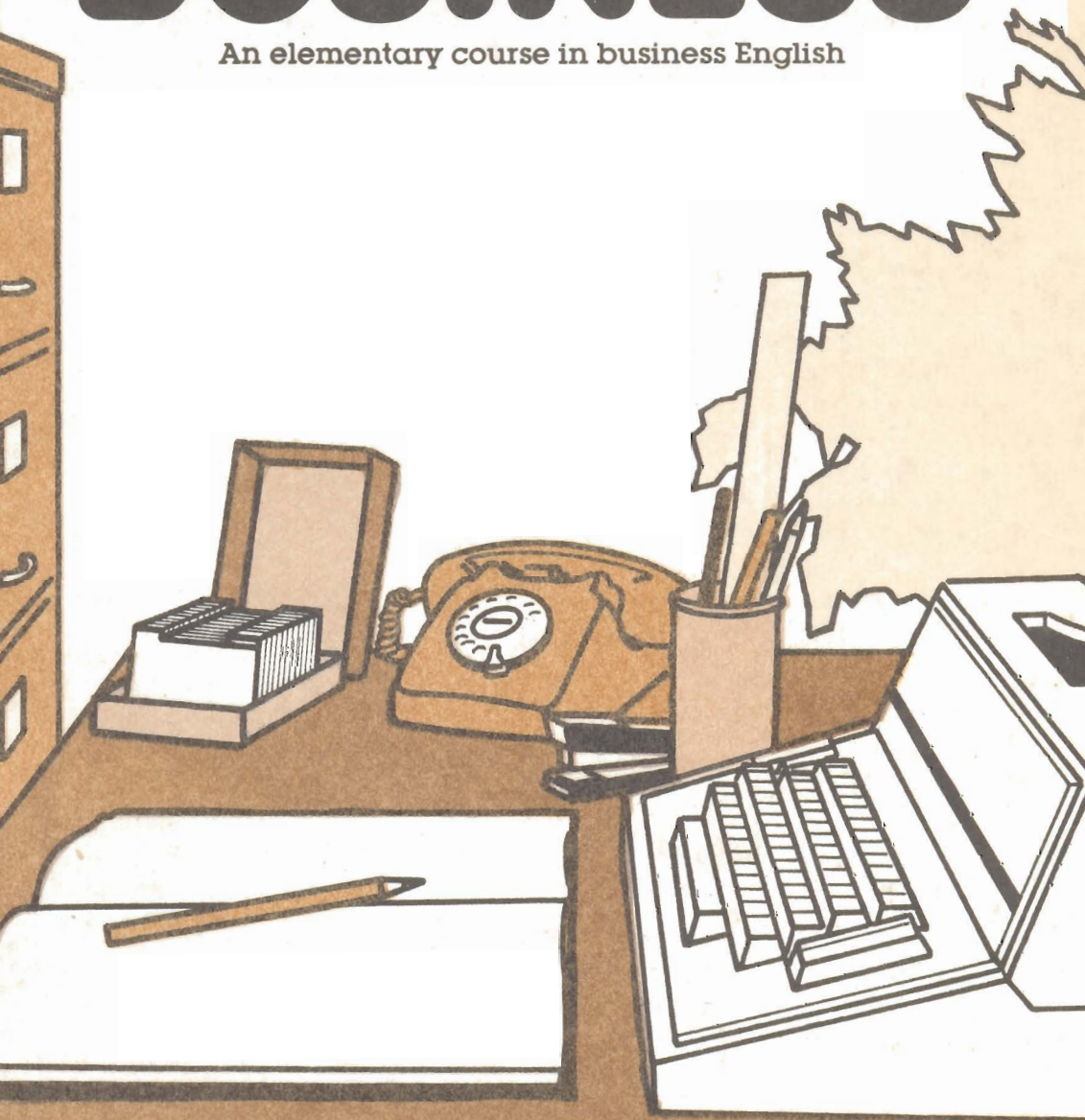



Susan Norman

Workbook

WE MEAN BUSINESS

An elementary course in business English



Longman 

WE MEAN BUSINESS

An elementary course in business English

Workbook

Susan Norman

**Longman Group UK Limited
Longman House, Burnt Mill, Harlow,
Essex CM20 2JE, England
and Associated Companies throughout the world.**

**First published 1982
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For Melly

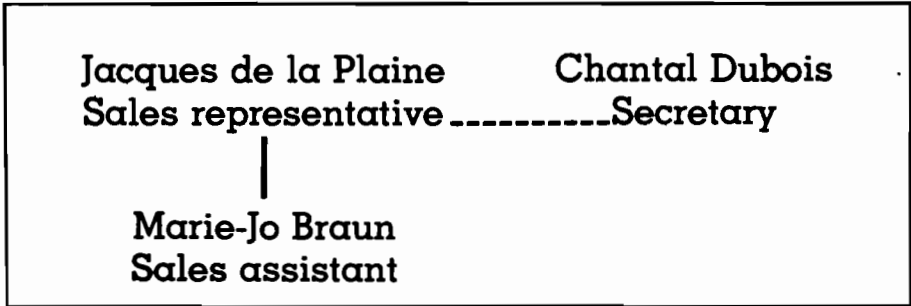
Illustrators: Mervyn Caldwell and Tony Morris.

