



معهد إبتراقة المستقبل
Eshraat Al Mostakbal Inst.
العالي للتدريب | Higher Training

دبلوم إدارة الموارد البشرية

لغة انجليزية (٢)

(١١٢ انجل متكافئ ١١٢ انجل)

المستوى الثالث



المؤسسة العامة للتدريب التقني والمهني
Technical and Vocational Training Corporation

UNIT 11 : SMALL TALK



- **Informal social chat**
- **Making conversation**
- **Making people comfortable**

Conversation :

How to have a great

- Relax and forget about yourself
- Listen
- Ask questions
- Use a friendly tone
- Choose your words and questions carefully
- Neither interrupt a person in the middle of his thought, nor speak on top of it
- Compliment the other person
- Thank them for a great conversation

BASIC CONVERSATION IN ENGLISH

1. PERSONAL

- WHAT'S YOUR NAME?
- HOW DO YOU SPELL IT?
- WHERE ARE YOU FROM?
- WHERE DO YOU STUDY?
- HOW OLD ARE YOU?
- WHERE DO YOU LIVE?
- WHAT DO YOU DO?

2. WHAT HAVE YOU GOT?

- HAVE YOU GOT A BIG HOUSE?
- HAVE YOU GOT BROTHERS OR SISTERS?
- HAVE YOU GOT A COMPUTER AT HOME?
- HAVE YOU GOT ANY PETS?
- HAVE YOU GOT GOOD TEACHERS AT SCHOOL?

3. WHAT CAN YOU DO?

- CAN YOU PLAY ANY INSTRUMENT?
- CAN YOU SING OR DANCE WELL?
- CAN YOU RIDE A BIKE?
- CAN YOU SKI?
- CAN YOU SPEAK ANY LANGUAGE?

4. TIME

- WHAT TIME IS IT?
- WHAT DAY IS IT TODAY?
- WHEN IS YOUR BIRTHDAY?
- WHICH IS YOUR FAVOURITE DAY OF THE WEEK?
- WHICH IS YOUR FAVOURITE SEASONS?
- WHAT TIME DO YOU USUALLY GET UP?

5. FREE TIME

- WHAT KIND OF MUSIC DO YOU LIKE?
- HOW OFTEN DO YOU GO TO THE CINEMA?
- WHAT DO YOU LIKE DOING AT WEEKENDS?
- WHAT SPORTS DO YOU LIKE?
- WHAT KIND OF BOOKS DO YOU READ?



UNIT 12 : GETTING PERSONAL



Importance of communication

- Express thoughts, ideas and feelings
- Creating awareness
- To fulfill a goal
- Avoid isolated
- Highlight issues
- Progress, development
- Educating the masses etc.

- **Mohammad:** Hello, this my friend Marie. Marie, this is my friend Suzan.
- **Suzan:** Nice to meet you Marie.
- **Marie:** Nice to meet you too. I heard that you are studying medicine. Is that right?
- **Suzan:** Oh, yes I am. And what about you?
- **Marie:** I am a lawyer. I work in a company nearby. And how old are you?
- **Suzan:** I am 22 years old. Where do you come from?
- **Marie:** I am from Moscow, Russia. And you?
- **Suzan:** I am from Belgium. But I was born in UK. It is where I met Mohammad, he is my brother's friend.
- **Mohammad:** Marie has also a brother here in London who is studying medicine. Suzan, how many brothers and sisters have you got?
- **Suzan:** I have one brother here, and one sister in Germany, Tania. She is coming to visit next month.
- **Marie:** Oh, that is great. So, what do you do in your free time?
- **Mohammad:** I love swimming, I go swimming three times a week. And you Suzan?
- **Suzan:** I like to go out with friends. Most of the time we go to the movies as we are all big fans of movies. Why do not you join us today evening?
- **Marie:** It's my pleasure, I like movies too.
- **Mohammad, Suzan:** All right, see you tonight. Bye
- **Marie:** See you. Bye.

HOW TO TALK ABOUT YOURSELF ?

My name is Abdullah, I was born in Jeddeh. I am from Saudi Arabia and I am 22 years old. I am a student at the Business Administration College. I have got one brother and one sister. In my free time, I watch TV and play computer games. And I also go to the cinema a lot and play basketball every weekend. I love rock music and jazz, but I hate shopping for clothes.

LOOK AT THESE SENTENCES ABOUT NOURA. WRITE SIMILAR SENTENCE ABOUT YOURSELF.

1- SHE FINISHED SCHOOL IN 1987.

2- SHE STUDIED AT THE UNIVERSITY OF TEXAS.

3-SHE GRADUATED FROM COLLEGE AT 1992.

4-SHE GRADUATED IN MARKETING.

5- SHE WORKED IN LONDON.

6-SHE WORKED FOR RAINBOW, AN ADVERTISING AGENCY.

UNIT 13 : ENTERTAINING



FOOD AND EATING OUT

- **How many times do you eat out each week?**
- **What motivates you to eat out? (Enjoy restaurants, don't have enough time, hate doing dishes, not a good chef, etc.)**
- **What's your favorite restaurant in town?**
- **What's your favorite quick, cheap meal?**
- **Is there a particular cuisine that you think is overrated?**
- **What's your favorite dish to eat?**
- **What foods do you refuse to eat?**



RECOMMENDING FOOD

- **What do you recommend?**
- **I recommend you try one of the specials.**
- **You could try the steak it is very nice.**
- **This is their standard menu ... and these are the specials.**
- **We thought you might like to try the desert.**
- **The pasta is very good.**
- **It comes with potatoes and fresh vegetables.**



ORDERING FOOD

- **I'll have a today's special please.**
- **I'll take a portion of potatoes.**
- **Could we have a pizza and fries please?**
- **I'd like a Caesar salad thanks.**
- **Shall we order a bottle of the house red?**
- **Could we order some mineral water too?**



ORDERING FOOD



DIALOGUE

- **Waiter: Hello, Can I help you?.**
- **Kim: Yes, I'd like to have some lunch.**
- **Waiter: Would you like a starter?**
- **Kim: Yes, I'd like a bowl of chicken soup, please.**
- **Waiter: And what would you like for your main course?**
- **Kim: I'd like a grilled cheese sandwich.**
- **Waiter: Would you like anything to drink?**
- **Kim: Yes, I'd like a glass of Coke, please.**
- **Waiter: Would Pepsi be OK? We don't have Coke.**
- **Kim: That would be fine.**
- **Waiter: (After Kim has her lunch.) Can I bring you anything else?**
- **Kim: No thank you. Just the bill.**
- **Waiter: Certainly.**
- **Kim: I don't have my glasses. How much is the lunch?**
- **Waiter: That's \$6.75.**
- **Kim: Here you are. Thank you very much.**
- **Waiter: You're welcome. Have a good day.**
- **Kim: Thank you. Same to you.**



A large collage of various food items is displayed in the background. The items include fruits like bananas, grapes, watermelon, kiwi, and strawberries; vegetables like green beans and tomatoes; bread and pastries; meat like chicken, fish, and sausages; and dairy products like milk, cheese, and butter. The text "Adjectives describing food" is overlaid in the center of this collage.

