

Vocabulary Builder



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Learn the vocabulary you need. Write the words in your language.

> before page 4

POSITIONS

Chief Accountant	Laboratory Technician
Computer Programmer	Managing Director
Customer Service clerk	Marketing Director
Financial Director	Receptionist
Head of IT	Sales Representative
Head of Research and Development	Senior Administrative Assistant
Human Resources Director	Telemarketing Representative
Junior Administrative Assistant	

ORDINAL NUMBERS

first	fifth	eighth
second	sixth	ninth
third	seventh	tenth
fourth		

> before page 5

WELCOMING VISITORS

coat	milk (n)	tea
coffee	seat (n)	teaspoon
flight	soda	umbrella
jacket	sugar	visitor
lemon	sweetener	water (n)

VERBS

follow	show
greet	take
introduce	welcome
offer	

Extra!

appointment	employer
business card	first impression
career	legal department
company	name plate
design department	operations department
employee	title

to be

Affirmative	Negative	Interrogative	Short Answers
I am	I'm not	Am I ... ?	Yes, I am. / No, I'm not.
You are	You aren't	Are you ... ?	Yes, he is. / No, he isn't.
He is	He isn't	Is he ... ?	Yes, we are. / No, we aren't.
She is	She isn't	Is she ... ?	Uses for descriptions to give information
It is	It isn't	Is it ... ?	
We are	We aren't	Are we ... ?	
You are	You aren't	Are you ... ?	
They are	They aren't	Are they ... ?	

Watch Out!

they = people and things

1 Circle the answer that **doesn't** belong.

- he: a. Mr Roberts c. a boy
b. Mum
- we: a. you and I c. my friends
b. Claire and I
- it: a. a breakfast c. months
b. a biscuit
- they: a. a guest c. Anna and John
b. meatballs
- she: a. sister c. Angela
b. sandwich
- you: a. your order c. Ben and you
b. Dad and you

2 Complete the sentences with **am**, **is** or **are**.

- You in your hotel room.
- I a student.
- We in London.
- London in England.
- Deshi at the Eagle Hotel.
- Toni and Cari guests.
- John a waiter.

3 Write the sentences in the negative. Use the words in brackets.

- He is from France. (England)
.....
- She is an adult. (child)
.....
- I am Julie. (Linda)
.....
- You are from Turkey. (Japan)
.....
- It is a restaurant. (hotel)
.....
- Pierre and Colette are from France. (China)
.....

4 Complete the questions.

- Rose from France?
- you from Spain?
- they guests?
- your name Chad?
- he from England?
- Jill and Alice sisters?

5 Write the words in the correct order to form questions.

- you / are / from / China
..... ?
- a room service operator / you / are
..... ?
- your friend / is / from / Turkey
..... ?
- at work / you and your friends / are
..... ?
- you / are / London / in
..... ?

6 Answer the questions in Exercise 5. Use short answers. Make the answers true for you.

-
-
-
-
-



have got

I have got	I haven't got	Have I got ... ?
You have got	You haven't got	Have you got ... ?
He has got	He hasn't got	Has he got ... ?
She has got	She hasn't got	Has she got ... ?
It has got	It hasn't got	Has it got ... ?
We have got	We haven't got	Have we got ... ?
You have got	You haven't got	Have you got ... ?
They have got	They haven't got	Have they got ... ?

Yes, I have / No, I haven't.

Yes, he has / No, he hasn't.

Yes, they have / No, they haven't.

to talk about possession

to talk about characteristics

Watch Out!

I have got = I've got

He has got = He's got

7 Circle the correct answer.

1. The hotel **has got** / **have got** two restaurants.
2. We **has got** / **have got** two children.
3. Tom and Sue **has got** / **have got** menus.
4. The restaurant **has got** / **have got** outdoor seating.
5. I **has got** / **have got** a French name.
6. You **has got** / **have got** a choice of eggs for breakfast.

8 Write the sentences in Exercise 7 in the negative.

1.
2.
3.
4.
5.
6.

9 Complete the sentences with the correct form of have got.

1. I the sandwiches.
2. Jeremy (not) a sister.
3. You many friends.
4. We (not) time to eat breakfast today.
5. Lesley and Ben a room on the 3rd floor.
6. His restaurant a children's menu.

