

# *English for the Global Workplace*

**CEFR A2**

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photographs

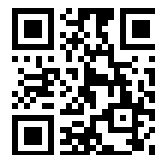
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## English for the Global Workplace

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# CONTENTS



|                |                                   |     |
|----------------|-----------------------------------|-----|
|                | Content Chart .....               | 4   |
|                | Overview .....                    | 6   |
|                | Introduction .....                | 8   |
| <b>UNIT 1</b>  | Meeting for the First Time .....  | 9   |
| <b>UNIT 2</b>  | Welcoming a Newcomer .....        | 17  |
| <b>UNIT 3</b>  | Telephone Communication .....     | 25  |
| <b>UNIT 4</b>  | Office Issues .....               | 33  |
| <b>UNIT 5</b>  | Arranging a Meeting .....         | 41  |
| <b>UNIT 6</b>  | Video Conferencing .....          | 49  |
| <b>UNIT 7</b>  | Review 1 .....                    | 57  |
| <b>UNIT 8</b>  | Job Interviews .....              | 63  |
| <b>UNIT 9</b>  | Traveling on Business .....       | 71  |
| <b>UNIT 10</b> | Receiving Overseas Visitors ..... | 79  |
| <b>UNIT 11</b> | Meeting with Clients .....        | 87  |
| <b>UNIT 12</b> | Negotiations .....                | 95  |
| <b>UNIT 13</b> | Giving Presentations .....        | 103 |
| <b>UNIT 14</b> | Review 2 .....                    | 111 |
|                | <b>LINGUAPORTA</b> .....          | 118 |
|                | StreamLine .....                  | 119 |

# CONTENT CHART



| UNIT | TOPIC                      | LEARNING GOALS                                                                                                                     | DIALOGUES / TALKS                                                                                 | PAGES |
|------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------|
| 1    | Meeting for the First Time | <ul style="list-style-type: none"> <li>Greeting visitors</li> <li>Making visitors feel welcome</li> </ul>                          | <p><i>Scene 1:</i> At Reception</p> <p><i>Scene 2:</i> Meeting Company Guests</p>                 | 9-16  |
| 2    | Welcoming a Newcomer       | <ul style="list-style-type: none"> <li>Introducing your work environment</li> <li>Informing someone of company rules</li> </ul>    | <p><i>Scene 1:</i> Work Environment and Facilities</p> <p><i>Scene 2:</i> The Company's Rules</p> | 17-24 |
| 3    | Telephone Communication    | <ul style="list-style-type: none"> <li>Answering the phone and connecting a caller</li> <li>Rescheduling a meeting time</li> </ul> | <p><i>Scene 1:</i> Incoming Calls</p> <p><i>Scene 2:</i> Rescheduling an Appointment</p>          | 25-32 |
| 4    | Office Issues              | <ul style="list-style-type: none"> <li>Asking for leave</li> <li>Working overtime and covering shifts</li> </ul>                   | <p><i>Scene 1:</i> Taking Time Off</p> <p><i>Scene 2:</i> Finding a Replacement</p>               | 33-40 |
| 5    | Arranging a Meeting        | <ul style="list-style-type: none"> <li>Planning a meeting</li> <li>Reserving a meeting space and supplies</li> </ul>               | <p><i>Scene 1:</i> Meeting Preparations</p> <p><i>Scene 2:</i> Making Arrangements</p>            | 41-48 |
| 6    | Video Conferencing         | <ul style="list-style-type: none"> <li>Making video calls</li> <li>Dealing with problems</li> </ul>                                | <p><i>Scene 1:</i> Online Meeting</p> <p><i>Scene 2:</i> Problem Solving</p>                      | 49-56 |
| 7    | Review 1                   |                                                                                                                                    |                                                                                                   | 57-62 |



