



UNIT 1

ENGLISH FOR BUSINESS

WITH THE INSPIRE ACADEMY

INTRODUCTION

VOCABULARY

Match the names to their descriptions

Documents where you store information

SCHEDULE

A detailed plan of how a meeting will commence

BUDGET

A plan for carrying out a process or procedure

FORWARD

The online database where a business keeps it's records

AGENDA

To join one thing to another; to add a file to an email

FILES

To pass on a letter or message to someone else

ISSUE

An official statement asking for required information or payment

SYSTEM

To produce or to provide something officially

REMINDER

An estimate of income and expenditure for a period of time.

ATTACH

INTRODUCTIONS

"What do you do?"

This is how you ask someone what their job is.

"I **work for** a small business that sells designer kitchens. In fact, I **run** the design department, I **manage** the team of designers, 10 people **work under me.**"

"What is involved in your job role?"

Asking about the specific day-to-day responsibilities

"One of my main **responsibilities** is to make sure the designs are finished on time. I also **handle** customer queries and I am **in charge** of design budgets.

I **work with** many different people on a day-to-day basis, and I am responsible for the **co-operation** between the design and production teams."

NOTE:

IN CHARGE OF

RESPONSIBLE FOR



+

NOUN

VERB + ING

RESPONSIBILITY + INFINITIVE OR -ING

'One of my responsibilities is to make sure...'

"One of my responsibilities is making sure that..."

INTRODUCTIONS

ANSWER THE QUESTIONS ABOUT YOUR JOB

OR A PREVIOUS JOB YOU HAVE HAD

"What do you do?"

This is how you ask someone what their job is.

.....

.....

.....

.....

"What is involved in your job role?"

Asking about the specific day-to-day responsibilities

.....

.....

.....

.....

.....

.....

INTRODUCTIONS

PREPOSITIONS

FILL THE GAPS WITH THE CORRECT ANSWER

I work a delivery company.

I work a local shop.

I work a sales representative.

I am working a project about organic materials.

We work the fashion business.

I work my computer 6 hours a day.

I work England.

We import products China.

I have a good relationship my boss.

My job involves talking customers on a daily basis.

When my boss is unavailable, I answer the phone him.

I manage a team 5 people.

I will have a look our files for you.

INTRODUCTIONS

SMALL TALK

FIT THESE COMMON PHRASES INTO THE CORRECT CATEGORIES

Opening a conversation	Directing a conversation	Showing interest	Closing a conversation
B	C		A

a) Is that the time?

b) Hello again

c) That reminds me...

d) Really?

e) It was nice talking to you.

f) Excuse me...

g) I see.

h) We haven't met. I'm...

i) Will you excuse me?

j) Uh huh.

k) I must just...

l) Long time no see.

m) I'm afraid I'll have to be going

n) I couldn't help noticing...

o) While we're on the subject,

p) I understand you...

q) By the way...

r) You're..., aren't you?

s) Right.

t) Talking of...

v) You must be...

INTRODUCTIONS

FORMAL WRITING

FILL THE GAPS IN THE LETTER WITH THE WORDS BELOW

Dear Mr Brown,

When your last _____ was unpacked we were _____ to _____ that 8 coffee pots were damaged _____ the fact that the good quality _____ did not _____ to have suffered damage and although the boxes were _____ "fragile".

Some of the coffee pots are _____ dented or scratched as to be _____ even at a reduced price.

It would _____ seem that they were _____ before packing and that our carrier _____ therefore be held responsible.

We are keeping the _____ for the _____ of your insurer.

Yours sincerely

K. Smith

USE THESE WORDS:

UNSALEABLE

ITEMS

DESPITE

DISCOVER

PACKING

INSPECTION

THEREFORE

SHIPMENT

SO

DAMAGED

SURPRISED

MARKED

SEEM

CANNOT