

HIGH SCHOOL 직무 영어

VOCATIONAL ENGLISH



이젠교육





Preface

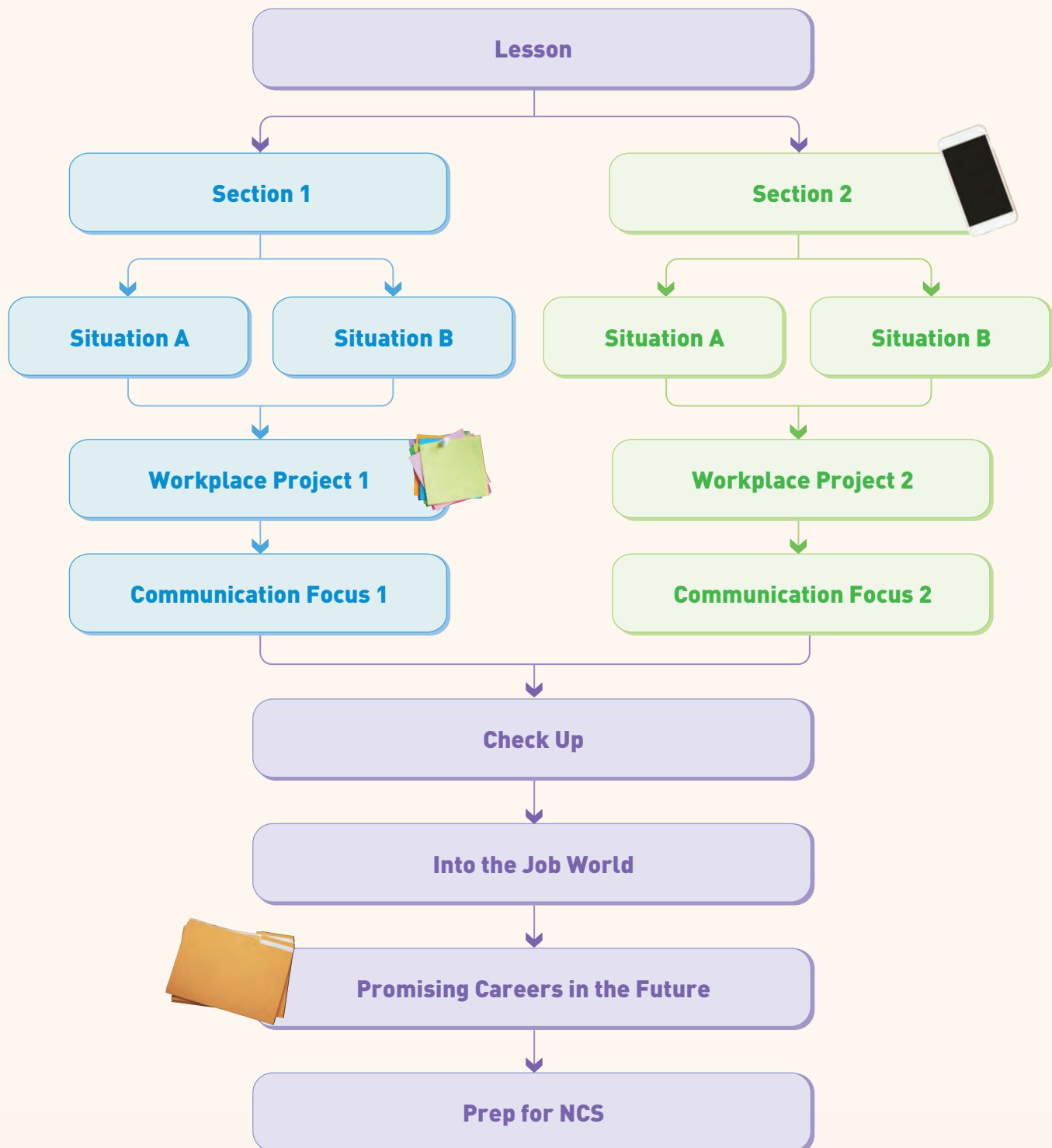
영어는 다양한 언어와 문화를 가진 사람들 간의 주요 의사소통 수단으로서 현재 국제적으로 가장 널리 쓰이고 있습니다. 매체의 발달과 기술의 변화로 듣기, 말하기, 읽기, 쓰기의 구분이 점차 불명확해지고, 의사소통 방식이 점차 다변화되고 있기 때문에 학생들의 삶과 연계하여 실생활 속에서 영어를 배우는 것이 더욱 중요해졌습니다.

이 교과서는 2022 개정 교육과정의 영어과 교육 목표 및 성취기준을 바탕으로, 의사소통의 다양한 변화와 학생의 수준과 흥미를 고려하여 삶의 진로를 설계하는 데 도움이 되도록 내용을 구성하였습니다. 또한, 빠르게 변화하는 사회에서 언어와 문화가 다른 사람들과 여러 직무 현장에서 효율적이고 자유롭게 소통하는 역량을 기르는 것을 목표로 집필하였습니다. 학생들이 협력하며 의사소통하고, 자기주도적으로 학습하며, 문화의 다양성을 이해하고, 공동체 참여 능력을 키울 수 있을 것입니다.

이 교과서를 학습함으로써 학생들이 협력적 의사소통 능력, 자기주도성, 문화적 포용력, 공동체 의식을 고루 갖춘 세계 시민으로 성장하기를 기대합니다.

저자 일동

Structure & Features



Lesson Goals

단원의 주제와 관련된 질문에 대해 생각해 보고, 자신의 목표를 설정해 봅니다.





Section 1

Exploring Careers

Warm-Up

A. Which of the following is the most important when seeking a job? Rank each word or expression in order of importance.

salary

benefits

career growth

company values

work hours

job location

work-life balance

work environment



Section 2

Applying for a Job

Warm-Up

A. Out of the three companies listed below, choose the company that interests you the most. Then discuss why you choose that company with your partner.

Company A

- Salary: \$40,000
- Working hours: 9 a.m. to 6 p.m.
- Working extra hours once or twice a week

Company B

- Salary: \$20,000
- Working hours: 10 a.m. to 4 p.m.
- Overseas training opportunities

Company C

- Salary: \$30,000
- Working hours: 9 a.m. to 6 p.m.
- Tuition assistance

Section 1, Section 2

단원에서 제시한 직무 상황을 두 가지 Section으로 구분하여 학습합니다. Warm-Up을 통해 해당 Section과 관련된 내용을 추측하고 배울 어휘를 익혀 봅니다.

Section 1

A

Situation | Talking to a Career Adviser



Get Ready



What is the conversation mainly about?

- Ⓐ managing an allowance
- Ⓑ looking for a part-time job
- Ⓒ getting a bachelor's degree

Section 1

B

Situation | Finding a Job



1

Get Ready

What are the man and the woman talking about?

- ① writing a résumé and a cover letter
- ② making a self-introduction video
- ③ filling out an application form

2

Read On 1

1. Read the job ad and fill in the blanks using the words given below.

Situation A, Situation B

각 Section을 연관된 직무 상황 A, B로
구체화하여 학습해 봅니다.

- 각 직무 상황과 관련된 동영상 자료로 학습자의 흥미를 유발하고 이해를 돕습니다.
- 직무 상황에 따라 Listen Up, Speak Out, Read On, Write Right와 같은 활동을 합니다.

Workplace Project 1, 2

작 활동 또는 모둠 활동을 통해 다양한 직무 상황에서 마주할 수 있는 과제를 해결해 봅니다.





Workplace Project 1 | Writing a Résumé



Read the following résumé and fill in the blanks with the missing section titles from the box below.

Junho Kim
 107 Hannuri-ro, Sejong-si
 014-855-5193 | jkim@gmail.com



Objective

Position as a sales intern at Tech Industries

Communication Focus 3

1 Main Communication Function

Expanding sequence

Why are you interested in this communication product?



There's nothing I can't do for you. I'll make sure you're satisfied. I'll be there for you. I'll be there for you. I'll be there for you.

Check Up

What are the main communication functions in the text?

1. To inform
2. To persuade
3. To entertain
4. To educate
5. To amuse
6. To inform
7. To persuade
8. To entertain
9. To educate
10. To amuse

What does the text suggest to the reader to do in the text?

1. To persuade the reader to do something
2. To inform the reader about something
3. To entertain the reader
4. To educate the reader
5. To amuse the reader
6. To inform the reader about something
7. To persuade the reader to do something
8. To entertain the reader
9. To educate the reader
10. To amuse the reader

What is the purpose of the text? (Choose the correct answer.)

1. To inform
2. To persuade
3. To entertain
4. To educate
5. To amuse
6. To inform
7. To persuade
8. To entertain
9. To educate
10. To amuse

What is the main message of the text? (Choose the correct answer.)

1. To persuade the reader to do something
2. To inform the reader about something
3. To entertain the reader
4. To educate the reader
5. To amuse the reader
6. To inform the reader about something
7. To persuade the reader to do something
8. To entertain the reader
9. To educate the reader
10. To amuse the reader

Communication Focus 1, 2 / Check Up

- 각 Section에서 배운 의사소통 기능을 정리하고, 본문에 쓰인 표현들을 복습합니다.
- 단원에서 배운 내용을 점검하고, Self-Check를 통하여 학습 목표를 얼마나 성취했는지 스스로 평가해 봅니다. **Basic** 문항을 통해 단원에서 최소한 성취해야 할 목표를 달성했는지 확인합니다.

Into the Job World / Promising Careers in the Future

- 단원의 주제와 관련된 다른 여러 나라의 직무 문화에 관한 글을 읽고 의견을 나누어 봅니다.
- 미래의 유망한 직업에 관한 글을 읽고 의견을 나누어 봅니다.



Prep for NCS



1. 다음은 IT 회사에서 엔지니어로 근무하는 Ms. Kim과 동료의 대화이다. Ms. Kim이 동료에게 건네주는 물건으로 가장 적절한 것은?

①



②



③



④



Hard Skills

vs

Soft Skills

It can mean a lot of things these days, but it's important to recognize that **hard skills** (especially, **work skills**) can be described in one type: **hard skills** or **work skills**. But one meaning is the dominant on the job, but it's been defined from time to time.

hard skills

are the skills that are taught in school, and are often used to describe a person's ability to perform a specific task. They are often taught in school, and are often used to describe a person's ability to perform a specific task. They are often taught in school, and are often used to describe a person's ability to perform a specific task.

soft skills

are the skills that are not taught in school, and are often used to describe a person's ability to perform a specific task. They are often taught in school, and are often used to describe a person's ability to perform a specific task. They are often taught in school, and are often used to describe a person's ability to perform a specific task.

AI Experts

Artificial intelligence (AI) experts are those who are highly skilled in the use of AI technology. They are often used to describe a person's ability to perform a specific task. They are often taught in school, and are often used to describe a person's ability to perform a specific task.

AI experts are those who are highly skilled in the use of AI technology. They are often used to describe a person's ability to perform a specific task. They are often taught in school, and are often used to describe a person's ability to perform a specific task.

Prep for NCS

‘직업기초능력평가’ 유형의 문제를 통해 다양한 직무 상황에서 쓰는 영어를 익히고 평가에 대비합니다.



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Lesson	Goals	Communicative Functions	Workplace Project	Culture
1 Job Hunting	구직 활동과 관련하여 자신의 의견을 표현하고, 이력서와 자기 소개서를 쓸 수 있다.	Giving advice You should send your résumé to a recruiter.	Writing a Résumé	Hard Skills vs. Soft Skills
		Expressing opinions I believe that the company's focus on innovation matches my career goals.	Making a Video Résumé	AI Experts
2 Customer Service	개인 고객이나 기업 고객의 요청에 답하고, 고객의 불만에 대처할 수 있다.	Responding to a request May I see a green one, too? — Of course.	Responding to Customer Complaints	The Pan Am Smile and the Duchenne Smile
		Providing personal information This is Mina Park, and she's our boss's secretary.	Responding to a Business Email	Alternative Energy Installers and Technicians
3 Working with Coworkers	직장 동료를 환영하고 격려하며, 동료와 협력하여 업무를 수행할 수 있다.	Encouraging colleagues You've got this!	Orientation for Newcomers	Multinational Corporation Policies for Harmony Beyond Cultural Barriers
		Emphasizing important points It's important for the wording to be clear and precise.	Making a Presentation with Visual Aids	Professional Careers in Smart Agriculture
4 Communicating at Work	전화, 이메일 등을 통해 업무를 수행하고, 업무에 필요한 서식을 작성할 수 있다.	Making a phone call Could you put me through to Ms. Gibson?	Leaving a Message and Voicemail	Shortened Words in the Workplace
		Agreeing with others' opinions I'm with you.	Writing and Posting an Announcement at Work	Fintech Engineers
5 Productive Collaboration	회의를 정하거나 변경하고, 온라인/오프라인 회의에서 필요한 말을 할 수 있다.	Expressing (un)certainty I'm sure that won't be a problem. I'm not sure that works for everyone.	Posting a Meeting Notice	Brainstorming: Sparking Creativity Through Teamwork
		Expressing curiosity I wonder if we should consider hiring a new salesperson.	Writing Meeting Minutes	Data Scientists
6 Successful Business Trips	출장에 필요한 업무를 수행하고, 출장 보고서를 쓸 수 있다.	Expressing obligations We need to bring some extra product samples.	Planning a Business Trip Itinerary	Cultural Misunderstandings on a Business Trip
		Expressing preferences Which view do you prefer? — Please give me a room with an ocean view.	Writing a Business Trip Report	Promising Careers in the Silver Industry

LESSON

1

Job Hunting

Are you planning on finding a job after graduation?
Then how can you start job hunting?

Lesson Goals

In this lesson, we will learn about ...

Section 1 Exploring Careers

Situation A Talking to a Career Adviser

Situation B Finding a Job

I Giving advice I

You should send your résumé to a recruiter.

Section 2 Applying for a Job

Situation A Filling Out a Job Application

Situation B Preparing for a Job Interview

I Expressing opinions I

I believe that the company's focus on innovation matches my career goals.



My Goals

- _____
- _____

Exploring Careers

Section 1

Warm-Up

- A. Which of the following is the most important when seeking a job? Rank each word or expression in order of importance.

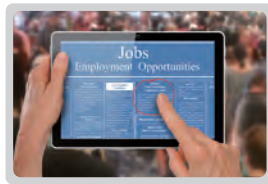
salary	benefits	career growth
company values	work hours	job location
work-life balance	work environment	

- B. Match the images and key words to the definitions listed in the box below.

1. _____ 2. _____ 3. _____ 4. _____



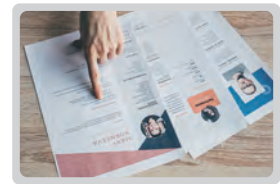
recruiter



job ad



career adviser



résumé

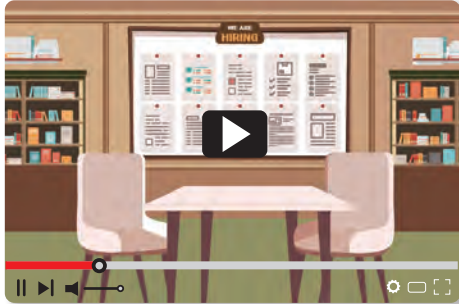
- Ⓐ a person who gives students advice and information about jobs and careers
- Ⓑ an announcement in a newspaper, website, or app about a job that people can apply for
- Ⓒ a person who matches candidates with job openings within a company
- Ⓓ a document that provides a summary of an individual's education, work experience, and skills

- C. Circle the word or phrase that does NOT belong in each of the word groups listed below.

- | | | | | |
|----|-----------|--------------|-----------|------------------|
| 1. | candidate | applicant | intern | host |
| 2. | résumé | cover letter | newspaper | application form |
| 3. | sales | marketing | design | part-time |
| 4. | active | cooperative | official | energetic |



Get Ready

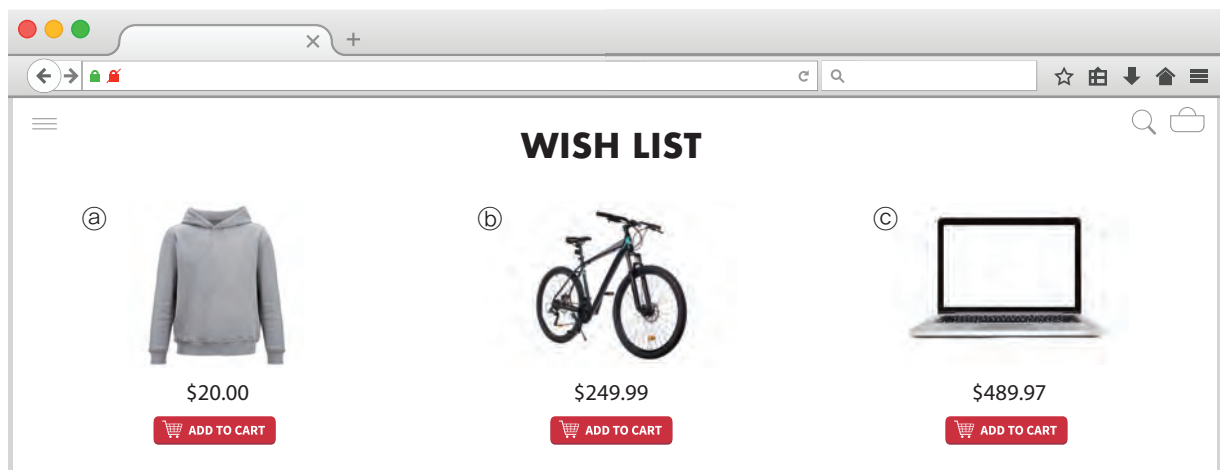


What is the conversation mainly about?

- Ⓐ managing an allowance
- Ⓑ looking for a part-time job
- Ⓒ getting a bachelor's degree

Listen Up

1. Which is NOT included in the man's wish list of things he wants to buy?



2. Which of the following is true according to the dialogue?

- Ⓐ The man has a specific summer job that he wants to get.
- Ⓑ The man is looking for a job in a newspaper.
- Ⓒ The woman got a summer job on her own.

Listening Tip

When listening, try to focus on the context clues provided in the dialogue. If you know the meaning of the words or expressions (e.g., *summer job, career*), it can help you better understand what the speakers are trying to say.

3. **Listen again** Complete the following summary.

The man needs (1) _____ but is having a hard time finding a summer job. After talking to his friend, he decides to follow her advice and go and see a(n) (2) _____.

Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

- Career Adviser** Hello! Are you Junho?
- Junho** Yes, I am.
- Career Adviser** Great! It's nice to meet you! (1) _____
- Junho** I'm looking for an office job.
- Career Adviser** Okay, got it. (2) _____
- Junho** I think I would like to work for a small company.
- Career Adviser** (3) _____
- Junho** I think working at a small company might be more fun, and I may have more opportunities to learn and grow.
- Career Adviser** I see. In addition, small companies can be more flexible and offer more hands-on experience.
- Junho** Yes, that's what I'm hoping for.
- Career Adviser** Well, I will give you a list of small companies. You should send your résumé to a recruiter. They can help you find a job that suits your preferences.
- Junho** Thank you for your help!

- Ⓐ Okay, why is that?
- Ⓑ So, what kind of job are you looking for?
- Ⓒ Would you like to work for a big company or a small company?

Speaking Tip

When engaging in a conversation with someone, listen carefully to the key words or ideas that they say, such as *what*, *where*, *when*, etc. This will make it easier for you to continue the conversation.

Real-Field Communication

Choose one option from the list below. Then practice the dialogue with your partner by replacing the shaded parts with the option you choose.

☒ work for a start-up company
work for an established company

☐ work alone
work in a team

☐ work indoors
work outdoors

☐ On Your Own _____

A: Would you like to work for a start-up company or an established company?

B: I think I would like to work for a start-up company.

A: Okay, why is that?

B: I think start-up companies are more dynamic and flexible than established companies.



Get Ready

What are the man and the woman talking about?

- Ⓐ writing a résumé and a cover letter
- Ⓑ making a self-introduction video
- Ⓒ filling out an application form



Read On 1

1. Read the job ad and fill in the blanks using the words given below.

Sales Intern Needed

Tech Industries is seeking one sales intern to join our growing team. As a sales intern, you will play an important role in helping our company achieve its sales goals and learn about our products and services.

(1) _____:

- Assist with sales and marketing efforts
- Learn about our company's products and services
- Help achieve sales goals
- Maintain and update customer databases and records

(2) _____:

- Active, energetic, and cooperative
- Strong communication skills
- Ability to work well in a team environment
- Interest in sales and marketing

If you are interested in working as an intern at a stable company, please visit our website for more information on the internship and how to apply. Please include your date of availability in your résumé. We look forward to hearing from qualified applicants soon!

Duties	Experience	Qualifications	Education
--------	------------	----------------	-----------

2. Check whether the following sentences are true (T) or false (F).

- (1) The company plans to hire more than one intern.
- (2) The sales intern at Tech Industries will be working in a team environment.
- (3) Applicants can get detailed information about the internship from the website.

T F

T F

T F

Read On 2

Read the cover letter and match each description to **A** - **E**.

Junho Kim

107 Hannuri-ro, Sejong-si, 014-855-5193

jhkim@email.com

April 5, 2025

A

Dear Sir or Madam,

I am writing to apply for an internship at Tech Industries. I believe that Tech Industries is a great company. I am a fan of your products. Your company is famous for its exciting designs and excellent quality. I am a student studying engineering and marketing at Bitna High School. I am going to graduate next February. I think that my knowledge makes me a strong candidate.

B

I have worked part-time in a small electronics shop as a sales assistant for three months. I am very good at talking to customers. I am also very skilled with computers. I am available from May until August of this year.

C

I can come to meet you at any time to answer your questions.

D

Best regards,
Junho Kim

E

Description of Purpose	Part
1. to include necessary contact information and the date of the letter	
2. to highlight relevant experience and qualifications	
3. to request an interview	
4. to introduce oneself and express interest in the position	
5. to provide a complimentary close and signature	

Real-Field Communication

Choose one company below and write a cover letter. You can refer to the above cover letter.

HiTech Start-Up

Join our growing tech start-up as an intern! We're looking for technically skilled individuals with a passion for innovation. Apply now to gain hands-on experience in a good working environment.

Wave Marketing Agency

Attention, all marketing enthusiasts! Our busy marketing agency is seeking an intern to support our team. You'll get to work on real projects and learn all the ropes. Apply today!

Writing Tip

1. A good cover letter is short, simple, and clear.
2. It also has correct spelling, punctuation, grammar, and style.
3. You should show your knowledge of the company.
4. You need to attract the reader with your capabilities.



Step 1

Read the following résumé and fill in the blanks with the missing section titles from the box below.

Junho Kim

107 Hannuri-ro, Sejong-si

014-855-5193

| jhkim@email.com



Objective

Position as a sales intern at Tech Industries

(1) _____

Coursework

- 3rd grade: Media English, Utility Statistics, Materials and Energy
- 2nd grade: World Culture and English (A⁺), Earth Science (B), AI Math (A⁻)
- 1st grade: World History (A⁺), Law and Society (A⁻), Literature (A)

Awards/

Perfect Attendance Award (2nd grade), School Excellence Scholarship

Achievements

(2nd grade), Award of Service (1st grade)

(2) _____

- Part-time job at an electronics shop: a sales assistant for three months
- Nursing home volunteering (two years)
- Book club: member (1st grade), leader (2nd grade)
- Class vice president (1st grade)

(3) _____

- Video editing, coding, CPR
- English: Fluent
- Japanese: Intermediate

(4) _____

Fishing, cooking and baking,
photography, video gaming, travel

Education

Technical Skills/Languages

Work Experience

Hobbies / Interests

Step 2

After brainstorming your own experience, skills, and qualifications, organize the information into the different sections of a résumé. Add more section titles if necessary.

