

# Unit One

## Business

### Types of Business

When people need to establish a business, they must choose the type of business ownership. There are three basic kinds of business ownership: (1) sole proprietorship, (2) partnership, and (3) company. Each of the chosen sorts can affect the profit, risk, and value of the company. This unit illustrates how business ownership can be established in manner that builds the company's worth.

### Sole Proprietorship

A sole proprietorship is known as the **sole trader**. A kind of business owned and run by a single owner is called the **sole proprietorship**. The owner receives all profits and has unlimited responsibility for all losses and debts. In the UK, many people like this way of operating because they have total control of everything. They can make all the decisions quickly and easily. In fact, a common reason for people starting their own business is that they want to be their own boss. Madura (2007) states that examples of sole traders consist of a local restaurant, a local construction firm, a barber shop, a laundry service, and a local clothing store. He adds that about 70 percent of all companies in the United States are sole proprietorships.

### Partnership

A business that is co-owned by two or more people is referred to as a partnership. The co-owners of the business are called partners. According to Jintanaseri (1991), "a partnership means that the partners will share the ownership and management of the business. It also means that each of them will be equally responsible for all debts occurred by their business, and that they will equally share the profits and assets" (p. 55).

## 2 Business English

According to the **Civil and Commercial Code**, the partnership can be divided into two main kinds: (1) Ordinary Partnership and (2) Limited Partnership. The details are below.

### Ordinary Partnership

An ordinary partnership is divided into two kinds: (1) a non-registered ordinary partnership and (2) a registered ordinary partnership. The legal status is the difference between two types of ordinary partnership. The registered ordinary partnership holds its legal status as a juristic person while the non-registered ordinary partnership holds its legal status as a natural person. According to the **Civil and Commercial Code**, two or more persons agree to bring a contribution to the ordinary partnership. The contribution from each partner may be in the form of money, properties or services. All the partners are wholly liable for all obligations of the ordinary partnership.

### Ordinary Partnership Registration

Under Section 1064 of the Civil and Commercial Code, The appointed partners may prepare the following items for the registration of an ordinary partnership. These include the name of the partnership, the objective of the partnership, the address of the principal business office, the name, address, and occupation of all partners. The partners shall reserve the name of the partnership to the registrar at the Department of Business Development, Ministry of Commerce or visit at [www.dbd.go.th](http://www.dbd.go.th). The partners may submit three different names in the reservation. The only one name will be approved by the registrar.

All of required forms and documents are prescribed in the Rules of Office of the Company Limited and Partnership Registration regarding the Registration of Partnership and Company B.E.2554 (2011) after the name of the partnership is approved. The registration of the partnership may be done within 30 days after the registrar approves the name of the partnership.

## Limited Partnership

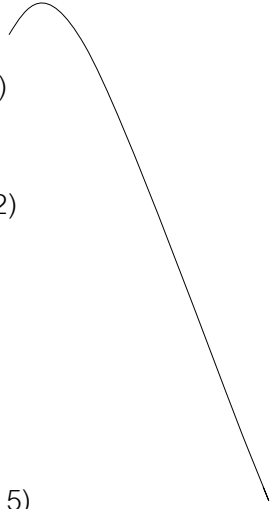
A limited partnership may be established by one or more partners whose individual liability is limited to the invested amount of the partnership. Under Section 1078 of the Civil and Commercial Code, the limited partnership must be registered. The registered limited partnership holds its legal status as a juristic person.

## Limited Partnership Registration

In order to register a limited partnership, the partners may prepare the following items such as the name of the partnership, the objective of the partnership, the address of the principal business office, the name, trade name, address, and occupation of all partners. The partners shall follow the process under the Rules of Office of the Company Limited and Partnership Registration regarding the Registration of Partnership and Company B.E.2554. The partner of a partnership with the business office situated in Bangkok will request for the registration at the Department of Business Development while the partner with the office located other provinces may request for the registration at the Provincial Business Development office.

### Exercise 1

**Directions:** Match the words in 1-3 with their definitions, as in the example.

- |  |             |
|--|-------------|
| 1. business (paragraph 1, p. 1, line 1)    | a. job      |
| 2. company (paragraph 1, p. 1, line 3)     | b. accept   |
| 3. kind (paragraph 2, p. 1, line 1)        | c. lawful   |
| 4. partner (s) (paragraph 3, p. 1, line 2) | d. property |
| 5. asset (paragraph 3, p. 1, line 6)       | e. buddy    |
| 6. legal (paragraph 2, p. 2, line 2)       | f. type     |
| 7. money (paragraph 2, p. 2, line 7)       | g. cash     |
| 8. wholly (paragraph 2, p. 2, line 8)      | h. totally  |
| 9. approve (s) (paragraph 4, p. 2, line 5) | i. biz      |
| 10. occupation (paragraph 2, p. 3, line 4) | j. firm     |
- 

## Types of Company

According to the law, a company or a corporation is an association of stockholders constituting a legal entity which it is treated as if it were a single responsible person. The companies can be formed by individuals, specialized agents, solicitors or accountants.

## Limited Company

In a limited company, the liability for debts is limited to the company. This means that if business owes money, the owners themselves are not liable for the debts. In other words, they don't have to pay the debts with their own money. The owners of a limited company invest capital in the company, and this capital is divided into shares. Each owner has a number of shares and is called a shareholder. Shareholders expect to receive some of financial return, or dividend for their investment.

In the establishment of limited company in Thailand, three or more people agree to do business together. A capital of the company is divided into the shares. The amount of each share will not be less than five baht. The company may be registered as a juristic person. A promoter may submit three names for the reservation. The only one name will be approved by the registrar. The promoter or the new company has to register its memorandum and association with the registrar. The memorandum of association is the document which sets out the rules for running of the company's internal affairs. The document contains the names, addresses, occupations, and signatures of the members that wish to form the company.

The name of the company always ends with the word “limited”. “The term **Limited** means that the liability of the owners or stockholders of the company for debts for which it is responsible is limited to the amount of the shares still unpaid by them” (Jintanaseri, 1991, p. 38). The documents are prescribed in the Rules of Office of the Company Limited and Partnership Registration regarding the Registration of Partnership and Company B.E. 2554 (2011). The registration of memorandum of association may be done within 30 days after the registrars approve the name of the company.

## Public Limited Company

The public limited company tends to be large and may have many thousands of shareholders. Most large corporations are publicly held. This means that shares can be easily purchased or sold by investors. Some of these companies become publicly held when they need funds to support large expansion. The act of initially issuing stock to the public is known as **going public**. Publicly held companies can obtain additional funds by issuing new common stock. This means that either their existing stockholders can purchase more stock, or other investors can become stockholders by purchasing the corporation's stock. Corporations that wish to issue new stock must be able to convince investors that the funds may be used properly, resulting in a reasonable return for the investors.

Their shares can be bought and sold on the Stock Exchange. In Thailand, public limited company is formed by the Public Limited Company Act B.E. 2535 (1992). The public limited company may offer shares, debentures, and warrants to the public and may have its securities listed on the Stock Exchange of Thailand (SET). A minimum of 15 promoters is needed for the formation and registration of a public limited company, and the promoters must hold their shares at least two years before they can be transferred.

### Exercise 2

**Directions:** Answer the following general comprehension. Look at pages 1-5 to help you.

1. What is the sole proprietorship?

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2. What does the partnership mean?

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3. How does the registered ordinary partnership differ from the non-registered ordinary partnership?

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4. What do the shareholders expect to receive when they invest capital in the company?

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5. What is the memorandum of association?

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## Company Structure

Each company establishes an company structure that identifies responsibilities for each job position and the relationships among those positions. A company structure consists of various departments that contribute to the company's overall mission and goals.

## Types of Organizational Structure

A company's organizational structure can be illustrated with an organization chart. Organization chart shows lines of authority among the various positions within an organization. This type of chart illustrates the relationship among departments and among personnel within the departments. The chart may depict the entire organization or a selected portion of it. The senior position is placed at the top of the chart. Other positions are placed on the chart in descending order of authority.

Different companies utilize different organizational structures. The specific organizational structure employed by the company may be influenced by the specific characteristics of its business. Organization structure can change among the companies according to:

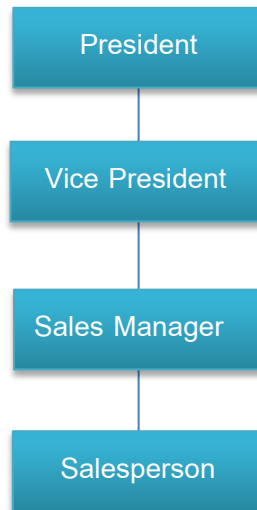
1. Span of control
2. Line organization
3. Line-and-staff organization chart

## Span of Control

Span of control, top management, determines the firm's span of control, or the number of employees managed by each manager. When an organizational structure is designed so that each manager supervises just a few employees, the company uses a narrow span of control. An example of a narrow span of control is shown Figure 1.1 below.

Figure 1.1 A narrow span of control.

Narrow Span of Control

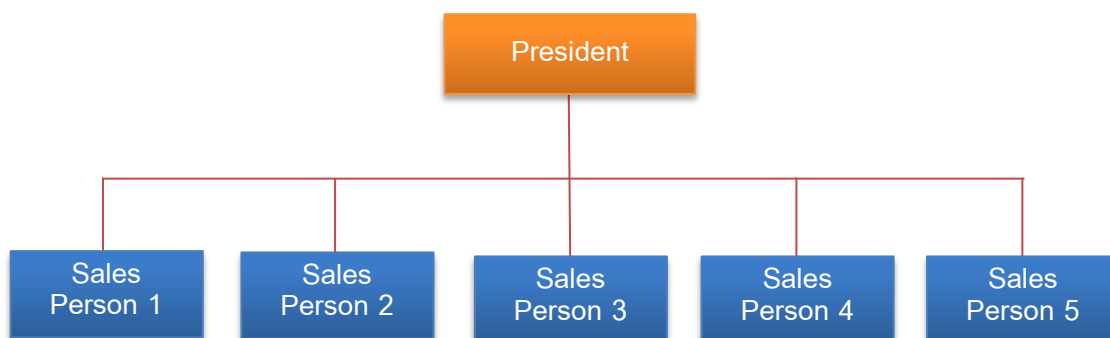


Source: Adapted from Introduction to Business, 2007, p. 279.

When organizational structure is designed so that each manager supervises numerous employees, the company utilizes a wide span of control because these employees can be easily managed by one or a few managers. An example of a wide span of control is provided in Figure 1.2 below.

Figure 1.2 A wide span of control.

Wide Span of Control



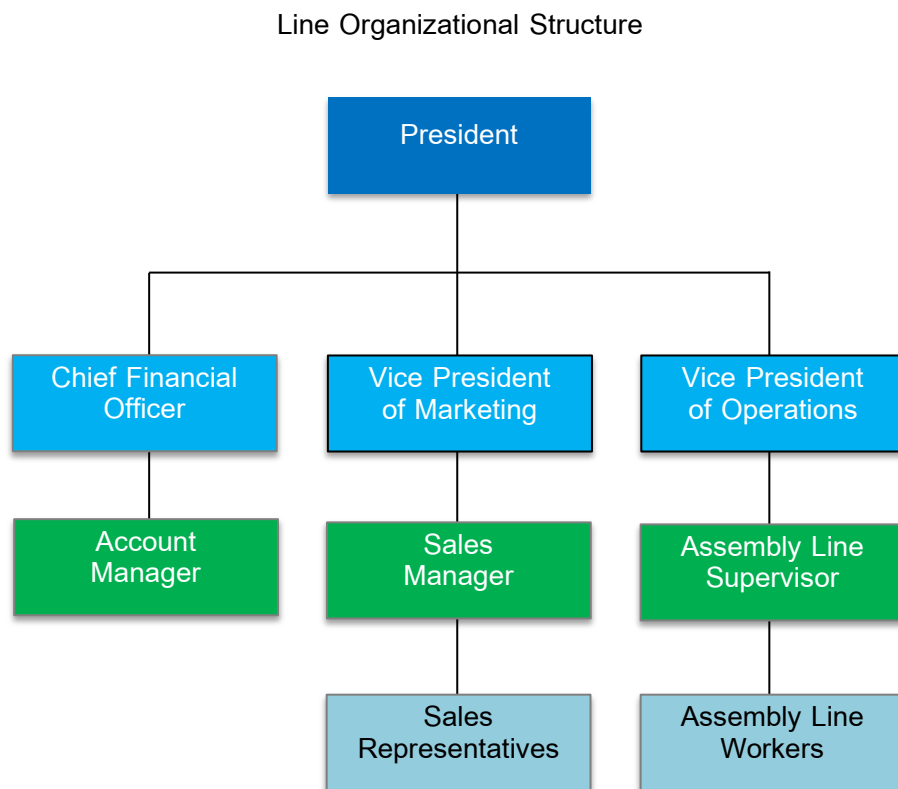
Source: Adapted from Introduction to Business, 2007, p. 279.



## Line Organizational Structure

An organizational structure that contains only line positions and no staff positions is referred to as a **line organizational structure**. This kind of organizational structure will be appropriate for a business that cannot afford to hire staff for support such as a small manufacturing company. The following example shows the line organization chart (see Figure 1.3 below).

*Figure 1.3* The line organizational structure.

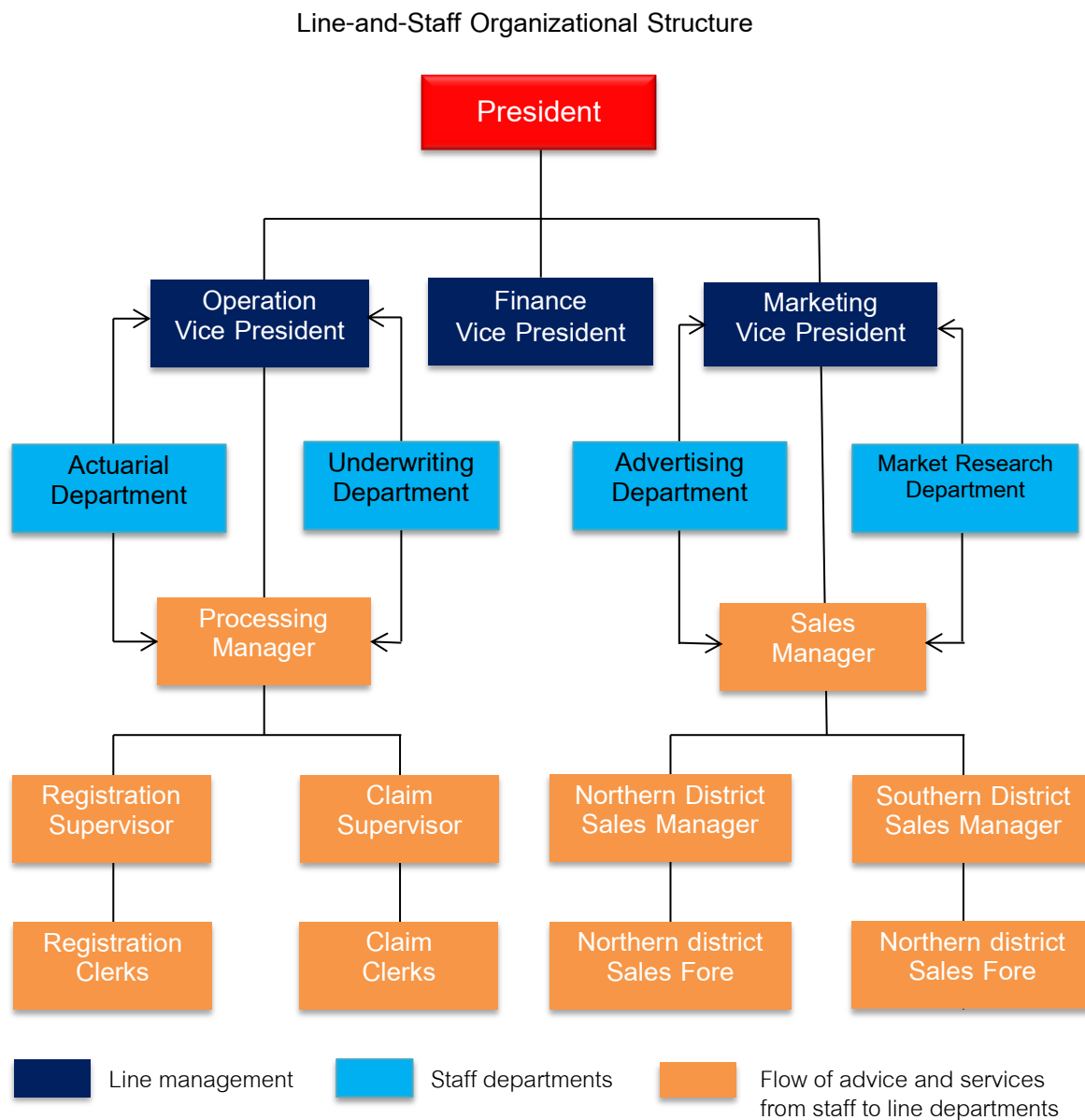


Source: Adapted from Introduction to Business, 2007, p. 280.

## Line-and-Staff Organizational Structure

Madura (2007) suggests that an organizational structure that includes both line and staff positions and assigns authority from higher-level management to employees is referred to as a **line and staff organizational structure**. He adds that most companies need some staff positions to provide support to the line positions. An example of the line-and-staff organization is provided in Figure 1.4 below.

Figure 1.4 The line-and-staff organizational structure.



Source: Adapted from Introduction to Business, 2007, p. 280.

### Exercise 3

**Directions:** Answer the following general comprehension. Look at pages 7-10 to help you.

1. What is the span of control?

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2. What is the narrow span of control?

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3. Why does the company use the wide span of control?

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4. What does the line organization mean?

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5. What does the line and staff organization refer to?

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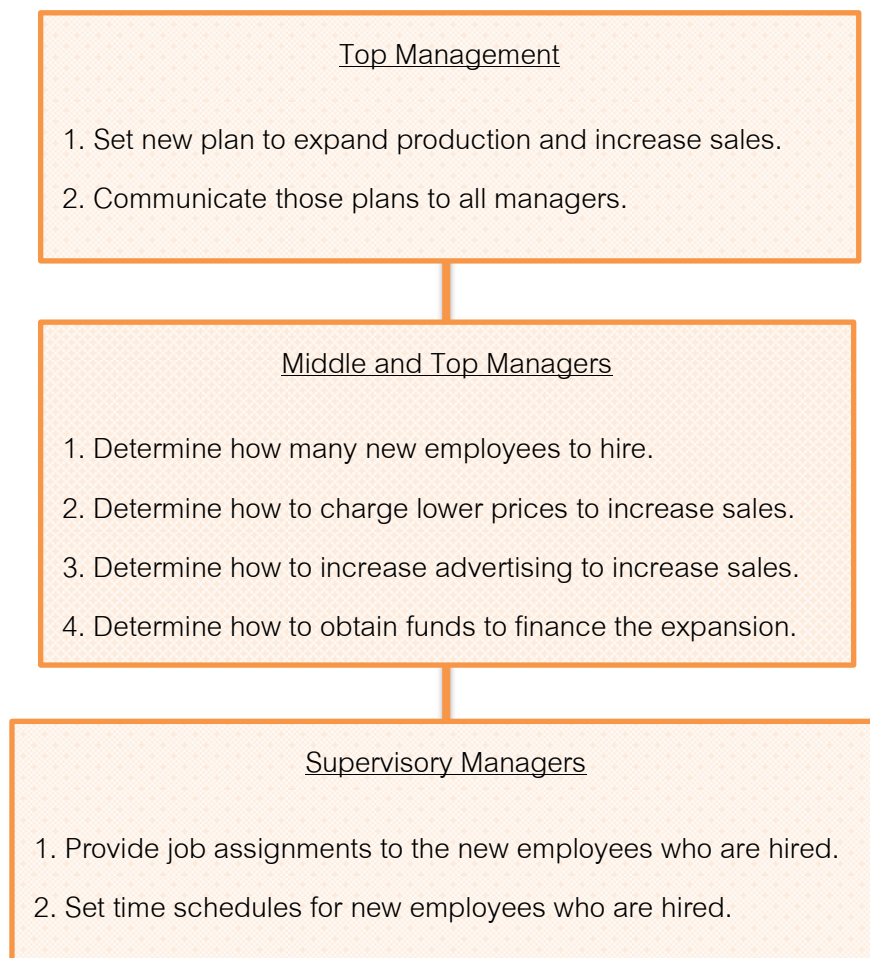
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## Levels of Management

There are three levels of management including: (1) top (high-level) management, (2) middle management, and (3) supervisory management. In order to understand this clearly, it will be illustrated briefly. **Top management** contains several positions such as president, chief executive officer, chief financial officer, and vice president. **Middle management** refers to positions such as regional manager and plant manager. It is often responsible for the company's short-term decisions. **Supervisory management** including positions such as account manager and office manager is usually responsible for the employees who engage in the day-to-day production process.

### Levels of Management



Source: Introduction to Business, 2007, p. 243.

## The Staff

### President or Chairman

Who is the president? Who is the chairman? How does the president differ from the chairman? According to Oxford Advanced Learner's Dictionary (2003), "chairman: 1 the person in charge of a meeting, 2 the person in charge of a committee, a company, etc." (p.203). "President: the person in charge of some organizations, clubs, colleges, etc." (p. 1040). "The president has the ultimate responsibility for the firm's success. The president normally attempts to coordinate all divisions and provide direction for the firm's business" (Madura, 2007, p. 278). The chairman of a company or organization provides leadership to the Board of Directors. Specifically, the chairman acts as a direct liaison between the Board and the management of the company.

### Board of Directors

The board of directors is a group of elected or appointed individuals who jointly oversee the activities of a company or organization and acts on behalf of the shareholders to run the day to day affairs of the business. The duties of boards of directors include:

- governing the organization by establishing broad policies and objectives,
- ensuring the availability of adequate financial resources,
- approving annual budgets, and
- selecting, appointing, supporting, reviewing the performance of the chief executive.

According to Madura (2007), "the stockholders of a corporation elect the members of the board of directors, who are responsible for establishing the general policies of the firm. One of the board's responsibilities is to elect the president" (pp. 165-166). Each company has a board of directors, or a set of executives who are responsible for monitoring the activities of the firm's president.

## Chief Executive Officer

The Chief Executive Officer (CEO) is the highest-ranking corporate officer or administrator in charge of total management of an organization. The responsibilities of an organization's CEO (Chief Executive Officer, US) or MD (Managing Director, UK) are set by the organization's board of directors. An individual appointed as a CEO of a corporation, company, organization, or agency typically reports the board of directors. The duties of the chief executive officer consist particularly of: (a) developing strategy proposals for recommendation to the board, (b) developing annual plans with agreed strategies, and (c) planning human resources to ensure that the company has the capabilities and resources required to achieve its plans.

## Manager

The manager wears many hats. Not only is a team of the leader, but he or she is also a planner, organizer, problem solver, and decision maker – all rolled into one.

The good managers have basic functions:

- Planning
- Organizing
- Leading

Planning is the process of thinking and organizing the activities to achieve a desired goal. Organizing is to rearrange a team and materials according to plan. Leading involves motivating, communicating, guiding, and encouraging. The leading should be conducted in a manner that is consistent with the firm's strategic plan.

## Secretary

A secretary is a person whose work consists of supporting management, executives, and is usually a personal assistant to a manager. The secretary has many administrative duties; for example, she deals with correspondence, admits new members, and organizes official meeting and events.

**Exercise 4**

**Directions:** Answer the following general comprehension. Look at pages 13-14 to help you.

1. Who is the chairman?

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2. What is the board of directors?

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3. What is one of the board's responsibilities?

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4. What are the duties of the chief executive officer?

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5. What are the basic functions of good managers?

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## Office Equipment

### Exercise 5

**Directions:** Match the equipment with their meanings.

- |                     |                     |                 |
|---------------------|---------------------|-----------------|
| 1. Clipboard        | 2. Tape dispenser   | 3. Post-it note |
| 4. Pencil sharpener | 5. Highlighter      | 6. Ring binder  |
| 7. Hole punch       | 8. Correction fluid | 9. Stapler      |
| 10. Paper clip      | 11. Rubber stamp    | 12. Drawing pin |

Source: Oxford advanced learner's dictionary, 2003, p. 1319.

A.



B. ...



C. ...



D. ...



E. ...



F. ...



G. ...



H. ...



I. ...



J. ...



K. ...



L. ...



M. ...



N. ...



O. ...






## Telephoning

### Exercise 6

**Directions:** Look at the sentences in the text below. Complete them using one of the words in the box. The first one has been done for you.

telephone	hear	effective	ineffective	service
staff	bad	Customers	placing	friendly

## Effective Phone Communication



In this age of the Internet, email and electronic communication, the (1)...telephone... is still one of the most important business tools. (2)..... expect to be dealt with professionally and competently, so (3)..... phone communication skills are vital. Good customer (4)..... can give a company a competitive edge, while (5)..... telephone behavior can cost millions in lost sales opportunities.

Apart from a positive attitude, whatever business you are in, (6)..... dealing with phone enquiries need training in a number of essential skills. These include transferring a call, (7)..... a call on hold, dealing with angry callers, responding to enquiries about correspondence, using a caller's name and taking messages correctly. Callers should not (8)..... informal expressions like 'Oh, she's just gone out' or 'Sorry, he's not with us anymore'. Customers want a prompt response from a real person (not a machine) who is (9)....., helpful and can make a decision.

More business is lost through poor service than by poor product performance, and the quality of a company's response to a call is one of the chief factors in creating a perception of good or 10..... service.

Source: Clarke, in company 3.0, 2014, p. 21.

## Telephoning

### Asking to speak to someone

- Could I speak to Mr. Thompson, please?
- I would like to speak to John, please?
- May I speak to Tom, please?
- Can I speak to John, please?
- Hello, is that Mr. Mancini?

### Identifying yourself

- This is Mary Kantel (speaking).
- Is that Jane?

### Identifying the caller

- Could you give me your name, please?
- Who's calling, please?
- Who's speaking, please?
- Can I have your name, please?

### Asking the caller to wait

- Hold on, please.
- Hold the line, please.
- Just a moment, please.
- One moment, please.
- Could you hold on, please?
- I'll find the number for you.
- I'll get him for you.

- I'm trying to connect you.
- I'll transfer you.
- Could you call back later?
- Can Ms. Lee call you back?

### Explaining absence

- I'm sorry, but I'm afraid he's in a meeting.
- I'm afraid she's on the other line.
- I'm sorry, but I'm afraid he's with a client.

### Leaving a message

- May I leave a message?
- Could you take a message?
- Could you take a message for him/her, please?
- Could I leave a message?
- Could you (please) ask her to call me?
- Would you like to leave a message?
- Please tell her I'd like to see her when she's free.
- Can I leave a message?
- Can I take a message?
- I'll give him the message.
- I'll pass on the message.

## Dealing with problem

- I think you've got the wrong number.
- Could you speak more slowly, please?
- I'm sorry, I didn't catch that.

## Ending the call

- Thank you for your help. Goodbye
- Thanks a lot. Bye
- You're welcome. Goodbye.
- See you next week. Goodbye.
- I'll phone again next week.
- I'll call again next Sunday.
- Thanks for calling.
- Thank you for phoning.
- See you on Monday.
- See you in London.
- Bye.
- Goodbye.

## Making an Appointment

Appointment refers to a formal arrangement to meet or visit somebody at a particular time, especially for a reason connected with their work. Making an appointment is a vital skill in business. Business people meet with customers, suppliers, owners of business, manager, and others. Students should learn a vocabulary and conversation techniques. The following structures are examples of conversation techniques.

## Asking for an Appointment

- I would like to make an appointment to discuss experiences of the Internet.
- I would like to book an appointment to see Manager.
- Would it be possible to meet?
- Would it be convenient to visit you?
- When could we meet?
- When could I see you?
- When is the best time for you to meet?
- When are you free?
- Can we meet to talk about experiences of purchase decisions?
- What time would suit you?
- I need to book an appointment with the doctor.
- I want to book an appointment with my lawyer.

## Suggesting Dates, Time, and Places

- Would Tuesday suit you?
- Would you be available on Monday?
- Would Wednesday after dinner be all right?
- Can you make Thursday evening after dinner?
- Let's meet in the Grand hotel at 10:30 a.m.

- That would be nice (with me).
- That would be fine.
- That's fine.
- Monday at 9:30 a.m. will be fine.

### Confirming an Appointment

- So that's at 8:30 on Friday.
- I'm looking forward to meet you.
- Okay. Wednesday morning at 8:00 a.m.
- See you on Sunday.

### Cancelling an Appointment

- I'm afraid I'm not free.
- I apologize for any inconvenience.
- I'm sorry, I have other plans.
- I'm sorry, I can't make it then.
- I'm sorry about cancelling.
- I'm sorry, I've got another meeting then.
- Monday at 10:00 a.m. is not good for me.
- Unfortunately, I will be unable to keep our appointment for tomorrow afternoon.

## Summary of Business

- A kind of business owned and run by a single owner is called the sole proprietorship.
- A business that is co-owned by two or more people is referred to as a partnership.
- The registered ordinary partnership holds its legal status as a juristic person while the non-registered ordinary partnership holds its legal status as a natural person.
- In a limited company, the liability for debts is limited to the company. This means that if business owes money, the owners themselves are not liable for the debts.
- When organizational structure is designed so that each manager supervises numerous employees, the company utilizes a wide span of control because these employees can be easily managed by one or a few managers.
- An organizational structure that contains only line positions and no staff positions is referred to as a line organizational structure.
- An organizational structure that includes both line and staff positions and assigns authority from higher-level management to employees is referred to as a line and staff organizational structure.
- A meeting is a gathering of two or more people that has been convened for a business or social purpose.
- Meeting minutes are the official written or recorded documents used to inform the attending people and absent members of the happenings during the meeting.
- Appointment refers to a formal arrangement to meet or visit somebody at a particular time, especially for a reason connected with their work.

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## **Unit Two**

### **Business Trip**

#### **What is business trip?**

One of the most exciting things about launching your career is being given the opportunity to attend a conference, seminar or trade show outside the office. Every year, there are thousands of conferences, seminars and training sessions in the world. In the business trip, you will need to present a clear business case about why you are going and what you expect to accomplish while you are out of the office. The clear set of expectations should be provided to you; for example, there may be a certain client you are to meet and a certain presentation or message to give. In a trade show, you may be sent to learn about new vendors or suppliers and start the exploratory dialogue. It is typically standard operating procedure for the company to pay for all expenses related to your business trip, including conference registration, hotel, airfare, rental car, and meals.


#### **Trip Documents and Accommodation**

The trip for international business is necessary for the businessmen. The important documents are required to prepare when traveling abroad. The documents consist of letter of confirmation from a host, passport, visa, credit card, plane ticket, and travel/health insurance. The details are below.

## Invitation of Business Trip

### Exercise 1

**Directions:** Look at the following letter of invitation and complete the table with appropriate information below.



**INVITATION LETTER**

June 06, 2013

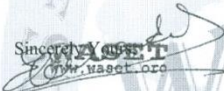
**WORLD ACADEMY OF SCIENCE,  
ENGINEERING AND TECHNOLOGY**

Mr. Kittivate Boonyopakorn  
Suan Sunandha Rajabhat University  
Thailand

To Whom It May Concern,

This invitation letter is to confirm that your peer-reviewed & refereed full paper entitled "The Creation of an English Learning Practice Guide Based on Writing Communication at the Beginning Level for Undergraduate Students in Business English Class." is accepted for oral presentation at the ICEMBIT 2013 : International Conference on Economics, and Management of Business, Innovation and Technology to be held in Stockholm, Sweden during July 15-16 2013.

This invitation letter serves as confirmation of your conference attendance.

Sincerely,  
  
www.waset.org

Conference Council  
ICEMBIT 2013 Stockholm  
Sweden


Conference Venue  
Scandic Sergel Plaza,  
Brunkebergstorg 9,  
Box 16411, 103 27  
Stockholm, Sweden  
Tel: ++46 8 517 263 00  
Fax: ++46 8 517 263 11

Source: World Academy of Science, Engineering and Technology.