Unit One

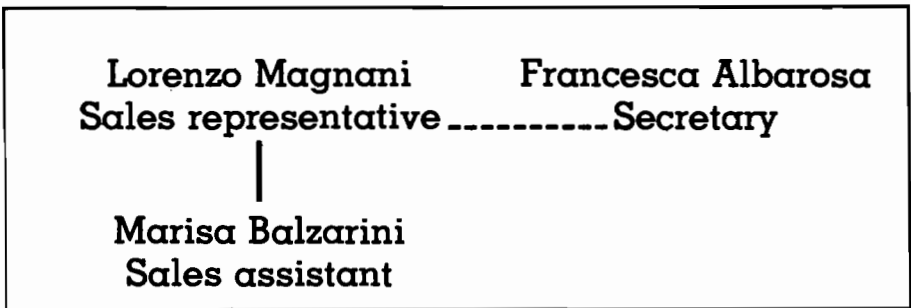
A visitor to BOS

Exercise 1 Overseas sales staff

Make up 8 sentences about the overseas sales staff using these words:
boss – secretary – assistant



- 1 *Marie-Jo is Jacques' assistant.*
- 2 *Jacques boss.*
- 3 *Jacques Chantal's*
- 4 *Chantal*



- 5
- 6
- 7
- 8

Unit 1

Exercise 2 Countries

There are 19 countries hidden in this wordsquare. They are hidden horizontally, vertically and diagonally.

Find the countries and complete the sentences.

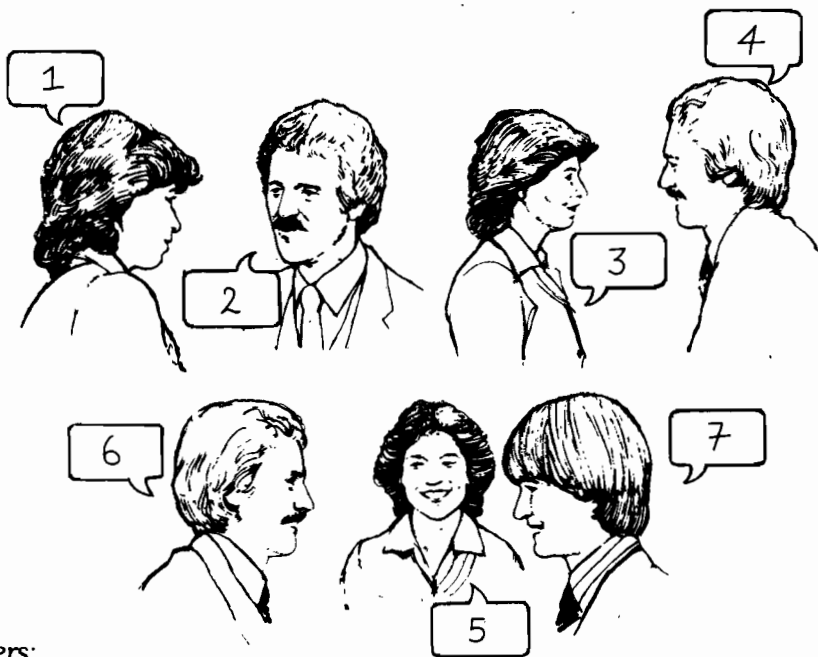
C	H	F	I	N	L	A	N	D	S
A	E	E	I	T	U	S	S	R	W
U	G	N	B	R	A	Z	I	L	I
S	Y	G	E	L	R	L	E	S	T
T	P	L	L	F	G	G	Y	W	Z
R	T	A	G	R	E	E	C	E	E
I	M	N	I	A	N	R	J	D	R
A	N	D	U	N	T	M	A	E	L
O	Z	D	M	C	I	A	P	N	A
U	S	A	I	E	N	N	A	A	N
C	H	I	N	A	A	Y	N	M	D

- 1 He is Argentinian. *He's from Argentina.*
- 2 I am Austrian. *I'm from*
- 3 She Belgian. *She's*
- 4 They Brazilian.
- 5 You Chinese.
- 6 We Egyptian.
- 7 He English.
- 8 You Finnish.
- 9 We French.
- 10 I German.
- 11 She Greek.
- 12 They Indian.
- 13 He Italian.
- 14 You Japanese.
- 15 We Spanish.
- 16 I Swedish.
- 17 She Swiss.
- 18 He American. *He's from the U.....*
- 19 They Russian.

Exercise 3 Greetings and introductions

Who is saying what? Decide which person is saying which sentence.

- (A) Pleased to meet you, Simon.
- (B) Hello, Jacques. It's good to see you.
- (C) Fine thanks. And you?
- (D) How do you do.
- (E) Jacques, this is Simon. Simon, this is Jacques.
- (F) Hello, Sheila. How are you?
- (G) Very well thank you.



