

# Lifestyle

English for work, socializing & travel

## Upper Intermediate Workbook



AUDIO CD

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# Connections

## A Tense overview



**1** Complete the letter by putting the verb in brackets into the correct tense.

**2** What is the aim of the sender?

- 1 to win a contract in competition with another firm
- 2 to arrange a meeting with a potential new client
- 3 to get to know an acquaintance better

**3** Which of the following does the writer do?

- 1 reminds the reader where they met
- 2 makes an amusing reference to a shared experience
- 3 refers to a shared opinion
- 4 hints at a solution to a current problem
- 5 discusses the plans in detail
- 6 indirectly mentions a recent success
- 7 arranges a specific time for a second meeting

**4** Choose the correct time expression to complete each pair of sentences.

This time next year    By the time  
 For the time being    Last quarter

1 \_\_\_\_\_ the technical fault was found, the firm had lost almost a billion dollars.

the satellite reaches Mars it will have been travelling for nine months.

2 \_\_\_\_\_ the interest rates will have increased by 3%.

he's going to launch his own multimedia start up.

3 \_\_\_\_\_ we achieved our best results in over a decade.

experts expected commercial property prices to remain steady.

4 \_\_\_\_\_ I'm working in a part-time job but I'm looking for something permanent.

temperatures will remain cooler than usual.

Dear Gregor,

It <sup>1</sup> \_\_\_\_\_ (be) a pleasure meeting you at the Corndale trade fair on Monday. I <sup>2</sup> \_\_\_\_\_ (enjoy) our discussion after the seminar. We seem to have similar views on the changes that new media could have on marketing strategies.

As you may remember from our conversation, I'm a senior designer at Webtec Solutions. So I was naturally very interested when you mentioned that you are currently <sup>3</sup> \_\_\_\_\_ (consider) updating the design of your company website. You clearly put a lot of thought into what you would like the website to achieve.

So, when I returned to my office I <sup>4</sup> \_\_\_\_\_ (take) a look at the present design of your site. Can I start by saying that I think it has many positive qualities. However, I believe that, for the last two years, your company <sup>5</sup> \_\_\_\_\_ (use) a website which is not adequately designed to deal with the amount of traffic which it attracts.

I <sup>6</sup> \_\_\_\_\_ (outline) some thoughts which I think would increase visitor numbers to the site and, therefore, your profits. You will find these enclosed.

I am <sup>7</sup> \_\_\_\_\_ (be) in your area next Wednesday afternoon to accept a prize for a previous web design project. According to the schedule, the ceremony <sup>8</sup> \_\_\_\_\_ (finish) by 3.30 p.m. If you find these ideas of interest, perhaps we could meet briefly before my return flight?

I <sup>9</sup> \_\_\_\_\_ (always hold) your company in high regard and if there <sup>10</sup> \_\_\_\_\_ (be) anything that I can do to be of assistance now or in the future, please let me know.

Kind regards.  
 Yours sincerely

*Matt*  
 Matt Jordan

**1** Read the information about a networking event. Put the words in the correct order to make a phrase that is used in the advertisement.

you what not it's it's  
know know you who

---

**2** Write questions to get the underlined answers. More than one answer may be possible.

1 \_\_\_\_\_ ?

Tickets cost £35 per person.

2 \_\_\_\_\_ ?

It's on the 21st March.

3 \_\_\_\_\_ ?

It'll be on for about four hours.

4 \_\_\_\_\_ ?

He's speaking at 11 a.m.

5 \_\_\_\_\_ ?

Prospective employers and job seekers.

6 \_\_\_\_\_ ?

The reason they're there is to answer questions about how to change or develop your career.

7 \_\_\_\_\_ ?

You should contact Jane Harwood to book tickets.

8 \_\_\_\_\_ ?

You can email her or call her on 0139 23218.

9 \_\_\_\_\_ ?

I'm not sure how many people are expected, but there are a limited amount of tickets.

