

PATAGONIA: an environmentally-friendly and ethically-run business:

1) Click on the link below

<https://eu.patagonia.com/gb/en/home/?null=undefined>

2) What does Patagonia sell?

3) How does Patagonia try to save the world by doing the right thing?

4) Now read their Mission Statement

<https://www.patagonia.com.hk/pages/our-mission>

5) Describe the ideal customer for Patagonia's products

THE SIMPLE PRESENT

FORM

Infinitive = to work

+ I work
You work
He / she / it works
We work
You work
They work

— I don't work
You don't work
He / she / it doesn't work
We don't work
You don't work
They don't work

? Do I work ?
Do you work ?
Does he / she / it work ?
Do we work ?
Do you work ?
Do they work ?

SPELLING

<u>Infinitive</u>	<u>He/she/it form</u>	<u>Exceptions</u>
Enjoy	Enjo <u>y</u> s	To be
Pay	Pay <u>s</u>	To have
Study	Stud <u>i</u> es	Have got
Try	Try <u>e</u> s	Central modal verbs

Miss	Miss <u>e</u> s
Wish	Wish <u>e</u> s
Watch	Watch <u>e</u> s
Go	Go <u>e</u> s
Fax	Fax <u>e</u> s

USE

- For things that are always true e.g. "Water boils at 100°C"
- For things that happen regularly e.g. "I get up at 10 a.m. on Sundays"

DREAM COMMUTERS

'Speakout Pre-intermediate Video Unit 2 with text'

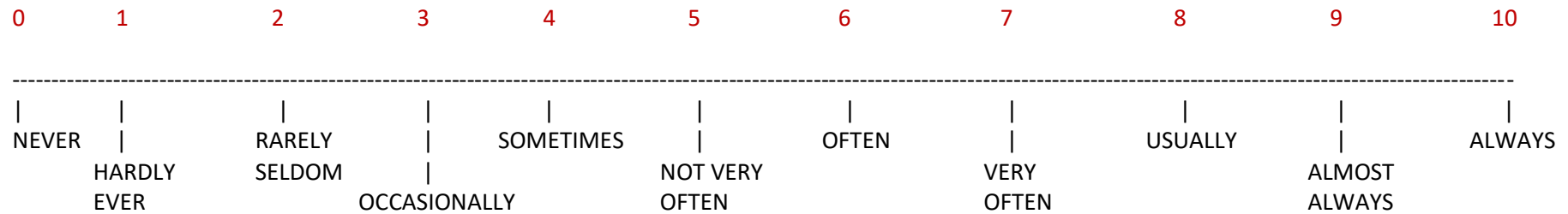
www.youtube.com/watch?v=3FLnPiU3LPQ&list=UUP6px6Y2N4lyCRkdI7dW5aA&index=118

- 1) What is a commuter ?
- 2) Where does Justin Saunders work ?
- 3) Where does Justin Saunders live ?
- 4) How does he travel to and from work ?
- 5) Is he the only British worker who does this ?
- 6) How much does one journey cost ?
- 7) How far is it from his house to his office ?
- 8) Why did he and his wife decide to live in the village ?
 - i)
 - ii)
 - iii)

VOCABULARY:

Traffic	BT	Glad	To book	To be fed up
Queues	The Channel	Tiring	To move	To get fed up
Budget flights			To earn a living	To head home
Properties				

ADVERBS OF FREQUENCY



WORD ORDER

i) Lexical Verbs

I **often** **go** to the cinema

She **sometimes** **listens** to Jazz

ii) Auxiliary Verbs & 'To Be'

I **don't** **always** **do** my homework

He **can** **never** **remember** my name

I **have** **rarely** **got** the time to have breakfast

The train **is** **usually** late

QUICK REVIEW Question forms Work in pairs. Ask and answer questions about family, work, free time or study and find four things you have in common.

Vocabulary and Speaking

Collocations (1): work

- 1 Work in pairs. Fill in the gaps in the diagram with these words/phrases. Then check in

VOCABULARY 1.2 → p127.

a-restaurant children a-fashion-company
unemployed people an office an airline
a multinational a factory teenagers
disabled people a hospital
an engineering company volunteers
a hotel an advertising agency

in (+ places)

a restaurant

for (+ companies)

a fashion company

with (+ people)

children

HELP WITH LISTENING

Word stress

- In words of two or more syllables, one syllable always has the main stress.

- 2 a CD1 → 3 Look at these words from 1. Listen and notice the word stress.

re'staur'ant chil'dren
fash'ion com'pany
unem'ployed off'ice
air'line multinat'ional

- b Work in pairs. Where is the stress on these words?

fact'ory teen'agers
disab'led hosp'ital
engin'eerin' volun'teers
hot'el advert'ising
ag'ency

- c CD1 → 4 Listen and check.

- 3 CD1 → 5 PRONUNCIATION Listen and practise the phrases in 1. Copy the stress.

work in a re'staur'ant

- 4 a Write the names of four people you know with jobs. Think of ways to describe their jobs. Use phrases from 1 or your own ideas.
b Work in pairs. Tell your partner about these people's jobs. Ask follow-up questions. Who has the most interesting job, do you think?

WORK

- 5 a Look at these questions about travel. Fill in the gaps with these question words.

How How long How much How far

- _____ do you get to work/university/school?
- _____ is it (from your home)?
- _____ does it take you (to get there)?
- _____ do you spend on travel a week?

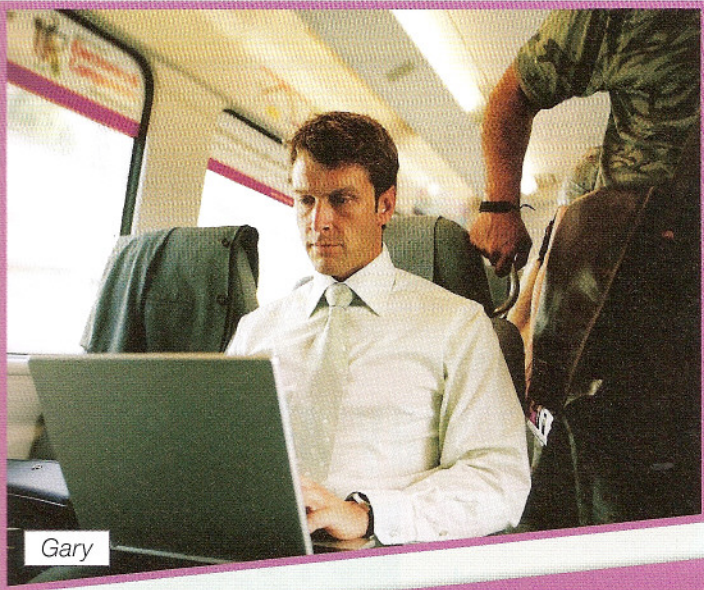
- b Match questions 1–4 to answers a–d. Then check in VOCABULARY 1.3 → p127.

- (It's about) 10 kilometres.
- (I spend) about £45.
- (It takes) about half an hour.
- (I go) by train.

- c Work in pairs. Take turns to ask questions 1–4 in 5a. Answer for you.