- Contact Information
- Objective
- Education
- Work Experience
- _____
- _____

Step 3

Using the information you have gathered, write your own résumé based on the tips below. Use the résumé format on page 172.

Résumé Tips

- ☒ It should be simple, well-structured, and clear, and it should look professional.
- ☒ You should demonstrate your competency.
- ☒ It should not have spelling, grammar, or punctuation errors, and you should exclude irrelevant details.



Step 4

Using the table below, evaluate your partner's résumé. After you both finish evaluating each other's résumés, switch back and share your thoughts about your résumés with each other.

Partner	Features	Contents	Language Use	Confidence
		  	  	  

qualifications 자격 요건, 자격 증명서 competency 능력 punctuation 구두점 irrelevant 관계없는

A Main Communicative Function

Giving advice

What can I do to get a job?



You should send your résumé to a recruiter.

- I think you should
- Maybe you should
- You'd better
- Why don't you ...?

B Useful Expressions

Review the following expressions used in Lesson 1. Then write one more example with the same communicative function.

1. Asking about future plans

- What will you do with the extra cash?
- So, what kind of job are you looking for?
- _____

You can find examples among what you've learned.

2. Talking about future plans

- I'll save most of my cash.
- I'll spend some of the cash on things I need, like clothes.
- _____

3. Expressing wishes

- I need a part-time job.
- I would like to get a bike.
- We look forward to hearing from qualified applicants soon!
- _____

4. Describing an activity currently in progress

- I'm trying to find a summer job.
- I'm looking at some job ads online.
- Tech Industries is seeking one sales intern to join our growing team.
- _____

Applying for a Job

Section

2

Warm-Up

- A.** Out of the three companies listed below, choose the company that interests you the most. Then discuss why you choose that company with your partner.

Company A

- Salary: \$40,000
- Working hours: 9 a.m. to 6 p.m.
- Working extra hours once or twice a week

Company B

- Salary: \$20,000
- Working hours: 10 a.m. to 4 p.m.
- Overseas training opportunities

Company C

- Salary: \$30,000
- Working hours: 9 a.m. to 6 p.m.
- Tuition assistance

- B.** Choose a suitable word from the box below to complete the following sentences.

1. There are three _____ for the job, and all of them are friendly.
2. I've submitted five job _____ to the company so far.
3. The role of sales _____ is to sell products and fulfill customer needs.
4. I think _____ are a great opportunity to show your skills and enthusiasm for the job, so it's important to prepare well for them.

representatives

interviews

candidates

applications

- C.** Complete each short dialogue with the correct response from the box below.

1. **A:** Excuse me. Can you help me find a job application form?

B: _____

2. **A:** Can you give me a useful tip for preparing for a job interview?

B: _____

3. **A:** Hi! I'm thinking about making a video résumé.

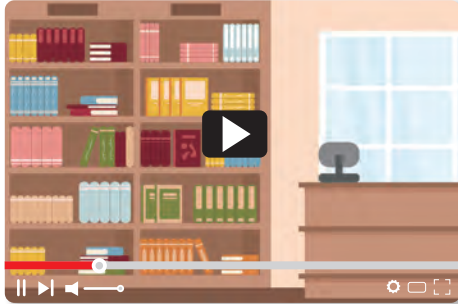
B: _____

- Ⓐ That's a great idea! Video résumés can be a great way to show your competency and personality.
- Ⓑ Absolutely! You should research the company in advance so you're familiar with its history and mission.
- Ⓒ Of course! I think you should visit our website first to find the form.

Situation | Filling Out a Job Application



Get Ready



How is the man planning to apply for a job?

- Ⓐ in person
- Ⓑ by phone
- Ⓒ online

Listen Up

1. Where can the man find the application form for Tech Industries?



2. What is the man likely to do after hanging up the phone?

- Ⓐ read an email from the woman
- Ⓑ arrange a meeting with the woman
- Ⓒ check out Tech Industries' website

Listening Tip

While you are listening to a conversation, it is helpful to concentrate on and remember keywords such as *internship*, *application*, *website*, *email address*, *résumé*, and *cover letter*.

3. **Listen again** Fill in the blanks to complete the man's to-do list.

Tasks to Be Done This Week

1. Apply for Tech Industries' internship
 - Deadline for submission: By (1) _____
 - Note: Be sure to send your application form, (2) _____, and (3) _____ by email.
2. Return the book to the school library

Read On

Read the job application and answer the questions by filling in the blanks.

Date of Application: 4/5/2025

Application for Employment

Personal Information			
Name Junho Kim	Address 107 Hannuri-ro, Sejong-si		
Telephone 014-855-5193	Email jhkim@email.com		

Employment Information	
How did you learn about our company? on a career website	
Position Sought sales intern	Available Start Date 5/1/2025
Desired Pay Range (Hourly or Salary) open	Are you currently employed? ☐ Yes ☒ No

Education			
	Name and Location	Attendance Dates	Major/Minor/Certification
High School	Bitna High School, Sejong-si	2023-2025	Engineering and Marketing (subjects studied)
College/University	None		
Specialized Training, Trade School, etc.	None		

1. Q: What is the purpose of this form?

A: It is to provide personal and educational information about the applicant, Junho Kim, and to apply for a(n) _____ position at the company.

2. Q: What is the applicant's educational background?

A: The applicant will graduate from high school with a focus on _____ and _____ as his main subjects of study.



In America, when writing, be sure to put the month first and then the day, followed by the year. For example, you can write May 25, 2026, or 5/25/2026. However, it's important to note that different countries may have their own preferred date formats. For example, in some parts of the world, the day comes before the month: 25 May, 2026, or 25/5/2026.

Real-Field Communication

Choose a job that you are interested in applying for. Fill in the application form for that job using Junho's application above as an example. Use the application form on page 173.





Get Ready

Which of the following is NOT a qualification mentioned by the woman during her interview?

- Ⓐ organizational skills
- Ⓑ strong communication skills
- Ⓒ the ability to form positive relationships



Write Right

1. Before a job interview, an applicant needs to answer some questions.

Here is the form that Junho filled out. You should fill out the form yourself.

Questions

	Junho		You	
	Yes	No	Yes	No
Answer the following questions.				
1. Is it easy for you to talk to people?	☒	☐	☐	☐
2. Do you like to work with people?	☒	☐	☐	☐
3. Do you like to work alone?	☐	☒	☐	☐
4. Do you like to work outside?	☐	☒	☐	☐
5. Do you have any prior experience in sales?	☒	☐	☐	☐
6. Can you give clear directions?	☒	☐	☐	☐

2. Complete Junho's speech bubble below with his answers to the questions above.



I am good at talking to (1) _____, and like to work with others. I don't like to work outside. I have experience in (2) _____ and can give clear (3) _____.

3. Write your own statement to the questions above using Junho's statement as a sample.

I _____.

Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

- Interviewer** Hello. (1) _____
- Junho** Hi, I'm Junho Kim. I have three months of sales experience, and I am eager to apply my skills as an intern at **Tech Industries**.
- Interviewer** That's great. (2) _____
- Junho** I am interested because I believe that the company's focus on innovation matches my career goals. I hope to learn and grow in the sales field, and I believe that this internship will provide me with the opportunity to do so.
- Interviewer** Excellent! Thank you for your interest. Could you tell me more about your prior experience in sales?
- Junho** Certainly. **I worked part-time for three months as a sales assistant at a small electronics shop.**
- Interviewer** Wonderful. (3) _____
- Junho** **I can start immediately.**
- Interviewer** Great! Thank you for your time today. We'll be in touch soon with our decision.
- Junho** Thank you for considering me for this internship. I look forward to hearing from you.

- ① When are you available to start the internship?
- ② Can you please introduce yourself and tell me about your experience in sales?
- ③ Why are you interested in this **internship position**?

Speaking Tip

It is helpful to pay close attention to the words and phrases that the interviewer and the candidate use. Try to pronounce the key points of the conversation clearly, especially those concerning the candidate's experience, motivation for the internship, and availability.

Real-Field Communication

Fill in the table below with information about a company you want to work for in the future. Then talk about that company with your partner using the shaded parts in Speak Out.

Company's Name	
Position	
Work Experience	
Available Start Date	

Workplace Project 2 | Making a Video Résumé



Step 1

Watch the sample video résumé. Then read the following video résumé script and fill in the blanks with the appropriate expressions given below.

Self-Introduction

Hello. My name is Mandy Nelson. I would like to tell you about myself and explain why hiring me as a marketing intern would be beneficial for your company.

(1) _____

I am currently a senior at Harmony High School and will graduate in August 2025. I've completed the following courses: promotion management, consumer behavior, and business information systems design.

(2) _____

Last year, I was able to gain some hands-on experience during a summer internship. During my internship, I mainly focused on helping to develop the company website, doing some data analysis, and contributing to an advertisement design project. Due to all those projects, I had the opportunity to work with people in various roles throughout that company and was viewed as a team player. In fact, my supervisor praised my communication skills at the end of my internship.

(3) _____

Most importantly, I thoroughly enjoy working in marketing. Specifically, I enjoy designing creative and persuasive product advertisements, as well as helping businesses grow. I'm active and passionate in everything that I do, and I can ensure that I would be the same in my role as a marketing intern.

Closing Remarks

Thank you for your time. I look forward to having the opportunity to talk more about how I can help your company thrive.

Strengths

Experience

Education

beneficial 도움이 되는 analysis 분석 supervisor 상사 persuasive 설득력 있는

Step 2

With your partner, think about your own experience, skills, and qualifications, and then write a script for your video résumé.

Your Own Video Script

Self-Introduction

Education

Experience

Strengths

Closing Remarks

Writing Tip

Keep in mind that the contents of your video résumé may vary depending on the position you're applying for.

Step 3

Film your video résumé based on the dos and don'ts tips for making a video résumé below. Practice speaking clearly and use a mobile phone or camera to record your video résumé.

Dos	Don'ts
• Make eye contact with the camera. • Show your personality. • Dress appropriately. • Keep it short and simple (between one and three minutes).	• Don't use slang. • Don't memorize the script and recite it. • Don't worry if you didn't cover everything. • Don't record with noise in the background.

Step 4

Using the table below, evaluate your partner's video résumé. After evaluating each other's video résumés, switch back and share your thoughts about your video résumés with each other.

Partner	Features	Contents	Language Use	Confidence

A Main Communicative Function

Expressing opinions

Why are you interested in this internship position?



I believe that the company's focus on innovation matches my career goals.

- I think/feel that
- It seems to me that
- In my view/opinion,

B Useful Expressions

Review the following expressions used in Lesson 1. Then write one more example with the same communicative function.

1. Asking about specific reasons

- Why are you interested in this internship position?
- Can you tell me what makes you the best choice for this job?
- _____

You can find examples among what you've learned.

2. Asking about job experience

- Do you have any prior experience in sales?
- Could you tell me more about your prior experience in sales?
- _____

3. Talking about job experience

- I worked part-time for three months as a sales assistant at a small electronics shop.
- I had the opportunity to work with many people in various roles.
- I have three months of sales experience.
- _____

4. Expressing gratitude

- Thank you for your time/help.
- Thank you for considering me for the internship.
- _____

Check Up



Self-Check

1. Listen What is the best response to the woman's question?

- (a) (b) (c)

2. Listen What does the woman suggest the man do in order to find a job?

- (a) keep looking through job ads online
(b) talk to a career adviser who can help him find a job
(c) ask family and friends if they know about any jobs

I 3-4 | Listen Listen to the dialogue and answer the questions.

3. What is the man studying at high school?

- (a) art (b) marketing (c) accounting

4. Which department does the man want to work in? Basic

- (a) the Human Resources Department
(b) the Production Department
(c) the Sales Department

I 5-6 | Choose the correct response for each question from the box below.

5. How can I find the application form? Basic

6. How can I prepare for a job interview?

- (a) I think you can find the application form on our website.
(b) You should write a résumé and a cover letter.
(c) I think you can ask your career adviser which job is right for you.
(d) You should search the Internet to find some useful interview tips.

I 7-8 | Complete the job interview and practice it with your partner.

A: Do you have any selling 7. _____?

B: Yes, I do. I worked part-time as a sales assistant at a small electronics shop.

A: How much experience do you have?

B: I have three months of experience.

A: Okay. When are you 8. _____ to start the internship?

B: I can start immediately.

In this lesson...

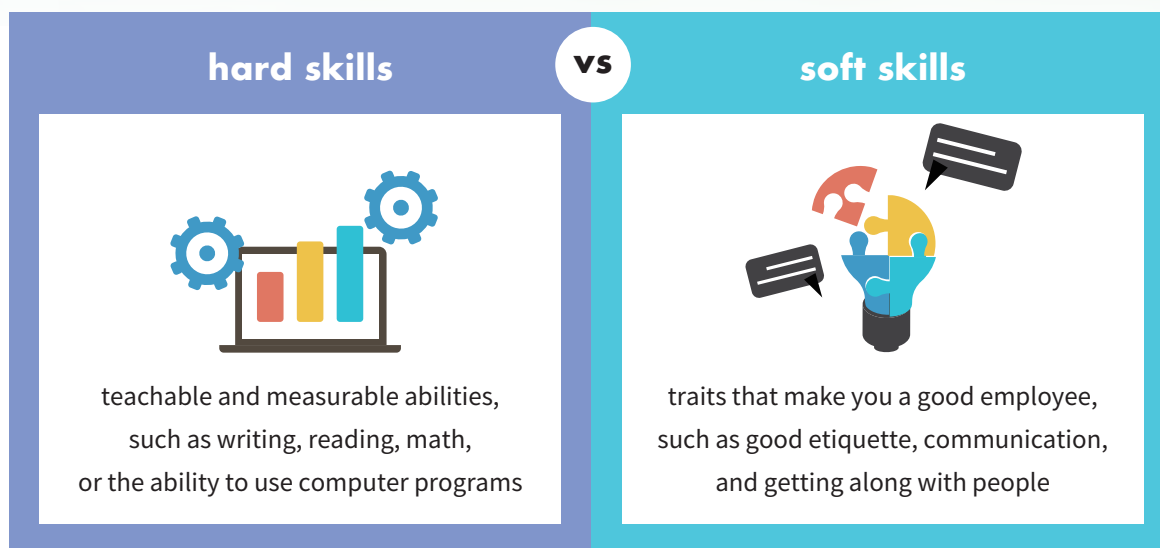
- ☐ I can write a résumé and cover letter.
☐ I can fill out a job application.
☐ I can participate in a job interview.
☐ I can make a résumé video.

Did you achieve your goals?
What needs more effort?

Hard Skills vs Soft Skills



If you want to find your dream job, it's important to acquire the necessary work skills. Generally, work skills can be divided into two types: **hard skills** and **soft skills**. Both are necessary to be successful on the job, but they are different from each other.



Hard skills are concrete skills that are specific to your job and are required for you to actually do your work. For example, if you're a gardener, planting trees would be a hard skill. If you're a computer programmer, coding would be a hard skill.

Soft skills, on the other hand, are interpersonal skills that can be used in every job. These include communication, teamwork, and adaptability. Soft skills can be more difficult to develop than hard skills as they require practice over time in the real world with others. Additionally, they are harder to evaluate and are best demonstrated through experience and in-person interactions, rather than simply listing them on a résumé. Employers usually have to wait until an interview or your first few weeks on the job to understand your soft skills.

Despite their differences, both hard and soft skills are necessary to get your dream job.



What are the two types of work skills?

Why do you think it is important to have both for finding a job you'll enjoy?

measurable 측정 가능한 concrete 구체적인 adaptability 적응 능력

Promising Careers in the Future

AI Experts

Artificial intelligence (AI) lets computers do tasks we usually think only humans can do, like seeing and understanding pictures, talking and listening, analyzing information, and giving advice. AI also combines many types of smart technology together to help computers think, learn, and solve complex problems.

AI experts are like tech magicians because they help create these versatile computer systems that can continuously improve, make decisions, and handle various types of information. They know a lot about AI and use their knowledge to make cool new things.

They make chatbots for websites, help computers recognize pictures, and teach computers to understand what we say. They work in special areas like deep learning, where computers learn a lot from big amounts of data, and evolutionary AI, which learns from how things happen in nature. These experts use tricky math to make AI even better.

In the business world, AI experts are invaluable. They analyze company data, like sales figures and customer opinions, to improve decision-making. Their work with AI helps businesses understand challenges, foresee trends, and make informed choices, proving that they have an essential role in our data-driven era. In the future, AI experts will become even more important. They will lead the way by creating new and exciting changes in different kinds of businesses using new AI technology.



How do you think AI experts will change the way companies operate in the future?
Share your thoughts with your partner.

versatile 만능의, 여러 방면에 능한 foresee 내다보다, 예견하다 era 시대, 시기



1. 다음은 IT 회사에서 엔지니어로 근무하는 Ms. Kim과 동료의 대화이다. Ms. Kim이 동료에게 건네주는 물건으로 가장 적절한 것은?

①



②



③



④



2. 다음은 물류 회사 채용 담당 부서에서 근무하는 Ms. Kim과 회사에 지원하려는 남자의 대화이다. Ms. Kim이 남자에게 안내한 입사 지원서 제출 마감 시간으로 가장 적절한 것은?

① 8:00

② 10:00

③ 15:00

④ 17:00

3. 광고 회사 직원인 Ms. Kim이 급한 개인 사정 때문에 회의에서 예정된 발표를 할 수 없게 되었다. 이때 동료에게 도움을 요청하고자 사용할 표현으로 가장 적절한 것은?

① I'm interested in the meeting. Can I join?

② Can you tell me the problem with the meeting?

③ The presentation is simple. Have you prepared everything?

④ Due to an emergency, I can't do the presentation. Can you do it for me?

4. 학교 취업 상담 교사인 Ms. Kim이 동료 교사의 사무실 문에 걸린 표지판을 보고 이해한 내용으로 가장 적절한 것은?



- ① 해외 출장 중이네.
- ② 팀 프로젝트 작업 중이네.
- ③ 행사 준비로 외출 중이네.
- ④ 학생과 일대일 상담 중이네.

5. 소프트웨어 회사에서 근무하는 Ms. Kim이 엘리베이터 안에 게시된 다음 공고문을 보았다. Ms. Kim이 공고문을 읽고 이해한 내용으로 가장 적절한 것은?

NOTICE

Dear Building Occupants,

Please be informed that there will be a scheduled power outage this Saturday from 10:00 a.m. to 12:00 p.m. for maintenance purposes. We apologize for any inconvenience this may cause. Thank you for your understanding and cooperation.

Stay safe and please reach out if you have any questions.

Best regards,
Building Management Team

- ① 토요일 오후에 건물 10층에서 12층까지 정전이 예정되어 있다.
- ② 토요일 오전 10시부터 오후 12시까지 정전이 될 것이다.
- ③ 여름에는 정전이 되지 않도록 전력 사용을 줄여야 한다.
- ④ 전력 공급 부족으로 두 시간 동안 정전이 될 것이다.

LESSON

2

Customer Service

If you were a customer service representative, what would you do to make sure customers leave happy and satisfied?

Lesson Goals

In this lesson, we will learn about ...

Section 1 General Customer Support

Situation A Handling Customer Requests

Situation B Handling Customer Complaints

I Responding to a request I

May I see a green one, too? – Of course.

Section 2 Corporate Customer Support

Situation A Greeting Company Visitors

Situation B Receiving Foreign Guests

I Providing personal information I

This is Mina Park, and she's our boss's secretary.



My Goals

- _____
- _____

General Customer Support

Section 1

Warm-Up

A. For each expression, write R for customer requests and C for customer complaints.

- | | |
|---|-----------------------------|
| 1. Can you please put me on the waiting list? | <u> R </u> |
| 2. Actually, I was not satisfied with your hotel this visit. | <u> C </u> |
| 3. How can a brand-new laptop overheat whenever I'm using it? | <u> </u> |
| 4. My husband has been waiting for his sandwich for almost an hour. | <u> </u> |
| 5. I'd like to exchange this for the next size up. | <u> </u> |
| 6. Could you please gift-wrap the scarf? | <u> </u> |

B. Match the words or phrases to the pictures.

- | | | |
|--------------|---------------|-----------------------|
| 1. bill | 2. dessert | 3. disposable product |
| 4. price tag | 5. overcooked | 6. stain |



C. Complete each short dialogue with the correct expression from the box below.

- A: I like this shirt. Can you _____ a little?
B: Sorry, we don't give discounts.
- A: Welcome to the Grand Hotel. How may I help you?
B: We _____ under the name of Howard Jackson.
- A: Would you _____ some pie?
B: No, thanks. I'm not hungry now.

care for

lower the price

have a reservation



Get Ready



Which floor is the show that the man wants to attend being held on?

- Ⓐ first floor
- Ⓑ second floor
- Ⓒ third floor

Listen Up

1. What is the relationship between the man and the woman?

- Ⓐ product designer – client
- Ⓑ sports trainer – athlete
- Ⓒ salesclerk – customer

2. Which item does the woman decide to buy?



3. **Listen again** Choose the woman's request the man denied, and write the reason he denied it.

- Ⓐ But can I just look around by myself?
- Ⓑ Please show me that one in other colors.
- Ⓒ Can you lower the price a little?

reason: _____

Listening Tip

When we deny someone's request, we usually use expressions such as *Sorry, I can't.* and *I'm afraid I can't.* The reason for the denial comes after them.

Speak Out

Complete the dialogue with the correct expressions below. Then practice it with your partner.

- Reservation Agent** Good afternoon. You have reached the Dragon Hotel. This is Maria speaking. How may I help you?
- Customer** Hello. My name is Ted Anderson. I'd like to change my reservation, please.
- Reservation Agent** Certainly, Mr. Anderson. Could you (1) _____?
- Customer** I'm afraid not. I forgot the number.
- Reservation Agent** That's all right. Let me look up your name in our system. Just a moment, please. ... It looks like you (2) _____ starting on March 25. Is that correct?
- Customer** Yes, that's correct. Could I (3) _____ to March 18?
- Reservation Agent** Let me just check if there is availability on that date. One moment, please. ... Okay, sir. That date is available, so I can go ahead and change your reservation.
- Customer** Thank you very much.
- Reservation Agent** You're welcome. Is there anything else I can (4) _____?
- Customer** No, that's all.
- Reservation Agent** All right, Mr. Anderson. We will see you on March 18.

- Ⓐ assist you with
- Ⓑ move it to a week earlier
- Ⓒ tell me your reservation number
- Ⓓ have a reservation for a single room for two nights

Speaking Tip

When you respond to a customer's request positively, you may use the following expressions: *Certainly, Absolutely, Of course, and Sure.*

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out.

	■ Situation A	■ Situation B	■ Situation C
Reason for Calling	to confirm	to change	to cancel
Reservation No.	unknown	unknown	37430
Details	- reserved a single room for one night on May 28 - want to get a confirmation email	- reserved a double room for two nights starting on July 1 - want to change the starting date to a week later	- reserved a double room for three nights starting on April 5 - want to cancel because the business trip has been put off

Situation | Handling Customer Complaints



Get Ready

What is the woman's problem?

- Ⓐ Her new computer has not been delivered yet.
- Ⓑ Her favorite computer model is out of stock.
- Ⓒ Her computer takes a long time to turn on.