	Letter of Invitation
Title of the event	
Purpose of the letter	
Activities included	
Dates	
Venue	
Organizer	

## Letter of Acceptance for International Conference

Read letter of acceptance.



waset.org

### ACCEPTANCE LETTER

November 02, 2014

Mr. Kittivate Boonyopakorn  
Suan Sunandha Rajabhat Univeristy  
Thailand

Herewith, the international scientific committee is happy to inform you that the peer-reviewed draft paper code 14UK120338 entitled (Finding the English Competency for Developing Public Health Village Volunteers at Ban Prasukchai in Chumpuang District, Nakhon Ratchasima Province in Thailand. by Mr. Kittivate Boonyopakorn) has been accepted for oral presentation as well as inclusion in the conference proceedings of the ICIM 2014 : International Conference on Innovation and Management to be held in London, United Kingdom during December, 22-23, 2014. The high-impact conference papers will also be considered for publication in the special journal issues at <http://waset.org/Publications>.

Conference Registration and Writing Formatted Paper:

1. Conference registration documents should be submitted to:  
<http://waset.org/apply/2014/12/london/ICIM?step=2>
2. Word Template File should be Downloaded at  
<http://waset.org/downloads/template.docx>
3. Latex Style File should be Downloaded at <http://waset.org/downloads/latex.zip>
4. Copyright Transfer Statement Document should be Downloaded at  
<http://waset.org/downloads/copyright.pdf>

Letter of Invitation and Visa Requirements:  
If you need an invitation letter to get an entrance Visa, please fill in the online form to get a letter at <http://waset.org/apply/2014/12/london/ICIM?step=1>.

We look forward to your participation in the ICIM 2014 : International Conference on Innovation and Management.

Sincerely,  
International Scientific Committee  
ICIM 2014 London, United Kingdom  
<http://waset.org/conference/2014/12/london/ICIM>

**WORLD ACADEMY OF SCIENCE,  
ENGINEERING AND TECHNOLOGY**

Source: World Academy of Science, Engineering and Technology.

**Exercise 2**

**Directions:** After you read letter of acceptance on page 28. Circle T in front of the statement that is true and Circle F in front of the statement that is not true.

1. What is the purpose of this letter?

T      F      Acceptance of their apologies

T      F      Acceptance letter

T      F      Rejection letter

2. Where was the international conference on business took place?

T      F      New York

T      F      Paris

T      F      London

3. When was the international conference on business held?

T      F      December 22-24, 2014

T      F      December 22-23, 2015

T      F      December 22-23, 2014

4. What is the title of the event?

T      F      International Conference on Innovation and  
Management

T      F      International Conference on Economics, and  
Management of Business

T      F      International Conference on Film and Media Studies

5. Who is the organizer?

T      F      The government

T      F      Export & import company

T      F      World Academy of Science, Engineering and  
Technology

## Passport

According to the Department of Consular Affairs, Ministry of Foreign Affairs:

A passport is an important government-issued document granted to its citizens for the purpose of traveling outside the country. The passport-issuing country requests other countries to permit its citizens to pass freely without delay or hindrance. The passport must be stamped with a visa from an authorized visa-issuing agency belonging to the country of destination. It is the norm of many countries to require travelers to hold Passports that will be valid for longer than 6 months before leaving the country. If a Passport will expire in less than 6 months, the traveler must apply for a new e-Passport. (<http://www.mfa.go.th/main/en/services/Evolution-of-ThaiPassport>.)

Figure 2.1 Some of the passports shown in the following examples.



Ordinary Passport

Official Passport

Diplomatic Passport

Person who requires the passport should contact the Department of Consular Affairs, Ministry of Foreign Affairs situated at 123 Chaengwattana Road, Laksi, Bangkok 10210 or alternatively, you can reach us at Tel: 0-2981-7171 or 0-2981-7276-7 Fax: 0-2981-7256 or by e-mail at [consular05@mfa.go.th](mailto:consular05@mfa.go.th).

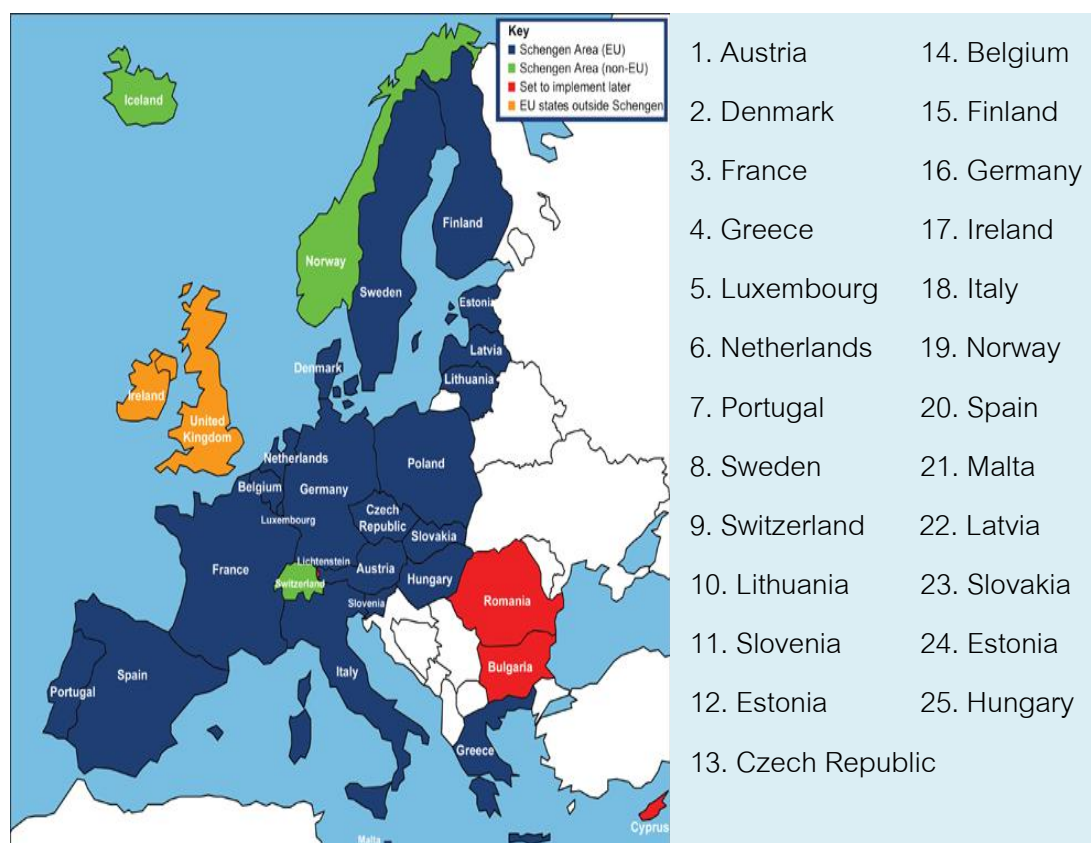
## Visa

A visa is a conditional authority given by the immigration authorities of a country for a person who is not a citizen of that country to enter its territory and remain there for a limited duration. The visa is commonly a stamp endorsed in the applicant's passport. Today a traveler requiring to enter another country must apply in advance for a visa.

## Schengen Visa

Schengen Visa has been used for traveling between its 25 member countries (22 European Union states and 3 non-EU members). Traveling on a Schengen Visa means that the visa holder can travel to any or all member countries using single visa. The Schengen Visa is a “visitor visa”. It is issued to citizens of countries who are required to obtain a visa before entering Europe. The Schengen Visa allows the holder to travel freely within the Schengen countries for a maximum stay of up to 90 day in a 6 month period.

Figure 2.2 Map of Schengen area.





Source: at <http://www.c-est-quoi.com> (accessed October, 2015).



## Exercise 3

Directions: Fill out Schengen Visa and answer the questions.

		Stamp embassy Or consulate
Photo	<h2 style="margin: 0;">Application for Schengen Visa</h2> <p style="margin: 0;">This application form is free</p> <div style="text-align: right;">             N° 12225*01         </div>	
1. Surname(s) family name(s)		<b>FOR EMBASSY / CONSULATE USE ONLY</b>  <b>Date application :</b>
2. Surname(s) at birth (earlier family name(s))		
3. First names (given names)		
4. Date of birth (year-month-day)	5. ID-number (optional)	
6. Place and country of birth		<b>File handled by :</b>  <b>Supporting documents:</b> Valid passport Financial means Invitation Means of transport Health insurance Other :
7. Current nationality/ies	8. Original nationality (nationality at birth)	
9. Sex Male    Female	10. Marital status : Single   Married   Separated   Divorced   Widow(er)   Other	
11. Father's name	12. Mother's name	
13. Type of passport: National passport   Diplomatic passport   Service passport   Travel document (1951 Convention) Alien's passport   Seaman's passport   Other travel document (please specify): .....		
14. Number of passport	15. Issued by	
16. Date of issue	17. Valid until	
18. If you reside in a country other than your country of origin, have you permission to return to that country? No    Yes, (number and validity) .....		
* 19. Current occupation		
* 20. Employer and employer's address and telephone number. For students, name and address of school.		
<b>Visa :</b> Refused Granted		
<b>Characteristics of Visa :</b>		
21. Main destination	22. Type of Visa : Airport transit   Transit   Short stay Long stay	23. Visa : Individual   Collective
24. Number of entries requested Single entry   Two entries   Multiple entries		LTV A B C D D + C Number of entries : 1   2   Multiple
25. Duration of stay Visa is requested for: ..... days		
26. Other visas (issued during the past three years) and their period of validity		
27. In the case of transit, have you an entry permit for the final country of destination? No    Yes, valid until: ..... Issuing authority: .....		
* 28. Previous stays in this or other Schengen states		
Valid from ..... To ..... Valid for : .....		

\* The questions marked with \* do not have to be answered by family members of EU or EEA citizens (spouse, child or dependent ascendant). Family members of EU or EEA citizens have to present documents to prove this relationship.



<b>29. Purpose of travel</b> Tourism Business Visit to Family or Friends Cultural/Sports Official Medical reasons Other (please specify): .....		<b>FOR EMBASSY / CONSULATE USE ONLY</b>												
<b>* 30. Date of arrival</b>														
<b>* 31. Date of departure</b>														
<b>* 32. Border of first entry or transit route</b>														
<b>33. Means of transport</b>														
<b>*34. Name of host or company in the Schengen states and contact person in host company. If not applicable, give name of hotel or temporary address in the Schengen states</b>														
<b>Name</b>														
<b>Telephone and telefax</b>														
<b>Full address</b>														
<b>e-mail address</b>														
<b>* 35. Who is paying for your cost of travelling and for your costs of living during your stay?</b> Myself Host person/s Host company. (State who and how and present corresponding documentation): .....														
<b>* 36. Means of support during your stay</b> Cash Travellers' cheques Credit cards Accommodation Other: Travel and/or health insurance. Valid until: .....														
<b>37. Spouse's family name</b>		<b>38. Spouse's family name at birth</b>												
<b>39. Spouse's first name</b>		<b>40. Spouse's date of birth</b>												
		<b>41. Spouse's place of birth</b>												
<b>42. Children</b> (Applications <u>must</u> be submitted separately for each passport)														
<table border="1"> <thead> <tr> <th>Name</th> <th>First name</th> <th>Date of birth</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td></td> </tr> </tbody> </table>			Name	First name	Date of birth	1			2			3		
Name	First name	Date of birth												
1														
2														
3														
<b>43. Personal data of the EU or EEA citizen you depend on. This question should be answered only by family members of EU or EEA citizens.</b>														
<b>Name</b>		<b>First Name</b>												
<b>Date of Birth</b>		<b>Number of passport</b>												
<b>Family relationship :</b>														
<b>of an EU or EEA citizen</b>														
<p>44. I am aware of and consent to the following: any personal data concerning me which appear on this visa application form will be supplied to the relevant authorities in the Schengen states and processed by those authorities, if necessary, for the purposes of a decision on my visa application. Such data may be input into, and stored in, databases accessible to the relevant authorities in the various Schengen states.</p> <p>At my express request, the consular authority processing my application will inform me of the manner in which I may exercise my right to check the personal data concerning me and have them altered or deleted, in particular, should they be inaccurate, in accordance with the national law of the state concerned.</p> <p>I declare that to the best of my knowledge all particulars supplied by me are correct and complete.</p> <p>I am aware that any false statements will lead to my application being rejected or to the annulment of a visa already granted and may also render me liable to prosecution under the law of the Schengen state which deals with the application.</p> <p>I undertake to leave the territory of the Schengen states upon the expiry of the visa, if granted.</p> <p>I have been informed that possession of a visa is only one of the prerequisites for entry into the European territory of the Schengen states. The mere fact that a visa has been granted to me does not mean that I will be entitled to compensation if I fail to comply with the relevant provisions of Article 5.1 of the Schengen Implementing Convention and am thus refused entry. The prerequisites for entry will be checked again on entry into the European territory of the Schengen states.</p>														
<b>45. Applicant's home address</b>		<b>46. Telephone number</b>												
<b>47. Place and date</b>		<b>48. Signature (for minors, signature of custodian/guardian)</b>												

Source: Sithi-amnuay, English for Business, 2013, p. 33.

1. You will marry the next year, which word will you choose in No. 10?

---

---

2. What kind of passport does a person who works as an ambassador have?

---

---

3. If you want to meet new customers, which word will you choose in No. 29?

---

---

4. You will arrive on Monday in November 20, 2015 in Denmark, what section will you choose?

---

---

5. What section will you fill out when the company pays for all expenses you to participate in the trade show?

---

---

## Trip

### Exercise 4

**Directions:** Read trip and answer the questions.

Travel Agent: Are you going away on holiday?

Businessman: Yes, I'm going away.

Travel Agent: Then book an ABC holiday.

Look! A holiday in Stockholm in Sweden. There are flights on weekdays at 09:30 A.M. The flight leaves from Suvarnabhumi International Airport at 09:30 A.M. It arrives at Moscow, Russia- Sheremetyevo International Airport at 16:00 P.M. And then it arrives at Stockholm, Sweden - Arlanda airport at 19:00 P.M.



Source: <http://www.thetravelmonster.wordpress.com>

Businessman: So I leave from Suvarnabhumi Airport and go to Stockholm, then take a connecting flight.

Travel Agent: That's right, sir. There are two connecting flights at Moscow, Russia – Sheremetyevo International Airport.

Businessman: Can I go today?

Travel Agent: Sorry, sir. Not today. Not on Saturday.

Businessman: Tomorrow then.





Travel Agent: No, sir. Tomorrow is Sunday. We haven't got any flight on Saturday or Sunday. Is next week all right? On Monday next week?

1. What time does the flight leave from Bangkok?
  - A. At 09:30 P.M.
  - B. At 09:30 A.M
  - C. Before 09:30 P.M.
  - D. After 09:30 A.M.
2. What day does the businessman contact the travel agent?
  - A. On Sunday
  - B. On Friday
  - C. On Saturday
  - D. On Thursday
3. Why doesn't the businessman travel on Saturday or Sunday?
  - A. He arrives at the airport late.
  - B. He has lost his money.
  - C. There is no flight.
  - D. The tickets are empty.
4. Does the passenger have to take a connecting flight?
  - A. Yes, he does.
  - B. No, he does not.
  - C. He misses the plane.
  - D. He stays there.
5. Where does the passenger have to take a connecting flight?
  - A. At Suvarnabhumi International Airport
  - B. At Arlanda airport
  - C. At Sheremetyevo International Airport
  - D. At Gatwick Airport

## An Airline Ticket

## Exercise 5

Directions: Read the passage.

Traveller(s) Information		Issue Date: 21 June 2013	
BOONYOPAKORN KITTIVATE MR			
Traveller(s) Itinerary		Booking Reference: 3ASYXM	
<b>Bangkok to Moscow</b>			
Flight 1 Confirmed Non-Stop	Departure Date: Departure: Arrival: Airline/Flight Number:	Saturday 13 July 2013 09:30 Bangkok, Thailand - Suvarnabhumi International 16:30 Moscow, Russia - Sheremetyevo International, Terminal F Aeroflot / SU271	Arrival Date: Saturday 13 July 2013 Duration: 10 Hour(s) 00 Minutes Aircraft: Airbus A330-300 Meal: Dinner
	Class / Cabin: Airline Booking Reference:	Economy NXQINF	
<b>Moscow to Stockholm</b>			
Flight 2 Confirmed Non-Stop	Departure Date: Departure: Arrival: Airline/Flight Number:	Sunday 14 July 2013 18:45 Moscow, Russia - Sheremetyevo International, Terminal D 19:00 Stockholm, Sweden - Arlanda, Terminal 5 Aeroflot / SU2386	Arrival Date: Sunday 14 July 2013 Duration: 2 Hour(s) 15 Minutes Aircraft: Airbus A319 Meal: Lunch
	Class / Cabin: Airline Booking Reference:	Economy NXQINF	
<b>Stockholm to Moscow</b>			
Flight 3 Confirmed Non-Stop	Departure Date: Departure: Arrival: Airline/Flight Number: Codeshare:	Thursday 18 July 2013 12:35 Stockholm, Sweden - Arlanda, Terminal 5 16:40 Moscow, Russia - Sheremetyevo International, Terminal D Aeroflot / SU3581 SU3581 OPERATED BY SCANDINAVIAN AIRLINES	Arrival Date: Thursday 18 July 2013 Duration: 2 Hour(s) 05 Minutes Aircraft: Boeing 737-600 Meal: Food and Beverages for purchase
	Class / Cabin: Airline Booking Reference:	Economy NXQINF	
<b>Moscow to Bangkok</b>			
Flight 4 Confirmed Non-Stop	Departure Date: Departure: Arrival: Airline/Flight Number:	Thursday 18 July 2013 19:40 Moscow, Russia - Sheremetyevo International, Terminal F 07:55 Bangkok, Thailand - Suvarnabhumi International Aeroflot / SU270	Arrival Date: Friday 19 July 2013 Duration: 9 Hour(s) 15 Minutes Aircraft: Airbus A330-300 Meal: Dinner
	Class / Cabin: Airline Booking Reference:	Economy NXQINF	
<b>Itinerary Remarks</b>			

After you read this passage. Circle T in front of the statement that is true and

Circle F in front of the statement that is not true.

1. What is this?

T      F      A food coupon

T      F      A concert ticket

T      F      A movie ticket

T      F      An airline ticket

2. What trip is the passenger taking?

T      F      Thailand to Norway

T      F      Thailand to Russia

T      F      Thailand to Russia and to Sweden

T      F      Thailand to Denmark

3. What kind of a ticket is it?

T      F      One way ticket

T      F      Round-trip ticket

T      F      train ticket

T      F      movie ticket

4. What kind of a class is it?

T      F      Business class

T      F      First class

T      F      Economy class

T      F      High class

5. What flight must the passenger buy food and beverages from?

T      F      Bangkok to Moscow

T      F      Moscow to Stockholm

T      F      Stockholm to Moscow

T      F      Moscow to Bangkok

## Coupon

### Exercise 6

Directions: Read the coupon and answer the questions.



- What is this coupon?
  - Ticket for a concert
  - Ticket for the free music
  - Boarding pass for an airline flight
  - Registration form for class
- What trip is the passenger taking?
  - Sapporo (Japan) to Greece
  - Sapporo to Bangkok
  - Sapporo to New York
  - Bangkok to Sapporo
- At which gate will he catch the plane?
  - 55
  - 06
  - 71
  - 66
- Where will he sit?
  - Seat No. 8C
  - Seat No. 66J
  - Seat No. 55J
  - Seat No. 2J
- What time is the boarding?
  - 10: 05
  - 10: 50
  - After 10:05
  - 11: 05



## Making a Reservation for a Hotel by Credit Card

### Definition of Credit Card

A credit card is a payment card issued to users as a system of payment. It allows the cardholder to pay for goods and services based on the holder's promise to pay for them. The issuer of the card creates a revolving account and grants a line of credit to the consumer (or the user) from which the user can borrow money for payment to a merchant or as a cash advance to the user.



Source: <http://www.psdgraphics.com> (accessed September 2015).

It would be convenient for you to go abroad on business when booking the hotel via credit card. At check-in, you must present the credit card used to make this booking and a valid photo ID with the same name.



## Exercise 7

Directions: Read a hotel voucher and answer the questions.

agoda.com		Hotel Voucher	
Please present either an electronic or paper copy of your hotel voucher upon check-in.			
Booking ID : <b>44655920</b> Booking Reference No : Client : <b>THONGCHAI SURINWARANGKON</b> Member ID : <b>196085222</b> Country of Passport : <b>Thailand</b> Hotel : <b>Hotel Regit</b> Address : <b>96 Cappuccina Street, Mestre, Venice, Italy</b> <small>Via Cappuccina 96, Mestre, Venezia, Italia</small>		Number of Rooms : <b>1</b> Number of Extra Beds : <b>0</b> Max Occupancy : <b>1</b> Breakfast : <b>Included</b> Room Type : <b>Single With Breakfast</b> Promotion : For Full Promotion details and conditions see confirmation email	
Any cancellation received within 2 days prior to arrival date will incur the first night charge. Failure to arrive at your hotel will be treated as a No-Show and will incur the first night charge (Hotel policy).			
Arrival : <b>April 17, 2014</b>		Departure : <b>April 18, 2014</b>	
<b>Payment Details :</b> Payment Method : <b>Visa</b> Card No : <b>xxxx-xxxx-xxxx-8112</b> EXP : <b>5/2017</b>			
<b>Booked And Payable By :</b> Agoda Company Pte, Ltd. 20 Cecil Street, #14-01 Equity Plaza, Singapore 049705			
<b>Remarks :</b> <b>All special requests are subject to availability upon arrival</b>			
<b>Notes</b> <ul style="list-style-type: none"> <li>● <b>IMPORTANT:</b> At check-in, you must present the credit card used to make this booking and a valid photo ID with the same name. Failure to do so may result in the hotel requesting additional payment or your reservation not being honored. If you have submitted additional documentation for a third party booking or paid via a different payment method, please disregard the note above.</li> <li>● All rooms are guaranteed on the day of arrival. In the case of a no-show, your room(s) will be released and you will be subject to the terms and conditions of the Cancellation/No-Show Policy specified at the time you made the booking as well as noted in the Confirmation Email.</li> <li>● The total price for this booking does not include mini-bar items, telephone usage, laundry service, etc. The hotel will bill you directly.</li> <li>● In cases where Breakfast is included with the room rate, please note that certain hotels may charge extra for children travelling with their parents. If applicable, the hotel will bill you directly. Upon arrival, if you have any questions, please verify with the hotel.</li> </ul>			

1. Where is the hotel Regit?

---

2. Where does the customer come from?

---

3. What kind of room is it?

---

4. When does the customer check out?

---

5. How does the customer pay?

---

## Facilities of Hotels

Read the facilities of hotels and answer the questions.

		
<p><b>Regal HongKong Hotel</b> No.88 Yee Wo Street, Causeway Bay, Hong Kong</p> <p><b>Facilities</b></p> <ul style="list-style-type: none"> <li>● 24-hour room service</li> <li>● room service</li> <li>● coffee shop</li> <li>● airport transfer</li> <li>● free Wi-Fi in all room</li> <li>● Wi-Fi in public areas</li> <li>● business center</li> <li>● conference rooms</li> <li>● car park</li> <li>● family room</li> <li>● laundry service</li> <li>● Rate per room per night \$206</li> </ul>	<p><b>Hotel Pennsylvania</b> 401 Avenue, Chelsea, New York, United states</p> <ul style="list-style-type: none"> <li>● coffee shop</li> <li>● bar</li> <li>● meeting facilities</li> <li>● smoking area</li> <li>● shuttle service</li> <li>● fitness center</li> <li>● pets allowed</li> <li>● executive floor</li> <li>● business center</li> <li>● concierge</li> <li>● Rate per room per night \$76</li> <li>● Wi-Fi in public areas</li> </ul>	<p><b>Ibis sydndy Darling Harbour Hotel</b> 70 Murray Street, Darling Harbor, Sydney Australia</p> <ul style="list-style-type: none"> <li>● 24-hour front desk</li> <li>● car hire</li> <li>● bar</li> <li>● Wi-Fi in public areas</li> <li>● business center</li> <li>● newspapers</li> <li>● room service</li> <li>● elevator</li> <li>● Rate per room per night \$85</li> <li>● luggage storage</li> <li>● restaurant</li> <li>● mini bar</li> </ul>

1. Which hotel are the pets granted?

---

2. Which hotel is the most expensive rate per room per night?

---

3. Which hotels have free Wi-Fi in all room?

---

4. Which hotel is the cheapest rate per room per night?


---

5. Are there the rental car?

---

## Sapporo Aspen Hotel

Read the information of Sapporo Aspen Hotel and answer the questions.


smarter hotel booking

[New to Agoda? Register Now!](#)

English
THB
My Account (sign in)

[Home](#) > [World](#) > [Asia](#) > [Japan](#) > [Hokkaido Prefecture](#) > [Sapporo](#) > [Search Results](#) > [Sapporo Aspen Hotel](#)

Hotels: 388,165 62,079 3,918 357 107

**Your Search Details**

- Sapporo
- 2 nights (05 Apr – 07 Apr)
- [Change search](#)
- [Back to search results](#)
- [Show hotel on map](#)

**My last viewed hotels**


- Century Royal Hotel Sapporo
- There are 5 users looking at this hotel right now!
- [Clear history](#)

**Customers like this hotel for:**

- Nearest transport:**
  - JR Sapporo Railway Station (0.3 Km / 4 min walk)
- Distance to airport:**
  - Sapporo Okadama Airport (5.9 Km)
  - New Chitose Airport (39.7 Km)
- Customer comments:**
  - "Close to train station", "Good atmosphere", "Great staff"

**Sapporo Aspen Hotel** ★★
   
 5 North 8 West 4 Kita-ku, Sapporo Station, Sapporo, Japan [060-0808](#) ([Show on map](#))
   
[Book now!](#)
  
[Save as a favorite](#)

[Jump to: Available Rooms](#) [Facilities](#) [Policies](#) [Useful Info](#)
  
[See all reviews](#)



**Fantastic 8.4**
  
 based on 262 reviews
   
 "Centrally located, near to JR station, clean..."
   
 Wei, Malaysia
   
 March 26, 2014

**Hotel Area:** Sapporo Station **Rooms:** 302 **Free Wi-Fi**
  
[Like](#) 8 people like this. Sign Up to see what your friends like.

1. How many nights are reserved for?

---

2. Where is Sapporo Aspen Hotel located?

---

3. How long does it take to get from Aspen Hotel to the railway station?

---

4. How far does it take to get from Sapporo Aspen Hotel to the airport?

---

5. How much does Wi-Fi cost for hours?

---

Read the facilities of JW Hotel.



## Hotel

### Guestrooms

1,608 rooms all with:

- refrigerator and mini bar
- high-speed internet access
- satellite and pay-per-view TV
- IDD (International Direct Dial) telephone
- safe
- separate bathtub / shower
- hairdryer

### Other facilities

- two restaurants and a coffee shop
- 24-hour room service
- dry-cleaning service
- outdoor swimming pool
- fitness center
- massage rooms
- beauty salon
- business center
- internet and e-mail service
- conference rooms
- shuttle bus to mass transit station and shopping center

### Exercise 8

**Directions:** Match the words in 1-5 with their definitions, as in the example. Look at pages 44 to help you.

- |                                 |                 |
|---------------------------------|-----------------|
| 1. guestroom (line 2)           | A. trade center |
| 2. room (line 3)                | B. biz center   |
| 3. business center (line 19)    | C. chamber      |
| 4. conference rooms (line 21)   | D. auditorium   |
| 5. shopping center (line 22-23) | E. parlor       |

### Room service

It is ten o'clock at night. A guest calls room service to ask for something.

### Exercise 9

**Directions:** Complete the conversation below.

**Room service:** Room service. My name is Johan. Can I help you?

**Guest:** Yes, this is room 301. (1) \_\_\_\_\_ an early morning call, please?

**Room service:** Certainly, sir. What time (2) \_\_\_\_\_ the call?

**Guest:** At half past six.

**Room service:** 6:30. No problem. (3) \_\_\_\_\_ breakfast sent up to your room?

**Guest:** No, thanks. I'll (4) \_\_\_\_\_ it in the dining room.

**Room service:** The dining room doesn't open for breakfast until 7:30.

**Guest:** Oh, in that case I (5) \_\_\_\_\_ in my room.

Just coffee and a croissant.

**Room service:** Coffee and a croissant. (6) \_\_\_\_\_?

**Guest:** No, that's all.

**Room service:** Okay. (7) \_\_\_\_\_, sir.

**Guest:** Thank you. Good night.

Source: Clarke, in company 3.0, 2014, p. 150.



## Planning Shopping

John is at Sydney International airport. His plane to Bangkok leaves at ten fifty-eight. Look at the pictures and answer the questions below.



**Sydney International Airport**

Dep. time	Arr. time	Flight	From
08:00 a.m.	02:00 p.m.	218	Sydney - Bangkok
10:58 p.m.	07:00 a.m.	624	Sydney - Bangkok

**STORE HOURS**

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 9:00 p.m.
Saturday	10:30 a.m. – 9:00 p.m.
Sunday	10:30 a.m. – 9:00 p.m.

Look at John's watch.

1. What time is it now?

---

2. What day is it?

---

3. John wants to go shopping. Are the stores open?

---

4. How long does the flight take to get from Sydney to Bangkok?

---

5. When will John arrive at Bangkok?

---

## Instruction

Read instruction and answer the questions

### Travelers Guide to Greenville International Airport Airport Services

Business Centers can be found in Terminals 1, 4, and 7. Postage and mailboxes, photocopy machines, Internet access, conference rooms, pay phones, and a hotel hotline are available in all centers.

A variety of food stands can be found in every terminal but Terminal 5. In addition, you can enjoy fine dining at the Runway View Restaurant in Terminal 3. The Worldwide Café in Terminal 6 serves sandwiches, desserts, and coffee, and provides Internet connection for your laptop computer.

The Travelers Help Center, located in Terminal 2, can provide you with city maps and public transportation information. Taxi stands and bus stops are located in the front of each terminal (Lougheed, 2003, p. 280).

1. Where can you go to send e-mail?
  - A. Terminal 2
  - B. Terminal 3
  - C. Terminal 4
  - D. Terminal 6
2. What is one thing you cannot do at a Business Center?
  - A. Buy stamps
  - B. Send a fax
  - C. Make hotel reservations
  - D. Have a meeting
3. What is available in all terminals?
  - A. Business Centers
  - B. Food
  - C. Transportation
  - D. Maps

## Notice

Read the notice and answer the questions.

Attention all passengers! The number of luggage you are permitted to carry on board is limited by weight, dimensions and number of pieces. You may get details from your ticket or reservation office. Carry-on luggage is limited to one piece,



which would not exceed 10 x 16 x 20 inches or pounds (30 kilos). If room allows, the one-piece rule may be relaxed according to space and availability in the overhead compartments and the area under the seats. Certain items such as purses and newspapers may be carried on board, over and above the free baggage allowance, if you keep them on your person. It is clever to specify your luggage both inside and out and remove any old identifying labels. Combination locks are advisable. Cash, jewelry, medicines, and important documents should be carried in your hand baggage.

Source: Adapted from Oxford TOECI Test.

1. For whom is this notice intended?

-----  
-----

2. What factor does not affect the carry-on?

-----  
-----

3. What should travelers do with carry-on bags?

-----  
-----

4. What should be removed from your luggage?

-----  
-----



## Check-in Counter

### Exercise 10

**Directions:** Complete the conversations using the words in the box. You need to listen carefully to the information and check your answers.

passport	check in	queue	reference number	main desk
----------	----------	-------	------------------	-----------

### Conversation 1

- A: Good morning. Is this where I (1) \_\_\_\_\_ for flight RA 264?
- B: Yes. Can you give me your (2) \_\_\_\_\_, please?
- A: I'm afraid I've lost the paper I had it on, but here's my (3) \_\_\_\_\_.
- B: I'm sorry, but if you haven't got the reference number, I can't check you in.  
You'll have to go to the (4) \_\_\_\_\_ over there. They'll give it to you.
- A: But can't you look it up? You've got my name.
- B: I'm afraid not, sir.
- A: Do I have to (5) \_\_\_\_\_ up again?
- B: No. Just come to the front.
- A: Okay.
- B: Next, please.