Answers:

- | | | | | | | |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|---|---|---|---|---|---|

Exercise 4 A/an

Write *a* or *an* in front of these words.

- | | |
|------------------------------------|--------------------------------|
| 1 It is <i>a</i> Brazilian office. | 5 It is Egyptian office. |
| 2 It is Indian office. | 6 It is English office. |
| 3 It is Austrian office. | 7 It is Greek office. |
| 4 It is Swiss office. | 8 It is Japanese office. |

Unit Two

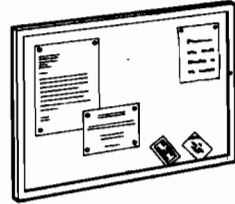
A newcomer

Exercise 5 Word puzzle

What are these words? Each letter is always the same number. The pictures might help you.



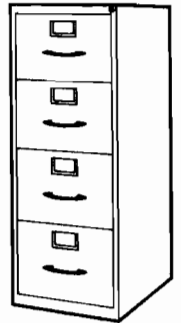
13	1	4	A	9	2
----	---	---	---	---	---



8	4	A	6	10	14	19	4	A	19	14	2
---	---	---	---	----	----	----	---	---	----	----	---

18	9	3
----	---	---

10	12	19	14	8	2	9	10	14	2
----	----	----	----	---	---	---	----	----	---

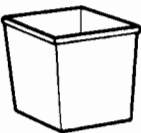


7	9	16	9	3	17
---	---	----	---	---	----

13	4	A	18	9	3	14	10
----	---	---	----	---	---	----	----

3	15	10	9	13	14
---	----	----	---	----	----

18	15	4	A	2	11
----	----	---	---	---	----



Now answer this question:

8	1	15
---	---	----

9	6
---	---

7	2	14	11	6
---	---	----	----	---

6	14	13	2	14	10	4	2	12	?
---	----	----	---	----	----	---	---	----	---

Answer

Exercise 6 Calculations

Write the answers to these calculations.

- 1 Two \times nine = *eighteen*
- 2 Twenty \div four =
- 3 Seventeen - three =
- 4 Eleven + eight =
- 5 Sixteen - thirteen =
- 6 Twelve \div six =
- 7 Fifteen - ten =
- 8 Seven + one =

Exercise 7 Jumbled words

Can you make twelve or more sentences from these words?

this desk under what is a in
 are your office that the ? on
 telephone books these those

- 1 *What is that?*
- 2 *Those are your books.*
- 3 *Is this a telephone under the desk?*
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12

Exercise 8 Business letters

Put these addresses, names and dates in the correct places in these two letters:

a) Mrs E Lant
31 Ilford Road
London SW1 2XJ

b) Mrs Lant,

c) E Lant (Mrs)

d) 31 Ilford Road
London SW1 2XJ

e) Sales Department
London Goods Ltd
12 Martindale Road
London SE5 6BA

f) **London Goods Ltd**
12 Martindale Road
London SE5 6BA



g) Sirs,

h) Philip Gallagher
Sales manager

i) 16th October 1981

j) 21st October 1981

k) faithfully,

l) sincerely,

	1
2	3
Dear 4	
I saw your advertisement in the Daily Sun and I would be grateful if you would send me a copy of your catalogue.	
Yours 5	
6	

	7
8	9
Dear 10	
Thank you for your letter of 16th October. I enclose our catalogue as requested.	
Yours 11	
12	

Answers:

1
2

3
4

5
6

7
8

9
10

11
12

Unit Three

The BOS building

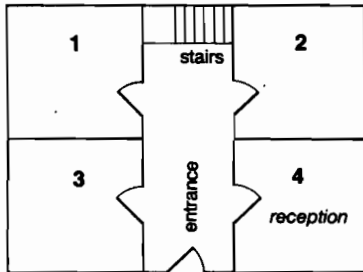
Exercise 9 Ordinal numbers

Write the abbreviations for these ordinal numbers in the boxes.

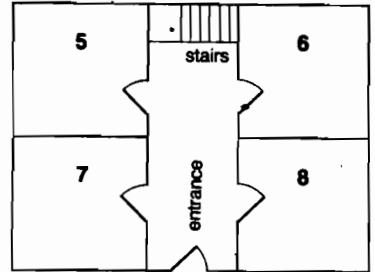
- | | | |
|---|---|-----------------|
| 1 | His office is on the eighth floor. | 8 th |
| 2 | Thank you for your letter of July twenty-first. | |
| 3 | Room 405 is the second door on the left. | |
| 4 | Her holiday is in the fourth week of August. | |
| 5 | This is the sixth letter from BOS this week. | |
| 6 | The file is in the third drawer down. | |
| 7 | The meeting is on fifth July. | |
| 8 | That is the twentieth mistake today. | |

Exercise 10 Office plan

Here is the plan of two floors of an office building. Read the description and write the names of the rooms in the boxes.



