




Improving Business Communication Skills

Business *English* Communication



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 DARAKWON

PLAN OF THE BOOK

Unit	TOPICS	FUNCTIONS	GRAMMAR / FORMS
1	<ul style="list-style-type: none"> Personal information Work-related information 	<ul style="list-style-type: none"> Asking for and giving personal information Asking for and giving work-related information 	<ul style="list-style-type: none"> The be verb Wh-questions
2	<ul style="list-style-type: none"> Work activities 	<ul style="list-style-type: none"> Describing people's work activities Describing future actions 	<ul style="list-style-type: none"> The present continuous tense
3	<ul style="list-style-type: none"> Locations 	<ul style="list-style-type: none"> Stating the locations of objects Stating the locations of places 	<ul style="list-style-type: none"> Prepositions of location
4	<ul style="list-style-type: none"> Time Daily schedule 	<ul style="list-style-type: none"> Reading and telling time Talking about schedules Describing the frequency of activities 	<ul style="list-style-type: none"> The present simple tense Adverbs of frequency
5	<ul style="list-style-type: none"> Money Jobs and job responsibilities Negatives 	<ul style="list-style-type: none"> Counting money and using numbers Describing job responsibilities 	<ul style="list-style-type: none"> Third person singular expressions Negatives in the present simple tense
6	<ul style="list-style-type: none"> Skills and abilities 	<ul style="list-style-type: none"> Describing what one can and cannot do Describing how well one can do something 	<ul style="list-style-type: none"> Can / Cannot Be able to
7	<ul style="list-style-type: none"> Appearance Clothes 	<ul style="list-style-type: none"> Talking about people's looks Talking about people's clothes 	<ul style="list-style-type: none"> Wh-questions The present continuous tense
8	<ul style="list-style-type: none"> Past actions Work and personal activities 	<ul style="list-style-type: none"> Talking about the past Discussing past actions 	<ul style="list-style-type: none"> The past simple tense Past time expressions
9	<ul style="list-style-type: none"> Likes Dislikes 	<ul style="list-style-type: none"> Talking about likes and dislikes Talking about preferences 	<ul style="list-style-type: none"> Plural nouns Gerunds Conjunctions
10	<ul style="list-style-type: none"> Requests Reasons Excuses 	<ul style="list-style-type: none"> Making and responding to requests Giving reasons or excuses to requests 	<ul style="list-style-type: none"> Can / Could Do / Would you mind
11	<ul style="list-style-type: none"> Requirements Advice 	<ul style="list-style-type: none"> Discussing requirements and obligations Giving advice 	<ul style="list-style-type: none"> Have to & must Should & ought to Negatives
12	<ul style="list-style-type: none"> Future plans and activities 	<ul style="list-style-type: none"> Talking about future activities Talking about wants and desires 	<ul style="list-style-type: none"> The future simple tense Want to

READING / WRITING	LISTENING	CULTURE
<ul style="list-style-type: none"> • Personal information • Favorites, free-time activities, and hobbies 	<ul style="list-style-type: none"> • Listening for personal information • Listening for work-related information 	<ul style="list-style-type: none"> • Appropriate and inappropriate personal questions
<ul style="list-style-type: none"> • Actions 	<ul style="list-style-type: none"> • Listening for current actions • Listening for future actions 	<ul style="list-style-type: none"> • Formal and informal language
<ul style="list-style-type: none"> • Describing locations • Reading maps 	<ul style="list-style-type: none"> • Listening for the locations of objects • Listening for the locations of places 	<ul style="list-style-type: none"> • Taking taxis in different countries
<ul style="list-style-type: none"> • Time • Daily activities 	<ul style="list-style-type: none"> • Listening for time • Listening for daily and regular activities 	<ul style="list-style-type: none"> • After-work activities
<ul style="list-style-type: none"> • Job responsibilities • Numbers 	<ul style="list-style-type: none"> • Listening for job titles and responsibilities • Listening for money and numbers 	<ul style="list-style-type: none"> • Exact prices and rounding up and down
<ul style="list-style-type: none"> • Skills and abilities • Levels of skills and abilities 	<ul style="list-style-type: none"> • Listening for skills and abilities • Listening for how well one does something 	<ul style="list-style-type: none"> • Modesty when describing one's abilities
<ul style="list-style-type: none"> • Appearances and clothes • Accessories 	<ul style="list-style-type: none"> • Listening for personal descriptions • Listening for clothing descriptions 	<ul style="list-style-type: none"> • Personal questions related to appearance
<ul style="list-style-type: none"> • Past activities • Time expressions 	<ul style="list-style-type: none"> • Listening for past actions • Listening for past time expressions 	<ul style="list-style-type: none"> • Being late and being on time
<ul style="list-style-type: none"> • Likes and dislikes • Combining sentences with conjunctions 	<ul style="list-style-type: none"> • Listening for likes and dislikes • Listening for conjunctions 	<ul style="list-style-type: none"> • Accepting and rejecting offers
<ul style="list-style-type: none"> • Making requests • Answering requests 	<ul style="list-style-type: none"> • Listening for requests and their answers • Listening for reasons for requests 	<ul style="list-style-type: none"> • Being polite
<ul style="list-style-type: none"> • Future duties and obligations • Advice 	<ul style="list-style-type: none"> • Listening for duties and obligations • Listening for advice 	<ul style="list-style-type: none"> • Obligations vs. advice and suggestions
<ul style="list-style-type: none"> • Future activities and schedules • Wants and desires 	<ul style="list-style-type: none"> • Listening for future plans and actions 	<ul style="list-style-type: none"> • How to use "will" and "be going to"