Source: Clarke, in company 3.0, 2014, p. 153.

### Exercise 11

**Directions:** Complete the conversations using the words in the box. You need to listen carefully to the information and check your answers.

have to pay	How much	suitcase	front	queue
-------------	----------	----------	-------	-------

### Conversation 2

- A: Can I have your reference number and passport, please?
- B: Here you are.
- A: You've just got one (1) \_\_\_\_\_ to check in?
- B: Yes, this one.
- A: I'm afraid it's over 15 kilos. You'll (2) \_\_\_\_\_ excess baggage.
- B: it's only just over, isn't it?
- A: Actually it's 17 kilos.
- B: Are you sure? (3) \_\_\_\_\_ will it cost me?
- A: It'll be £30, but you have to pay over there at the main desk.
- B: What, over there? There's a really long (4) \_\_\_\_\_. Can't I pay here?
- A: No, I'm sorry. But come straight to the (5) \_\_\_\_\_ when you come back.
- B: Okay. Thanks.

Source: Clarke, in company 3.0, 2014, p. 153.

## Schedules

Read schedule and answer the questions.

Time Schedule of Airline

Airline	Flight Number	From	Gate	Time	Schedule
 <b>BRITISH AIRWAYS</b>	218	London – Chicago	32	2:25	On time
 <b>THAI</b>	742	Bangkok – Sydney	27	2:45	On time
 <b>AIR FRANCE</b>	486	Paris – New York	19	2:53	Delayed
 <b>UNITED AIRLINES</b>	624	Los Angeles – Madrid	22	3:08	On time
 <b>JAL</b> <b>JAPAN AIRLINES</b>	641	Tokyo – San Francisco	36	3:19	Delayed

1. Nina picks up her mother coming from London – Chicago.

She will arrive at the airport at \_\_\_\_\_.

- A. 3:08                      B. 2:25                      C. 2:53                      D. 2:45

2. Passengers arriving from Bangkok – Sydney can be met at Gate\_\_\_\_\_.

- A. 19                      B. 32                      C. 27                      D. 36

3. When should passengers from Paris – New York expect to arrive?

- A. At 2: 53                      B. After 2: 53                      C. Before 2: 25                      D. About 2: 42

## Summary of Business Trip

- One of the most exciting things about launching your career is being given the opportunity to attend a conference, seminar or trade show outside the office.
- The documents and accommodation consist of letter of confirmation from a host, passport, visa, credit card, plane ticket, and travel/health insurance. The details are below.
- A passport is an important government-issued document granted to its citizens for the purpose of traveling outside the country.
- A visa is a conditional authority given by the immigration authorities of a country for a person who is not a citizen of that country to enter its territory and remain there for a limited duration.
- Schengen Visa has been used for traveling between its 25 member countries (22 European Union states and 3 non-EU members).
- A credit card is a payment card issued to users as a system of payment. It allows the cardholder to pay for goods and services based on the holder's promise to pay for them.

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## **Unit Three**

### **Business Letters**

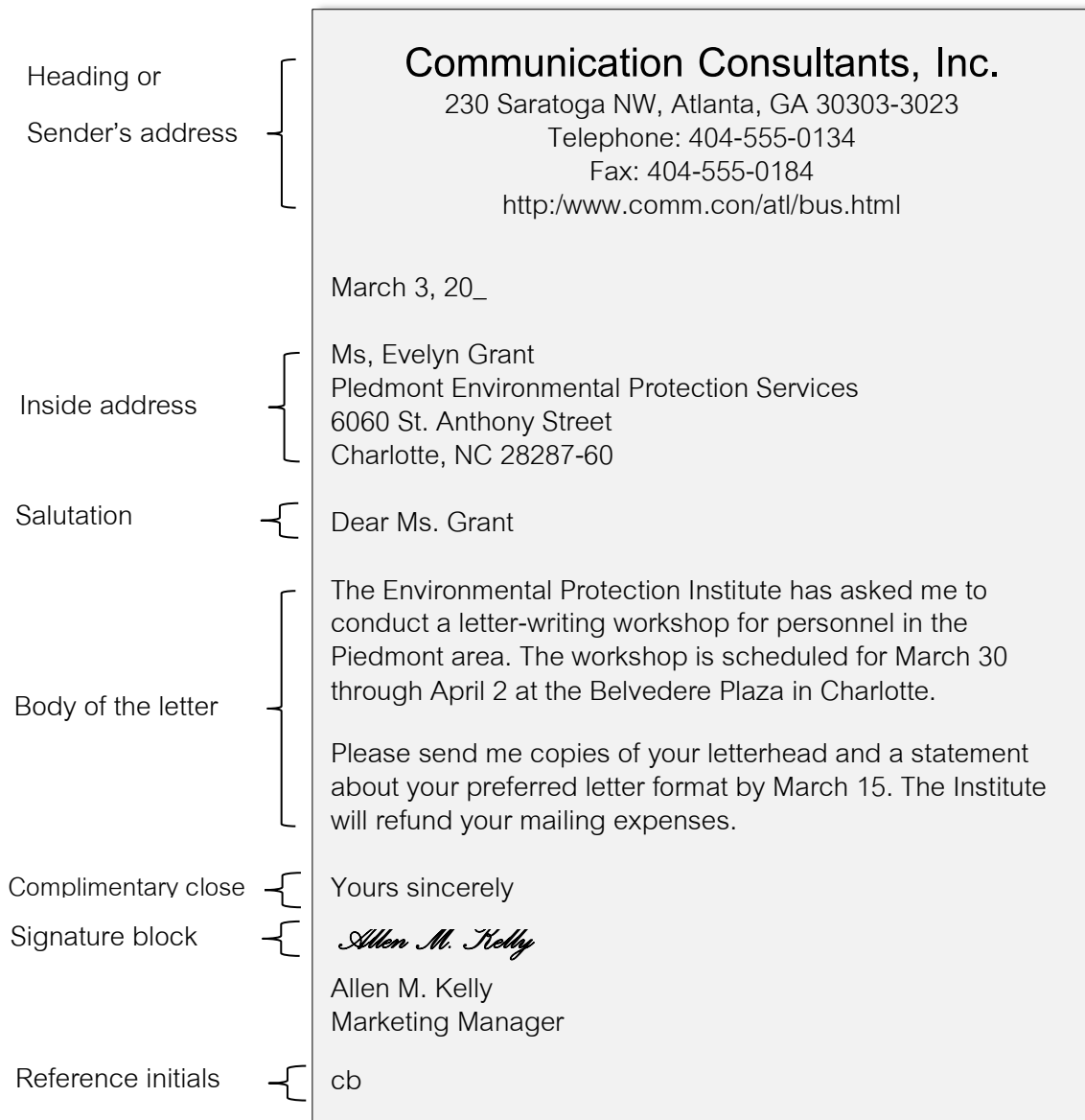
#### **Letters**

An impression of the reader is essential when a letter is used to communicate with a formal written message. The content of the letter is important because it is sure that the reader understands your information and fully accepts your message. Letters are used to communicate messages in both internal and external organization.

#### **Standard Parts of a letter**

The number and location of letter parts depend on the format you select. As can be seen in Figure 7.1, many letters include seven standard parts: (1) heading, (2) inside address, (3) salutation, (4) body, (5) complimentary close, (6) signature block, and (7) reference initials (see Figure 3.1 below).

Figure 3.1 The seven standard parts of a letter.





## Heading

The heading is the first part of a letter including the letterhead and the dateline.

The letterhead should include the following information:

- Name and address of the company
- Phone number
- Fax number
- E-mail address
- Logo or emblem

An example of the letterheads is provided in Figure 3.2 below.

Figure 3.2 Letterheads.



Source: Business Communication, 2005, p. 598.

## Dateline

The month, day, and year of the letter written are the **dateline**. Be careful with the date! Writing the month before the day is the style of American business organizations while writing the day before the month is the style for international and English use. Remember to use a capital letter for the month. The common date forms are written in one of the following two or three styles. An example of the date forms is shown in Figure 3.3 below.

Figure 3.3 Common date forms.

Convention	Date-Mixed	Date-All Numerals
U.S. standard	July 12, 2014	7/12/14
English and International standard	12 July 2014	12/7/14
European	12 July 2014	12.7.2014

## Months/Days

“Months of the year and days of the week should be abbreviated only on forms or in visual aids where space is limited. Two options are shown for days of the week, one with and one without periods” (Williams, Krizan, Logan, & Merier, 2011, p. 663).

The style with periods is used most often:

### Months

Jan.	Apr.	July	Oct.
Feb.	May	Aug.	Nov.
Mar.	June	Sept./Sep.	Dec.

### Days

Sun.	Mon.	Tues. (Tue.)	Wed.	Thurs.	Fri.	Sat.
Su	M	Tu	W	Th	F	Sa

## Inside Address

The inside address consists of the following information:

- Receiver's courtesy title (Ms., Miss, Mrs., Mr., Dr., etc.)
- Name of the addressee (the person receiving the letter)
- Name of the addressee's organization
- Room number, apartment number
- Street address or post office box number
- City, street address, state, and ZIP Code or country

## Salutation

The salutation is the greeting which brings the message. Examples of correct and incorrect salutations for letters to specific individuals include the following:

Correct	Incorrect
Dear Ms. Shelton:	Dear Rita Shelton:
Dear Rita:	Dear Ms. Rita:

Examples of correct and incorrect salutations for the same letter to many of people include the following:

Correct	Incorrect
Dear Customers:	Dear Gentlemen:
Ladies and Gentlemen:	Dear Ladies and Gentlemen:

The formal content of the salutation depends on the relationship between the writer and the reader of the letter. There are some ways to open a letter. For example, *Dear Sir or Madam* is used for a company. *Dear Sir* is used for a man if you do not know his name. *Dear Madam* is used for a woman if you do not know her name. *Dear Mr. Smith* is used for a man. *Dear Ms. Smith* is used for a married or unmarried woman. *Dear Mrs. Smith* is used for a married woman. *Dear Miss Smith* is used for an unmarried woman. *Dear John* is used for a friend or someone you know well. In order to understand this clearly, it will be concluded briefly.

Dear <b>Sir or Madam:</b>	→	to a company
Dear <b>Sir:</b>	→	to a man if you do not know his name
Dear <b>Madam:</b>	→	to a woman if you do not know her name
Dear <b>Mr. Smith:</b>	→	to a man
Dear <b>Ms. Smith:</b>	→	to a married or unmarried woman
Dear <b>Mrs. Smith:</b>	→	to a married woman
Dear <b>Miss Smith:</b>	→	to an unmarried woman
Dear <b>John:</b>	→	to a friend or someone you know well

## Body

The body is the message section of the letter. The body is a single space within paragraphs. The paragraphs will be indented or blocked, depending on the letter format selected. The content of the body contains the importance of the following information.

- **Beginning a letter**

There are some ways to begin a letter:

We are writing to enquire about ...  
 We are writing in connection with...  
 We are interested in ... and we would like to know ...

If you are answering a letter, you can start:

Thank you for your letter of (date) asking...  
 Thank you for your letter of 12 February enquiring about ...  
 We have received your letter of (date) enclosing ...  
 We have received your letter of (date) asking ...

- Ending a letter

There are some ways to end a letter.

I look forward to receiving your reply/order/products/etc.  
Looking forward to hearing from you.

If you give some information in the letter, you can close:

I hope that this information will help you.  
Please contact me if you need any further information.  
Please let me know if you need any further information.  
Please do not hesitate to contact me if you need any more information.

## Complimentary Close

The complimentary close is the end of the message. The complimentary close is a double space below the last line of the body of the letter. The way you close a letter depends on how you open it. If the letter begins with Dear Sir or Madam, it will close with yours faithfully. If the letter begins with the name of person, it will close with yours sincerely. In order to understand this clearly, it will be illustrated briefly.

Dear Sir or Madam:	→	Yours faithfully
Dear Mr./ Ms./Mrs./Miss/ Smith:	→	Yours sincerely
Dear John:	→	Best wishes

*BrE:* Yours sincerely

*AmE:* Sincerely

### Exercise 1

**Directions:** Join these opening to the right ending.

- |                     |                      |                       |
|---------------------|----------------------|-----------------------|
| A. Dear Mrs. Wilson | B. Dear Ann          | C. Dear Ms. Charlotte |
| D. Dear Susanna     | E. Dear Mr. Gonzalez |                       |
| F. Dear Mark        | G. Dear Sir or Madam |                       |

Yours faithfully	Yours sincerely	Best wishes
------------------	-----------------	-------------

### Signature Block

“The signature block includes the writer’s name and, usually, her or his position title or department affiliation” (Clippinger, 2013, p. 165). He explains that the name and title may appear on the same line (separated by a comma) or on separate lines. Sign the letter (black or blue ink) in this blank area. “Leave three blank lines for a written signature below the complimentary close, and then include the sender’s name. The person’s title may appear on the same line” (Bovee & Thill, 2008, p. A-8). An example of the name and position in the signature block is given in the following:

Cordially,  
  
Raymond Dunnigan  
Director of Personnel

### Company name in signature block

The name of the company may be keyed in all capital letters. The name of the company is used in the signature block when the letter is in the nature of a contract. An example of a company name is shown in the following signature block.

Your sincerely  
  
O'MALLEY ENGINEERING  
*Richard O'MALLEY*  
Richard O'Malley, President

## Exercise 2

**Directions:** Choose the best answer to complete the sentence.

1. If the letter begins Dear Mr/Ms/Mrs/Miss/ Smith, it will close with \_\_\_\_\_.
  - A. Yours faithfully
  - B. Yours sincerely
  - C. Take care
  - D. Good morning
2. In salutations, Dear Mrs Smith is used for \_\_\_\_\_.
  - A. a married woman
  - B. an unmarried woman
  - C. a friend
  - D. a man
3. If the letter begins Dear Sir or Madam, it will close with \_\_\_\_\_.
  - A. Yours faithfully
  - B. Yours sincerely
  - C. Thank you.
  - D. Bye bye
4. In salutations, Dear Sompong is used for \_\_\_\_\_.
  - A. a company,
  - B. a friend or someone you know well
  - C. a man if you do not know his name
  - D. a woman if you do not know her name
5. In salutations, Dear Miss Naomi is used for \_\_\_\_\_.
  - A. a married woman
  - B. a woman if you do not know her name
  - C. an unmarried woman
  - D. a widow woman

### Exercise 3

**Directions:** Choose the best answer to complete the sentence.

1. In salutations, Dear Mr. Smith is used for \_\_\_\_\_.
  - A. a woman
  - B. a man
  - C. a manager
  - D. a company
2. Dear Ms. Evette is used for \_\_\_\_\_.
  - A. a married or unmarried woman
  - B. a married woman).
  - C. a man if you do not know his name
  - D. a woman if you do not know her name
3. Dear Madam is used for \_\_\_\_\_.
  - A. a friend or someone you know well
  - B. a man if you do not know his name
  - C. a woman if you do not know her name
  - D. a man
4. Dear Sir or Madam is used for \_\_\_\_\_.
  - A. a friend or someone you know well
  - B. a man if you do not know his name
  - C. a company
  - D. a woman
5. Dear Sir is used for \_\_\_\_\_.
  - A. a man if you do not know his name
  - B. a friend or someone you know well
  - C. a woman if you do not know her name
  - D. a monk



Exercise 4

Directions: Complete the space in the letter with appropriate words from the box.

Yours faithfully

good

am

Human Resource Manager

Best wishes

Yours sincerely

Thank you

Market Product Company  
360 2nd Due. Suite 10 B  
New York, NY 20014

July 9, 20\_

Ms. Clare  
5061 W 6<sup>th</sup> Avenue  
Apartment 303  
Buffalo, New York 24351

Dear Ms. Clare

(1)\_\_\_\_\_ for your letter of April 15 looking for a job at Market Products. You have (2)\_\_\_\_\_ experience and an excellent education. I (3)\_\_\_\_\_ sorry to tell you, however, that we don't have any job opening at this time. We will keep your resume and contact you if we have any job opening in the future. Good luck.

(4)\_\_\_\_\_

*Joan Rogers*

Joan Rogers

(5)\_\_\_\_\_

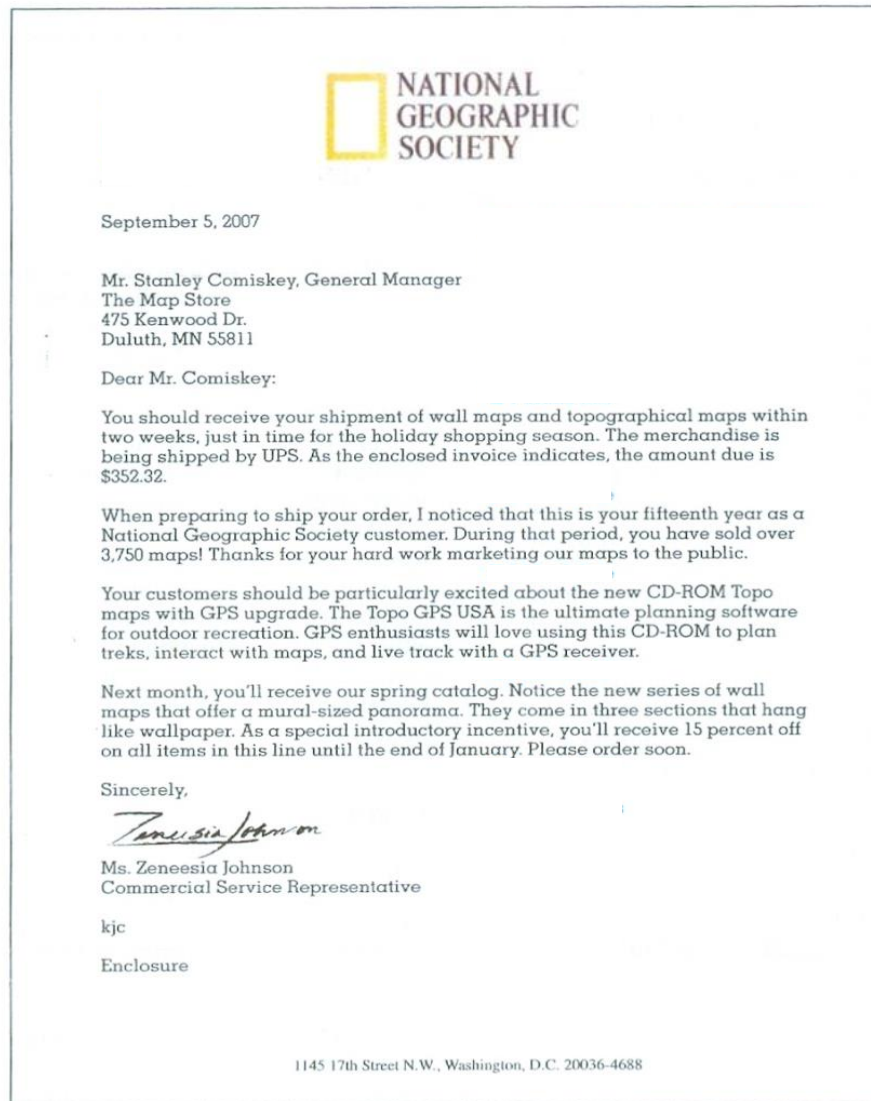
## Letter Formats and Punctuation Styles

The formats of letter help first create an impression of the readers. There are three kinds of letter formats: (1) block letter format, (2) modified block letter format, and (3) simplified block letter format.

### Block letter format

As can be seen in this letter, the block letter format becomes very popular. An example of the block letter format is provided in Figure 3.4 below.

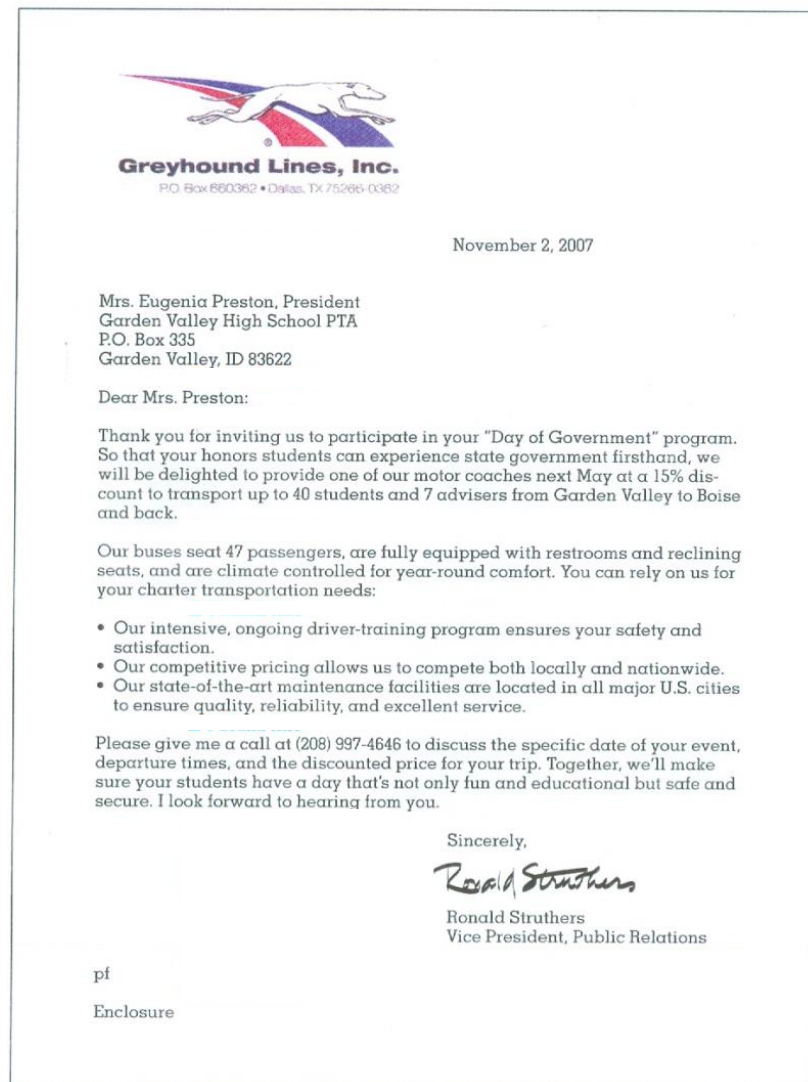
Figure 3.4 Block letter format.



### Modified block letter format

The date, complimentary close, and signature block start at the horizontal center of the page in the modified block format. An example of the modified block letter format is shown in Figure 3.5 below.

Figure 3.5 Modified block letter format.

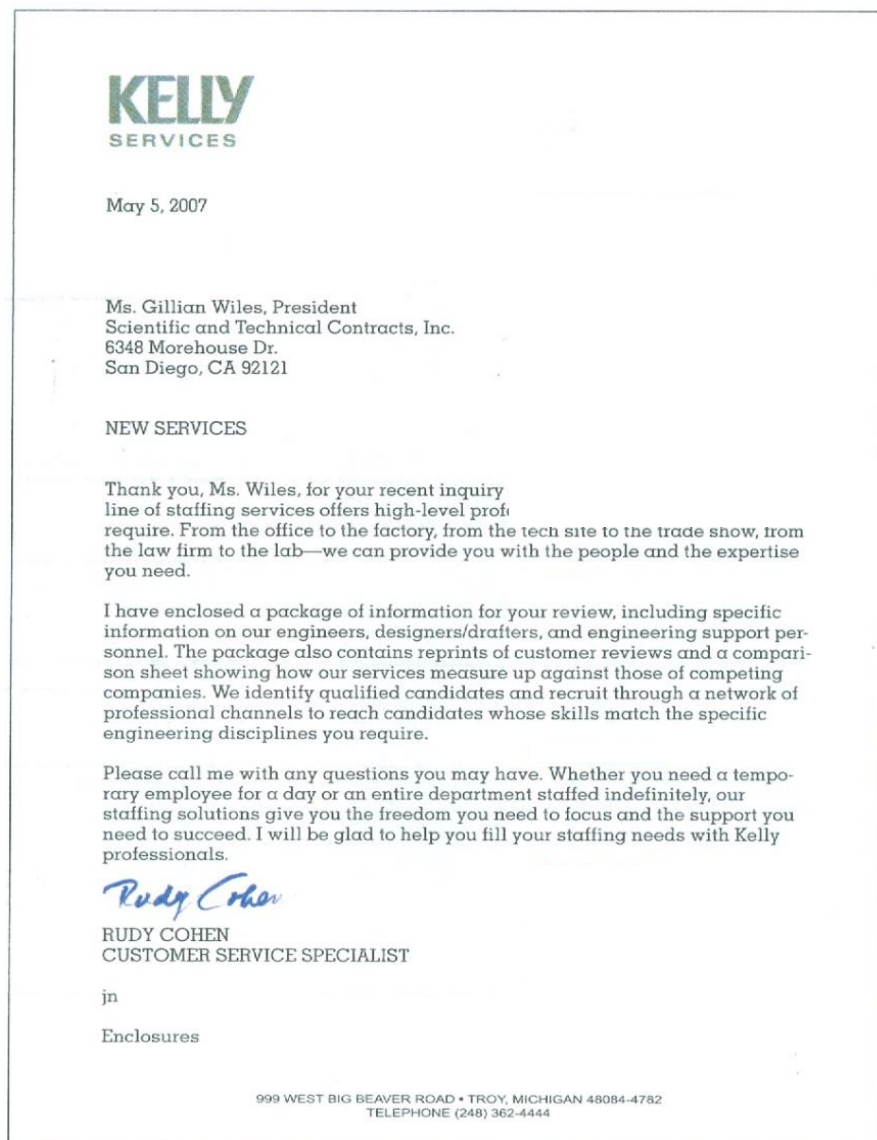


Source: Excellence in Business Communication, 2008, p. A-13.

### Simplified block letter format

“The simplified block letter format is a modern. It is an efficient format that eliminates the salutation and complimentary close” (Krizan et al., 2005, p. 605). He suggests that it is often used when the gender of the receiver is unknown, when marital status of a female receiver is unknown or when addressed to a company rather than an individual. An example of the simplified block letter format is shown in Figure 3.6 below.

Figure 3.6 Simplified block letter format.

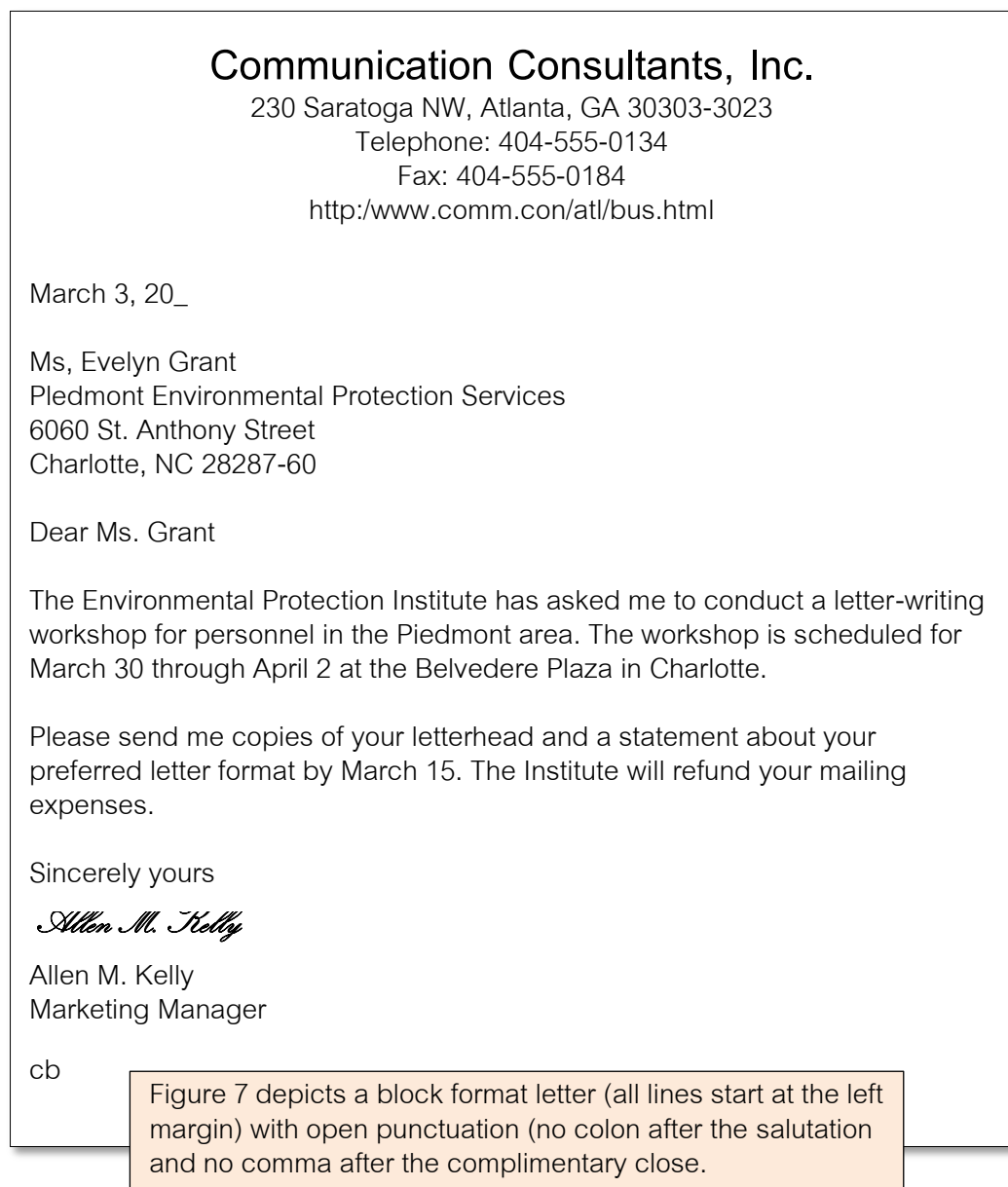


Source: Excellence in Business Communication, 2008, p. A-14.

## Punctuation Styles

According to Brantley and Miller (2008), “the two punctuation styles are open and mixed. **Open punctuation** means that no punctuation follows the salutation and complimentary close. **Mixed punctuation** means that a colon follows the salutation and a comma follows the complimentary close” (p. FG-3). Block format with open punctuation is provided in Figure 3.7 below.