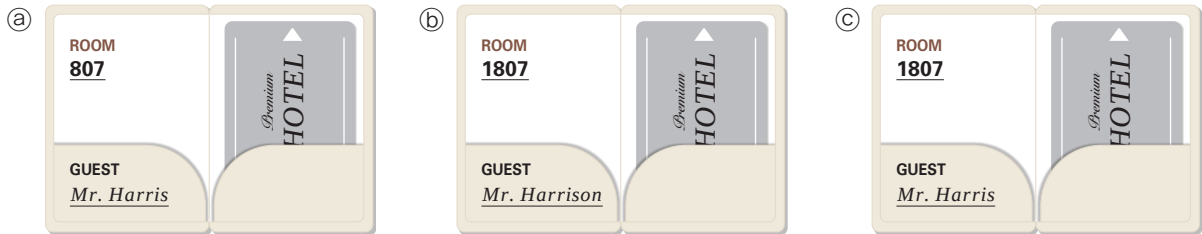


Listen Up

1. Where does this dialogue most likely take place?

- Ⓐ at a hotel front desk
- Ⓑ at a business center
- Ⓒ at a coffee shop counter

2. Which is the man's hotel key card holder?



3. Listen again Choose the wrong charge from the bill below and correct the total due.

Guest Bill		
Date	Description	Amount (\$)
3/20/2025	Ⓐ Room charge	300.00
3/20/2025	Ⓑ Minibar	15.00
3/20/2025	Room service charge	55.00
3/21/2025	Ⓒ Coffee shop	23.00
3/21/2025	Business center	65.00
Total Due \$458.00 →		_____

Listening Tip

There are two disputed charges in the dialogue. When you listen again, focus on what they are and which is the wrong charge.

Speak Out

Practice the dialogue, focusing on the server's responses to the customer's complaints.

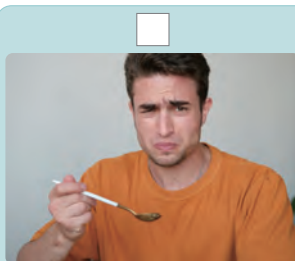
- Customer** Excuse me. We have some problems with our food.
- Server** Could you please tell me what the problems are, sir?
- Customer** Yes. I ordered my steak medium well-done, but this steak is overcooked. Frankly, it's nearly burnt!
- Server** I'm very sorry. **I'll take it back and ask the chef to prepare another one for you.** It'll be ready in about 20 minutes. What was the other problem, sir?
- Customer** My wife hasn't gotten her pasta yet. Why is it taking so long?
- Server** I'm terribly sorry, sir. **I will check on her order with the kitchen right away.**
- Customer** Thanks. Oh, one more thing. Can you give me a new cup? Mine has a stain on the rim.
- Server** Absolutely, sir. I'm really sorry. **I will come back with a clean one immediately.**
- Customer** Thank you.
[After a while]
- Server** We sincerely apologize for the unpleasant experience you have had. To compensate, we'd like to give you desserts on the house.

Speaking Tip

Before suggesting a solution to the customer's complaint, it is a good idea to make a sincere apology by saying *I'm (very/terribly/really) sorry.*

Real-Field Communication

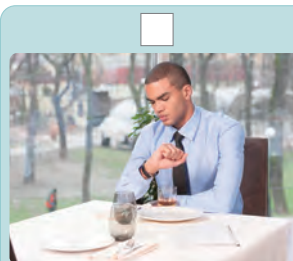
Choose one of the complaints below and talk with your partner using the dialogue in Speak Out.



His fried rice is too salty.



The knife has some rust stains on it.



He hasn't gotten his steak despite waiting a long time.



She ordered cream risotto but got pasta.

A - C.

1. to offer compensation and thank the customer again
2. to outline what you've done or what you'll do to solve the problem
3. to thank the customer for providing feedback as well as to apologize and express understanding of the issue

```
graph LR; A[Making an Apology] --- B[Possible Solutions]; B --- C[Additional Offers]; A --- C;
```

The diagram consists of three rounded rectangular boxes arranged horizontally, each with a dashed border and a colored header. The first box, titled 'Making an Apology' in red, lists two bullet points: 'to show you are sorry for the inconvenience' and 'to show you understand how frustrating it can be', followed by an ellipsis. The second box, titled 'Possible Solutions' in purple, lists two bullet points: 'to issue a refund immediately' and 'to give the product for free', followed by an ellipsis. The third box, titled 'Additional Offers' in blue, lists two bullet points: '20% discount coupon' and '“Buy 1, Get 1 Free” coupon', followed by an ellipsis. All three boxes are interconnected by dashed lines.

Making an Apology	Possible Solutions	Additional Offers
- to show you are sorry for the inconvenience - to show you understand how frustrating it can be ...	- to issue a refund immediately - to give the product for free ...	20% discount coupon “Buy 1, Get 1 Free” coupon ...

Dear ABC Outlet,

I purchased a box of cookies from your outlet on April 21. The receipt number of the purchase is T8967.

When I reached home and opened the box of cookies, I found that they were all crushed. I could not eat the cookies and had to throw them in the garbage. I am attaching a picture taken just before throwing the product away, so please check it. I have been purchasing products from your outlet for the last two years but have never had this kind of problem before. I am dissatisfied this time, and I want a full refund of my purchase.

I would be highly grateful if you could look into the matter and make arrangements for a full refund of my purchase amount. I appreciate your consideration in advance.

Regards,
Sam Howard

Step 3

On the basis of what you've done in Step 2, write an email responding to Mr. Howard's complaint.

New message

Dear Mr. Howard,

Thank you for letting us know you are dissatisfied with our product. I am very sorry for the inconvenience and understand how frustrating it can be when your expectations are not met.

...

SEND

Step 4

After completing Step 3, exchange emails with your partner and evaluate your partner's using the table below.

Partner	Features	Contents	Language Use	Confidence

outlet 직판점, 할인점 crushed 부서진, 으깨진 frustrating 실망스러운

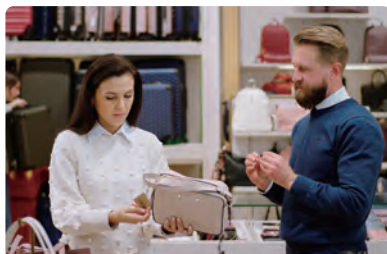
Communication

Focus 1

A Main Communicative Function

Responding to a request

I prefer white, but may I see a green one, too?



Of course.

- All right.
- Okay.
- No problem.
- Certainly.
- Sure.
- Absolutely.

B Useful Expressions

Review the following expressions used in Lesson 2. Then write one more example with the same communicative function.

1. Making a request

- Please show me that one in other colors.
- Could you please tell me what the problems are?
- Please check over the bill to see if everything is correct.
- _____

You can find examples among what you've learned.

2. Expressing one's own thoughts

- I don't particularly care for the color.
- I like the design of this sports water bottle.
- _____

3. Making a complaint

- That's pretty expensive!
- Frankly, it's nearly burnt!
- How can a brand-new computer have such a problem?
- _____

4. Making an apology for something

- We're sorry that you've had a problem with your computer.
- We sincerely apologize for the unpleasant experience you have had.
- _____

Corporate Customer Support

Section

2

Warm-Up

A. Check ALL that can be done for visitors from other companies. Then add your own idea.

☐  to give a discount coupon for the next visit	☐  to provide a pick-up service if necessary	☐  to provide accommodation if necessary
☐  to issue a customer loyalty card	☐  to introduce your coworkers	☐ On Your Own _____

B. Choose the correct meaning of each word or phrase from the box below.

- | | | |
|-----------------|-----------------|------------|
| 1. check out | 2. colleague | 3. expense |
| 4. in charge of | 5. face-to-face | 6. reserve |

- Ⓐ a fellow worker in an office

Ⓑ the money that you spend on something

Ⓒ having control of or responsibility for something

Ⓓ to arrange for something to be kept for later use

Ⓔ to leave a hotel after paying and returning your room key

Ⓕ within each other's sight or in the presence of each other

C. Complete each short dialogue with the right response from the box below.

- | | |
|--|---|
| 1. A: Would you like a cup of coffee?
B: _____ | 2. A: Have you ever visited our company before?
B: _____ |
| 3. A: Oh, it was a really long flight.
B: _____ | 4. A: Mr. Smith, may I see your passport?
B: _____ |

- Ⓐ Sure. Here you go.

Ⓑ Yes, please. With cream and sugar.

Ⓒ Then you must be very tired now.

Ⓓ Actually, it's my first time.

Situation | Greeting Company Visitors



Get Ready



Who are the two visitors?

- Ⓐ Jane Carter and Lily Rogers
- Ⓑ Daniel Kim and Jane Carter
- Ⓒ Lily Rogers and Daniel Kim

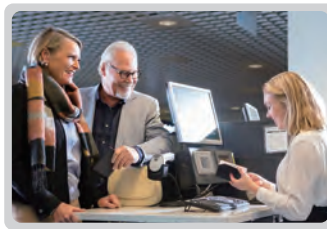
Listen Up

1. Which picture best fits the dialogue?

Ⓐ



Ⓑ



Ⓒ



2. Which of following is true according to the dialogue?

- Ⓐ The man works for Silver Industries.
- Ⓑ The two women came here to meet Taeho Lee.
- Ⓒ The man and the women are talking in the Sales Department.

3. **Listen again** Fill in the blanks to complete Daniel Kim's answer.

Daniel, where are you going as soon as the meeting is over?



I'm going to the small

(1) _____.

There are some visitors who have been waiting for me for around

(2) _____ minutes.

Listening Tip

Listen carefully to the man's statement regarding Mr. Kim. Then you might come up with an idea to complete Daniel Kim's answer.

Speak Out

Complete the dialogue with the correct sentences below. Then make a group of three and practice it.

- Host** I'm sorry that I've kept you waiting. I'm **Daniel Kim** from **the Sales Department**.
- Visitor 1** That's all right, **Mr. Kim**. We're from **Silver Industries**. I'm **Jane Carter**, and this is my colleague, **Lily Rogers**.
- Host** Nice to meet you!
- Visitors** Nice to meet you, too.
- Host** Please sit down. (1) _____
- Visitor 1** Yes, please. With cream and sugar.
- Host** (2) _____
- Visitor 2** I'd like some water, please.
- Host** All right. Just a moment, please. ... Here you are.
- Visitor 1** Thank you. **Your company has a great building, by the way.**
- Host** **Thanks! It's a nice place to work.** (3) _____
- Visitor 2** **No, it's my first time. Also, your coworkers seem to be very kind and professional.**
- Host** I'm glad that you think so. (4) _____

- Ⓐ And how about you, Ms. Rogers?
- Ⓑ **Have you ever visited our company before?**
- Ⓒ Well, let's talk about our business, shall we?
- Ⓓ Would you like a cup of coffee?

Speaking Tip

When a host sees visitors for the first time when on a business trip, it's common to make small talk about light topics, such as the weather or sports with them before talking about business.

Real-Field Communication

Choose one situation below and talk with your group members using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	■ Situation 1	■ Situation 2	■ Situation 3
Host	Charley Seo / the Finance Department	Kara Kennedy / the Marketing Department	On Your Own _____
Visitors	Mary Goldman & Diane Yun / the Glory Group	David Burns & Steve Lee / King Supplies	On Your Own _____
Small Talk Topics	nice meeting room / any difficulty in coming here	nice weather / good season for outdoor activities	On Your Own _____



Get Ready

Which picture best fits the dialogue?

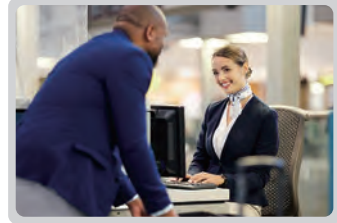
a



b



c



Listen Up

1. Who will pay for the hotel room?

a Star Trade

b Daehan Technology

c the guest himself

2. When will the woman come back to the hotel?

a tonight

b tomorrow morning

c tomorrow afternoon



If there are a lot of numbers in the dialogue, it would be helpful to make notes of what they are about.

3. Listen again Fill in the blanks to complete the guest registration card.

 Sunflower Hotel Guest Registration Card	
Guest Name	William Johnson
Date of Arrival	April 10, 2025
Date of Departure	(1) _____, 2025
Total No. of Nights	(2) _____ nights
Number in Party	1
Room No.	(3) _____

Speak Out

Complete the dialogue with the correct expressions below. Then make a group of four and practice it.

- Ms. Kim** Welcome to Daehan Technology, Mr. Johnson. I hope you had a pleasant night.
- Visitor** I did. Thank you very much. What will we be doing today?
- Ms. Kim** I will be showing you around the office and introducing you to some important people here.
- Visitor** Great. I look forward to meeting your coworkers.
- Ms. Kim** This is Mina Park, and she's our boss's secretary. Whenever you call the CEO's office, you'll (1) _____.
- Visitor** I think I've talked to you before. It's nice to meet you in person.
- Ms. Park** It's nice to finally meet you too, Mr. Johnson.
- Ms. Kim** And this is Sangmin Yun. He's a sales manager.
He'll (2) _____ with you this afternoon.
- Visitor** It's a pleasure to meet you, Mr. Yun.
- Mr. Yun** The pleasure is mine.
- Ms. Kim** Now, I'd like to introduce you to our boss. Shall we head over to the CEO's office?
- Visitor** Sounds great. I'd love to (3) _____.

Ⓐ discuss the contract details

Ⓑ talk to her first

Ⓒ meet him face-to-face

Culture Tip

- CEO: Chief Executive Officer, the person who manages the company
- CFO: Chief Financial Officer, the person who is in charge of the company's finances
- CIO: Chief Information Officer, the person who is in charge of the company's computer hardware and software

Real-Field Communication

Choose one situation below and talk with your group members using the dialogue in Speak Out.

	Situation 1	Situation 2	Situation 3
Coworkers to Introduce	• Sunny Kim (a senior engineer) • Minwuk Han (a senior programmer)	• Jina Choi (in charge of trade affairs) • Yuna Hong (in charge of marketing affairs)	On Your Own
An Offer for the Visitor	to show a prototype of an AI program under development	to introduce Daehan Technology's products and services	On Your Own

Workplace Project 2 | Responding to a Business Email



Step 1

Read the following business emails. In the second email, choose the correct answers to the two questions underlined in the first email.

To Whom It May Concern:

My name is Larry Jenkins, and I work for Sun Industries.

My company has been looking for a new office supply company, and we are interested in your company's products. I have attached a list of items that we want to purchase, but I have a few questions for you. ① First, what forms of payment do you accept? Also, ② what shipping methods do you offer?

Thank you for your help in advance. I look forward to hearing from you.

Sincerely,

Larry Jenkins

Office Manager, Sun Industries



✉ New message

Dear Mr. Jenkins,

A [Thank you for contacting us about placing an order with Office Supply Paradise.
I'm very pleased to be able to help you.

B [As to your question about payment, we accept checks and credit cards. We can divide your total into monthly payments. In that case, the balance must be paid within one year.

C [We currently offer two shipping methods. Regular shipping is \$20 per 10 kg and takes up to four weeks. The other kind of shipping is express shipping. It is free for orders over \$1,000, and \$50 per 10 kg for orders less than that. With express shipping, you will receive your items in three days. I think this would be the best option for you.

D [I would like to confirm which payment plan and shipping option you would like. As soon as I hear from you, I'll get started on filling your order right away.

Sincerely,

Christine Choi

Head of Sales, Office Supply Paradise

balance 나머지, 잔액 fill one's order 주문에 응하다, 주문을 처리하다

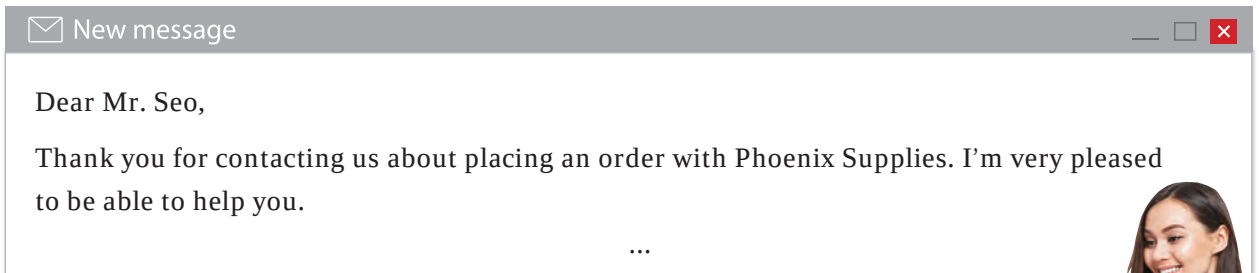
Step 2

Read the business email from a corporate customer below and think about how you, as a sales manager, would respond to the three underlined requests.



Step 3

On the basis of what you've done in Step 2, write a business email responding to Mr. Seo's email.



Step 4

After completing Step 3, exchange emails with your partner and evaluate your partner's using the table below.

Partner	Features	Contents	Language Use	Confidence
		😊 😐 😞	😊 😐 😞	😊 😐 😞



A Main Communicative Function

Providing personal information

This is Mina Park, and she's our boss's secretary.



It's nice to meet you.

☞ When providing personal information, give your own or the other person's details such as name, job position, and workplace.

A: Hello, I am Bill Gibson from British Power Utilities.

EXAMPLE

B: Nice to meet you. I am Judy Curtis, the data analyst from NovaData Solutions.

B Useful Expressions

Review the following expressions used in Lesson 2. Then write one more example with the same communicative function.

1. Expressing one's purpose or intention

- We're here to see Daniel Kim in the Sales Department at 2:30.
- I will be showing you around the office and introducing you to some important people here.
- _____

2. Making a suggestion

- Shall we get going?
- Shall we head over to the CEO's office?
- Well, let's talk about our business, shall we?
- _____

You can find examples among what you've learned.

3. Asking permission

- Can I have your names, please?
- May I help you with your luggage?
- May I see your company credit card?
- _____

Check Up



Self-Check

1. Listen What is the best response to the woman's statement?

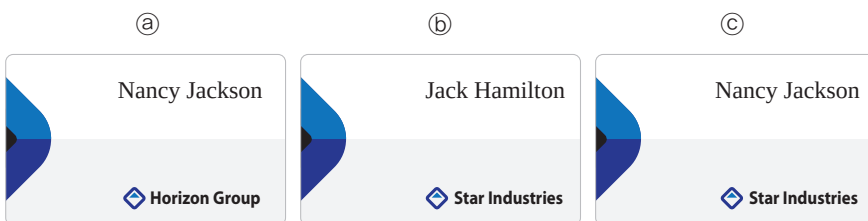
- (a) (b) (c)

2. Listen What is the man likely to do after the conversation?

- (a) remove the hair from the pasta
(b) take an order from the woman again
(c) tell the chef to cook a new plate of pasta

3-4 | Listen Listen to the dialogue and answer the questions.

3. Which is the visitor's business card?



4. Where will the woman go after the conversation?

- (a) to the security office (b) to the Finance Department (c) to the elevator

5-6 | Choose the correct response for each question from the box below.

5. May I pick you up at 9 in the morning?

6. Could you tell me your reservation number?

- (a) Sure. It'll be coming right up. (b) I'd love to meet you face-to-face.
(c) That's fine with me. (d) I'm afraid not. I forgot it.

7-8 | Complete the first paragraph of the email responding to a customer complaint.

Dear Ms. Parker,

Thank you for 7. _____.

I sincerely 8. _____.

Our restaurant has investigated your complaint and would like to inform you that there was a miscommunication between you and our staff.

...

In this lesson...

- ☐ I can respond to customers' requests.
☐ I can handle customers' complaints.
☐ I can greet company visitors.
☐ I can do the tasks related to receiving foreign guests.

Did you achieve your goals?

What needs more effort?

The Pan Am Smile ★★★★★ and the Duchenne Smile



A man was checking into a hotel while on vacation. Walking towards the receptionist, he said “Hello” with a beautiful smile on his face. The woman smiled back, but there was bitterness behind the smile. Nevertheless, she was able to sustain the smile while she was talking to the man. While checking him in, she needed to make a phone call to confirm his reservation. As she turned away to make the call, the man could see her facial expression change from a smile into a combination of anger and disgust. When she was finished with the call, she turned back to him, and he saw the artificial smile on her face.

This type of smile is called the Pan Am smile. Pan Am flight attendants were required to always smile, no matter what a customer did. This pressure to put on a smile often resulted in a “fake smile.” The Pan Am smile engages only the muscles around the mouth. However, a genuine smile, also called the Duchenne smile, engages both the muscles around the mouth and those around the eyes.

Pan American World Airways is long dead and gone, but the Pan Am smile lives on! If you work in customer service and want to convince your customers you’re happy to see them, use your eyes!



What is the difference between the Pan Am smile and the Duchenne smile?

sustain 유지하다 genuine 진짜인, 진실된

ALTERNATIVE ENERGY INSTALLERS AND TECHNICIANS

However concerned you may be about climate change or the continued use of fossil fuels, there's no question that the role of alternative energy in the world is only going to increase. Whether it's through the increased application of wind energy, the wider use of solar power, or the development of new electric cars, the field of alternative and renewable energy is going to grow exponentially.

One of the most exciting things about alternative energy jobs is how broad the fields' spectrum of careers is. There are careers in everything from construction to engineering, installation, and alternative energy research. In fact, the position of wind turbine technician is the fastest-growing job in America, and it is expected to keep growing significantly in the future. For this specific position, you may need relevant certificates alongside hands-on experience and a commitment to ongoing learning in the specific alternative energy field you're interested in.



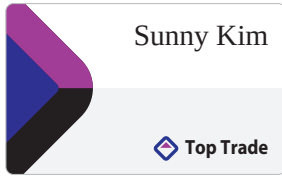
What do you think about being an alternative energy installer or technician?
If you could choose a job in this field, what would you like to do?

exponentially 기하급수적으로 certificate 자격증 commitment 참여, 전념



1. 다음은 무역 회사에서 근무하는 Ms. Kim과 다른 회사의 외국인 남자 직원의 대화이다. Ms. Kim이 남자 직원에게 건네준 물건으로 가장 적절한 것은?

①



②



③



④



2. 다음은 아웃렛 매장 직원인 Ms. Kim과 외국인 남자 고객의 전화 대화이다. Ms. Kim이 고객을 위해 할 일로 가장 적절한 것은?

- ① 왕복 택배비 면제 제안
- ② 신발 수선 전문 업체 소개
- ③ 택배 회사에 반품 수거 요청
- ④ 누락된 상품 추가 배송 진행

3. 식당에서 근무하는 Ms. Kim이 단골인 외국인 손님에게 무료로 후식을 제공하려고 한다. Ms. Kim이 손님에게 할 말로 가장 적절한 것은?

- ① It is on the house.
- ② I really appreciate that.
- ③ Let me check your order.
- ④ We apologize for the mistake.

4. 헬스 트레이너인 Ms. Kim이 헬스클럽에서 사용할 물건을 사기 위해 스포츠용품점에 주차하며 다음 표지판을 보았다. Ms. Kim이 이해한 표지판의 내용으로 가장 적절한 것은?



- ① 고객들은 이곳에 주차할 수 없구나.
 - ② 고객의 차량이 아니면 견인되겠구나.
 - ③ 물건을 사야 주차비를 내지 않을 수 있구나.
 - ④ 정해진 시간 외에 주차하면 과태료를 내야 하는구나.
5. 다음은 화학 제품 제조 회사의 영업 담당자인 Ms. Kim이 거래처로부터 수신한 문서이다. 이 문서를 읽고 Ms. Kim이 취해야 할 조치로 가장 적절한 것은?

Global Chemicals Co.

45, Daehan-ro, Jung-gu, Seoul, Korea, 00400

Tel: +82-2-222-6677 Fax: +82-2-222-8899

Email: support@globalchem.com

Dear Ms. Kim,

I'm writing about a quality issue with our recent chemical shipment. The concentration levels don't match our order's requirements. We kindly ask for your help to identify its cause and prevent such irregularities in upcoming shipments. Additionally, we would appreciate it if you could provide a replacement batch that matches our originally stated concentration levels. This action is important for our ongoing operations and quality assurance.

Best regards,

Jinho Park

Quality Control Manager, Global Chemicals Co.

- ① 거래처에 유감을 표하고, 더욱 효과가 좋은 화학 제품을 주문한다.
- ② 사용한 화학 제품 처리 방법을 설명하고, 폐기물 수거 일정을 안내한다.
- ③ 배송 지연에 대해 거래처에 사과하고, 미배송 물품의 현황을 파악하여 조치한다.
- ④ 거래처에 원인 규명과 재발 방지를 약속하고, 제시한 요구에 맞는 대체품을 발송한다.