| UNIT | TOPIC                       | LEARNING GOALS                                                                                                                                                    | DIALOGUES / TALKS                                                                                     | PAGES   |
|------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------|
| 8    | Job Interviews              | <ul style="list-style-type: none"> <li>• Answering questions and promoting yourself in a job interview</li> <li>• Asking about the job and the company</li> </ul> | <p><i>Scene 1:</i> Talking about Yourself</p> <p><i>Scene 2:</i> Asking about the Job</p>             | 63-70   |
| 9    | Traveling on Business       | <ul style="list-style-type: none"> <li>• Arriving at the airport</li> <li>• Checking into a hotel</li> </ul>                                                      | <p><i>Scene 1:</i> Being Picked Up</p> <p><i>Scene 2:</i> Accommodations</p>                          | 71-78   |
| 10   | Receiving Overseas Visitors | <ul style="list-style-type: none"> <li>• Picking up a visitor</li> <li>• Showing a visitor around your workplace</li> </ul>                                       | <p><i>Scene 1:</i> At the Airport</p> <p><i>Scene 2:</i> A Company Tour</p>                           | 79-86   |
| 11   | Meeting with Clients        | <ul style="list-style-type: none"> <li>• Introducing a company's history</li> <li>• Giving information about products and services</li> </ul>                     | <p><i>Scene 1:</i> Company Introductions</p> <p><i>Scene 2:</i> Introducing Products and Services</p> | 87-94   |
| 12   | Negotiations                | <ul style="list-style-type: none"> <li>• Asking for a better or lower price</li> <li>• Confirming payment terms</li> </ul>                                        | <p><i>Scene 1:</i> Bargaining</p> <p><i>Scene 2:</i> Completing the Order</p>                         | 95-102  |
| 13   | Giving Presentations        | <ul style="list-style-type: none"> <li>• Giving a presentation to introduce your company</li> <li>• Explaining tables, charts, and graphs</li> </ul>              | <p><i>Scene 1:</i> Giving a Successful Presentation</p> <p><i>Scene 2:</i> Pie Charts</p>             | 103-110 |
| 14   | Review 2                    |                                                                                                                                                                   |                                                                                                       | 111-116 |



### Language Practice

Work with a partner. Make a short conversation between an office visitor and a receptionist and fill out the visitor pass.

**Sample Conversation**

Receptionist: Hello. How can I help you?  
 Visitor: Hello. I have an appointment with (Mr. Truman) at 3 p.m.  
 Receptionist: (Ask the visitor for his/her name.)  
 Visitor: Yes, I'm (name) from (company).  
 Receptionist: (Ask the visitor to complete the visitor pass.)  
 Visitor: OK. Here you are.  
 Receptionist: All right. Let me take you to (Mr. Truman).

**VISITOR PASS**

NAME: \_\_\_\_\_  
 COMPANY: \_\_\_\_\_  
 REASON FOR VISIT: \_\_\_\_\_  
 APPOINTMENT: \_\_\_\_\_  
 TIME IN: \_\_\_\_\_ TIME OUT: \_\_\_\_\_  
 DATE: \_\_\_\_\_

**Language Function** Giving bad news / Apologizing

I'm sorry, but + SV  
 I'm afraid / I'm sorry / I apologize (that) + SV

- I'm sorry, but I'll be a little late for the meeting. The traffic on the highway is very heavy this morning.  
 - I'm afraid our computer is down now. I apologize for / I'm sorry for the inconvenience.

Write your own apology in the following situations and explain the reasons.

- You need to change the date and time of an appointment with your client.  
 \_\_\_\_\_
- You need to cancel an appointment with your dentist.  
 \_\_\_\_\_

## LANGUAGE PRACTICE

Gives students the opportunity to apply what they have learned and express themselves through controlled practice in a realistic speaking scenario.

## LANGUAGE FUNCTION

Focuses on grammatical and functional use of certain words or phrases in given situations.

### Reading Comprehension

UNIT 1 Meeting for the First Time

Read the following passage and choose T if the statement is true, or F if it is false.

When you think about business English, you probably picture scenes of executive meetings, formal presentations, and important negotiations. However, the English we use in business situations is not always formal, and is not always connected to business. Of course, managers and executives discuss contract details, marketing campaigns, and financial decisions, but they also spend time enjoying small talk, even in business situations.

Business small talk may sometimes be seen as simply a way of filling time before a meeting begins, but in reality, it is far more important than that. Success in business depends on many things, and one of these is building good relationships with colleagues and business partners. Engaging in small talk is one of the best ways to do this.

The topic of these casual conversations is not so important (although there are certainly topics, such as politics or physical appearance, that we should avoid), but through small talk, business people can relax, get to know each other, and establish trust. When people feel comfortable with each other, they are more likely to cooperate, and this helps business discussions and negotiations to proceed successfully. Despite its name, small talk has a big role.

- Only formal English should be used in business situations. T  F
- Business people often use small talk when discussing contract details. T  F
- Small talk helps business people to create better relationships. T  F
- It's OK to talk about whatever topic you like during small talk. T  F
- Cooperation and trust are important to success in business. T  F

## READING COMPREHENSION

Provides a reading passage related to the topic of each unit. Students read a passage and answer true-false or multiple-choice questions to check their comprehension.

## ACTIVE LEARNING

Offers students the opportunity to utilize what they have learned. They are encouraged to use integrated English skills, plan and perform role plays, make presentations, and participate in student-centered creative activities.