Adjectives describing food

ADJECTIVE DESCRIBING FOOD

- **Delicious**
- **Bitter**
- **Sour**
- **Salty**
- **Spicy**
- **Oily**
- **Healthy**
- **Unhealthy**
- **Sweet**



Ways of cooking



bake



barbecue



boil



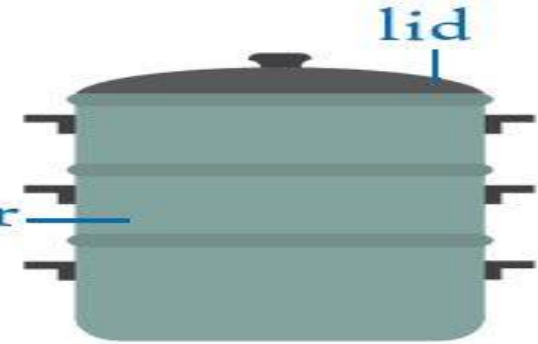
flambé

frying pan



fry

steamer



lid

steam

Examples

Bake at 150°C for 30 minutes.

We barbecued chicken breasts.

I put two eggs on to boil.

He fried fish for me.

www.vocabularypage.com



wok



stir-fry

LISTENING PART



Pie Restaurant - Randall's ESL Cyber Listening Lab (esl-lab.com)

INVITATIONS



What is Invitation?

Invitation is ask someone to join or come. The aim is to invite someone to our activities.

Invitation card are typically used to invite events such as birthday party, wedding and other events.

Part of Invitation Letter:

- Title (Birthday Party, Wedding Party, etc)
- Invite (Joe, George, Ira, Arai, etc)
- Time/Date
- sender

HOW TO WRITE AN INVITATION LETTER?

Invite		To: Bisma Karisma
The body of the letter	Occasion	Hi Bisma, I would like to invite you to my birthday party.
	Day/Date	On Sunday, 9th December 2012
	Time	1.00 pm – 3.00 pm
	Place	At my home on Komplek Permata blok A4 No: 11 . Serang
Inviter		Cakra

There are two kinds of invitation, first formal invitation and informal invitation. The expression of formal invitation as follows:

1. Formal Invitation

Formal invitation it usually originates from institutes, companies, and kind of it.

2. Informal Invitation

Informal invitation is personal invitation given to a friend, family, etc.

Formal situation

- I would like you to come to...
- I wonder if you would like to...
- Would you like to...?
- I would like to invite you to...

Informal situation

- Will you come...
- Why dont you...?
- Come..
- How about coming with us to...?

It's a birthday party for Lucas Caramoy.

Come and share the joy.

There'll be ice cream and cakes for every boy and girl.

Saturday, June 8th 2012 06.00 p.m.

At Caramoy's house

Deluxe Apartment 3rd floor

RSVP: May (022 2352276)

1. When will the party be started?

D. In the evening

2. What is the purpose of the text?

C. To invite people to attend Caramoy's party

Dear Rio

Come and Join the meeting on the preparation for the study tour to Jakarta.

Day/Date : Saturday, June 8th, 2013

Time : 11 a.m.

Venue : OSIS Room

The committee

5. What is the purpose of the text?

A. To invite Rio to come to the meeting

How to respond to it ?


**Sesame Street
Number 21
Jakarta** ← **Address**

20 June 2008 ← **Date**

Dear Big bird, ← **Greeting and name of person**

**Thank you for your invitation. I
can come to your party on
Saturday. I'm looking forward to
it a lot.** ← **Polite explanation of
whether you can or
cannot attend**

**From,
Elmo** ← **Ending**



The passive

(s +be + P.P)
p.p : past prticipile

Mohammed hit Ahmed

(Active)

مبني
للمعلوم

ضرب محمد أحمد

Ahmed was hit

(passive)

مبني
للمجهول

Ahmed was hit by Mohammed (passive)

ضرب أحمد

When do we use the passive ?

An unknown person killed Ali Abdallah Saleh. " Active "
Ali Abdallah Saleh was killed . " Passive "

When the subject is unknown (like : News)

The mailman delivered the package .
" Active "
The package was delivered.
" Passive "

When the subject is not important

People in Japan make good cars. " Active "
Good cars are made in Japan. " Passive "

For a change in the speech

Rules of Conversion from Active to Passive Voice

1. Identify the subject, the verb and the object: S+V+O
2. Change the object into subject
3. Put the suitable helping verb or auxiliary verb
4. Change the verb into past participle of the verb
5. Add the preposition "by"
6. Change the subject into object

Example:

Active Voice: Sameer wrote a letter.
(subject) + (verb) + (object)

Passive Voice: A letter was written by Sameer.
(object) + (auxiliary verb) + (past participle) + (by+subject)

Examples

Active : the cat kills the mice.

Passive : the mice are killed by the cat.

Active : someone ate my breakfast.

Passive : my breakfast was eaten by someone.

Or

My breakfast was eaten.

Ahmed ate the cheesecake

the cheesecake was eaten by Ahmed.

We bake delicious cakes

delicious cakes are baked by us.

NOW IT'S YOUR TURN 😊

Latifa took a picture of me

My kids ate the white chocolate cookies

UNIT 14: GETTING HELP

1- Giving instructions


2-Talking about problems

3-Giving advice





IMPERATIVES

- 
- **An imperative sentence is used to give a command, or order.**
 - **An imperative normally misses a subject, though all other parts of the sentence are present.**
 - **The verb is identical to a 2nd person, present tense form, without endings of any kind.**
 - **With negative imperatives, the auxiliary do is used, as in “*Don't drink the water*”.**
 - **There are no different tense forms of imperatives.**

USE

- **Advice**
- **Instructions**
- **Invitations**
- **Orders**
- **Requests**
- **Offers**
- **Warnings**
- **Directions**
- **Informal requests**
- **Give suggestions**

FORM

Form:

AFFIRMATIVE Infinitive without "to"	NEGATIVE Do not/Don't + Infinitive without "to"	
	Long form	Short form
Open your book. Be quiet!	Do not open your book. Do not be quiet.	Don't open your book. Don't be quiet.

Use the root form of the verb to create the imperative.

- **Eat a balance diet.**
- **Give me that book!**
- **Clean your room!**
- **Don't touch that !**

The word *you* usually does not appear before the imperative verb. The reader or listener understands that *you* is implied. It is not said or written but understood.

You can use “**please**” to be more polite.



EXERCISES

Rewrite the following sentences as imperatives. Note that the sentences are given in a variety of tenses. For example:

We are trying to organize these files.
Try to organize these files.

1. My sister came home early.

2. The men will stay home from work.

3. I listened to these new CDs.

4. Marie has sung in a choir.

5. He borrowed a lawn mower from the neighbors.

6. You water the vegetable garden and the flowers.

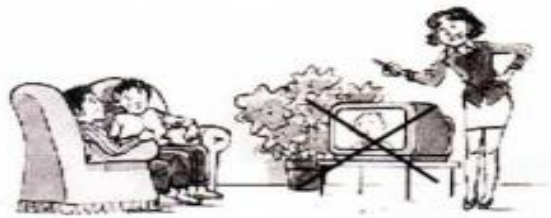
7. No one believed me.