Reading

- 6 a Read about the TV series *Super Commuters* 2. What is it about? What is 'a commuter', do you think?
b Read about the series again. Answer these questions.
- When did Mick Benton live in Bangkok?
 - How far was it from his home to his office?
 - How long did it take him to get to work?
 - How long can people in Bangkok spend in traffic jams?
 - What does Gary do?
 - What kind of company does Sarah work for?
 - Where does Luke live?



Gary

Super Commuters 2

ITV5, 9.30 p.m.



MICK BENTON'S excellent series about commuters around the world returns to our screens this week. Mick had the idea for the programme when he worked for a TV company in Bangkok seven years ago. He lived only four kilometres from his office, but it took him over two hours to get to work every day. "The traffic there is unbelievable," says Mick. "People can sit in traffic jams for seven or eight hours a day. They even have their meals in their cars!"



Sarah

In the first programme of the new series, Mick interviews three 'super commuters' who work in London. Gary Watson is a lawyer for an American multinational and he travels from York and back every day. Sarah Mead lives in Paris, but she works for a fashion company in London's West End. And Luke Anderson works for an advertising agency in the centre of London – he commutes all the way from Kraków, in Poland. So maybe your half-hour train journey to work every morning isn't so bad!



Luke

HELP WITH GRAMMAR Subject questions

- 7 a Look at sentences a and b. Then answer questions 1–4.

subject	verb	object
a Mick Benton	made	the TV series.
subject	verb	preposition + noun
b Sarah Mead	lives	in Paris.

- Who made the TV series?
- Who lives in Paris?
- What did Mick Benton make?
- Where does Sarah Mead live?

- b Which questions ask about the subjects of sentences a and b?

- c How are the question forms in 1 and 2 different from the question forms in 3 and 4?

- d Check in **GRAMMAR 1.2** p128.

- 8 Write questions for the words in bold.

- Mick worked in **Bangkok**. *Who worked in Bangkok?*
- Mick worked in **Bangkok**.
- Gary lives in **York**.
- Sarah works in **London**.
- Luke works for an advertising agency.
- The programme starts at **9.30 p.m.**

Listening and Speaking

- 9 a **CD1** 6 Listen to three interviews from the TV programme. Write one reason why Gary, Sarah and Luke live a long way from work.

- b Make questions. Use the Present Simple.

- Who / leave / home at 6.45 a.m.
Who leaves home at 6.45 a.m.?
- How / Luke / travel / to work?
How does Luke travel to work?
- Who / travel / to London twice a week?
- How long / it / take / Luke to get to work?
- Who / spend / £10,000 a year on travel?
- Where / Sarah / stay / when she's in London?
- How much / Luke / usually spend / on a return flight?
- Who / commute / to London five days a week?

- c Work in pairs. Can you answer the questions in 9b?

- d Listen again and check.

Get ready ... Get it right!

- 10 Work in pairs. Student A p102. Student B p108.

Questions about travel VOCABULARY 1.3

2 Look at the words in **bold**. Write a question for each sentence. Use the Present Simple.

1 How much does Jamie spend on travel a month?

Jamie spends **about £35** on travel a month.

2 _____

He gets to university every day **by bus**.

3 _____

It's about **eight kilometres** from his house.

4 _____

It takes **about 20 minutes**.

Subject questions GRAMMAR 1.2

3 a Choose the correct options.

- 1 Who does work/works with doctors?
- 2 Who does Michael work/works Michael for?
- 3 Whose job does help/helps unemployed people?
- 4 Who does work/works in a kitchen?
- 5 What do Jess and Drew do/do Jess and Drew?
- 6 Which person does work/works in different offices?
- 7 Who draws/does draw things?
- 8 What does Stewart enjoy/enjoys Stewart?

b Answer the questions in **3a**. Use the information in exercise 1.

- 1 Paul
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____

4 Complete the questions in these conversations.

- 1 A The traffic was really bad.
B Sorry. What was really bad ?
A The traffic.
- 2 A Ryan missed the train.
B Sorry. Who _____ ?
A Ryan.
- 3 A Ruth commutes to Cowley five days a week.
B Sorry. Where _____ to?
A Cowley, near Oxford.
- 4 A That book belongs to Jess.
B Sorry. Which _____ ?
A That one.
- 5 A Alicia is waiting to see you.
B Sorry. Who _____ ?
A Alicia. She works for the advertising agency.

5 Read the conversation. Write questions in the Present Simple.

Mike and Ruby Carson live in London. We asked them about their journeys to work.

Q Why / you / live in London?

¹ Why do you live in London?

MIKE Well, I work in Cambridge and Ruby works in Oxford, so London is the best place for us to live.

Q Who / have / the longest journey? ² _____

RUBY Mike does. I get the train and it takes about an hour.

Mike gets a bus, then the Tube and then the train.

Q Who / get up / first? ³ _____

MIKE Ruby does. She needs to be at work very early.

Q What / you / do, Ruby? ⁴ _____

RUBY I'm a doctor.

Q Who / spend / the most on travel? ⁵ _____

MIKE I do. I spend about £4,500 a year.

Q / you / want to get jobs in London? ⁶ _____

RUBY Yes, we do! I want to work at a London hospital.

But at the moment, it's impossible.

Q Who / get / home first? ⁷ _____

MIKE I usually get home first and then I cook dinner!

B

The Swan-Walter Universal Holiday Postcard Machine

1 It's easy to write holiday postcards! Write one now and send it to a friend.

Dear... **N**...

Well, here we are in
T... **W**..., and we are
having a/an... **A**... time.

I am sitting/lying... **Pr**...
Pl..., writing postcards,
drinking... **D**... and looking
at... **L**... **N** is... **V**...,
and... **PN**... are... **V**...
... **Pr**... **Pl**...

Tomorrow we are going to
... **T**... I'm sure it will
be... **A**...

Wish you were here,

Love, ... **N**...

POSTCARD DICTIONARY

N (name)

John
Mary
Alexandra
Mother
etc.

T (town, city, village)

Rome
Manchester
Honolulu
etc.

W (weather)

The sun is shining
It is raining
It is snowing
There is a hurricane
etc.

A (adjective)

wonderful	terrible
beautiful	awful
lovely	horrible
exciting	catastrophic
interesting	boring
magnificent	etc.

Pr (preposition)

in
on
at
under
by
near
opposite
etc.

Pl (place)

my room
their room
the bar
the beach
a café
a tree
a mountain
etc.

D (drink)

coffee
beer
wine
etc.

L (things to look at)

the sea
the mountains
the tourists
the rain
the sheep
etc.

V (verb)

shopping
sightseeing
sleeping
drinking beer
dancing
playing cards
having a bath
etc.

PN (plural noun)

the children
Mummy and Daddy
George and Sue
etc.