### Active Learning

**Task 1**  
 Make a business card with the name of a real or imaginary company, your name, your position, and your contact information. Exchange business cards and make small talk with a partner.

**Task 2**  
 You're running late for a 10 o'clock meeting with Dan Carter of Samberg Group. Send a text message and explain the reason, as well as the expected time you'll arrive at his office. Use the expressions, "I'm sorry...", "I'm afraid...", "I apologize that...", or "I apologize for..."

09:40  
 Hello Dan,

# INTRODUCTION

Welcome to *English for the Global Workplace*. In our increasingly globalized society, competency in English is essential not only in the academic world, but also in the business sector. Whatever your English learning goals, this book will help you to reach them.

As the title suggests, *English for the Global Workplace* is focused on business-related subjects. It covers a wide range of topics, from situations such as greeting visitors and welcoming new coworkers, to essential language for business meetings, video conferencing, making presentations, etc. The book also includes realistic business dialogues presented in video format.

*English for the Global Workplace* is divided into fourteen units, including two review units with TOEIC exam style exercises. Each unit has clearly-stated objectives and follows a defined structure. Units are divided into the following parts:

- Warm-Up: Introductory activities
- Language Notes: Word bank and phrases
- Video Watching: Conversations in different business scenarios
- Useful Expressions: Matching questions and responses, shadowing, sequencing of conversations, and completion of sentences
- Language Practice: Creating your own dialogue based on a sample and practicing the conversations in a pair
- Language Function: Focusing on the grammar and usage of certain words and expressions
- Reading Comprehension: Reading passages with T/F and multiple-choice questions
- Active Learning: Student-centered activities integrating the skills learned in each unit, including role-plays, presentations, and creative writing tasks.

In today's world, no matter where you live or what you do for a living, you will almost certainly encounter English. *English for the Global Workplace* gives you the opportunity to practice four important language skills: listening, speaking, reading, and writing, and provides you with the tools you need to feel comfortable communicating in English in any business situation.



# UNIT 1

## Meeting for the First Time

### ✓ Checklist

In this unit, you will learn about...

- Greeting visitors
- Making visitors feel welcome

### Warm-up

1. Fill in the blanks with the most appropriate word from the box to complete the reasons a company may require a visitor to wear a visitor's pass. (There is one extra word in the box.)

#### Improved Security

- to \_\_\_\_\_ track of all the visitors
- to \_\_\_\_\_ if someone who shouldn't be there is walking around

#### Future Planning and Reference

- to \_\_\_\_\_ on something with a visitor
- to \_\_\_\_\_ a future meeting with a visitor for another reason

schedule

identify

keep

contact

follow up

2. Work in a pair. Look at the visitor pass below and ask questions about the visitor's name, his/her company, the purpose of the visit, and the appointment time.



| VISITOR PASS     |                                                      |          |            |
|------------------|------------------------------------------------------|----------|------------|
| NAME             | Casey Jones                                          |          |            |
| COMPANY          | Attica Marketing                                     |          |            |
| REASON FOR VISIT | TV commercial meeting with Shawn Turner in Marketing |          |            |
| APPOINTMENT      | 10:00 a.m.                                           |          |            |
| TIME IN          | 9:50 a.m.                                            | TIME OUT | 11:10 a.m. |
| DATE             | 5/8                                                  |          |            |



1. LANGUAGE NOTES

**WORD BANK** Match the following words with their meanings.

- |                |   |                                                   |
|----------------|---|---------------------------------------------------|
| 1. reception   | • | • a. safety                                       |
| 2. appointment | • | • b. to finish something                          |
| 3. security    | • | • c. the reason something is done                 |
| 4. purpose     | • | • d. the place you welcome someone (at a company) |
| 5. complete    | • | • e. a formal arrangement to meet someone         |

**PHRASES** Fill in the blanks with the most appropriate phrase from the box. Change the word form wherever necessary.

|              |         |          |                     |             |
|--------------|---------|----------|---------------------|-------------|
| on behalf of | hang up | fill out | have an appointment | take a seat |
|--------------|---------|----------|---------------------|-------------|

- \_\_\_\_\_ this form and give it to the receptionist when you're done.
- Please \_\_\_\_\_. Mr. Jones will be with you shortly.
- \_\_\_\_\_ the CEO of Unicorp, I welcome all of you.
- Frank was so angry that he \_\_\_\_\_ the phone.
- We \_\_\_\_\_ with Ms. Farmar at 9:30.