CONTENTS

Introduction	5		
Plan of the Book	6		
Unit 01	11		
It's nice to meet you.			
Unit 02	19		
I'm writing this report now.			
Unit 03	27		
Where is my calculator?			
Unit 04	35		
I finish work around six o'clock.			
Unit 05	43		
John manages the office.			
Unit 06	51		
Can you design a webpage?			
		Unit 07	59
		What does she look like?	
		Unit 08	67
		I stayed at the office late last night.	
		Unit 09	75
		I like to meet new customers.	
		Unit 10	83
		Could I please get the day off tomorrow?	
		Unit 11	91
		I have to talk to him.	
		Unit 12	99
		I will attend a conference.	
		Answer Key	107
		Translation	117

What is DP Solutions?

▶ DP Solutions

DP Solutions is a small foreign-owned company in Jongro-Gu in Seoul, Korea. We employ around 50 workers, both foreign and Korean.

▶ Meet the Employees of DP Solutions



John White

John is the American manager of DP Solutions. He runs the entire office.



Scott Bobek

Scott is an American salesman. He visits many customers and tries to sell the company's products.



Marcia Carter

Marcia is an engineer. She also works with computers and does computer programming.



Amy Jenkins

Amy is an office worker. She assists all of the other employees when they need help.



Minsu Kim

Minsu is a new employee at DP Solutions. He is very interested in becoming a salesman.



Sunmin Lee

Sunmin is a new employee at DP Solutions. She works as an office assistant and often works together with Marcia and Amy.



01 It's nice to meet you.

Business English Communication

Word Power

- **major** 전공하다
- **position** 위치, 직
- **e-mail address** 이메일 주소
- **salesman** 영업사원
- **employee** 고용인
- **hometown** 고향
- **business card** 명함
- **work-related** 업무와 관련된
- **personal information** 개인 정보
- **office worker** 회사원
- **investment company** 투자 회사
- **Sales Department** 영업부
- **office number** 사무실 번호
- **receptionist** 접수원, 접대원
- **Accounting Department** 경리부, 회계부
- **free-time activity** 여가활동
- **favorite** 매우 좋아하는
- **co-worker** 동료
- **culture** 문화
- **Westerner** 서양인
- **politics** 정치, 정치학
- **religion** 종교
- **small talk** 잡담, 가벼운 이야기
- **salary** 봉급, 급여

Warm Up

Write about yourself.



First Name:

Last Name:

Full Name:

School:

Major:


Job:

Position:

E-mail Address:

Cell Phone Number:

Conversation 1 Greetings and Introductions

Listen to the following conversation. Then practice it with your partner.  track 1

- Scott Hello. It's nice to meet you.
- Minsu It's nice to meet you, too. What's your name?
- Scott My name is Scott. I'm a salesman here.
- Minsu I'm Kim Minsu. I'm a new employee.
- Scott That's great. Can you tell me about yourself?
- Minsu Sure. I went to Yonsei University. I studied business.
- Scott That's great. Where do you live?
- Minsu I live in Seoul in Songpa Gu.



