

- ▶ internships in China
- ▶ working across cultures

1.1 About business Internships abroad

Discussion

1 Read the statements. Do you agree or disagree with them? Tell your partner why.

- 1 An internship is an essential part of a university education.
No, I don't agree. I think you learn about your subject at university, but you only get real professional experience in your first job.
- 2 It's normal to work without pay when you are an intern.
- 3 Every student needs to experience life in another country.
- 4 It isn't difficult to adapt to a different culture.

Reading for gist

2 Read the first three paragraphs of the article opposite. Why is an internship in China a good idea?

Reading for detail

3 Read the first three paragraphs again and choose the correct answers.

- 1 The most important part of your CV is
a) your qualifications b) your work experience c) your references.
- 2 It is hard to get internships in Europe because
a) there are more and more universities b) there is competition for places
c) Chinese students want internships in Europe.
- 3 Shaun went to China to
a) learn the language b) acquire cross-cultural skills c) find an internship.
- 4 Shaun is satisfied with his internship because
a) his experience impresses employers b) he is financially more independent
c) he loves talking about Shanghai.

4 Read the last three paragraphs of the article. Answer the questions.

- 1 What is Julia Barton's job?
- 2 What are the four essential skills for working across cultures?
- 3 In Asia, how are attitudes to time different from Europe and the USA?
- 4 What sort of relationships do employees have with managers and with co-workers in China?

Listening for gist

5  1:07-1:08 Listen to two people talking about their internships. Are they happy with them?

Listening for detail

6  1:07-1:08 Listen again. Complete the table.

	Lena	Jamie
1	Where is the internship?	
2	What type of business do they work in?	
3	Where do they live?	
4	Are they paid for their work?	

Internet research

Search for the keywords *internships abroad*. What are the best offers? Compare your findings with a partner.

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acquire
crew
fierce
impress
reference
skill
team spirit

Discussion

7 In small groups, discuss the questions.

- 1 Would you like to do an internship? If so, where and what type of work? If not, why not?
- 2 Would you pay an agency to organize an internship for you? Why? Why not?

Chinese internships impress employers

What is the most important information in your CV? Your school or university? Your degree subject? Your grades? The answer is: none of these. According to the Confederation of British Industry, 80% of employers first look at the experience and skills you acquire on an internship.

Work experience is now an essential part of a university education. But competition for places in Europe and the US is fierce, so more and more students are doing their internships in China. As the second biggest economy in the world, China has lots of opportunities for interns to acquire experience. It also offers the chance to learn a new language and to demonstrate the ability to live and work in a different culture.

'It was very difficult to find an internship in the UK,' says Shaun Duggan, a graduate in business studies, 'so I decided to go to Shanghai. It was the best decision of my life! After a year in China, I'm more independent, more confident and better at working with people who are different from me. When I came back to London, I had three interviews. In each one, we talked about my experiences in China for most of the time, and all three companies offered me a job.'

So how difficult is it to live and work in China? Julia Barton works for an agency that sends students to work in multinational firms in Beijing. 'There are four



essential skills for working across cultures. First of all, you need intercultural sensitivity, that is to say, the ability to see things in different ways, and to understand how your own cultural values are different from other people's.'

A second important skill is managing uncertainty. Barton gives the classic example of attitudes to time. 'Americans and the British always want quick decisions. But Asians generally prefer to take more time rather than make the wrong decision. Multicultural teams need to be patient and live with uncertainty.' Thirdly, successful interns adjust their communication to the local style. 'Chinese organizations are hierarchical,' says Duggan. 'Everyone respects the boss. You need to think carefully before you speak, and to be diplomatic.'

The fourth skill that impresses employers is the ability to build relationships between people from different cultures. Sandra Kay describes her experience in Beijing. 'In China, team spirit is very important.

We always had lunch together, and we often went out together after work. Now I work in an international team in Paris, and I encourage everyone to do things together. My manager is impressed because the working environment is friendly and productive.'

As the second biggest economy in the world, China has lots of opportunities for interns...

Gaining experience

- ▶ saying numbers and the alphabet
- ▶ telling the time
- ▶ giving dates
- ▶ exchanging personal details

1.2 Vocabulary Personal details

Numbers

1 In small groups, practise counting.

- 1 Count to 30 in twos.
2 4 6 8 ...
- 2 Count to 60 in threes.
3 6 9 12 ...
- 3 Count to 105 in sevens.
7 14 21 ...