10 \_\_\_\_\_ ?

You can get more information about professional networking events on the company website.

**3** Complete the questions and match them to a response (a–e).

1 So \_\_\_\_\_ line of \_\_\_\_\_ are you in?

2 \_\_\_\_\_ long have you been \_\_\_\_\_ for your present company?

3 \_\_\_\_\_ did you \_\_\_\_\_ from?

4 What \_\_\_\_\_ you \_\_\_\_\_ there ?

5 Where do you \_\_\_\_\_ yourself in five years' \_\_\_\_\_ ?

a I graduated from Maastricht University.

b I'd like to think that I'll be running a design department.

c Design and engineering.

d For around eighteen months.

e Well, at present I'm in product development.



## Graduate and young professional networking brunch

Weds 21 March

10 a.m.–2 p.m.

Join us at our successful monthly networking brunch and mix business and pleasure. Aimed at bringing together prospective employers and young professionals, this is an excellent opportunity to meet new friends and make business contacts in a relaxed atmosphere.

Business guru Richard Davis will be there to give a talk on how to make a good impression at interviews. Afterwards he will be available to sign copies of his new book 'Better than the rest.'

Talk: 11 a.m.

Book signing: 11.30 a.m.

Venue: The Limetree hotel

423 Great Prince Street London W12

Guests will include professionals from a wide variety of sectors including multinational companies, marketing, law, engineering, accounts, fashion, design and technology.

There will also be representatives from top recruiting agencies who will be able to answer questions about how to develop or change your career.

A limited number of tickets are now available at £35. Email Jane Harwood at [jharwood@FreshwaterEvents.com](mailto:jharwood@FreshwaterEvents.com) or phone 0139 23218 to book your ticket today. Visit our website [FreshwaterEvents.com](http://FreshwaterEvents.com) to see other professional networking events in your area.

Remember, it's not always what you know ... it's who you know.

We look forward to seeing you there!

**4** Correct any mistakes in questions 1–5. Not all questions contain a mistake.

1 Who did forget to bring a pen to the exam?

2 Which does cost more at the moment, gold or platinum?

3 When did you last work in marketing?

4 What qualifications do employers value most?

5 How many people do usually attend these training sessions?

6 Where did you hear about our organization?

1 Complete the two emails with an appropriate word or phrase from the box in each gap.

attached document a quick line be of use be rescheduled pencil in has come up how are things need clarification owing to a prior engagement take a rain check tied up unable to make work for you would be most grateful

Hi Jade,

A

I just thought I'd drop you <sup>1</sup> \_\_\_\_\_ to check that everything's still OK for the software launch on Friday.

I know we planned to meet on Wednesday to iron out any last-minute problems but I'm afraid I'll have to <sup>2</sup> \_\_\_\_\_ as something <sup>3</sup> \_\_\_\_\_. It looks as if I'm going to be <sup>4</sup> \_\_\_\_\_ in meetings with the money guys for most of Thursday as well.

<sup>5</sup> \_\_\_\_\_ looking for you on Tuesday? Maybe we could <sup>6</sup> \_\_\_\_\_ a quick breakfast meeting? Let me know if that would <sup>7</sup> \_\_\_\_\_.

All the best,

Lu

Dear Henri,

B

Thank you for sending the details of the next premises committee meeting. I noticed that the date of the meeting has had to <sup>1</sup> \_\_\_\_\_.

Unfortunately, <sup>2</sup> \_\_\_\_\_, I will be <sup>3</sup> \_\_\_\_\_ the new date.

In the <sup>4</sup> \_\_\_\_\_, you will find some details concerning recent expenditure on maintenance for the building. I hope that this might <sup>5</sup> \_\_\_\_\_ when preparing for the meeting. If any points <sup>6</sup> \_\_\_\_\_, do let me know.

<sup>7</sup> \_\_\_\_\_ if you could inform me of any recommendations or action points which the committee approves.