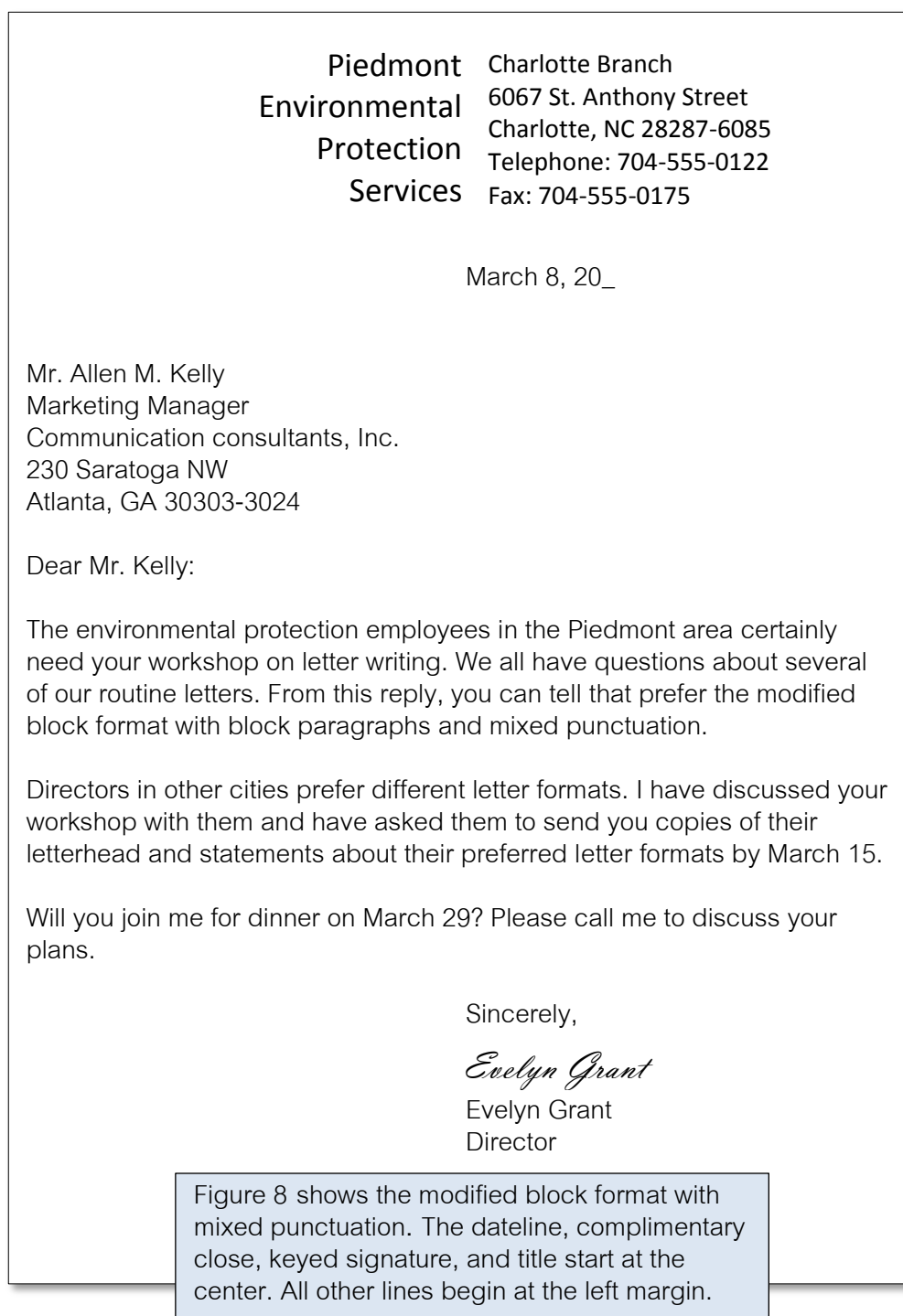
Figure 3.7 Block format with open punctuation.



Source: Effective Communication for Colleges, 2008, p. FG-5.

**Mixed punctuation** means that a colon follows the salutation and a comma follows the complimentary close. Modified block format with mixed punctuation is shown in Figure 3.8 below.

Figure 3.8 Modified block format with mixed punctuation.



Exercise 5

Directions: Put the sentences in the body of the letter in the correct order.

**Grand Hotel**

17 Bedford road London W5 2HV

Tel: 0281 764 8973

Fax: 0281 898 4343

28 November 20\_

New World Travel Tours  
68 Palm Tree Boulevard  
Playa del Coco, Florida

Dear Mrs Helen

(1). we are able to offer a 10% discount on the basic price for groups of more than 25 persons.

(2). We are pleased to advise you that hotel room and three meals a day at the hotel restaurant are included in the price of the tour.

(3). Thank you for your telephone call today enquiring about a special discount for groups on the tour to London.

(4). I look forward to hearing from you.

(5). I have enclosed some information brochures that may be of interest to you. Please don't hesitate to contact us if you have any questions.

Yours sincerely

*Faith Dunnaway*

Faith Dunnaway

Manager

☐☐☒☐☐

### Exercise 6

**Directions:** Read the letter and answer the questions.

**Intercity Bank plc**  
**Jalan Thamrin 98 Indonesia**  
Tel: +622- 6376017  
Fax: +622- 6376444, [www.intercity.com](http://www.intercity.com)

18 January 20\_

Office Equipment Company  
415 Willow Building  
328 Main Street  
Hanoi, Vietnam

Dear Sir or Madam

We are expanding our offices in Jakarta and we will need extra desks, lights, chairs, and filing cabinets. Please send us your catalogue with prices, sizes, and colours for these items. If you have any information, please do not hesitate to contact us directly on 622- 6376017.

We look forward to hearing from you.

Yours faithfully

*Ms. Jennifer Long*  
Ms. Jennifer Long  
Manager

1. Where is this letter being sent?

---

---

2. What is Jennifer's purpose in writing the letter?

---

---

3. Ms. Jennifer Long is

☐

a married or unmarried woman

☐

a married woman.



Read the letter and answer the question.

**Winfried Vonneilich**

996 Shennecossett Road  
7090 Bremerhaven  
Germany

May 12, 20\_

Ramona Garcia  
2203 Melton Road  
Bristol, Connecticut 07022  
U.S.A.

Dear Ms. Ramona,

This is to confirm Thursday's telephone conversation about the purchase of the Intex 600 computer and to thank you again for the invitation to take part in the Pusan Project in New Delhi. I appreciate your thinking of me.

I found out today that I will be in East Grinstead on Monday, June fourth. If it works for you, I could meet you in London either on the morning of the third or the fifth. It would be an excellent opportunity to work-out the details of the ad campaign in Brunei. I will be staying at the Intercontinental on Fulbright Street until the sixth.

I'm hoping that Julie Stein will be able to join us. Did you know that she won the competition for the "Most Successful Ad" this year? Her experience would be invaluable for the Pusan Project.

I look forward to working with you again.

Yours sincerely

*Winfried Vonneilich*

Winfried Vonneilich

Test your understanding of this letter by answering these multiple-choice reading comprehensions. Choose the best answer from the choices listed.

1. What is the purpose of the letter?
  - A. To express appreciation and to confirm a call
  - B. To invite Ramona to take part in the Pusan Project
  - C. To pass on preliminary ideas for the ad campaign
  - D. To sell an Intex 600
2. What does Winfried most likely do for a living?
  - A. He is an office manager.
  - B. He is a computer technician.
  - C. He is a marketing executive.
  - D. He is an ambassador.
3. Where might their meeting take place?
  - A. East Grinstead
  - B. Bristol
  - C. Brunei
  - D. London
4. How could Julie Stein be of assistance?
  - A. She could advise on the Intex 600 computer.
  - B. She is familiar with the competitors.
  - C. She could contribute ideas to the Pusan Project.
  - D. She could work out the travel itinerary.
5. Who wrote this letter?
  - A. Julie Stein
  - B. Ramona Garcia
  - C. Winfried Vonneilich
  - D. Micheal Smith

## Summary of Business Letters

- Letters are used to communicate messages in both internal and external organization. Many letters include seven standard parts: (1) heading, (2) inside address, (3) salutation, (4) body, (5) complimentary close, (6) signature block, and (7) reference initials.
- The heading is the first part of a letter including the letterhead and the dateline. The letterhead should include the following information: name and address of the company, phone number, fax number, e-mail address, logo or emblem.
- The inside address consists of receiver's courtesy, name of the addressee, name of the addressee's organization, room number, apartment number, street address or post office box number, city, street address, state, and ZIP Code or country.
- The salutation is the greeting which brings the message.
- The body is the message section of the letter.
- The complimentary close is the end of the message.
- The signature block includes the writer's name and, usually, her or his position title or department affiliation.
- In modified block letter format, the date, complimentary close, and signature block start at the horizontal center of the page in the modified block format.
- The simplified block letter format is a modern. It is an efficient format that eliminates the salutation and complimentary close.
- Open punctuation means that no punctuation follows the salutation and complimentary close.
- Mixed punctuation means that a colon follows the salutation and a comma follows the complimentary close.

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## Unit Four

### Language Study One

#### Articles

There are two types of articles: (1) indefinite article and (2) definite article.

#### Indefinite Articles

*A* and *an* are indefinite articles. Each of them refers to someone or something, but not to someone or something specific (Lacie, 2008, p. 121). The indefinite articles *a* and *an* are used for general reference. The indefinite article *a* is used before words that begin with a consonant sound like /p/, a pen. The indefinite article *an* is used before words that begin with a vowel sound like /e/, an egg.

The indefinite article has two uses:

- We use it the first time when we mention something:  
I have got *a* dog.
- We use it when we speak about something in general:  
I have *an* apple.

#### Definite Article

In *English for Foreign Language Speakers*, Lacie, (2008) states that *the* is the only definite article in English and is used to refer to a particular someone or something. It is *the* person, *the* place, *the* thing, or *the* idea.

The definite article *the* has two uses:

- We use it the second time when we mention something:  
I have got *a* cat. *The* cat is very old.
- We use it when we speak about a specific thing, not something in general:  
*The* president is coming to visit our city.

### Exercise 1

**Directions:** Complete these sentences with *a*, *an*, or *the*. The first one has been done for you.

1. We are able to offer\_\_ a \_\_ special discount of 10% for groups of more than 20 persons.
2. When we put our money in \_\_\_\_\_ bank for safe keeping, \_\_\_\_\_ bank  
Actually uses our money to make loans to other people.
3. We naturally prepare \_\_\_\_\_ salary card after the salary authorization is obtained.
4. There isn't \_\_\_\_\_ airport near where I live \_\_\_\_\_ nearest airport is 70 miles away.
5. GTC will be able to help to promote Thailand's image as \_\_\_\_\_ exporter of quality goods.
6. \_\_\_\_\_ invoice is a document issued by the vendor.
7. The Buying Office is responsible for placing \_\_\_\_\_ order.
8. GTC will issue \_\_\_\_\_ advice note when the goods arrive.
9. Tom bought \_\_\_\_\_ book yesterday. \_\_\_\_\_ book cost twenty baht.
10. I received \_\_\_\_\_ letter this morning; letter was from my brother.

## Exercise 2

**Directions:** Note the underlined article in each of the sentences below. Write either *definite* or *indefinite* to identify the article. The first one has been done for you.

1. definite Excuse me, please. Can you tell me how to get to the airport?
2. \_\_\_\_\_ Zumospa would like to launch a global campaign focusing first on South America, and Mexico.
3. \_\_\_\_\_ The best-selling sports drink, Zumo, is produced by Zumospa, a food and drinks company based in Spain.
4. \_\_\_\_\_ A decision has been taken to use a standardized advertising theme in these markets.
5. \_\_\_\_\_ The copy of the advertisements and language of the TV and radio commercials will be adapted to local needs.
6. \_\_\_\_\_ Write a memo to the directors of the company.
7. \_\_\_\_\_ The Marketing Department of Zumospa have organized an informal departmental meeting to brainstorm ideas.
8. \_\_\_\_\_ In the last financial year, Zumo contributed €30 million to Zumospa's annual sales revenue.
9. \_\_\_\_\_ Zumo accounts for 20% of the company's total turnover, and €4.5 million in profits.
10. \_\_\_\_\_ Its positioning as the timepiece for the elegant high achiever is the same around the world.

## Nouns

Nouns are words that name a person, place, thing, or idea. This is a simple enough idea to understand. There are many different types of nouns and many ways to use them (Lacie, 2008, p. 15). There are five kinds of nouns: (1) common, (2) proper, (3) concrete, (4) abstract, and (5) collective.

### Common Nouns

Common nouns are any nouns that identify a general class of persons, places, things, or ideas. Common nouns are not capitalized (Williams, Buddy, Logan, Merrier, &, 2011, p. 598). They are common and ordinary. Examples of common nouns are shown in the following sentences:

- person nouns: man, businessman, salesperson, girl, woman, nurse
- place nouns: office, hotel, laboratory, building, beach, river, zoo
- thing nouns: compact disc, spoon, pencil, clock, paper, stapler
- Idea nouns: love, hate, generosity, selfishness, happiness

### Exercise 3

**Directions:** Below is a list of common nouns. Write whether it is a person, place, thing, or idea noun. The first one has been done for you.

1. beach                                place
2. employee
3. table
4. computer
5. parent
6. music
7. sorrow
8. car
9. Mary
10. town



## Proper Nouns

Proper nouns are a particular person, place, thing, or idea. Proper nouns are always capitalized. Proper nouns are provided in the following examples:

- person nouns: Charles Dickens, Mrs. Smith, Dr. Wilson
- place nouns: Moscow, London, Bangkok, Paris, Tokyo, Stockholm,
- thing nouns: U.S. Post office, Oakland Raiders, Empire State Building
- Idea nouns: Buddhism, Christianity, Islam, Judaism

## Concrete Nouns

A concrete noun identifies those things that you can see, touch, hear, taste, or smell (Williams et al., 2011, p. 598). These nouns can be either common or proper nouns (Lacie, 2008, p. 16). Concrete nouns are precise and easily understood, and are effective for business communication. Concrete nouns are given in the following examples:

- director
- Ford
- John
- television
- Seiko watch

### Abstract Nouns

Abstract nouns refer to emotions, ideas, concepts, feelings, and condition. In other words, they are things that not tangible or literally cannot be touched. Abstract nouns should be used infrequently in business communication because they are more difficult to understand than concrete nouns. Abstract nouns are showed in the following examples:

- disappointment
- happiness
- attitude
- patience
- freedom

### Exercise 4

**Directions:** Classify each as a concrete or abstract noun. Write **C** on the line if it is a **concrete noun**, and write **A** on the line if it is **abstract noun**. The first one has been done for you.

- |                   |             |
|-------------------|-------------|
| 1. director       | _____C_____ |
| 2. belief         | _____       |
| 3. knight         | _____       |
| 4. Danube River   | _____       |
| 5. success        | _____       |
| 6. dog            | _____       |
| 7. beauty         | _____       |
| 8. quality        | _____       |
| 9. Mahatma Gandhi | _____       |
| 10. peace         | _____       |

**Exercise 5**

**Directions:** Classify each as a concrete or abstract noun. Write **C** on the line if it is a **concrete noun**, and write **A** on the line if it is **abstract noun**. The first one has been done for you.

- |                            |               |
|----------------------------|---------------|
| 1. manager                 | _____ C _____ |
| 2. ideology                | _____         |
| 3. envelopes               | _____         |
| 4. disappointment          | _____         |
| 5. chairman                | _____         |
| 6. mayor                   | _____         |
| 7. stupidity               | _____         |
| 8. Chief Executive Officer | _____         |
| 9. Secretary               | _____         |
| 10. Managing Director      | _____         |

**Collective Nouns**

Collective nouns are a group of persons or a collection of things. It is normally treated as a singular noun because the group is acting as one body (Krizan, Merrier, Logan, & Williams, 2008, p. 535). However, a collective noun would be treated as a plural noun if the group members were acting as individuals. Collective nouns are provided in the following examples:

- faculty
- company
- association
- team
- United Nations

## Number of Nouns

Most nouns have two forms to show whether the noun is singular (one thing) or plural (two or more things).

### Singular Nouns

Singular noun refers to one single person, place, thing, or idea (Lacie, 2008, p. 20). Singular nouns are shown in the following examples:

- television
- exporter
- advertiser
- purchaser
- Canadian

### Plural Nouns

A plural noun is used to identify two or more persons, places, things or ideas. The plural of most nouns is formed by adding –s or –es to the singular form of the noun (Krizan, et al., 2008, p. 535). The plural nouns are given in the following examples:

Singular	Plural
computer	computers
student	students
airport	airports
phone	phones
bank	banks

We add *-es* to nouns which end in *ss*, *sh*, *ch*, *x*, or *o*. Nouns are in the following examples:

Singular	Plural
business	businesses
bush	bushes
church	churches
fax	faxes
potato	potatoes

If the noun ends in *-y*, we change the *y* to *i* and add *-es*. The noun ending in *-y* is shown in the following examples:

Singular	Plural
company	companies
city	cities
library	libraries
vocabulary	vocabularies
industry	industries

“Some very frequent nouns have irregular plurals” (Nelson, 2011, p. 31). Irregular plurals are provided in the following examples:

Singular	Plural
businessman	businessmen
person	people
woman	women
mouse	mice
child	children
goose	geese
foot	feet
tooth	teeth

### Exercise 6

**Directions:** The nouns listed below are either singular or plural. If the noun is singular, write its plural form on the line. If the noun is plural, write its singular form on the line.

The first one has been done for you.

- |                            |                    |
|----------------------------|--------------------|
| 1. secretary               | <u>secretaries</u> |
| 2. airports                | _____              |
| 3. conference center       | _____              |
| 4. debenture               | _____              |
| 5. exporter                | _____              |
| 6. importers               | _____              |
| 7. Chief Executive Officer | _____              |
| 8. Managing Director       | _____              |
| 9. Businessmen             | _____              |
| 10. customers              | _____              |

### Pronouns

Pronouns are words that are used in place of nouns. Examples of pronouns are *he, she, it, we, and they* (Lacie, 2008, p. 34).

1. He is used for the boy, man, or male animal previously was named.

**Example:**

Michel, well known as Nostradamus, was at one time a pharmacist; however, *he* began making astrological predictions in 1547 and published them in rhyming quatrains.

2. She is used for the girl, woman, or female animal previously named.

**Example:**

Anna goes to see her doctor to see if *she* has an infection.

3. It is used for the thing or object, animal previously named.

**Example:**

A company or a corporation is an association of stockholders constituting a "legal entity" which it is treated as if *it* were a single responsible person.

4. We is used for more than one person or one person and one or more people who are associated with that person.

**Example:**

Busara and I believe in Buddhism, we are Buddhist.

5. They is used for the group of people, animals or things that were named previously.

**Example:**

In Britain and the United States there are Lloyd's Associations, which are made up of individual underwriter. *They* tend to specialize in marine, aviation, and automobile insurance.

## Forms of Personal Pronouns

The form of a pronoun indicates whether the personal pronoun is singular or plural and whether it is first person, second person, or third person. It also determines the pronoun which could be subject, objective, possessive (Lacie, 2008, p. 45). The form of a pronoun is provided in the following figure 4.1 below.

Figure 4.1 Number, person, and person pronoun.

Number, Person, and Person Pronoun			
	Subject Pronoun	Object Pronoun	Possessive Adjectives
First-Person Singular	I	me	my
Second-Person Singular	you	you	your
Third-Person Singular	he	him	his
	she	her	her
	it	it	its
	Subject Pronoun	Object Pronoun	Possessive Pronoun
First-Person Plural	we	us	our
Second-Person Plural	you	you	your
Third-Person Plural	they	them	their

Source: Lacie, 2008, p. 50.

## Antecedents

Pronouns are words that are used in place of nouns. Basically when we say that pronouns are used in sentences to replace a noun. The word *noun* is called the antecedent. What is antecedent? An antecedent is a word that refers to another word (particularly pronouns).

### Example:

Mary goes to the library in university, *she* reads about the family's success in the local paper.



### Exercise 7

**Directions:** Pronouns utilized as the subject of the sentence are *he, she, it and they*.

Write the pronouns that are used as the subject of the sentence. The first one has been done for you.

1. Business psychologist John Nicholson is surprised by the survey's findings, asserting that 'the qualities valued today in a successful boss are feminine'.  
\_\_\_\_\_ is emphatic that women make better bosses.
2. If men want to be successful at work; \_\_\_\_\_ must behave more like women.
3. Success has happened in less than a decade. Moreover, \_\_\_\_\_ has happened in a country.
4. At First Tennessee, employees get a \$130 cash bonus if \_\_\_\_\_ are seen to be practicing 10 specified healthy behavior patterns.
5. Nokia can have few equals. In January 1994, \_\_\_\_\_ was worth just €3.5bn.
6. Office workers have become so 'snobby about job titles, \_\_\_\_\_ would be willing to forgo an increase in salary.
7. So far, the company has defied predictions that its rivals will catch up.  
\_\_\_\_\_ has managed.
8. Mary thought the flowers \_\_\_\_\_ bought for his mother would make her happy.
9. Shakespeare wrote plays that were performed in the Globe Theatre and \_\_\_\_\_ was part owner as well.
10. Geology is a broad field of science; \_\_\_\_\_ incorporates many areas of study, from rock to ice.

## Object Pronouns

It is known as the object pronoun when a pronoun is used as the direct object and indirect object. Examples of object pronouns are *me, you, him, her, it, us, and them*.

### Example:

Yesterday when you provided \_\_\_\_me\_\_\_\_ the article on the history of the company, I did not understand its details. (Clue: The pronoun I indicates the need for using *me* in the early part of the sentence.)

### Exercise 8

**Directions:** Write the pronouns that are used as the object of the sentence (*me, him, it, us, and them*). The first one has been done for you.

1. This discussion is all about \_\_\_\_her\_\_\_\_. She is exaggerating everything that she is saying about herself.
2. We are going to the company. Do you want to come with \_\_\_\_\_?
3. John and Sue are going to the office. Do you want to go with \_\_\_\_\_?
4. He knows Tom. Tom knows \_\_\_\_\_?
5. Judging the final contest will be up to \_\_\_\_\_, and we need to cooperate and think logically.
6. When was the last time that you gave \_\_\_\_\_ the directions? They should be here by now.
7. The strange dream that I had last night did not scare \_\_\_\_\_ at all; it was simply weird and like science fiction.
8. When Karl told \_\_\_\_\_ he should have withdrawn from the selection process.
9. John tells \_\_\_\_\_ that if we produce on CDs, the maximum quantity of drinking water we can produce 15 million bottles a month.
10. I need that book. Please provide it to \_\_\_\_\_?

## Possessive Adjectives

Possessive adjectives describe a pronoun that shows ownership or possession. Examples of possessive pronouns are *my, your, our, their, his, her, and its*.

### Exercise 9

**Directions:** Write the pronouns that are used to show the ownership or possession (*my, his, her, its, your, our, and their*). The first one has been done for you.

1. Should they close all their stores and offer a total on-line service.
2. Mexico is proud of \_\_\_\_\_ historic achievements that date back to pre-Columbian times.
3. They will increase \_\_\_\_\_ economic power as they move into their second.
4. We urgently need to improve \_\_\_\_\_ communication system to show that we value staff.
5. Australian consumers continued to spend \_\_\_\_\_ way through any gloom in November.
6. Now you ought to investigate \_\_\_\_\_ performance and financial background of the company.
7. Professor Dr. Baker is a Fellow of the Royal College of Economists.  
\_\_\_\_\_ books on the subject of Economics are internationally well known.
8. If employees really want to show that they are helping employees balance \_\_\_\_\_ lives.
9. We also think it's essential to share best practice among \_\_\_\_\_ subsidiaries.
10. The laboratories co-ordinate \_\_\_\_\_ efforts by looking at the possibilities of melding product ideas arising from different countries.

## Adjectives

Lacie (2008) states that “adjectives are words that describe or modify nouns or pronouns. For example, *ugly*, *spotted*, and *smelly* are adjectives that modify or describe the noun *dog*: *ugly dog*, *spotted dog*, *smelly dog*” (p.120). He additionally explains that an adjective also tells what kind, how many, how much, and which one. There are many of adjectives.

### Common Adjectives

Common adjectives are basically all adjectives that not capitalized. Examples of common adjectives are *red*, *yellow*, *long*, *young*, *dusty*, *green*, *big*, and *orange*.

### Proper Adjectives

Proper adjectives describe or modify nouns or pronouns. Proper adjectives are **always** capitalized. Wehmeier and Ashby (2003) state that *Danish*, *American*, *African*, *French*, *Roman*, *Japanese*, *Chinese* are examples of proper adjectives.

### Exercise 10

**Directions:** Write common adjectives and proper adjectives on the lines below. Make certain that all proper adjectives are capitalized. The first one has been done for you.

Common Adjectives	Proper Adjectives
1. <u>nice</u>	<u>Spanish</u>
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____

## Adjectives before Nouns

We put adjectives before *noun*.

- That is a *new* computer.
- This is a *wonderful* report.
- It is a *big* bag.
- This is an *expensive* jacket.
- It is a *small* camera.

## Adjectives after Verb to be

We put adjectives after the verb to *be*.

- Secretary is *beautiful*.
- Chief Executive Officer is *cleaver*.
- My car is *old*.
- I am *happy*.
- Mr. Thompson and John are *British*.

## Exercise 11

**Directions:** Put the adjective in the correct position. The first one has been done for you.

- |                               |                          |
|-------------------------------|--------------------------|
| 1. (table / a / beautiful)    | <u>a beautiful table</u> |
| 2. (the / clouds / big)       | _____                    |
| 3. (a / receptionist / tall)  | _____                    |
| 4. (old / an / Japanese)      | _____                    |
| 5. (book / a / red)           | _____                    |
| 6. (the / box / black)        | _____                    |
| 7. (car / red / a)            | _____                    |
| 8. (umbrella / an / enormous) | _____                    |
| 9. (a / big / television)     | _____.                   |

## Degrees of Comparison in Adjectives

Merrier, Krizan, and Jones (2005) assert that adjectives change form to show degrees of comparison. There are three degrees of comparison: positive, comparative, and superlative.

### Positive Degree

Positive degree is used to describe a noun or pronoun without comparing it to anyone or anything.

- Nokia is *expensive*.
- The ocean is *calm*.
- The moon is *beautiful*.
- Mary looks *great* today.
- The idea sounds *interesting*.

### Comparative Degree

We use comparatives when we compare two persons, places, things or ideas. Examples of comparative degree are given in the following sentences.

- Alexander of Macedonia was greater than Napoleon.
- Elizabeth I of England was as great as Catherine of Russia.
- The river flows faster than the stream.

We form comparatives four ways:

- If two or more things are the same, we put *as* before and after adjective (*as smart as*).

**Example:** Helen is as smart as Jane.

- If the adjective has one syllable (tall), we add *-er* to it (*taller*) and follow the word with *than* (*taller than*).

**Example:** Peter is taller than John.

- If the adjective has two syllables and ends in –y (*friendly*), we change the y to i and add –er (*friendlier*) and follow the word with *than* (*friendlier than*).

**Example:** Thai people are friendlier than Nigerian.

- If the adjective has two or more syllables (*interesting*), we put *more* or *less* before it (*more or less interesting*) and follow the word with *than* (*more interesting than*).

**Example:** This computer is more interesting than that one.

This telephone is less interesting than that one.

## Superlative Degree

Superlative degree is used to compare three or more persons, places, things, or ideas. Examples of superlative degree are shown in the following sentences.

- Her computer has *the largest* screen available.
- This is *the most expensive* telephone.
- Nokia is *the biggest* company in one of the world's fastest-growing industries.

We use superlatives when we talk about three or more thing:

- Of the five bosses I have worked for in my career, Mr. John is the friendliest.

We form superlative in similar ways:

- If the adjective has one syllable (*old*), we put *the* before it and add –est to it (*the oldest*).

**Example:** Jack is the oldest student in class.

- If the adjective has two syllables and ends in –y (*friendly*), we put *the* before it, change the y to i, and add –est it (*the friendliest*).

**Example:** Of the three bosses I have worked for in my career, Mr. Peter is the friendliest.

- If the adjective has two or more syllables (*stimulating*), we put *the most* before it (*the most stimulating*).

**Example:** The last speaker gave the most stimulating speech of all.

*Figure 4.2* Three degrees of comparison: positive, comparative, and superlative.

Positive	Comparative	Superlative
short	shorter than	the shortest
fast	faster than	the fastest
tall	taller than	the tallest
old	older than	the oldest
hot	hotter than	the hottest
big	bigger than	the biggest
easy	easier than	the easiest
happy	happier than	the happiest
young	younger than	the youngest
useful	more useful than	the most useful
boring	more boring than	the boring than
wonderful	more wonderful than	the most wonderful
interesting	more interesting than	the most interesting
exciting	more exciting than	the most exciting



## Exercise 12

**Directions:** Complete the chart below by filling in the blanks with the proper form of the word listed. The first one has been done for you.

Positive	Comparative	Superlative
1. low	lower than	the lowest
2. cheap	_____	the cheapest
3. _____	colder than	_____
4. dirty	_____	_____
5. gloomy	gloomier than	_____
6. _____	_____	the friendliest
7. expensive	_____	the most expensive
8. slow	_____	_____
9. beautiful	_____	_____
10. _____	_____	the longest

## Irregular Comparative and Superlative Forms

Lougheed (2005) states that some adjectives in English have irregular comparative and superlative forms. The forms of irregular comparative and superlative are shown in Figure 4.3 below.

*Figure 4.3* Irregular comparative and superlative.

Positive	Comparative	Superlative
good	better	best
bad	worse	worst
far	Farther/further	Farthest/furthest
little	less	least
much, many	more	most

## Present Simple Tense with The Verb to be

The verb to **be** (am, is, are) is a key verb in English. It plays a major part in many types of constructions, both as a main verb and as an auxiliary verb. The main verb of the verb to be is in italics in the following sentences:

- I *am* Italian.
- Europe *is* one of the company's major markets.
- The headquarters of Nokia *are* in Helsinki.

### Remember:

Am is used for I.

- I *am* the president of the company.

Is is used for he, she, it, or a singular subject (e.g., a student).

- He *is* a senior sales representative.
- She *is* an executive secretary for a company.
- It *is* important for all of us.
- Sally *is* the personnel manager.

Are is used for you, we, they, or a plural subject (e.g., students).

- You *are* the vice president for imports and exports.
- We *are* proud of the new plan.
- They *are* the same colour.
- Robert and Victor *are* the businessmen.

## Exercise 13

**Directions:** Complete the sentences with the verb to be (am, is, are) in the correct form.

The first one has been done for you.

1. John \_\_\_\_\_is\_\_\_\_\_ a businessman from California in the United States.
2. He \_\_\_\_\_an importer of Thai handicrafts and is on a business trip to Thailand.
3. We \_\_\_\_\_ an exporting and importing company.
4. Tom and Andy \_\_\_\_\_ responsible for the policy decisions of the company.
5. Sony Ericsson \_\_\_\_\_ one of the main product.
6. The Personnel Department \_\_\_\_\_ responsible for the salary authorization.
7. They \_\_\_\_\_ able to offer a 12% discount on the basic price.
8. The name of the Japanese Import Manager \_\_\_\_\_ Takahashi.
9. The figure for the net sales \_\_\_\_\_ calculated from sales at invoice value minus returns.
10. The plastic household wares in our factory \_\_\_\_\_ quite a profitable line in other Asian countries.

## Positive and Question Sentences

Positive:                      You are the owner of a restaurant in Cambridge.

Question:                    Are you the owner of a restaurant in Cambridge?

Question sentences are formed by placing the verb (am / is / are) before the subject.

Positive		Question
Subject + Verb		Verb + Subject
I am late.	————>	Am I late?
She is secretary.	————>	Is she secretary?
They are from Sweden.	————>	Are they from Sweden?

## List of Full Forms and Short Forms

Figure 4.4 List of full forms and short forms.

Full forms	Short forms
I am	I'm
He is	He's
She is	She's
It is	It's
You are	You're
We are	We're
They are	They're

Negative full forms	Negative short forms		
I am not	I'm not		
He is not	He's not	or	He isn't
She is not	She's not	or	She isn't
It is not	It's not	or	It isn't
You are not	You're not	or	You aren't
We are not	We're not	or	We aren't
They are not	They're not	or	They aren't

### Exercise 14

**Directions:** Write question sentences. The first one has been done for you.

1. Sue is in her office. Is Sue in her office?
2. The banks are open tomorrow? \_\_\_\_\_
3. The building is very old. \_\_\_\_\_
4. She is working today. \_\_\_\_\_
5. Istanbul is a very interesting city. \_\_\_\_\_

### Exercise 15

**Directions:** Write negative sentences. Use 's not, isn't or 're not, aren't. The first one has been done for you.

1. (it / hot today)     It's not hot today     OR     It isn't hot today.
2. (they/ hungry)     \_\_\_\_\_
3. (it / cold)     \_\_\_\_\_
4. (it / sunny today)     \_\_\_\_\_
5. (a / pen / cheap)     \_\_\_\_\_

Write true sentences, positive or negative. Use I'm or I'm not.