2 1:09 Say these numbers. Then listen and check.

- | | |
|---|---|
| <ul style="list-style-type: none"> • 99 _____ • 101 _____ • 1,000 _____ • 1,500 _____ • 7,777 _____ • 88,888 _____ • 100,000 _____ | <ul style="list-style-type: none"> • 900,999 _____ • 1,000,000 _____ • 3.5m _____ • 2.5bn _____ • 2.575 _____ • \$110 _____ • €15.99 _____ |
|---|---|

Listening

3 1:10 Listen to three people playing the secret number game. What are the rules? In small groups, play the secret number game.

Pronunciation and spelling

4 1:11 Put the letters of the alphabet in the correct column. Then listen and check.

/ei/	/i:/	/e/	/ai/	/əʊ/	/u:/	/ɑ:/
A, H	B, C	F	I	O	Q	R

5 Say the names of these symbols.

@ : / _ \ #

6 Work with a partner. Take turns to dictate:

- | | |
|-------------------------|------------------------------|
| • your full name | • your email address |
| • your telephone number | • your Twitter account name |
| • your postal address | • your favourite website URL |

Time

7 Mark the time expressions **A** (analogue) or **D** (digital). Then match the times that mean the same.

- | | |
|---|---|
| 1 half past two in the afternoon <input checked="" type="checkbox"/> A | 9 oh eight hundred hours <input type="checkbox"/> |
| 2 four twenty a.m. <input checked="" type="checkbox"/> D | 10 twenty past four in the morning <input type="checkbox"/> |
| 3 twenty-five to one <input type="checkbox"/> | 11 twenty-three hundred hours <input type="checkbox"/> |
| 4 (a) quarter past eight in the evening <input type="checkbox"/> | 12 about five o'clock <input type="checkbox"/> |
| 5 17.01 <input type="checkbox"/> | 13 eleven o'clock at night <input type="checkbox"/> |
| 6 (a) quarter to two <input type="checkbox"/> | 14 eight o'clock sharp <input type="checkbox"/> |
| 7 two thirty p.m. <input type="checkbox"/> | 15 thirteen forty-five <input type="checkbox"/> |
| 8 20.15 <input type="checkbox"/> | 16 twelve thirty-five p.m. <input type="checkbox"/> |

8 Work with a partner. Take turns to ask what time you do the following:

get home get up go to bed go to sleep have dinner have lunch leave home wake up

What time do you wake up in the morning?
I usually wake up about half past seven. But on Saturdays, I wake up after ten o'clock.



ANALOGUE



DIGITAL



WE WRITE:

'15 September, 1983'
or
'September 15, 1983'.

WE SAY:

'the fifteenth of
September nineteen
eighty-three'
or
'September (the)
fifteenth nineteen
eighty-three'.

Dates

9 Say these dates.

- | | |
|---------------------|--------------------|
| 1 9 November, 1989 | 5 21 July, 1969 |
| 2 1 January, 1999 | 6 22 January, 1901 |
| 3 11 February, 1990 | 7 11 March, 2011 |
| 4 3 August, 1492 | 8 4 July, 1776 |

10 Complete the sentences with the dates in Exercise 9.

- Columbus left Europe for America on _____.
- The Great East Japan Earthquake and tsunami happened on _____.
- The Berlin Wall fell on _____.
- Neil Armstrong walked on the moon on _____.
- Queen Victoria died, aged 81, on _____.
- Nelson Mandela was released from prison on _____.
- The USA declared independence on _____.
- The euro was launched on _____.

Listening

11 **1:12** Listen to two students registering for Personal Development courses.

Student A: Complete Jen's details. Student B: Complete Mo's details.

	Jen	Mo
Name		
Date of birth		
Passport number		
Room number		
Course reference		
Start date		
Start time		
Instructor		
Cost		

12 With a partner, take turns to dictate the information you wrote in Exercise 11. Complete the table for both students.

Internet research

Search for more dates of important historical events. Hold a class history quiz in your next lesson.

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- analogue
- badge
- digital
- register

- ▶ present simple
- ▶ adverbs of frequency
- ▶ prepositions of time

1.3 Grammar Present simple

Discussion

- 1 Look at the photos. What stereotypes do they suggest?



Refresh your memory

Present simple

Facts:
The earth *revolves* around the sun.
Routines:
We *have* a coffee break at 11am.
Permanent situations:
The President *lives* in Washington.

