

Business Result Starter

Student's Book Answer Key

1 | You

Working with words

7

- 1 human resources manager
- 2 finance director
- 3 IT technician
- 4 office assistant

Language at work

2

Positive	Negative
I'm Jacob.	I'm not Alice.
You're Alice.	You're not Maria.

4

- 1 Are 2 am 3 'm not 4 'm

6

The name badge is Enzo Silva (Sales Manager).

Practically speaking

3

- 1 Azikiwe 2 Gabryjela

Business communication

1

a 2 b 1 c 3

3

1 b 2 e 3 a 4 c 5 d

4

1 1b, 2e 2 3a 3 4c, 5d

Business Result

2 Company

Working with words

1

1 Engineer 2 Zain 3 Kuwait

2

1 Santander 2 Asiana Airlines 3 Petrobras

5

1 the USA 4 Germany 7 China
 2 Brazil 5 Saudi Arabia 8 South Korea
 3 Spain 6 Kuwait 9 Japan

7

Saleh	Alex	Jae Min	Ricardo
Saudi Arabia	the USA	South Korea	Brazil
Kuwait	Spain	Seoul	Rio de Janeiro

8

1 I'm from 3 Where's
 2 What's, company 4 Where, work

Language at work

1

1 Rio de Janeiro 2 on holiday

2

Is Camilla Branco in the Recife office?
 No, she isn't. She's in the head office in Rio.
 Thanks. Is the number 0055 3064 4758?
 Yes, it is. But she isn't in the office now. She's on holiday.

3

Positive	Negative	Questions	Short answers
He / She / It <i>is</i> ('s) in the office.	He / She / It <i>isn't</i> in Recife.	<i>Is</i> he / she / it in Rio?	Yes, he / she / it <i>is</i> . No, he / she / it <i>isn't</i> .

4

1 is 3 isn't 5 is
2 is 4 is 6 is

Practically speaking

2

0 7 8 5 4 2

3

6 7 2 0

4

1 3710 3 4162 7409 3708 2358
2 2828 4 654218792

Business communication

2

1 Good morning. Inditex Spain.
3 Yes, of course. One moment.
4 Thanks.
2 Good morning. Can I speak to Aitur Garitano, please?

4

1 No 2 Yes

5

1 c 2 a 3 b

Activity

Hello, are you Rafael? / Yes, I am. / My name's Sonia. / Nice to meet you, Sonia.
What's your company? / It's Petrobras. / Where's your head office? / It's in Brazil.
What's your name? / Haruka Naito. / Where are you from, Haruka? / I'm from Japan.
Is that Philippe? / No, it's Remi. / Is Philippe there? / Sure, one moment.
Good morning. Inditex. / Hello. Can I speak to Maya? / I'm sorry, she's out. / OK. Thanks.

3 Workplace

Working with words

2

- 1 Poland 3 Warsaw
2 Katowice 4 Poznań

3

- 1 a warehouse 4 a reception
2 a factory 5 an office
3 a cafeteria 6 a car park

6

- 1 new 2 big 3 good

7

- 1 small 2 old, big 3 small, good

Language at work

1

- a a car park c a cafeteria e a factory
b a reception d an office

2

- 1 a 3 d 5 b
2 c 4 e

3

Positive	Negative	Questions	Short answers
We / They <i>are</i> in the warehouse.	We / They <i>aren't</i> in the factory.	Are we / they in reception?	Yes, we / they <i>are</i> . No, we / they <i>aren't</i> .

6

- 1 in reception
2 in the office
3 in the cafeteria

7

- 1 c 2 a 3 b

Practically speaking

2

1 at 3 underscore
2 dash 4 dot

3

4 d.roberts@fisons.co.uk

4

Can you repeat that?

Business communication

1

1 to a new factory and warehouse
2 to ask for a map

2

Email 1 → Email 4
Email 2 → Email 3

3

Emails 1 and 4	Emails 2 and 3
<i>Dear Ms Aranegui / Mr Galletti</i>	<i>Hi Maria / Hello Luca</i>
<i>I'm writing about my visit to your new factory ...</i>	<i>Where is the new factory ...?</i>
<i>Thank you for</i>	Thanks for
<i>Can you please send</i>	Please send
Please find attached	<i>Here is</i>
Best wishes / <i>Kind regards</i>	<i>All the best / Best</i>

4

Emails 1 and 4 are formal.

5

1 Hi / Hello
2 Please send
3 Dear

4 I am writing about
5 Best wishes / Kind regards

Activity

Is the factory in Russia?

Yes, it is.

Where are the offices?

They're in Dubai.

Are they in reception?

No, they're in the car park.

Where is Simon?

He's in the cafeteria.

Is the factory new or old?

It's old.

Where is the head office?