2 Spelling. Make the -ing form.

- | | |
|-------------------------|-------------|
| 1. sing <i>singing</i> | work |
| play <i>playing</i> | start |
| stand | eat |
| read | go |
| 2. make <i>making</i> | dance |
| smoke <i>smoking</i> | drive |
| write | like |
| 3. stop <i>stopping</i> | shop |
| sit <i>sitting</i> | run |
| get | begin |
| 4. lie <i>lying</i> | die |

3 Say these words after the recording or after your teacher.

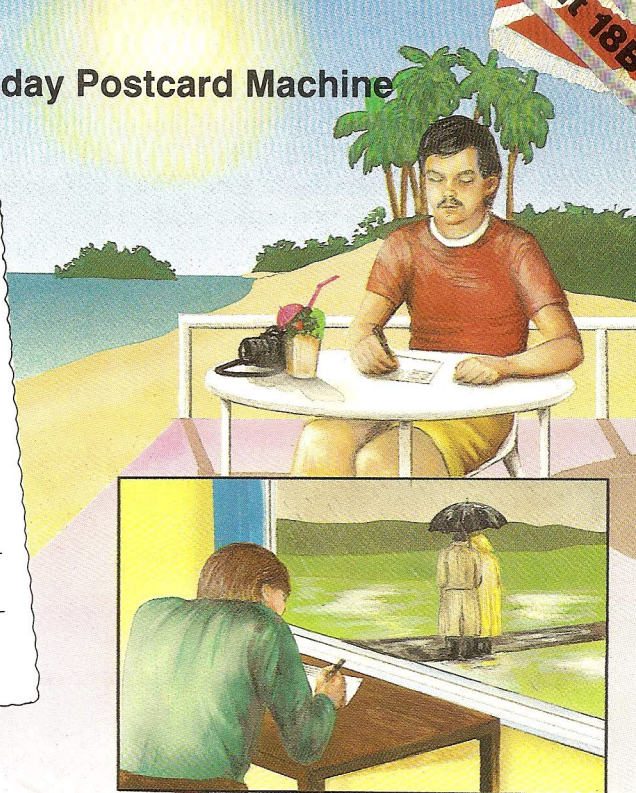
- | | | | |
|--------|-----|------|-------|
| 1. egg | end | send | west |
| 2. he | we | east | eat |
| | | | meet |
| | | | sleep |

1 or 2? Decide how to pronounce these words and check with your teacher or the recording.

went	meat	men	bed	be	left
reading	sheep	mean	me	get	speak

Which group do these words go in?

many	friend	head	any
------	--------	------	-----



QUICK REVIEW have to Think of two people you know with jobs. Work in pairs. Tell your partner what these people have to do in their jobs. Which person has the best job, do you think?

Vocabulary and Speaking

Looking for a job

- 1 a** Work in pairs. Which of these phrases do you know? Check new words/phrases in **VOCABULARY 3.2** p131.

find a job
write a CV
go for an interview
lose your job
look for a job
apply for a job
fill in an application form
be unemployed
get unemployment benefit
earn a lot of money
have some experience

- b** Work on your own. Put the phrases in **1a** in order. There is more than one possible order.

1 *lose your job*

- c** Work with your partner. Compare answers. Are they the same?

Reading

- 2 a** Look at the photos and read the letters. Why is Bonnie unemployed? Why is Harry unemployed?
- b** Read the letters again. Tick the true sentences. Correct the false ones.
- two*
- a Bonnie left school ~~three~~ months ago.
 - b She's looking for her second job.
 - c She looks at the job adverts online twice a week.
 - d She's cleaning her neighbours' house at the moment.
 - e Harry worked for the same company for seventeen years.
 - f He lost his job two months ago.
 - g He goes to a lot of interviews.
 - h He knows a lot about engineering.



Bonnie



Harry

LETTERS TO THE EDITOR

Getting nowhere

Dear Sir,

My daughter, Bonnie, left school two months ago and now ¹**she's looking** for her first job. The problem is that companies always say they want people with experience, but how can she get experience if nobody gives her a job? ²**She goes** online every day and looks at the job adverts, but there's nothing for people like her. At the moment ³**she's doing** some cleaning for our neighbours to earn a bit of money, but ⁴**she needs** a real job.

Mr J Melton
Manchester

Experience doesn't count

Dear Sir,

I read your report on unemployment in yesterday's paper and ⁵**I'm writing** to tell you how it feels to be unemployed. I'm 54 years old and I worked for an engineering company for 17 years until it closed down four months ago. ⁶**I'm applying** for every job I can, but ⁷**I never get** an interview because ⁸**people think** I'm too old – it's very frustrating. I've got a lot of experience in engineering and I want to work. I just need someone to give me a chance.

Harry Thompson
Preston

HELP WITH GRAMMAR Present Continuous and Present Simple; activity and state verbs

3 a Look at phrases 1–8 in the letters. Which are in the Present Continuous and which are in the Present Simple?

b Match phrases 1–8 to these meanings. There are two phrases for each meaning.

● We use the Present Continuous for things that:

- a are happening at the moment of speaking. *she's doing*
- b are temporary and happening around now, but maybe not at the moment of speaking.

● We use the Present Simple for:

- a daily routines and things we always/sometimes/never do.
- b verbs that describe states (*be, want, have got, think, etc.*).

c Do these verbs describe activities (A) or states (S)? Do we usually use state verbs in the Present Continuous?

play A like S work write hate eat know
remember run understand do believe need

d How do we make negatives and questions in the Present Continuous and Present Simple?

e Check in **GRAMMAR 3.3** p132.

4 CD1 33 PRONUNCIATION Listen and practise. Copy the stress.

She's looking for her first job.

5 a Put the verbs in Harry's email in the Present Continuous or Present Simple. Where is he working now?

To: Frank Watson

Hi Frank

Good news – I ¹ *ve got* (have got) a new job! ² _____ you _____ (remember) that letter I wrote to the paper? Well, the manager of a local engineering company read it and offered me a job! The company ³ _____ (make) parts for cars and they ⁴ _____ (sell) them to companies in Europe. They ⁵ _____ (do) very well at the moment but they ⁶ _____ (want) to get more business and now they ⁷ _____ (try) to sell to companies in the USA. I ⁸ _____ (like) having lots of responsibility and I ⁹ _____ (have) two or three meetings with customers every week. I ¹⁰ _____ (not work) now – it's my lunch break – so I ¹¹ _____ (write) a few emails to my friends to tell them my news. I usually ¹² _____ (work) quite long days but I ¹³ _____ (not work) at the weekend. Anyway, I have to go – the phone ¹⁴ _____ (ring).

Harry

b Work in pairs. Compare answers. Explain why you chose each verb form.

Speaking

6 Work in pairs. Student A p104. Student B p110.

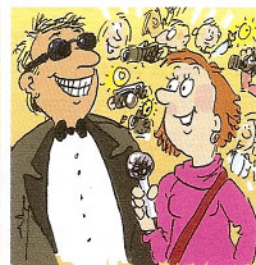
7 Work in groups. Discuss these questions.

- 1 Do you think it's more difficult to be unemployed when you're young or when you're older? Why?
- 2 Can people in your country get unemployment benefit? If not, what do they do?
- 3 What's the best way to find a job?

Get ready ... Get it right!