6. (a / manager)     \_\_\_\_\_
7. (a / secretary)     \_\_\_\_\_
8. (a / businessman)     \_\_\_\_\_
9. (a / teacher)     \_\_\_\_\_
10. (a / doctor)     \_\_\_\_\_

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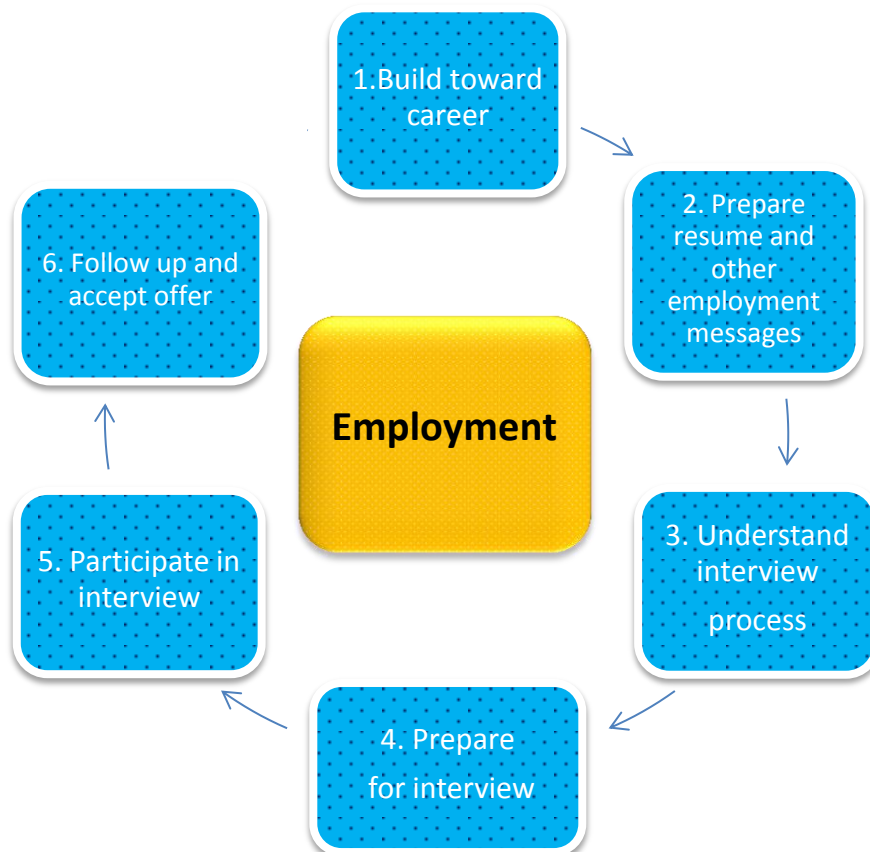
## Unit Five

### Resume, Application Letter, and Job Interview

#### Researching Jobs

A job search is performed when an individual is either unemployed or dissatisfied with their current position. In a job search, you should have a plan for successfully obtaining employment – employment that best matches your interest, values, and qualification. The first step when you begin the job search is to analyze your qualifications, strengths, and job preferences. Analyzing your qualifications is an important part of your employment job. In analyzing your qualification, you should start by listing the facts about yourself and your accomplishments. Figure 5.1 shows the six most important tasks in the job search process.

*Figure 5.1* Process of the employment search.



## Preparing Resumes

Before you begin writing a resume, make sure you understand its true function – as an advertisement intended to stimulate an employer's interest in meeting and learning more about you. A successful resume inspires a prospective employer to invite you interview with the company. Hence, your purpose in writing your resume is to create interest – not to tell readers every little detail.

A resume is a summary of your qualifications. It should be a clear, concise, positive review of who you are and what you have to offer an employer. Resumes should be written concisely and clearly because estimates show that employers spend only about 30 seconds per resume in their first screenings. The primary purpose of a resume is to obtain a job interview. Fewer than one in ten employment application results in an interview. If your resume is better than your competitor's resumes in both appearance and content, you have much chance to be one person in ten who gets an interview. You may not be hired if you do not get an interview. The five main major sections of a resume are:

- Heading
- Objective
- Education
- Experience and special skills
- Reference

### Heading

A heading consists of essential information for contacting you. For example, it includes your name, address, telephone number, and e-mail address or you will give your fax number. In addition, if you do not currently have a permanent address, you should use your parents' or a friend's address.



## Objective

In the beginning of a resume, employers prefer to see Career Objective, sometimes called objective. There are two main objectives consisting of a specific and general objective. The specific objective is used for a targeted position. The general objective is used for a widely variety of positions that match the qualifications and work experience. If you are applying for a position such as sales, advertising, marketing research or trainee, you should utilize the specific objective. If you are applying for a position – banking, accounting, and manufacturing, your best way is to use the general objective.

*Figure 5.2 Keywords for sample jobs.*

Secretary	Account manager	Chief financial officer
Sales manager	Sales representatives	Advertising assistant
Production manager	Export & import manager	Chief Executive Officer (CEO)
Accountant	Hotel manager	Human Resources Manager
Marketing Director	Market research	Administrative Assistant
Audits	Junior accountant	Senior accountant
Financial reports	Trade show management	Competitive market analysis
Budget analysis	Guest service	Training and development
Office administration	internship in marketing	Direct marketing campaigns
Event coordinator	Public relation officer	Managing Director (MD)

## Education

Titles used for this section are Education Qualification, Educational Background, Specialized Education, Educational Preparation, and Professional Training. These show that you have acquired new knowledge and skills. Education is probably your best selling point. Remember that the most recent education is listed first. Rimkeeratikul (2008) suggests that you should provide information about the years you started to study and the degree you completed and your major field of study. According to Krizan (2005), "If while in high school you developed a job-related skill, you may want to include this skill. For example, if you are applying for a position in international business, you may want to state that while in high school you participated in a foreign exchange program and lived abroad for a year" (p. 470).

## Experience and Special Skills

Employers are most interested in experiences that relate to a position. They assess your work experience as the most important information in a resume. Their decisions to allow or not to allow in interviews depend on the quality of work experience. Your work experience is essential and should be highlighted. It also specifies your ability, record of responsibility, and accomplishments. Your accomplishments should be the focal point of your experience presentation. Responsibility for each position may also be listed briefly.

## References

A list of references is an important section which will give positive recommendations to you. You may list names of the most important persons such as previous employers, instructors, and high school teachers. Before you utilize their names in your resume, you do not forget to get permission from your references. Names of relatives may not be given as references.

**Exercise 1**

**Directions:** Answer the following general comprehension. Look at pages 104-106 to help you.

1. What is a resume?

---

---

2. What is the first objective of a resume?

---

---

3. If you are applying for a position such as sales, advertising, marketing research or trainee, you should utilize \_\_\_\_\_.

---

---

4. If you are applying for a position – banking, accounting, and manufacturing, your best way is to use \_\_\_\_\_.

---

---

5. These including your name, address, telephone number, and e-mail address are known as \_\_\_\_\_.

---

---

## Formats for Resumes

There are the three basic resume formats including: (1) chronological resume, (2) functional resume, and (3) combination resume. The chronological resume is known as a traditional or traditional reverse chronological resume. The functional resume is referred to as a skills-oriented or nontraditional resume. The combination resume utilizes features of both chronological and functional resumes.

### Which format is best for you?

The format you select depends on the job you are seeking. "If you are applying for a position in a conservative organization or conservative industry such as banking, public accounting, or manufacturing, you should use the chronological resume" (Krizan, Merrier, & Jones, 2005, pp.465-466). They suggest that if you are applying for a position in advertising, sales promotion, or entertainment, your best choice may be the functional format. If you are a recent college graduate with little work experience, you may want to use the combination format.

### Chronological resume

A chronological resume consists of information organized by date, with the most recent information listed first within each section. Managers review resumes and make decisions on who may be invited for an interview. Generally manager prefer chronological resume. A chronological resume make it easy to recognize a continuous job history.

Figure 5.3 Chronological resume for a new graduate with limited experience and entering the job market.

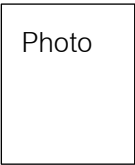
<b>RESUME</b> Somchai Rakroen 345 Rachada Pisek Road, Din Daeng, Bangkok 10400, Thailand. Telephone: 02-511-5555 <a href="mailto:Rakroen@hotmail.com">Rakroen@hotmail.com</a>		Photo 
<b>OBJECTIVE</b>	To obtain an office administration position	
<b>EDUCATION</b>	Suan Sunandha Rajabhat University B.B.A. in International Business, April 2015 GPA: 3.5 Achievement <ul style="list-style-type: none"> <li>• President, Business Administration Club</li> </ul>	
<b>EXPERIENCE</b>	Student intern, Import & Export company, Suvarnabhumi Airport, Bang Na-Trat Road, Rachathewa, Bang Phli District, Samut Prakan (2015) Student Assistant, Registrar' s Office, Suan Sunandha Rajabhat University (2013) <ul style="list-style-type: none"> <li>• Assisted students with transcript question</li> <li>• Assisted with development and maintenance of Registrar's Web home page</li> <li>• Filed student records</li> </ul>	
<b>COMPUTER SKILLS</b>	Experienced with computer software, including PowerPoint, Word, Excel, and Keyboard at 75 words per minute.	
<b>SPECIAL SKILLS</b>	Speak and write English fluently	
<b>REFERENCES</b>	Kittivate Boonyopakorn Head of International Business Department The faculty of Management Science, Suan Sunandha Rajabhat University 1 U-Thongnok Road, Dusit, Bangkok 10300 Telephone: (02) 160-1507	

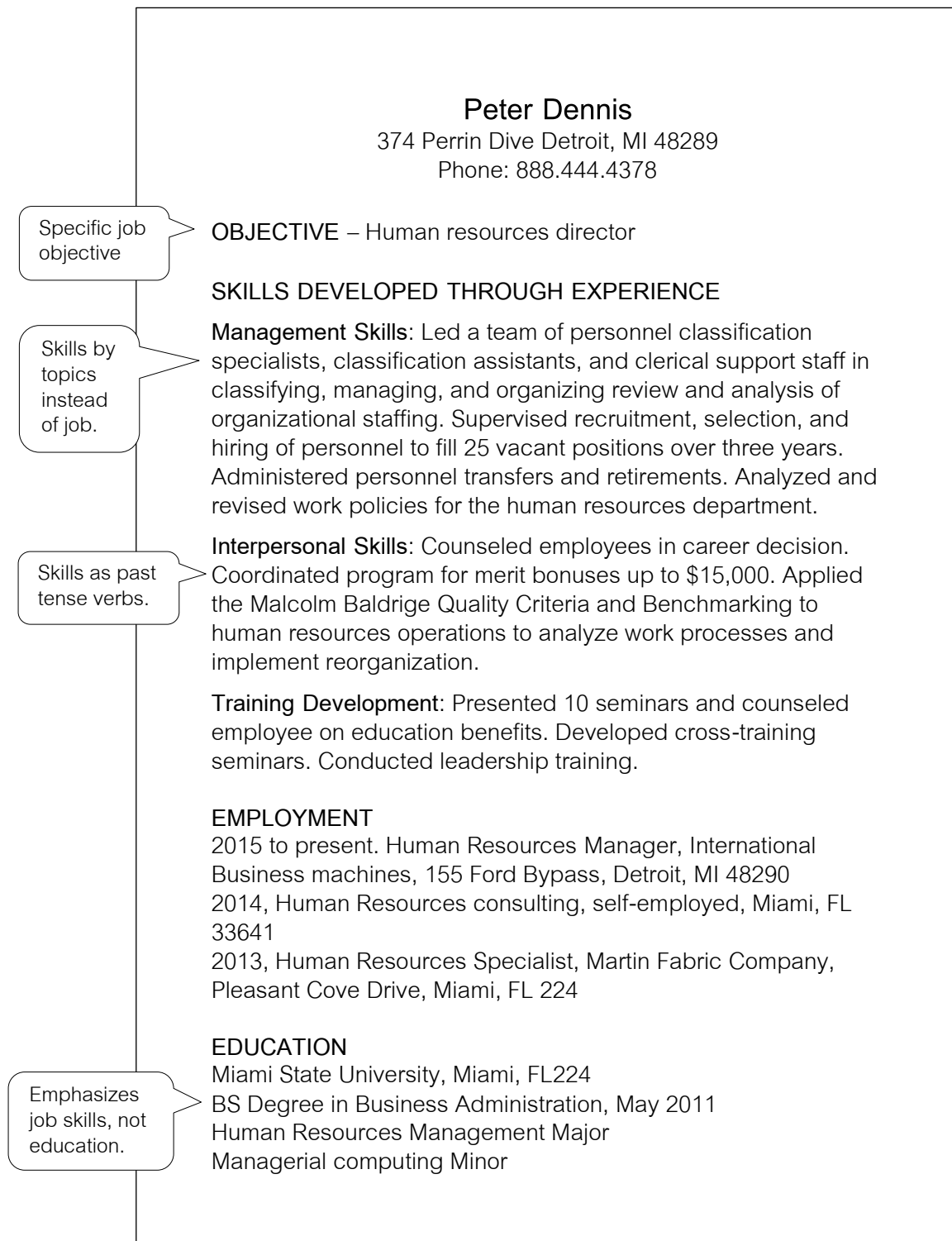
Figure 5.4 Chronological resume for candidate with limited or no directly related experience.

<b>Vira Jaidi</b>	
<p>Present Address                  246 Rachada Pisek Road,                  Din Daeng, Bangkok 10400,                  Telephone: 02-511-5555  <a href="mailto:Jaidi@hotmail.com">Jaidi@hotmail.com</a></p>	<p>Permanent Address                  21 Ban Prasukchai                  Tambol Prasuk                  Phimai District                  Nakhon Ratchasima</p>
<b>OBJECTIVE</b>	To obtain a position as a junior accountant
<b>EDUCATION</b>	Suan Sunandha Rajabhat University A.Acc. in Accounting, May 2014 GPA: 3.3
<b>EXPERIENCE</b>	Accounting intern at Government Saving Bank, Charan Sanit Wong Road, Bang Phlad, Bangkok (2014) Part-time administrative at Real Estate Company, Modern town Building, Sukhumvit 63, PhraKhanong, Bangkok (2011)
<b>COMMUNICATION</b>	Worked with a team of three accountants during Summer, communicated clearly and concisely with employers and customers in many different situations.
<b>SPECIAL SKILLS</b>	Speak and write English very well
<b>COMPUTER SKILLS</b>	Experienced with computer software, including PowerPoint, Word, Excel, and Keyboard at 85 words per minute.
<b>REFERENCES</b>	Reference and any other information furnished upon request.

## Functional resume

A functional resume, sometimes called a *skills resume*, emphasizes your skills, knowledge, and capabilities related to accomplishments. Brantley and Miller (2008) state that the functional resume is useful for people who have gaps in their employment, who have changed jobs frequently, or who have minimal or no experience directly related to the position. Examples of the functional resumes are provided in Figure 5.5 below.

Figure 5.5 Functional resume for college graduate with extensive work experience.





## Combination Resume

“A combination resume includes the strengths of the chronological resume with the strengths of the functional resume. Combination resumes work well for individuals with little work experience who are just entering the job market” Krizan et al., 2005, p. 463). Examples of the combination resumes are shown in Figure 5.6 below.

*Figure 5.6 Combination resume for Candidate to highlight skills.*

Erica Vorkamp  
 664 Church Street, Barrmington Illinois 50010  
 Phone: (847) 785-1235  
 E-mail: [ticono111@hotmail.com](mailto:ticono111@hotmail.com)

**OBJECTIVE**  
 To obtain an event coordinator position that requires a broad mix of skills in planning, supervision, and communication

**SKILLS AND CAPABILITIES**

- Plan and coordinate large-scale public events (photos)
- Develop community support for concerts, and the arts (testimonials)
- Manage publicity for major events (samples)
- Coordinate activities of diverse community groups

**SPECIAL EVENT EXPERIENCE**

- Arranged the 2014 week-long Arts and Entertainment Festival for the Barrington Public Library
- Supervised the 2013 PTA Halloween Carnival, an all-day festival with game booths, live bands, contests, and food service that raised \$7,600 for the PTA
- Organized the 2012 Midwestern convention for 800 members of the League of Women Voters, which extended over a three-day period

**EDUCATION**

- Associate of Applied Science, Administrative Assistant Program with specialization in General Business, Hamilton college-Lincoln (Lincoln), 2010

**EMPLOYMENT HISTORY**

- First National Bank of Chicago, 2009 to present, operations processor; processed checks with a lost/stolen status, contacted customers by phone, processed payment amounts, verified receipt reports
- Hamilton College-Lincoln 2005 to 2006, part-time administrative assistant for admissions (Business Department)

Source: Excellence in Business Communication, 2008, p. 557.

## Application Letter

When you complete your resume, you are ready to write an application letter – a more personal sales message. A successful application letter motivates a potential employer to read your resume with interest and to arrange an interview. To accomplish this goal, the letter and resume must create sufficient interest to separate you from the applicant pool and to invite you for a personal interview. An example of application letter is provided in Figure 5.7 below.

Figure 5.7 Application letter.

1588 Northway Avenue  
Nashville, TN 377233  
January 21, 200-

Mr. Thomas Revney, President  
Commerce National Bank  
154 South Second Street  
Nashville, TN 372202

Dear President Revney:

I am relocating to the Nashville area in March. My research indicates that Commerce National Bank may be the ideal firm to utilize my experience in banking, technology, and public relations. All three of these knowledge areas are important to a new, rapidly expanding bank such as yours.

For the past five years I worked in a Commerce National Bank in Phoenix, Arizona. I began as a teller, but three years ago, I added a half-time responsibility for the bank's computer database and reduced my role as a teller to half time

I appreciate your time and consideration in reviewing the enclosed resume. I look forward to meeting you and learning more about job opportunities at your bank and how I could apply my skills as part of the Nashville Commerce National team. I will be in Nashville from February 10 to 15 and will call you on the 12<sup>th</sup> to arrange an appointment. If you wish to reach me before my February scheduled trip to Nashville, you may leave a message at my new Nashville home at 615.55.2515

Yours truly,

*Marylou Marzano*

Marylou Marzano

Source: Business Communication, 2008, p. 495.

## **Job Interviews**

“The goal of sending an application letter and resume is to obtain a job interview. When you are invited to come for an interview, you start preparing for it. The interview can be one of the most important experiences in your life because it can determine the course of a career” (Krizan, Merrier & Jone, 2005, p. 492).

### **Why do organizations need job interviews?**

When you walk into any work environment, you look around, and what do you see? People are working? Organizations start and end with people working at jobs. Virtually everyone who worked in the workplace was interviewed before he or she was hired. Someone in the workplace is discharged, resigns, and is replaced. A new position is developed and filled with a new employee. Therefore, the job interview is center to the hiring and re-hiring of employees. “In its most basic definition, the employment interview is a face-to-face encounter designed to evaluate whether an applicant is suitable for a particular position in an organization” (Kearney, Waldeck, & Plax, 2013, p. 68).

### **What is the best way for job applicants to interview?**

Although interviews are basically a conversation, they require planning. The good interviewers are well-designed for the interview. You want to plan as well if you hope to obtain a job offer. You develop a personal profile and begin by analyzing yourself. You identify your personal strengths and weaknesses by creating a personal profile. Are you hardworking, creative, punctual, honest, careful, and conscientious? Are you willing or resistant to change? One of the most common interview questions is “Tell me about yourself.” From your personal profile, you can quickly choose a number of positive key words to use to describe yourself.

## Types of Interviews

There are six kinds of interviews including (1) Preliminary Interviews, (2) Subsequent Interviews, (3) Telephone Interviews, and (4) Online Interviews. The details are below.

### Preliminary Interviews

#### Exercise 2

**Directions:** Choose the correct word from the list below to complete each sentence.

A preliminary Interview is to 1. \_\_\_\_\_ that meet the work experience, the education, the communication skills, and personality requirements for success in the position. The preliminary Interview will 2. \_\_\_\_\_ in the campus career center or in the employer's office. A telephone or telephone conference-call interview will be 3. \_\_\_\_\_ in these cases. The preliminary Interview will 4. \_\_\_\_\_ with traditional questions; for example, "Why are you 5. \_\_\_\_\_ in this position?"

- |                |               |          |           |
|----------------|---------------|----------|-----------|
| 1. A) prove    | B) hide       | C) seek  | D) come   |
| 2. A) burst    | B) bite       | C) occur | D) forget |
| 3. A) utilized | B) worn       | C) sworn | D) caught |
| 4. A) ride     | B) mistake    | C) blow  | D) begin  |
| 5. A) neglect  | B) interested | C) drive | D) freeze |

## Subsequent Interviews

### Exercise 3

**Directions:** Choose the correct word from the list below to complete each sentence.

You will be invited to a company's 1. \_\_\_\_\_ for one or more additional interviews after passing a preliminary Interview. The subsequent Interview will consist of many of persons in the 2. \_\_\_\_\_. Persons are divided into a team. The interview team includes a group of employees such as a 3. \_\_\_\_\_ resources representative, a potential supervisor, and potential colleagues. In preparing an 4. \_\_\_\_\_ the questions from each interviewer, you should carry a 5. \_\_\_\_\_ and pencil to write anything during the interview.

1. A) park    B) roof    C) product    D) office
2. A) home    B) firm    C) university    D) international conference
3. A) doctor    B) politician    C) human    D) teacher
4. A) answer    B) discuss    C) solve    D) translate
5. A) book    B) journal    C) paper    D) newspaper

## Telephone Interviews

### Exercise 4

**Directions:** Choose the correct word from the list below to complete each sentence.

Notes during the interview 1. \_\_\_\_\_ used for a telephone Interview – a face-to-face interview. You 2. \_\_\_\_\_ unable to see the interviewer's non-verbal body language and facial expressions. It 3. \_\_\_\_\_ difficult to interpret the interviewer's attitude. Keeping a 4. \_\_\_\_\_ mental image of the interviewer may 5. \_\_\_\_\_ your confidence.

1. A) am    B) is    C) are    D) be
2. A) is    B) are    C) am    D) being
3. A) is    B) am    C) be    D) are
4. A) bad    B) negative    C) positive    D) confusing
5. A) helps    B) helping    C) to help    D) help

## Online Interviews

### Exercise 5

**Directions:** Choose the correct word from the list below to complete each sentence.

“Online interviewing 1. \_\_\_\_\_ a combination of video, camera, computer, and the internet. Online interviewing may 2. \_\_\_\_\_ more popular because of advancing technology. Either an individual or a team can conduct these interviews” (Krizan, et al., 2005, p. 507). They 3. \_\_\_\_\_ that online interviewing 4. \_\_\_\_\_ employers to see candidates rapidly and to cut interview costs. With a camera and microphone attached to the computer, online interviews 5. \_\_\_\_\_ similar to video conferencing.

1. A) uses    B) using    C) to use    D) use
2. A) become B) to become C) becomes    D) becoming
3. A) adds    B) adding    C) to add    D) add
4. A) enable B) enables    C) enabling    D) to enable
5. A) become B) becoming C) becoming    D) to become

## Consider your appearance and personal hygiene

“The interviewer’s first impression will be based on how you look. Millions of websites provide information about what you should plan to wear to a job interview “ (Waldeck, et al. 2013, p. 78). They suggest that in terms of personal hygiene, give priority to the basics:

- Shower before the interview
- Wash your hair.
- Use a liberal amount of deodorant.
- Clean and trim your fingernails.
- Brush your teeth and freshen your breath.
- Wear subtle perfume or cologne (if any)
- Shave (If applicable)
- Make sure your clothes are clean and pressed
- Shine your shoes.
- Tone down the makeup (if applicable)

## Interview Questions

Interviewers ask traditional questions to learn about your education, experience, career goals, and personal history and characteristics. Answers to these questions help the interviewer decide if you have the background, interests, and characteristics that fit the position. The following list of traditional questions shows examples of interview questions:

1. Tell me about yourself.
2. What is your greatest strength?
3. Where do you want to be in five years?
4. Why are you interested in working for us?
5. Why should we hire you rather than another candidate?
6. Why did you choose to attend your college or university?
7. What did you choose your major? Minor?
8. Do you have plans to get additional education?
9. What job-related skills have you developed?
10. What does *teamwork* mean to you?
11. Have you ever quit a job? Why?
12. Have you done any volunteer work? What kind?
13. How important is money to you?
14. Do you like to work alone or with other people? Why?
15. What salary do you expect to receive in this job?



## Possible Answers to commonly Asked Interview Questions

Table 5.1

Possible Answers to commonly Asked Interview Questions.

Question	Which answer is more appropriate and effective?
1. Tell me about yourself.	<b>Option 1</b> I graduated from Suan Sunandha Rajabhat University with a bachelor's degree in International Business. I have studies hard to get the basics: I have taken course work that has prepared me for this position.
	<b>Option 2</b> I just graduated from one of the top ten business programs in the country. I just finished an internship working.
2. What is your greatest strength?	<b>Option 1</b> My greatest strength is hardworking, punctual, reliable, and careful.
	<b>Option 2</b> My greatest strength is confident, unable to accept criticism from others. I used to work with someone who was always late arriving at work. I did not have an alarm clock and often take a nap.
3. What is your greatest weakness?	<b>Option 1</b> I cannot think of any weaknesses important how I work. I suppose that I have weakness for chocolate.
	<b>Option 2</b> My weakness will have no relation to the job.

Table 5.2

Possible Answers to commonly Asked Interview Questions

Question	Which answer is more appropriate and effective?
1. Where do you want to be in five years?	<b>Option 1</b> My educational background in finance gives me a basic knowledge to become an assistant credit manager. I look forward to becoming part of your organization and expect to be a credit manager in the future.
	<b>Option 2</b> I don't like to think about tomorrow. I tend to be passive. I am happy.
2. What kind of work environment do you like?	<b>Option 1</b> I am flexible. Tell me about your work environment here. What is it like?
	<b>Option 2</b> I prefer a work environment to be highly structured. I like to have my own office and my own space. I work best in quiet places.
3. Why should we hire you? Why are you interested in working for us?	<b>Option 1</b> I believe that this organization is the right place for me. My knowledge and competence indicate that your company will be the best firm to utilize my experience, technology, and public relations.
	<b>Option 2</b> I am sure that there are many of applicants like me. I hope that you will give opportunity to prove myself. I really need this job because I have a lot of student loans to pay back.

## Summary of Resume, Application Letter, and Job Interview

- In a job search, you should have a plan for successfully obtaining employment – employment that best matches your interest, values, and qualification. The first step when you begin the job search is to analyze your qualifications, strengths, and job preferences.
- The five main major sections of a resume are: Heading, Objective, Education, Experience and special skills, and Reference.
- A chronological resume consists of information organized by date, with the most recent information listed first within each section. Managers review resumes and make decisions on who may be invited for an interview.
- A functional resume, sometimes called a *skills resume*, emphasizes your skills, knowledge, and capabilities related to accomplishments.
- A combination resume includes the strengths of the chronological resume with the strengths of the functional resume.
- The goal of sending an application letter and resume is to obtain a job interview.
- A preliminary Interview is to prove that meet the work experience, the education, the communication skills, and personality requirements for success in the position.
- The subsequent Interview will consist of many of persons in the firm. Persons are divided into a team.
- Notes during the interview are used for a telephone Interview – a face-to-face interview.
- Online interviewing uses a combination of video, camera, computer, and the internet.
- Interviewers ask traditional questions to learn about your education, experience, career goals, and personal history and characteristics.

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## Unit Six

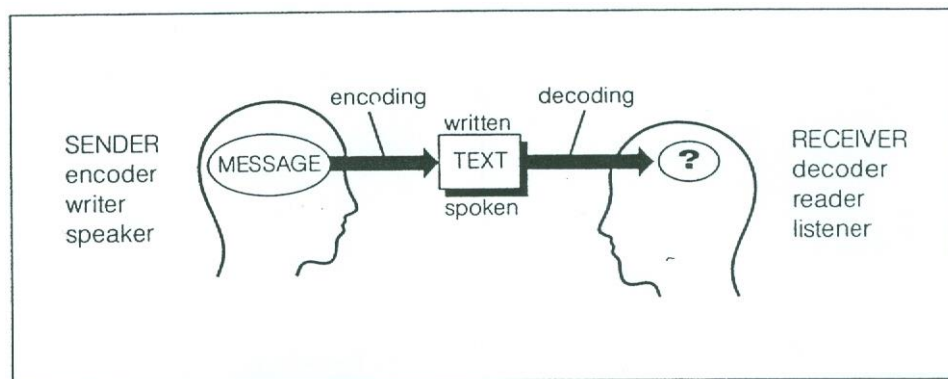
### Business Reading

#### Definition of Reading

Reading is to study the meaning of word, symbol, knowledge, writer's notion, and feeling. "Reading is essential interaction between language and thought in reading. The writer encodes thought as language and the reader decodes language to thought" (Carrell, Devine, & Eskey, 2002, p. 12). Redondo says that, "Reading involves a writer and a reader; therefore, reading is a communication between the reader and the writer" (as cited in Chalaysap, 2012, p. 4).

#### Reading and the Communication Process

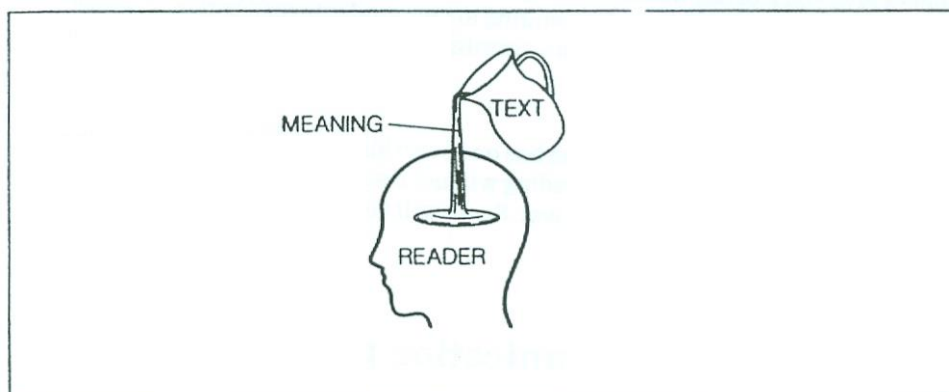
*Figure 6.1* The reading and communication process.



Source: Teaching Reading Skills in a Foreign Language, 1996, p. 4.

As can be seen in Figure 1, the writer is on the left. The writer, encoder, has a message in mind such as an idea, a fact, a feeling, etc. The encoder needs somebody to share. To make this possible, the encoder must first put the message into words, that is, the encoder has to encode it. It means that it is available outside the encoder's mind as a written or spoken text. The text is accessible to the mind of another person who reads or hears it. After the message is decoded, it enters the mind of the decoder or the reader. The communication is accomplished.

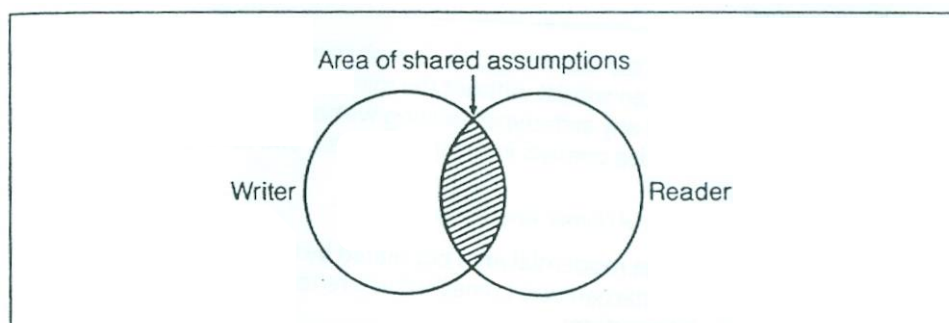
Figure 6.2 One view of reading.



Source: Teaching Reading Skills in a Foreign Language, 1996, p. 5.

As shown in Figure 2, like a jug full of water, the text is full of meaning; the reader's mind soaks it up like a sponge. In this view, the reader's role is passive; all of work has been done by the writer. The reader has to open his mind and let the meaning pour in.

Figure 6.3 Presupposition and communication.



Source: Teaching Reading Skills in a Foreign Language, 1996, p. 7.

As can be seen in Figure 3, for any two persons, some kinds of experience are shared. The shared area, the overlapping circle, represents what the two people have in common. In this area, it is all of the knowledge including knowledge of language that they share.

## Phonetics Symbols

Phonetics (pronounced /fə'netiks/, from the Greek: φωνή, *phōnē*, 'sound, voice') is a branch of linguistics that comprises the study of the sounds of human speech (wikipedia.org). The symbol from the International Phonetic Alphabet (IPA) is used in phonetic transcriptions in modern dictionaries for English learners. The vertical line ( ' ) is used to show word stress. It is placed before the stressed syllable in a word. For example, / 'kɒntrækt/ is pronounced like this, and /kən'trækt/like that.