8. We are quiet.

9. I went to the movies with friends.

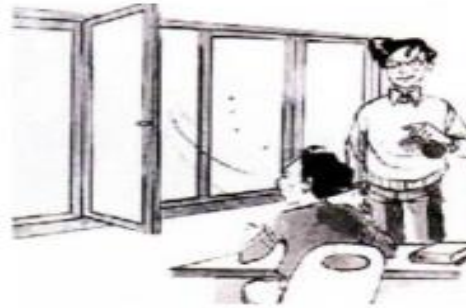
10. We had had a hamburger with fries.

C. Look at the pictures and guess what these people are telling each other.



(not watch)

1. _____



(close)

2. _____



(open)

3. _____



(stop/talk)

4. _____



(not drive)

5. _____

PROBLEM SOLVING



THE FOLLOWING ARE SOME WORKPLACE CHALLENGES\PROBLEMS AND HOW TO DEAL WITH THEM.

Fitting In

Figuring out how to be part of a new work culture can at times be frustrating. Get to know your coworkers by working on team projects. This promotes common interests, builds trust, and allies. Ask questions if you don't understand something. Be friendly and respectful. Your good attitude, manners, and work habits will show that you are a professional. Don't contribute to office gossip.

Being Heard

It takes time to gain the trust of coworkers to get them on board with your ideas. Listen and observe before suggesting changes. Bring solutions to the table. Engage your coworkers by knowing what you are talking about. Build a reputation of being clear-headed, objective, and reasonable.

THE FOLLOWING ARE SOME WORKPLACE CHALLENGES\PROBLEMS AND HOW TO DEAL WITH THEM.

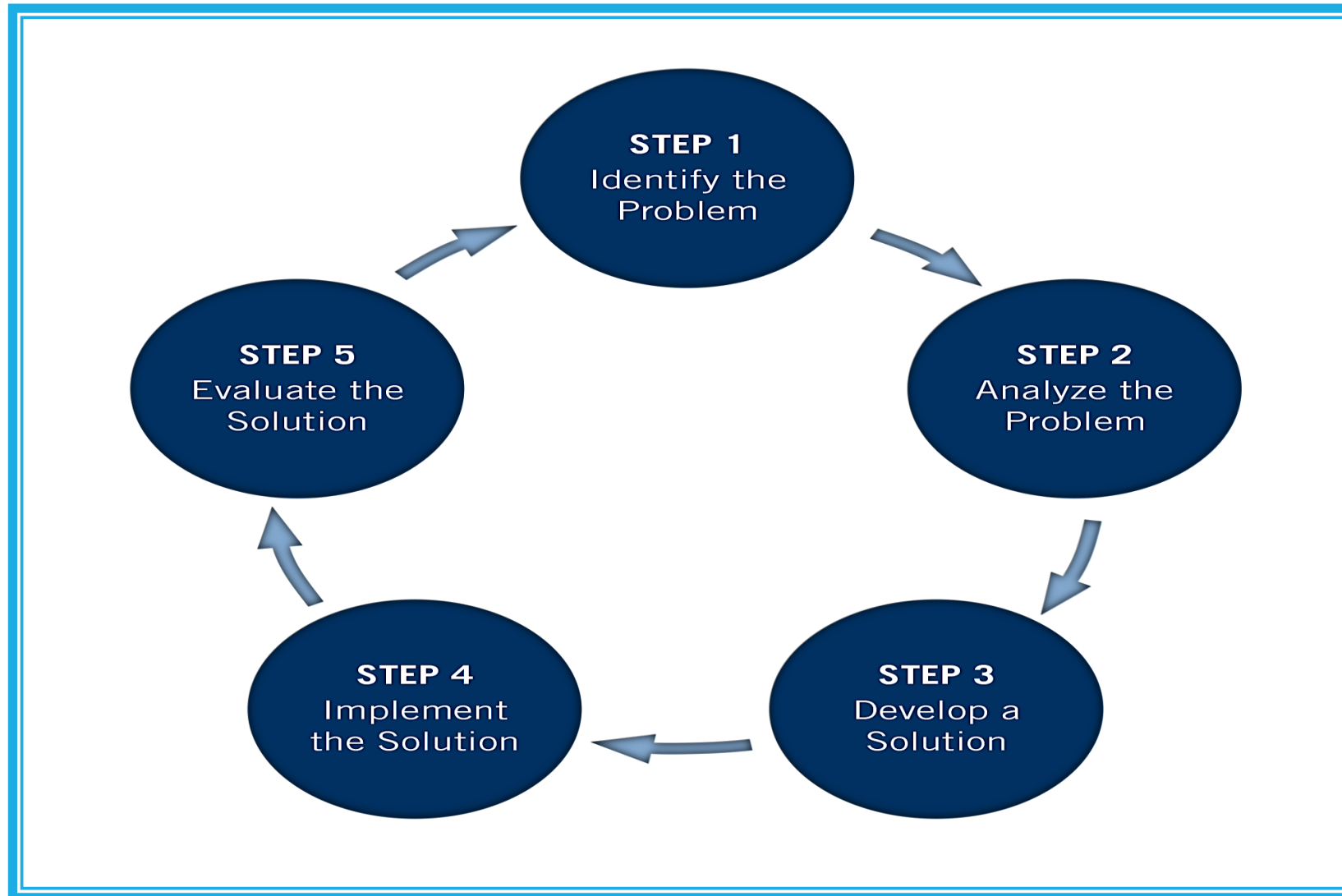
Making Mistakes

They happen to everyone at some point. Admit them and apologize. Don't offer excuses or try to cover them up. Instead, offer solutions as soon as possible and fix the problem on your own time. Forgive yourself, and move on.

Time Management

It can be difficult when you're settling into a new job and adjusting to your new responsibilities. Create a daily "to do" or goals list. Breaking down your tasks will make them seem more manageable, keep you organized, and help you to be more productive and efficient. If you are still having difficulty managing your workload, ask a coworker for advice, or speak with your supervisor to prioritize your work.

PROBLEM SOLVING CYCLE



HOW TO SOLVE PROBLEMS AT WORK OR IN YOUR LIFE IN GENERAL ?

1- Identify the problem:

you must be aware of the problem to be able to work on it.

2-Undertand the problem:

you must understand every aspect of the problem in order to figure out the best way to solve it.

HOW TO UNDERSTAND THE PROBLEM ?

After taking your time defining any problem you should understand it to be able to solve the problem.

How to do that ?