10 Complete the questions with Have ... got or Has ... got.

1. you a clock in your room?
2. your family two cars?
3. you and your friends a test tomorrow?
4. your friends smart phones?
5. your mum a birthday in July?
6. your friend a big-screen TV?

11 Answer the questions in Exercise 10. Make the answers true for you. Use short answers.

1.
2.
3.
4.
5.
6.

12 Circle the correct answer.

1. Sonia **is** / **has got** Turkish.
2. Jack and Scott **are** / **have got** British parents.
3. Lisa **isn't** / **hasn't got** lunch today.
4. I **am** / **have got** a guest in this hotel.
5. **Is** / **Has** got this your phone?
6. My bag **isn't** / **hasn't got** in the room.
7. The hotel **are** / **has got** very good restaurants.
8. My friends and I **aren't** / **haven't got** at the Eagle Hotel.

Working with Vocabulary

5 Listen and repeat. Then circle the word that doesn't belong. 🎧

1. coat ♦ visitor ♦ jacket
2. coffee ♦ tea ♦ seat
3. flight ♦ soda ♦ lemon
4. sugar ♦ umbrella ♦ teaspoon
5. water ♦ milk ♦ sweetener

6 Write the correct word from Exercise 5 under each picture.



7 Complete the sentences with the words below.

lemon ♦ seat ♦ coat ♦ visitor ♦ jacket ♦ water
teaspoon ♦ coffee ♦ soda

1. Some people like a of sugar in their tea.
2. People have always got a on a flight. They don't stand!
3. A hasn't got an office in the building.
4. You often wear a or a in the winter.
5. I'd like something cold to drink. I'll have or
6. People don't usually drink with

8 Listen and repeat the verbs in bold. Then tick the logical tips. 🎧

1. **Greet** visitors by saying "Thank you".
2. **Welcome** visitors in four different languages.
3. **Offer** visitors a drink.
4. **Show** visitors your new phone.
5. **Take** a visitor's umbrella and coat.
6. Ask visitors to **follow** you to the meeting room.
7. **Introduce** visitors to the people they want to meet.

🗨 Your Turn

Follow the flow chart on page 84 and act out the conversation.

Student A: You work for Fairytale Furnishing and you are receiving a visitor.

Student B: You are a visitor at Fairytale Furnishing.



Pairwork



From page 7

Student B: Greet Student A and introduce yourself.



Student A: Greet Student B and introduce yourself.



Student B: Say that you have a meeting with the Head of IT at 9 o'clock.



Student A: Say that the Head of IT will arrive shortly. Offer to take Student B's coat / jacket / umbrella.



Student B: Reply to Student A's offer.



Student A: Offer Student B a seat and then offer him / her a drink.



Student B: Reply to the offer.



Student A: Ask Student B to follow you to the second floor. Then introduce Student B to the Head of IT.

PAIRWORK

NAME: _____ DATE: _____

Writing Guide



An e-mail introducing yourself

- 1 Read the e-mail introducing Jenny and answer the questions.

To: All Employees
From: Jenny Adams
Subject: Nice to meet you

Hello everyone,

My name is Jenny Adams, and I am the new administrative assistant. I'm 21 years old and I'm originally from Cornwall. My previous job was with an engineering company near London. I'm looking forward to meeting you all and working with you.

Best wishes,

Jenny

1. Who is the e-mail to?
2. What is Jenny's position?
3. Where does she come from?
4. Where has she worked?

- 2 Write an e-mail introducing yourself as a new employee. Use the Writing Plan

WRITING PLAN

1. I will write a story about a boy who goes to a magic school.

WRITING 2



A business card

1 Read the business card and answer the questions.

BLACK'S
FASHIONS



Thomas Ward
Managing Director

35 Queen's Lane, Greendale, England
Office tel: 015578 9754110
Mobile: 077 5864 82223
E-mail: tward@blacks.uknet.co.uk

1. Whose business card is this?
2. What is his position?
3. What is his phone number at work?
4. Where is his office?

2 Write a business card.