## International Phonetic Alphabet (IPA) and Thai Letters

There are two types of phonetic symbols (1) consonant sounds and (2) vowel sounds. In order to understand this clearly, the tables below show the pronunciation symbols used in the International Phonetic Alphabet (IPA), and a system of phonetics transcription based on the Thai script.

### Consonant Sounds

	IPA	Thai letters	Examples	Reading
1.	/ p /	/ พ /	/ pen /	/ เพ็น /
2.	/ p /	/ ป /	/ speak /	/ ซปีค /
3.	/ b /	/ บ /	/ bad /	/ แบด /
4.	/ t /	/ ท /	/ tea /	/ ที /
5.	/ t /	/ ต /	/ steal /	/ ซตี้ล /
6.	/ d /	/ ด /	/ did /	/ ดิด /
7.	/ k /	/ ค /	/ cat /	/ แคท /

	IPA	Thai letters	Examples	Reading
8.	/ k /	/ ก /	/ skate /	/ ซเกท /
9.	/ g /	/ ก /	/ got /	/ กอท /
10.	/ tʃ /	/ จ /	/ chin /	/ ฉิน /
11.	/ dʒ /	/ จ /	/ June /	/ จุน /
12.	/ f /	/ ฟ /	/ fall /	/ ฟอล /
13.	/ v /	/ ว /	/ voice /	/ วอยซ /
14.	/ θ /	/ ธ /	/ thin /	/ ถิน /
15.	/ ð /	/ ท /	/ then /	/ เท็น /
16.	/ s /	/ ส /	/ so /	/ โซ /
17.	/ z /	/ ซ /	/ zeal /	/ ซีล /
18.	/ ʃ /	/ ช /	/ she /	/ ชิ /
19.	/ ʒ /	/ ฉ /	/ vision /	/ วิ 'ฉ' น /
20.	/ h /	/ ฮ /	/ how /	/ ฮาว /
21.	/ m /	/ ม /	/ man /	/ แมน /
22.	/ n /	/ น /	/ no /	/ โน /
23.	/ ŋ /	/ ง /	/ sing /	/ ซิง /
24.	/ l /	/ ล /	/ leg /	/ เล็ก /
25.	/ r /	/ ร /	/ red /	/ เร็ด /
26.	/ j /	/ ย /	/ yes /	/ เย้ซ /
27.	/ w /	/ ว /	/ wet /	/ เว้ท /



## Vowel Sounds

	IPA	Thai letters	Examples	Reading
1.	/ i: /	/ อี /	/ see /	/ ซี /
2.	/ ɪ /	/ อึ /	/ sit /	/ ซึ /
3.	/ e /	/ เอะ /	/ ten /	/ เท็น /
4.	/ æ /	/ แอ /	/ hat /	/ แฮท /
5.	/ eə /	/ แอ /	/ care /	/ แค(ร) /
6.	/ ɑ: /	/ อา /	/ arm /	/ อาม /
7.	/ ɒ /	/ ออ /	/ got /	/ กอท /
8.	/ ɔ: /	/ ออ /	/ saw /	/ ซอ /
9.	/ ʊ /	/ อุ /	/ put /	/ พุท /
10.	/ u: /	/ อู /	/ too /	/ ทู /
11.	/ ʌ /	/ อั /	/ cup /	/ คัพ /
12.	/ ɜ: /	/ เออ /	/ fur /	/ เฟอ(ร) /
13.	/ ə /	/ เอะ /	/ ago /	/ เออะโก /
14.	/ ə /	/ เอ /	/ moment /	/ โมเมนท /
15.	/ eɪ /	/ เอ /	/ page /	/ เพจ /
16.	/ əʊ BrE /	/ โอ /	/ home /	/ โฮม /
17.	/ oʊ AmE /	/ โอ /	/ home /	/ โฮม /
18.	/ aɪ /	/ อาย /	/ five /	/ ฟายว /
19.	/ aɪ /	/ ไอ /	/ fight /	/ ไฟท /
20.	/ aʊ /	/ อาว /	/ now /	/ นาว /
21.	/ aʊ /	/ เอา /	/ out /	/ เอาท /
22.	/ ɔɪ /	/ ออย /	/ join /	/ จอยน /

## Vowel sounds

	IPA	Thai letters	Examples	Reading
23.	/ ɪə /	/ เอีย /	/ near /	/ เนีย(ร) /
24.	/ ʊə /	/ อัว /	/ poor /	/ พัว(ร) /
25.	/ ʊə /	/ อิวเออะ /	/ pure /	/ พิวเออะ(ร) /

## Exercise 1

Directions: Match these IPA symbols with Thai letter.

- The IPA symbol i: refers to \_\_\_\_\_ in Thai letter.  
A. อี B. อี้ C. เออะ D. ไอ
- The IPA symbol ɪə refers to \_\_\_\_\_ in Thai letter.  
A. เอีย B. อัว C. เอา D. ออ
- The IPA symbol p refers to \_\_\_\_\_ in Thai letter.  
A. ฟ B. พ C. ต D. ฏ
- The IPA symbol aɪ refers to \_\_\_\_\_ in Thai letter.  
A. อี B. อี้ C. ไอ D. เออะ
- The IPA symbol ɜ: refers to \_\_\_\_\_ in Thai letter.  
A. อู B. เออ C. อู D. ออ
- The IPA symbol ʃ refers to \_\_\_\_\_ in Thai letter.  
A. ช B. ฌ C. ม D. น
- The IPA symbol d refers to \_\_\_\_\_ in Thai letter.  
A. ด B. ร C. ก D. ฎ
- The IPA symbol k refers to \_\_\_\_\_ in Thai letter.  
A. ศ B. ค C. ฟ D. ง
- The IPA symbol tʃ refers to \_\_\_\_\_ in Thai letter.  
A. ย B. ฏ C. น D. ฌ
- The IPA symbol z refers to \_\_\_\_\_ in Thai letter.  
A. ฌ B. ฌ C. พ D. ฌ

## Business Reading

Business reading generally involves with the most likely types of reading passages. The following examples are business reading:

- company history
- e-mail
- memo
- report
- advertisement
- credit bureau
- chart
- table
- article

These passages are produced myself and some of passages are collected from a variety of sources for exercises. Each of passages has the words and their meanings used for preparing to read and to pronounce them accurately. Business reading requires the students or readers to read a lot of materials. An effective reading is an important part of success at university and later in the workplace.

## Reading Strategies

### Charts, and Graphs

- |  |       |           |
|--|-------|-----------|
| ● What percentage of users are over 30?      | ————→ | detail    |
| ● What is the objective of the circle graph? | ————→ | main idea |
| ● Who would use this information?            | ————→ | Inference |

### Business Correspondence

- |                                      |       |           |
|--------------------------------------|-------|-----------|
| ● When was the fax sent?             | ————→ | detail    |
| ● What is the purpose of the letter? | ————→ | main idea |
| ● What is the tone of the memo?      | ————→ | inference |

### Advertisements

- |                             |       |           |
|-----------------------------|-------|-----------|
| ● How much is a product?    | ————→ | detail    |
| ● What is being advertised? | ————→ | main idea |
| ● Who will use the product? | ————→ | Inference |

### Articles and Reports

- |   |       |           |
|---|-------|-----------|
| ● What dates are critical?                | ————→ | detail    |
| ● What is the main idea of this article?  | ————→ | main idea |
| ● Who would most likely read this report? | ————→ | Inference |

### Announcements and Paragraphs

- |                                   |       |           |
|-----------------------------------|-------|-----------|
| ● Who is the name or title?       | ————→ | detail    |
| ● What is the announcement about? | ————→ | main idea |
| ● What is the writer's opinion?   | ————→ | Inference |

## Company History

Words and their meanings are used for preparing to read and to pronounce them accurately. This is the list of words and their meanings. They are from the passage of the company history below.

- |   |   |  |
|---|---|--|
| 1. <b>invent</b> /ɪn'vent/ ( <i>verb</i> )                                    | = | to produce or design something that has not existed before   |
| 2. <b>accident</b> /'æksɪdɪnt/ ( <i>noun</i> )                                | = | an unpleasant event, especially in a vehicle, that happens unexpectedly and causes injury or damage                              |
| 3. <b>researcher</b> /rɪ'sɜ:tʃə(r)/ ( <i>noun</i> )                           | = | to study something carefully and try discover new facts or information about it  |
| 4. <b>type</b> /taɪp/ ( <i>noun</i> )   | = | a class or group of people or things that share particular qualities or features and are part of a larger group; kind or sort    |
| 5. <b>adhesive</b> /əd'hi:sɪv/ ( <i>noun</i> )                                | = | a substance that you use to make things stick together   |
| 6. <b>weak</b> /wi:k/ ( <i>adj.</i> )   | = | not physically strong  |
| 7. <b>employee</b> /ɪm'plɔɪi:/ ( <i>noun</i> )                                | = | a person who is paid to work for somebody  |
| 8. <b>provide</b> /prə'vaɪd/ ( <i>verb</i> )                                  | = | to give something to somebody or make it available for them to use   |
| 9. <b>suggestion</b> /sə'dʒestʃən;<br><i>AmE</i> səg'dʒestʃən ( <i>noun</i> ) | = | an idea or a plan that you mention for somebody else to think about  |
| 10. <b>piece</b> /pi:s/ ( <i>noun</i> )                                       | = | (used especially with <i>of</i> and uncountable nouns) an amount of something that has been cut or separated from the rest of it |
| 11. <b>product</b> /'prɒdʌkt;<br><i>AmE</i> 'prɑ:d-/ ( <i>noun</i> )          | = | a thing that is grown or produced, usually for sale  |

12. **bookmark** /'bʊkmɑ:k;  
AmE -mɑ:rk/ (*noun*) = a strip of paper, etc. that you put  
between the pages of a book when you  
finish reading so that you can easily  
find the place again
13. **attach** /ə'tætʃ/ (*verb*) = to fasten or join one thing to another
14. **report** /rɪ'pɔ:t;  
AmE rɪ'pɔ:rt/ (*noun*) = to give people information about  
something that you have heard, seen,  
done
15. **colleague** /'kɒli:g/ (*noun*) = a person that you work with, especially  
in a profession or a business
16. **request** /rɪ'kwest/ (*noun*) = The action of asking for something  
formally and politely
17. **innovative** /'ɪnəveɪtɪv/ (*adj.*) = (approving) introducing or using new  
ideas, ways of doing something, etc.
18. **unfamiliar** /ʌnfə'mɪliə(r) / (*adj.*) = that you do not know or recognize
19. **demonstrate** /'demənstreɪt/ (*verb*) = to show something clearly by giving  
proof or evidence
20. **note** /nəʊt; AmE noʊt/ (*verb*) = to notice or pay careful attention to  
something
21. **purchase** /'pɜ:tʃəs/ (*verb*) = (formal or written) to buy something
22. **potential** /pə'tenʃl, Oxford;  
pəʊ'ten. tʃəl, Cambridge/ (*noun*) = the possibility of something happening  
or being developed or used
23. **decade** /'dekeɪd/ (*noun*) = a period of ten years, especially a period  
such as 1910-1919 or 1990-1999
24. **variety** /və'raɪəti/ (*noun*) = several different sorts of the same thing
25. **decide** /dɪ'saɪd/ (*verb*) = to think carefully about the different  
possibilities that are available and  
choose one of them

## Post-it Notes

Post-it Notes were invented in the 1970s at the 3M company in Minnesota quite by accident. Researchers at 3M were working on developing different types of adhesives, and one particularly weak adhesive, a compound of acrylate copolymer microspheres, was developed. Employees at 3M were asked if they could think of a use for a weak adhesive which, provided it did not get dirty, could be reused. One suggestion was that it could be applied to a piece of paper to use as a bookmark that would stay in place in a book. Another use was found when the product was attached to a report that was to be sent to a colleague with a request for comment on the report; the colleague made his comments on the paper attached to the report and returned the report. The idea for Post-it Notes was born.



It was decided with the company that there would be a test launch of the product in 1977 in four American cities. Sales of this innovative product in test cities were less than stellar, most likely because the product, while innovative, was also quite unfamiliar. A final attempt was then made in the city of Boise to introduce the product. In this attempt, 3M salesmen gave demonstrations of the product in offices throughout Boise and gave away free samples of the product. When the salesmen returned a week later to the offices where the product had been demonstrated and given away, a huge percentage of the office workers, having noted how useful the simple little product could be, were interested in purchasing it. Over time, 3M came to understand the huge potential of this new product, and over the next few decades more than 400 varieties of Post-it products – in different colors, shapes, and sizes – have been developed.

Source: Phillips, Longman preparation course for the TOEFL test: IBT, 2006, p. 29.

Test your understanding of this Post-it Notes by answering these multiple-choice reading comprehensions. Choose the best answer from the choices listed.

1. What happened at the 3M company in the 1970s?
  - A. Researchers at the 3M were working on developing weapons.
  - B. The office workers well-sold Post-it Notes.
  - C. Post-it Notes were produced at the 3M.
2. Which of the sentences below expresses the essential information in the highlighted sentence in paragraph 1?
  - A. Researchers were assigned to develop different types of vehicles.
  - B. Researchers at the 3M spent many years trying to develop a really weak adhesive.
  - C. Numerous weak adhesives resulted from a program to develop the strongest adhesive of all.
3. It is stated in paragraph 1 that employees
  - A. were asked if they could think of a use for a research.
  - B. were asked if they could think of a use for a weak adhesive.
  - C. were asked if they could think of a use for a strong adhesive.
4. All of the following are mentioned in paragraph 1 that the idea for Post-it Notes was born EXCEPT.
  - A. a piece of paper used as a bookmark to be sent to a colleague with a request for comments on the report.
  - B. the colleague made his comments on the paper attached to the report and returned the report.
  - C. the comment paper sent was burnt by colleague.
5. What did Salesmen of the company do in Boise?
  - A. They made a test launch of product.
  - B. They provided demonstrations and free samples of product.
  - C. They failed in their attempt to sell the new product.

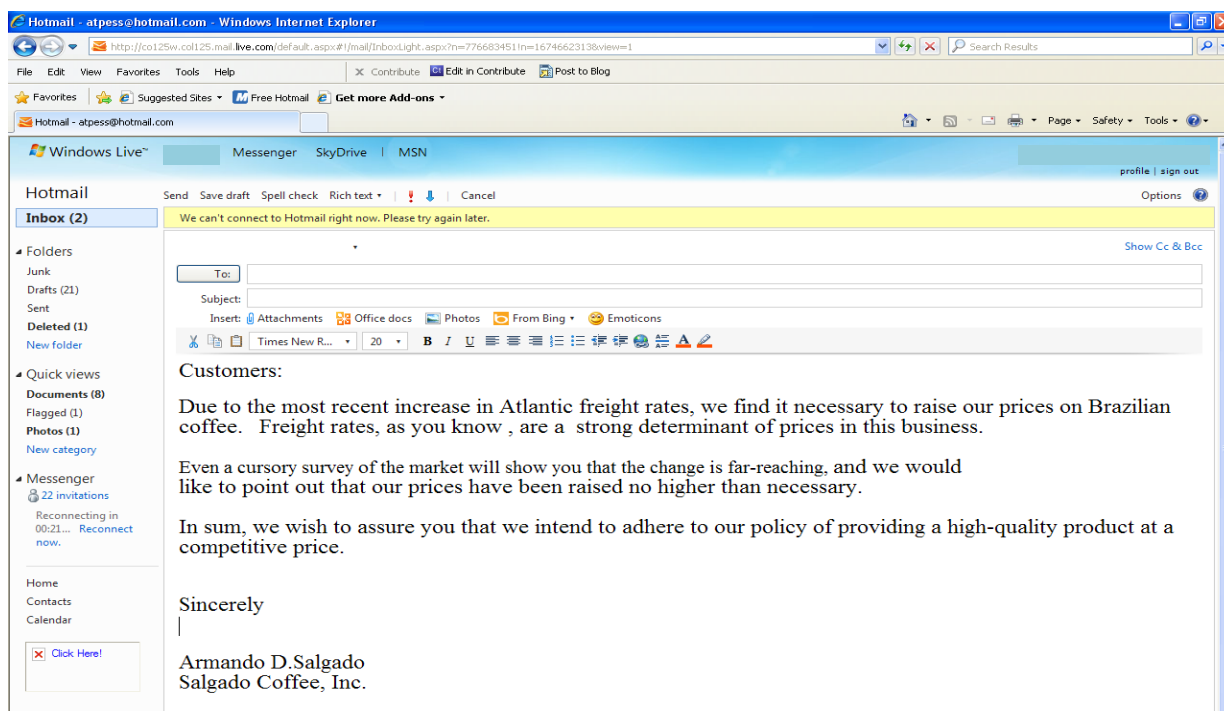


## E-mail

Words and their meanings are used for preparing to read and to pronounce them accurately. This is the list of words and their meanings. They are from the passage of e-mail below.

- |  |   |  |
|--|---|--|
| 1. <b>customer</b> /'kʌstəmə(r)/ ( <i>noun</i> )     | = | a person or an organization that buys something from a shop/store or business  |
| 2. <b>freight</b> /freɪt/ ( <i>noun</i> )            | = | goods that are transported by ships, planes, trains, or lorries / trucks   |
| 3. <b>rate</b> /reɪt/ ( <i>noun</i> )                | = | a fixed amount of money that is charged or paid for something  |
| 4. <b>cursory</b> /'kɜːsəri/ ( <i>adj.</i> )         | = | done quickly and without giving enough attention to details  |
| 5. <b>survey</b> /'sɜːveɪ/ ( <i>noun</i> )           | = | an investigation of the opinions, behavior, etc. of a particular group of people, which is usually done by asking them questions |
| 6. <b>assure</b> /ə'ʃʊə(r); -ʃɜː(r)/ ( <i>verb</i> ) | = | to tell somebody that something is definitely true or is definitely going to happen, especially when they have doubts about it   |
| 7. <b>intend</b> /ɪn'tend / ( <i>verb</i> )          | = | to have a plan, result or purpose in your mind when you do something   |
| 8. <b>policy</b> /'pɒləsiː/ ( <i>noun</i> )          | = | a plan of action agreed or chosen by a political party, a business, etc: the present government's policy on education            |
| 9. <b>competitive</b> /kəm'petətɪv/ ( <i>adj.</i> )  | = | used to describe a situation in which people or organizations compete against each other   |

Read e-mail and answer the questions.



1. What can be said about the writer of this e-mail message?
  - A. He sets the freight rates on the Atlantic Ocean.
  - B. He owns a fleet of ships that cross the Atlantic.
  - C. He is an exporter of coffee.
  - D. He is negotiating coffee bean prices.
2. What is a cause of the price increase?
 

A. The stable market	B. Improved quality
C. The demand for coffee	D. Increased shipping costs
3. Who will pay more for coffee?
 

A. Brazil	B. Shippers	C. Consumers	D. Coffee growers
-----------	-------------	--------------	-------------------
4. Where is this e-mail message most probably being sent?
 

A. To Australia	B. To Asia	C. To Europe	D. To South America
-----------------	------------	--------------	---------------------
5. The word *increase* in line 2 is closest in meaning to
 

A. decrease	B. rise	C. spend	D. provide
-------------	---------	----------	------------

## Memorandum

Words and their meanings are used for preparing to read and to pronounce them accurately. This is the list of words and their meanings. They are from the passage of memo below.

### 1. memorandum

- |   |   |  |
|---|---|--|
| /memə'rendəm/ ( <i>noun</i> )                   | = | 1 (formal) =MEMO: an internal memorandum 2 a proposal or report on a particular subject for a person, an organization, a committee, etc. |
| 2. employee /ɪm'plɔɪ:/ ( <i>noun</i> )          | = | a person who is paid to work for sb: The firm has over 500 employees.  |
| 3. photocopier /'fəʊtəʊkɒpiə(r) ( <i>noun</i> ) | = | a machine that makes copies of documents   |
| 4. loss /lɒs/ ( <i>noun</i> )                   | = | the state of no longer having sth or as much of sth; the process that leads to this: loss of blood / sleep / self-control                |
| 5. valuable /'væljuəbl / ( <i>adj.</i> )        | = | very useful or important   |
| 6. observe /əb'zɜ:v/ ( <i>verb</i> )            | = | to see or notice somebody or something   |
| 7. machine /mə'ʃi:n/ ( <i>noun</i> )            | = | a piece of equipment with moving parts that is designed to do a particular job   |
| 9. problem /'prɒbləm/ ( <i>noun</i> )           | = | a thing that is difficult to deal with or to understand  |
| 10. attempt /ə'tempt/ ( <i>verb</i> )           | = | an act of trying to do sth, especially sth difficult, often with no success  |

## MEMORANDUM

To: All employee  
From: Milton Freeman, Office Manager  
Date: September 23  
Subject: Photocopier

The photocopier is broken again. This is the third time this month. As you know, this causes loss of valuable time as well as money. In order to avoid problems in the future, please observe the following guidelines:

- (1) If you have a problem with the photocopier, do not attempt to fix it yourself.
- (2) Please report all problems with the photocopy machine to my assistant, Sally Garfield. She has been trained to fix most common problems with the machine.
- (3) Do not call a repairperson yourself. This is the responsibility of Ms. Garfield.

Thank you for your cooperation.

Source: Lougheed, 2005, p. 278.

1. How many times has the photocopier been broken this month?

---

---

2. What should people do when the photocopier breaks?

---

---

3. Who should read this memo?

---

---

## Report

Words and their meanings are used for preparing to read and to pronounce them accurately. This is the list of words and their meanings. They are from the passage of report below.

1. **profit** /'prɒfɪt; *AmE* 'prɑːfɪt/ (*noun*) = the money that you make in business or by selling things, especially after paying the costs involved
2. **double** /'dʌbl/ (*verb*) = to become, or make something become, twice as much or as many
3. **quarter** /'kwɔːtə(r)/ (*noun*) = One of four equal parts of something
4. **administrative** /əd'mɪnɪstrətɪv/ (*adj.*) = connected with organizing the work of a business or an institution
5. **store** /stɔː(r)/ (*noun*) = a large shop that sells many different types of goods
6. **chain** /tʃeɪn/ (*noun*) = a series of connected metal rings, used for pulling or fastening things, a length of chain used for a particular purpose.
7. **earn** /ɜːn/ (*verb*) = to get money for work that you do
8. **compare** /kəm'peə(r)/ (*verb*) = ~A with/to B to examine people or things to see how they are similar and how they are different
9. **last** /lɑːst /; *AmE* læst (*adj.*) = happening or coming after all other similar things or people
10. **total** /'təʊtl/ (*adj.*) = being the amount or number after everyone or everything is counted or added together

The profits for the Dale Company more than doubled in the fourth quarter over profit levels of a year ago. This is due in part to lower operating and administrative expenses. The electronics store chain earned \$42.6 million, compared with \$21.1million in the fourth quarter of last year. Total profits for the year are \$122.5 million last year.

Test your understanding of this report by answering these multiple-choice reading comprehensions. Choose the best answer from the choices listed.

1. How do fourth quarter profits for this year compare to those of last year?
  - A. Stayed the same
  - B. Increased by twice as much
  - C. Increased by more than twice as much
  - D. Decreased by half
2. What contributed to the change?
  - A. Reduction of operating costs
  - B. Higher number of customers
  - C. New and better products
  - D. More expensive products
3. What kind of business is the Dale company?
  - A. business supplies
  - B. Manufacturing
  - C. Storage and shipping
  - D. Retail electronics
4. The word **company** in line 1 is similar in meaning to \_\_\_\_\_.
  - A. firm
  - B. first
  - C. find
  - D. permit
5. The word **earn** in line 3 is similar in meaning to \_\_\_\_\_.
  - A. inflation
  - B. recession
  - C. gain
  - D. explain

## Advertisement

Words and their meanings are used for preparing to read and to pronounce them accurately. This is the list of words and their meanings. They are from the passage of advertisement below.

- |   |   |  |
|---|---|--|
| 1. <b>mail</b> /meɪl/ ( <i>noun</i> )           | = | the official system used for sending and delivering letters, packages, etc.  |
| 2. <b>clearance</b> /'kliərəns/ ( <i>noun</i> ) | = | the removal of things that are not wanted. a clearance sale (=in a shop / store, when goods are sold cheaply to get rid of them quickly                        |
| 3. <b>item</b> /'aɪtəm/ ( <i>noun</i> )         | = | one thing on a list of things to buy, do, talk about, etc: What's the next item on the agenda? a single article or object: Can I pay for each item separately? |
| 4. <b>equal</b> /'i:kwəl/ ( <i>adj.</i> )       | = | the same in size, quantity, value, etc.<br>There is an equal number of boys and girls in the class.  |
| 5. <b>value</b> /'vælju:/ ( <i>noun</i> )       | = | how much sth is worth in money or other goods for which it can be exchanged: to go up / rise / increase in values ♦ to go down / fall / drop in value          |
| 6. <b>coupon</b> /'ku:pən/ ( <i>noun</i> )      | = | a small piece of printed paper that you can exchange for sth or that gives you the right to buy sth at a cheaper price than normal                             |
| 7. <b>purchase</b> /'pɜ:tʃəs/ ( <i>noun</i> )   | = | the act or process of buying sth: to make a purchase (=buy sth)  |

<b>Easy Ways to Shop</b> Shop over 450 stores call 1.700. GOTRENDY  Shop by mail call 1.700.254.8183  Shop online trendymale.com  4285 River Road Rockville, NM 807-745-5603	Buy one sale or clearance item, got one  <div style="text-align: center;"><b>50% off</b></div> 2 <sup>nd</sup> item must be of equal or lesser value. Applies to sale and clearance merchandise only. May not be combined with any other coupon offer, promotion, or previous purchases. Excludes fragrance, gift, certificate, catalogue, or online purchases. Not valid on designer merchandise. Not valid on Trendy Male Outlets. Sale Monday, June 17 through Sunday, July 7.  <b>Trendy Male</b>	Save up to 60% or more off original prices
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Source: Lougheed, 2005, p. 238.

1. How many ways can you buy merchandise at "Trendy Male"?

---



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2. If you buy a shirt on sale for \$46.00, how much will you pay for another, similar shirt?

---



---

3. How long will this offer last?

---



---



## Credit Bureau

Words and their meanings are used for preparing to read and to pronounce them accurately. This is the list of words and their meanings. They are from the passage of credit bureau below.

- |  |   |   |
|--|---|---|
| 1. <b>credit</b> /'kredit/ ( <i>noun</i> )         | = | an arrangement that you make, with a shop / store for example, to pay later for sth you buy: to get / refuse credit |
| 2. <b>consumer</b> /kən'sju:mə(r)/ ( <i>noun</i> ) | = | a person who buys goods or uses services: consumer demand / choice / rights   |
| 3. <b>deny</b> /di'naɪ/ ( <i>verb</i> )            | = | to say that sth is not true: [vn] to deny a claim / a charge / an accusation  |
| 4. <b>contact</b> /'kɒntækt/ ( <i>verb</i> )       | = | [vn] to communicate with sb, for example by telephone or letter: I've been trying to contact you all day            |
| 5. <b>provide</b> /prə'vaɪd/ ( <i>verb</i> )       | = | [vn] give sth to sb or make it available for them to use  |



If you have ever used a major credit card, you probably have a record at a consumer reporting agency, often called a *credit bureau*. This record allows creditors to check your payment history before they give you credit. If you have been denied credit because of information supplied by a *credit bureau*, the Fair Credit Reporting Act requires the creditor to give you the name and address of the bureau. If you contact that bureau within thirty days of receiving a denial notice, the agency must provide you with a copy of your full credit report, free of charge.

After you read this passage. Circle T in front of the statement that is true and Circle F in front of the statement that is not true.

1. What is this notice about?

- |   |   |                                |
|---|---|--------------------------------|
| T | F | Keeping good credit.           |
| T | F | Correcting bad credit.         |
| T | F | Applying for credit.           |
| T | F | Accessing your credit history. |

2. How does the Fair Credit Reporting Act serve consumers?

- |   |   |  |
|---|---|--|
| T | F | It helps consumers pay their debts.                  |
| T | F | It gives consumers information.                      |
| T | F | It ensures that credit bureau will stay in business. |
| T | F | It ensures that all credit checks will be reported.  |

3. What may a credit bureau be asked to do if they deny someone credit?

- |   |   |   |
|---|---|---|
| T | F | Provide credit within thirty days.                        |
| T | F | Send the consumer a written report of the credit history. |
| T | F | Review the data in the credit history.                    |
| T | F | Refund the agency for the report                          |

4. The word **credit** in the line 1 is similar in meaning to \_\_\_\_\_.

- |   |   |              |
|---|---|--------------|
| T | F | Presentation |
| T | F | Purpose      |
| T | F | Production   |
| T | F | Prestige     |

5. The word **require** in the line 5 is similar in meaning to \_\_\_\_\_.

- |   |   |       |
|---|---|-------|
| T | F | creep |
| T | F | carry |
| T | F | cart  |
| T | F | claim |

## Numbers

### Cardinal Numbers

1	one
2	two
3	three
4	four
5	five
6	six
7	seven
8	eight
9	nine
10	ten
11	eleven
12	twelve
13	thirteen
14	fourteen
15	fifteen
16	sixteen
17	seventeen
18	eighteen
19	nineteen
20	twenty
21	twenty-one
22	twenty-two
30	thirty
31	thirty-one
40	forty
50	fifty

### Ordinal Numbers (e.g., for dates)

1st	first
2nd	second
3rd	third
4th	fourth
5th	fifth
6th	sixth
7th	seventh
8th	eighth
9th	ninth
10th	tenth
11th	eleventh
12th	twelfth
13th	thirteenth
14th	fourteenth
15th	fifteenth
16th	sixteenth
17th	seventeenth
18th	eighteenth
19th	nineteenth
20th	twentieth
21st	twenty-first
22nd	twenty-second
30th	thirtieth
31st	thirty-first
40th	fortieth
50th	fiftieth

60	sixty	60th	sixtieth
70	seventy	70th	seventieth
80	eighty	80th	eightieth
90	ninety	90th	ninetieth
100	a hundred	100th	hundredth
110			a hundred and ten
1,000			a thousand
5,342			five thousand three hundred and forty-two
10,000			ten thousand
100,000			a hundred thousand
1,000,000			a million (1m)
1,000,000,000			a billion (1b)

## How to Write and Say...

### How to Write and Say...

#### Numbers

- 329                      three hundred and twenty nine
- 33,423                thirty three thousand four hundred and twenty three
- 2,768,941            two million seven hundred and sixty-eight thousand  
                                 nine hundred and forty-one

#### Money

- £22            twenty-two pounds
- \$79            seventy-nine dollars



#### Telephone numbers

- All numbers are said separately.  
(01865) 556767 o one eight six five, five five six seven six seven)

#### Nil /nɪl/

- Used to talk about the score in a team game, for example in football:  
The final score was one nil. (1-0)

#### Years

- 1608    sixteen o eight
- 1700    seventeen hundred
- 2000    two thousand
- 2002    two thousand and two
- 2015    twenty fifteen

Source: Oxford Advanced Learner's Dictionary, 2003, pp. 1578-1580.

## Tables Charts and Graphs

### Tables and Charts

“A table displays content arranged in vertical columns and horizontal rows. This makes data comparison easy. Tables usually show exact numerical data” (Williams, Buddy, Logan, & Merrier, 2011, p. 369). The aim of the table is to show data details or words in orderly manner and to understand them easily.

### Charts

There are the three types of charts including bar charts, pie charts, and line charts.

#### Bar charts

“Bar charts are easy to interpret because they ask people to compare distance along a common scale” (Kaczmarek, 2011, p. 443). Bar charts are useful in a variety of situations:

- to compare one item to another
- to compare items over time, and
- to show correlations

#### Pie Charts

A pie chart is used to show the distribution and relationships of the parts to a whole. The data in any pie chart can be put in a bar chart. Therefore, pie chart is utilized when you are comparing one segment to the whole.