LESSON

3

Working with Coworkers

What do you think is necessary to get along
with your coworkers?
What would you do for them if they were
having difficulties?

Lesson Goals

In this lesson, we will learn about ...

Section 1 Getting Along with Coworkers

Situation A Welcoming a Newcomer

Situation B Small Talk with Colleagues

| Encouraging colleagues |

You've got this!

Section 2 Collaboration at Work

Situation A Dealing with Office Issues

Situation B Paperwork in the Workplace

| Emphasizing important points |

It's important for the wording to be clear and
precise.

My Goals

- _____
- _____



Getting Along with Coworkers

Section 1

Warm-Up

A. Who do you prefer to work with and why?

Person A



thoughtful, analytic, reflective,
and detail-oriented

Person B



outgoing, collaborative, confident,
and adventurous

B. Match the words or phrases to their definitions.

- | | | | |
|---------------------|---|---|---|
| 1. temper | • | • | Ⓐ the tendency to become angry very quickly |
| 2. colleague | • | • | Ⓑ a guided visit to familiarize new employees with the office facilities |
| 3. office tour | • | • | Ⓒ a person who works in the same organization or profession |
| 4. employee ID card | • | • | Ⓓ a form of identification issued to employees, containing personal information |

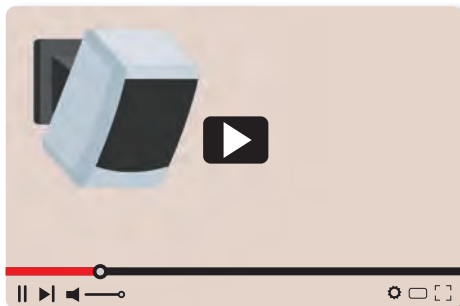
C. Complete each short dialogue with the right response from the box below.

- A: Guess what? I finally got promoted!
B: _____
- A: This is my first day, and I'm a little nervous.
B: _____
- A: How about asking for help from your manager?
B: _____
- A: I didn't meet my sales target for this quarter.
B: _____

- Ⓐ That's a good idea. I'll do that.
- Ⓑ Really? That's too bad.
- Ⓒ Don't worry. You'll fit in well here.
- Ⓓ Congratulations! You totally deserve it!



▶ Get Ready



Which information about the welcoming ceremony is NOT true?

- Ⓐ Date: May 1
- Ⓑ Time: 9 a.m.
- Ⓒ Place: Innovation Hall

🎧 Listen Up

1. Check whether the following sentences are true (T) or false (F).

- (1) Brian is responsible for Julia's training.
- (2) Brian's desk is right next to Julia's.
- (3) The cafeteria is on the first floor.

T	F
T	F
T	F

2. Which would be the best substitute for Brian's last statements?

- Ⓐ You'll settle in well here. Let's take a walk around the office.
- Ⓑ I appreciate your help. I'm really looking forward to the office tour!
- Ⓒ Keep up the good work. I believe in your ability to achieve great things.

3. **Listen again** Fill in the blanks to complete the conversation between Brian and Julia.

Julia, did you get your employee

(1) _____

from the (2) _____

_____ Department yet?

No problem, Julia. Let's go get

it now. It's nearly one o'clock

and the (3) _____

_____ starts soon.



Oh! Sorry, Brian. I forgot to get it. I was talking to my coworkers.

Listening Tip

Listen carefully to what the woman needs, where to get it, and when to use it.

Speak Out

Practice the dialogue with your partner, focusing on the tips provided for working in an office.

- Brian** How was your first day?
- Julia** It was great! Thank you. Brian, could you share some tips for working in our **Finance Department**?
- Brian** Absolutely! **Stay up-to-date with our financial regulations to prevent legal problems.**
- Julia** Got it. I'll make sure to check them regularly.
- Brian** Excellent. And another thing, **work on developing strong analytic skills to make data-driven decisions.**
- Julia** Noted.
- Brian** Great. Lastly, **master financial software or tools to enhance efficiency and accuracy in finance processes.**
- Julia** Okay. That does seem like an important skill to have.
- Brian** It is. These tips will help you excel in our **Finance Department** and contribute to our success.
- Julia** Thank you for the guidance, Brian. I appreciate your advice, and I'll apply these tips to my work.
- Brian** You're welcome, Julia. Don't hesitate to ask questions or request assistance. We're all here to support you.

Speaking Tip

Show your understanding and engagement by expressing agreement or restating key points when receiving advice.

Real-Field Communication

Choose one of the departments outlined below. Then talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	■ HR Dept.	■ R&D Dept.	■ Marketing Dept.
Tips	1. stay up-to-date with our regulations and guidelines 2. work on developing problem-solving skills 3. practice effective communication	1. stay updated on industry trends 2. work on developing strong critical thinking skills 3. collaborate with colleagues and share ideas	On Your Own 1. _____ 2. _____ 3. _____



Get Ready

What did the woman congratulate the man for?

- Ⓐ winning a prize
- Ⓑ receiving a bonus
- Ⓒ getting a promotion



Listen Up

1. What is the man most concerned about?

- Ⓐ dealing with rude coworkers
- Ⓑ meeting deadlines and targets
- Ⓒ handling customers' complaints

2. Which is the man's most likely response to the woman's last statement?

- Ⓐ That sounds really useful. I'll definitely sign up for it.
- Ⓑ Don't worry. All the customer service calls are recorded.
- Ⓒ I'm proud of you. Many colleagues signed up for your sessions.

3. **Listen again** Fill in the blanks to complete the email to the woman.

From

To

Subject

Dear Sarah,

I just wanted to thank you for suggesting the (1) _____. It was incredibly helpful, and I feel much more confident in my ability to deal with difficult situations now.

As you advised, when I feel like I might lose my (2) _____ or say the wrong thing, I'll keep in mind that the customers' (3) _____ are not personal. I truly appreciate your support and guidance, and I am grateful to have you as a colleague. Thanks again.

⋮



Listen carefully to the man's worries and the woman's recommendation and advice.

Speak Out

Practice the dialogue with your partner, focusing on how to encourage a frustrated coworker.

- Assistant** I just got off the phone with the boss. She gave me a really hard time.
- Coordinator** Oh no! What happened?
- Assistant** I didn't meet my sales target for this quarter. I feel so embarrassed and frustrated.
- Coordinator** That's too bad. **It's understandable that you're feeling down about it.**
- Assistant** Yeah, I don't know what to do. I feel like I'm trying my best, but it's not enough.
- Coordinator** I'm sorry to hear that. **But don't be too hard on yourself. Sometimes things don't go as planned.**
- Assistant** I don't want to repeat the same mistake next time, but I'm not sure how to avoid it.
- Coordinator** Well, how about discussing it with the manager and asking for feedback?
- Assistant** That's a good idea. I'll do that. But honestly, I've lost my confidence.
- Coordinator** Come on. **You're still a talented and capable person, and I believe in your abilities.**
- Assistant** Thank you. I really appreciate your support. I'm feeling a little better already.
- Coordinator** That's great to hear. **Just remember, you've got this.** If you need any help, I'm here for you.

Speaking Tip

The following sentences can replace the sentences in bold: *It's understandable to feel overwhelmed.*, *But remember that everyone makes mistakes.*, *You're the best*, and *I believe in you.*, *Just remember, you can do it.*

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	■ Situation 1	■ Situation 2	■ Situation 3
Problem	I failed to meet the deadline for an important task.	I made some calculation errors in a financial report.	I forgot to respond to an important email from a client.
Advice	use scheduling apps to keep track of your tasks and deadlines	double-check your work and seek feedback from colleagues	On Your Own _____ _____

Workplace Project 1 | Orientation for Newcomers



Step 1

Read the orientation material provided and then fill in the blanks below.

Orientation for EVerTech Motors



Policies and Rules

- Arrive at work on time and be ready to start at your scheduled time.
- Respect your colleagues, regardless of their race or cultural background.
- Protect (1) _____ and respect the privacy of our customers and colleagues.

Workplace Safety

- Know the locations of fire extinguishers, first-aid kits, and emergency exits.
- Follow all safety procedures when handling (2) _____ such as chemicals, gases, and oils.
- Wear appropriate (3) _____ for your job duties and the work environment such as a safety helmet and safety shoes.

Supplies and Materials

- Report any shortages of materials to your supervisor immediately.
- Return (4) _____, such as charging cables or connectors, to their original place.
- Follow company procedures for handling batteries safely, including proper storage, charging, and disposal methods.

Ⓐ shared equipment

Ⓑ dangerous materials

Ⓒ sensitive information

Ⓓ personal protective equipment

Step 2

Make a group of four. Brainstorm with your group to create a new orientation material.

Type of Workplace	Example hospital, restaurant, hotel, call center, publisher, etc.
Policies and Rules	Example Arrive at work on time.
Workplace Safety	
On Your Own	

fire extinguisher 소화기 chemical 화학약품 disposal 처분, 폐기

Step 3

On the basis of what you've done in Step 2, make your group's orientation material. Then share your group's orientation material with the other groups.

Orientation for _____

(company or organization name)

Policies and Rules

- Example Arrive at work on time and inform your supervisor if you are expected to be late or absent.
- _____
- _____
- _____

Workplace Safety

- _____
- _____
- _____

On Your Own

- _____
- _____
- _____

Step 4

While the other groups are doing their presentation, evaluate them using the table below. Then share your thoughts and evaluations with each other.

Groups \ Features	Contents	Language Use	Confidence

A Main Communicative Function

Encouraging colleagues

I feel like I can't handle this job sometimes.



You've got this!

- You can do it!
- Don't worry. You're doing great.
- You really are great at your job.
- You're a talented and capable person.
- We're all here to support you.

B Useful Expressions

Review the following expressions used in Lesson 3. Then write one more example with the same communicative function.

1. Welcoming a newcomer

- Hi, Julia! Welcome!
- Welcome aboard, Julia!
- Welcome to the team, Julia!
- _____

You can find examples among what you've learned.

2. Offering assistance

- If you ever have any questions, please feel free to ask me anytime.
- Don't hesitate to ask questions or request assistance.
- Just let me know if you need anything else, okay?
- _____

3. Expressing understanding and sympathy

- I'm sorry to hear that.
- Don't be too hard on yourself.
- Sometimes things don't go as planned.
- It's okay to feel frustrated, but don't let it get to you.
- It's understandable that you're feeling down about it.
- _____

Collaboration at Work

Section

2

Warm-Up

- A. Choose the three skills you feel are important when collaborating with a colleague. After making your choices, discuss why you chose those skills.



- B. Choose the correct meaning of each word or phrase from the box below.

- | | | |
|-----------|-------------|-----------------|
| 1. shift | 2. time off | 3. supplies |
| 4. submit | 5. proposal | 6. presentation |

- Ⓐ to hand over or present something as required or requested
- Ⓑ a period of time when a person is absent from work or duties
- Ⓒ the delivery of information, ideas, or projects to others using visual aids
- Ⓓ a scheduled period of time when employees carry out duties or tasks
- Ⓔ a plan or suggestion, especially a formal or written one
- Ⓕ the things that are needed by a group of people to accomplish a task

- C. Match the questions to the appropriate answers.

- | | | | |
|--|---|---|---|
| 1. Can I take next week off for vacation? | • | • | Ⓐ Sure. Fill out a vacation request form. |
| 2. What items are you requesting? | • | • | Ⓑ Of course. I think a few sections need revisions. |
| 3. Did you review the contract I sent earlier? | • | • | Ⓒ We need some printer paper and file folders. |

Situation | Dealing with Office Issues



Get Ready



What is the main topic of this conversation?

- Ⓐ asking for a raise
- Ⓑ inquiring about time off
- Ⓒ promoting a new project

Listen Up

1. What is the relationship between the man and the woman?

Ⓐ



Ⓑ



Ⓒ



2. Check whether the following sentences are true (T) or false (F).

- (1) All rooms have been restocked with the necessary medical supplies.
- (2) Common areas need sanitizing because they are still dirty.
- (3) No machines need to be fixed as they are all operating correctly.

T F

T F

T F

3. Listen again Fill in the blanks in the shift handover report with the appropriate words.

Shift Handover Report

- Date: May 20
- Time: morning shift
- Shift Handover: from Sophia to Andy
- Upcoming Tasks:

Prepare the room for the new (1) _____ arriving at 1 p.m.

Report any (2) _____ about the patient in room 505 directly to the doctor.

- Important Notice: The patient in room 301 is still under isolation precautions, and entry requires wearing a gown and (3) _____.

Listening Tip

When filling in the blanks, it is helpful to read the sentences with blanks beforehand and try to guess the missing words based on the surrounding context before listening.

Speak Out

Practice the dialogue with your partner, focusing on how to emphasize what you want.

- Adam** Hi, Riley. **I do hope you're doing well.** I wanted to submit a request for some supplies we need. Is this a good time to go over the list with you?
- Riley** Of course. I'm available to help you. What items are you requesting?
- Adam** We need some printer paper and toner cartridges. **I also want to stress the importance of getting a new whiteboard.**
- Riley** We're out of toner cartridges. If I order them now, they'll arrive in a few days. Is that okay?
- Adam** Yes, that works for me. Also, the office copier is having issues with blurry copies and frequent paper jams. Could we get it repaired?
- Riley** Sure. I'll have a repairperson stop by ASAP. Also, I heard that some new employees are supposed to join your department soon.
- Adam** Yes, that's correct. **It's important to make sure our new employees have all the necessary tools and resources to get started.** Can we get employee ID cards and office supplies for the new hires?
- Riley** Absolutely. I'll order them so that they arrive in time for the new employees' start date.
- Adam** Thank you for your assistance.

* Adam: Marketing team member, Riley: Administrative team member

Speaking Tip

When requesting help from another department, be specific and clear about what you need, express gratitude, and follow up as needed to ensure your requests are addressed.

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	Situation A: Factory	Situation B: Restaurant
Requested Items	safety helmets and safety shoes / work gloves	plates and utensils / cutlery sets
Out-of-Stock Items	safety shoes	cutlery sets
Problem	The machine on the assembly line has been making a strange noise.	The dishwasher has not been working properly.
Items Needed for New Hires	tablet PCs and smart pens	uniforms and name tags



Situation | Paperwork in the Workplace



Get Ready

What kind of document are the woman and the man discussing?

Ⓐ a contract

Ⓑ an invoice

Ⓒ an expense report



Read On

Read the proposal and answer the questions by filling in the blanks.



May 15, 2025

Ms. Jane Wilkins, Chief Information Officer

Synergy Company, 123 Main Street Anytown, USA 26016

Information Security Enhancement Proposal

Dear Ms. Wilkins,

I'm writing to propose some improvements to our information security. We've been facing several hacking and data leakage incidents, highlighting the need for stronger security measures. To address this, I suggest the following actions:

Company Actions:

- Collaborate with a professional security firm to regularly assess and enhance our security measures
- Establish a clear plan to handle security violations and incidents promptly

Individual Responsibilities:

- Encourage employees to regularly change their passwords
- Emphasize the importance of locking computers when not in use

Applying these steps will enhance our information security and reduce hacking and data violation risks. Your consideration and support for these proposals are appreciated. Together, let's strengthen our information security and protect our valuable assets. Thank you.

Sincerely,

Martin Harris

Customer Service Director



Skim the text by looking at the headings and the main points listed to get an overview of the content.

1. Q: What is the purpose of the proposal?

A: Its purpose is to improve _____.

2. Q: According to the proposal, who should the company collaborate with?

A: It should partner with a(n) _____.

3. Q: According to the proposal, what should employees do?

A: They should _____ regularly and lock their computers when they are not using them.



Write Right

Read the invoice and fill in the blanks using the words or phrases given below.

INVOICE			
Date: May 20, 2025		Invoice No: KC138911	
To: Home4You, 23 Main Street, Anytown 87322		Tel: 505-575-7890	
(1) _____	(2) _____	(3) _____ (\$)	Amount (\$)
Cement (Model ABC-123)	50	500	25,000
Concrete (Model DEF-456)	75	1,000	75,000
Bricks (Model GHI-789)	100	100	10,000
Shipping and Handling	-	-	5,000
Subtotal			115,000
Tax (5%)			5,750
Total			120,750

Sincerely,
Dohyeon Kim
 Construction Manager
 SuperKo Construction Company

Writing Tip

When writing an invoice, double-check it for accuracy and clarity before sending it to the recipient.

Ⓐ Unit Price

Ⓑ Description of Goods/Services

Ⓒ Quantity

Real-Field Communication

Choose one of the companies outlined below. Then create an invoice using the provided information, similar to the example in Write Right.

Insurance Company	June 1, 2026, KG94668, Protect-a-Life Insurance, 15 Main Street, Gotown 45214, 513-387-8915 Auto Insurance (Policy No. 1635) 1 year × 500 (\$) Home Insurance (Policy No. 6780) 1 year × 1,000 (\$) Life Insurance (Policy No. 2680) 1 year × 1,500 (\$) Tax (5%), Elizabeth Cooper, Customer Service Representative, Happy Insurance Company
Auto Company	May 23, 2026, KA79845, ProDrive Motors, 7 Main Street, Anytown 45277, 513-322-8915 Engine (Model XYZ-123) 50 × 1,500 (\$) Transmission (Model ABC-456) 75 × 1,000 (\$) Brake Pads (Model DEF-789) 10 × 200 (\$) Shipping and Handling 5,000 (\$) Tax (5%), Emily Rose Lee, Sales Manager, UltraX Motors

Workplace Project 2 | Making a Presentation with Visual Aids



Step 1

Make a group of four. Read the following presentation script and answer the questions.

Arirang Apparel First-Quarter Sales

	2023	2024	Change
North America	\$82,278	\$56,343	-32%
Europe	\$56,232	\$57,571	2%
Other	\$36,789	\$16,243	-56%
Total	\$175,299	\$130,157	-26%

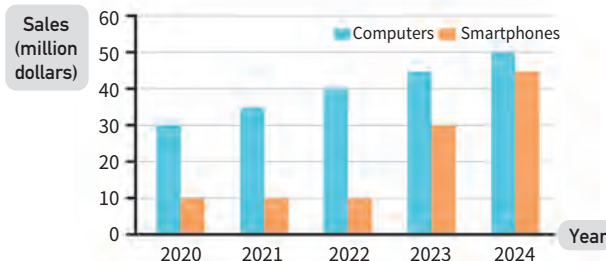
[A] This table compares Arirang Apparel's first-quarter sales in 2023 and 2024 across different regions. [B] Arirang Apparel experienced a significant 26% drop in total first-quarter sales from 2023 to 2024. In North America, first-quarter sales declined by 32%, falling from \$82,278 in 2023 to \$56,343 in 2024. Conversely, sales in Europe saw a modest increase of 2%, rising from \$56,232 in 2023 to \$57,571 in 2024. Other regions, on the other hand, witnessed a substantial 56% decrease in sales, dropping from \$36,789 in 2023 to \$16,243 in 2024. [C] Overall, there was a 26% decrease in sales, with sales in other regions having a significant impact on the overall decline.

1. Which part describes details by using numbers? _____
2. Which part explains what the table is about? _____
3. Which part sums up the table by highlighting the most important point? _____

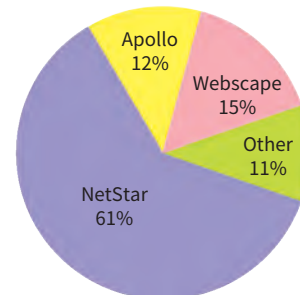
Step 2

Choose one of the following and make a draft of a presentation script for it.

1. ☐ The Sales of ABC Electronics' Computers and Smartphones

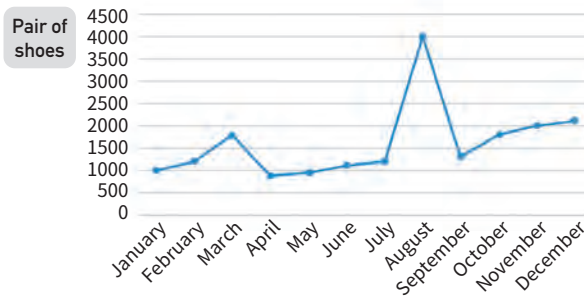


2. ☐ Desktop Browser Market Share in 2024



apparel 의류, 의복 modest (정도가) 심하지 않은 substantial 상당한, 충분한

3. ☐ Monthly Sales of Springbok Sneakers in 2024



4. ☐

On Your Own

※ You may use the following vocabulary to describe the visualized data above.

bar chart

increase / decrease

show

different / similar

dramatically

line graph

rise / fall

exhibit

higher / lower

moderately

pie chart

climb / drop

illustrate

consistent / steady

conversely

Introduction

Example This bar chart shows the sales of ...

Details

Summary

Step 3

Make a presentation to the class about the chart, graph, or table you chose, using the script you wrote in Step 2.

Step 4

While the other groups are doing their presentation, evaluate them using the table below. After everyone has completed their presentation, share your thoughts and evaluations with each other.

Groups	Features	Contents	Language Use	Confidence
		😊 😐 😞	😊 😐 😞	😊 😐 😞
		😊 😐 😞	😊 😐 😞	😊 😐 😞
		😊 😐 😞	😊 😐 😞	😊 😐 😞

A Main Communicative Function

Emphasizing important points

Can you let me know what I need to do?



Sure. **I want to stress that** the patient in room 301 is still under isolation precautions.

- My point is that
- It is important that
- I'd like to emphasize that
- You have to remember that
- What I'm saying is that
- What I want to say is that

B Useful Expressions

Review the following expressions used in Lesson 3. Then write one more example with the same communicative function.

1. Making requests or inquiries at the workplace

- Can I take time off from May 2 to May 4?
- Can you let me know what I need to do?
- Could we get the office copier repaired?
- Is this a good time to go over the list with you?
- Please report any updates on the patient's condition to the doctor.
- Can we get employee ID cards and office supplies for the new hires?
- Did you get a chance to look over the contract I sent earlier this week?
- _____

2. Responding to someone's request

- Yes, you can.
- Yes, that's correct.
- Yes, that works for me.
- Okay, I'll keep that in mind.
- Of course. I'm available to help you.
- Let's get those revisions done as soon as possible.
- _____

You can find examples among what you've learned.

Check Up



Self-Check

1. Listen What is the best response to the man's statement?

- (a) (b) (c)

2. Listen What is the main topic of this conversation? Basic

- (a) checking an invoice
(b) drafting a new agreement
(c) submitting a request form

3-4 Listen Listen to the dialogue and answer the questions.

3. What is the man most concerned about?

- (a) delivering big orders to the wrong address
(b) forgetting to respond to an important email
(c) making some calculation errors in a financial report

4. What is the woman's most likely response to the man's last question?

- (a) I think so. Using a reminder application can be very helpful.
(b) No problem. I'll let you know the email address right away.
(c) Sure. I'd be happy to review it for you before you send it.

5-6 Listen Choose the correct response for each statement or question from the box below.

5. I achieved my sales target this quarter!

6. Can I make a request for the items required in our department? Basic

- (a) Congratulations! I knew you could do it!
(b) I'm sorry to hear that, but you've got this.
(c) I need a repairperson to fix our broken copier.
(d) Yes, feel free to request the items needed.

7. Complete the following proposal by putting parts [A] to [D] in order.

- [A] — To put it more simply, implementing these solutions will improve customer satisfaction.
— Your consideration and support for these proposals are appreciated. Thank you.
- [B] — • Provide additional staff training and regular feedback sessions.
— • Launch social media campaigns and events to increase customer participation and engagement.
- [C] — To address this issue, I'd like to propose the following changes.
- [D] — I am writing to propose a plan for improving our customer service. We have received an increased number of complaints from customers, which indicates that our customer service needs improvement.

In this lesson...