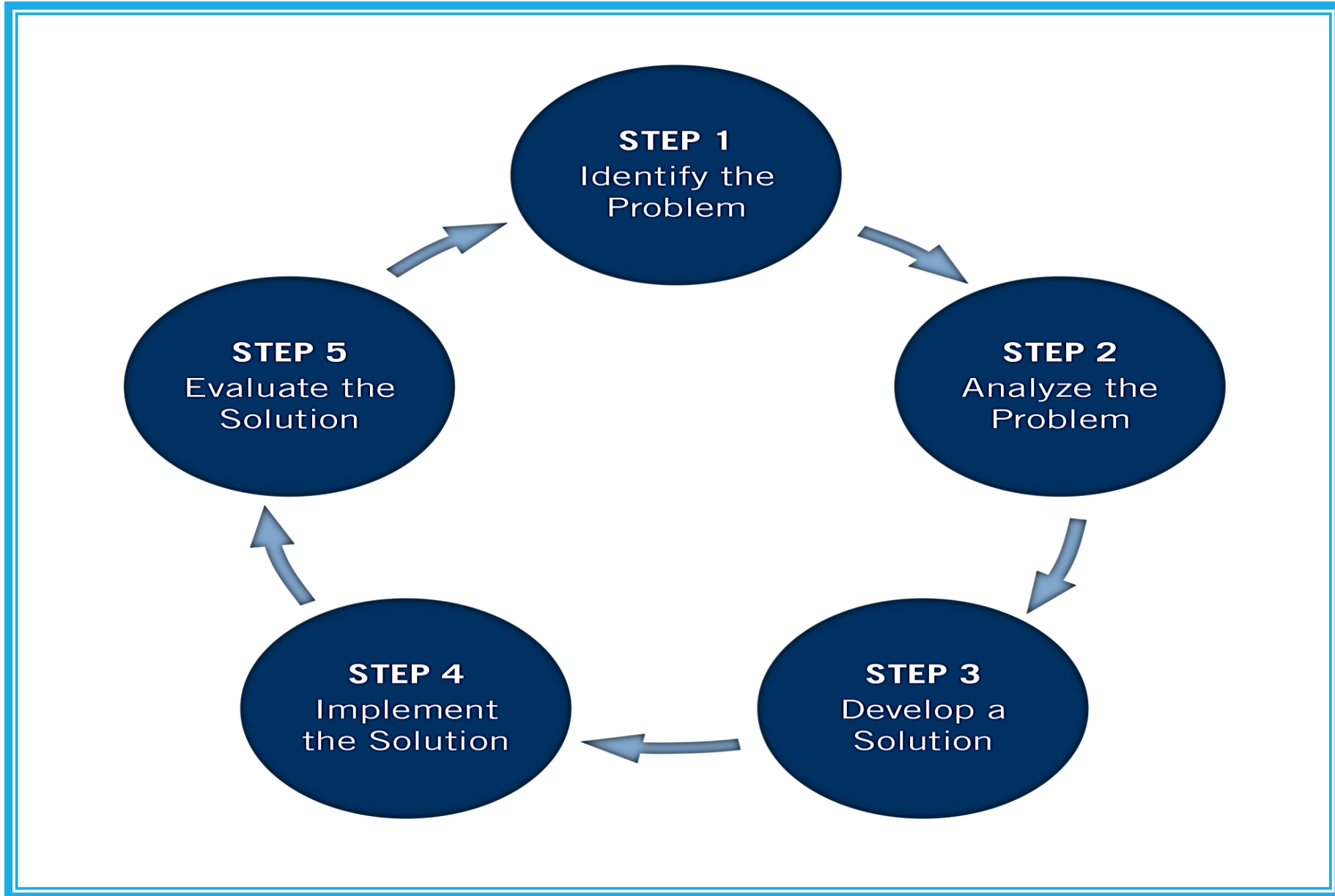
1-Discuss

2-Ask questions

3-Visualize

4-Restate the problem in your own words

5-Explain the problem to someone else.



UNIT 15 : WORKING TOGETHER



MAKING REQUESTS AND SUGGESTIONS

WHAT IS A REQUEST?

the act of asking for something to be given or done, especially as a favour or courtesy; solicitation or petition:



THE VERBS CAN/COULD/MAY/WILL/WOULD

- Are followed by the base form of the verb
- Are the same in all persons in singular and plural
- Do not form the question and negative forms with do

POLITE REQUESTS AND FAVOURS

To make polite requests and ask for a favour we use

- Can I/you ...?
- Could I/you...?
- May I/you ...?
- Will I/you...?
- Would I/you ...?

Could and Would are more polite than will and can.

- May I open the window?
- Can / Will / Would you help me with the homework?

1. To ask questions in a **very** polite way, use:

Would you/ Could you (please) + simple verb + ...?

For example:

-Andi : **Would you** please email that document to me? I need it ASAP*.

- Rita : **Could you** explain that a gain, please? I didn't understand.

- Andi : *ASAP = **as soon as possible**

2. To ask questions in a **polite but more casual way**, say:

Will you/ Can you (please) + simple verb + ...?

For example:

- **Will you** please answer the phone? I'm working.

- **Can you** hold my books for me? My hands are full.

:: Replying The Request ::

-PositiveReply-

Yes.	Yes certainly. Certainly.	Yes, of course. Of course.	I'd be happy to. I'd be glad to. My pleasure.
------	------------------------------	-------------------------------	---

Informally, we can say:

- Sure.
- Okay.
- Uh-huh. (means yes)

-Negative Reply-

- No.
- Sorry.
- No, I'm sorry. I can't.
- Sorry, I can't. I'm busy right now.
- I'd like to, but I can't.
- I'd love to, but I'm busy right now.

Examples Of Dialog

1. A : Would you mind if i turned off the lamp?
B : No, i don't mind.
2. A : Do you mind if i turn on television?
B : No at all.
3. A : Could i borrow some money from you,please?
B : I am sorry i can't.
4. A : Would you mind closing the door for us, please?
B : Why not.
5. A : May I speak with you?
B : Sure.
6. A : May I come in 10 minutes late tomorrow? I need to take my daughter to school.
B : Yes, you can. Thank you for asking
7. A : Would you mind lending me yours?
B : Sorry. It doesn't belong to me.
8. A : Could you show me how to make fried rice?
B : Sure.
9. A : Take this note to the accounting department?
B : Yes, certainly.
10. A : Would you like me to get you a cup tea?
B : That would be very nice of you.
11. A : May i borrow your dictionary? I need to look up a new word
B : Sure, Here you are.
12. A : Could you tell me the way to turn it off?
B : That's ok.

14. A : Can you show me how to set the TV channels?
B : I'm sorry, i can't.

15. A : Would you mind repeating what you just said?
B : Why not.

16. A : Would you mind waiting for a minute?
B : No, I will wait.

17. A : Would you give me a ride home?
B : Sorry. I'm not going in that direction.

18. A : Would you mind joining my club?
B : Ok, sounds good.

19. A : Would you mind if I take your coat?
B : Of course not.

20. A : Could you turn off the radio?
B : Of course, sorry if it bothers.



AGREEING AND DISAGREEING

Expressions to agree

- **You're absolutely right**
- **I agree.**
- **I think so too.**
- **So do I.**
- **I couldn't agree more**

Expressions to disagree

- **I don't agree with you.**
- **That's not entirely true.**
- **I disagree.**
- **I'm not so sure about that.**
- **I'm afraid I have to disagree.**

Expressions to agree

- **You're absolutely right**
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Expressions to disagree

- **I don't agree with you.**
- **That's not entirely true.**
- **I disagree.**
- **I'm not so sure about that.**
- **I'm afraid I have to disagree.**

- 1. Summer is the best season.**
- 2. There is too much advertising on TV.**
- 3. I think football is the best sport in the world.**
- 4. In my opinion, dogs are better than cats.**
- 5. I believe that people waste too much time on the Internet.**

SAMPLE CONVERSATION

- **A: I think kids don't get enough homework in Hong Kong.**
- **B: Really? I totally disagree!**
- **C: So do I! I think they get way too much homework .**
- **A: Are you nuts?! If we give them less homework they will be stupid.**
- **B: No way! I don't think so.**
- **C: I think that if we give them more free time, they can learn more.**
- **B: Same here.**
- **C: I don't think too much homework is good.**
- **B: Neither do I.**
- **A: Okay whatever lol. *Let's just agree to disagree...***

BUSINESS NEGOTIATING

Polite requests	Polite refusals	Counter suggestions
We'd like delivery in three weeks.	I'm sorry, but delivery in three weeks is very difficult for us.	We can deliver in five weeks if we rush. Is this acceptable?
We'd like a 20% discount on this order.	I'm sorry. We can't give you 20% discount.	We can offer 10% discount. How about 10% discount?
Could you give us credit for 180 days?	I'm sorry, but we're not allowed to give 180 days' credit.	The maximum credit we can give is 150 days.
Agreement with a condition	Delaying tactics	
OK, but if we deliver in three weeks, you'll have to pay extra.	I'll have to think about that and get back to you.	
That's fine, but you'll have to pay for shipping.	I'll have to check with my manager and call you back.	
Yes, but we'll need to do a credit check first.		