It's in Lima.

Is Claudia in the warehouse?

Yes, she is.

Is your office big?

Yes, it is.

4 | Departments

Working with words

2

Name	Home	Job	What you do	Number of people
Joanna	Hungary	Sales rep	Meet customers, sell the products	3
Fred Meesmaecker	England	Project manager	Manage a team	8

3

Text 1: live, work, make, meet, sell, have, work

Text 2: live, work, have, manage, have, manage, have

4

1 live 4 manage 7 sell
2 work 5 have
3 make 6 meet

8

1 Carlos 4 Antony 7 Anne-Marie
2 Greta 5 Andreas
3 Carl and Dan 6 Ilse

Language at work

1

Karla – Human Resources Astrid – Sales Mark – Finance

2

1 manage 3 live 5 do 7 work
2 don't 4 work 6 do 8 don't

3

Positive	Negative	Questions	Short answers
I / you / we / they manage a department.	I / you / we / they <i>don't</i> work in Sales.	Do you / they live in Germany?	Yes, I / we / they <i>do</i> . No, I / we / they <i>don't</i> .

4

Possible answers

Do you manage a department / people / a team?
Do you live in Spain / India?
Do you work in a department / Spain / a team / India?
Do you meet people?
Do you sell products?
Do you make products?

6

1 What 2 Who 3 Where

7

What do you do? I'm a production manager. / We manage training courses. / I make computers. / I'm an engineer. / I sell products.
Who do you work for? We work for a small IT company. / I work for Alcatel-Lucent.
Where do you live? We live in Lima.

Practically speaking

1

There are four people in my department. There's a manager at head office. There are two IT technicians and there's an assistant.

2

's / is
are

3

1 are 2 's 3 are 4 's

Business communication

2

1 IT 3 .co.uk?
2 sales 4 07700 897 833

3

1 a message 4 don't 7 call, back
2 I'm calling 5 repeat 8 give, message
3 Go ahead 6 Is there

Activity

1

- 1 in Bristol in England
- 2 They manage computer systems and write new software.
- 3 Human Resources and Sales. The rest of the staff are IT technicians and they work in teams (not departments).
- 4 This last question is subjective and what students answer may depend on the size of their own company. However, from the description it sounds like quite a large independent company.

2

Suggested answers

Message 1

Caller: Raul Avasthi

Reason for call: A software problem in the office in Dubai

Message: Call 00941 775 7568

Message 2

Caller: Emily in HR

Reason for call: Problem with car

Message: Tell her team she's late

Message 3

Caller: Jan Wilders in Rotterdam

Reason for call: Problem with new software

Message: Call him on his mobile: 0031 476 4857. It's urgent!

3

Message 1 is for Tyler Khan-Yates because this is a new caller from Dubai with potential business. Tyler deals with the Middle East region so he should call first.

Message 2 is for Gill Reeves because she is Emily's assistant in HR.

Message 3 is from an existing customer so can probably go to Frank Rogers in IT Projects or to his assistant, Ray Searle-Jones.

5 Products

Working with words

1

	Company type	Products
Gazprom	energy	oil and gas
Dessault	aeronautical	aeroplanes
Aldi	retail	food
Toyota	automobile	cars
Samsung	electronics	televisions and mobiles

4

Embraer is an aeronautical company. Uniqlo is a retail company.

6

1 buy 3 design 5 build
2 export 4 deliver 6 order

7

1 build 3 buy 5 deliver
2 design 4 order

Language at work

2

	Type of company	Products
Auchan	retail	food and clothes
LG	electronics	televisions and mobile phones

3

Auchan: is, sells, has, works, doesn't work
LG: is, makes, sells, works, designs, has, exports

4

Positive	Negative	Questions	Short answers
He / she / it sells food products.	He / she / it <i>doesn't</i> design new products.	<i>Does</i> he / she / it make products?	Yes, he / she / it <i>does</i> . No, he / she / it <i>doesn't</i> .

5

1 sells 3 has 5 exports
2 doesn't work 4 designs 6 doesn't make

6

1 Does Martin work in Croix?
2 Does LG export products?
3 Does Auchan have stores in Africa?
4 Does Soo Jin Lee design new products?
5 Does she work in the Sales Department?

8

a 3 c 1 e 5
b 4 d 2

9

1 Where 2 Who 3 What

Follow-up questions

1 Martin works in Calais.
2 Soo Jin works for LG.
3 LG exports televisions and mobiles.

10

1 b 3 a 5 d
2 e 4 c

Practically speaking

4

1 1,660 3 424,000,000
2 250 4 59

Business communication

1

Euroboxes sells cardboard boxes and packaging. Yes, it delivers the products.