8 Make *yes/no* questions with *you*. Put the verbs in the Present Continuous or Present Simple.

- 1 / look / for a job at the moment?
Are you looking for a job at the moment?
- 2 / want / to live in a different country?
- 3 / need / speak English every day?
- 4 / read / a newspaper every day?
- 5 / read / a good book at the moment?
- 6 / get up / before seven o'clock?
- 7 / study / for an exam at the moment?
- 8 / have / an interesting job?



9 a Ask other students your questions. Try to find someone who answers yes for each question. Then ask two follow-up questions.

Are you looking for a job at the moment?

Yes, I am.

What kind of job are you looking for?

b Work in groups. Tell the other students three things you know about the class.

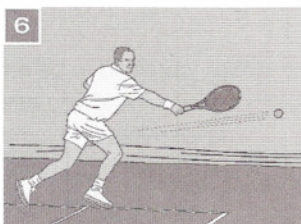
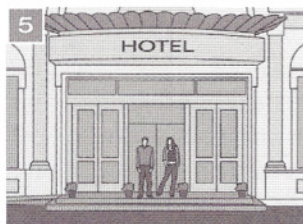
b Match the sentences in 2a to their meanings.

- a Present Simple for routines: 1 and _____ .
- b Present Simple for states: _____ and _____ .
- c Present Continuous for things that are happening at the moment of speaking: _____ and _____ .
- d Present Continuous for things that are temporary or are happening around now: _____ and _____ .

3 Look at the pictures. Then fill in the gaps with the Present Simple or Present Continuous form of these verbs.

teach learn work lose win stay
relax cycle drive be rain go

- 1 Helen teaches French but today she's learning Italian.
- 2 Cliff and Sue usually work hard, but today they _____ .
- 3 Brian often _____ to work, but today he _____ .
- 4 It _____ generally sunny, but today it _____ .
- 5 For holidays, we usually _____ camping, but this year we _____ in a hotel.
- 6 I'm good at tennis and I usually _____ , but today I _____ !



4 Read the article and put the verbs in brackets in the Present Simple or Present Continuous.

Top tips for finding a new job

1 _____ (look) for a new job?

Well, you ² _____ (read) this article, so the answer is probably yes!

■ Your CV ³ _____ (be) an advert for you! I always ⁴ _____ (ask) a friend to read my application forms or CV. ⁵ _____ you _____ (learn) anything new at the moment? I ⁶ _____ (study) Spanish. I ⁷ _____ (not need) Spanish for my job, but it's a useful language. And it looks good on my CV!

■ Before interviews, I ⁸ _____ (try) to find out something about the company. Most large companies ⁹ _____ (have) websites. My daughter ¹⁰ _____ (want) to work for Microsoft in the future and at the moment she ¹¹ _____ (read) a book about the company.

■ I always ¹² _____ (arrive) five or ten minutes early for an interview. While I ¹³ _____ (wait), I ¹⁴ _____ (read) my notes carefully.

■ In an interview, you ¹⁵ _____ (need) to listen very carefully and answer the questions honestly. And smile! It ¹⁶ _____ (help) you relax!

THE PRESENT CONTINUOUS

FORM

Infinitive = to work

+ I am working

You are working

He / she / it is working

We are working

You are working

They are working

— I am not working

You aren't working

He / she / it isn't working

We aren't working

You aren't working

They aren't working

? Am I working ?

Are you working ?

Is he / she / it working ?

Are we working ?

Are you working ?

Are they working ?

SPELLING

Infinitive -ing form

Enjoy Enjoying

Study Studying

Infinitive -ing form

Make Making

Take Taking

Stop Stopping

Sit Sitting

Admit Admitting

Prefer Preferring

Enter Entering

Limit Limiting

Lie Lying

Die Dying

USE

- i) For things happening now or in this period e.g. "I am watching TV"
- ii) For things that are changing e.g. "The price of gold is going up"
- iii) For arrangements in the future (but you must say WHEN)
e.g. "I'm flying to New York next Friday"

COMPANY PROFILES: A UK COMPANY WEBSITE

Find this webpage:

<https://www.mybaggage.com/shipping/air/>

1) Answer these questions

- a) What does the company provide?
- b) Who are their customers?
- c) How much does the 'Fish and Chip's edition' cost?
- d) How much does the 'London Underground edition' cost?
- e) According to the reviews, how good is the service that the company provides?

2) Now look at the MyBaggage website in general.

What other services does the company provide?

WH- Questions in the Present

WHO is the Prime Minister of Great Britain?

WHICH company produces the iPhone?

WHAT causes influenza?

WHERE does the Pope live?

WHEN does the Venice Carnival take place?

WHY do train fares cost so much?

HOW much does Jennifer Lawrence earn?

Find the following website:

<https://www.myheritage.com/deep-nostalgia>

1) Read this description of the company's special service:

Animate your family photos

Animate the faces in your family photos with amazing technology. Experience your family history like never before!

The remarkable technology for animating photos was licensed by MyHeritage from D-ID, a company specializing in video re-enactment using deep learning. MyHeritage integrated this technology to animate the faces in historical photos and create high-quality, realistic video footage. The Deep Nostalgia™ feature uses several drivers prepared by MyHeritage. Each driver is a video consisting of a fixed sequence of movements and gestures. Deep Nostalgia™ can very accurately apply the drivers to a face in your still photo, creating a short video that you can share with your friends and family. The driver guides the movements in the animation so you can see your ancestors smile, blink, and turn their heads. This really brings your photos to life!

2) Is this a good idea? Why / Why not?

3) Would you like to remember your friends and/or relatives in this way? Why / Why not?

4) Now watch a celebrity endorsement for MyHeritage.com

<https://www.youtube.com/watch?v=kEtiajHLmQY>

5) What are the disadvantages of this kind of technology?

1

Working life

Starting point

- 1 What kind of business or organization do you work for?
- 2 Where do you spend most of your working day? At your desk, in meetings or somewhere else?
- 3 How much of your time is spent working on your own, with colleagues or with clients?

Working with words | Describing work

- 1 What kind of information do these places have about you and your job?
 - A company website
 - A personal webpage
 - A social media site such as Facebook or LinkedIn
 - A brochure or publication such as a conference programme
- 2 Read these profiles about people from a training company website and answer the questions.
 - 1 What is the name of the company? What kinds of training courses does it provide?
 - 2 Which people work full-time for the company?
 - 3 Which people are freelance and sometimes work for the company?



HOWARD BRIGHT

I'm the Director of In-balance, which I set up in 1996. We offer high quality training services

throughout the UK. I'm mainly **in charge of** planning and coordinating our courses. I **work with** a team of full-time office staff and freelance trainers.



EMRANN BHATT

I **work as** a trainer for In-balance and run regular courses on using mobile

technologies in marketing. I'm also a marketing consultant with my own agency. I **specialize in** online marketing and a large part of my work involves developing marketing strategies for small-to-medium sized business owners.



TASIA CLIFFORD

I work part-time for In-balance and I **am responsible for** running their courses on

employment law and health and safety. For the rest of the time, I'm a business lawyer with experience in the fields of employment law and health and safety. Most of my work **consists of** advising managers and businesses in these two areas. My clients come from a range of businesses and organizations.