- ☐ I can provide information to a newcomer.
- ☐ I can talk with coworkers about office work.
- ☐ I can talk about dealing with office issues.
- ☐ I can write various types of documents, including proposals and invoices, in the workplace.

Did you achieve your goals?
What needs more effort?

Multinational Corporation Policies for Harmony Beyond Cultural Barriers

There are many multinational corporations (MNCs), which manage production or services in multiple countries. As MNCs have employees from various cultural backgrounds, cultural conflicts can arise due to differences in values, norms, and communication styles. To prevent these issues and promote a harmonious work environment, it is necessary to recognize cultural diversity and communicate appropriately. Therefore, MNCs have adopted several policies to achieve this goal. The following are two of them:

• Cultural Sensitivity Training

Many MNCs provide cultural sensitivity training to their employees, particularly those who work in diverse teams or interact with colleagues from different cultural backgrounds. They aim to enhance cross-cultural understanding and promote respectful behavior. For example, one training program implemented by a global IT company, Unconscious Bias Training, focuses on raising awareness about unconscious cultural biases that can affect decision-making and interactions in the workplace.



• Global Mobility

Global mobility is a policy of an organization that enables employees to work and live in different countries, promoting cross-cultural experiences and expanding global perspectives. Employees can take short-term or long-term assignments in various locations, immersing themselves in different cultures, languages, and work environments. As a result, it not only encourages cultural understanding among an MNC's employees but also cultivates a global mindset within the organization.



What other policies do MNCs use for cultural diversity and inclusion?
Search the Internet and share them with the class.

norm 규범 enhance 높다, 고양하다 implement 시행하다 immerse oneself in ~에 스며들다, ~에 몰입하다

Professional Careers in Smart Agriculture

Smart agriculture is a rapidly evolving field with great career potential. Here are some of the key career paths in the smart agriculture industry:

Agricultural drone operators use drones with sensors to monitor crops, detect pests, and assess field conditions. They collaborate with data analysts and farmers to interpret collected data and make informed crop management decisions. Their role is essential for providing real-time insights and enabling precision agriculture.



Farm automation specialists develop and implement robotic systems to automate tasks like planting, harvesting, and crop maintenance on farms. They specialize in robotics, mechatronics, and control systems to increase operational efficiency and enhance productivity while reducing labor costs. Their expertise in automation technologies helps optimize farming processes for improved efficiency.

Sustainable agriculture consultants guide farmers in adopting eco-friendly practices, such as organic farming and water management. They provide expertise in minimizing the ecological footprint of agricultural activities and staying updated with sustainable farming regulations. Their role is essential for promoting environmentally conscious agriculture.



Which career in smart agriculture are you most interested in and why?

pest 해충 mechatronics 기계 전자 공학 expertise 전문 지식 optimize 최적화하다 ecological footprint 생태 발자국(인간 활동이 생태계에 미치는 영향)



1. 다음은 공항에서 근무하는 항공사 직원 Ms. Kim과 외국인 손님의 대화이다. Ms. Kim이 외국인 손님에게 건네주는 물건으로 가장 적절한 것은?

①



②



③



④



2. 다음은 레스토랑에서 근무하는 Ms. Kim과 남자 손님의 대화이다. Ms. Kim이 남자 고객에게 제공할 서비스로 가장 적절한 것은?

- ① 디저트 무료로 제공해 주기
- ② 다른 음식으로 교환해 주기
- ③ 음식값 전액 환불해 주기
- ④ 접시 치워 주기

3. 무역 회사에서 근무하는 Ms. Kim이 새로 입사한 외국인 동료에게 환영 인사를 전하려고 한다. Ms. Kim이 할 말로 적절하지 않은 것은?

- ① Welcome aboard! We're excited to be working with you.
- ② Nice to meet you! We're delighted to have you on our team.
- ③ Glad to have you here! Let me know if you have any questions.
- ④ Congratulations on your new role! You truly deserve this promotion.

4. 건설 회사에서 근무하는 Ms. Kim이 건설 현장을 방문하다가 다음 표지판을 보았다. Ms. Kim이 이해한 표지판의 내용으로 가장 적절한 것은?



- ① 출입을 제한합니다.
- ② 귀마개를 착용하세요.
- ③ 안전모를 착용하세요.
- ④ 경사로를 이용하세요.

5. 다음은 자동차 회사에 수신된 팩스 문서이다. 문서 담당자인 Ms. Kim이 수신한 팩스 문서를 보관해야 할 문서철의 이름으로 가장 적절한 것은?

Global Trade Co.
3678 Toledo Blvd., Port Charlotte, FL 33975
Tel: +1 (941) 631 4392, Fax: +1 (941) 631 4393
FAX TRANSMISSION

To: K. Lee, International Trade Dept., Arirang
Auto Inc.
Fax#: (02) 6315 2903
From: John Smith, Vice President of Global
Trade Co.
Date: August 15, 2025
Subject: Purchase, XDRIVE 501 Vehicles
Transmitting two pages including this page

Dear K. Lee,

We would like to place an order as follows:

Model: XDRIVE 501

Color: Silver

Specs: Standard

Quantity: 50 units

RDD: September 10, 2025

If you have any questions regarding the order,
please contact me.

Best regards,
John Smith

- ① 고객 상담
- ② 인사 업무
- ③ 해외 판매 업무
- ④ 국내 구매 업무

LESSON

4

Communicating at Work

How do you prefer to communicate with your coworkers: texting, emailing, talking on the phone, or having a face-to-face conversation?

Lesson Goals

In this lesson, we will learn about ...

Section 1 Phone Communication

Situation A Transferring a Call and Taking a Message

Situation B Finding the Right Person and Making an Appointment

I Making a phone call I

Could you put me through to Ms. Gibson?

Section 2 Written Communication in Business

Situation A Texting and Emailing at Work

Situation B Announcements and Invitations at Work

I Agreeing with others' opinions I

I'm with you.

My Goals

- _____
- _____



Phone Communication

Section 1

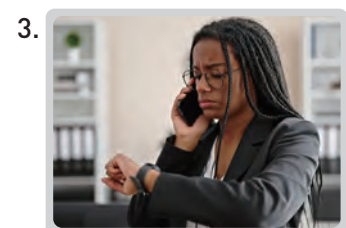
Warm-Up

A. Group the following sentences into two categories: face-to-face conversation and telephone conversation.

- Ⓐ It saves travel time and costs.
- Ⓑ It reduces the chance of misunderstanding.
- Ⓒ You can easily communicate with others from anywhere.
- Ⓓ Both verbal and nonverbal forms of communication can be used.

Face-to-Face Conversation	Telephone Conversation

B. Look at the pictures and choose the sentence that describes each picture from the box below.



- Ⓐ The woman has been **put on hold**.
- Ⓑ The man wants someone to **call him back**.
- Ⓒ The man asks to be **put through to** the woman.

C. Match the underlined words or phrases to their definitions in the box below.

- 1. I was in a meeting when you called, so I couldn't pick up the phone.
- 2. The meeting has been postponed as one of the group members is currently not available.
- 3. One of the most common problems with telephone interviews is that survey respondents may hang up on a caller.

- Ⓐ to end the telephone call by breaking the connection
- Ⓑ able to be present at a certain time
- Ⓒ to answer an incoming phone call

Situation | Transferring a Call and Taking a Message



Get Ready



What does the woman want the man to do for her?

- Ⓐ reschedule her project meeting
- Ⓑ deliver her message to another coworker
- Ⓒ write a summary of her team's discussion

Listen Up

1. Which picture relates to the conversation?

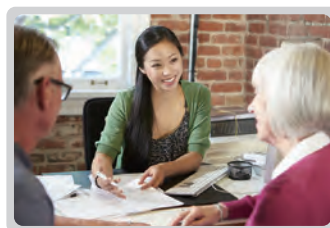
Ⓐ



Ⓑ



Ⓒ



2. Check whether the following sentences are true (T) or false (F).

- (1) The man works in the Sales Department.
- (2) The man wanted to leave a message for Ms. Gibson.
- (3) The woman received a complaint call from a customer.

T F

T F

T F

3. **Listen again** Complete the woman's response to the man's last question using all three provided expressions.



Of course. _____

hang up

hold

transfer

Listening Tip

Since they don't include nonverbal cues, phone conversations can be difficult. Using common phrases and sentences can help improve communication.

Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

- Receptionist** Hello, you've reached NovaTech Innovations.
- Lewis Jones** Hi. This is Lewis Jones from Great Hills Engineering in Sydney. I'd like to speak with Karen Sherwood.
- Receptionist** (1) _____ She is on a business trip to London.
- Lewis Jones** Oh, I see.
- Receptionist** (2) _____
- Lewis Jones** Well, yes. Could you tell her that she can send the document I requested via email?
- Receptionist** Okay. Could you give me your email address?
- Lewis Jones** It's lewis.jones@greathills-engineering.com.
- Receptionist** (3) _____ It's Lewis, l-e-w-i-s, followed by a dot, then Jones, j-o-n-e-s, followed by the "at" symbol, then greathills, followed by a hyphen, then engineering dot com. Is that correct?
- Lewis Jones** That's correct. Thank you.
- Receptionist** No problem. Have a good day.

- Ⓐ I'll read it back to you.
- Ⓑ Do you want to leave a message for her?
- Ⓒ I'm sorry, but she is not in the office today.

Speaking Tip

In workplace settings, it is natural to confirm important details by repeating them, especially during phone calls. When you share an email address with others, you can read the symbol "@" as "at," "-" as "hyphen," and "_" as "underscore."

Real-Field Communication

Choose one option from each category and talk with your partner using the dialogue in Speak Out.

Why Not Available	What to Say
☐ vacation ☐ meeting ☐ sick leave ☐ conference ☐ training session ☐ On Your Own	☐ The Friday meeting has been rescheduled to next week. ☐ The business proposal has been rejected. ☐ A signature is missing from the contract. ☐ The report needs to be revised before submission. ☐ The budget for the current project has been reduced. ☐ On Your Own

Situation | Finding the Right Person and Making an Appointment



Get Ready

How would the woman feel in this situation?

- Ⓐ embarrassed
- Ⓑ satisfied
- Ⓒ sorrowful



Listen Up

1. What is the purpose of the man's call?

- Ⓐ to ask for a recommendation for a local car repair shop
- Ⓑ to discuss placing an order for the new car accessories
- Ⓒ to schedule a meeting with colleagues in the Customer Service Department

2. Which of the following is NOT true according to the dialogue?

- Ⓐ Yuna transferred the man's call to the Customer Service Department.
- Ⓑ The man had a business conversation with Ms. Cho at the Seoul Motor Fair.
- Ⓒ The man is going to visit DriveTech Auto Company for a business meeting.

3. **Listen again** Fill in the blanks to complete the woman's statement. Use the provided words.

Hello, everyone. Mr. Fischer from Bauer Car Accessories has expressed interest in the new car accessories we showcased at the Seoul Motor Fair. He recently reached out to inform us of their intention to (1) _____ (purchase). Therefore, we are going to (2) _____ (arrange). Mr. Fischer will (3) _____ (visit).

Listening Tip

Note that speakers use rising intonation to emphasize key information and falling intonation for less important details in their speech.



Speak Out

Practice the dialogue with your partner, focusing on how to find the right person and make an appointment on the phone.

- Receiver** Good morning. This is Aileen Kim speaking. How can I assist you?
- Caller** Hello. I'm Colin DeShawn, Manager of the Marketing Department at Bright Future Inc. **I'm returning a call made to my office by Mr. Ken Phillips of Leadership Works.**
- Receiver** Hi, Mr. DeShawn. I'm Mr. Phillips' secretary. **He is currently out of the office.**
- Caller** I see. Will he be back soon?
- Receiver** Let me check his schedule. ... He'll be back in about two hours.
- Caller** Hmm... He told me he wanted to discuss rescheduling the leadership training workshop. **Could you ask him if he could come to our company next Friday at 2 p.m.?**
- Receiver** According to his schedule, he is available. However, I'll confirm that with him just to make sure.
- Caller** Thanks. **I would also be open to discussing it over the phone on Wednesday at 4 p.m.**
- Receiver** I will inform Mr. Phillips of both options and get back to you as soon as possible.
- Caller** Okay, thank you. I'll be waiting to hear back from you.

Speaking Tip

To make your speech more engaging and expressive, use different speaking speeds and tones. This will help you convey a wide range of emotions and attitudes.

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	■ Situation A	■ Situation B
Caller	Sarah Kim, Director of Sales at Middleton Tech	Hannah Johnson, Director of HR at T&M Inc.
Available Meeting Options	• meet me for a business lunch at a nearby restaurant on Friday at 12 p.m. • hold a virtual meeting on Thursday at 11 a.m.	• arrange a meeting at the director's office next Tuesday at 10 a.m. • On Your Own _____

Workplace Project 1 | Leaving a Message and Voicemail



Step 1

Read Tom's voicemail responding to the missed-call note and match each description to **A** - **D**.

Message to Call Back

• **Date:** August 5, 2025

• **Time:** 2:15 p.m.

Tom,

Mr. Morton called looking for you. He wants to reschedule the meeting about the draft of your annual sales report to next week. He wants you to decide on the time and date, and then reserve the meeting room.

Lisa



A

Hi, Mr. Morton. This is Tom. I have tried to reach you several times, but you didn't pick up, so I'm leaving a voicemail message for you instead.

B

Lisa told me that you wanted to reschedule our meeting to next week.

C

I could use some extra time to update the annual sales report, so how about next Friday at 1 p.m.? I reserved Meeting Room A on the 10th floor and will set up everything we need.

D

When you receive this voicemail, please let me know if that will work for you. Thanks.

Description of Purpose

Part

- | | |
|---|--|
| 1. to explain the purpose of the call | |
| 2. to introduce the caller and begin the voicemail | |
| 3. to request confirmation and conclude the message | |
| 4. to suggest a solution and provide details of the preparations made | |



Step 2

Listen to the dialogue and complete the message to call back.

Message to Call Back

• **Date:** March 5, 2025

• **Time:** 10:15 a.m.

Nurse Riley,

Dr. Russell called to check on the status of the (1) _____ for Richard Lee in (2) _____ of Ward A. The medication has not been delivered yet, and Dr. Russell requests a follow-up call when the (3) _____.

Head Nurse Brown

Step 3

Complete the voicemail script and record it. Then share the recorded voicemail with your partner.



A

Hello, Dr. Russell. This is Nurse Riley. I have tried to reach you several times, but you didn't pick up, so (1) _____.

B

Head Nurse Brown left a message telling me that (2) _____ for Richard Lee in room 304 of Ward A.

C

I placed an order for his medication, but as you heard from Head Nurse Brown, (3) _____. I'll figure out what the problem is and keep you posted on it.

D

When you receive this voicemail, please let me know whether there's anything else that requires attention. Thanks.

Step 4

While your partner is giving his or her presentation, evaluate it using the table below. After both of you have completed your presentations, share your thoughts and evaluations with each other.

Partner	Features	Contents	Language Use	Confidence

A Main Communicative Function

Making a phone call

Hi, this is Jake White speaking. **Could you put me through to Ms. Gibson?**

- Could you connect me to Ms. Gibson?
- Could you transfer my call to Ms. Gibson?



Hello, Mr. White. **I'll put you through to her right away. Please hold.**

- Don't hang up, and please hold while I transfer your call.
- I'll need to put you on hold. Please don't hang up.

B Useful Expressions

Review the following expressions used in Lesson 4. Then write one more example with the same communicative function.

1. Leaving and taking phone messages

- May I leave a message then?
- Can you take a message for her then?
- Do you want to leave a message for her?
- _____

You can find examples among what you've learned.

2. Providing information on someone's availability

- He is currently out of the office.
- Oh, she's not available at the moment.
- I'm sorry, but she is not in the office today.
- _____

3. Responding to or asking for follow-up communication

- I'm returning a call made to my office by Mr. Ken Phillips.
- I will get back to you as soon as possible.
- I'll be waiting to hear back from you.
- _____

Written Communication in Business



Warm-Up

- A.** Discuss with your partner which communication method is most appropriate for each situation in the table.

<i>It's more appropriate to _____ when ...</i>	text	call	email	send a business letter
1. your message requires a simple response	☐	☐	☐	☐
2. you know your colleague well enough to be informal	☐	☐	☐	☐
3. your manager requests detailed information in written form	☐	☐	☐	☐
4. you obtain the phone number of a potential client from a colleague	☐	☐	☐	☐

- B.** Choose the correct word to complete the sentence.

- We are running out of office supplies, including pencils, paper, and printer ink. We need to refund / restock them.
- The meeting on the weekly report will proceed as planned, and I've attached / deleted the files for discussion.
- Businesses can send coupons to customers by text to damage / improve customer loyalty.

- C.** Complete each short dialogue with the right response from the box below.

1. **A:** We should invest more in marketing rather than research.

B: _____

2. **A:** Did you hear that? James got promoted!

B: _____

3. **A:** Please send a reminder about the meeting next week.

B: _____

- Ⓐ I'll write one and send it out to the team.
 Ⓑ Yes, I just read about it on the office bulletin board.
 Ⓒ I see it differently. Researching new products should be a priority.



Get Ready



What will the woman send after the conversation?

- Ⓐ an email
- Ⓑ a text message
- Ⓒ a business letter

Listen Up

1. Which picture relates to the conversation?

Ⓐ



Ⓑ



Ⓒ



2. Which of following is NOT true according to the dialogue?

- Ⓐ The man is giving a sales update to the woman.
- Ⓑ The toy car supplier is supposed to deliver the stock every two months.
- Ⓒ The man and the woman have started working with the toy car supplier recently.

3. Listen again Fill in the blanks to complete the to-do list the man wants to write.

To-Do List

Ask the supplier to send the new (1) _____
_____ earlier.

- Only a(n) (2) _____ is left.
- A few dozen of them would be enough.
- We are willing to pay a(n) (3) _____.

Listening Tip

Take notes of keywords while listening and compare them to the original script to check your listening skills.

Write Right

Respond to Ted, a coworker, using the to-do list in Listen Up.

Ted Smith
• Online Now

Not at all. What's up, Nick?

Oh, really?

I'm with you. What can I do?

Yes, I have. I sent them an email concerning another business matter.

Hello, Ted. I hope I'm not disturbing you.

While I was preparing a sales update for Katherine, I found out that we are running out of (1) _____.

Yes. So we need to (2) _____. It's important.

You've contacted the toy car supplier before, right?

+ (3)
(Politely ask Ted for the toy car supplier's email address to contact.)

Real-Field Communication

Complete the email below using the dialogue in Listen Up and Write Right.

✉
⋮
✕

Dear Mr. Ryu,

I hope this email finds you well. My name is Nick Green, and I am writing on behalf of Katherine Williams, the manager of Middlemount Department Store.

(1) _____
(Explain the current situation of running low on toy cars.)

(2) _____
(Request an earlier delivery of products from the supplier.)

(3) _____
(Inform the supplier that even a few dozen would be acceptable.)

(4) _____
(Explain that the store is willing to pay a rush fee if necessary.)

Very respectfully,
Nick Green

Writing Tip

When writing in a workplace setting, it's important to be clear and concise. Use simple and direct language to convey your message.



Get Ready

What is the purpose of this announcement?

- Ⓐ to offer useful learning opportunities to employees
- Ⓑ to notify employees of a new flexible schedule policy
- Ⓒ to ask for feedback on workplace policies from employees



Read On

Read the announcement posted on the company's online bulletin board. Then match each description to **A** - **C**.

E

Elena Lee posted on the Bright Spark Online Bulletin Board

30 minutes ago • Seen by 13

Title: Announcing for Upcoming Sales Training Program

Sales Team:

I am writing to inform you of an upcoming sales training program at our company. Below are the details:

Date & Time: August 9, 10:30 a.m. - 6:00 p.m.
Location: Conference Hall A, White Castle Hotel
Note:

- All questions should be directed to Mr. Hwang at extension 901 or his email (david.hwang@brightspark-marketing.com) at least a week before the training program.
- You can download the attached sales training program schedule file.

This training program will be a valuable opportunity for growth. We hope you will take advantage of this chance to improve your skills. Thank you for your attention to this matter.

Elena Lee
Manager of Sales Department

Reading Tip

Examine the title, headings, and illustrations before reading to get an idea of the passage's content.

A

B

C

Description of Purpose	Part
1. to conclude the main points and add final thoughts	
2. to give the details of the announcement's topic	
3. to identify the topic and preview the announcement's contents	



Write Right

Read the following letter and complete the reply with the expressions from the box below.

Dear Guest,

We are thrilled to extend an invitation to the 6th World Conference on Green Energy and Environmental Technology, brought to you by TechWorks. The conference will be held on July 15 from 1 p.m. to 6 p.m. at the Middlemount Hotel in Seoul. It will be followed by dinner and drinks, providing a valuable opportunity to meet and connect with industry leaders and peers. Please let us know by April 30 whether you will be able to attend. See the enclosed brochure for the details. We look forward to seeing you in Seoul in the near future.

Best regards,

Miri Park

Human Resources Director

Dear Miri,

(1) _____ this wonderful conference. I would be delighted to attend the conference on July 15 at the Middlemount Hotel in Seoul, as well as the dinner and drinks. (2) _____ this conference will be a valuable opportunity to share experiences with industry leaders and peers, and I am excited about having a chance to interact and connect with top figures in the industry. (3) _____ any further information or instructions I may need.

Best regards,

Julia Thomas

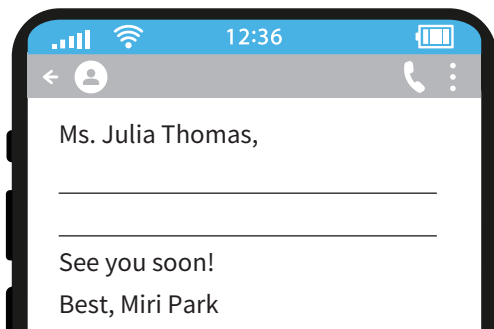
Ⓐ I agree that

Ⓑ Thank you for inviting me to

Ⓒ Please let me know of

Real-Field Communication

Compose a text message based on the letter and the reply in Write Right.



Remind her of the upcoming conference and its date, time, and place.

Remind her that dinner and drinks will be served.



Workplace Project 2 | Writing and Posting an Announcement at Work



Step 1

Complete the announcement with the expressions from the box below.

E

Eric Thompson posted on the Bright Spark Online Bulletin Board
A few minutes ago · Seen by 10

Title: New Sales Team Manager

(1) _____
We have a new leader, John Tyler! John has over 10 years of experience in the industry and has shown strong leadership skills. Please join us for a team meeting to welcome him. See the details below.

- (2) _____: September 19, Wednesday at 9 a.m.
- (3) _____: Conference Room A

• **Note:**

1. The weekly report meeting will follow as scheduled. I've uploaded the files to be discussed.
2. Contact me at eric.thompson@brightspark.com if you have any questions.

(4) _____
Eric Thompson
Manager, Human Resources Team

Leave a comment.

↳ Sarah White: Welcome, John! Looking forward to working with you.

↳ Aileen Ha: Can't wait for the team meeting and would like to meet John in person!

↳ Jieun Lee: Could you please check the uploaded files? I cannot open some of them.

@ Location

ⓑ Date and Time

ⓒ Attention: Sales Team

ⓓ We hope to see you there!

Step 2

Make a group of four. Discuss how to write an announcement using the information in the box.

Key Information to Be Included in the Announcement

1. Announcing the introduction of a new employee benefits package
 - increased paid vacation
 - programs for employee well-being
 - expanded health insurance options
2. Asking employees to attend the informational meeting to learn more
 - Date and Time: Wednesday, February 10, 2 p.m.
 - Location: Conference Room B, 5th floor of the main office building
 - Point of Contact: Jane Duncan, jane.duncan@brightspark.com

paid vacation 유급 휴가 employee well-being 직원 복지 health insurance 건강 보험

Step 3

On the basis of what you've done in Step 2, write an announcement to post on the company's online bulletin board. Then share your group's announcement with the other groups.