GROUND FLOOR



FIRST FLOOR

When you come into the building, the *reception* is the first door on the right. The second door on the right is the *typing pool* and the second door on the left is the *office manager's office*. The *post room* is opposite reception. When you go upstairs, the first door on the left is the *sales office*. The room above the office manager's office is the *personnel manager's office*. Next to the personnel manager's office is the *managing director's office*. Opposite the managing director's office and above reception is the *sales manager's office*.

Answers:

1
2

3
4 <i>reception</i>
5

6
7
8

Exercise 11 What are you doing?

- 1 I am having lunch.
- 2 I am
- 3
- 4
- 5
- 6

AT LUNCH



Exercise 12 A memo

Rewrite this memo with the correct punctuation and capital letters.

MEMORANDUM

Brighter Office Supplies Limited

TO: allstaff
FROM: howardspencerpersonneldepartment
DATE: 30october1981
Subject: appointmentsystem

iamnotavailabletoseestaffonmondayandwednesdaythis weekbecauseiaminterviewingnewstafficanstillseestaff byappointment

MEMORANDUM

Brighter Office Supplies Limited

TO:
FROM:
DATE:
Subject:

Unit Four

Office routine

Exercise 13 Times

How many different times can you make with these numbers?

0925 – *Twenty-five past nine.*

0529 – *Twenty-nine minutes past*

2059 – *One minute to*.....

0952 –

0259 –

1208 –

1820 –

..... –

..... –

..... –

..... –

..... –

..... –

..... –

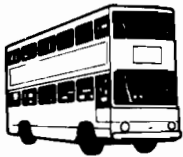
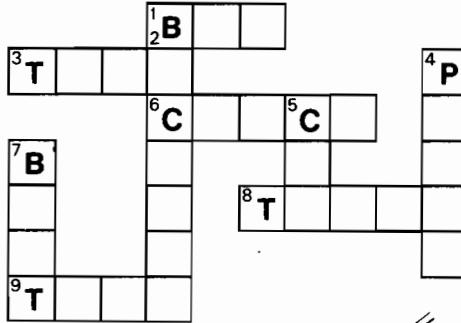
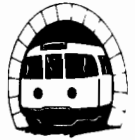
..... –

..... –

..... –

Exercise 14 Transport puzzle

The words in this puzzle are all means of transport. What are they?



Exercise 15 A timetable

Read this description of the train timetable from Liverpool Street to Stortford and fill in the times on the timetable.

Trains leave Liverpool Street for Stortford three times per hour, at 5 minutes past, 28 minutes past and 53 minutes past every hour. The 0.53 train is a through train (it does not stop at Seven Sisters or Harlow). The 0.05 train and the 0.28 train are stopping trains, but the 0.28 train does not stop at Seven Sisters. The journey from Liverpool Street to Seven Sisters takes 10 minutes. The journey from Liverpool Street to Harlow takes 42 minutes. The whole journey from Liverpool Street to Stortford takes 50 minutes for a through train and 55 minutes for a stopping train.

Liverpool Street	Seven Sisters	Harlow	Stortford
11.05			
		12.10	
	12.15		
12.28			
			13.43

- 1 What time does the 12.05 from Liverpool Street arrive at Stortford?
.....
- 2 Does the 11.53 from Liverpool Street stop at Harlow?
.....
- 3 You are in Harlow. Your meeting is in Stortford at quarter to one. Which train do you want?

Exercise 16 Present simple and progressive tenses

Underline the correct form of the verbs in brackets:

Joy is very bad-tempered today. Usually she 1 (works/is working) in a large office, but today she 2 (works/is working) in a small office. The decorators 3 (redecorate/are redecorating) room 102. Joy does not like anything in the small office. She 4 (types/is typing) on a manual typewriter, but usually she 5 (has/is having) an electric one. Her filing cabinet is in room 102, so she 6 (goes/is going) through to the big office every hour to do the filing. The decorators are not very happy either. Usually they only 7 (paint/are painting) the walls and ceilings, but here they 8 (paint/are painting) all the doors and window frames too. Luckily the room is nearly finished.

Exercise 17 A personal letter

Janet is replying to Joy's letter on page 32 of the Students' Book, but the lines are in the wrong order. Write out the letter with the correct format.

My life isn't very exciting at the
31st October 1981

Janet

2 Grenville Drive

Thank you very much for your letter. I'm
moment. I'm in bed, because I'm not

Love,

Dear Joy,

very well.

sure your life isn't really boring.

I'm looking forward to your visit next

Bournemouth BM6 2GH

week and to the wedding.

Unit Five

Ordering stationery

Exercise 18 Plurals – pronunciation

Look at these plural words. What is the sound of the final 's'? Put the words in the correct columns: pens – desks – offices – rulers – boxes – graphs – pencils – days – paper clips – glasses

/s/
ballpoints

.....

/z/
shelves

.....

/ɪz/
telexes

.....

Exercise 19 Word puzzle

Simon wants these from the stationery cupboard. What does he ask Charlie? Each number is always the same letter.

