V1 At reception

1

1. 10 a.m.
2. Australian Power Utilities
3. to complete the security forms
4. a) Please could you wear these visitors' badges?

   b) Someone will come down to get you in a moment.

   c) Please have a seat.

V2 Company visitors

1

1. False. John Carter and Paul Rogers are colleagues.
2. True.
3. False, vice versa.
4. True.
5. False. She likes it.

V3 Making visitors feel welcome

1

1. Can I take your coat?
2. Would you like to sit down?
3. I'm afraid Diane is still in a meeting.
4. Would you like a cup of coffee?
5. And how about you, Mr Rogers?
6. Please call me Paul.
7. I'm sorry you have to wait.
8. (That's fine.) Don't worry.

2
Here you are.

V4 Small talk

1

1. So how was the journey?	no
2. How's the hotel?	yes
3. Is this your first time here?	yes
4. How long are you staying?	yes
5. Have you been here before?	no
6. What should we do at the weekend?	yes
7. Would you like to see a tennis match?	no

2

1. We had to check in very early this morning at Frankfurt airport.
2. Airport security takes such a long time these days.
3. It's our first time to your company.
4. Do you like football?
5. Would you like to see a Chelsea match this weekend?
6. I've made a reservation for lunch for you and Diane at a French restaurant near here.
7. I'll find out where Diane is and let her know you're here.

V5 How was your visit?

1

1. False. They saw a lot.
2. True.
3. False.
4. False. Paul didn't see it, John saw it and found it impressive.
5. True.
6. True.
7. False. He took them to dinner.
8. False. They ate at an Italian restaurant.

V6 Goodbye

1

1. by taxi
2. half an hour
3. 7 p.m.

2

1. It was nice seeing you again.
2. I'm glad you enjoyed it.
3. See you again soon, I hope.
4. Take care.
5. Have a good flight!

V7 Tata looks towards global market

1

1. India
2. Jaguar and Land Rover, from Ford
3. commercial trucks and buses
4. Tata bought the Anglo-Dutch steelmaker Corus.
5. No, both companies had losses, with Land Rover recovering and Jaguar continuing to lose money.
6. They support the deal.

V8 New generation of Chinese Consumers

1

1. Walmart
2. 173
3. Young people spend much more money than the older generations.
4. They have tripled.
5. The number of credit cards has risen from 13 million in 2005 to 180 million now.
6. Nike
7. Fast food restaurants like KFC (Kentucky Fried Chicken) and Pizza Hut are becoming more and more popular.
8. It's hard work to get into the Chinese market and be successful.

V9 Business and Twitter

1

1. She is a social networking manager.
2. Using social media you can promote products, give followers discounts or special offers.
3. It gives your brand a personal face.
4. You have to be careful about what you write, because once it is published, it will be on the web forever.
5. very little cost

V10 Young Entrepreneurs

1

1. a job fair
2. He is hoping to find a job.
3. because there are 400 people competing for 10 jobs
3. collectible athletic footwear business, limited edition sneakers for high school and college kids
4. He set up shop in a back room, pooled some money with two friends and founded "Footcraft".
5. How am I going to get started?
6. The security the job market offered 20 years ago is no longer there.
7. The risks are high, approx. 50% of all new businesses fail in the first 5 years.

V11 Soda Companies to cut calories

1

1. to cut the number of calories in sugary drinks by 20% over 11 years
2. by reducing the amount of sugar, by reducing the size of the soda portion
3. for more than 10 years
4. by expanding other drinks and snacks

V12 Job interview Tips

1

1. preparation
2. religion, family plans
3. by asking questions like "Can I ask why you are asking that question?"
4. It's not the interviewer's job, it's the candidates' job to sell themselves and to show their suitability.
5. You should practise out loud and get feedback.
6. individual answers