Eric Thompson posted on the Bright Spark Online Bulletin Board
 A few minutes ago · Seen by 10

Title: _____

Attention: all employees

We are excited to announce that _____
 _____.

_____ and ask any questions you may have.

- **When:** _____
- **Where:** _____
- **Note:** _____ at
 jane.duncan@brightspark.com.

Thank you.

Eric Thompson
 Manager, Human Resources Team

Leave a comment.

Step 4

While other groups are giving their presentations, evaluate them using the table below. Then share your group's thoughts and evaluations with the other groups.

Groups \ Features	Contents	Language Use	Confidence
	😊 😐 😞	😊 😐 😞	😊 😐 😞
	😊 😐 😞	😊 😐 😞	😊 😐 😞
	😊 😐 😞	😊 😐 😞	😊 😐 😞

A Main Communicative Function

Agreeing with others' opinions

We should focus on improving our social media presence.



I'm with you. Investing in our social media presence is important for reaching new customers.

- I'm all for it.
- I see what you mean.
- I agree.
- I feel the same way.

B Useful Expressions

Review the following expressions used in Lesson 4. Then write one more example with the same communicative function.

1. Seeking responses and actions in workplace communications

- Could you please check the uploaded files?
- Please let us know by April 30 whether you will be able to attend.
- _____

2. Giving information about relevant materials

- I've uploaded the file to be discussed.
- See the enclosed brochure for the details.
- _____

You can find examples among what you've learned.

3. Stating the purpose of an announcement or message

- I am writing to inform you of an upcoming sales training program at our company.
- We are thrilled to extend an invitation to the 6th World Conference, brought to you by TechWorks.
- _____

4. Closing or ending an announcement or email

- We hope to see you there!
- We look forward to seeing you in Seoul in the near future.
- _____

Check Up



Self-Check

1. Listen What is the best response to the woman's statement?

- (a) (b) (c)

2. Listen What is the problem that the man and the woman have?

- (a) They ordered too many office supplies.
(b) The business they run is not performing well.
(c) They need to restock the copy paper they are running short of.

3-4 | Listen Listen to the dialogue and answer the questions.

3. What are the man and the woman talking about?

- (a) effective email writing skills
(b) sending text messages to the boss
(c) generating creative ideas at work

4. What is the woman's most likely response to the man's last statement?

- (a) That's true. It's more convenient, too.
(b) You're right. It's important to keep yourself updated.
(c) I'm all for it. Creativity is the key to business success.

5-6 | Choose the correct response for each statement from the box below.

5. Hello. I want to speak with Steve Anderson in the IT Department.

6. We need to listen to others' opinions on our new product.

- (a) I agree. We should ask some customers for their thoughts.
(b) I don't think so. We need different perspectives as well.
(c) All right. Can you take a message for me?
(d) I'm sorry. He's not available at the moment.

7-8 | Complete the announcement about electrical maintenance.

Attention: all employees

We'll be experiencing a planned power interruption for routine electrical maintenance in the building. 7. _____ from 1:00 p.m. to 1:30 p.m. today.

Please save your work and keep your computers powered off during this time. The main hallways will have emergency lights on to ensure safety. 8. _____

Sincerely,

Ellen Harper, Facility Manager

In this lesson...

- ☐ I can transfer a call and take a message.
☐ I can find the right person and make an appointment.
☐ I can write text messages and emails at work.
☐ I can write announcements and invitations at work.

Did you achieve your goals?
What needs more effort?

Shortened Words in the Workplace

Acronyms and abbreviations are widely used in workplace settings because they save time and space when communicating, especially in fast-paced business environments. They also help to create a shared understanding and a common language among team members and other people in the organization. Here are several examples of frequently used acronyms and abbreviations in emails, texts, and workplace documents:

- **ASAP (As Soon As Possible)**: Used to indicate that something needs to be done as soon as possible, often to communicate a sense of urgency
- **FYI (For Your Information)**: Used to inform someone of something they may not have known but should be aware of
- **CC (Carbon Copy)**: Used when sending an email to multiple people, indicating that the recipients should be aware that other people are also receiving the same email
- **EOD (End of Day)**: Used to indicate that something should be completed by the end of the current business day
- **TBC (To Be Confirmed)**: Used when something is planned or scheduled, but the details have not yet been confirmed
- **IMO (In My Opinion)**: Used to indicate that the following statement is the writer's personal opinion



Can you think of any other frequently used acronyms or abbreviations in workplace communication that are not mentioned in the passage?

acronym 약어 abbreviation 축약형 recipient 수취인, 수령인

Promising Careers in the Future

FINTECH ENGINEERS

The term “fintech” was first created in the late 1990s, as technology began to be widely adopted in the financial services industry. It usually describes the intersection of finance and technology and refers to the use of technology to improve and automate financial services, such as banking, payments, investments, and insurance.



A fintech engineer is a professional who designs, develops, and maintains technology systems for the financial services industry. Fintech engineers work on integrating financial systems with other technology platforms, as well as designing software and applications, building and maintaining technology infrastructure, and implementing security measures.



What does the term “fintech” mean? What skills and abilities are required to be a fintech engineer?
Share your thoughts with your partner.

intersection 점점, 교차점 automate 자동화하다 integrate 통합하다 infrastructure 기간 시설, 인프라



1. 다음은 서점의 안내 방송이다. 직원인 Ms. Kim이 컴퓨터로 구매할 도서를 검색하려는 고객을 만났을 때 취할 행동으로 가장 적절한 것은?

- ① 1층으로 안내한다.
- ② 2층으로 안내한다.
- ③ 3층으로 안내한다.
- ④ 4층으로 안내한다.

2. 다음은 호텔 예약 업무를 담당하는 Ms. Kim과 외국인 남자 고객의 대화이다. Ms. Kim이 작성한 내용 중 잘못된 것은?

HOTEL BOOKING

Name	John Smith
Email	John@abc.com
Number of Nights	① Two nights ▼
Room Type	② Double room ▼
Smoking Preference	③ Nonsmoking ▼
Breakfast Type	④ Asian breakfast ▼
Floor Preference	Higher floor ▼

3. 다음은 출판사에서 근무하는 편집자 Ms. Kim과 외국인 상사 Mr. Harris와의 대화이다. 상사의 마지막 말에 대한 Ms. Kim의 응답으로 가장 적절한 것은?

Mr. Harris: Ms. Kim, how's the book editing going?
 Ms. Kim: I've just wrapped it up. Here is the final draft.
 Mr. Harris: Impressive. All that's left is to send this to the printers.
 Ms. Kim: _____

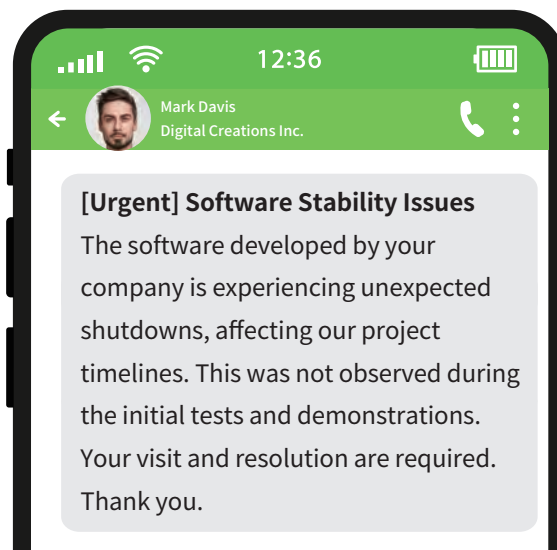
- ① Okay. I'll review the sections you mentioned.
- ② Thanks. I'll get it to the printers immediately.
- ③ I agree. We can still find other printers if you like.
- ④ I'm almost there. I just need a couple more days.

4. 장난감 회사에 근무하는 Ms. Kim은 사무실의 프린터에서 경고음과 함께 다음과 같은 메시지를 보았다. 프린터 오류를 해결하기 위해 Ms. Kim이 할 일로 가장 적절한 것은?



- ① 프린터에 걸린 용지를 제거한다.
- ② 용지함에 충분한 종이가 있는지 확인한다.
- ③ 서비스 센터에 잉크 카트리지를 주문한다.
- ④ 전원 코드를 뽑고 서비스 센터에 연락한다.

5. 소프트웨어 개발 회사의 대표인 Ms. Kim이 다음 문자 메시지를 수신하고 취해야 할 행동으로 가장 적절한 것은?



- ① 소프트웨어 사용 계약 연장 확인서를 조속히 송부한다.
- ② 불편에 대해 사과하고 문제 파악을 위한 방문 일정을 조율한다.
- ③ 상황에 대한 유감을 표하고 마케팅 전문가를 고용할 것을 권한다.
- ④ 거래처의 하드웨어 문제로 인한 소프트웨어 오류라는 것을 알린다.

LESSON

5

Productive Collaboration

Which do you think is more productive and effective:
an in-person meeting or a virtual meeting?
Which type of meeting do you feel more comfortable
with?

Lesson Goals

In this lesson, we will learn about ...

Section 1 Arranging a Meeting

Situation A Setting Up a Meeting

Situation B Changing Meeting Schedules

I Expressing (un)certainty I

I'm sure that won't be a problem.

I'm not sure that works for everyone.

Section 2 Participating in a Meeting

Situation A In-Person Meetings

Situation B Virtual Meetings

I Expressing curiosity I

I wonder if we should consider hiring a new salesperson.

My Goals

- _____
- _____



Arranging a Meeting

Section 1

Warm-Up

- A. Rank the five tips for productive business meetings. Then explain which one you feel is the most important to your partner. You should explain why you feel that way.



☐ Having a meeting plan or agenda



☐ Starting and ending your meeting on time



☐ Allowing time for questions



☐ Letting everyone participate



☐ Keeping an open mind

- B. Choose the one word that is NOT related to the given word.

- | | | | |
|--------------------|--------------------------------------|-------------------------------------|-------------------------------------|
| 1. meeting | ☐ opportunity | ☐ discussion | ☐ attendees |
| 2. notice | ☐ information | ☐ update | ☐ microphone |
| 3. schedule | ☐ date | ☐ calendar | ☐ stereotype |
| 4. position | ☐ manager | ☐ marketing | ☐ assistant |

- C. Complete each sentence with a suitable word from the box below.

- You can _____ your doctor's appointment for a later date.
- I'll be attending a _____ next week to learn about the latest developments in artificial intelligence.
- We need to arrange our meeting for a different time because there might be a scheduling _____ with another meeting.
- Do you think this agenda will _____ for everyone?

conference

conflict

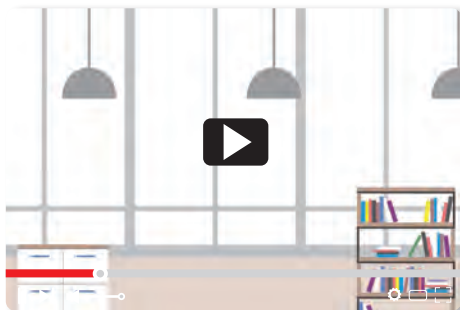
work

reschedule

A Situation | Setting Up a Meeting



Get Ready



What is the woman most likely to do after the dialogue?

- Ⓐ reserve a conference room
- Ⓑ send out meeting invitations
- Ⓒ confirm if Harry is available to attend the meeting

Listen Up

1. Which is the correct business card for Betty?



2. Check whether the following sentences are true (T) or false (F).

- (1) The man wants to schedule a meeting between two CEOs.
- (2) The meeting will take place in a conference room at GlobalWave.
- (3) The CEO of GlobalWave will be informed about the meeting and the topics that will be discussed.

T F

T F

T F

Listening Tip

When listening, it is important to pay attention to specific details, such as the date and time of the meeting, the purpose of the meeting, and the individuals involved. Writing down key details can also help you recall the information from the dialogue.

3. **Listen again** Complete the woman's speech bubble.

Ms. Johnson, I received a call from Tech Industries. They want to discuss potential

- (1) _____ with our company. They want to meet you
- (2) _____ at 10 a.m.
- Should I arrange a meeting for that day?



Sure. Please go ahead and schedule the meeting. Thank you, Betty.

Speak Out

Practice the dialogue with your partner, focusing on the details of the meeting.

- Administrative Assistant** Hello, Jane Malone speaking.
- Boss** Hi, Jane. **Can you schedule a meeting for our annual sales review this year?**
- Administrative Assistant** Of course. When would you like to have the meeting?
- Boss** **Let's have it in two weeks, on Friday.**
- Administrative Assistant** Okay. What time would you like the meeting to start?
- Boss** **How about 9 a.m.?**
- Administrative Assistant** All right. And where would you like to hold the meeting?
- Boss** **Let's have it in the conference room on the fifth floor.**
- Administrative Assistant** Okay. And who should be invited to attend the meeting?
- Boss** **All the department managers and members of the sales team should attend.** Do you think this schedule will work for everyone?
- Administrative Assistant** I'm not sure, but I can send out the invitations and ask if everyone can come to the meeting.
- Boss** That sounds good. Please let me know as soon as you receive their responses.
- Administrative Assistant** Sure. I'll take care of it right away.

Speaking Tip

When scheduling a meeting, it is important to pronounce key information clearly and with appropriate stress, especially details such as the meeting location, time, agenda, and attendees.

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	■ Situation A	■ Situation B
Purpose	for the design team's performance review	to discuss the profit improvement strategy
Time & Day to Meet	next Wednesday at 3 p.m.	On Your Own _____
Place to Meet	the HR conference room	On Your Own _____
Attendees	the design manager, the design team members, and a human resources representative	the sales team members and the executive board members



Get Ready

What is the rescheduled meeting time?

(a)

12 Tuesday

☒ 8 a.m. ☐ 9 a.m.
☐ 10 a.m. ☐ 11 a.m.

(b)

13 Wednesday

☐ 8 a.m. ☒ 9 a.m.
☐ 10 a.m. ☐ 11 a.m.

(c)

14 Thursday

☐ 8 a.m. ☐ 9 a.m.
☒ 10 a.m. ☐ 11 a.m.



Listen Up

1. Why is the meeting postponed?

- (a) because there is an urgent business issue
- (b) because a manager won't be able to attend
- (c) because there is supposed to be a snow storm

Listening Tip

Understanding the context is crucial for comprehending conversations. In this particular case, Michael and Emily, who are colleagues, are discussing the need to reschedule a meeting for a specific reason.

2. What is the woman most likely to do after the dialogue?

- (a) send the sales data
- (b) visit John at the hospital
- (c) reserve a conference room

3. **Listen again** Choose the day that the meeting was postponed to and fill in the blanks with the reason why Michael asked to reschedule the meeting.

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
03 MARCH Calendar				1	2	3	4
	5	6	7	8	9 TODAY	10	11
	12	13 (a)	14	15	16	17	18
	19	20	21	22	23 (b) John is back!	24	25
	26	27	28	29	30 (c)	31	

Michael's _____ to Jeju-do

Speak Out

Complete the dialogue with the correct expressions below. Then practice it with your partner.

- Manager** Good morning, Judy.
- Assistant** Good morning, Paul.
- Manager** I wanted to talk about the **annual sales meeting**.
- Assistant** Yes, what about it?
- Manager** It's scheduled for **this Friday at 9 a.m.**, right?
- Assistant** Yes, that's correct.
- Manager** I **have to** (1) _____ **to the United States for five days**, so we need to reschedule the meeting.
- Assistant** Oh, I see. When would you like to reschedule it to?
- Manager** Let's (2) _____.
- Assistant** I'm sure that won't be a problem. I'll make the necessary arrangements.
- Manager** I hope this change in schedule won't (3) _____.
- Assistant** I'm sure it'll be fine. I'll make sure to inform all the attendees of the new time and date.
- Manager** Thank you, Judy. You're always so efficient.
- Assistant** It's my pleasure. Let me know if there's anything else I can do for you.

- Ⓐ **go on an unexpected business trip**
- Ⓑ **cause any problems**
- Ⓒ **reschedule it to one week later**

Speaking Tip

When changing a meeting schedule, stress the reason for the change (e.g., unexpected events, emergencies, illnesses, or bad weather).

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with the correct ones.

	■ Situation A	■ Situation B
Meeting Title	budget planning meeting	quarterly review meeting
Original Meeting Time	next Monday at 11 a.m.	this Thursday at 2 p.m.
Reason for Rescheduling	caught a bad cold	On Your Own _____
Rescheduled Meeting Time	three days later	On Your Own _____



Step 1

Read the following meeting notice and fill in the blanks with the appropriate phrases from the box below.

Annual Sales Review Meeting

Hello, department managers and sales team members!

I am pleased to announce that (1) _____ on Friday, two weeks from today, at 9 a.m. This meeting will take place in the company conference room on the fifth floor.

All of you are invited to come to the meeting. I'm sure (2) _____. If you are unable to attend, please (3) _____. There will be refreshments at the meeting.

Here is the meeting's agenda:

1. To look at last year's sales and plan for next year's sales goals
2. To talk about using new strategies to increase sales
3. To foster team collaboration and improve communication within the sales team
4. To give prizes to the best salespeople

Thank you for your cooperation.

Jessica Smith

Tech Industries

- Ⓐ this schedule works for everyone
- Ⓑ we will be holding our annual sales review meeting
- Ⓒ let us know as soon as possible

Step 2

Make a group of four. Discuss how to write a meeting notice, and then search the Internet for examples of meeting notices and tips on writing them.



↳ Recommended keywords: product launch meeting, project update meeting, etc.

refreshment 가벼운 식사, 다과 foster 증진하다, 촉진하다

Company Name	ABC Inc.	On Your Own _____
Meeting Title	Budget Planning Meeting	_____
Meeting Purposes	1. To discuss the company's budget for the next fiscal year 2. To identify the company's strategic goals for the upcoming year	1. _____ 2. _____
Meeting Date	March 15, 2025	_____
Meeting Time	2 p.m.	_____
Meeting Location	the seminar room on the seventh floor	_____
Attendees	all department heads and budget managers	_____ _____

Step 3

On the basis of what you've done in Step 2, write a meeting notice to post on the company website. Then make a presentation to the class.

⬅ ➡ 📄 🔍 ↺
📌 📄 +

_____ Meeting

Hello, _____!

I am pleased to announce that _____.

The meeting will be in _____.

...

Step 4

While other groups are giving their presentations, evaluate them using the table below. Then share your group's thoughts and evaluations with the other groups.

Groups	Features	Contents	Language Use	Confidence
		😊 😐 😞	😊 😐 😞	😊 😐 😞
		😊 😐 😞	😊 😐 😞	😊 😐 😞
		😊 😐 😞	😊 😐 😞	😊 😐 😞

A Main Communicative Function

Expressing (un)certainty

Do you think this schedule will work for everyone?



I'm not sure, but I can send out the invitations and ask if everyone can come to the meeting.

Expressing certainty	Expressing uncertainty
• I'm sure • I'm (quite/fairly/absolutely) certain • I have no doubt.	• I'm not sure • I'm not (quite/really/entirely) certain • Are you sure/certain about ...?

B Useful Expressions

Review the following expressions used in Lesson 5. Then write one more example with the same communicative function.

1. Making suggestions

- How about tomorrow at 2 p.m.?
- Let's reschedule it to one week later.
- What about next Thursday at 10 a.m.?
- _____

You can find examples among what you've learned.

2. Asking about meetings

- Can you check if he's available?
- When would you like to have the meeting?
- Can we have a meeting to discuss our team project's progress?
- _____

3. Expressing hope

- I hope to see you soon.
- I hope this change in schedule won't cause any problems.
- _____

Participating in a Meeting

Section

2

Warm-Up

A. Write one advantage of in-person meetings and one advantage of virtual meetings below.



In-Person Meetings

- Clearer communication
- Fewer distractions
- Building trust and meaningful business relationships
- Hands-on demonstrations
- _____



Virtual Meetings

- Location independence
- Instant connectivity
- Cost-effective
- Eco-friendly
- _____

B. Choose the correct meaning of each word or phrase from the box below.

1. social media

2. minutes

3. competitor

4. complaint

- Ⓐ a written record of what was discussed or decided during a meeting
- Ⓑ a statement that someone makes to say something is wrong or not good enough
- Ⓒ a company that challenges another company by selling similar goods and services
- Ⓓ websites and applications that allow people to participate in social networking by sharing information

C. Match up the situations with the correct statements from the box below.

1. To begin a meeting

2. To signal that it's time to end a meeting

3. To indicate your agreement and express your support

4. To encourage participation and invite input from other participants

Ⓐ Let's get started.

Ⓒ I agree with you.

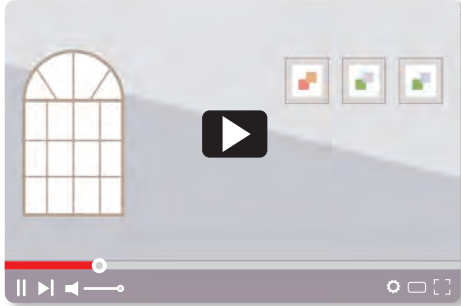
Ⓑ Does anyone else have any ideas to share?

Ⓓ Let's wrap up the meeting.

Situation | In-Person Meetings



Get Ready



What is the man most likely to do after the dialogue?

- Ⓐ make copies of the meeting materials
- Ⓑ prepare a projector and screen
- Ⓒ get some snacks and drinks

Listen Up

1. What is the topic of the dialogue?

- Ⓐ postponing a meeting
- Ⓑ preparing for a meeting
- Ⓒ writing meeting minutes

2. Which of the following is NOT true according to the dialogue?

- Ⓐ The sales meeting is next month.
- Ⓑ The woman is attending a sales meeting with a new client.
- Ⓒ The man and the woman agree to practice their presentation together.

Listening Tip

To better understand the conversation, listen carefully to the man's response to the woman's statement about being curious about the meeting agenda.

3. **Listen again** Complete the man's speech bubble.



Good morning, everyone. I'm John Perry. I'd like to welcome you all to today's meeting. Before starting the meeting, I'd like to introduce today's agenda. Our agenda for today is to discuss our client's (1) _____ and suggest our (2) _____. Additionally, we'll be analyzing the activities of the new client's (3) _____ to gain a better understanding of the market landscape.

Speak Out

Complete the dialogue with the correct expressions below. Then practice it with your partner.

- Team Leader** Good morning, everyone. Can you tell me about the number of customer complaints we received last week?
- Team Member 1** Well, Jeff... I think we received 27 complaints last week.
- Team Leader** Okay, that's quite a lot. (1) _____
- Team Member 2** Most of them were related to the delivery time of our products.
- Team Leader** I see. (2) _____ Have we resolved them?
- Team Member 3** We've already resolved 20 of them. We're working on the remaining seven.
- Team Leader** Great job, team. (3) _____
- Team Member 1** We could improve our communication with the customers by sending regular updates about their order status. This could help to manage their expectations and reduce complaints.
- Team Leader** Excellent idea. Any other suggestions?
- Team Member 2** We could also consider providing faster delivery options for customers who need their products urgently.
- Team Leader** That's a good idea. Thank you, everyone, for your suggestions. Let's work hard to improve our customer service.

- Ⓐ Can you tell me about the current status of these complaints?
- Ⓑ Do you have any suggestions for preventing these kinds of issues in the future?
- Ⓒ Is there a main reason for these complaints?

Speaking Tip

When multiple people are speaking, it can make the conversation smoother to use expressions such as *Great job*, *Excellent idea*, or *That's a good idea* when someone's opinion is good or you agree with it.

Real-Field Communication

Make a group of four. Discuss a meeting agenda for improving sales using the dialogue in Speak Out.

HOW TO INCREASE THE SALES OF SPORTS GOOGLES



- Idea 1 Issue loyalty cards to customers
- Idea 2 Improve our marketing efforts
- Idea 3 Provide excellent customer service

EXAMPLE

- A: Do you have any ideas for ways to increase the sales of our sports goggles?
- B: We could issue loyalty cards to customers.
- A: That's a good suggestion. Do you have any other ideas?
- C: ...