1	4	12	10
	A		

3	5	13

11	5	8

4	7	3
A		

14	4	14	10	6
	A			

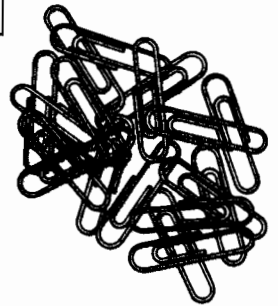
16	15	2	14	9	?

What does Charlie reply?

8	1	10	6	10

4	6	10	7	8

4	7	3



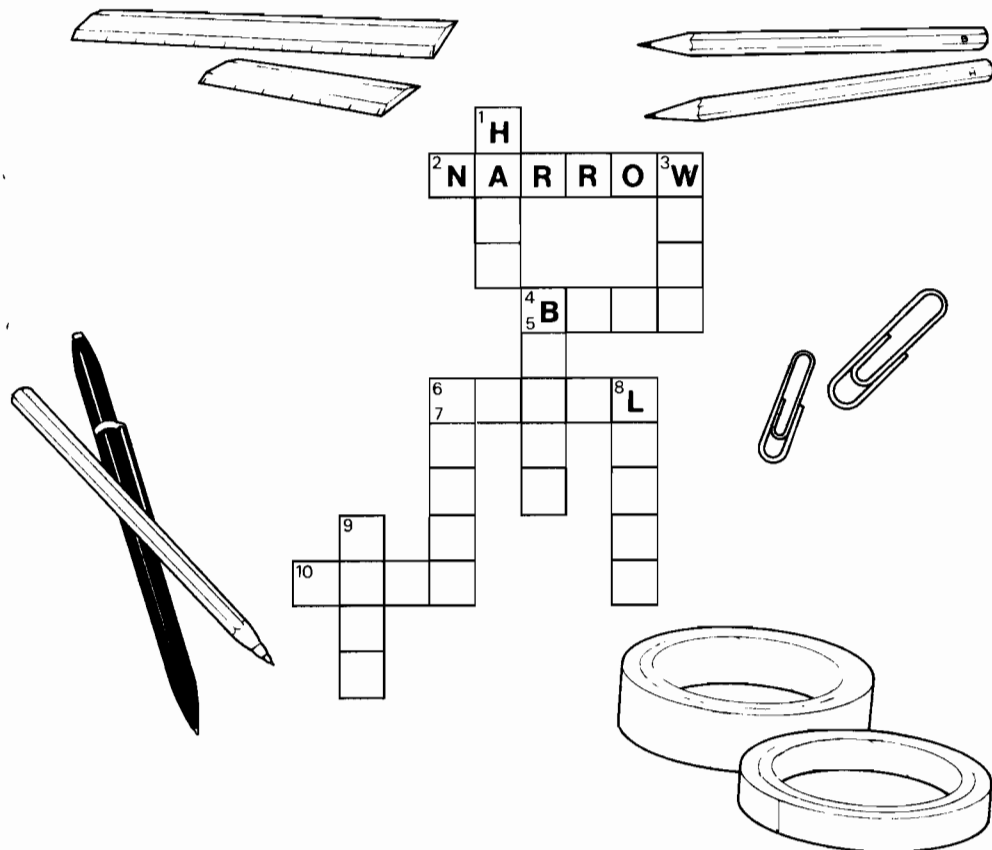
Exercise 20 Questions

Make questions from these sentences, like this:

- Mary needs 6 pencils. (*How many*) *How many pencils does Mary need?*
- Simon works at BOS. (*Where*)
- Simon travels to work by train. (*How*)
- Joy is in a small office. (*Why*)
- The order number is 6752. (*What*)!
- Joy makes coffee at 11 o'clock. (*When*)

Exercise 21 Adjectives puzzle

All the words in this puzzle are adjectives which describe these items of stationery:



	1	H				
2	N	A	R	R	O	3
			4	B		
			5			
		6				8
		7				L
		9				
10						

Exercise 22 Numbers crossword

The answers to these clues are all numbers.

a		b	
		c	d
	e		
f			

Across

- a A hundred + a dozen
- c Four dozen – a couple
- f Two thousand – a pair

Down

- a Six pairs
- b Two dozen
- d Six hundred + four pairs
- e A score – one

Test A

Part one

Write these sentences in the plural, like this:

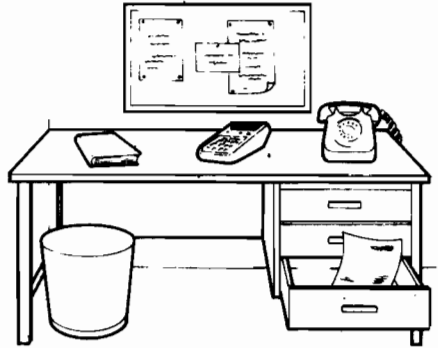
He has got a file. *They have got some files.*

- 1 His secretary works in Harlow.
- 2 Is this your paper clip?
- 3 The book is on the shelf.
- 4 What does she do?.....
- 5 The stationery is in the drawer.