Kind regards,

Dulcie

2 Choose the best option (a, b or c) to complete the sentences.

1 Unfortunately, I have a doctor's appointment on Thursday so I'm afraid I'll have to \_\_\_\_\_ our meeting until next week.

a stop      b postpone      c cease

2 Charles mentioned that you would like a meeting to clarify the itinerary. Let me know which day would \_\_\_\_\_ you best.

a suit      b inform      c arrange

3 I'm afraid that Monday isn't \_\_\_\_\_ as I'm on a training course – how about Tuesday?

a appropriate      b convenient      c beneficial

4 Helena won't be able to make the presentation because she's got something \_\_\_\_\_.

a up      b out      c on

5 Could you please \_\_\_\_\_ that you will be able to attend the training course?

a accept      b confirm      c approve

6 I look forward to receiving your response in \_\_\_\_\_ course.

a due      b rapid      c considered

7 I have \_\_\_\_\_ your email to the appropriate department.

a forwarded      b indicated      c advanced

8 Many thanks for your email. I'm out of the office this morning but I'll get back to you \_\_\_\_\_.

a momentarily      b briefly      c shortly

3 Match these sentences from an informal email with an emoticon.

1 I was really surprised to hear that you're thinking of moving to Boston.

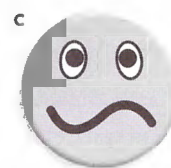
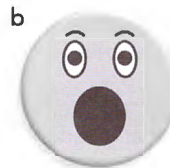
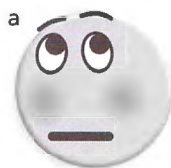
2 After three hours' wait, they cancelled the flight – absolutely infuriating!

3 Then I turned round and realized my boss had heard me talking about him!

4 We were all disappointed to hear that you won't be able to make the trip to Barcelona.

5 I can't work out how to operate the new printer – half the instructions are missing!

6 Your parcel arrived this morning. Thank you so much – it was just what I wanted!



**1** Read the article below. Match the underlined words with these definitions.

- |                   |       |
|-------------------|-------|
| 1 welcoming       | _____ |
| 2 evaluate        | _____ |
| 3 control or lead | _____ |
| 4 signal          | _____ |
| 5 shy and alone   | _____ |
| 6 exchanging news | _____ |
| 7 humorous        | _____ |
| 8 interrupting    | _____ |
| 9 pause           | _____ |



## Take a leap and join in

Most of us have experienced what it is like to walk into a room full of strangers. Everybody else seems so much more confident and relaxed than we feel. And, worse, absolutely everyone seems to be involved in a witty conversation. But you don't need to be a wallflower. Instead, try these steps to help you take the plunge and join in a conversation.

### Step 1

Remember that there will be other people in the same situation as you – people who don't know anyone else. So look friendly and approachable. Forget about feeling nervous and start listening.

### Step 2

When you hear a discussion that sounds interesting, wait until there is a natural break in the conversation and then make a comment or ask a question about the subject. It's often best to start with a small comment and then judge the reaction before continuing. If the participants are old friends who are catching up or colleagues who are having a private conversation they may not want anyone else to join their group. But if the reaction is good and they appear welcoming, simply continue to take part.

### Step 3

If appropriate, develop the conversation by asking open questions to get fuller answers. Keep to the rules of polite conversation. For example, until you know people better, it's best to avoid trying to dominate the conversation by talking over other people.

### Step 4

When you notice signs that the conversation seems to be coming to a natural close, that's your cue to move on. End with a simple acknowledgement such as 'It was interesting talking to you', 'I enjoyed our chat' or 'It was good to meet you'.

**2** Listen to five conversation extracts. Choose the best response (a, b or c) to join in the conversation.

#### Conversation 1

- a There was a better programme on the other side.  
 b The photography was amazing, wasn't it?  
 c These nature programmes are usually quite boring.