2

1 SSW-3411	4 SSW-3412	7 3,250
2 10,000	5 25	
3 2,000	6 1,250	

4

1 Company	5 Customer	9 Customer
2 Customer	6 Customer	10 Company
3 Company	7 Customer	
4 Company	8 Company	

Business Result

6 Entertaining

Working with words

2

- | | |
|--------------------------|--------------------------|
| 1 steak and fries | 7 orange juice |
| 2 mineral water | 8 coffee |
| 3 tea | 9 tomato soup with bread |
| 4 chicken curry and rice | 10 salad |
| 5 ice cream | 11 vegetable lasagne |
| 6 cheese sandwich | 12 chocolate cake |

3

- | | | |
|-----|-----|-----|
| 1 T | 3 T | 5 T |
| 2 F | 4 F | |

4

- | | |
|---------------------------|---------------------------|
| a 2 (Jarvis) | d 5 (cafeteria assistant) |
| b 3 (Shimura) | e 4 (Jarvis) |
| c 1 (cafeteria assistant) | |

7

- | | | |
|--------------|-------------|--------------|
| 1 Mr Shimura | 3 Mr Jarvis | 5 Mr Shimura |
| 2 Mr Shimura | 4 Mr Jarvis | |

Language at work

2

The 100 employees meet and sing in a choir at lunchtime.

3

the woman

4

- | | | |
|-------|-------|---------|
| 1 Can | 2 can | 3 can't |
|-------|-------|---------|

Practically speaking

3

1 Monday at 5.00

2 Tuesday 12.00–1.00

4

1 twelve

2 three

3 seven

4 eleven

Business communication

1

Conversation 1: have dinner

Conversation 2: play tennis

2

1 b

4 i

7 f

2 d

5 e

8 h

3 a

6 c

9 g

3

1 b

2 a

3 b

4 b

7 Technology

Working with words

1

1 Andrea

2 Mustafa

3 Julie

3

1 printer

5 headset

9 smartphone

2 USB stick

6 laptop

10 desktop computer

3 digital camera

7 tablet

4 webcam

8 projector

5

1 1 Company logo

2 Site report

3 Presentation

2 1 Julie

2 Mustafa

3 Andrea

6

1 save

4 download

7 enter

2 switch on

5 scan

8 connect

3 click

6 print

Language at work

1

1 F

3 T

5 F

2 T

4 F

2

1 c

3 g

5 b

7 e

2 f

4 a

6 d

3

	Possessive adjectives
I	my
you	your
he	his
she	her
it	its
we	our
they	their

4

2 their 4 Its 6 Her
3 His 5 our 7 Your

5

The laptop is in the / their manager's office.

6

There is a possessive 's in the following sentences:

Is it on Pierre's desk?

Is it in Remi and Ludo's office?

Is it in your manager's office?

Practically speaking

1 b 2 a 3 d 4 c

Business communication

1

Possible answers (depending on the type of video conference equipment)

screen, webcam, PC, laptop or tablet, Internet, keyboard, microphone, headset

2

headset and microphone

3

1 b 3 a 5 f
2 c 4 d 6 e

8 | Travel

Working with words

1

1 24% 2 7% 3 48%

5

taxi and plane

6

a receipt **d** e-ticket
b terminal **e** boarding gate
c passport **f** bag

8

1 take 4 have 7 go
2 want 5 check in 8 arrive
3 want 6 leave

Language at work

1

1 b 2 d 3 a 4 c

2

1 was 4 wasn't 7 Were
2 was 5 were 8 wasn't
3 were 6 weren't

3

1 am / is / are 2 was / were

5

1 was 3 wasn't 5 was
2 were 4 were 6 weren't

6

Possible answer

They were in Paris last Monday and Tuesday. On Wednesday, Donald was in a meeting, but Alice wasn't. Then they were in a restaurant. They were in Milan at a trade fair on Thursday and Friday.

Practically speaking

1

<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>
<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>

2

June, August, September, November

3

1st June – last trip to Turin
3rd to 14th August – next trip
11th September – factory visit
27th to 30th November – sales conference

Business communication

1

1 on Tuesday 30th August at 11 a.m.
2 a sales trip in September

2

1 Frieda can go to the meeting.
2 Ines can't go because of a factory visit.

3

on Thursday 1st September at 10 a.m.

4

1 Can we arrange	4 How about	7 Is, OK
2 Are you free	5 I'm free	
3 I'm busy	6 What time	

5

1 c	3 d	5 b
2 a	4 f	6 e

Activity

1

Pair A

18–23 April: Frankfurt (Sales conference 20–22 April)

8–11 May: Sales trip to Hungary

Pair B

15–20 April: Bangkok (Sales conference 17–18 April)

1–5 May: Sales trip to Hungary

2

Meeting at head office on 29th April at 9 a.m.