Part two

Look at the description of this picture and fill in the missing prepositions:

The notice board is (1) the desk. The book, the calculator and the telephone are (2) the desk. The calculator is (3) the book and the telephone. The letter is (4) the drawer and the wastepaper bin is (5) the desk.



Part three

Write these times in full, like this:

1915 *It is quarter past seven.*

- 1 0930
- 2 2318
- 3 0745
- 4 1439
- 5 2026

Part four

Here are some facts about B. Write the question A asks B, like this:

Fact: B needs six pencils.

A: *How many pencils do you need?*

B: Six.

1 Fact: B has got some glasses.

A: B: Yes.

2 Fact: B drives to work.

A: B: Yes

3 Fact: B is a sales representative.

A: B: I am a sales representative.

4 Fact: B is not married.

A: B: No.

5 Fact: B is typing.

A: B: I am typing.

Part five

Write the correct ordinal number in these sentences, like this:

It is on the (3) floor. *third*

1 It is the (9) door on the right.

2 It is on the (2) shelf.

3 My birthday is on (12) May.

4 It is on the (8) floor.

5 You are the (20) person.

Part six

Choose the correct word to complete these sentences, like this:

Who is a boss? a) your b) him c) Mary

1 are your books. a) This b) That c) These

2 name is Mary. a) His b) Her c) Their

3 Have got any paper? a) you b) he c) Simon

4 Does drive to work? a) you b) him c) Simon

5 It is office. a) their b) them c) they

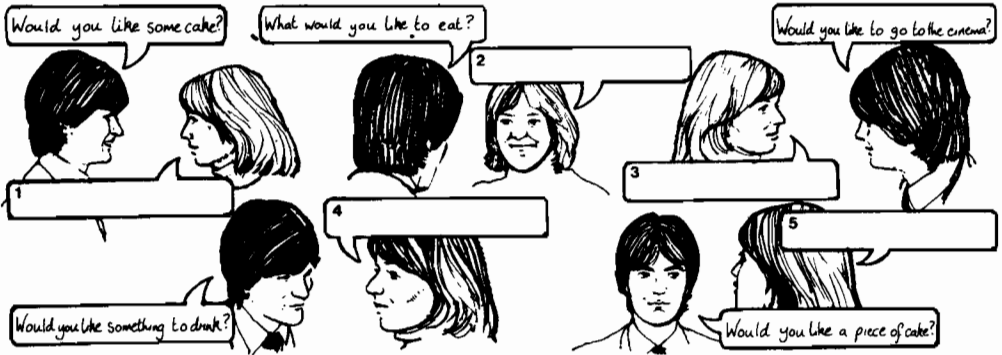
Unit Six

Joy's leaving party

Exercise 23 Offers

Write Anne's answers to Simon's questions in the right places:

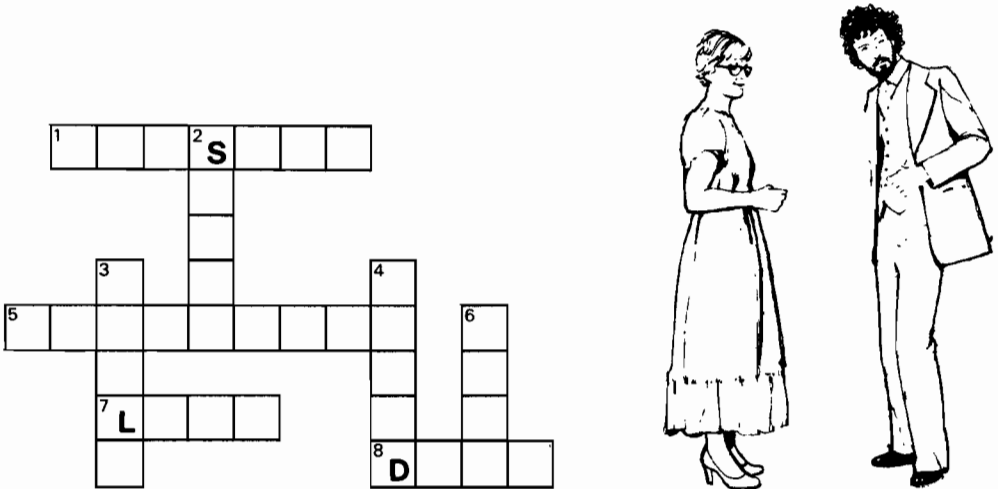
- (a) I'd love one. (b) Yes. Coffee please. (c) I'd love to. (d) I'd love some.
 (e) A piece of cake please.



Exercise 24 Description puzzle

The answers to the puzzle complete these sentences. The sentences describe these two people.

She has got (2), (6) hair and she wears (1) She is wearing a (7) dress. He has got a (5) and a (4) He has got (8), (3) hair.



Exercise 25 An invitation

Can you find eight mistakes in this invitation?

15 Mowbray road
Newcastle NE2 3PA

2th November

Dear Susan,

I is having a dinner party 21st
november for a few friends. It
starts about 8. Would like come?
I'd love to see you again.

Yours sincerely,

Carolyn

Exercise 26 One

When you know what someone is talking about you can use *one* instead of the singular noun. Rewrite these sentences using *one*.