FEY DE BOUTILIER

I **work in** customer services for In-balance. As the customer

service representative, I mainly **deal with** enquiries and bookings from a variety of clients ranging from multinational corporations to individual customers.

- 3 Complete this table with information about Tasia, Emrann and Fey from their profiles in 2.

	Job(s)	Colleagues and clients	Main area(s) of business	Workplace activities
Howard	Director	office staff and freelance trainers	training	planning and coordinating courses
Tasia				
Emrann				
Fey				

- 4 Discuss with a partner. How many full-time, part-time and freelance staff do you have in your company?
- 5 Complete the verb phrases in these sentences with a preposition. Check your answers by looking for the same verb phrases in **bold** in the profiles in 2.
- I work _____ a large group of people. We make a great team.
 - I'm responsible _____ planning and budgeting.
 - My job consists _____ advising businesses and organizations on employment law.
 - I'm in charge _____ coordinating sales teams across the region.
 - I specialize _____ workplace motivation.
 - I work _____ a receptionist in a large multinational.
 - I work _____ the areas of finance and accounting.
 - I deal _____ after-sales enquiries.
- 6 Which of the categories a–d do sentences 1–8 refer to? (Some of the sentences can refer to more than one category.)
- Job _____
 - Colleagues and clients 1
 - Areas of business _____
 - Workplace activities _____

Tip | *mainly*

You can use the adverb *mainly* to emphasize your main workplace activities. Notice the position is after the verb *to be* but before the main verb:

*I'm **mainly** responsible for planning.*

*I **mainly** deal with taking bookings.*

» For more exercises, go to **Practice file 1** on page 106.

- 7 Work with a partner. Tell your partner about your job. Use the verb phrases from 5.
- 8 Write a profile about yourself and your job for your company website.

About yourself



Language at work | Present simple and present continuous

- 1 In what situations do you have to give a short personal presentation about yourself and your work?



- 2 ▶ 1.1 Listen to a conversation between Emrann Bhatt and Veronique Denvir and answer the questions.

- 1 What is the course?
- 2 What does Emrann ask everyone to do?
- 3 What kind of charity does Veronique work for?
- 4 What is she responsible for?
- 5 Where is she mainly based?
- 6 What is her reason for taking the course?

- 3 ▶ 1.1 Listen again and write the missing verbs in these sentences.

- 1 I work for a medical charity.
- 2 In my job, I often _____ with fundraising projects and advertising campaigns.
- 3 I _____ currently _____ a campaign to raise over a million euros.
- 4 I _____ and _____ in London for three months.
- 5 Why _____ you _____ this course today?
- 6 My organization usually _____ in traditional media.
- 7 These days, more and more people _____ text and _____ video online.
- 8 I _____ enough about online marketing.

- 4 Answer the questions in the *Language point*.

LANGUAGE POINT

Complete explanations a–f with *simple* or *continuous*. Then match the sentences in **3** to each explanation.

- a We use the present simple to talk about regular or repeated actions.
Sentences 2 and 6
- b We use the present _____ to talk about actions happening now and current projects. _____
- c We use the present _____ to talk about general facts. _____
- d We use the present _____ to talk about trends and changing situations. _____
- e We use the present _____ to talk about temporary situations. _____
- f We use the present _____ with state verbs such as *understand*, *know*, *like*, etc. _____

We often use adverbs with the present simple and present continuous. Find four adverbs in the sentences in **3** and add them to these categories:
Adverbs of frequency (How often?):
always, sometimes, never, _____, _____

Adverbs of time (When?): *now, at the moment, _____, _____*

Tip | Adverb position

Adverbs of frequency can go before the main verb or after *be*:

*I **always** work from an office.*
*I'm **always** on time.*

Adverbs of time often go at the beginning or the end of a sentence:

***These days**, I'm working online.*
*I'm working online **these days**.*

The adverb of time *currently* is an exception:

*I'm **currently** working from home.*

- 5 Underline the correct tense in *italics* and add the adverb in brackets where given.
- 1 What *do you work* / *are you working* on? (at the moment)
 - 2 We *have* / *are having* offices in over 20 countries.
 - 3 More and more of our customers *order* / *are ordering* our goods online. (these days)
 - 4 I *'m responsible* / *'m being responsible* for everyone else's travel arrangements. (normally)
 - 5 We *don't do* / *aren't doing* any business in Brazil until we can all speak Portuguese.
 - 6 Overall, the economic climate *improves* / *is improving*.
 - 7 My company *tries* / *is trying* to increase its trade in China. (currently)
 - 8 I *do* / *'m doing* this course because I *don't understand* / *'m not understanding* Excel software.
 - 9 Do you *give* / *Are you giving* presentations in your job? (often)

» For more exercises, go to **Practice file 1** on page 107.

- 6 Prepare a short personal presentation using the present simple and present continuous. Use adverbs where appropriate. Talk about:
- your job and your responsibilities
 - a current project at work
 - your reasons for taking this English course
- 7 Take turns to give your personal presentations to the class. When you listen to a presenter, take notes and ask follow-up questions at the end of their presentation.

Practically speaking | How to show interest



- 1 When you listen to someone, how can you show interest?
- 2 ▶ 1.2 Listen to a conversation between Veronique and Joel. Match sentences 1–3 to responses a–c.
- 1 But at the moment, I'm doing a lot of work in the USA. ____
 - 2 It's a project for a pharmaceutical company. ____
 - 3 This one gives money to charities and non-profit organizations. ____
- a **Is that right?** My company works with pharmaceutical companies, too.
 b **Really?** How often do you travel there?
 c **That sounds interesting!** It would be good to keep in contact.
- 3 ▶ 1.3 The expressions in **bold** show the speaker's interest. Listen to the intonation and repeat the expressions.
- 4 Which other technique does each speaker use in a–c in 2 to show more interest?
- 1 Suggesting keeping in contact. ____
 - 2 Finding a connection. ____
 - 3 Asking a question. ____
- 5 Work with a partner. Write five sentences about your working life. Take turns to tell each other the information and respond by showing interest using an expression from 2 and a technique from 4.

Example: A *I'm developing a new product at the moment.*

B *That sounds interesting! What type of product is it?*

Business communication | Networking

1 Discuss questions 1–3 with a partner.

- 1 Do you ever attend networking events?
- 2 How important is networking in your job?
- 3 In what other situations do you need to network with people?

2 ▶ 1.4 The Culham Health Trust is holding an event for its key personnel, staff and fundraisers. Listen to the extracts from two different conversations. Write notes about the jobs and responsibilities for these people.

Luc Akele: _____

Jo Johansson: _____

Walter Mayer: _____

3 ▶ 1.4 Listen to the conversations again. Tick (✓) the person who says each expression.