2. VIDEO WATCHING

CHECK YOUR UNDERSTANDING

**FIRST VIEWING** Watch the video of James and Emma visiting a company, and choose the correct answers.



- What is the purpose of James and Emma's visit?
 

|                              |                           |
|------------------------------|---------------------------|
| A. To join a training course | B. To give a presentation |
| C. To have an interview      | D. To have a meeting      |
- Why do the visitors need to fill out a form?
 

|                              |                                    |
|------------------------------|------------------------------------|
| A. It is for booking a room. | B. It is for security.             |
| C. It is the law.            | D. It is The Klein Group's policy. |
- What does the receptionist say about the identity badges?
 

|                                     |                                               |
|-------------------------------------|-----------------------------------------------|
| A. Guests cannot take them off.     | B. Guests are allowed to take them off later. |
| C. Details must be written on them. | D. Information must not be changed.           |

**SECOND VIEWING**

Watch the video again and fill in the blanks with the words below.



for a meeting  
must be worn

have your names  
this visitor form

have an appointment

James and Emma walk through an entrance into the reception area of a large company.

**Receptionist:** Hi there. How may I help you?

**James:** We're here on behalf of The Klein Group. We  
① \_\_\_\_\_ with Ms. Farmar at 10:30.

**Receptionist:** OK. Could I ② \_\_\_\_\_, please?

**James:** I'm James Davis and this is Emma Smith.

**Receptionist:** Great. I just need you to fill out ③ \_\_\_\_\_  
for security purposes. Please write your full names, company,  
telephone number, and purpose of the meeting.

**James:** Sure. No problem.

*(The receptionist calls Ms. Farmar while the guests complete the form.)*

**Receptionist:** Hi, Josephine. I'm with James Davis and Emma Smith from The  
Klein Group. They're here ④ \_\_\_\_\_ with  
you at 10:30. *(Pause)* Yes, OK. Will do. Thanks. *(Hangs up the phone)*  
I've got a couple of identity badges for you which  
⑤ \_\_\_\_\_ at all times. Here you are.  
Please take a seat over there, and Ms. Farmar will be with you  
shortly.

**3. USEFUL EXPRESSIONS****MATCHING**

Match the responses with the questions/statements.

| Question/Statement                  | Response                                                    |
|-------------------------------------|-------------------------------------------------------------|
| 1. Hi, how may I help you?          | a. I'm Dave Thomas and this is Jill Foster.                 |
| 2. Could you tell me your names?    | b. Sure. No problem.                                        |
| 3. Please sign here.                | c. It's down the hall on your left.                         |
| 4. Where should we wait?            | d. We're here for a meeting with Kathy Gordon in Marketing. |
| 5. Excuse me, where's the restroom? | e. Over there by the magazines is fine.                     |



1. LANGUAGE NOTES

**WORD BANK** Fill in the blanks with the most appropriate word from the box. Change the word form wherever necessary.

|           |        |           |        |          |
|-----------|--------|-----------|--------|----------|
| currently | expect | apologize | bother | restroom |
|-----------|--------|-----------|--------|----------|

1. He \_\_\_\_\_ for the delay with the project at the meeting yesterday.
2. \_\_\_\_\_, there are 120 employees in this company.
3. The \_\_\_\_\_ on this floor are for staff only.
4. A: Sorry for the wait. B: It's no \_\_\_\_\_ at all.
5. Our office is \_\_\_\_\_ to move to a new location next year.

**PHRASES** Fill in the blanks with the most appropriate phrase from the box. Change the word form wherever necessary.

|             |                |            |               |            |
|-------------|----------------|------------|---------------|------------|
| my pleasure | would be great | right away | down the hall | I'm afraid |
|-------------|----------------|------------|---------------|------------|

1. It's urgent. Please come to my office \_\_\_\_\_.
2. A: Thank you for your advice. B: \_\_\_\_\_.
3. \_\_\_\_\_ that I won't be able to take the job.
4. A: Are you hungry? B: Yeah, a snack \_\_\_\_\_.
5. A: Where's the break room? B: It's \_\_\_\_\_.

2. VIDEO WATCHING

CHECK YOUR UNDERSTANDING

**FIRST VIEWING** Watch the video of Ms. Farmar's assistant, Fran, meeting with the guests at reception, and choose the correct answers.



1. Why can't Ms. Farmar see James and Emma now?
 

|                                  |                                   |
|----------------------------------|-----------------------------------|
| A. She's got the morning off.    | B. She's not at the office today. |
| C. She forgot about the meeting. | D. She's in another meeting.      |
2. What does James say about the wait?
 

|                                      |                                           |
|--------------------------------------|-------------------------------------------|
| A. He'll come back in the afternoon. | B. 15 minutes is the maximum he can wait. |
| C. He doesn't mind waiting.          | D. It is inconvenient for him and Emma.   |
3. What will Fran most likely do next?
 

|                                           |                                       |
|-------------------------------------------|---------------------------------------|
| A. Make tea and coffee for everyone       | B. Bring some green tea out for James |
| C. Take the guests to Ms. Farmar's office | D. Tell Ms. Farmar to hurry up        |

**SECOND VIEWING** Watch the video again and fill in the blanks.

Ms. Farmar's assistant, Fran, comes out to meet the guests.