#### Conversation 2

- a I'm just on my way to the café across the road – you're both welcome to join me.  
 b All the cafés are overpriced. You should bring your own food and drink, like I do.  
 c Research suggests that it's healthier to drink tea than coffee.

#### Conversation 3

- a Well, you should expect bad weather in winter.  
 b Do you know if it's supposed to brighten up later in the week?  
 c The weather is a rather dull topic of conversation, don't you think?

#### Conversation 4

- a I don't know who she is.  
 b Oh, yet another collection for a present.  
 c That's lovely news. Is it a boy or a girl?

#### Conversation 5

- a Have you heard her speak before? She's meant to be really entertaining.  
 b I'll come and sit with you as I haven't anything better to do.  
 c Allow me to outline three reasons why her theories are completely wrong.

#### Conversation 6

- a I wouldn't say that too loudly.  
 b Right, let me tell you about the problem I've been having with my account.  
 c That can't always be easy in the present financial climate.

**3** Listen to an extract from another conversation and decide if the statements are true (T) or false (F).

During the conversation, one of the speakers ...

- |   |                          |
|---|--------------------------|
| 1 interrupts the conversation.                    | <input type="checkbox"/> |
| 2 initially seems reluctant to contribute.        | <input type="checkbox"/> |
| 3 tells a funny story.                            | <input type="checkbox"/> |
| 4 asks questions to encourage participation.      | <input type="checkbox"/> |
| 5 changes the subject.                            | <input type="checkbox"/> |
| 6 signals that they want the conversation to end. | <input type="checkbox"/> |

**4** Read the sentences from the conversation. Correct any mistakes, then listen again to check.

- 1 That's what I was thinking too. It certainly seems like the way forward. \_\_\_\_\_  
 2 Why don't you tell us your thoughts of this, James? \_\_\_\_\_  
 3 In mine view, it hasn't been in operation for enough time to make a decision. \_\_\_\_\_  
 4 That seems likely a very sensible approach. \_\_\_\_\_  
 5 By the way, does anyone hear like James Bond? \_\_\_\_\_  
 6 Do you fancy going for take a look? \_\_\_\_\_

1 Put the words in the correct order to make sentences from a presentation.

- 1 I'll / finally / main / summarize / the / points  
\_\_\_\_\_
- 2 I'd / present / like / to / a / unique / products / of / range  
\_\_\_\_\_
- 3 a / thing / to / happened / funny / me / way / the / on / today / here  
\_\_\_\_\_
- 4 divided / I / have / talk / my / three / parts / into  
\_\_\_\_\_
- 5 I'd / factors / to / by / reminding / of / the / like / important / two / most / conclude / you  
\_\_\_\_\_
- 6 you / talk / results / know / sales / as / I'm / to / today / our / here / about  
\_\_\_\_\_
- 7 begin / a / I'll / overview / with / brief  
\_\_\_\_\_
- 8 like / I'd / to / you / start / surprise / an / may / interesting / fact / that / with.  
\_\_\_\_\_

2 There are two sentences for each group. Put the sentences from exercise 1 into the correct group.

**Openings**

\_\_\_\_\_

\_\_\_\_\_

**Introducing the topic**

\_\_\_\_\_

\_\_\_\_\_

**Outlining the talk**

\_\_\_\_\_

\_\_\_\_\_

**Concluding**

\_\_\_\_\_

\_\_\_\_\_

3 4-6 Listen to three extracts from a presentation and complete the evaluation form.

