

# 5 Getting to work

## A Ways of getting to work

How do you get to work – go to work?

I You We They	go by get the take the	metro/underground/subway. train. bus. tram/streetcar.
	drive. walk. cycle.	



A tram

He She	goes by gets the takes the	metro/underground/subway. train. bus. tram/streetcar.
	drives. walks. cycles.	

**Note**  
BrE: underground; AmE: subway;  
BrE and AmE: metro  
BrE: tram; AmE: streetcar

**Note**  
You use go + by with types of transport: I go to work by bus, by car, by train.

## B The city centre and the suburbs



New Delhi, India

Mehrauli

Ghaziabad is a **town** outside New Delhi. Connaught Place is in the **city centre**. Mehrauli is a **suburb** of New Delhi.

**Note**  
In some cities, the centre is called the **central business district (CBD)**.

## C Commuting

Anita lives in Ghaziabad, but she works in the city centre, in an office near Connaught Place. Every day, she **commutes** /kə'mju:ts/ by train **from** Ghaziabad to New Delhi. She's a **commuter**. She likes **commuting** because she can do a lot of work on the train.

Vijay lives in Mehrauli. He also commutes to the city centre. He takes the bus.

Daljit lives in Mehrauli too, but she doesn't commute. She works in a **business park** near where she lives.

When you talk about commuting, you can say:

I leave home at 7.45 am and I get to work at 9.00.

Vijay leaves home at 7.30 am and he gets to work at about 8.30.

Daljit leaves work at 6.30 pm and she gets home at 6.45.

To learn more about time, see Unit 16.



A business park

**Note**  
The pronunciation of **business** is /'bɪznɪs/.

# 6

## Business travel 1: at the airport

### A Getting to the airport

John Cheng, a Hong Kong businessman, is on a **business trip** to meet customers in different cities in Africa. He **booked his flights** on a **travel site** on the Internet. He is in Nairobi and he is going to fly **business class** to Lagos.

- He gets a taxi to the airport.
- But the road is very busy and he gets **stuck in traffic** – his taxi moves very slowly.
- He gets to the airport an hour late. But, luckily, his flight is **delayed**, so he doesn't miss it.
- He checks in at the check-in desk. He checks in one item of **baggage** and gets his boarding card.
- He goes through **passport control** and shows his passport.
- He goes through **security**.
- He goes to the **duty-free shops**.
- He goes to the **departure lounge** next to the gate.
- He **boards his flight** and finds his seat.
- The plane **takes off**.
- Three hours later, Mr Cheng **lands** in Lagos.



**Note** to reserve BrE and AmE; to book BrE only  
to make a reservation BrE and AmE;  
to make a booking BrE only

### B Airport announcements

- a Would Mr Cheng, passenger on flight KQ932 to Lagos, please **proceed** immediately to gate 14 where his flight is ready to **depart**?
- b Kenya Airways **announce** that flight KQ932 to Lagos is ready for **boarding**. Would all passengers please proceed to gate 14?
- c There are great special offers at our duty-free shop. You can **purchase** all French perfumes at 20 per cent off the normal price.
- d Only one item of **hand baggage** is **permitted**. All other baggage must be checked in.
- e If you have a laptop computer, please **remove** it from its bag.

### C Travel adjectives

- The **flight** was **delayed**.
- The **plane** is **full**.
- Mr Cheng always flies business class. The **seats** are very **comfortable**.
- The **service** is very **efficient**. The **flight attendants** are very **friendly** and **helpful**.
- The food is **delicious**.
- The **in-flight entertainment** is very **varied**. There are lots of different music and film channels.

**Note** The spelling is helpful, not 'helpfull'.



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## Business travel 2: at the hotel

## A Checking into a hotel

## Welcome to the Otuwa Hotel, Lagos

Dear Guest,

All **guest rooms** are equipped with a **full range of facilities**<sup>1</sup>: **tea- and coffee-making facilities**, **minibar** and **satellite TV**. All rooms have a large **safe**<sup>2</sup>.

The Africa Lounge on the first floor **serves breakfast** from 7 until 11. The Horizon Rooftop Restaurant serves lunch from 12 till 3 and dinner from 6 till midnight.

Food is **available** in your room at any time, of course. Just **dial 8 for room service**<sup>3</sup>.

And there's a **gym** and a **pool** on the ground floor where you can **work out**<sup>4</sup>.

At **reception**, our **receptionists** are here to help make your stay as pleasant as possible.

And when you leave, we have an **express check-out service** – under two minutes.