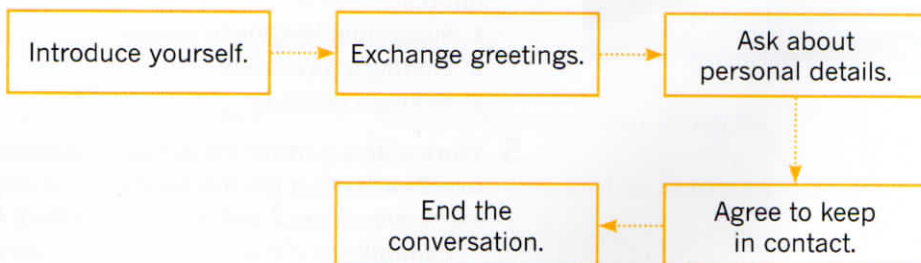
Conversation 1	Hannah	Jo	Luc
1 I want you to meet ...			
2 Nice to meet you.			
3 What do you do, exactly?			
4 I'm afraid I have to go now.			
5 It was nice meeting you, too.			
6 I'd like to keep in contact.			
7 Do you have a card?			

Conversation 2	Dr Mayer	Hiroko
8 Let me introduce myself.		
9 I'm delighted to meet you.		
10 Please, call me Walter.		
11 I'm very pleased to meet you, too.		
12 Here's my card.		
13 Which part of Japan are you from?		
14 It was nice meeting you.		
15 I look forward to hearing from you.		

4 Which conversation is more formal? Give reasons for your answer.

» For more exercises, go to **Practice file 1** on page 106.

5 Work with a partner. Practise a networking conversation with your own jobs and responsibilities using this flow chart.



6 Stand up with your partner from 5 and meet other students in the class. Introduce your partner to other students and continue networking.

Key expressions

Introducing yourself

Hi / Hello / Good evening.
I'm ...

Let me introduce myself.

I don't think we've met
(before). I'm ...

Please, call me (Walter).

Exchanging greetings

Nice to meet you, (too).

I'm very pleased to meet you. /
I'm delighted to meet you.

Introducing other people

I want you to meet ...

This is ...

I'd like to introduce you to ...

Asking about personal details

What do you do, exactly?

Where are you from?

Which part of ... are you from?

Keeping in contact

Do you have a card?

Here's my card.

I'd like to keep in contact.

Ending the conversation

I'm afraid I have to go now.

It was very nice to meet you.

It was nice meeting you, (too).

I look forward to hearing
from you.

Speed networking

Contact25 organizes business-to-business speed networking events. At these events, participants have a series of mini-meetings with new contacts. The idea is that within a few minutes of talking to someone, they will know whether it is possible to do business with them. This makes it a very efficient form of business networking. Each meeting lasts five minutes.

You have:

- two minutes to talk about yourself, your company or organization
- two minutes to listen to your partner describe their company or organization
- 30 seconds to score your partner, and note future action
- 30 seconds to move to the next meeting

Contact25 estimates that each participant creates around €5,000 worth of new business at each event.



Discussion

- 1 What are the advantages of speed networking? Can you think of any disadvantages?
- 2 Would speed networking be useful in your job/company? Why/Why not?

Task

- 1 You are going to attend a speed networking event with Contact25. You can be yourself or you can choose a person from the role cards on page 136. Prepare what you are going to say about:
 - yourself and what you do
 - the company or organization you represent
 - why you are at this event
- 2 Follow the rules of speed networking. Meet and talk to one person (two minutes for you to talk and two minutes for them to talk). Then give that person points out of three using the scorecard below and write your reasons.

1 point = I have no reason to contact this person again.
 2 points = I might contact this person again but I need more information.
 3 points = I definitely want to contact this person again.

	Person 1	Person 2	Person 3
Name and company			
Points (1, 2 or 3?)			
Reason			

- 3 Next, meet and network with another person for four minutes and score them. Then network with a third person and complete the scorecard.
- 4 Tell the class about your most useful contact and give your reasons.

1 | Practice file

Working with words

1 Match 1–8 to a–h to make sentences.

- 1 Our firm specializes b
- 2 I'm responsible _____
- 3 Both our roles consist _____
- 4 We work _____
- 5 I work as _____
- 6 She works in _____
- 7 They're in _____
- 8 He deals _____

- a for the company accounting and general finance.
- ~~b in furnishings and household design.~~
- c the areas of pharmaceuticals and hospital supplies.
- d with all the enquiries from clients in our northern region.
- e of leading small teams of people on projects.
- f charge of dealing with after-sales and client services.
- g a sales assistant for an engineering firm.
- h with each other most of the time.

2 Complete 1–6 in the email with a verb from A and a preposition from B.

A
charge responsible consist specialize work deal

B
in of with for of

Hi Burcu,

Thanks for your email and congratulations on the new position! They couldn't pick a better person to be in ¹ _____ their sales team in Ankara. It'll be hard to be ² _____ all those different people at first but I'm sure you'll manage.

With regard to your request for a good translator, I do know someone based in London. Most of her work tends to ³ _____ translating technical documents, and I think she might ⁴ _____ English-German translations. However, she's also fluent in Turkish, so I'm sure she could ⁵ _____ your type of sales literature.

Let me know if you'd like me to contact her. I'm sure you'd find her easy to ⁶ _____.

Best

Gerald

Business communication

1 Rick Parry is a buyer for a supermarket chain. He is introducing a colleague, Marcel Grover, to Patti Kline, the representative of a key supplier. Complete their conversation with words from the list.

this is ~~I want you to meet~~ what do you do
I'm very pleased really here's my nice to meet you
it was nice

Rick Marcel, ¹ I want you to meet one of our guests. Marcel, ² _____ Patti Kline. She works with Longridge, one of our biggest suppliers.

Marcel ³ _____ to meet you, Patti.

Patti ⁴ _____, too. So Marcel, ⁵ _____ exactly?

Marcel Well, I'm in charge of all our stores in the south of England.

Patti ⁶ _____? That must be very demanding. You know, a lot of responsibility.

Marcel Well, I don't do everything alone. I've got a good team.

Rick Sorry, I need to talk to someone over there. ⁷ _____ seeing you, Patti. Keep in touch.

Patti Sure. ⁸ _____ card.

2 Read the beginning and end of another conversation. Put the words in *italics* in the correct order.

Greg Good afternoon.

met / I / think / we've / don't / before

¹ *I don't think we've met before.* I'm Greg Wilkes from the National Bank.

Jen *to / delighted / meet / I'm / you*

² _____, Mr Wilkes. My name's Jen Mills.

Greg *call / please / Greg / me*

³ _____ I see you're from Research and Development.

Jen *are / which / of / you / from / the / US / part*

⁴ _____?

Greg Boston, though I spend a lot of time in Europe these days. Anyway, *have / to / I'm / I / now / afraid / go* ⁵ _____.

Jen Sure. *to / meet / nice / you / it / very / was*

⁶ _____.

Greg It was very nice to meet you, too. I'd like to keep in touch. *have / you / a / card / do* ⁷ _____?

Jen Here you are. *I / hearing / forward / from / to / look / you* ⁸ _____.

Language at work

GRAMMAR REFERENCE

Present simple and present continuous

Form

Present simple

	I/you/we/they	She/he/it
Positive	I work for Ford. I'm French.	It works really well. It's fast.
Negative	They don't know. They aren't here.	He doesn't know. She isn't here.
Question	Where do you work? Are you Swedish?	Does it cost a lot? Is she French?