▶ Grammar and practice page 124

Adverbs of frequency

always
nearly always
usually
often
sometimes
not often
rarely
never
He *always* works hard.
She is *never* late.

▶ Grammar and practice page 125

Prepositions of time

on
weekdays
dates
special days
the weekend (US)
at
night
the weekend (UK)
festivals
times
in
parts of the day
months
quarters
seasons
years

▶ Grammar and practice page 125



British people enjoy drinking tea.



Present simple

- 2 Complete the sentences about national stereotypes with the correct form of the verbs in the box.

drive eat live love play ride talk wear

- 1 The British love drinking tea.
- 2 Every American man _____ burgers.
- 3 The Chinese _____ their bicycles everywhere.
- 4 Every Brazilian man _____ soccer on the beach.
- 5 All Italians _____ with their hands.
- 6 More sheep _____ in New Zealand than people.
- 7 Germans _____ big fast cars.
- 8 Every Russian man _____ a fur hat.

- 3 Are the stereotypes in Exercise 2 true? With a partner, take turns to ask questions and give short answers. Give reasons.

A: *Do the British really love drinking tea?*
B: *Yes, they do. They have lots of tea breaks during the day.*

- 4 With a partner, take turns to ask and answer the questions. Use the prompts in brackets.

- 1 Do you put a Japanese contact's business card in your pocket?
(not in your pocket/on the table in the meeting)
No, you don't put business cards in your pocket. You put them on the table in the meeting.
- 2 Do British colleagues shake hands every morning?
(not every morning/just say 'good morning')
- 3 Do Americans wear jeans and a T-shirt to the office?
(not casual clothes/business clothes)
- 4 Do you disagree with a Chinese colleague in a meeting?
(not in public/only in private conversation)
- 5 Does a German call his boss by his first name?
(not senior colleagues/use title and surname)
- 6 In Indonesia, do you receive something in your left hand or point your finger?
(not left hand/not finger/use right hand/point your thumb)

Internet research

Search for the keywords *national stereotypes*. Can you find facts to show they are true, or are they nonsense?

Adverbs of frequency

5 With a partner, take turns to ask and answer questions about the people in the table below.

- Who is a good time manager? Why?
Marcus, because he always finishes on time.
- Who is a perfectionist? Why?
- ... a good manager?
- ... a team player?
- ... a leader?
- ... a good communicator?
- ... a good problem-solver?
- ... a workaholic?

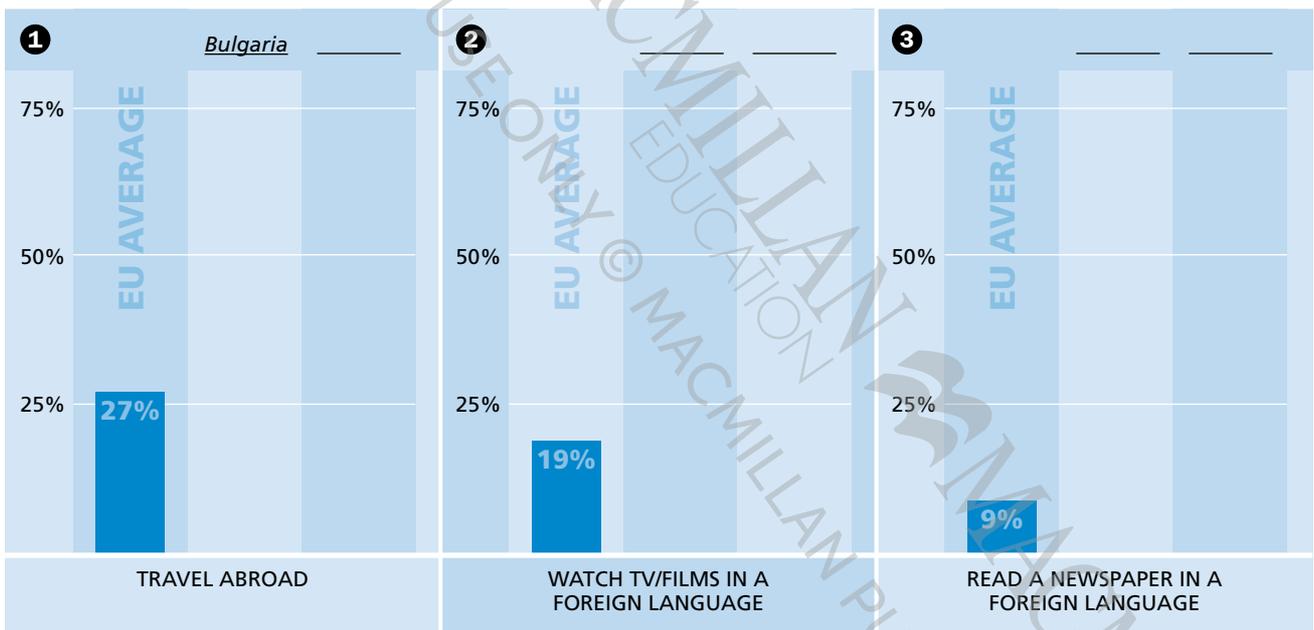
	finish on time	encourage the team	make mistakes	find solutions	set a good example	go on holiday	help colleagues	share information
Marcus	always	not often	often	sometimes	rarely	often	never	not often
Francesca	never	rarely	rarely	not often	sometimes	never	not often	rarely
Tina	usually	nearly always	often	sometimes	always	not often	nearly always	usually
Miroslav	sometimes	often	sometimes	usually	usually	not often	nearly always	usually