- | | | |
|---|---------------------------------|---------------------------------|
| 1 | That is the seventh phone call. | <i>That is the seventh one.</i> |
| 2 | She is typing a letter. | <i>She is typing</i> |
| 3 | He has got an old car. | |
| 4 | I am looking at a man. | |
| 5 | Would you like a cigarette? | |
| 6 | She is making a cup of coffee. | |
| 7 | That is a pencil. | |
| 8 | It is next to a book. | |

Exercise 58 Comparing situations

Mary and Helen are comparing their situation with Anne's. Mary's situation is the same as Anne's, but Helen's is different. Fill in this table with Helen's comments about Mary's situation and Mary's comments about Helen's situation:

	ANNE SAYS:	HELEN SAYS:	MARY SAYS:
1	I don't like using the telephone.	<i>Nor does Mary.</i>	<i>Helen does.</i>
2	I can't swim.	<i>Nor can Mary.</i>	<i>Helen can.</i>
3	I didn't go to work on Monday.		
4	I haven't been to Egypt.		
5	I don't cycle to work.		
6	I'm not going out to lunch today.		
7	I wasn't given a pay rise.		
8	I wouldn't like to leave BOS.		
9	I haven't got any more holiday this year.		
10	I'm not very busy.		

Exercise 59 Problems

- 1 There were two men on a train. The older man said to the younger man, 'How old are you?' The younger man said, 'The day before yesterday I was eighteen and next year I will be twenty-one.' On what date did the two men meet?

Answer:

- 2 A rich businessman died and left his seventeen factories to his three sons. He left half his factories to his eldest son, a third of his factories to his second son and a ninth of his factories to the youngest son. The sons did not know what to do. They did not want to break up any of the factories. Another rich businessman helped them to find an answer. What was it?

Answer:

Unit Fourteen

Telephone messages

Exercise 60 To do/doing

Cross out the word(s) in brackets which you cannot use in these sentences.

- 1 Could you (~~to type~~ typing) those letters please?
- 2 The phone has stopped (to ring ringing).
- 3 Why don't you (to go going) home?
- 4 We look forward (to hear hearing) from you.
- 5 You should (to work working) harder.
- 6 I have got (to ring ringing) Mr Smith.
- 7 Would you like (to go going) to the cinema on Thursday?
- 8 I do not like (to do doing) the filing.
- 9 I want (to earn earning) more money.
- 10 I will (to see seeing) you on Friday.

Exercise 61 Rhyming words

Which word in the first column rhymes with which word in the second column?

- | | | | |
|---|-------|---|---------|
| 1 | weigh | a | are |
| 2 | do | b | day |
| 3 | car | c | wear |
| 4 | know | d | my |
| 5 | chair | e | her |
| 6 | floor | f | through |
| 7 | near | g | go |
| 8 | I | h | here |
| 9 | were | i | your |

Answers:

weigh	day
do	
car	
know	
chair	
floor	
near	
I	
were	

Exercise 62 Word puzzle

How many words can you find in this word puzzle?

T	A	P	E	H	L	M	E	A
P	E	N	C	I	L	O	L	D
A	M	L	T	O	O	A	N	D
P	E	E	E	B	O	X	B	G
E	S	T	S	P	K	N	O	W
R	S	T	P	A	H	C	R	M
B	A	E	A	N	Y	O	I	A
A	G	R	E	L	B	A	N	K
D	E	S	K	I	K	T	G	E

Answers:

.....

.....

.....

.....

.....

.....

.....

Exercise 63 Reported speech

Here are six sentences in reported speech. Write the actual words people said:

- 1 She said he liked typing. ‘He likes typing.’
- 2 She says she likes typing. ‘I like’
- 3 He said he did not want to go.
- 4 He said she was going to visit him.
- 5 He says Helen is not having lunch today.
- 6 She said they were having a meeting.

Unit Fifteen

Plans

Exercise 64 Short responses

Write short responses to these statements to express polite interest in what someone is saying.

- 1 I'm going to improve my typing. *Oh are you?*
- 2 I didn't see him. *Oh didn't you?*
- 3 I'll go next week.
- 4 I've got to do a lot of typing.
- 5 I must work late.
- 6 I can't speak Russian.
- 7 I want to leave work early today.
- 8 I was very busy yesterday.
- 9 I won't do it.
- 10 I've never been there.

Exercise 65 Going to/present progressive

These sentences are about the future. Write the verbs in the correct form.

- 1 BOS (open) a new branch. *BOS are going to open a new branch.*
- 2 I (meet) him at 10 o'clock. *I am meeting him at 10 o'clock.*
- 3 I (not come) to work tomorrow.
- 4 I (get) a job.
- 5 They (have) a meeting.
- 6 What's he (do)?

Exercise 66 Word stress

Write the stress pattern of all these words and then link each word from the first column with the word with the same stress pattern in the second column.