스캇: 안녕? 만나서 반가워. / 민수: 나도 만나서 반가워. 너는 이름이 뭐니? / 스캇: 내 이름은 스캇이야. 나는 이 회사 영업사원이야. / 민수: 나는 김민수야. 나는 신입사원이야. / 스캇: 잘됐구나. 네 소개를 해줄 수 있겠니? / 민수: 그럼, 나는 연세대학교를 나왔고, 비즈니스를 공부했어. / 스캇: 멋지다. 너는 어디에 사니? / 민수: 나는 서울 송파구에 살아.

Expand Your Knowledge 1

A Read the following information.

At first meetings, people often talk about their names, schools, hometowns, and families. Here are some common questions and answers for first meetings:

- | | |
|--------------------------------------|---|
| Q What is your (full) name? | A My name is John White. |
| Q What is your first name? | A My first name is Sunmin. |
| Q Where do/did you go to school? | A I go/went to Inha University. |
| Q What is/was your major? | A My major is/was business management. |
| Q What is your hometown? | A My hometown is Daegu. |
| Q Can you tell me about your family? | A There are five people in my family: my mother, father, sister, brother, and me. |



B Answer the following questions.

- 1 What's your first name? _____
- 2 What's your last name? _____
- 3 What's your full name? _____
- 4 Where do/did you go to school? _____
- 5 What is/was your major? _____
- 6 What is your hometown? _____
- 7 Can you tell me about your family? _____

C Circle the mistakes. Then write the correct sentences.

- 1 I name is Lee Sunmin. _____
- 2 My majoring was accounting. _____
- 3 I went Busan National University. _____
- 4 There are 4 families in my family. _____
- 5 My hometowns is Seoul. _____
- 6 My first is Scott. _____


D Match the phrases to make complete sentences.

- | | |
|-------------------|--------------------------------|
| 1 My hometown • | • a is Boston. |
| 2 I went to • | • b three people in my family. |
| 3 My last name • | • c was business management. |
| 4 My first name • | • d is White. |
| 5 My major • | • e Jeju National University. |
| 6 There are • | • f is John. |

E Talk to your group members. Write each person's answers.

	Student 1	Student 2	Student 3
Name			
School / Major			
Hometown			
Family			

Conversation 2 Work-Related Personal Information

Listen to the following conversation. Then practice it with your partner. 



- Sunmin What is your e-mail address, Amy?
- Amy My e-mail address is amy@thiscompany.com.
- Sunmin Okay, thanks. Here is my e-mail address.
- Amy Great. Oh, what's your cell phone number, Sunmin?
- Sunmin My cell phone number is 010-555-1234.
- Amy Thanks a lot.
- Sunmin What about yours?
- Amy Here's my business card. My cell phone number is on it.



선민: 에이미, 네 이메일 주소가 뭐야? / 에이미: 내 이메일 주소는 amy@thiscompany.com이야. / 선민: 아, 고마워. 여기 내 이메일 주소야. / 에이미: 좋아, 선민, 네 휴대폰 번호가 뭐니? / 선민: 내 휴대폰 번호는 010-555-1234야. / 에이미: 정말 고마워. / 선민: 네 번호는 어떻게 되니? / 에이미: 여기 내 명함이야. 거기 내 휴대폰 번호가 있어.

Expand Your Knowledge 2

A Read the following information.

At first meetings, many people talk about work-related personal information like their job, position, e-mail address, and cell phone number. Here are some common questions and answers for work-related personal information:

- | | |
|-------------------------------------|---|
| Q Do you work in the IT industry? | A Yes, I do. / No, I don't. |
| Q What do you do? | A I am an office worker. |
| Q Where do you work? | A I work for an investment company. |
| Q What is the name of your company? | A I work at Samsung. |
| Q What is your position? | A I am a manager. / I work in the Sales Department. |
| Q What is your e-mail address? | A My e-mail address is scott@thiscompany.com. |
| Q What is your cell phone number? | A My cell phone number is 010-555-1234. |

B Look at the business card. Write your own information in the blanks.

Company Name _____

Name _____

Department _____

Position _____

Office Number _____

Fax Number _____

Cell Phone Number _____

E-mail Address _____

C Look at the information above. Then answer the following questions.

- 1 Where do you work? _____
- 2 What department are you in? _____
- 3 What is your position? _____
- 4 What is your office number? _____
- 5 What is your fax number? _____
- 6 What is your cell phone number? _____
- 7 What is your e-mail address? _____

D Match the questions with the answers.