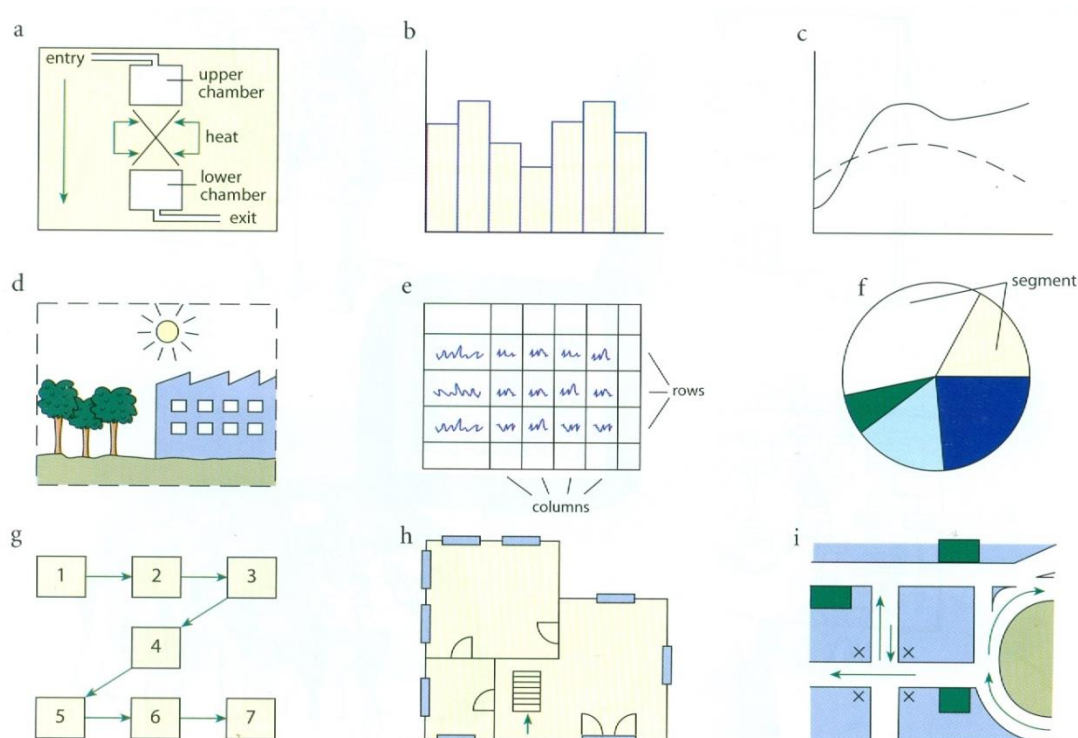
#### Line Charts

Line charts illustrate trends over time or plots the relationship of two variables. In line charts showing trends, the vertical, or y, axis shows the amount, and the horizontal, or x, axis shows the time.

## Exercise 2

Directions: Label the following using words from the boxes.

plan   flow chart   picture   table   diagram   pie chart   map   bar chart   line chart



Source: Sweeney, English for Business Communication, 2012, p. 66.

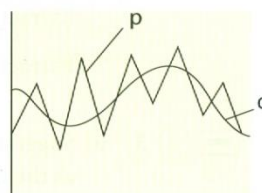
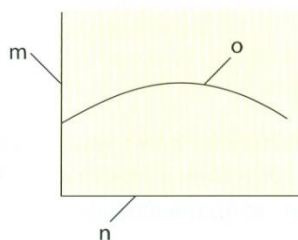
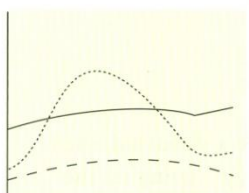
## Describing Trends

Verb	Noun
to increase	an increase
to rise	a rise
to climb	a climb
to decrease	a decrease
to decline	a decline
to reach a peak	a peak
to fluctuate	a fluctuate

### Exercise 3

**Directions:** Label the following using words from the boxes.

dotted line    curve    fluctuating line    vertical axis    broken line  
undulating line    horizontal axis    solid line

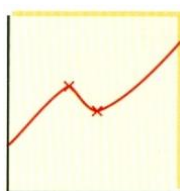


### Exercise 4

**Directions:** Match the following pictures with the correct phrase:

increased rapidly    increased steadily    dropped markedly    climbed slightly  
declined a little    stayed the same

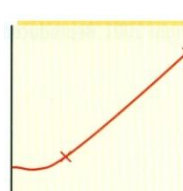
A



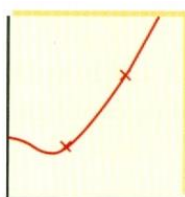
B



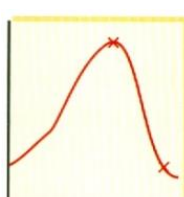
C



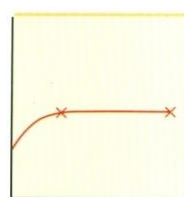
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E



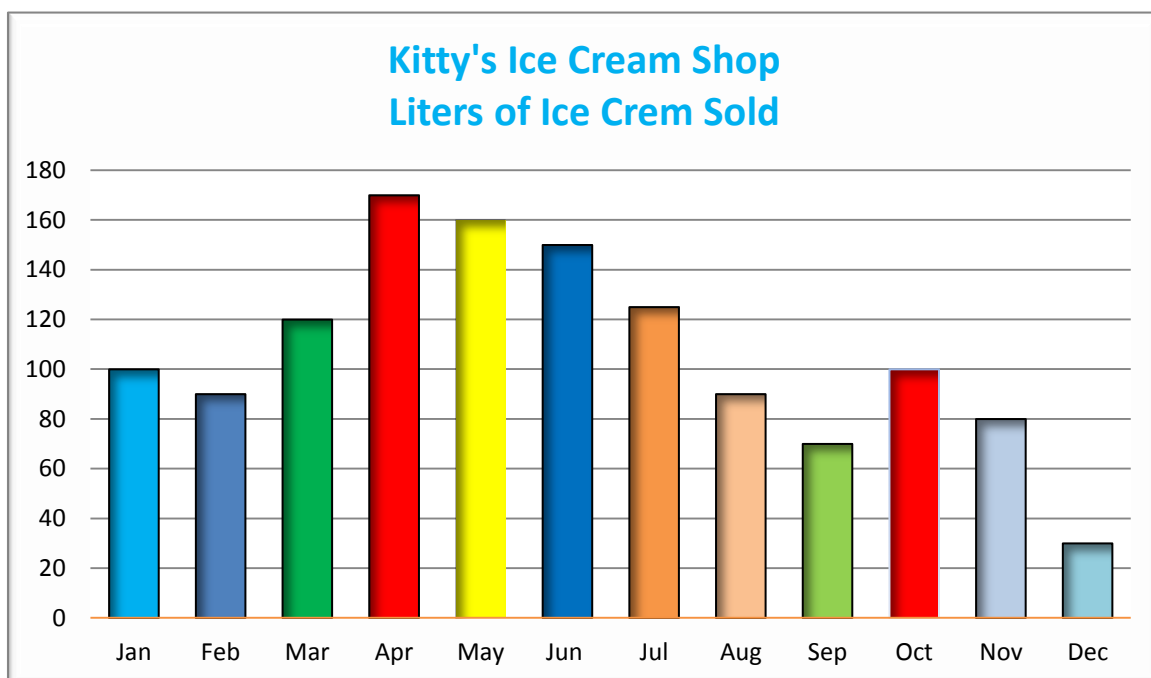
F





## Bar Chart

Read bar chart and answer the questions.



1. How many liters of ice cream did Kitty sell in February?

---

---

2. When did Kitty sell 125 liters of ice cream?

---

---

3. When did Kitty sell the least amount of ice cream?

---

---

4. How much time does this graph cover?

---

---

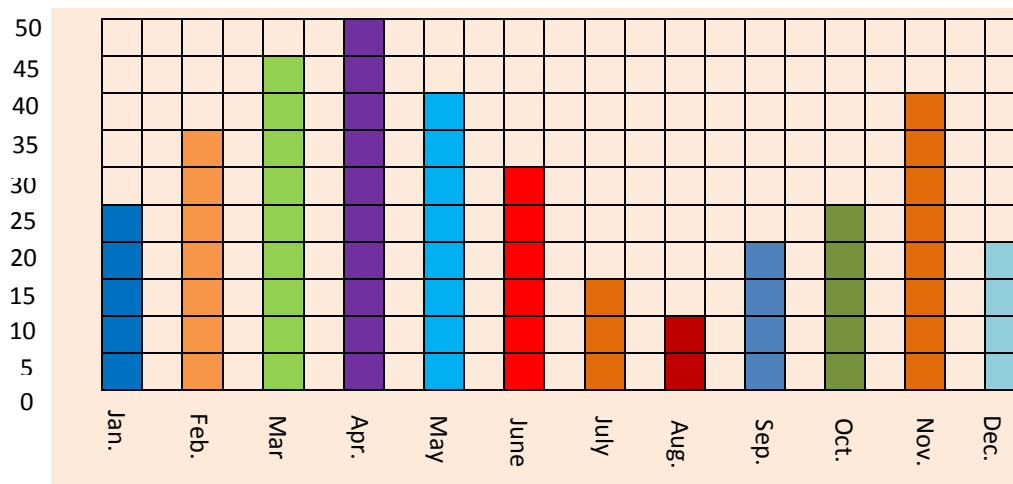
5. When did Kitty sell the highest amount of ice cream?

---

---

**Vocabulary:** Fill in the gap in the text with the best word.

ATTENDANCE AT SCIENCE CLUB MEETING

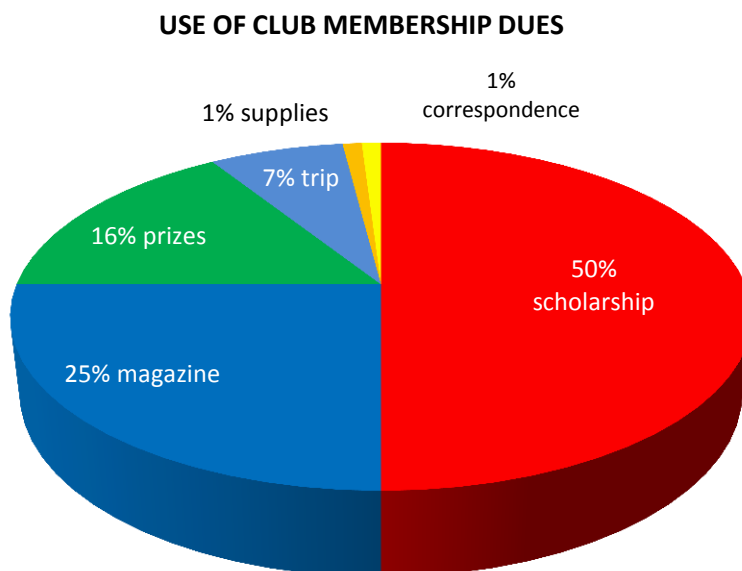


In January, 25 persons attended the Science Club meeting. The attendance in that month amounted to 50%, or half, of the total membership. Attendance (1) \_\_\_\_\_ somewhat in February, when there was an attendance of 35. The month of (2) \_\_\_\_\_ showed an increase to 45. Attendance in April was the (3) \_\_\_\_\_ for the year. About 47 students attended, almost the total membership. Attendance (4) \_\_\_\_\_ slightly in May, and again in June. Only 15 members attended in (5) \_\_\_\_\_, and the lowest attendance of the year was in August when only 10 members attended. There was a (6) \_\_\_\_\_ in September and again in October. Attendance (7) \_\_\_\_\_ in November to 40. However, it dropped to only 20 in December. The (8) \_\_\_\_\_ attendance in July and August is probably due to summer vacation when few members (9) \_\_\_\_\_ in town. The low attendance in December (10) \_\_\_\_\_ due to the vacation period.

- |                      |                   |
|----------------------|-------------------|
| 1. a) dropped        | b) fell           |
| c) decreased         | d) increased      |
| 2. a) January        | b) February       |
| c) March             | d) April          |
| 3. a) height         | b) highest        |
| c) high              | d) highly         |
| 4. a) declined       | b) increased      |
| c) appreciate        | d) kink           |
| 5. a) April          | b) May            |
| c) July              | d) June           |
| 6. a) small decrease | b) small increase |
| c) peak              | d) fell           |
| 7. a) kink           | b) rose           |
| c) dropped           | d) peak           |
| 8. a) low            | b) high           |
| c) highest           | d) highly         |
| 9. a) is             | b) am             |
| c) are               | d) be             |
| 10. a) am            | b) is             |
| c) be                | d) are            |

## Pie Chart

Read pie chart and answer the questions.



The Science Club used the money received from membership dues in a variety of ways. There were six types of expense which had to be covered by income from members' dues. The largest share, 50%, went for scholarship assistance to needy members. The second largest share, 25%, was spent on producing the club's magazine. The next largest amount, 16% was devoted to prizes for outstanding work in science by members of the club. The annual Science Club trip to museums and scientific institutions required 7% of the income from dues. The smallest amounts, 1% each, were spent on office supplies and on correspondence, including letters, telegrams, and long-distance telephone calls.

1. What does this pie chart show?

---

2. How many kinds of outlay does this pie chart cover?

---

3. What are the least numbers of expense?

---

## Article – Singapore Openness

Choose the best word from the list below to complete each of the blanks.

Singapore's openness to global trade and investment (1).....allowed its small economy to be one of the most competitive and flexible in the world. The Singaporean economy has (2)..... a high degree of resilience, recording solid economic growth rates averaging over 6 percent in recent years. With an efficient business environment that is well (3).....,Singapore has long benefited from vibrant entrepreneurial activity.



Singapore is a world leader in most facets of economic freedom. Regulations are straightforward, virtually all commercial operations (4)..... performed with

transparence and speed and corruption is almost nonexistent. Both the income and corporate (5) ..... rates are competitive, and the overall tax burden is (6)..... Foreign investment is welcome and given equal treatment. (7)..... no tariffs, although nontariff barriers still limit overall trade freedom. Singapore's legal system is (8)..... and highly protective of private property. The labor market (9) ..... highly flexible, facilitating employment, and productivity (10) ..... (Menipaz, 2011, p. 577).

- |    |             |               |              |                   |
|----|-------------|---------------|--------------|-------------------|
| 1. | a) have     | b) having     | c) has       | d) had            |
| 2. | a) shown    | b) show       | c) shows     | d) showing        |
| 3. | a) maintain | b) maintained | c) maintains | d) is maintaining |
| 4. | a) are      | b) is         | c) be        | d) am             |
| 5. | a) tax      | b) speed      | c) oil       | d) exchange       |

- |     |               |                |              |                 |
|-----|---------------|----------------|--------------|-----------------|
| 6.  | a) low        | b) lowest      | c) lowly     | d) lowness      |
| 7.  | a) There is   | b) There are   | c) There     | d) The          |
| 8.  | a) efficiency | b) efficiently | c) efficient | d) efficiencies |
| 9.  | a) am         | b) is          | c) are       | d) be           |
| 10. | a) growth     | b) growing     | d) grow      | d) grower       |

## Summary of Business Reading

Business reading is collected from a variety of sources for exercises. Each of passages has the words and their meanings used for preparing to read and to pronounce them accurately. Business reading requires the students or readers to read a lot of materials. An effective reading is an important part of success at university and later in the workplace.

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## Unit Seven

### Listening and Speaking in Business Conversation

#### The Importance of Listening

Listening is significant because many of people have different listening reasons. They listen to pay respect, to get information, to obtain an advice, to understand and remember both the general concept and all of the details of the message, to hear complaint from customers, and to enjoy entertainment. People usually speak at 150 to 200 words a minute and listen at 400 to 500 words a minute. A good listener has to do a conscious effort by focusing and emphasizing on the message to avoid “mind drift.” Listening can take place in the following situation such as face-to-face conversation, a one-on-one telephone, a small group – several employees listening an advice from their manager, and a big group – international conference on business administration, management and economics. Effective listening assists to build relationships, endure understanding, and solve a variety of the problems. Therefore, the importance of listening is used to build friendships and careers in businesses.

Ronald (2010) states that business experts agree that listening is a vitally important skill. In today's highly competitive global marketplace, most theorists agree that management has to listen to everyone, customers, employees, scholars, and government.

One key to effective leadership is listening:

*Leaders listen to what the market is saying, to what the customer is saying, and to what the team is saying. No, you don't have to do everything that your constituents demand that you do. But just by showing that you're listening, really listening, you demonstrate the respect that you accord to them. (Peters, 2011, p. 70)*

“Effective listening is vital to organizations. It can improve quality, boost productivity, and save money. Poor listening can have the opposite effect” (Ronald, 2010, p. 71). As one consultant says:

*With more than 100 million workers in this country, a simple \$10 listening mistake by each of them, as a result of poor listening, would add up to a cost of a billion dollars. And most people make numerous listening mistakes every week.*

*Because of listening mistakes, letters have to be retyped, appointments rescheduled, shipments rerouted. Productivity is affected and profits suffer. (Ronald, 2010, p. 71)*

## The Importance of Speaking

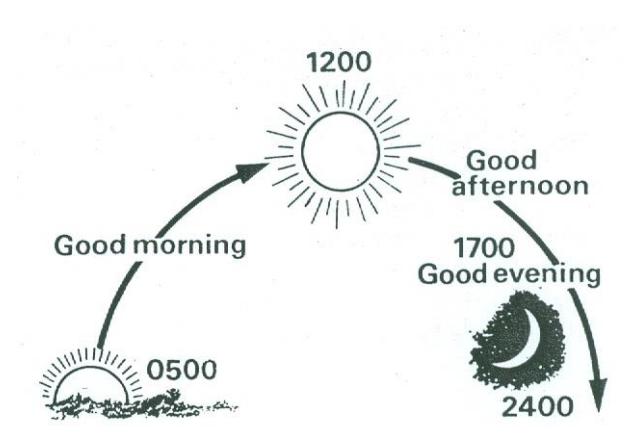
Speaking is the most basic tool for communication. It helps us to communicate our thoughts, ideas, feelings, suggestions, and comments with others and to know others' ideas as well. Speaking, like listening, can take place in the following situation such as face-to-face conversation, a one-on-one telephone, a small group, and a big group. Remember that always think before you speak. An effective speaking can gain the attention of the audience and can help build positive relationship with customers or other people. The trusty and respectable speaking is key elements in building and maintaining the ongoing relationships.

This section focuses on the basic speaking conversation such as openings and closings, introductions and address systems, invitations, getting people's attention and interrupting, thanking people and replying to thanks, and agreeing and disagreeing. In order to understand this clearly, the details are below.

Speaking

Openings and Closings

Figure 7.1 Time for parts of the day.



Source: Follow Me, BBC English, p. 19.

Greetings

Responses

Good morning.

Good morning.

Good afternoon.

Good afternoon.

Good evening.

Good evening.

How nice to see you!

Yes, it's been quite a while.

Hello, Thompson.

Hello, Tommy.

How are you?

Fine, thanks. And you?

Hi, Steve.

Hi, Bill.

How've you been?

Pretty good.

What's happening?

Not much.

What's new?

Nothing.

How are you doing?

OK.

How you doing?

Not bad.

Long time, no see.

Yeah!

More

formal



Less

formal

**Preclosings**

Well, I'm afraid I have to go.

It's been a pleasure.

Thank you for your help.

I really must go now.

It was nice to see you.

*(Note past tense)*

Well, it's getting late.

I know you're busy...

Nice to see you again.

Thanks for coming.

Maybe we could get together sometime.

Great seeing you.

I've really got to go.

Got to go now.

**Responses**

Thank you for seeing me.

Yes, I've enjoyed it.

My pleasure.

It was good to see you.

Maybe we can talk again.

Nice to see you.

It was fun.

Sounds good.

Same here.

OK. See you.

See you again.

More

formal



Less

formal

**Closings**

Until the next time...

Good night, Anna.

Good-bye, Linda.

Have a nice (day).

Talk to you later.

See you later.

**Responses**

Good-bye.

Good night, Janet.

Good-bye, Amy.

You, too.

Bye. Take it easy.

Take care.

More

formal



Less

formal

## Introductions and Address Systems

### Self-introductions

Self	Response	
Let me introduce myself. My name's...	Pleased to meet you.	More
Hi, my name's... What's your name?	My name's... Nice to meet you.	formal
Hello. I'm Tom.	Hello. I'm Michael.	↕
Hello. My name is George Benson.	Pleased to meet you.	↕
	I'm Mary.	Less
I don't think we've met. I'm Colin.	Nice to meet you. I'm Sonya.	formal

### Introductions

Introducer	Response A	Response B	
Let me introduce you to ...	Nice to meet you.	Nice to meet you, too	More
I would like to introduce Sally Kent.	How do you do?	How do you do?	formal
I would like to introduce Akiko Takajima.	Glad to meet you.	The pleasure is mine.	↕
I would like you to meet Jim Hastings.	Nice to meet you.	Nice to meet you, too.	↕
I would like to introduce Victor Sanchez.	Pleased to meet you.		↕
I would like you to meet Lorella Braglia.	Nice to meet you.	I've heard so much about you.	Less
This is my colleague...	Hi.	Hi.	formal

## Invitations

Making an invitation	Accepting	Refusing	
I would like to invite you to the party this Sunday.	Thank you. I'd love to.	I'm awfully sorry, but I have other plans.	More formal
I would like to invite you to a dinner Monday.	That would be wonderful.	I wish I could, but...	↑
We're going to have many friends on Tuesday, and we'd love you to come.	Yes, thank you. What time?	I'd really like to, but...	↓ Less formal

## Getting People's Attention and Interrupting

Getting someone's attention	Response	
Pardon me, Dr. John.	Yes? What can I do for you?	More formal
Excuse me, Tom.	Yes? (Can I help you?)	↕
Sir?		Less formal
Hey, Peter.	Yeah?	

Interrupting a conversation	Response	
Pardon me, but...	How can I help you?	More formal
Pardon the interruption, but...		↕
I'm sorry to interrupt you, but...		Less formal
I don't want to interrupt you, but...	It's all right. What can I do for you.	
I hate to interrupt, but...		

## Thanking People and Replying to Thanks

### Expressing Thanks

I'm very grateful for...

I'm very grateful for...

I'm so grateful for...

Thank you very much for...

Thank you so much for...

Thanks very much for your help.

That was nice of you. Thank you.

That was nice of you.

Thanks a lot for...

I really appreciate (the invitation).

### Response

You're very welcome.

You're quite welcome.

You're entirely welcome.

Don't mention it.

You're welcome.

It was my pleasure.

Don't mention it.

You're welcome.

You're welcome.

Sure.

More

formal



Less

formal

## Agreeing and Disagreeing

### Complete Agreement

I agree completely.

That's just what I think, of course.

In my opinion, you are correct.

I couldn't agree more.

You're right.

Sure.

More

formal



Less

formal



## Topics of Conversation

Topics of business conversation consist of asking for and giving personal information, education, jobs and works, telling time, distance, frequency, prices, describing department, places, food and beverage, hobbies, free time, sports and entertainment, and buying things. The details are below.

## Asking for and Giving Personal Information

Study the following questions, then practice with your partners.

Question	Answer
1. What's your name?	My name's_____.
2. How old are you?	I'm _____years old.
3. Where are you from?	I'm from England.
4. Where do you come from?	I come from the United States.
5. What part of the country do you come from?	I come from the north of England.
6. Where do you live?	I live in Japan.
7. Where do you live now?	Now I live in Bangkok.
8. Where were you born?	I was born in the hospital.
9. When were you born?	I was born in 2012.
10. Are you married or single?	I'm a single.

## Polite Questions

Direct Questions	Polite Questions	
Where <b>are you</b> from?	Could you tell me	where <b>you are</b> from?
What <b>is your name</b> ?	Would you tell me	what <b>your name</b> is?
Where <b>do you live</b> ?	Could you tell me	where <b>you live</b> ?
Where <b>do they come</b> from?	Do you know	where <b>they come</b> from?
How old <b>is she</b> ?	Do you know	how old <b>she</b> is?

## Education

Study the following questions, then practice with your partners.

Question	Answer
1. Where did you go to school?	I went to Berry Wood School.
2. Which university did you go to?	I went to Thammasat University.
3. What were you good at?	I was quite good at English.
4. What are you learning now?	Now I'm learning Spanish.
5. What's your major?	My major is philosophy.
6. What courses do you like best?	I like best economics.
7. Where did you study English?	I studied English at university.
8. What courses did you do after school?	I did a secretary course.
9. Where did you get your bachelor's degree?	I got bachelor's degree at Thammasat University.
10. Why did you choose to attend your university?	It is famous university.

## Jobs and Work

Study the following questions, then practice with your partners.

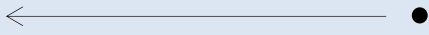


Question	Answer
1. What do you do?	I work in a shop.
2. What's your occupation?	I'm a businessman.
3. What do you do for a living?	I'm an entrepreneur.
4. Who do you work for?	I work for Citibank.
5. What's your job?	I work for the Central Bank.
6. What did you do before you came here?	I was a teacher.
7. What position are you in?	I'm the marketing manager.
8. Is it a full-time or a part-time job?	It is a full-time job.
9. Is the job permanent or temporary?	It is the permanent job.
10. Where do you work?	I work in a factory.

## Telling Time

Study the following questions, then practice with your partners.

Question	Answer
1. What time is it?	It's at 8:00 a.m.
2. What time does the bank open?	It opens at 9:00 a.m.
3. Are you open?	We open at 9:00 a.m.
4. Are you closed?	We closed at 5:00 p.m.
5. When does the company close?	It closes at 5:00 p.m.
6. When does the National Bank open?	It opens at 9:30 a.m.
7. When does the National Bank close?	It closes at 5:00 p.m.
8. When did you arrive?	I arrived this morning.
9. When did Peter arrive?	He arrived yesterday.
10. When did Jenifer arrive?	She arrived last night.

## Describing Duration

8:00 a.m.      ago      11:00 a.m.  (the plane left)      (the time now)	The plane left three hours ago
from      for      to /until  4:00 p.m.      6:00 p.m.	She spoke from 4 to / until 6:00 p.m. She spoke for two hours.
Since      for      Monday  Friday      (today)	I've been here since Friday. I've been here for four days.

A.M. refers to ante meridiem (before noon).

P.M. refers to post meridiem (afternoon).

## Distance

Study the following questions, then practice with your partners.

Question	Answer
1. How far is it?	It's thirty-five kilometers away.
2. How far is Brighton?	It's eighty-two kilometers away.
3. How far is Dover?	It isn't far from here.
4. How far is it from the city center to the airport?	Not far. About thirty-four.
5. How long does it take?	It takes about two hours by train.
6. How long does it take to get there?	It takes about one hour by car.
7. How long does it take to get to Moscow?	It takes ten hours by plane.
8. How long have you lived in your present home?	I have lived in my present home for ten years.
9. How long have you known your English teacher?	I have known my English teacher for three years.
10. How long have you been in the company?	I have been in the company for fifteen years.

## Frequency

Study the following questions, then practice with your partners.

Question	Answer
1. How often do the trains leave?	There are three trains an hour.
2. How often do the buses leave?	Buses leave every ten minutes.
3. How often do the boats leave?	There are boats to France every hour.
4. How often do you go shopping?	Twice a month.
5. How often do you use a computer?	Every day.
6. How often do you go to the library?	At most every day.
7. How often do you go to the movie?	Once a month.
8. When do flights for Bangkok leave?	Planes leave at 2:00 p.m.

## Price

Study the following questions, then practice with your partners.

Question	Answer
1. How much does it cost to fly from Buenos Aires to New York?	It costs \$1,400.
2. How much does the airline ticket cost?	It costs \$1,000.
3. How much is petrol?	It's \$2 a gallon.
4. How much does petrol cost?	It costs \$1 a liter.
5. How much are hotel rooms?	It's \$25 <b>per</b> person <b>per</b> night.
6. How much do hotel rooms cost?	It costs \$300 per night.
7. How much do you earn?	I earn 25,000 baht per month.
8. How many employees are there in your company?	There are 2,500 people in my company.
9. How many products are there?	There are five products.
10. How many computers are there in your room?	There are three computers in my room.

How much is used for an uncountable noun.

How many is used for a countable noun.

## Polite Questions

Direct questions	Polite Questions	
How much money <b>does he earn?</b>	Could you tell me	how much money <b>he earns?</b>
Where <b>are we meeting?</b>	Could you remember	where <b>we're meeting?</b>
What <b>does she do?</b>	Could you tell me	what <b>she does?</b>
What nationality <b>is he?</b>	Do you know	what nationality <b>he is?</b>

## Describing Department

Study the following questions, then practice with your partners.

Question	Answer
1. Which department do you work in?	I work in the legal department.
2. Which department does she work in?	She works in the finance department.
3. Which department does Jones work in?	He works in the human resources department.
4. Which department does Jim work in?	He works in the marketing development.
5. Which department does Erika work in?	She works in the research and development.
6. Which department does William work in?	He works in the personnel department.
7. Which department does Marianna work in?	She works in the advertising department.
8. Which department does Thompson work in?	He works in the accounting department.
9. Which department does Carla work in?	She works in the sales department.
10. Which department does Janet work in?	She works in the office equipment department.

## Places

Study the following questions, then practice with your partners.

Question	Answer
1. Where is the company, please?	It's on the second floor.
2. Where is the IBM company, please?	It's in the North Street.
3. Where is the office, please?	It's on the first floor.
4. Where is the airport, please?	It's in the west of the city.
5. Where is the Grand hotel, please?	It's in Market Street.
6. Where is the bank, please?	It's on the corner of Market Street.
7. Where is the subway station, please?	It's opposite the bank.
8. Where is the railway station, please?	It's next to the post office.
9. Where is the restaurant, please?	It's near here.
10. Where is the hospital, please?	It's over there.

## Food and Beverage

Study the following questions, then practice with your partners.

Question	Answer
1. What kind of food do you like?	I like Japanese food.
2. What is your favorite Thai food?	Tom Yum Goong.
3. What would you like?	I'd like Sushi.
4. What would you like to order?	I will have the chicken.
5. Do you like fish?	Yes, I do.
6. What would you like to drink?	I'd like an iced tea.
7. Would you like anything to drink?	I'll have a cup of coffee.
8. Would you like dessert?	Yes, I'd like ice cream.
9. What flavor would you like?	I have chocolate, please.
10. Would you like anything else?	Yes, please. I like pizza.

## Hobbies, Free time, Sports, and Entertainment

Study the following questions, then practice with your partners.

Question	Answer
1. What do you do in your free time?	I go shopping.
2. What do you like to do in your free time?	I like to go abroad.
3. What is your hobby?	My hobby is restoring vintage motorcycles.
4. What do you do during your holidays?	I travel to California for six months.
5. What do you usually do on weekends?	I go to the beach.
6. What is your favorite TV program?	BBC world news.
7. What is your favorite song?	I love folk song.
8. What is your favorite sport?	My favorite sport is football.
9. Do you like watching TV?	Yes, I always watch TV.
10. Do you like playing tennis?	Yes, I play tennis twice a week.

## Buying Things

Study the following questions, then practice with your partners.

Question	Answer
1. How much does it cost, please?	It costs fifteen pounds.
2. How much is it, please?	It is fifteen pounds.
3. How much is this telephone, please?	It is four hundred pounds.
4. What kind of camera are you looking for?	I'm looking for a brand name.
5. What size is it?	It's size 5.
6. What size are you?	I'm size 7.
7. What size is she?	She's size 5.
8. What's it made of?	It's made of fur.
9. Is it big enough?	It isn't big enough.
10. Is it the right size?	Yes, it's the right size.



## Money

### Money

#### *In Britain*

English currency is the pound sterling.

There are 100 pence in one pound.