**Fran:** Hello, you must be James and Emma?

**James:** Yes, that's us. ① \_\_\_\_\_ Ms. Farmar.

**Fran:** I'm afraid Ms. Farmar is currently in another meeting, which is taking longer than expected. She apologizes for the wait. I'm her assistant, Fran.

**James:** It's OK. We've got the whole morning off, so it's no bother.

**Fran:** She ② \_\_\_\_\_ 15 minutes. Can I get you some tea or coffee while you wait?

**Emma:** I'm fine, thanks. I ③ \_\_\_\_\_.

**James:** A green tea would be great, if you have it. Thanks.

**Fran:** My pleasure. ④ \_\_\_\_\_ right away. Please let me know if you need anything else.

**Emma:** Oh, where's the restroom?

**Fran:** ⑤ \_\_\_\_\_, last door on the left.

**3. USEFUL EXPRESSIONS****SHADOWING** Listen to the audio and practice saying the sentences below.**Explaining that someone is late**

She's (currently) in another meeting

which is taking longer than expected.  
and won't be available for a while.

She shouldn't be

more than 15 minutes.  
too long.

She's running (a bit) late

because of traffic.  
due to an emergency.

## Language Practice

Work with a partner. Make a short conversation between an office visitor and a receptionist and fill out the visitor pass.

### Sample Conversation

**Receptionist:** Hello. How can I help you?

**Visitor:** Hello. I have an appointment with *(Mr. Truman)* at *(3 p.m.)*.

**Receptionist:** *(Ask the visitor for his/her name.)*

**Visitor:** Yes, I'm *(name)* from *(company)*.

**Receptionist:** *(Ask the visitor to complete the visitor pass.)*

**Visitor:** OK. Here you are.

**Receptionist:** All right. Let me take you to *(Mr. Truman)*.

### VISITOR PASS

NAME :

COMPANY :

REASON  
FOR VISIT :

APPOINTMENT :

TIME IN :

TIME OUT :

DATE :



## Language Function

## Giving bad news / Apologizing

**I'm sorry, but S+V**

**I'm afraid / I'm sorry / I apologize (that) + S+V**

- *I'm sorry, but I'll be a little late for the meeting. The traffic on the highway is very heavy this morning.*
- *I'm afraid our computer is down now. I apologize for / I'm sorry for the inconvenience.*

**Write your own apology in the following situations and explain the reasons.**

1. You need to change the date and time of an appointment with your client.

---

2. You need to cancel an appointment with your dentist.

---

## Reading Comprehension

Read the following passage and choose **T** if the statement is true, or **F** if it is false.



When you think about business English, you probably picture scenes of executive meetings, formal presentations, and important negotiations. However, the English we use in business situations is not always formal, and is not always connected to business. Of course, managers and executives discuss contract details, marketing campaigns, and financial decisions, but they also spend time enjoying small talk, even in business situations. 5

Business small talk may sometimes be seen as simply a way of filling time before a meeting begins, but in reality, it is far more important than that. Success in business depends on many things, and one of these is building good relationships with colleagues and business partners. Engaging in small talk is one of the best ways to do this. 10

The topic of these casual conversations is not so important (although there are certainly topics, such as politics or physical appearance, that we should avoid!), but through small talk, business people can relax, get to know each other, and establish trust. When people feel comfortable with each other, they are more likely to cooperate, and this helps business discussions and negotiations to proceed successfully. Despite its name, small talk has a big role. 15

1. Only formal English should be used in business situations. T  F
2. Business people often use small talk when discussing contract details. T  F
3. Small talk helps business people to create better relationships. T  F
4. It's OK to talk about whatever topic you like during small talk. T  F
5. Cooperation and trust are important to success in business. T  F



# Active Learning

## Task 1

Make a business card with the name of a real or imaginary company, your name, your position, and your contact information. Exchange business cards and make small talk with a partner.



## Task 2

You're running late for a 10 o'clock meeting with Dan Carter of Samberg Group. Send a text message and explain the reason, as well as the expected time you'll arrive at his office. Use the expressions, "I'm sorry ~," "I'm afraid ~," "I apologize that ~," or "I apologize for ~."