When the verb after *he/she/it* ends in *consonant + -y*, change the *-y* to an *-i* and add *-es*.

*He **relies** on financial information.*

With verbs ending in *-ch, -o, -s, -ss, and -x*, add *-es*.

*It **reaches** new levels every day.*

Present continuous

	I/you/we/they	She/he/it
Positive	I'm waiting for a call back.	Delia is emailing her business partner.
Negative	They aren't coming.	Thomas isn't listening now.
Question	Are you making progress?	How is he getting on?

Use

Present simple	Present continuous
To talk about regular or repeated actions. <i>In my job I speak to customers every day on the phone.</i>	To talk about actions happening now and current projects. <i>Joel can't help you right now because he's speaking to a client.</i>
To talk about general facts. <i>We employ over 300 people.</i>	To talk about trends and changing situations. <i>The price of fuel is falling in many countries.</i>
With state verbs such as <i>understand, know, like</i> , etc. <i>She knows a lot about this area of business.</i>	To talk about temporary situations. <i>Kim works at the York office, but she's working at home today.</i>

Adverbs of frequency and time

We use adverbs of frequency (*always, often, sometimes, never*, etc.) to talk about how often we do something.

1 With *be*, put the adverb after the verb.

*I'm **never** late for work.*

2 With other verbs, put the adverb before the verb.

*I **often** work late.*

We use adverbs of time (*now, at the moment, currently*, etc.) to talk about when we do something.

*I'm **currently** finishing off a project.*

1 Complete the sentences with the present simple or the present continuous form of the verbs in brackets.

- Carlos usually sits (sit) in the main office, but today he is working (work) at home.
- What time _____ (you / have to) leave home to get to work?
- Look at the woman over there. Why _____ (she / sit) at John's desk?
- What _____ (you / work on) at the moment? Anything interesting?
- What _____ (Nadia / think) about her new boss?
- You're very quiet today! _____ (you / think) about your presentation?
- How much _____ (a successful salesperson / earn) each year?
- Excuse me, what _____ (you / do) in this room? This is for staff only.
- A Whose is this briefcase?
B I _____ (think) it _____ (belong) to one of our visitors.
- They _____ (have) lots of problems with the new lifts these days.

2 Rewrite the sentences using an adverb from the list.

always currently never often normally nowadays

- Every Monday morning, we have a team meeting.
We **always** have a team meeting on Monday morning.
- At the moment I'm working on plans for a new shopping centre.

- Once or twice each week, I have lunch with clients.

- Most Friday afternoons, she leaves at 4.00.

- All our customers expect free Wi-fi these days.

- I don't take work home at the weekends, even if we're really busy during the week.

Unit 1 | Talking point, task 1

Speed networking cards

JOB Property developer

COMPANY ELB (Elite Building International): builds and sells property in the UK, France, Italy and Spain.

REASONS FOR ATTENDING NETWORKING EVENT

PROFESSIONAL: Look for business partners.

Want to find a printer for your brochures and promotional literature.

PERSONAL: Arrange a study tour for your daughter.

INTERESTS Collecting modern art, golf.

JOB Hot-air balloon pilot

COMPANY Hot Air Experiences – offers flights over castles, forests and famous landmarks across Europe. Also arranges trips to African game parks. Great as incentives and prizes to customers and sales staff.

REASONS FOR ATTENDING NETWORKING EVENT

PROFESSIONAL: Find new partners. Find a sponsor for your next expedition.

PERSONAL: Meet some interesting people.

INTERESTS Photography, music.

JOB Event organizer

COMPANY Instant Events – organizes conferences and hospitality events (venue, catering, photographers, printed invitations).

REASONS FOR ATTENDING NETWORKING EVENT

PROFESSIONAL: Make contacts and find potential customers. Find partners who can offer exciting events and motivational prizes.

PERSONAL: Organize your next holiday.

INTERESTS Extreme sports, languages, travel.

JOB Marketing manager

COMPANY Speakeasy, a chain of language schools with centres in all the major European capitals. Also runs holiday courses for young people in different countries.

REASONS FOR ATTENDING NETWORKING EVENT

PROFESSIONAL: Find new partners and customers.

PERSONAL: Buy a property in Spain.

Interests Eating out, travel, walking, cycling.

JOB Travel agent

COMPANY Romano Travel – specializes in exciting and unusual holidays, e.g. sledging with dogs in the north of Canada, eco-tourism in the Brazilian rainforest.

REASONS FOR ATTENDING NETWORKING EVENT

PROFESSIONAL: Sell your holidays. Find new partners.

PERSONAL: Make friends. Improve your social life.

INTERESTS Sport, travel, cooking.

JOB Cook and caterer

COMPANY EPG – specializes in international cuisine. Has cookery schools for young people in Florence and Lyon.

REASONS FOR ATTENDING NETWORKING EVENT

PROFESSIONAL: Expand the business into gastro-tourism. Looking for partners in the travel industry and people who can take care of promotional material and packages.

PERSONAL: Find people who share your hobbies.

INTERESTS Languages, sport, exotic travel.

JOB Customer services manager

COMPANY Paper Solutions – hi-tech printers specializing in promotional literature and company prospectuses for prestigious organizations.

REASONS FOR ATTENDING NETWORKING EVENT

PROFESSIONAL: Make new business contacts.

PERSONAL: Meet some interesting people.

INTERESTS Golf, tennis, travel.

VERBS NOT NORMALLY USED IN CONTINUOUS FORMS

1) Verbs of Emotion

Admire, Adore, Appreciate, Desire, Detest, Dislike, Fear, Hate, Like, Loathe, Love, Mind, Need, Respect, Value, Want, Wish.

2) Verbs of Thinking

Agree, Assume, Believe, Forget, Know, Mean, Perceive, Realise, Recall, Recognise, Recollect, Remember, Suppose, Understand.

3) Verbs of Passive Perception

See, Hear, Smell, Taste, Feel, Sound, Appear, Seem, Notice.

4) Verbs of Possession

Have Got, Possess, Own, Belong, Owe.

5) Special Cases

Consist, Contain, Cost, Keep (continue), Matter, Weigh.