## Presentation evaluation form

**Extract 1**

- 1 How does the speaker open the talk?
- a with an anecdote
  - b with a quotation
  - c by introducing a fact

**Extract 2**

- 2 When outlining the talk, did the speaker do any of the following?
- a stress important words or phrases
  - b vary the speed of delivery
  - c speak evenly and without altering pitch

**Extract 3**

- 3 When concluding the talk, what does the speaker do?
- a reminds listeners of an important point
  - b summarizes the three main ideas
  - c invites the audience to ask questions

4 Read the clues and circle the words in the wordsearch grid.

V	E	P	I	T	C	H	P	P	R	X	A
G	V	U	Q	V	N	T	O	N	E	E	L
V	Z	K	F	S	B	J	U	I	Y	Y	Y
C	E	Z	H	W	B	D	P	T	X	I	I
N	A	R	G	A	N	G	O	M	H	X	H
V	B	T	B	Y	B	M	S	Y	F	X	V
T	F	U	S	A	D	X	T	R	A	L	Y
V	F	W	N	D	L	J	U	E	C	U	W
L	H	E	I	O	A	J	R	H	I	V	W
G	E	S	T	U	R	E	E	G	A	S	R
Z	Y	M	S	C	J	J	N	I	L	F	S
E	A	P	P	E	A	R	A	N	C	E	J

- 1 the way that we say something to indicate what we are feeling
- 2 a high or low way of speaking
- 3 spoken rather than written
- 4 type of expression that uses muscles of the eyes or mouth, for example
- 5 move your hands or head to emphasize a point
- 6 how we hold or move our body, especially when standing
- 7 what something looks like
- 8 move from side to side

# Transformation

## A Modal overview

**1** Choose the best option (a, b or c) to complete the sentences.

1 We can't force everyone to follow the new guidelines, but we could give them a \_\_\_\_\_ in the right direction.

- a nudge      b pull      c move

2 Everyone likes the idea of a departmental breakfast meeting at the moment, but when the \_\_\_\_\_ wears off, they'll soon change it to later in the day.

- a newness      b originality      c novelty

3 They swear they've changed and they won't do it again, but I don't think it'll be long before they \_\_\_\_\_ back to their old ways.

- a return      b revert      c relapse

4 She wants to give up smoking but she knows it'll be hard to \_\_\_\_\_ the habit.

- a change      b cease      c break

5 Our organization offers employees a generous pension \_\_\_\_\_ to help them save for their retirement.

- a scheme      b system      c structure

6 Clients who do not want our sales team to contact them with the latest offers and promotions can \_\_\_\_\_ out and their names will be taken off the mailing list.

- a choose      b opt      c pick

**2** Complete the following expressions in *italics* with the correct form of *habit* or *change*.

1 I retired from my job in the hospital last year but I still get up at the same time as when I went to work because *old \_\_\_\_\_ die hard*.

2 He promised that he would stop lying, but he didn't. I guess a *leopard doesn't \_\_\_\_\_ its spots*.

3 The organization admits that it wasted a lot of electricity in its production process before it had a \_\_\_\_\_ of *heart* and started using green energy.

4 You need to \_\_\_\_\_ *your ways* and start going to the gym or you'll never get fit.

5 Every vacation she visits the Italian lakes and stays in the same hotel; she's a *creature of \_\_\_\_\_*.

6 Before he *kicked the \_\_\_\_\_*, he drank eight cups of coffee a day.

**3** Complete the sentences with the correct form of a word or phrase in the box. Use each word or phrase only once.

be allowed to    can't    not have to    not need to  
 have to    may    mustn't    ought to



1 I'm afraid, you \_\_\_\_\_ borrow my laptop at the moment because I'm using it.

2 After their flight took off the passengers \_\_\_\_\_ get up and move around the plane.

3 If the builder doesn't complete the work by the end of the month you really \_\_\_\_\_ consider consulting a solicitor.

4 Tell Jessica that I'll phone again this afternoon so she \_\_\_\_\_ call me back.

5 Students are not allowed to take food into the examination hall but they \_\_\_\_\_ bring a drink.

6 The company had a special offer last month but customers \_\_\_\_\_ buy the product online in order to receive it.

7 Employees \_\_\_\_\_ leave confidential documents on their desk overnight.

8 Our office staff \_\_\_\_\_ wear a strict uniform to work but the retail staff are obliged to wear a blue and white colour scheme.