6 Now ask and answer more questions about each person in Exercise 5.

A: *Is Marcus a good manager?*

B: *No, he isn't, because he doesn't often encourage his team.*

7 1:13–1:15 Listen to three parts of a radio programme about cultural habits in Europe. Add the countries and percentages to each chart.



Glossary

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abroad
communicator
example
foreign
problem-solver
quarter
share
team player
workaholic

Prepositions of time

8 1:13–1:15 Listen again. Complete these phrases.

- How _____ do we Europeans travel abroad?
- They travel _____ or _____ a year.
- All the time! _____ the weekend, _____ weekdays, _____ the evening, ...
- Just once _____ six months, or once a _____?

9 Look at the questionnaire on page 114. Write four more questions. Then interview your classmates.

- ▶ expressions for meeting people
- ▶ expressions for making conversation
- ▶ roleplaying a conversation at a conference

1.4 Speaking Meeting people and making conversation



Discussion

1 Complete the questions with *is*, *are* or *do*.

- | | |
|--|--|
| 1 Where _____ you staying? <input type="checkbox"/> | 6 _____ you ski? <input type="checkbox"/> |
| 2 What _____ you do? <input type="checkbox"/> | 7 _____ you religious? <input type="checkbox"/> |
| 3 _____ your job well-paid? <input type="checkbox"/> | 8 The weather _____ terrible, isn't it? <input type="checkbox"/> |
| 4 _____ you have children? <input type="checkbox"/> | 9 What _____ you think of the new government? <input type="checkbox"/> |
| 5 _____ you live alone? <input type="checkbox"/> | 10 _____ this your first visit to Serbia? <input type="checkbox"/> |

2 Work with a partner. Are the questions in Exercise 1 appropriate to ask someone you don't know? Put a tick (✓) or a cross (X) next to each one. Give reasons.

Listening

3 1:16–1:19 Listen to four conversations at a conference. Answer the questions for each conversation.

- 1 Where are the speakers?
- 2 Do they know each other?
- 3 What else do we learn about the speakers?

4 1:16–1:19 With a partner, find suitable words to complete the useful expressions in the checklist. Then listen again and check your answers.

Useful expressions: Making conversation

Meeting people

Is this seat _____?
 Are you here for the _____?
 Hello. My name's Greg.
 I'm _____ (company).
 Pleased/Nice to _____ you.
 Pleased/Nice to _____ you, _____.
 Alan, _____ to see you!
 Good to see you, _____!
 Silke, _____ is Alan Banks.

Changing the subject

Listen, _____ of ...
 Enough about ... _____ talk about ...
 By the _____, ...

Keeping the conversation going

London? _____?
 Go on.
 Do tell me _____!
 Uh-huh?
 I see.
 I love ..., don't you?
 I think ..., don't you?

Finishing a conversation

Do _____ me. I really must ...
 Anyway, ...
 (It was) nice _____ to you.
 See you _____.
 It was nice meeting you.

Internet research

Search for the keywords *how to make conversation*. Make a list of tips. Compare your tips with a partner.