One pound ~ £1

#### Coin

1p      a penny (one p)

2p      two pence (two p)

5p      five pence (five p)

50p     fifty pence (fifty p)

#### Bank note or paper money

£1      a pound/one pound

£5      five pounds

£10     ten pounds

£20     twenty pounds

#### *In the US*

1c      one cent                      a penny

5c      five cents                      a nickel

10c     ten cents                      a dime

25c     twenty-five cents           a quarter

\$1.00   one dollar                a dollar bill

#### Sizes

S      small size

M      medium size

L      large size

## Summary of Importance of Listening and Speaking

- Listening, the most frequent communication at work, gains information, instruction, the general concept, the details of the message, and hears complaint from customers.
- Good listeners pay attention, focus and concentrate on the message to avoid “mind drift.”
- Effective listening helps build relationships, understanding, and friendships and careers. It also improves quality, boosts productivity, and saves money.
- In today’s highly competitive global marketplace, businessmen have to listen to everyone, customers, employees, scholars, and government.
- Business leaders listen to what the market is saying, and what the customer is saying.
- Poor listening can have the opposite effect. Because of listening mistakes, letters have to be retyped, appointments rescheduled, and shipments rerouted.
- Speaking is the most basic tool for communication. It helps us to communicate our thoughts, ideas, feelings, suggestions, and comments with others and to know others’ ideas as well.
- Speaking, like listening, can take place in the following situation such as face-to-face conversation, a one-on-one telephone, a small group, and a big group. Remember that always think before you speak.

## Exercise 1

Directions: Complete the sentences with the correct words on the right.

- |                                       |                     |
|---------------------------------------|---------------------|
| 1. _____ university did you go to?    | Which / Who         |
| 2. _____ time does the bank open?     | What / Where        |
| 3. _____ does the National Bank open? | Where / When        |
| 4. _____ do you work?                 | Whose / Where       |
| 5. _____ do you earn?                 | How much / How many |
| 6. _____ products are there?          | How much / How many |
| 7. _____ do you go shopping?          | How far / How often |
| 8. _____ is Dover?                    | How far / How often |
| 9. _____ does it take to get there?   | How long / How much |
| 10. _____ did Peter arrive?           | Where / When        |

## Exercise 2

Directions: Complete the conversations with words from the box.

Job	Citibank	Good morning	Where	spell
-----	----------	--------------	-------	-------

- A: Good morning.  
What's your name, please?
- B: (1) \_\_\_\_\_. My name's Smith. Mr.Smith.
- A: Could you (2) \_\_\_\_\_that, please?
- B: Sure. S-M-I-T-H.
- A: Mhm. (3) \_\_\_\_\_ do you work?
- B: I work in Seattle.
- A: Who do you work for?
- B: I work for (4) \_\_\_\_\_.
- A: Mm. What is your (5) \_\_\_\_\_?
- B: I'm the marketing manager.

### Exercise 3

**Directions:** Complete the conversations with words from the box.

Inviting	this	nice	introduce	staying
----------	------	------	-----------	---------

- A: Hello, (1) \_\_\_\_\_ to meet you.
- B: Thank you for (2) \_\_\_\_\_ me.
- A: How long are you (3) \_\_\_\_\_ here?
- B: Just two days.
- A: Oh, not long, then. Let me (4) \_\_\_\_\_ you to my colleague Paul.
- B: Paul, (5) \_\_\_\_\_ is Angela Fox.

### Exercise 4

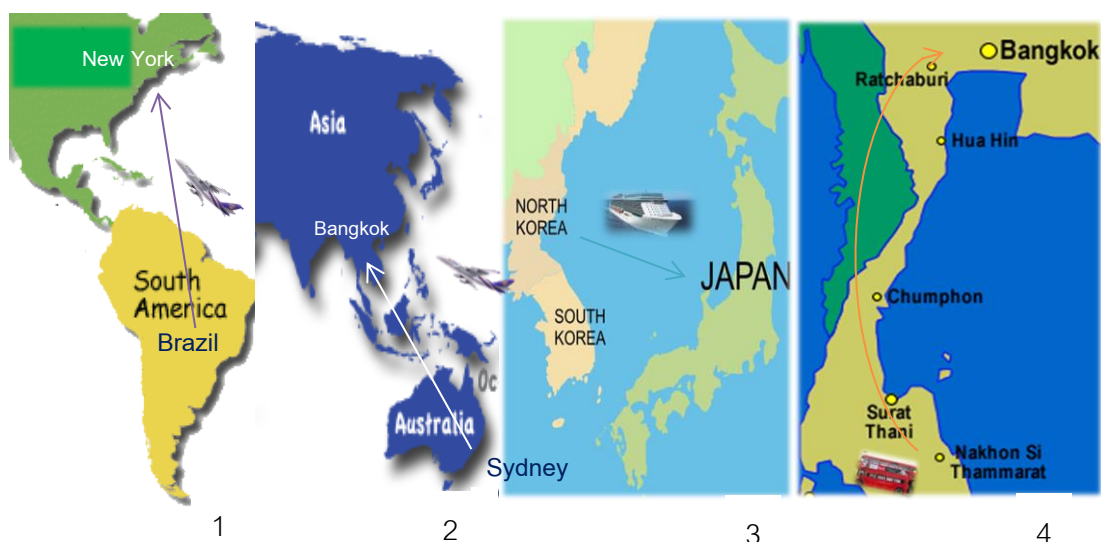
**Directions:** Complete the conversations below using these words.

IBM	to	for	Nice	Where
-----	----	-----	------	-------

- A: Victor, let me introduce you (1) \_\_\_\_\_ my colleague Jim Hastings.
- B: Hello, Victor. (2) \_\_\_\_\_ to meet you.
- C: Hi, Jim. Likewise.
- B: Do you work here, Victor?
- C: No, I work (3) \_\_\_\_\_ IBM, I'm a consultant. This is my colleague AkiKo Takajima.
- D: Nice to meet you.
- B: Nice to meet you, too, Akiko.
- (4) \_\_\_\_\_ are you from?
- D: I'm from Osaka, in Japan.
- B: Where do you work?
- D: I work for (5) \_\_\_\_\_ in Singapore. I'm a software engineer. And you?
- B: I'm a journalist. I work here at Business Monthly. Sally's my boss.

## Exercise 5

**Directions:** Look at the pictures and write questions with *How Long...*? The first one has been done for you.



1. How long does it take to get from Brazil to New York by plane?

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

Complete the sentences with *How much*, *How many*, *How long*, *How far*.

5. \_\_\_\_\_ is it from the city center to the airport?

6. \_\_\_\_\_ does it take by car?

7. \_\_\_\_\_ money do you have with you?

8. \_\_\_\_\_ people are there in your company?

9. \_\_\_\_\_ days are you there for?

10. \_\_\_\_\_ have you lived in your present home, and when did you move there?

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## Unit Eight

### Language Study Two

#### Present Simple Tense

We use the present simple tense to explain that something happens all time, repeatedly, usually or it is a fact.

#### Remember:

We add –s or –es to the end of the verb for he, she, it, or a singular subject (e.g., a book). Verbs showing the present simple tense are in italics in the following examples:

- He *works* in the sales department.
- She *organizes* training courses.
- It *begins* at eight o'clock every day.
- Nokia *sells* mobile telephones.

We add –es to the verbs that end in *s*, *sh*, *ch*, *x*, or *o*. The following examples show the verbs that end in *s*, *sh*, *ch*, *x*, or *o* in italics:

- The department head *passes* forms for the suggestion box on to the plant manager.
- Billy *washes* her hair every day.
- Karen *teaches* from 10:00 A.M. to 13:00 P.M.
- He *faxes* a list of hotels to you.
- Mary *goes* to the company every day.

We do not add –s or –es to the end of the verb for I, you, we, they, or a plural subject (e.g., books).

- I *work* in the production department.
- You *send* a document to Carlos by fax.

- We *make* the company's products.
- They *expect* domestic cable sales to reach \$25 million.
- The thefts *occur* during normal working hours.
- I *kiss* my children goodbye every morning.
- You *finish* your homework.
- We *watch* TV at night.
- They *fax* the document to Manager.
- David and Peter *go* to Japan.

The adverbs *every day, every week, every month, every year, every Monday* etc. are frequently used with the present simple tense.

- Sofia comes to Thailand *every year*.
- Thomas walks to work *every day*.

### Exercise 1

**Directions:** Write the correct form of the given verb that agrees with the subject. The first one has been done for you.

1. I walk slowly away from her. (*walk*)
2. We also \_\_\_\_\_ handicrafts to markets in North America and Europe. (*export*)
3. Import manager of the Kawada Corporation in Japan \_\_\_\_\_ in Bangkok to look for Thai products. (*live*)
4. Cash payments \_\_\_\_\_ reimbursements, salary payments, and petty cash fund. (*consist of*)
5. The advertising company \_\_\_\_\_ on the promotional mix for the General Trading Company. (*decide*)
6. General Trading Company \_\_\_\_\_ to become a public company with its shares listed on the Securities Exchange of Thailand. (*plan*)



7. The companies \_\_\_\_\_ to expand its business activities in the future. (*hope*)
8. Johnson and Manoo \_\_\_\_\_ to consider acquiring its own plastics. factory. (*begin*)
9. They \_\_\_\_\_ to do an increasingly large amount of business in importing computer hardware and software. (*expect*)
10. Economic Figures \_\_\_\_\_ to bolster the idea is weathering the global economics. (*continue*)

## Exercise 2

**Directions:** Underline the verb that agrees with the subject. The first one has been done for you.

1. Jake and Lisa (like, likes) soap operas.
2. I (*work*, works) at Thomas Cook Travel.
3. Maria (*knows*, know) a lot about computers.
4. He (*work*, works) for IBM in Singapore. I am a consult.
5. Nokia (*advertises*, advertise) on buses in China.
6. Nokia (*produce*, produces) the HS-3W Bluetooth Headset.
7. In a restaurant, you (wants, want) a glass of water.
8. I (*visits*, visit) customers and try to increase business.
9. He (*buy*, buys) everything the company needs from raw material.
10. Luisa (*organize*, organizes) training courses for all employees.

### Exercise 3

Directions: Underline the correct word to complete each sentence.



1. At 7:15 a.m., Joe, 21, (wakes up, shrinks) and gets ready for the University of Queensland. An hour later he (*leaves*, *speaks*) home. He (*has*, *trashes*) lunch at university, usually sandwiches and an apple.
2. At 10:30 a.m., Toney (*drinks*, *sinks*) a coffee break between meetings. He (*works*, *swims*) for the corporation as an imagineer, a job that is somewhere between an artist, an engineer and science-fiction writer.
3. At 12:45 a.m., Thirty-four-year-old Kate, head of public relations for a major car manufacturer, (*stops*, *swears*) work and (*goes*, *sweeps*) shopping.
4. At 4:30 p.m., George, 65, (*comes*, *burns*) home after his daily swim. Then he (*joins*, *heaves*) his wife at the community centre, where she teaches physical education. I feel twenty years younger than I am.
5. At 8:15 p.m., Ken (*finishes*, *staves*) dinner and (*watches*, *destroys*) the TV news. His five children are asleep, so he tries to be very quiet.

## Present Simple Questions and Negatives

### Question Sentences

Question sentences in the present simple tense are formed by placing the verb before the subject (Wehmeier & Ashby, 2003, p. 1572). If the main verb is not the verb *be*, we use the auxiliary *do* or *does* before the subject.

#### Remember:

Does is used for he, she, it, or a singular subject (e.g., a book).

- *Does* he live in Australia?
- *Does* she work here now?
- *Does* it start at 7:00 P.M.?
- *Does* David speak English?

Do is used for I, you, we, they, or a plural subject (e.g., books).

- *Do* we love Mexico?
- *Do* you use a laptop?
- *Do* they make a good salary?
- *Do* Mike and Sofia need to earn some money?

### Exercise 4

**Directions:** Fill in the verb (do, does) that agrees with the subject.

1. \_\_\_\_\_ Do you take credit cards?
2. \_\_\_\_\_ the company expand business very quickly?
3. \_\_\_\_\_ I have the check, please?
4. \_\_\_\_\_ he have a receipt?
5. \_\_\_\_\_ she leave London?
6. \_\_\_\_\_ we get to her hotel?
7. \_\_\_\_\_ Anna organize training programs?
8. \_\_\_\_\_ the companies introduce a lot of new technology?
9. \_\_\_\_\_ the big foreign companies operate in your country?
10. \_\_\_\_\_ he prefer shares in blue chip companies?

## Negative Sentences

Negative sentences in the present simple tense are formed by placing *do not* or *does not* before the verb (Wehmeier & Ashby, 2003, p. 1572). Sauber (1997) states that “If the verb is not the verb *be*, use *do not* or *does not* in front of the verb” (p.15).

Examples of negative sentences are shown in the following sentences:

- He *does not* work for the bank.
- She *does not* speak Spanish.
- You *do not* live here.
- I *do not* eat breakfast.
- We do not send an email.

## Negative Short Forms

“We use short forms in informal written English. When we write short forms, we use an *apostrophe* (’)” (Murphy, & Smalzer, 2005, p. 272).

### List of Short Forms

- do not      =      don’t
- does not    =      doesn’t

Remember:

Do not is used for I, you, we, they, or a plural subject (e.g., students).

- I *do not* live in Tokyo.
- You *do not* finish work at 13:00 P.M.
- We *do not* wake up early.
- They *do not* take a shower.
- Julie and Nicole *do not* go to work late.

Does not is used for he, she, it, or a singular subject (e.g., a student).

- He *does not* live in Osaka.
- She *does not* fix her own car.
- It *does not* begin at 8: 00 A.M.
- Nancy *does not* spend a lot.

### Exercise 5

**Directions:** Fill in *do not* or *does not* that agrees with the subject. The first one has been done for you.

1. The seller\_\_\_\_\_ does not \_\_\_\_\_ send the item to the buyer.
2. I \_\_\_\_\_ have any experience.
3. She \_\_\_\_\_ get an allowance from my parents.
4. We \_\_\_\_\_ save very much money.
5. You \_\_\_\_\_ want to save some money to buy a house.
6. Kerin \_\_\_\_\_ know how to type.
7. She \_\_\_\_\_ has a computer.
8. They \_\_\_\_\_ do the weather report on KNTV.
9. I \_\_\_\_\_ like shopping online.
10. People \_\_\_\_\_ trade millions of different things on eBay's Web site.

## Prepositions

A preposition is a word that connects a noun or pronoun to another word in a sentence (Brantley & Miller, 2008, p. RG-18). The prepositions are provided in the following examples:

on	under
near	next to
for	at
about	with
above	below
between	from
behind	in front of

### Exercise 6

**Directions:** Underline all the prepositions in the following paragraph. The first one has been done for you.

Everyone in business has been told that success is all about attracting and retaining customers. It sounds reassuringly simple and achievable. But, in reality, words of wisdom are soon forgotten. Once companies have attracted customers they often overlook the second half of the equation. In the excitement of beating off the competition, negotiating prices, securing orders, and delivering the product, managers tend to become carried away.

## Prepositional Phrases

The prepositional phrase is a word group containing a preposition and the object of the preposition. The noun or pronoun that follows the preposition is known as the object of the preposition. The prepositional phrases are in the following Examples.

- in the park
- on the third floor
- from the hallucination
- for a single room
- about our son
- with science today
- with a bath
- for three nights
- at the University of Chicago
- of the Pennsylvania State College
- about your hotel facilities.

### Exercise 7

**Directions:** Underline all the prepositional phrases in the following paragraph. The first one has been done for you.

Everyone in business has been told that success is all about attracting and retaining customers. It sounds reassuringly simple and achievable. But, in reality, words of wisdom are soon forgotten. Once companies have attracted customers they often overlook the second half of the equation. In the excitement of beating off the competition, negotiating prices, securing orders, and delivering the product, managers tend to become carried away. They forget what they regard as the humdrum side of business-ensuring that the customer remains a customer.

## Noun Phrases

A noun phrase consists of article, adjective, head noun, and prepositional phrase. Examples of noun phrases are given in the following tables:

Example A

Noun Phrase	
Article	Head Noun
A	man

Example B

Noun Phrase	
Article	Head Noun
An	egg

Example C

Noun Phrase	
Article	Head Noun
The	man

Example D

Noun Phrase		
Article	Adjective	Head Noun
The	tall	man



## Example E

Noun Phrase			
Article	Adjective	Head Noun	Prepositional Phrase
The	tall	<b>businessman</b>	in the corner

## Exercise 8

**Directions:** Underline all the noun phrases in the following paragraphs. The first one has been done for you.

A new generation of Japanese entrepreneurs has emerged, boosting hopes that venture businesses are poised to become a new catalyst for the enfeebled Japanese economy.

Japan's small business sector already accounts for more jobs than the big corporations, such as Sony and Toyota, but a large proportion of smaller companies are subcontractors whose fortunes are totally dependent on big companies.

The reason why there is a business chance for us is because the social structure is changing as a result of the internet,' says Hiroshi Mikitani. Internet entrepreneurs are also leaving the relative's sanctuary of larger companies to set up on their own, something which is still rare in Japan. Meanwhile the Japanese authorities have been scrambling to make the country's legal and structural framework more venture business-friendly.

In the past, Japan's reliance on indirect financing through banks also discouraged the development of risk capital. The head of a big bank may know what it's like to have difficulties in raising Y100bn but he doesn't know what it's like to try to raise Y500,000.

### Exercise 9

**Directions:** Choose the correct form of the given verb in parentheses that agrees with the subject. The first one has been done for you.

1. It (*am, is, are*) in black and white.
2. Oranges, tomatoes, fresh strawberries, cabbage, and lettuce (*am, is, are*) rich in vitamin C.
3. One of my best friends (*am, is, are*) coming to visit me next month.
4. Each boy in the class (*has, have*) his own notebook.
5. Some of the fruit in this bowl (*am, is, are*) rotten.
6. Some of the apples in the bowl (*am, is, are*) rotten.
7. Every one of the students (*am, is, are*) required to take the final rest.
8. I (*am, is, are*) absent today.
9. The number of employees in my company (*am, is, are*) approximately ten thousand.
10. The news about Mr. Don (*am, is, are*) surprising.

### Exercise 10

**Directions:** Write the correct form of the given verb that agrees with the subject. Use only the present simple tense. The first one has been done for you.

1. The biggest company in one of the world's fastest-growing industries \_\_\_\_\_ is \_\_\_\_\_ Nokia. (*be*)
2. Globalization \_\_\_\_\_ risks for business. (*generate*)
3. One of the great success stories \_\_\_\_\_ Camden Football Club in English football. (*be*)
4. The extraordinary commercial success of Camden \_\_\_\_\_ due to their commercial Director, Sophie Legrange. (*be*)
5. International businesses \_\_\_\_\_ they \_\_\_\_\_ not fully prepared to handle a growing number of threats in an increasingly volatile global marketplace. (*believe, be*)

## Present Continuous Tense

The present continuous tense is used to refer to events in progress and temporary or changing situations. We form the present continuous tense by using the auxiliary be (*am, is, are*) in the present before the verb and adding -ing to the end of the verb. Verbs showing the present continuous tense are in italics in the following sentences:

- The president *is presenting* his recommendation to the board.
- I will be back late, I *am sitting* in a traffic jam.
- They *are installing* a new switchboard.

The adverbs *now, right now, today*, and *at the moment* are frequently used with the present continuous tense.

### Exercise 11

**Directions:** Use either the present simple tense or the present continuous tense of the verbs in parentheses. The first one has been done for you.

1. Wow! The *baby (sleep)* \_\_\_\_\_ is sleeping \_\_\_\_\_. The baby (*sleep*) \_\_\_\_\_ sleeps \_\_\_\_\_ for ten hours every night.
2. I am in class. Right now I (*sit*) \_\_\_\_\_ at my desk. I usually (*sit*) \_\_\_\_\_ at the same desk in class every day.
3. Ali (*speak*) \_\_\_\_\_ Arabic. Arabic is his native language, but right now he (*speak*) \_\_\_\_\_ English.
4. It is 6:00 p.m. Anna is at home. She (*eat*) \_\_\_\_\_ dinner. She always (*eat*) \_\_\_\_\_ dinner with her family around six o'clock.
5. It (*rain, not*) \_\_\_\_\_ right now. The sun (*shine*) \_\_\_\_\_, and the sky (*be*) \_\_\_\_\_ blue.

6. David (*sit, usually*) \_\_\_\_\_ in the front row during class,  
but today he (*sit*) \_\_\_\_\_ in the last row.
7. Adam (*do*) \_\_\_\_\_ this practice at the moment. It (*comprise*)  
\_\_\_\_\_ both nonprogressive and progressive verbs.
8. Mary (be) \_\_\_\_\_ at the library. Now she (*look*) \_\_\_\_\_ for  
the book.
9. Our teacher (*stand, not*) \_\_\_\_\_ up right now. She  
(*sit*) \_\_\_\_\_ on the corner of her desk.
10. After six days of rain, I (be) \_\_\_\_\_ glad that the sun (*shine*)  
\_\_\_\_\_ again today.
11. Every morning, the sun (*shine*) \_\_\_\_\_ in my bedroom  
window and (*wake*) \_\_\_\_\_ me up.
12. Kerin (be) \_\_\_\_\_ at the market. Right now she (*look*)  
\_\_\_\_\_ at the apples.
13. Dennis (*drink, usually*) \_\_\_\_\_ coffee with his  
breakfast, but now he (*drink*) \_\_\_\_\_ tea instead.
14. Janet (*take*) \_\_\_\_\_ the bus to work every day. Right now  
she (*wait*) \_\_\_\_\_ for the bus at the corner of 5<sup>th</sup> and Pine.
15. Look out the window. (*rain, it*) \_\_\_\_\_?

## There is/There are

- There is + a singular noun.
- There are + a plural noun.



There is a man in passport control.



There are four people in passport control.

## Singular

- *There is* an increase in employment in Australia.
- *There is* a swimming pool in the hotel.

## Plural

- *There are* times for economists to give an explanation, using graphs, charts or tables.
- *There are* any conference rooms in the hotel.

### Exercise 12

**Directions:** Underline the correct word. The first one has been done for you.

1. (*There is*, *There are*) two restaurants, a coffee shop, 24-hour room service, dry-cleaning service, outdoor swimming pool, and fitness center.
2. (*There is*, *There are*) 380 rooms all with refrigerator, mini bar, high-speed internet access, satellite and pay-per-view TV, and IDD (International Direct Dial) telephone.
3. (*There is*, *There are*) a shuttle bus to mass transit station and shopping centers.
4. Nowadays there is (*a big demand*, *big demands*) for electronic equipment such as photocopiers and office computers.
5. There are (*three departments*, *a department*) in the Retailing Division.
6. If there is (*a problem*, *problems*) in the production process.
7. There is (*many manufacturers*, *a manufacturer*) sharing both the local and international markets.
8. There is (*types*, *a type*) of accounts which a customer may open with a bank.
9. There are (*two kinds*, *a kind*) of import and export activities: goods and service trade.
10. There are now (*five broad fields*, *a broad field*) or areas, of business that offer exciting careers.

## Past Simple Tense

We use the past simple tense to talk about an action or event that happened in the past and is completely finished. Verbs in the past simple tense have two forms: (1) regular and (2) irregular.

- If a verb is **regular**, we form the past simple by adding *-ed* or *d* on the end of the verb (*work-worked, type-typed*).
- If the verb is **irregular**, there are usually internal changes (*get-got*) or almost complete changes (*bring-brought*).
- If the verb ends in *-y*, we change the *y* to *i* and add *ed* (*hurry-hurried*).
- The adverbs *yesterday, last week, last month, last year, last Monday*, and *ago* are frequently used with the past simple tense.
- **Form of the Past Simple Tense**

Subject + v2

I arrived late last night.

Figure 8.1 Mary stood under a tree when it began to rain.



**Exercise 13**

**Directions:** Write the past tense of the following verbs. The first one has been done for you.

Infinitive (v1)	Past tense (v2)
1. am	_____ was _____
2. is	_____
3. are	_____
4. buy	_____
5. begin	_____
6. export	_____
7. import	_____
8. bring	_____
9. build	_____
10. choose	_____

**Exercise 14**

**Directions:** Write the past tense and past participle forms of the following verbs. The first one has been done for you.

Infinitive (v1)	Past tense (v2)	Past participle (v3)
1. do	_____ did _____	_____ done _____
2. fly	_____	_____
3. cut	_____	_____
4. spend	_____	_____
5. hear	_____	_____
6. put	_____	_____
7. quit	_____	_____
8. pay	_____	_____
9. take	_____	_____
10. make	_____	_____



**Exercise 15**

**Directions:** Write the correct form of the given verb. Use only the past simple tense.

The first one has been done for you.

1. Mark Zuckerberg \_\_\_\_\_ invented \_\_\_\_\_ Twitter. (*invent*)
2. Engineers at Apple \_\_\_\_\_ the Android smartphone. (*produce*)
3. The Wall Street Crash \_\_\_\_\_ a worldwide economic boom. (*start*)
4. 2010 \_\_\_\_\_ a good year for our firm. (*be*)
5. I \_\_\_\_\_ for IBM for three years. (*work*)
6. We \_\_\_\_\_ to a new office last year. (*move*)
7. She \_\_\_\_\_ to Washington. (*fly*)
8. Ford \_\_\_\_\_ it needed a medium price model to compete with General Motors. (*decide*)
9. Robert \_\_\_\_\_ to operate the new cash register. (*learn*)
10. The first trip outside Britain \_\_\_\_\_ to France. (*go*)

## The Past Simple Tense of The Verb to be is was/were.

Remember:

- Was is used for I, he, she, it, or a singular subject (e.g., student).
- Were is used for you, we, they, or a plural subject (e.g., students).

### Exercise 16

**Directions:** Complete the sentences by using the words in parentheses. Write the verb that agrees with the subject. Use the past simple tense. The first one has been done for you.

1. She was angry because they were late. (*be, be*)
2.            the weather good when you            on vacation? (*be, be*)
3. John and Tom            not able to come because they             
so busy. (*be, be*)
4. One partition with glass window and a door            built to seal  
off the computer section from the rest of the office. (*be*)
5. The power stabilizers            also installed in order to protect  
data and equipment from power outages or voltage surges. (*be*)
6. All furniture            purchased from Vancourt Computer Inc. (*be*)
7. The organization for European Economic Cooperation (OEEC)            an  
early attempt at cooperation between Europe's devastated economies. (*be*)
8. The European Free Trade Association (EFTA)            formed when  
Other members of the OEEC decided to form a looser free trade area. (*be*)
9. The first step towards monetary union            taken after the Werner  
Report in 1970. (*be*)
10. It            disbanded in 1991 after the collapse of the Soviet empire. (*be*)

## Pronunciation-Past Simple Regular Verbs

There are three (3) ways to pronounce past simple regular “-ed” verb endings. The three ending sounds make either an “id”, “t”, or “d” sound at the end of the verb v2 as in the following example:

### Pronunciation of Past Simple Regular “-ed” Verbs

v1	Last Sound of v1		Pronunciation	Extra Syllable?	v2
want end		/t/ /d/	“id”	Yes	wanted ended
laugh hope like fax wash watch	Unvoiced	/f/ /p/ /k/ /s/ /S/ (sh) /tS/ (ch)	“t”	No	laughed hoped liked faxed washed watched
play	Voiced	All other sounds	“d”	No	played

**Exercise 17**

**Directions:** Put the following regular verbs into the past tense and into the table. The first one has been done for you.

ask	invite	pass	remember	graduate	request
arrive	want	advise	relax	end	call
help	hate	clean	push	love	cook
study	listen	work	open	finish	start
live	command	visit	walk	stop	travel
test	suggest	order	watch	look	like
offer	join	talk	demand	return	prefer

Pronunciation	v2
"id"	invited
"t"	asked,
"d"	remembered

## Negative and Questions in the Past Simple Tense

In the past simple tense, negative and question forms are made using the auxiliary verb “do” (in its past form, “did”) followed by the infinitive form (v1) of the main verb.

### Forming a Question Sentence

Yes/no questions are also created using the auxiliary *did*. This time, the auxiliary is placed before the subject. The verb BE is an exception; in this case, we move Be before the subject. Examples of question are provided in the following sentences:

Positive sentence	question sentence	Short answers
Cook lived in Leicester.	Did Cook live in Leicester?	Yes, he did. No, he didn't.
They had a party.	Did they have a party?	Yes, they did. No, they didn't.
She was a secretary.	Was she a secretary?	Yes, she is, No, she isn't.

### Forming a Negative Sentence

Negative sentences in the past simple tense are formed by adding *didn't* (informal) or *did not* (formal). We put *didn't* or *did not* between the subject and the verb. We change the past tense (v2) to the infinitive form (v1).

Robert **didn't save** 10 percent of his paycheck each month.

In the case of BE, we just add *n't* (informal) or *not* (formal) after “**was or were**”.

Past simple Positive sentence	Formal Negative sentence	Informal Negative sentence
I <b>had</b> a car.	I <b>did not</b> have a car.	I <b>didn't</b> have a car.
You <b>ate</b> my apple.	You <b>did not</b> eat my apple.	You <b>didn't</b> eat my apple.
She <b>was</b> here yesterday.	She <b>was not</b> here yesterday.	She <b>wasn't</b> here yesterday.
They <b>were</b> in the park.	They <b>were not</b> in the park.	They <b>weren't</b> in the park.

### Exercise 18

**Directions:** Make the following positive sentences into the question sentences. The first one has been done for you.

1. You had a good time.

Did you have a good time?

2. You took any photos.

---

3. She wore her clothes.

---

4. He took a taxi to the airport.

---

5. Our guide met us at the airport.

---

6. A young receptionist checked the coupons.

---

7. You studied language at university.

---

8. You lived in the United States.

---

9. She left home before she went to college.

---

10. Jack Nicholson made a new film.

---

### Exercise 19

**Directions:** Make the following positive sentences into the negative sentences. The first one has been done for you.

1. Some tourists wanted to visit the Civil War battlefields.
  - Some tourists **didn't want** to visit the Civil War battlefields. (informal)
  - Some tourists **did not want** to visit the Civil War battlefields. (formal)
  - Thomas Cook **wasn't** a printer in Leicester, England. (informal)
  - Thomas Cook **was not** a printer in Leicester, England and the secretary of a local church organization. (formal)
2. Thomas Cook was a travel agent in 1841. (formal)  

---
3. The first trip outside Britain went to France. (informal)  

---
4. The Cook stayed in hotels in the Holy Land. (informal)  

---
5. The Wall Street Crash started a worldwide economic boom on 4 March 1992. (formal)  

---
6. Eleven member states signed the Treaty of Madrid, creating the EEC. (formal)  

---
7. The flight was on time. (informal)  

---
8. He had a hotel reservation. (formal)  

---
9. I watched television last night. (informal)  

---
10. The border guards looked carefully at his passport. (informal)  

---

## Irregular Verbs

Infinitive	Past Tense	Past Participle
be	was, were	been
bear	bore	born
beat	beat	beaten
become	became	become
begin	began	begun
bid	bid	bid
break	broke	broken
broadcast	broadcast	broadcast
build	built	built
burn	burnt/burned	burnt/burned
buy	bought	bought
choose	chose	chosen
come	came	come
cost	cost	cost
cut	cut	cut
deal	dealt	dealt
do	did	done
dream	dreamt/dreamed	dreamt/dreamed
fall	fell	fallen
feed	fed	fed
feel	felt	felt
find	found	found
flee	fled	fled
fly	flew	flown



**Irregular Verbs** (continued)

Infinitive	Past Tense	Past Participle
forbid	forbade	forbidden
forget	forgot	forgotten
get	got	got/gotten
give	gave	given
go	went	gone
grow	grew	grown
have	had	had
hear	heard	heard
hide	hid	hidden
hold	held	held
hurt	hurt	hurt
keep	kept	kept
know	knew	known
lead	led	led
learn	learnt/learned	learnt/learned
leave	left	left
lend	lent	lent
let	let	let
lose	lost	lost
make	made	made
mean	meant	meant
meet	met	met
misunderstand	misunderstood	misunderstood
pay	paid	paid
prove	proved	proven/proved
put	put	put
quit	quit	quit

**Irregular Verbs** (continued)

Infinitive	Past Tense	Past Participle
read	read	read
rise	rose	risen
run	ran	run
say	said	said
seek	sought	sought
sell	sold	sold
send	sent	sent
set	set	set
sit	sat	sat
sleep	slept	slept
smell	smelt/smelled	smelt/smelled
speak	spoke	spoken
speed	sped/speeded	sped/speeded
spend	spent	spent
steal	stole	stolen
sweep	swept	swept
take	took	taken
teach	taught	taught
tear	tore	torn
tell	told	told
think	thought	thought
throw	threw	thrown
understand	understood	understood
wear	wore	worn
win	won	won
withdraw	withdrew	withdrawn
write	wrote	written

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