

ENGLISH FOR SPECIFIC PURPOSES

Collins English for Work

Self-study courses for working adults who need English in the workplace

Collins English for Work are unique self-study multimedia courses for elementary and pre-intermediate level working adults who need English to conduct their day-to-day business. Ideal for those working in customer facing roles where a basic mastery of English is required.

- Dialogues represented visually in photo-stories featuring recurring characters
- Key phrases and functional language highlighted to help students remember
- Usage section highlights differences in cultural practices and differences between American and British English
- Practice section encourages students to relate scenarios to their own personal situation

These titles are available for content licensing and bilingual co-editions.



Workplace English

James Schofield

978-0-00-743199-1 • 148x210 • 4-colour • 16opp • PB+CD+DVD

Jasmine Goodman is a personal assistant at Lowis Engineering. In the *Workplace English* self-study pack students follow Jasmine's daily life at her office and learn the English they need for their everyday work life.

Designed to equip office workers, receptionists, PAs and administrators with the key vocabulary they require to speak and understand English on the phone and when greeting foreign visitors, making meeting and travel arrangements, dealing with problems and checking information.



CEF Level: A1–A2

Learn through video:
Include DVD with twelve videos featuring different business situations

Workplace English 2 NEW

James Schofield

978-0-00-746055-7 • 148x210 • 4-colour • 16opp • PB+CD+DVD

Tom Field is a project manager at Lowis Engineering in London. The company has just been bought by Australian Power Utilities (APU). Tom is responsible for coordinating the integration of Lowis Engineering's computer systems with those of APU.

In the *Workplace English 2* self-study pack students follow Tom's daily life at his office and learn the English they need for everyday work life. The course looks at typical situations such as meetings, presentations, telephoning, emailing and effective use of telephone and video conferencing, and is designed to equip office workers with the key vocabulary and language skills they require to work in English.



CEF Level: A2



Mike Seymour

978-0-00-743198-4 • 148x210 • 4-colour • 16opp • PB+ 2CDs



Real-life situations and tasks: Includes 2 CDs with 24 conversations plus exercises

Sarah, Simon and David work at the Metro Hotel, as receptionist, head of Guest Services, and bartender. In the *Hotel & Hospitality English* self-study pack students follow their daily lives and improve their English as they do so.

The pack is ideal for front-line staff in hotels and restaurants who need to communicate confidently in English to maintain good customer relations. Units cover checking guests in and out, dealing with difficult guests, taking food and drink orders, and much more.

4 Looking after guests (1)

Offering to help | Giving simple directions | Explaining things

Conversation

13 CD1

1 Simon works as a concierge in Guest Services. Listen to the conversation.

Simon: Good evening, madam. Can I help you?

Guest: Yes, I've just checked in and I don't have any local currency. Is there an ATM in the hotel?

Simon: Sorry, madam, I didn't quite catch that. Is there what in the hood?

Guest: An ATM, a cash machine – somewhere I can take out some money?

Simon: Ah, now I understand. I'm sorry, madam, I'm afraid there isn't a cash machine in the hotel but there are lots of banks on Maple Street, which isn't far away.

Guest: Could you show me where it is?

Simon: Sure. Let me give you a map of the city. The hotel is here. Look, I'll circle it for you. Maple Street is about five minutes' walk away.

Guest: Could you show me how to get there?

Simon: Of course. Turn right out of the hotel. Walk along the street and turn left at the traffic lights. Walk along Hope Street and then turn right onto Maple Street. There are lots of banks there with cash machines.

Guest: Thank you very much.

Simon: My pleasure, madam.

18 Hotel & Hospitality English

Essential real-life customer-facing skills covered in each unit

A series of simple exercises ensures learners can produce the key language

Cultural practices and differences between American and British English highlighted

Language tip

Note that Simon says 'Sorry, madam, I didn't quite catch that' when he doesn't understand what the guest says and wants. This is a friendly and informal way of saying that you haven't heard or understood something.

Practice

3 Use the words in the box to complete the sentences.

catch circle miss please turn

1 Sorry, madam, I didn't quite _____ what you said.
2 When you get to the end of the street _____ left into Rathwell Lane.
3 Let me show you where we are on this _____.
4 My _____, madam.
5 I'll _____ the street on this map for you.

4 Look at the map and complete the directions.

1 Guest: Can you tell me how to get to the City Bank?
Yes, of course. Turn left _____ out of the hotel and walk along Green Street. Turn left _____ onto Duke Street. The City Bank is on the left _____.

2 Guest: Can you tell me how to get to the Exhibition Centre?
Yes, of course. Turn left _____ out of the hotel and walk along Green Street. The Exhibition Centre is on the left _____.

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Dialogues presenting clear language-models that can be adapted to fit learners' needs

Photo-stories featuring recurring characters

Looking after guests (1) (1)

Language tip

Simon says 'My pleasure'. You can also say 'You're welcome' or, in a more informal situation, 'No problem'.

Did you know?

ATM stands for Automated Teller Machine but we just say ATM. Another word for cash machine is cashpoint or cash dispenser. Some people refer to cash machines as a 'hole in the wall'!

Understanding

13 CD1

2 Listen to the conversation again and answer these questions.

1 When did the guest arrive?
2 What does the guest need to find?
3 What did Simon not understand?
4 How far away is Maple Street?

Key phrases

Helping guests and giving directions:

Can I help you? Turn left / right out of the hotel.

I didn't quite catch that. Walk along _____.

Let me give you... a map. It's about... minutes / metres / miles away.

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Key phrases and Language Tips help students use important language

Collins Business Skills is a popular series of self-study skills books focused on the language learner's need to do business in English, anywhere in the world. Each book includes tips on how to communicate effectively and inter-culturally.