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anyway
favour
shuttle
tip
well-paid

Making conversation

5 Cross out the **one** incorrect option in each situation.

- 1 Hello, my name's Felipe Conti.
a) Pleased to meet you. b) How are you doing? c) Nice to meet you.
- 2 Hi, great to see you again!
a) Pleased to meet you. b) How are you? c) Good to see you too.
- 3 Let me introduce you.
a) Al, this is Khalid. b) Al, please meet Khalid. c) Al, Khalid. Khalid, Al.
- 4 Excuse me, I just need to talk to Gina over there.
a) OK, it was nice meeting you. b) OK, see you later. c) Nice to meet you.
- 5 How are you doing?
a) I'm good. And you? b) Working in Paris. And you? c) Not too bad. And yourself?
- 6 Can I help you, sir?
a) I have a reservation for two nights. b) I'd like to check out my room.
c) I'd like to check in, please.
- 7 Can I see your ticket?
a) I booked on my computer. b) I have an online booking. c) I booked online.
- 8 Sorry to keep you waiting.
a) That's all right. b) No problem. c) Please.

Ordering and speaking

6 Match the sentences and questions 1–7 with the responses a–g.

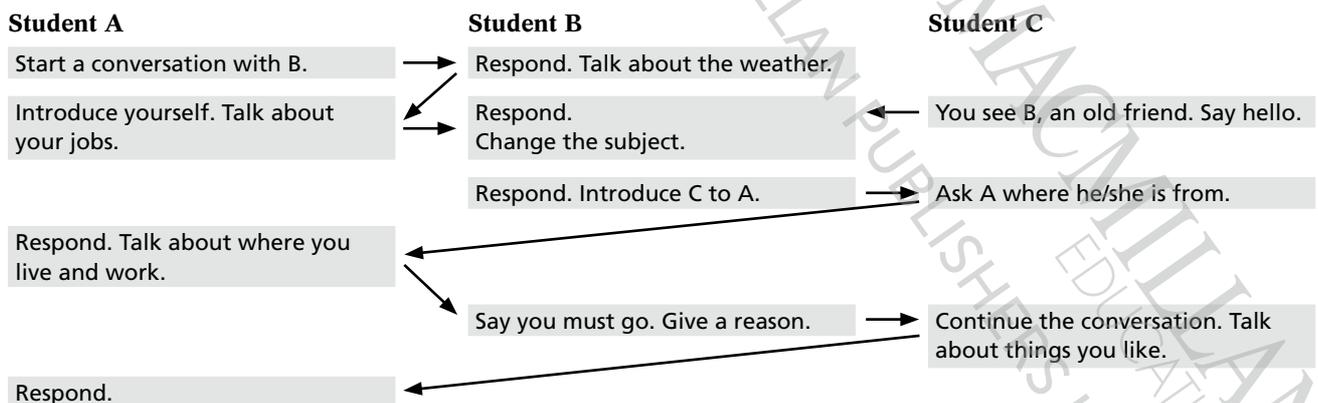
- 1 Is this your first visit to Greece?
 - 2 We're at the Mercure Hotel. My husband is here with me.
 - 3 I'm from Ireland, actually. But I work in London now.
 - 4 Oh, really? Lucky you! What do you do?
 - 5 I'm in the holiday business, too, actually. I'm a travel agent.
 - 6 I see. By the way, can you recommend a good restaurant in town?
 - 7 Yes, two. But they're at home with their grandparents. And you? Are you a family man?
- a) Well, welcome to Greece. Where are you staying?
 - b) Sure. If you like fish, the Marina is very good. I love Greek food, don't you?
 - c) No, I live here. On one of the islands, actually.
 - d) Uh-huh. And where are you from?
 - e) Me? No! I'm single.
 - f) That's nice. Do you have children?
 - g) I'm a hotel manager. What about you? What sector do you work in?

7 Put the exchanges in Exercise 6 in the correct order. Then practise the conversation with a partner.

A: *Is this your first visit to Greece?* B: *No, I live here. On one of the islands, actually.*

Roleplay

8 Work in groups of three. Make conversation using the chart.



9 Work in groups. You are at an international conference. Complete the questionnaire on page 121. Use real information, or invent the details. Then stand up and socialize! Meet 'new colleagues' and make conversation.

eWorkbook

Now watch the video for this unit.