Car Hire Form

Customer ref: 00239

Mr ☐ Mrs ☒surname Morenofirst name Raquelnationality Mexicanaddress 15 Grove RoadLondon SW7 4FLmobile number 07799 354981home number 020 7782 4690email address moreno23@ibana.com

Car Hire Form

Customer ref: 00240

Mr ☒ Mrs ☐

surname _____

first name _____

nationality _____

address _____

mobile number _____

home number _____

email address _____

Car Hire Form

Customer ref: 00241

Mr ☒ Mrs ☐surname Langletfirst name Jacquesnationality Frenchaddress 48 Porthall StreetLondon EC16 7DQmobile number 07344 126544home number 020 8788 3286email address jlanglet@freeweb.com

Car Hire Form

Customer ref: 00242

Mr ☐ Mrs ☒

surname _____

first name _____

nationality _____

address _____

mobile number _____

home number _____

email address _____

Car Hire Form

Customer ref: 00239

Mr ☐ Mrs ☒

surname _____

first name _____

nationality _____

address _____

mobile number _____

home number _____

email address _____

Car Hire Form

Customer ref: 00240

Mr ☒ Mrs ☐surname Amatofirst name Salvatorenationality Italianaddress 33 Lissen RoadLondon W18 8HTmobile number 07930 239982home number 020 8244 7941email address salvamoto@globenet.co.uk

Car Hire Form

Customer ref: 00241

Mr ☒ Mrs ☐

surname _____

first name _____

nationality _____

address _____

mobile number _____

home number _____

email address _____

Car Hire Form

Customer ref: 00242

Mr ☐ Mrs ☒surname Yamazakifirst name Kumikonationality Japaneseaddress 11 Denzel StreetLondon E4 5RFmobile number 07883 233451home number 020 7922 3211email address kumiko37@webmail.com

Working with words

- 1 Complete the sentences with the phrases from the list.

*flexitime overtime home-working core hours
lunch break public holiday paternity leave
unpaid leave annual leave statutory pay*

- I work flexitime, so I can start and finish my working day whenever I like.
- Our employees' _____ are between ten and four, when they have to be in the office.
- Last week, I worked for 55 hours, so I did 20 hours _____.
- I work from home once a week because my company has a system of _____.
- With maternity leave, the first 12 weeks are fully paid and then you receive 27 weeks' _____, which is less.
- I rarely take a _____. I usually keep working and eat my sandwich at my desk.
- In many countries, 1st January is a _____.
- Nowadays, more fathers are taking _____ to help with a new baby.
- Last year, I took six months _____ to travel round the world. It was a great experience but I missed receiving a salary!
- I need to take the rest of my _____ before the end of the year or I'll lose it.

- 2 Choose the correct words (a, b or c) to complete 1–6 in the text.

According to research by Peran Kandola, a business psychology firm, 86% of employees also see a link between their moods and how well they do their work. How can this help us at work?

- Take control. If you don't like the terms and 1 _____ at your company, do something about it. Talk to someone or maybe even change jobs.
- Don't work late every day or be the person who always says, 'I'll work 2 _____!' It'll only end up with you needing to take 3 _____ leave.
- Keep your body healthy as well as your mind. Try cycling to work or do exercise during your 4 _____ like a walk round the building.
- Aim for a good work-life 5 _____. Make time for your family and friends. Make sure you take time off when you need it and always take your full 6 _____.

- | | | |
|---------------------|----------------|----------------|
| 1 a conditions | b agreements | c employment |
| 2 a core hours | b overtime | c unpaid |
| 3 a annual | b statutory | c sick |
| 4 a holiday | b lunch break | c unpaid leave |
| 5 a balance | b day | c flexible |
| 6 a paternity leave | b annual leave | c flexitime |

Business communication

- 1 Put the words in the correct order to make questions in a phone conversation.

- last name / what / his / 's
What's his last name?
- say / can / that / you / again
_____?
- his / have / number / can / I
_____?
- that / is / case / lower / all
_____?
- GSA / or / that / was / GSI
_____?
- me / you / give / that / could
_____?

- 2 Now complete 1–6 in the conversation with the questions a–f from 1.

- Katja Hello, Katja speaking.
Niki Hi, Katja. It's Niki.
Katja Oh, hi.
Niki You know the man we met yesterday?
Katja Paul?
Niki Yes. 1 _____
Katja Bicknell. Paul Bicknell.
Niki Thanks. 2 _____
Katja Sorry, I don't have it but I do have his email.
Niki That's great. 3 _____
Katja Yes, sure. It's p dot bicknell at ...
Niki Sorry, 4 _____
Katja P dot bicknell at GSI dot org.
Niki 5 _____
Katja I as in India.
Niki Thanks. 6 _____
Katja GSI is upper case.
Niki So that's p dot bicknell at GSI dot org.
Katja That's right.

- 3 Write the email addresses, URLs and phone numbers.

- It's g, e, c at hotmail dot com.

- My number's double zero, double four, three one nine, double four, oh one oh.

- My email's Lydia underscore forty-nine, at yahoo dot d for dog, t for Turkey.

- The new website is www dot, about dash, me, dot com, slash courses, underscore online.

GRAMMAR REFERENCE

The infinitive form

Form

The infinitive is formed with *to* + base verb (e.g. *to meet*, *to change*, *to save*).

Use

Use the infinitive form of the verb

- after an adjective:

*It's **important** to know the truth.*

*We're very **pleased** to meet you.*

- to express purpose:

*I always check with everyone **to make sure** they are happy.*

***To save energy** around the offices, we use timers.*

- after verbs about plans and decisions:

*We **intend** to change the policy.*

*They've **decided** to stop buying from us.*

The -ing form

Form

The -ing form is formed with the base verb + *ing* (e.g. *meeting*, *changing*, *saving*).

Use

Use the -ing form of the verb

- after verbs about likes/dislikes:

*I **like playing** sport at the weekends.*

*We **enjoyed meeting** you all.*

- after a preposition:

*I need to work **on improving** my IT skills.*

*I look forward **to seeing** you all next week.*

- 1 Complete the sentences with the phrases from the list.

*difficult to know sad to see important to be
right to ask afraid to leave nice to see*

- 1 It was so _____ you again.
You look so well.
- 2 It's really _____ what we should do next. There isn't an easy solution.
- 3 With staff who aren't working hard enough, it's _____ firm but fair.
- 4 I'm _____ my current job in case I can't get another.
- 5 On behalf of everyone here, we are _____ you go but want to wish you luck in your next job.
- 6 I think you're absolutely _____ for a pay rise. It's long overdue.

- 2 Complete the sentences with the infinitive or -ing form of the verbs in brackets.

- 1 They want _____ (change) to a system of flexitime.
- 2 Would you like _____ (join) us for dinner?
- 3 I really dislike _____ (be) late for anything.
- 4 Do you think he'd be interested in _____ (apply) for this vacancy?
- 5 Thanks very much for _____ (invite) us to look round.
- 6 When do you plan _____ (take) your annual leave this year?
- 7 This team is responsible for _____ (develop) a new product.
- 8 I'd be happy _____ (help) you with this.
- 9 When did you decide _____ (requalify)?
- 10 We look forward to _____ (see) you on the 21st.

- 3 Complete the introduction to a meeting with the infinitive or -ing form of the verbs from the list.

*spend arrive interview keep make talk
offer sum up*

Hello, everyone, and thank you all for ¹ _____ on time today. I realize you're all busy, so I hope ² _____ this meeting brief. As you know, we have been looking at ways of ³ _____ employees the opportunity to work more flexible hours, and I think we have finally come up with a solution ⁴ _____ sure everyone can achieve a better work-life balance. The process has involved ⁵ _____ a large number of different people in every department and I have to say that I've really enjoyed ⁶ _____ time talking to many of you. Anyway, I'd like ⁷ _____ by presenting the overall feedback and then I plan ⁸ _____ about the main points of our proposal.