Get Ready

What is the appropriate word to fill in the blank?

What do you think of having an online meeting?



I think it would be more _____.

Ⓐ advanced

Ⓑ useful

Ⓒ familiar



Listen Up

1. Which of the following is NOT true about the dialogue?

- Ⓐ The new video conferencing tool is being used by the woman's team.
- Ⓑ The man has already heard about the new video conferencing tool.
- Ⓒ The woman has a positive opinion of the team's adaptation to online meetings.

2. What feature of the new tool has kept the team engaged during virtual meetings?

- Ⓐ technical support
- Ⓑ video call quality
- Ⓒ breakout rooms for group activities

Listening Tip

When listening, it is helpful if you pay close attention to the context clues provided in the conversation such as *video conferencing tool*, *virtual/remote/online meetings*, and *effective*.

3. **Listen again** Answer the following questions by filling in the blanks below.

Q1: Who can provide technical support if needed for the new video conferencing tool?

A1: The _____ is able to provide technical support if needed.

Q2: Does the woman think the new video conferencing tool is easy to use?

A2: Yes, she thinks it's very _____ even though it was difficult to use at first.



Speak Out

Practice the dialogue, focusing on the team members' solutions to the problem.

- Maria** Hi, everyone. Can you hear me clearly?
- John** Yes, we can hear you well. How about you? Can you see and hear us properly?
- Maria** Yes, everything is good on my end. So, let's get started by reviewing the sales figures from last month.
- Peter** I think we did pretty well, but there's always an opportunity to do better.
- Sarah** Yeah. **By increasing our social media presence, we might be able to attract more clients.**
- Maria** That's a good idea. Let's plan on launching a social media campaign next quarter. John, can you work with the marketing team to create a strategy for that?
- John** Sure, I'll make sure to coordinate with them and get back to the team with some ideas.
- Peter** **I'm curious about our competitors' strategies. How are they doing in the market?**
- Sarah** That's a good question, Peter. We should monitor them to see if we can learn something from their strategies.
- Maria** Great suggestion. Let's make sure to conduct a competitor analysis before the next meeting. Does anyone else have any ideas to share?
- John** **I wonder if we should consider hiring a new salesperson to handle the increased workload.**
- Peter** I like that idea. We can discuss it in the next meeting and see if it's possible.
- Sarah** Sounds good to me, too.
- Maria** Okay, let's wrap up this meeting. Thanks, everyone.

Real-Field Communication

Make a group of four. Discuss a meeting agenda for improving sales using the dialogue in Speak Out.

How to Promote New Sports Shoes

Solution 1

Use social media influencers

Solution 2

Offer discounts to customers

Solution 3

On Your Own



In a business meeting, addressing other participants by their first name (e.g., John, Peter) can enhance the level of focus and participation in the conversation.



Step 1

Read the following meeting minutes based on Speak Out on page 109. Fill in the blanks with the key elements of the meeting minutes given below.

GlobalWave Corporation Meeting Minutes

Date: March 17

Attendees: Maria, John, Peter, and Sarah

Meeting Type: Online

(1) _____:

1. Reviewing the sales figures from last month
2. Planning a social media campaign for the next quarter
3. Monitoring competitors' marketing strategies
4. Discussing the possibility of hiring a new salesperson

(2) _____:

1. Maria reviewed the sales figures from last month. Peter, Sarah, and John suggested ways to improve sales.
2. Sarah proposed expanding our social media activities. Maria agreed to plan a social media campaign and requested that John work with the marketing team.
3. Peter asked how our competitors were doing, and Sarah suggested monitoring their marketing strategies. Maria decided to do a competitor analysis for the next meeting.
4. John suggested hiring a new salesperson. Peter and Sarah agreed to discuss it in the next meeting.

(3) _____:

- John will work with the marketing team to create a social media campaign strategy.
- The team will conduct a competitor analysis prior to the next meeting.
- Peter and Sarah will discuss the possibility of hiring a new salesperson in the next meeting.

Minutes submitted by Sarah Lee

Action Items

Discussion Summary

Agenda

Step 2

Make a group of four. Based on the conversation created in the Real-Field Communication section on page 109, take notes and gather information about the meeting.

- Title: *StrideStep Sports Meeting Minutes*
- Date: _____
- Attendees: _____
- Meeting Type: *Online*
- Agenda: *Promoting the Company's New Sports Shoes*
- Discussion Summary: _____
- Action Items: _____

Step 3

On the basis of what you've done in Step 2, write meeting minutes with your group. Then make a presentation to the class.

_____ Meeting Minutes

Date: _____
Attendees: _____
Meeting Type: _____

Agenda:
Discussion Summary:
Action Items:

Step 4

While other groups are giving their presentations, evaluate them using the table below. Then share your group's thoughts and evaluations with the other groups.

Groups \ Features	Contents	Language Use	Confidence
	😊 😐 😞	😊 😐 😞	😊 😐 😞
	😊 😐 😞	😊 😐 😞	😊 😐 😞
	😊 😐 😞	😊 😐 😞	😊 😐 😞

A Main Communicative Function

Expressing curiosity

Do you have any suggestions?



I **wonder** if we should consider hiring a new salesperson to handle the increased workload.

- I'm curious
- I'd be (very) interested to know
- Can someone tell me ...?
- (Please) Tell me

B Useful Expressions

Review the following expressions used in Lesson 5. Then write one more example with the same communicative function.

1. Expressing future plans

- We'll use AirMeeting.
- We'll be analyzing their competitors' activities.
- We'll be discussing their requirements and suggesting our solutions.
- Let's make sure to conduct a competitor analysis before the next meeting.
- I'll make sure to coordinate with them and get back to the team with some ideas.
- _____

2. Expressing interest

- (That) Sounds good/great to me.
- That's a good question/idea.
- Great suggestion.
- I like that idea.
- _____

3. Saying goodbye

- See you there!
- See you at the meeting later!
- _____

You can find examples among what you've learned.

Check Up



Self-Check

1. What is the best response to the woman's question?

- (a) (b) (c)

2. Why does the man think the meeting was changed?

- (a) The weather was bad.
(b) The team manager caught a cold.
(c) There might be a conflict with another meeting.

3-4 | Listen to the dialogue and answer the questions.

3. What is the topic of the dialogue?

- (a) a video conferencing tool
(b) increased sales performance
(c) working regularly from home

4. How is the marketing team adapting to online meetings?

- (a) They haven't started adapting yet.
(b) They are finding it very difficult to adapt.
(c) They are adapting quickly and effectively.

5-6 | Choose the correct response for each question from the box below.

5. Do you think this schedule will work for everyone?

6. Can you tell me about your suggestion?

- (a) What do you think of my suggestion?
(b) I need to cancel our meeting due to a family emergency.
(c) Sure. I think we should ask our customers to express their opinions during the campaign.
(d) I'm not certain, but I'm confident everyone will attend if they don't have any major personal conflicts.

7-8 | Complete the dialogue and practice it with your partner.

A: I'm curious about our competitors' strategies. How are they doing in the market?

B: That's a good point. We should monitor them and see if we can 7. _____.

A: Excellent suggestion. Let's make sure to 8. _____ during our next meeting.
Do you have any other ideas?

B: I wonder if we should consider hiring a new salesperson to manage the growing workload.

In this lesson...

- ☐ I can set up a meeting.
☐ I can change meeting schedules.
☐ I can participate in in-person meetings.
☐ I can participate in virtual meetings.

Did you achieve your goals?
What needs more effort?

Brainstorming: Sparking Creativity Through Teamwork

Brainstorming is a method used to think of new ideas, and it is really popular in business and technology. When brainstorming, people come together to talk about their ideas. They do this to solve problems or to create new things. Everyone shares their thoughts and listens to others. This way, many different ideas can be shared to find a good solution or to make something new and exciting.

The best thing about brainstorming is that it lets everyone think without limits. People can suggest any idea they have even if it seems unusual. This is because sometimes the most unusual ideas can be the best ones. In these meetings, when someone shares an idea, others can add to it or make it better. This teamwork can lead to really creative and useful ideas that can change things for the better.

An effective tool for brainstorming is sticky notes. People write their ideas on these small pieces of paper and stick them on a wall or board. This makes it easy to see all the ideas at once. Then they can move the notes around to group similar ideas together or to organize them in a better way. Sticky notes help make everyone's ideas clear and help the group work together to come up with great solutions.

In summary, brainstorming is a powerful way to work together and come up with great ideas. It is all about sharing thoughts freely and building on them as a team.



What do you think is necessary to facilitate brainstorming?

facilitate 촉진하다

Promising Careers in the Future

DATA SCIENTISTS

A data scientist is a person who uses their knowledge of math, statistics, and computer science to understand and make sense of large amounts of data. They help companies make better decisions by finding patterns and trends in the data they work with.

The job of a data scientist includes many tasks, such as cleaning and collecting data, looking at the data to see what they show, building models to make predictions, sharing their results with others, and making their models work in real life. To be a data scientist, a person needs to know how to use different tools and techniques, like data visualization and machine learning, and be able to explain their findings in a clear way to people who may not have a lot of technical knowledge.

There are three reasons why data science will be a great career option in the near future:

1. With new technology, a lot of data is being produced every day.
2. Nowadays, many businesses are interested in using data to make decisions because they understand their value.
3. Technology is improving.

In conclusion, the continuous production of vast amounts of data, the increasing recognition of their value by businesses, and advancements in technology make data science a promising career choice in the near future.



What do data scientists do, and why will data science be a great career option in the near future?

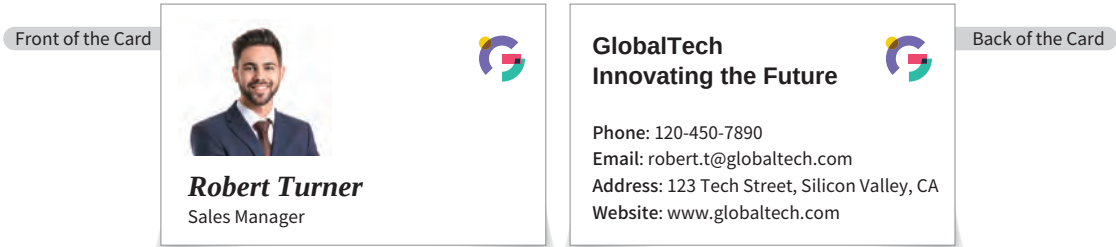
clean data 데이터를 정리하다 prediction 예측 visualization 시각화



1. 다음은 백화점 안내 데스크에서 근무하는 Ms. Kim과 외국인 고객의 대화이다. Ms. Kim이 외국인 고객에게 안내한 층으로 적절한 것은?

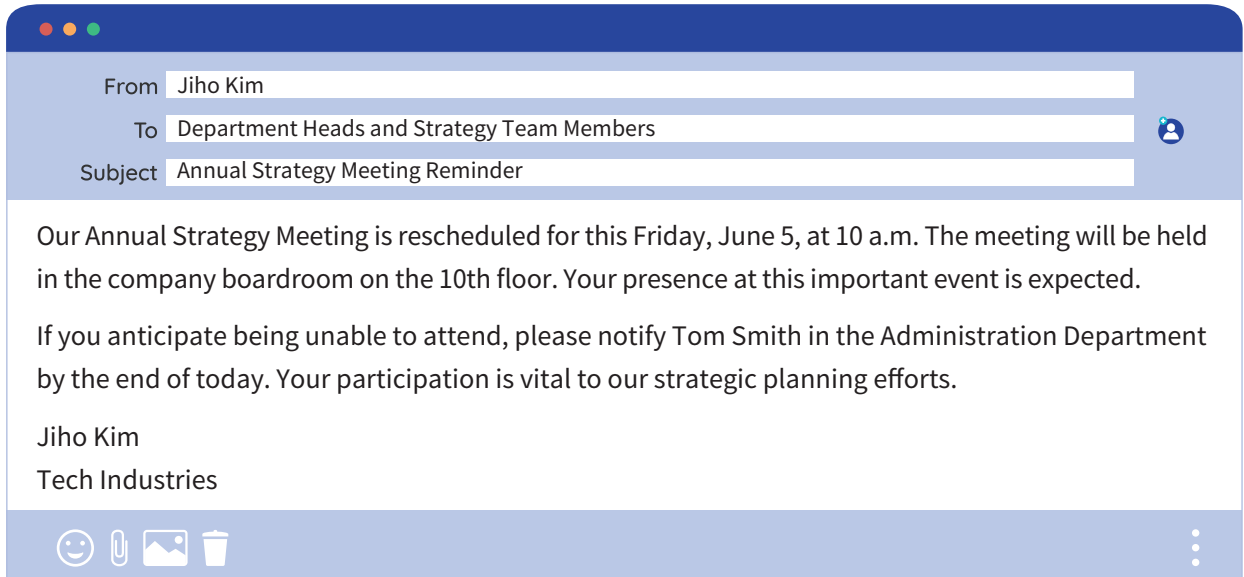
- ① first floor ② second floor ③ third floor ④ fourth floor

2. 다음은 은행에서 대출 업무를 담당하는 Ms. Kim과 외국인 고객의 대화이다. Ms. Kim이 받은 고객의 명함 내용 중 잘못된 것은?



- ① name ② job title ③ company name ④ phone number

3. 이번 주 금요일에 출장을 가게 된 Ms. Kim은 자신이 근무하는 IT 회사로부터 다음과 같은 이메일을 받았다. 이메일을 보고, Ms. Kim이 이해한 내용으로 가장 적절한 것은?



- ① 담당자에게 오늘까지 회의 불참을 알려야겠네.
 ② 회의 안건에 대한 의견을 모아서 담당자에게 제출해야겠네.
 ③ 우리 팀원들에게 이번 회의 장소가 변경된 걸 알려 줘야겠네.
 ④ 모든 임직원이 반드시 참석해야 한다고 하니 출장을 취소해야겠네.

4. 응급 구조대에서 근무하는 Ms. Kim이 응급 현장에 도착하여 상황에 대한 정보를 파악하기 위해 피해자에게 건넬 말로 가장 적절한 것은?

- ① When did you see the missing child?
- ② Do you want to join our rescue team?
- ③ Could you help us move the ladders?
- ④ What is the nature of your emergency?

5. 다음은 신발 회사에서 근무하는 Ms. Kim이 열람한 회의록이다. Ms. Kim이 이해한 회의록의 정보로 가장 적절한 것은?

StrideFlex Footwear Meeting Minutes

Date & Time: September 3, 10:00 a.m.	Location: Conference Room B, Fifth Floor
Attendees: Alex, Lisa, Michael, and Emma	Meeting Type: In-Person Meeting

Agenda: Online Video Content Strategy for Our New Athletic Shoes

Discussion Summary:

- Michael emphasized the importance of having engaging online videos to effectively promote our new athletic shoes.
- Emma proposed creative methods to showcase the distinct features and advantages of the footwear through videos.

Action Items:

- Alex will collaborate with the marketing team to develop a comprehensive online video strategy, including platforms, themes, and schedules.
- Lisa will help select suitable influencers to feature in the videos so more people will watch them.

Minutes submitted by Emma Johnson

- ① 회의록을 작성한 사람은 Michael이다.
- ② Emma는 영상에 출연할 사람을 선정할 예정이다.
- ③ Alex는 마케팅 팀과 협업할 예정이다.
- ④ Lisa는 영상을 통한 창의적인 공개 행사 방법을 제안했다.

LESSON

6

Successful Business Trips

When you think of going on a business trip,
what comes to mind first?
What do you think is required for
a successful business trip?

Lesson Goals

In this lesson, we will learn about ...

Section 1 Preparing for and Going on a Business Trip

Situation A Planning a Business Trip

Situation B Flying Abroad for Business

I Expressing obligations I

We need to bring some extra product samples.

Section 2 Checking into a Hotel and Attending a Trade Show

Situation A Staying at a Hotel During a Business Trip

Situation B Participating in a Trade Show

I Expressing preferences I

Which view do you prefer?

— Please give me a room with an ocean view.

My Goals

- _____
- _____

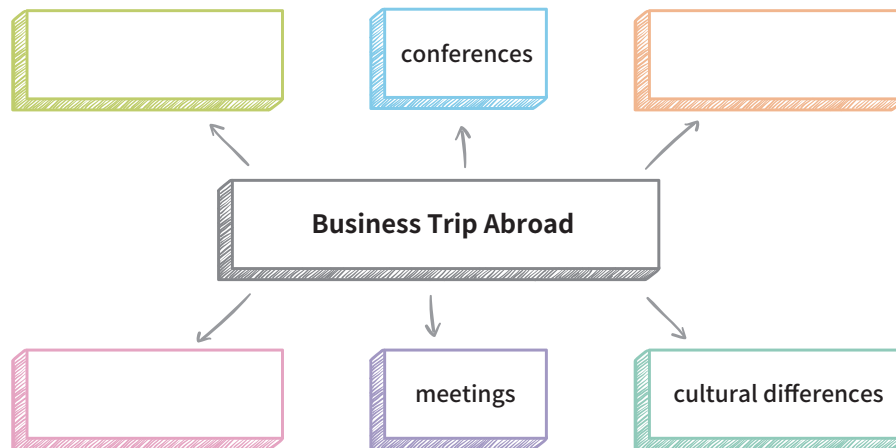


Preparing for and Going on a Business Trip

Section 1

Warm-Up

- A. Discuss with your partner what comes to mind when you hear the phrase “business trip abroad.” Then complete the following concept map.



- B. Look at the pictures and choose the sentence from the box below that describes each one.

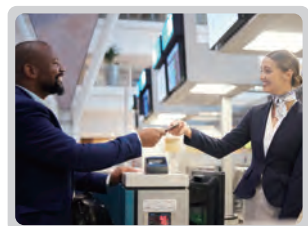
1.



2.



3.



- (a) The man is **checking in** for his flight at the airport.
 (b) The man is **packing a suitcase** for a business trip.
 (c) The man is **attending a networking event** at a trade show.

- C. Complete each sentence with a suitable word from the box below.

- I need to plan a(n) _____ for a business trip next week. Can you help me?
- By purchasing a Wi-Fi pass, passengers can _____ the Internet during the flight.
- For your accommodations during the business trip, Tom will make a(n) _____ under your name.

access

itinerary

reservation



▶ Get Ready



Check ALL the items the man and the woman will pack for the business trip.

- | | |
|---|--|
| ☐ product samples and brochures | ☐ laptops |
| ☐ professional shoes | ☐ notepads and pens |
| ☐ passports and travel documents | ☐ business suits |

🎧 Listen Up

1. What is the relationship between the two speakers?

- Ⓐ manager – employee
- Ⓑ travel agent – customer
- Ⓒ captain – cabin crew member

2. What is the woman most likely to do right after the dialogue?

- Ⓐ hold a meeting to plan for a trade show
- Ⓑ send a person to pick up a visitor from the airport
- Ⓒ arrange a flight and hotel with the company's travel agency

🎧 Listening Tip

When listening to a dialogue with detailed information, take notes on numbers and keywords so that you can refer back to them later.

3. 🎧 Listen again Complete the memo the woman would take.

Notes ✍️

- **When:** The trade show begins on (1) _____.
(Arrive at the show one day prior to the event.)
- **Where:** Seoul, Korea
- **Purpose:**
 - to set up and manage an exhibition (2) _____
 - to showcase new products
- **Additional Events:**
 - meeting (3) _____ during the trade show
 - attending networking events

Speak Out

Practice the dialogue with your partner, focusing on the details of Sarah's business trip.

- Sarah** Hi, this is Sarah Winston from Middlemount Traders Company. **I need to make arrangements for my business trip to Seoul, Korea, next month.**
- Travel Agent** Of course. What's the purpose of your trip?
- Sarah** **I'll be attending the annual Asia-Pacific Trade Show.**
- Travel Agent** Okay. Can you tell me the dates you're looking to travel on?
- Sarah** **I'd like to depart on October 14 and return on October 18.**
- Travel Agent** Let me check on flight availability and options for you. ... Would you like to fly economy or business class?
- Sarah** **Business class, please.**
- Travel Agent** I've found a few options for you with different airlines. Do you have any preferences?
- Sarah** I trust your judgment, so you can book the one you think is best.
- Travel Agent** All right. I've booked your round-trip flight with Skyjet Airlines. For accommodations, would a standard hotel room be okay?
- Sarah** **Yes, as long as it's in a safe area and close to the city center.**
- Travel Agent** I'll book a standard single room at the Daehan Central Hotel. I'll email you the itinerary and confirmation details.
- Sarah** Thanks a lot. Have a great day.

Speaking Tip

When discussing specific information, such as flight numbers or hotel names, it is important to use straightforward and clear language to prevent miscommunication.

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out. Replace the shaded expressions with those that match the chosen situation.

	■ Situation A	■ Situation B
Destination	London, UK	On Your Own _____
Purpose	to attend the annual executive leadership conference	On Your Own _____ _____
Dates	May 1 to 3	September 13 to 16
Flight Class	business class	economy class
Accommodation	a nonsmoking room close to the convention center	a quiet room in a safe area close to a subway station



Get Ready

What is the conversation mainly about?

- Ⓐ directing travelers to airport shops
- Ⓑ requesting the lounge printing service
- Ⓒ announcing a flight delay due to maintenance



Listen Up

1. Where does the conversation take place?

Ⓐ



Ⓑ



Ⓒ



2. Which of the following is NOT true according to the dialogue?

- Ⓐ The woman is assigned a window seat for her flight.
- Ⓑ The luggage weight limit for business class is 30 kilograms.
- Ⓒ The fee for any additional luggage weight can be paid only in cash.

3. Listen again Choose the TWO wrong pieces of information on the boarding pass below and correct them.

BOARDING PASS

NAME: Sarah Winston

FROM: Ⓐ Los Angeles (LAX) TO: Ⓑ Seoul (ICN)

FLIGHT: SK235 DATE: 14OCT SEAT: Ⓒ 20A

GATE: Ⓓ D5 BOARDING TIME: Ⓔ 12:45

Listening Tip

It is important to focus on the information being delivered by the speakers. Pay attention to details such as the gate number, boarding time, and seat number. Take notes if necessary to avoid missing any key information.

Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

- Sarah** Excuse me.
- Flight Attendant** Yes, ma'am. How can I assist you?
- Sarah** Is there a power outlet near my seat? (1) _____
The battery is low.
- Flight Attendant** It's located under your armrest. Let me help you find it.
- Sarah** Oh, there it is. Thank you so much.
- Flight Attendant** No problem. (2) _____
- Sarah** I was wondering if there is Wi-Fi access available on board. I need to check an email I was supposed to receive from my company.
- Flight Attendant** Wi-Fi access is available on this flight. (3) _____
- Sarah** I see. Can you tell me more about it?
- Flight Attendant** The Wi-Fi pass costs \$5 per hour. That fee provides you with a high-speed Internet connection, which will allow you to make video calls and even stream movies and music.
- Sarah** Sounds good. (4) _____
- Flight Attendant** When you connect to the Wi-Fi, you will see the instructions on the page that pops up. Please follow them to purchase a pass.
- Sarah** All right. Thanks.

- Ⓐ How can I purchase it?
- Ⓑ I need to charge my laptop.
- Ⓒ Is there anything else I can help you with?
- Ⓓ However, you are required to purchase a Wi-Fi pass.

Speaking Tip

When requesting a service or information, be specific and, if possible, state your reasons. Instead of using unclear phrases, be specific by saying, *Is there a power outlet near my seat?*

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out.