- | | | | |
|---|------------------------|---|------------------------|
| 1 | o o O o
information | a | direction |
| 2 | photocopy | b | precise |
| 3 | roundabout | c | supermarket |
| 4 | around | d | handsome |
| 5 | apostrophe | e | personnel |
| 6 | agenda | f | o o O o
preposition |
| 7 | housework | g | redecorate |
| 8 | understand | h | anywhere |

Answers:

information	preposition
photocopy	
roundabout	
around	
apostrophe	
agenda	
housework	
understand	

Exercise 67 The news

The words in this puzzle are all words to do with newspapers.

1	E	A			I	2	E
						E	
3	O	U	4	A	I		
	E						A
		O		5	E		
6	A			I			E
	E			O			

Exercise 68 A worker's quiz

Find out how many hours you work a year.

There are 365 days in a year. There are 24 hours in a day.

How many hours are there in a year? A

You sleep for 8 hours every day. How many hours do you sleep in a year? B

How many hours are left? (A minus B) C

There are 52 weekends of two days. How many hours is that? D

How many hours are left? (C minus D) E

You have an hour for lunch each day. How many lunch hours do you have in a year? F

How many hours are left? (E minus F) G

You have three weeks' holiday every year. There are 7 days in a week. How many hours' holiday do you have? H

How many hours are left? (G minus H) I

You have an hour free in the morning and four hours free in the evening every day. How many free hours do you have in a year? J

How many hours are left? (I minus J) K

You have a half hour break every morning for coffee and half an hour for tea in the afternoon. How many hours is that in a year? L

How many hours are left? (K minus L) M

You are ill for about $3\frac{1}{2}$ days per year. How many hours is that? N

How many hours are left? (M minus N) O

There are usually about 8 days of national holidays per year. How many hours is that? P

How many hours are left? (O minus P) Q

You spend 9 hours a year at the dentist or out of the office for other reasons. You work for the rest of the time. How many hours a year do you work? R

Test C

Part one

Here are some facts. Write the questions A asks B about the facts, like this:

Fact: She has not met him yet.

A: *Has she met him yet?*

B: No.

1 Fact: Tea is grown in Sri Lanka.

A:

B: In Sri Lanka.

2 Fact: She has already typed the letter.

A:

B: Yes.

3 Fact: It is going to take a week.

A:

B: A week.

4 Fact: They closed the Newcastle branch last December.

A:

B: Last December.

5 Fact: Helen's typewriter is the oldest.

A:

B: Helen's.

Part two

Write the actual words people said yesterday, like this:

He said it wasn't signed. *'It is not signed.'*

1 They said they were leaving. '.....'

2 Mary said she would ring him. '.....'

3 I said he went to work by bus. '.....'

4 He said she could not do it. '.....'

5 She said it was her office. '.....'

Part three

Write the past participle of the verbs in these sentences, like this:
 Have you (take) shorthand before? *taken*

- 1 The book was (write) by Jane Smith.
- 2 The desk was (break).
- 3 I have not (send) the telex yet.
- 4 Coffee is (export) from Brazil.
- 5 Have you (see) him?

Part four

Write short responses to these sentences. Your situation or attitude is the same as the person speaking. Like this:
 I'm working late tonight. *So am I.*

- 1 I love learning English. 4 I'm not very busy.
- 2 I can't drive. 5 I've got to go now.
- 3 I must leave early today.

Part five

Write these figures out in full, like this: 20p *twenty pence*

- 1 22½%
- 2 £725
- 3 \$6,294
- 4 360°
- 5 8,000,000

Part six

Write the comparative of the adjectives in these sentences, like this:
 My typewriter is (heavy) than yours. *heavier*

- 1 This one is (expensive) than that one.
- 2 I'm (big) than you.
- 3 My boss is (intelligent) than yours.
- 4 John earns (little) money than Peter.
- 5 This photocopier is (easy) to use than that one.

Test D

Part one

Choose the correct word to complete each sentence, like this:

Last week he did nota..... to the office. a) go b) went c) been d) gone

- 1 It is book. a) there b) theirs c) their d) they're
- 2 He always to work. a) is driving b) are driving c) drive d) drives
- 3 At the moment they a) is typing b) are typing c) type d) typed
- 4 They are going the station. a) close b) to close c) closing d) to closing
- 5 I look forward from you. a) to hearing b) hearing c) hear d) to hear
- 6 typewriter is that? a) His b) Who c) Whose d) Who's
- 7 man has got a moustache? a) Which b) Who c) Who's d) Why
- 8 They are giving a prize. a) him b) she c) its d) they
- 9 It is Monday morning. a) in b) at c) on d) to
- 10 Have you to London before? a) been b) gone c) go d) went

Part two

In the next five sentences, choose the only answer which is *not* correct, like this:
.....d..... you write to Mr Donaldson please? a) Can b) Could

- 11 I to go to the post office. a) must b) have got c) have d) want
- 12 Have you **seen** new boss? a) his b) your c) mine d) our
- 13 He said they were a) working b) delivered c) come d) busy
- 14 I not go to work. a) did b) have c) do d) will
- 15 I would love a) any b) one c) some d) to

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