STAGES TO PLAN & EXECUTE EFFECTIVE MEETINGS

1

PLAN

- What is the purpose of the meeting?
- Who will participate in the meeting?
- What is a good time/location for the meeting?

2

PREPARE

- Process: If decisions need to be made, how will those decisions be made?
- Participants: Who has the most information, knowledge or expertise on the topic? Who is the meeting leader and who is the recorder?
- Materials: What materials need to be prepared for the meeting?

3

SET AGENDA

- Identify the group leader
- Organize meeting activities
- Outline a meeting schedule

4

CONDUCT MEETING

- Build rapport with meeting participants
- Make introductions and review the agenda
- Pay attention to the time!

5

CONCLUDE MEETING

- Summarize any decisions made and identify next steps
- Arrange to have the meeting minutes distributed in a timely manner
- Thank all the participants for their time and cooperation

True or false:

1- prepare and set agenda are some of the stages to plan and execute an effective meeting **True**

2- at the set agenda stage , you should identify the group leader **True**

3- at the end of the meeting , you shouldn't thank all the participants for their time and cooperation **false**



4- to conduct a meeting successfully we need to pay attention to the time. True

5- you don't have to make introductions and review the agenda. False

to your office

Making small talk in business

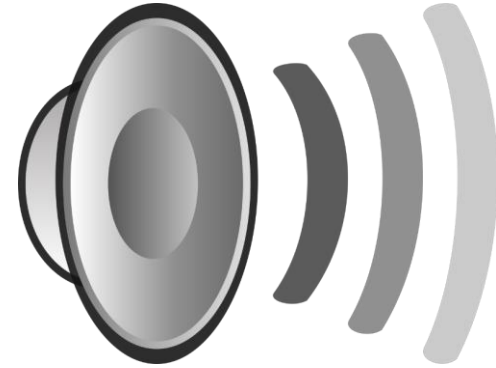
Talking easily with people can make a bigger impression than exchanging business cards. Here are some tips:

- 1** Smile first and always shake hands when you meet someone.
- 2** Take your time during introductions. Make an extra effort to remember people's names, and use them frequently in the conversation.
- 3** Maintain eye contact in any conversation.
- 4** Be aware of body language. Nervous people make others uncomfortable. Look confident and comfortable.
- 5** Be prepared. Think of three topics you can talk about.
- 6** Play the conversation 'game'. Answer with more than just 'yes' or 'no'.
- 7** Don't be a detective! Avoid all personal questions if you don't know the person well.

TRUE OR FALSE

1. You should not smile when you meet someone. **False**
2. Make effort to remember people's names. **True**
3. You don't have to maintain eye contact during a conversation. **False**
4. Be aware of your body language. **True**
5. Avoid all personal questions. **True**
6. Answer all the questions with only "yes" or "no". **False**

LISTENING



<https://learnenglish.britishcouncil.org/skills/listening/pre-intermediate-a2/changing-a-meeting-time>

UNIT 1 :GREETING VISITORS



UNIT GOALS:

1-GREETING VISITORS TO YOUR COUNTRY

2-GREETING VISITORS TO YOUR OFFICE

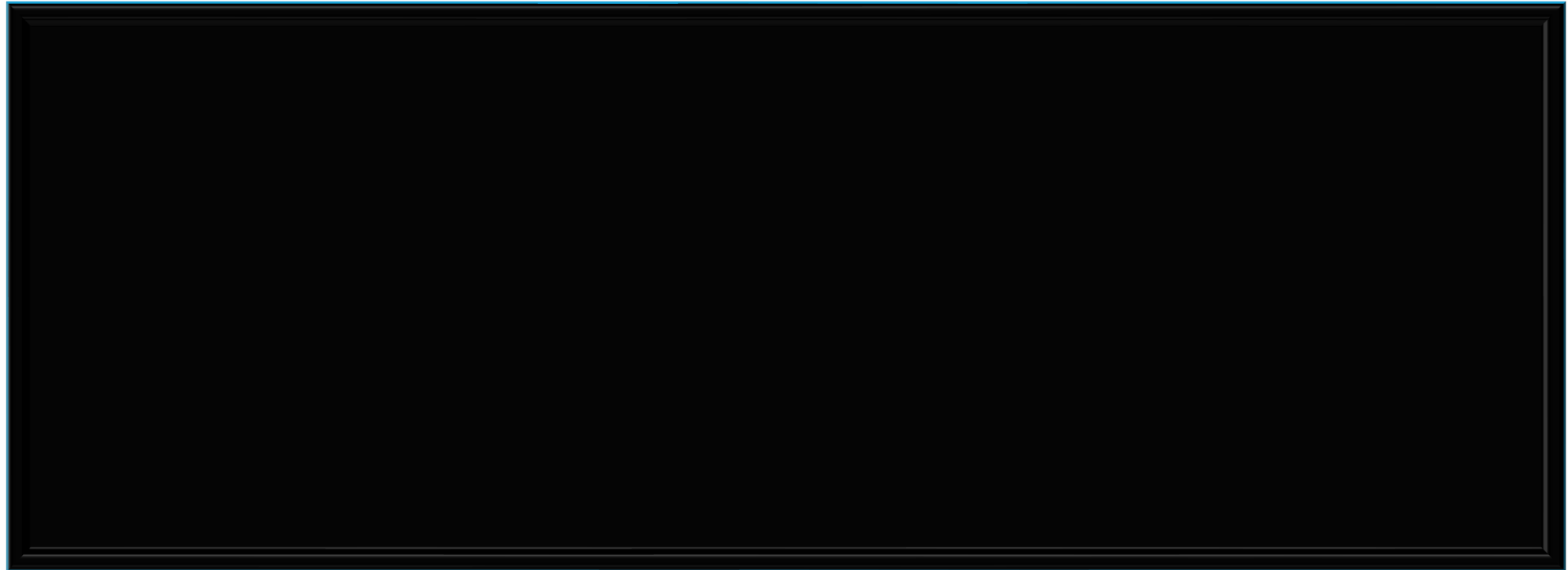
INTRODUCTION

**What do you talk about when you
meet new people ?**

**Do you find it easy or difficult to start
a conversation ?**



WELCOMING A VISITOR TO YOUR COMPANY



Help files

UNIT 1

Language file 1

Greeting visitors to your country

Introducing yourself

Hello. I'm David Smith.