**Have a nice stay!**

- <sup>1</sup>complete equipment/services  
<sup>2</sup>strong box for valuable things  
<sup>3</sup>you can get food brought to your room  
<sup>4</sup>take exercise

## B Making contact 1

John Cheng phones his **business contact** in Lagos, Daniel Achebe, from his hotel room.

John Cheng: It's John Cheng here. I've **just got in** and I'm at the Otuwa Hotel.

Daniel Achebe: **Welcome to Lagos**, Mr Cheng.

John Cheng: Thanks. **It's nice to be here**.

Daniel Achebe: **How was your flight?**

John Cheng: It was **delayed** two hours, but the flight itself was OK.

Daniel Achebe: **What about dinner** this evening?

John Cheng: That's very kind, but I'm **rather tired** after the flight. I'd prefer to stay here and rest instead. **What about tomorrow evening**, after our meeting?

Daniel Achebe: OK, I'll let you get some rest. I'll send a driver round to pick you up tomorrow morning and bring you to our offices. **What about meeting** at 8.30? It'll take about an hour to get to our office. The traffic in Lagos is very heavy, especially at that time of day.

John Cheng: That would be great. 8.30 is fine. I look forward to seeing you tomorrow.

Daniel Achebe: Me too. Goodnight.



## C Making contact 2

Daniel Achebe: Ah, Mr Cheng, good morning. **Very nice to meet you**. How are you feeling this morning? **What's your hotel like?** Did you have a good rest?

John Cheng: Yes, thanks. The hotel's very **comfortable** and the **room service** is very efficient. I had something to eat in my room and then I slept very well.

Daniel Achebe: Yes, the Otuwa Hotel has an **excellent reputation** – people say a lot of good things about it. **Let's have some coffee**, and then we'll get down to business.

Note

You don't use 'to' after Let's. For example, you don't say 'Let's to have some coffee!'



# 12 Getting to the top

## A Getting to the top 1

Mary Wu is the chief executive of Exquifoods. This is her profile.

**Mary Wu** – chief executive, Exquifoods

Her father and mother **were** both office workers.

She **was born** in Singapore in 1955. She **went** to school there.

She got very good **grades** – results – at **secondary school**. Then, in 1973, she **got into** the National University of Singapore to study **psychology**. In 1979 she **joined** Asiasavours, another food company, as a **trainee** – learning her job as she did it.

In 1991, she **left** Asiasavours and **moved** to Exquifoods. She **got a job** working in the human resources department.

In 1999, she **became** head of the human resources department.

In 2009, she became the chief executive of Exquifoods.

In 2015, she's hoping to buy another food company.



## B Getting to the top 2

Here are some questions and answers about Lee Kuo, head of research and development at Exquifoods, and his career.

- What **did** his parents **do**?  
They were both farmers.
- Where was he **born**?  
He was born in Hong Kong in 1964 and went to school there.
- When did he leave school?  
He left school in 1982 and went to the University of California.
- What did he **study** at **university**?  
He **studied** chemistry.
- What did he do next?  
In 1985, he **went** to Harvard University to do an MS in food chemistry.
- Which company did he **join** after that?  
In 1987, he joined a soft drink company in the US and **worked** in the research department.
- When did he **go back** to Asia?  
He **went back** to Asia in 2003 and **joined** Exquifoods as head of research and development.

For more on qualifications, see Unit 14.



Note

You don't say, for example, 'He ~~was born in Belgrade and went to school in there~~'. You say He was born in Belgrade and went to school there.



# 13 Skills

## A Are you good with people?



- Mary is very good with people.
- She is good with figures.
- She isn't very good with languages.



- Lee is very good with figures.
- He is good with computers.
- He isn't very good with people.

Note

You use **good** or **very good** in affirmative sentences and **not very good** with negatives.

## B Skills

- Mary has **people skills** – she is very good with people.
- She **doesn't have language skills** – she isn't very good with languages.

Mary also has very good:

- **management skills** – she's a very good manager.
- **listening skills** – she listens carefully to what people say.
- **presentation skills** – she explains things very clearly.

- Lee has **computer skills** – he is good with computers.
- He **doesn't have people skills** – he isn't very good with people.

Lee also has very good:

- **problem-solving skills** – he finds an answer to every problem.
- **negotiating skills** – he is good at discussing things when people don't agree.
- **language skills** – he grew up speaking Cantonese, and he also speaks very good English and Japanese.

## C Skilled and unskilled workers

At Exquifoods, there are a lot of **skilled workers** – people with special skills, sometimes called **specialists** or **experts**, for example **production specialists** and **research workers**. There are also **unskilled workers** – people without special skills, for example **production workers** and **cleaners**.



A skilled worker



An unskilled worker