- ▶ inferring meaning
- ▶ hellos, goodbyes and introductions
- ▶ writing informal emails

1.5 Writing Informal emails



Discussion

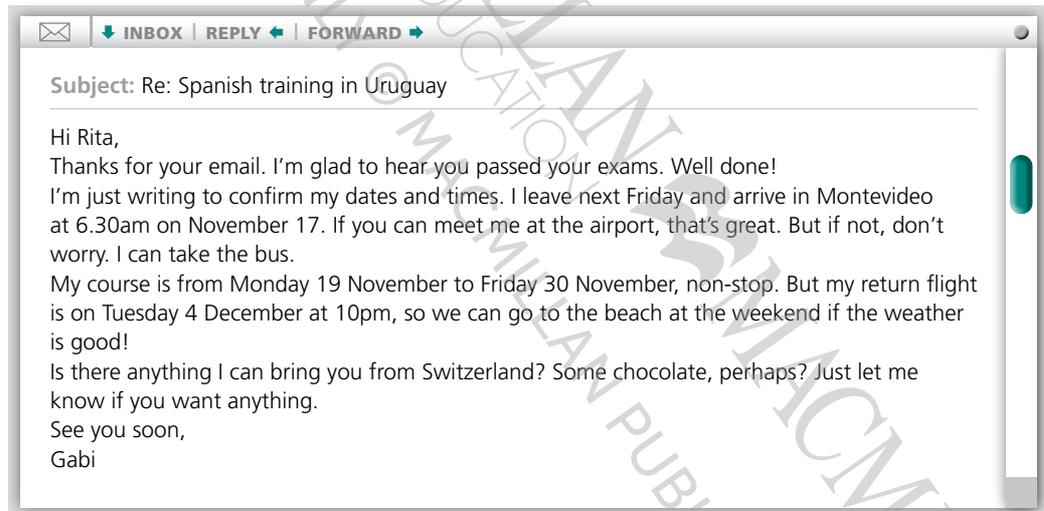
1 In small groups, discuss the questions.

- 1 How many emails do you receive each day? Who are they from?
- 2 Do you prefer to write a letter, an email or a text message? Why?
- 3 In English, is it easier to write an email or make a phone call? Why?

Model

2 Read the email and underline the correct answers.

- 1 The reason for Gabi's email is *to thank Rita / to inform Rita / to ask Rita for help*.
- 2 Gabi wrote the email *a day / a week / two weeks* before the trip.
- 3 Gabi plans to travel by *car / train / plane*.
- 4 Gabi's Spanish course in Uruguay lasts *10 days / 12 days / 16 days*.



Analysis

3 Answer these questions about the email.

- 1 Rita and Gabi are probably a) sisters b) good friends c) business contacts.
- 2 Which of the following sentences were probably in Rita's last email to Gabi?
 - a) My test scores arrived today – everything is OK!
 - b) Thanks for confirming your arrival date.
 - c) Let me know if you want me to pick you up when you arrive.
 - d) I hope we can spend some time together while you're here.
 - e) Can you bring me some Swiss chocolate, please?

Internet research

Search for the keywords *email etiquette tips*. List your top five tips. Compare with a partner.

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instead
pick up
training

Language focus

4 Decide which hellos and goodbyes are appropriate to use in emails to:

- 1 people you know very well: a family member, a close friend
- 2 people you know: a teacher, a work colleague, a manager, a customer, a supplier
- 3 people you *don't* know: a teacher, a work colleague, a manager, a customer, a supplier

Hellos

- a) Hello John,/Hi John,/John,/Hi,
- b) Dear Mr Jackson,/Dear Sam,/Hello Sam,

Goodbyes

- c) Regards,/Best regards,/Kind regards,/Best wishes,
- d) Thanks,/See you on Friday,/All the best,
- e) Love,

5 Complete the email openings with the words in the box.

about because to with

- 1 I'm writing _____ confirm my dates and times.
- 2 I'm writing _____ more information about your visit.
- 3 I'm writing _____ my English course in Canterbury.
- 4 I'm writing _____ ask you a favour.
- 5 I'm writing _____ my phone is out of order.
- 6 I'm writing _____ details of the next team-building day.
- 7 I'm writing _____ your computer problem.
- 8 I'm writing _____ tell you I can't come to the seminar.