Hello, Mr Smith. I'm Susie from Mirage.
I'm here to take you to the office.

Responding

Please call me David.

The visitor's journey

Did you have a good flight?
How was your journey?
trip?

Do you travel abroad a lot?
Do you like travelling?

The weather

It's a lovely hot day today.
very cold windy

It's about 30 degrees.

People's jobs

What do you do in your company?

Offering to help

Can I help you with your bags?

Thank you. That's very kind.
Thanks.
No, it's all right, thanks.

This way.

Here's our car.

You can put your bags in the boot.

Thanks.

LANGUAGE FOCUS
P:86



LISTENING

<https://learnenglish.britishcouncil.org/skills/listening/beginner-a1/meeting-a-new-team-member>

Task 1

P:6
WHO CAN SAY THESE EXPRESSIONS ?
WRITE H (FOR HOST) AND V (FOR VISITOR).

1 Thank you. That's very kind.

2 Can I help you with your bags?

3 Do you like travelling?

4 How long does it take to get there?

5 Do you travel abroad a lot?

6 I'm here to take you to our office.

7 No, it's all right, thanks. They're not heavy.

8 This way.

9 Did you have a good flight?

10 You can put your bags in the boot.

MATCH EACH SENTENCE TO ITS RESPONSE

a) Nice to meet you

b) How are you?

c) Would you like a cup of coffee ?

d) Hello nice to see you again

1. Yes, please. That would be nice. C

2. Nice to meet you too a

3. Hello, nice to see you again , too d

4. Very well , thank you . b

Present simple

I play football everyday

Past simple

I played football yesterday

Regular verbs

Play → played

Work → worked

Present simple Irregular verbs

Leave → left

Sleep → slept

Eat → ate

Be

I am

I was

They \ we are

They \ we were

He \ she \ it is

He \ she \ it was

GRAMMAR P:87

Language file 2

Present and past simple

Present simple

Use the present simple to talk about things you do regularly:

Do you travel abroad a lot?

I do about two or three trips a year.

and to ask and answer about your job:

What do you do?

I work in Accounts.

I'm a Marketing Assistant.

What does Sheila do?

She works in Administration.

Use the auxiliary verb *do* to form questions and negatives:

Do you travel a lot?

No, I don't like travelling.

Does Martin work with you?

No, he doesn't work in the same office.

Past simple

Use the past simple to talk about completed past actions and events at a specified time in the past:

be: It was a good flight.

regular verbs: Before that, I worked in Distribution.

irregular verbs: Davina left last week.

Use the auxiliary verb *did* to form questions and negatives with most verbs:

Did you have a good trip?

No, I didn't enjoy it.

Why did you leave Amco?

I didn't like my boss!

but not with *be*:

How was your flight?

It wasn't very comfortable.

present simple

I _____ to work everyday .

1-go

2-went

3-goes

4-going

Past simple

I _____ hard yesterday.

1-work

2-worked

3-working

4-works

COMPLETE THESE SENTENCES WITH THE CORRECT FORM OF THE VERB IN BRACKETS.

- **did you **have** (have) a good flight , Mr.Wright ?**
- **It **was** (be) a good flight – I **didn't do** (not do) any work .**
- **What **did** (do) you **do** (do) at Planeta , Maria?**
- **I **work** (work) in marketing now, but before that I **worked** (work) in sales.**
- **Right. Why **did** You **change** (change) departments?**

PART B – READING P:8

to your office

Making small talk in business

Talking easily with people can make a bigger impression than exchanging business cards. Here are some tips:

- 1 Smile first and always shake hands when you meet someone.
- 2 Take your time during introductions. Make an extra effort to remember people's names, and use them frequently in the conversation.
- 3 Maintain eye contact in any conversation.
- 4 Be aware of body language. Nervous people make others uncomfortable. Look confident and comfortable.
- 5 Be prepared. Think of three topics you can talk about.
- 6 Play the conversation 'game'. Answer with more than just 'yes' or 'no'.
- 7 Don't be a detective! Avoid all personal questions if you don't know the person well.

**In your opinion, which one is the most important tip ?
And why ?**

**IN YOUR COUNTRY , HOW TO MAKE THE
VISITOR FEEL MORE WELCOME ? 😊**

**WHAT IS THE RIGHT THING TO DO WHEN YOU HAVE MEETINGS WITH VISITORS?
CHOOSE THE ANSWERS ABOUT YOUR COMPANY, OR THE ANSWERS WHICH YOU
THINK ARE BEST!**

1-Where do you have meetings with visitors?

A- in the reception area

B- in a meeting room

C-at someone's desk

2- What do you offer visitors to drink?

A- a cold drink

B- a hot drink

C- a choice of hot or cold drinks

WHAT IS THE RIGHT THING TO DO WHEN YOU HAVE MEETINGS WITH VISITORS? CHOOSE THE ANSWERS ABOUT YOUR COMPANY, OR THE ANSWERS WHICH YOU THINK ARE BEST.

3-Do you offer visitors food?

A- yes, always

B-no, never

C-it depends on the time of day and the person

4-When do you have food?

A- before the meeting

B- during the meeting

C-after the meeting

D- never

Procedures and Rules :

Greeting visitors at appointments (all staff)

Wear your company name badge, if appropriate, at all times when meeting visitors.

Smile, walk up to the visitor and introduce yourself with a handshake.

(If you already know the visitor's name) Greet them by name straight away.

(If you don't know the visitor's name) They will most likely respond with their name when you introduce yourself. In any case, find out their name and use it straight away in your welcoming response.



LISTENING

<https://www.talkenglish.com/listening/lessonlisten.aspx?ALID=203>

UNIT 2 : COMPANIES



DESCRIBING DIFFERENT KINDS OF COMPANIES

READING

I'm a **designer**. I think of new ideas for clothes for a **manufacturer** who makes the clothes and sells them to **wholesalers** . They buy large quantities of the clothes , and sell them to different **retailers** , who sell clothes to individual customers in the shops . Sometimes an **exporter** buys some clothes and sends them to other countries , where an **importer** buys them to sell in shops.

Choose the correct answer

_____ is the person who thinks of new ideas for clothes.

1- Importer

2- Designer

An _____ buys some clothes and sends them to other countries.

1- Exporter

2- Manufacturer

Sometimes an exporter buys some clothes and sends them to other countries , where an importer buys them to sell in shops.

1- True

2- False

a _____ who makes the clothes and sells them to wholesalers

1- Designer

2- Retailer

3- Manufacturer

LOOK AT THE FOLLOWING EXAMPLES.

design

1- I'm a **designer**. (person)

2- I **design** clothes. (verb)

3- I work in **design** . (area you work in)



**Designer \ makes \ mall \ Wholesaler \ sends \ country \ Importer \ buys \ bank \
Exporter \ sell \ school \ Retailer \ manufacturer**

Person \ company

Designer

Wholesaler

Importer

Exporter

Retailer

Verb

Makes

Sends

Bus

sell

Area

Mall

Country

Bank

school

The passive

(s +be + P.P)
p.p : past prticiple

Mohammed hit Ahmed

(Active)

مبني للمعلوم

ضرب محمد أحمد

Ahmed was hit

(passive)

مبني للمجهول

ضُرب أحمد

Ahmed was hit by Mohammed

(passive)

Rules of Conversion from Active to Passive Voice

1. Identify the subject, the verb and the object: S+V+O
2. Change the object into subject
3. Put the suitable helping verb or auxiliary verb
4. Change the verb into past participle of the verb
5. Add the preposition "by"
6. Change the subject into object

Example:

Active Voice: Sameer wrote a letter.