- | | |
|---------------------------------------|--|
| 1 What is the name of your company? • | • a It's 02-555-4242. |
| 2 What is your cell phone number? • | • b I am a receptionist. |
| 3 What do you do? • | • c It's johnwhite@dpsolutions.com. |
| 4 What department are you in? • | • d I work at DP Solutions. |
| 5 What is your e-mail address? • | • e It's 010-555-9876. |
| 6 What is your office number? • | • f I work in the Accounting Department. |

E Complete the following sentences.

- 1 My _____ is 019-238-8274.
- 2 I _____ in the Accounting Department.
- 3 The _____ of my company is DP Solutions.
- 4 I _____ a computer programmer.

F Read the following information.

People often ask others personal information. They often ask about hobbies, free-time activities, and favorites. Ask and answer these questions like this:

- | | |
|-------------------------------------|---------------------------------------|
| Q What is your hobby? | A My hobby is photography. |
| | A My hobby is playing the piano. |
| Q What do you do in your free time? | A I watch TV in my free time. |
| | A In my free time, I meet my friends. |
| Q What is your favorite sport? | A My favorite sport is soccer. |
| | A Golf is my favorite sport. |

G Answer the following questions.

- 1 What is your hobby?
 - a _____
 - b _____
- 2 What do you do in your free time?
 - a _____
 - b _____



H Answer the following questions.

- 1 What is your favorite newspaper? _____
- 2 What is your favorite Internet site? _____
- 3 What is your favorite restaurant? _____
- 4 Who is your favorite co-worker? _____
- 5 Who is your favorite author? _____

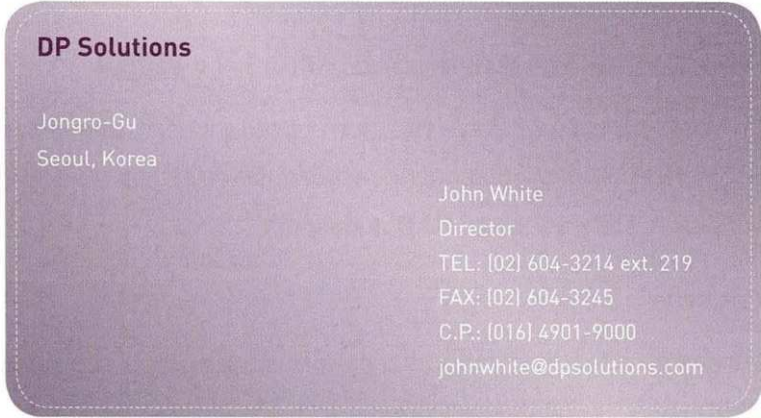
I Talk to your group members. Write each person's answers.

What's your ~?	Student 1	Student 2	Student 3
hobby			
free-time activity			
favorite movie			
favorite food			



Check Up

A Look at the business card. Imagine it is your card. Then answer the questions.




- 1 Where do you work? _____
- 2 What is your last name? _____
- 3 What is your extension? _____
- 4 What is your office number? _____
- 5 What is your fax number? _____

B Practice the conversation. Use the information in the box below.

John You're a new employee here, right?
 Sunmin Yes, I am. My name is Lee Sunmin.
 John I'm John White. It's nice to meet you.
 Sunmin It's nice to meet you, too.
 John Can you tell me about yourself? What's your hometown?
 Sunmin My hometown is Ilsan.
 John Oh, that's nice. What was your major?
 Sunmin My major was accounting.

Name	Hometown	Major
Kim Mina	Seoul	business
Yoo Jaegy	Busan	law
Park Minchul	Suwon	engineering

Western Business Culture

A Read the following on Western business culture.  track 3

In Western business culture, there are both good and bad questions for first meetings. Most Westerners do **NOT** like very personal questions. Do **NOT** ask questions about marriage, money, politics, or religion. Here are some **BAD** questions:

How old are you?

How much money do you make?

Are you married?

How do you like the president?

What's your religion?

Instead, many Westerners make **small talk**. This means that they do **NOT** talk about personal things. They might talk about the weather, sports, or hobbies. Here are some **GOOD** questions:

How do you like the weather?

Did you see the baseball game last night?

What do you do on weekends?

B Are these good (G) or bad (B) questions for a first meeting?

- 1 _____ Why don't you have any children?
- 2 _____ Do you like sports?
- 3 _____ What's your salary?
- 4 _____ How old are you?
- 5 _____ What's your favorite free-time activity?
- 6 _____ What did you do last weekend?
- 7 _____ What's your religion?
- 8 _____ When are you getting married?