6 Match these sentences from emails with the writer.

- | | |
|---|-----------------------|
| 1 Just let me know if you have any more problems with your product. | a) a colleague |
| 2 Just let me know when you can ship the order. | b) a close friend |
| 3 Just let us know if you'd like to come bowling with us. | c) a manager |
| 4 Just let me know if you need any additional support while Sam's off sick. | d) a family member |
| 5 Just let me know if you need somewhere to stay. | e) a regular customer |
| 6 Just let me know when Mum wants me to pick her up. | f) a regular supplier |

Output

7 Imagine you are Gabi's friend, Rita. Write these emails.



- 1 Write to Josie, another close friend. You won't be in Montevideo on November 17th. Explain why. Ask Josie if she can meet Gabi at the airport.
- 2 Write to Raquel, the friendly manager of the pizza restaurant where you sometimes work at weekends. Tell her you can't work the weekend of 1-2 December. Offer to work during the week instead.
- 3 Write to your uncle Manuel, who lives on the Gold Coast near the beach. Ask if you and Gabi can stay in his house for the weekend of 1-2 December. Tell him the good news about your exams, too.
- 4 Write a reply to Gabi's email to explain the arrangements you have made.

- ▶ reading internship adverts
- ▶ listening to interviews and completing profiles
- ▶ presenting decisions

1.6 Case study The Intern Shop

Discussion

1 How can graduate students find an internship? Think of as many different ways as possible. Put them in order from the most likely to the least likely to succeed.

Reading

2 Read the advertisement and answer the questions.

- 1 What services does The Intern Shop offer?
- 2 How long are the internships?
- 3 Do interns receive a salary?
- 4 How does The Intern Shop match candidates and internships?

INTERNET



THE INTERNSHOP

Today's employers want graduates with work experience and intercultural skills. But how do you get experience if you don't have a job? We can help!

The Intern Shop arranges paid and voluntary internships all over the world. After one or two years working abroad, 90% of our clients find a permanent job in less than one month.

We arrange everything: a job where you can develop your skills, a place to live, visas, language training, etc. We can even find the best travel deals and make your arrangements for you.

Just send us your CV and we will contact you to arrange a video interview.

3 Read about two internships. Which one is more attractive? Why?

INTERNET

PROJECT MANAGER, Beijing or Shanghai, China
THE INTERNSHOP

Working for a large electronics manufacturer, you will plan and organize projects and work schedules and manage a team of Chinese colleagues.

You have a degree in science or business, you are well-organized, you have good computer and communication skills and you enjoy working in a team. You have a TOEIC level of 750 or equivalent.

We provide free, shared accommodation, meals and language training on site, an annual return air ticket and a monthly allowance of \$500.

INTERNET

TRAINEE WAREHOUSE SUPERVISOR, Recife, Brazil
THE INTERNSHOP

One of Brazil's largest providers of logistics services has an excellent opportunity for a future manager in its Recife warehouse. Working with an experienced manager, your job is to guarantee ideal stock levels and on-time deliveries to our customers (sports equipment stores).

You have a good degree, preferably in economics or business studies, and the ability to learn languages quickly. Basic Portuguese is a strong advantage.

This internship is unpaid, but the company will pay for accommodation. Paid overtime is available.

Internet research

Search for the keywords *how to find internships*. Make a list of tips. Compare with a partner.

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accommodation
allowance
arrange
intercultural
overtime
TOEIC
visa
warehouse

Listening

4  1:20–1:22 The Intern Shop is interviewing three candidates for the internships in China and Brazil. Listen and complete the profiles.

1 **NAME:** Tai Shinawatra
DATE OF BIRTH:
NATIONALITY:
DEGREE: Business Studies, from
LANGUAGE SKILLS: Thai, English, a little Portuguese
INTERCULTURAL SKILLS: Experience of Asian and American culture
INTERESTS: Computing, electronics, rock and pop
PROFESSIONAL OBJECTIVE:



2 **NAME:** Karen O'Connor
DATE OF BIRTH:
NATIONALITY:
DEGREE: Modern Languages, Bradford University
LANGUAGE SKILLS:
INTERCULTURAL SKILLS: Friends from all over the world at university
INTERESTS:
PROFESSIONAL OBJECTIVE: To become a manager



3 **NAME:** Julio Suárez
DATE OF BIRTH: December 14, 1989
NATIONALITY:
DEGREE: Physics, from
LANGUAGE SKILLS:
INTERCULTURAL SKILLS: Lives in Barbados
INTERESTS:
PROFESSIONAL OBJECTIVE:



Discussion

5 Work in small groups. Decide who is the best person for each internship.

Listening

6  1:23–1:25 Listen to the three candidates answering one final question. Does this change your decision?

Presentation

7 Present your decision to the class.