(subject) + (verb) + (object)

Passive Voice: A letter was written by Sameer.

(object) + (auxiliary verb) + (past participle) + (by+subject)

Examples

ACTIVE : THE CAT KILLS THE MICE.

PASSIVE : THE MICE ARE KILLED BY THE CAT.

ACTIVE : SOMEONE ATE MY BREAKFAST.

PASSIVE : MY BREAKFAST WAS EATEN BY SOMEONE.

OR

MY BREAKFAST WAS EATEN.

AHMED ATE THE CHEESECAKE

THE CHEESECAKE WAS EATEN BY AHMED.

WE BAKE DELICIOUS CAKES

DELICIOUS CAKES ARE BAKED BY US.

NOW IT'S YOUR TURN 😊

Latifa took a picture of me

My kids ate the white chocolate cookies

UNIT 3 : OCCUPATION



**UNIT GOALS:
TALKING ABOUT JOBS ,
RESPONSIBILITIES AND ABILITIES.**



**FIRST OF .. TELL US WHAT IS YOUR CURRENT
JOB OR YOUR DREAM JOB?**

WORK

Work is any activity that a person performs to reach a beneficial result, as it is the job, profession and craft that a person performs in order to live a decent life and achieve goals.

By working, we can achieve the necessary needs of a person from food, clothing, and drink, but work is of other importance and is not only limited to meet the needs of the individual in terms of consumption and production, it works to strengthen relationships with others, provides the individual with physical and social protection, increases the confidence of the person himself, and also helps the individual in discovering his ability and talents, and increase his ambition in life, and thus achieve more success.

It is noticeable in the world that there is a development in the fields of work. The main fields of work are the agricultural field, the industrial field, the commercial field, and the usual crafts. These are manual works such as carpentry, blacksmithing, sewing, and so on.

finally, work is the greatest value for a person, as it is a moral and material value as we have explained.



SO .. WHAT IS WORK?

TRUE OR FALSE

- 1. Work is any activity that a person performs to reach a beneficial result.** True
- 2. By working, we can't achieve the necessary needs of a person from food, clothing, and drink.** False
- 3. The main fields of work are the agricultural field, the industrial field, the commercial field, and the usual crafts.** True
- 4. Work doesn't increase the confidence of the person himself, and also helps the individual discover his ability and talents.** False

DESCRIBING A JOB

- **Job :**
- **graphic designer, customer service agent , sales representative , teacher , engineer, doctor.**
- **Environment :**
- **Call center, customers offices , studio , school , hospital.**
- **Responsibility :**
- **finding new customer , dealing with customer questions , teaching students**

GRAPHIC DESIGNER ,SALES REPRESENTATIVE , CALL CENTER, FINDING NEW CUSTOMER , TEACHING STUDENTS ,CUSTOMERS OFFICES , STUDIO , SCHOOL, SHOP ,DEALING WITH CUSTOMER QUESTIONS , CUSTOMER SERVICE AGENT , ENGINEER

Job	Environment	responsibility
Graphic designer	Call center Costumers offices	Finding new costumer
Costumer service agent	Studio school	Teaching students
Sales representative Engineer	Shop	dealing with customer questions

HABITS OF HIGHLY SUCCESSFUL EMPLOYEES

- **They Think About the Skills They Need for the Next Job.**
- **They Speak Up in Meetings**
- **They Dress for the Job They Want**
- **They Get to Know the Higher-Ups**
- **They Know How to Communicate With Those Higher-Ups**
- **They Take Charge**
- **They Look for Leadership Opportunities**
- **They Give People Their Full Attention**
- **They Stay Professional**



- **They Show Up on Time**
- **They Record Their Accomplishments**
- **They Focus on Results, Not Just Activities**
- **They Don't Compare Themselves to Others**
- **They Listen to Feedback**
- **They Solve Problems**
- **They Commit to Learning**
- **They Stay Positive**
- **They Socialize**



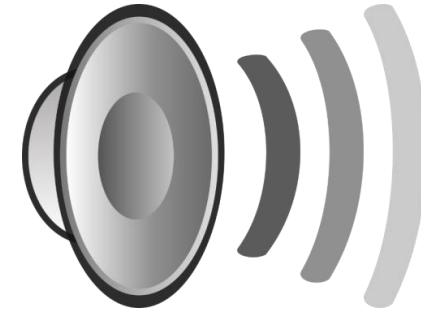
**WHICH HABIT IS THE BEST IN
YOUR OPINION ?**

WHY ?

TRUE OR FALSE

- A successful employee shouldn't speak up in meetings. **False**
- A successful employee should give others their attention. **True**
- A successful employee should be always professional and show up on time. **True**
- A successful employee doesn't have to be positive. **False**
- A successful employee always compare herself\himself to others. **False**

LISTENING



<https://learnenglishteens.britishcouncil.org/skills/listening/elementary-a2-listening/work>

UNIT 4: PRODUCTS



UNIT GOALS:

1-TALKING ABOUT OFFICE EQUIPMENT

2-DESCRIBING THE FEATURES AND BENEFITS OF PRODUCTS

MY OFFICE



- **Like most offices, my office is a place where I can concentrate on my work and feel comfortable at the same time. Of course, I have all the necessary equipment on my desk. I have the telephone next to the fax machine on the right side of my desk. My computer is in the center of my desk with the monitor directly in front of me. I have a comfortable office chair to sit on and some pictures of my family between the computer and the telephone. In order to help me read, I also have a lamp near my computer which I use in the evening if I work late. There is plenty of paper in one of the cabinet drawers. There are also staples and a stapler, paper clips, highlighters, pens and erasers in the other drawer. I like to use highlighters to remember important information. In the room, there is a comfortable armchair and a sofa to sit on. I also have a low table in front of the sofa on which there are some industry magazines.**

Choose the correct answer based on the reading.

1. What do I need to do in my office?

A) relax B) concentrate C) study D) read magazines

2. Which piece of equipment do I NOT have on my desk?

A) fax B) computer C) lamp D) photocopier

3. Where are the pictures of my family located?

A) on the wall B) next to the lamp C) between the computer and the telephone

D) near the fax

4. I use the lamp to read:

A) all day B) never C) in the morning D) in the evening

5. What do I keep on the table in front of the sofa?

A) company reports B) fashion magazines C) books D) industry magazines

TRUE OR FALSE

DECIDE IF THE STATEMENTS ARE 'TRUE' OR 'FALSE' BASED ON THE READING

- 1. I work late every night. False**
- 2. I use highlighters to help me remember important information. True**
- 3. I keep reading materials that are not related to my job in the office. False**
- 4. I don't need a lamp to help me read. False**
- 5. It is important to me to feel comfortable at work. True**

MATCH THE ADJECTIVES FROM 1-8 TO THEIR OPPOSITES A-H.