NEW

Key Business Skills CEF Level: B2–C2

Barry Tomalin

978-0-00-748879-7 • 246x189 • 144pp • PB+CD • December 2012

Using the unique 'Business Plus' approach, *Key Business Skills* gives advice and practice to develop business skills in four key areas PLUS the language students really need to get results.

Key Business Skills provides all learners need to be prepared for:

- presentations
- meetings
- negotiations
- networking

Includes audio CD



NEW

Effective International Business Communication CEF Level: C1–C2

Bob Dignen with Ian McMaster

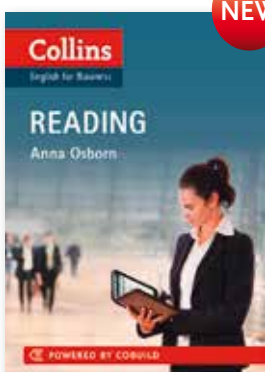
978-0-00-746056-4 • 246x189 • 224pp • PB • January 2013

Good international communication is not just a question of being good at speaking English. It's essential to understand communication processes and styles to achieve success in business.

Effective International Business Communication guides students through core skills such as listening, and key interpersonal skills such as building relationships, influencing and managing conflict.

Effective International Business Communication will help to:

- Make the most of the English learners know to communicate better
- Use the right style of communication at the right time
- Handle challenging meetings with native and non-native speakers
- Build successful relationships



NEW

English for Business: Reading CEF Level: B1–C2

Anna Osborn

978-0-00-746943-7 • 246x189 • 128pp • PB • October 2012

Helps students to refine and perfect their business reading skills.

- Covers a wide range of text types, such as emails, agendas, job descriptions, business reports, advertisements, social media, news, and many more.
- Offers helpful advice on different reading styles, such as reading for gist and reading for detail.
- Includes advice on how to improve reading speed, and tips to help learners choose the best reading method to find the information they need.
- Contains useful skills not covered in traditional reading courses, such as 'reading between the lines' or understanding the true meaning behind the message.

English for Business: Writing CEF Level: B1–C2

Nick Brieger

978-0-00-742322-4 • 246x189 • 128pp • PB

Helps students write clearer business documents more effectively.

- Covers key areas such as varying tone, structuring documents and considering your audience
- Exercises focus on written texts, vocabulary and key structures
- Useful tips sections help students to improve their writing styles
- Tasks demonstrate best practice in business writing

English for Business: Speaking CEF Level: B1–C2

James Schofield and Anna Osborn

978-0-00-742323-1 • 246x189 • 128pp • PB+CD

Ideal for business people who want to get their message across more effectively in all situations - on the phone, in meetings, and in social situations.

- Covers key areas such as networking, negotiating, presentations and telephoning
- Audio CD features dialogues recorded by native speakers, using real-life scenarios and key phrases specific to different business situations
- Step-by-step process guides the student from comprehension of a model dialogue to building their own dialogue
- Grammar and vocabulary is extracted from relevant business contexts of conversations

English for Business: Listening CEF Level: B1–C2

Ian Badger

978-0-00-742321-7 • 246x189 • 128pp • PB+CD

Equips students to understand what business contacts are saying, however they say it.

Authentic recordings feature real people talking about their work and lives in a variety of native and non-native accents alongside exercises and learning material.

- Covers key areas such as working in English globally, cross-cultural negotiation and planning a business trip
- Exercises based on 78 minutes of authentic recordings on audio CD
- Accents include Indian, Chinese, Japanese, Scottish, US, Australian and many more

Additional recordings and transcripts available online at www.collinselt.com

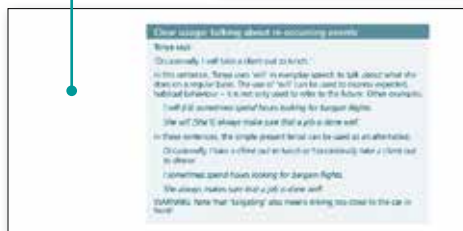


Collins English for Business: Listening is now also available as an app.

Useful tips help students deal with difficult language



Notes explaining relevant grammatical structures in practical business contexts



Usage notes help students understand how English is really used



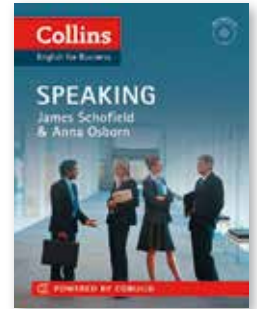
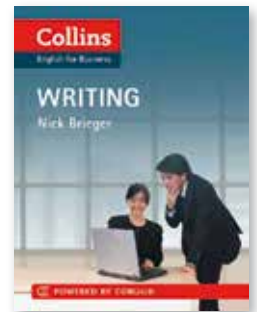
Cultural notes facilitate intercultural exchange



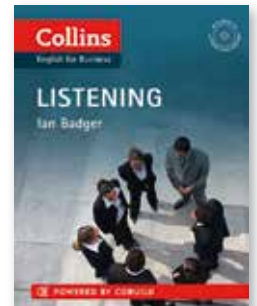
Collins English for Business: Writing, Unit 13
Collins English for Business: Speaking, Unit 12
Collins English for Business: Listening, Unit 10

All Collins Business Skills books are written by leading experts in business communication.

- Suitable for self-study, classroom use and in-company language courses
- Recommended for people in business and university or college students



Includes audio-CD with role-plays and conversations to practise fluency



Includes audio-CD with 78 minutes of native and non-native speakers using business idioms, slang and different levels of formality