1. **Fast** **E**
2. **Light** **H**
3. **Reliable** **A**
4. **Simple\easy-to-use** **G**
5. **Modern\ up-to-date** **F**
6. **Quite** **C**
7. **Flexible** **D**
8. **Attractive** **B**

- A. **Unreliable**
- B. **Unattractive \ Ugly**
- C. **Noisy**
- D. **Inflexible**
- E. **Slow**
- F. **Old-fashioned \ out-of-date**
- G. **Complicated**
- H. **Heavy**

COMPLETE THE COMPLAINTS ABOUT A COMPUTER WITH THESE ADJECTIVES.

Old – Modern

1- It's too **old (too + adjective)**

2- It's not **modern enough. (not + adjective + enough)**



**Complete the complaint about a speaker
with this adjective.**



NOISY

1- It's too **noisy (too + adjective)**

2- It's not **quite enough. (not + adjective + enough)**



MAKE A SENTENCE ABOUT ANY OF THESE THINGS.

Its too _____.
Its not _____ enough.



Slow

Its too _____.
Its not _____ enough.



Old



**FORM A SENTENCE INCLUDING UNIT
4 NEW ADJECTIVES..**

UNIT 5 : COMPARING SERVICES



UNIT GOALS:

1- TALKING ABOUT BUSINESS SERVICES

2- COMPARING SERVICES

3-EXPRESSING YOUR OPINION , AGREEING AND DISAGREEING

Speed

Price

Convenience

Reliability



WHAT DO WE MEAN BY SAYING OFFERS ? WHICH ONE IS THE BEST IN YOUR OPINION AND WHY ?

happy  MOTHER'S day

30% OFF
IN SERVICE ONLY TODAY
MYWEBHERE.COM

This advertisement features a pink background with a white border. It includes a pink heart icon and the text 'happy MOTHER'S day' in a mix of lowercase and uppercase fonts. Below this, it states '30% OFF IN SERVICE ONLY TODAY' and 'MYWEBHERE.COM'.

سافر من/ إلى جدة
خلال شهر أبريل بأفضل الأسعار!

TASFEDAT
تقنيات

حائل	الرياض	تبوك	أبها
164 ريال الرجاء واحد	134 ريال الرجاء واحد	124 ريال الرجاء واحد	84 ريال الرجاء واحد

flyncs.com | 

تحتفظ الشركة بالحق

This advertisement has a teal background. At the top, it says 'سافر من/ إلى جدة خلال شهر أبريل بأفضل الأسعار!'. Below this is a 'TASFEDAT تقنيات' logo. The main content is a table of flight offers for four cities: Hail, Riyadh, Tabuk, and Abha. Each city has a price in Saudi Riyals and a note about the number of seats. At the bottom, there is a 'flyncs.com' logo and a small icon for 'تحتفظ الشركة بالحق'.



OFFER MEANS ..

An offer is a conditional proposal made by a buyer or seller to buy or sell an asset, which becomes legally binding if accepted. An offer is also defined as the act of offering something for sale, or the submission of a bid to buy something



EXAMPLE OF OUR NEW RULE

The adjective (big)

The car is big

My car is bigger **than your car**

My car is **the biggest car in town**

Language file 1

Comparatives and superlatives

	Adjective	Comparative	Superlative
One syllable add <i>-er</i>	<i>fast</i>	<i>faster</i>	<i>fastest</i>
double a single final consonant after a single vowel	<i>big</i>	<i>bigger</i>	<i>biggest</i>
don't double the consonant after two vowels	<i>cheap</i>	<i>cheaper</i>	<i>cheapest</i>
don't double the consonant if it is <i>w</i> or <i>y</i>	<i>slow</i>	<i>slower</i>	<i>slowest</i>
Two syllables change <i>-y</i> to <i>-ier</i> add <i>more, most</i>	<i>tasty</i> <i>boring</i>	<i>tastier</i> <i>more boring</i>	<i>tastiest</i> <i>most boring</i>
Three or more syllables add <i>more, most</i>	<i>expensive</i> <i>convenient</i>	<i>more expensive</i> <i>more convenient</i>	<i>most expensive</i> <i>most convenient</i>
Irregular adjectives	<i>good</i> <i>bad</i> <i>far</i>	<i>better</i> <i>worse</i> <i>further</i>	<i>best</i> <i>worst</i> <i>furthest</i>

**WRITE SOME EXAMPLES OF SUPERLATIVE
OR A COMPARATIVE SENTENCES USING
THESE ADJECTIVES**

Tall

Interesting

Small

Attractive

Happy

MY CAR IS _____ (BAD) **THAN YOUR CAR**

MY FAMILY IS _____ (BIG) **THAN YOURS.**

IT IS **THE _____ (CHEAP) CAFÉ IN TOWN.**

THIS DRESS IS **THE _____ (EXPENSIVE) DRESS IN OUR STORE.**

Language file 3

Opinions

Asking for opinions

What do you think?

Giving your opinion

I think a finance course is best.

If you ask me, a business letter writing course is best.

I don't think many people need to do that course.

Agreeing completely

I agree.

Good point (I didn't think of that).

Agreeing, but not completely

I see what you mean,

I suppose so,

That's true,

That's a good point,

I agree up to a point,

but it's useful for some of our employees.

Cross out the extra word in these sentences.

- 1 I don't to think this training course is a good idea.
- 2 If you ask for me, a computer training course is very useful.
- 3 That's a true, but it's very expensive.
- 4 I am suppose so, but I think a finance course is better.
- 5 I think of that we need more telephone skills training.
- 6 That's a good one point, but a team-building course is difficult.

HOW TO ASK ABOUT SOMEONE'S OPINION ?

- **How to express your opinion ?**



Language file 2

Modifying adverbs

We can use modifying adverbs to make an adjective 'stronger':

The Clifton Hotel is

very
extremely

 big.

NHFC are a good airline, but they are **really** expensive.

Note: *Really* is more informal than *very*.

We can also use modifying adverbs to make an adjective 'weaker':

ParcelSpeed is

quite
fairly

 fast.

We can use modifying adverbs to show a big difference between two things:

Cybernet is

much
a lot

 faster than Webspeed.

Centrebank is

much
a lot

 more convenient than Suburban Bank.

We can use modifying adverbs to show a small difference between two things:

Western Rail is **a bit** cheaper than TrainWest.

SouthernLine is **a bit** more comfortable than National Rail.

Read this magazine article about an Internet provider and choose the correct modifying adverbs.

Webspeed have recently launched their new improved Internet service. I tried it for a week, and I was (1) *very* / *much* impressed – it is (2) *quite* / *a lot* better than before. The homepage is (3) *extremely* / *much* clearer now, and it contains some (4) *really* / *much* interesting articles. The connection is still (5) *fairly* / *a bit* slower than Cybernet, but it is (6) *very* / *much* more reliable than it was before – it can be (7) *extremely* / *a lot* frustrating when your computer disconnects ... And of course it's still a (8) *very* / *much* good price.

USE MODIFYING ADVERBS TO COMPLETE THESE SENTENCES

- 1. The weather is _____ hot.**
- 2. My car is _____ faster than your car.**
- 3. The new restaurant is _____ cheaper than YOGI restaurant.**
- 4. Ahmed is _____ more attractive than his cousin.**
- 5. I feel _____ better today.**