Situation A

- Problem 1** Feeling cold on the flight
Solution 1 Request a blanket from a cabin crew member
- Problem 2** Needing to call the company
Solution 2 Use the in-flight call service

Situation B

- Problem 1** Having difficulty sleeping due to the light
Solution 1 Use the sleep mask in the seat pocket
- On Your Own**
- Problem 2** _____
- Solution 2** _____

Workplace Project 1 | Planning a Business Trip Itinerary



Step 1

Make a group of four. Read the following business trip itinerary. Then talk about the key components that must be included in a business trip itinerary.

Overview of the Business Trip Itinerary to Seoul, Korea May 1–4	
Day	Activity
1 Arrival	• Arriving at Incheon International Airport (9:00 a.m.) • Business meeting with local business partners (11:00 a.m.) • Checking in at Grand Castle Hotel, Seoul (3:00 p.m.) • Having dinner with local business partners (6:00 p.m.)
2 Factory Visit	• Meeting with potential suppliers of tools and machinery (9:00 a.m.) • Meeting with factory representatives (director of the Sales Department, etc.) (11:00 a.m.) • Visiting production sites from factories #1 to #4 (1:00 p.m.) • Having dinner with factory representatives (7:00 p.m.)
3 Trade Show	• Attending the annual International Trade Show (9:00 a.m.) • Attending the Social Customer Service Conference (3:00 p.m.) • Farewell dinner with business partners (6:00 p.m.)
4 Departure	• Departure from Incheon International Airport (1:00 p.m.)

Step 2

Brainstorm ideas for a business trip with your group. Work together to come up with the main activities of your business trip.

1. **Type of Business:** Clothing business
2. **Business Trip Destination:** Chicago, U.S.
3. **Business Trip Dates:** April 3–6
4. **Activities to Do on the Business Trip**
 - **Meeting local business partners:** I would go to the stores that sell our clothes. We would talk about how things are going and find ways to work together better.
 - **Checking out the factory and production site:** I would go to the factory where our clothes are made. I could see how our clothes are created and how the workers do their job.
 - **Going to a trade show to find new suppliers:** I would be on the lookout for sellers who have materials that are good for the environment. I'd keep a list of these sellers so I could visit them.
 - _____
 - _____

Step 3

On the basis of what you've done in Step 2, complete the business trip itinerary. Then make a presentation to the class.



Overview of the Business Trip Itinerary to Chicago, U.S.

April 3–6

Day (Major Events)	Activity
1 ()	- Arriving at Chicago O'Hare International Airport (10:00 a.m.) - Checking in at GoldRiver Regency Chicago (3:00 p.m.) _____ _____
2 ()	_____ _____ _____
3 ()	_____ _____ _____
4 Departure	- Farewell breakfast with business partners (9:00 a.m.) - Departure from Chicago O'Hare International Airport (2:00 p.m.)

Step 4

While other groups are giving their presentations, evaluate them using the table below. Then share your group's thoughts and evaluations with the other groups.

Groups \ Features	Contents	Language Use	Confidence
	😊 😐 😞	😊 😐 😞	😊 😐 😞
	😊 😐 😞	😊 😐 😞	😊 😐 😞
	😊 😐 😞	😊 😐 😞	😊 😐 😞

A Main Communicative Function

Expressing obligations

I'm packing the bags for our business trip. Anything else we should bring?



We need to bring some extra product samples to provide more information to our potential clients.

- We must
- We have got to
- We are required to
- We are supposed to

B Useful Expressions

Review the following expressions used in Lesson 6. Then write one more example with the same communicative function.

1. Asking for information

- Do you have a printing service here?
- Can you tell me more about the Wi-Fi pass?
- _____

2. Talking about a scheduled event

- I'll be attending the annual Asia-Pacific Trade Show.
- I'd like to depart on October 14 and return on October 18.
- _____

3. Inquiring about or asking for something

- May I have your passport and e-ticket confirmation?
- I was wondering if there is Wi-Fi access available on board.
- _____

4. Offering help

- How can I assist you?
- Is there anything else I can help you with?
- _____

You can find examples among what you've learned.

Checking into a Hotel and Attending a Trade Show

Section

2

Warm-Up

A. Which of these trade show activities interests you the most?



☐ Attending a product launch conference

☐ Running an exhibit booth



☐ Participating in a lucky draw

☐ Going to a networking event



B. Match the words or phrases to the pictures below.

1. banner

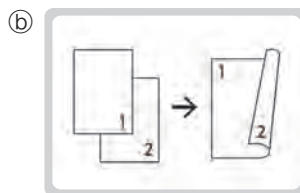
2. binder

3. double-sided copy

4. business center

5. branded mug

6. leaflet



C. Complete each short dialogue with the correct response from the box below.

1. A: I'm interested in the new models your company offers.

B: Excellent! _____

2. A: I've updated the handout and added more pictures.

B: It looks great. _____

3. A: If you need more information, I can provide a hard copy of the manual.

B: _____ Please send it to my email.

(a) A digital copy would be preferable.

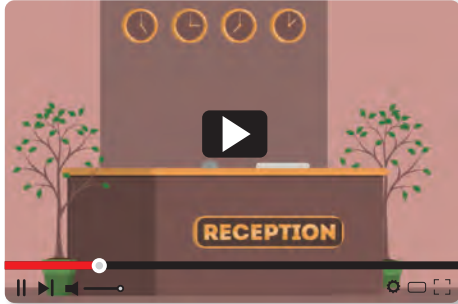
(b) I prefer the new design to the previous one.

(c) Would you like to see a demo of how they work?

Situation | Staying at a Hotel During a Business Trip



Get Ready

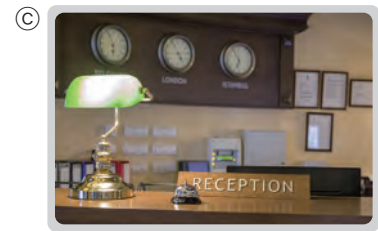


What is the conversation mainly about?

- Ⓐ checking in at a frequently visited hotel
- Ⓑ helping a coworker find accommodations
- Ⓒ providing instructions for printing a document

Listen Up

1. Where does the conversation take place?



2. Check whether the following sentences are true (T) or false (F).

- (1) The company has made a hotel reservation for the woman.
- (2) The woman is going to stay in a suite.
- (3) The woman is going to attend a meeting the next day.

T F
T F
T F

3. Listen again Fill in the blanks to complete the taxi booking form.



Online Taxi Booking



Please fill in the form correctly to book a taxi online.

Name	Jill Bryant	Room Number	(1) _____
Pick-Up Address	White Castle Business Hotel 229 Main St. Williamson County, Texas		
Pick-Up Time	(2) _____ a.m.		
Journey Type	One way		
Destination	The Camden Company, next to (3) _____		

Speak Out

Practice the dialogue with your partner, focusing on the details of the service that the customer has requested.

- Agent** Welcome to the hotel's business center. How may I assist you?
- Customer** Hello. **I need to make copies of these documents.**
- Agent** Certainly, ma'am. How many copies do you require?
- Customer** I'd like to make five copies of each. **Can you staple them together as well?**
- Agent** We can do that. Oh, some of the documents are double-sided. Do you want the copies to be double-sided or single-sided?
- Customer** **I'd prefer single-sided.**
- Agent** Okay. If you're interested, we have presentation binders available for purchase. They cost \$1 each.
- Customer** That sounds useful. **Please put the copies in binders, then.**
- Agent** Yes, ma'am. It will be ready in about 10 minutes.
- Customer** Okay, no problem. Take your time.
[After a while]
- Agent** Your copies are ready, ma'am. Here you are.
- Customer** Thank you. How much is it?
- Agent** It's \$25. You can pay in cash or charge it to your room account. Which do you prefer?
- Customer** **Please charge it to my room account.** My name is Lisa Johnson, and I'm staying in room 512.
- Agent** All right, Ms. Johnson. Please write down your room number and sign this bill.

Culture Tip

A hotel's business center provides computers, printers, scanners, copy machines, and high-speed Internet access. It assists business travelers in dealing with important matters while on the move.

Real-Field Communication

Choose one situation and talk with your partner using the dialogue in Speak Out.

Situation 1	Situation 2	Situation 3
• Sending a package • Choosing to use ... ☐ next-day delivery service ☐ regular delivery service • Paying in cash	• Scanning documents • Choosing to ... ☐ save the scanned file to a USB drive ☐ send the scanned file via email • Free of charge	• Renting a digital device for a presentation • Choosing to rent ... ☐ a tablet ☐ a laptop • Charging to the room account

Situation | Participating in a Trade Show



Get Ready

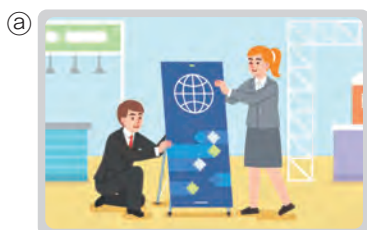
What is the purpose of the announcement?

- Ⓐ to ensure exhibitors' booths are prepared in time
- Ⓑ to inform listeners about trade show staff recruitment
- Ⓒ to explain how companies can take part in the trade show



Listen Up

1. Which picture best fits the dialogue?



2. Choose what the man and the woman are most likely to do after the dialogue.

- (1) The man: _____
- (2) The woman: _____

- Ⓐ set up the lucky draw for visitors
- Ⓑ take the leaflets off the promotional table
- Ⓒ change the design of the presentation slides
- Ⓓ check if the promotional pens and notebooks are in the van

3. **Listen again** Answer the following questions by filling in the blanks.

Q1: Why did the man ask the woman for help?

A1: The banner wouldn't stand up straight because _____.

Q2: How did the man change the product leaflet design?

A2: He _____ and increased the font size.



When listening, think about the situation or context in which the conversation is taking place. This can help you make educated guesses about what the speakers might do next.

Speak Out

Complete the dialogue with the correct sentences below. Then practice it with your partner.

- Booth Manager** Welcome to our booth. We specialize in 3D printers for various purposes.
- Visitor** Hi. (1) _____
- Booth Manager** Great! We have printers that are designed for engineering firms, as well as one that is perfect for medical applications. Which are you interested in?
- Visitor** (2) _____
- Booth Manager** Okay. Our medical printer comes with advanced features such as biocompatible materials and a user-friendly interface. (3) _____
- Visitor** Absolutely.
- Booth Manager** [After demonstrating the product] Here's a leaflet that explains all the features and benefits. Would you like me to email it to you or give you a hard copy?
- Visitor** Please email it to me at the address on my business card.
- Booth Manager** All right. And as a thank-you gift for stopping by, we have branded notebooks and pens available. (4) _____
- Visitor** I'd prefer a notebook. I'll take it. Thank you.

- Ⓐ Which one would you like?
- Ⓑ I'd like to hear more about the medical printer.
- Ⓒ Would you like to see a demo of how it works?
- Ⓓ I'm interested in the new models your company offers.

Speaking Tip

Using clear language when expressing preferences or making choices can be helpful, as in saying *I'd like to hear more about the medical printer.*

Real-Field Communication

Choose a situation and select one of two options for each category in Preferences. Then talk with your partner using the dialogue in Speak Out.

	Situation A	Situation B
Product	commercial-grade coffee machines	indoor cycling machines
Preferences	☐ single-serve usage ☐ multiple servings	☐ upright exercise bike ☐ reclined exercise bike
	☐ hard copy leaflet ☐ leaflet by email	☐ hard copy leaflet ☐ leaflet by email
	☐ coffee mug ☐ pack of coffee beans	☐ gym bag ☐ sports towel
		

Workplace Project 2 | Writing a Business Trip Report



Step 1

Read the business trip report and match each description to **A** - **D**.

Date: October 30, 2025

To: Diane Brown, Marketing Manager

From: James Park, Marketing Specialist

Subject: October 24–27 Seoul Business Trip Report Submission

This report provides a detailed summary of my recent business trip to Seoul, Korea, where I attended the Korea Electronics Show 2025 (KES 2025) and gained insights into the latest technology trends and sustainable practices. KES 2025, hosted by the Ministry of Trade, Industry and Energy and organized by the Korea Electronics Association, took place from October 24 to October 27. The exhibition attracted around 60,000 visitors and featured 500 exhibitors across 1,200 booths.

A

The topics discussed ranged from advanced technology solutions to innovative trends in electronic parts, smart home appliances, and ESG (environmental, social, and governance) considerations.

B

The topics that stood out in their relevance to our current and future business plans were:

- **Smart Home Appliances:** Many exhibitors showcased smart home devices, digital health and healthcare technologies, and beauty care tech, which match well with our interests in promoting and selling technologically advanced products for home use.
- **Environmental, Social, and Governance (ESG):** At the “Sustainable Innovations: ESG in Consumer Electronics” conference, important sustainability requirements within the industry were highlighted. Main discussions covered topics like carbon neutrality, recycling, and the need for energy efficiency. These ideas lined up with our company’s goal to be environmentally friendly.

C

The KES 2025 was an excellent event for understanding the trends of the technology industry. I look forward to sharing these insights in our meeting to see how we can use these advancements in our business strategy. Please let me know a suitable date and time for this presentation.

D

Best regards,
James Park

Description of Purpose	Part
1. to cover the main information that will benefit the reader	
2. to conclude with an offer to share information	
3. to provide an overview of the purpose and objectives of the trip	
4. to identify the topic and preview the report’s contents	

ESG 사회적·환경적 활동을 고려하여 기업의 성과를 측정하는 비재무적 성과 지표 sustainability 지속 가능성
carbon neutrality 탄소 중립(탄소를 배출하는 만큼 그에 상응하는 조치를 취하여 실질 배출량을 0으로 만드는 일)

Step 2

Make a group of four. Find out more about trade shows that you find interesting, and then fill out the Business Trip Report Draft below.

Recommended Keywords

#KIBS (Korea International Boat Show) #Seoul Food & Hotel Show #Korea Energy Show
#CES (Consumer Electronics Show) #Seoul Mobility Show



Business Trip Report Draft

1. Location: _____
2. When: _____
3. Purpose of the business trip:
 - to attend the Korea Smart Device Trade Show and to gain insights into the latest technology trends
 - _____
 - _____
4. Overview of the business trip:
 - sponsored by the Seoul Metropolitan Government
 - covered various topics, including crowdfunding strategies and the like
 - attracted approximately 30,000 visitors and featured 100 exhibitors
 - _____
5. Summary of major events participated in:
 - a conference named “Capitalizing Innovation: Crowdfunding Strategies for Digital Device Start-Ups”
 - _____
 - _____
6. Essential insights for team collaboration
 - crowdfunding strategies for businesses that create small digital devices and real-life success stories
 - a new perspective on the dynamic and evolving landscape of the smart device industry
 - _____

Step 3

On the basis of what you’ve done in Step 2, write a business trip report like the one in Step 1. Then make a presentation to the class.

Step 4

While other groups are giving their presentations, evaluate them using the table below. Then share your group’s thoughts and evaluations with the other groups.

Groups	Features	Contents	Language Use	Confidence
		😊 😐 😞	😊 😐 😞	😊 😐 😞
		😊 😐 😞	😊 😐 😞	😊 😐 😞
		😊 😐 😞	😊 😐 😞	😊 😐 😞

A Main Communicative Function

Expressing preferences

Which view do you prefer?



Please give me a room with an ocean view.

Asking preferences

- Do you prefer gym bags to sports towels?
- Do you like gym bags more than sports towels?

Expressing preferences

- I think gym bags are preferable to sports towels.
- I think gym bags are better than sports towels.

B Useful Expressions

Review the following expressions used in Lesson 6. Then write one more example with the same communicative function.

1. Making requests in a polite manner

- Please charge it to my room account.
- May I see your passport or ID, please?
- Please let me know a suitable date and time for this presentation.
- _____

You can find examples among what you've learned.

2. Giving objects to others in a polite way

- Here's your key card.
- These are your key cards for room 801.
- Your copies are ready, sir/ma'am. Here you are.
- _____

3. Providing information about future arrangement

- The taxi will be waiting for you at the hotel's main entrance, sir/ma'am.
- We have arranged for you to stay in one of our deluxe rooms.
- It will be ready in about 10 minutes.
- _____

Check Up



Self-Check

In this lesson...

- ☐ I can plan a business trip.
- ☐ I can reserve a flight and go on a business trip.
- ☐ I can reserve a hotel and stay there during a business trip.
- ☐ I can participate in a trade show.

Did you achieve your goals?
What needs more effort?

1. Listen What is the best response to the man's question?

- (a) (b) (c)

2. Listen Which of the following is NOT true?

- (a) The speaker is the host of the trade show.
(b) Exhibitors are expected to have their booths ready by 10 a.m.
(c) There are extra staff members to assist with booth setup.

3-4 | Listen Listen to the dialogue and answer the questions.

3. What are the man and the woman mainly talking about?

- (a) the contents of an email the woman's company sent
(b) the slow speed of the Wi-Fi service on the woman's flight
(c) the availability and purchasing of Wi-Fi service on the flight

4. What is the man's most likely response to the woman's last question?

- (a) I'd prefer the three-hour Wi-Fi pass to the one-hour pass.
(b) You should connect to the Wi-Fi and follow the instructions.
(c) Let me know if you have any trouble. I'll be happy to assist you.

5-6 | Choose the correct response for each question from the box below.

5. Hi. Are you interested in our new coffee machines?

6. Would you like me to send the leaflet to you by email or give you a hard copy?

- (a) Yes. I would like to hear more about your product.
(b) Please email it to the address on my business card.
(c) Absolutely. Would you like to see a demo of how they work?
(d) We have some branded merchandise as a thank-you gift for stopping by.

7. Read the following and write down the sentence number that matches the purpose listed in the table.

This report covers my business trip to Seoul, Korea. [A] This business trip included going to the Korea Smart Device Trade Show, where I learned about the newest technology trends. [B] Sponsored by the Seoul Metropolitan Government, this trade show took place from August 25 to 28, attracting around 30,000 visitors. [C] At the trade show, I participated in discussions on key industry topics, including online ads, fundraising methods, international platforms, and combined online store management to improve the advertising of various small digital devices.

(1) to provide details on the event's duration and the estimated number of participants

(2) to explain the primary reason for the business trip

(3) to identify the main discussion topics

Cultural Misunderstandings on a Business Trip

Cultural misunderstandings can occur in a business setting when people from different cultures have different expectations, values, and communication styles. Here are some examples of cultural misunderstandings that can occur during a business trip to other countries:

“Sit Where You Like”



During a meeting between an American sales team and Chinese customers, the sales team invited the customers to sit wherever they liked. However, the Chinese customers were not accustomed to this kind of freedom and felt uncomfortable. They expected the American sales team to assign them seats based on their status and rank.

Differences in Business Card Etiquette

In Japan, the business card is considered an extension of the individual and should be treated with respect. It should be presented with both hands, with the text facing up, and should be received with both hands as well. However, a Western businessman may see the exchange of business cards as a mere formality and may not treat the business card with the same level of respect.



“Okay, Okay, Okay”

Cultural differences between Korea and the West can lead to misunderstandings in many situations. In English, saying “Okay, Okay, Okay” or “Yeah, yeah, yeah” can be considered impolite because it can mean “I don’t want to hear what you are saying.” However, in Korea, it simply means “I understand,” or “Yes, right away.”



How can we effectively communicate with business partners from different cultures to avoid misunderstandings and maintain a positive relationship?

status 지위, 신분 mere 단순한 formality 형식적인 의례

PROMISING CAREERS IN THE SILVER INDUSTRY

As more people grow old around the world, new jobs are being created to help them. Two important jobs are senior care coordinators and gerontechnology specialists. They are becoming more important as populations age and technology continues to advance.

Senior care coordinators are healthcare professionals who are trained to help manage the health and well-being of elderly patients. They oversee and monitor the patients' medical conditions and treatment plans, and coordinate with other medical professionals as needed to ensure that patients receive the appropriate care. Senior care coordinators also educate patients and their families about each patient's illness, treatment options, and how to manage their condition.



Gerontechnology specialists are professionals who specialize in the intersection of gerontology and technology. They are trained to assess, recommend, and manage the use of technology and devices designed to improve the quality of life for seniors. This can range from user-friendly smartphones and apps, to wearable devices that monitor health and assistive robots that can help with daily tasks. These specialists also educate seniors and their families about how to use these technologies effectively and safely.

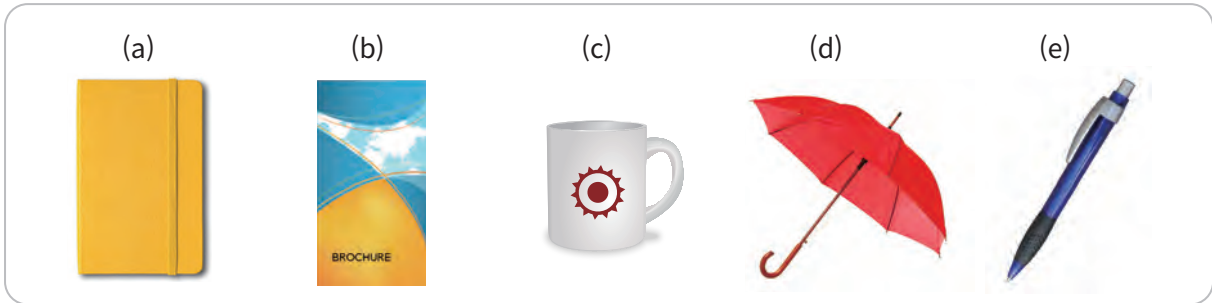


Why do you think the demand for senior care coordinators and gerontechnology specialists is increasing?
What factors are contributing to this trend?

gerontechnology 고령층을 위한 기술(gerontology(노인학)+technology(기술)) oversee 두루 살피다



1. 다음은 무역 회사 홍보 팀에서 근무하는 Ms. Kim과 외국인 동료의 대화이다. Ms. Kim이 무역 박람회를 위해 준비할 품목들로 가장 적절한 것은?



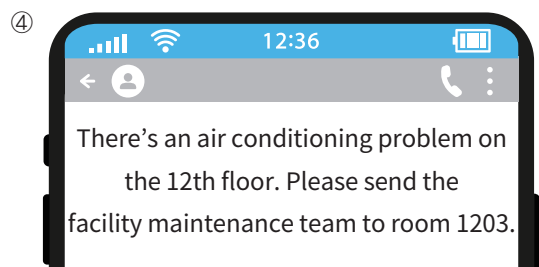
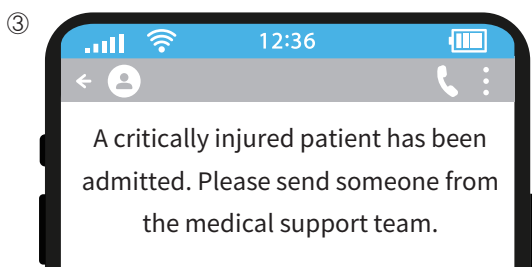
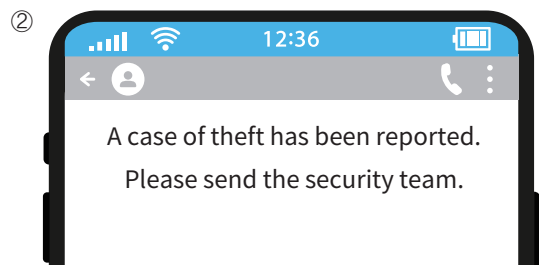
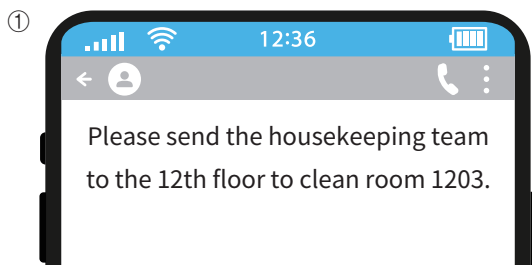
- ① (a), (b), (d) ② (a), (c), (e) ③ (b), (c), (e) ④ (b), (d), (e)

2. 다음은 여행사 직원인 Ms. Kim과 외국인 고객의 전화 대화이다. Ms. Kim이 고객을 위해 할 일로 가장 적절한 것은?

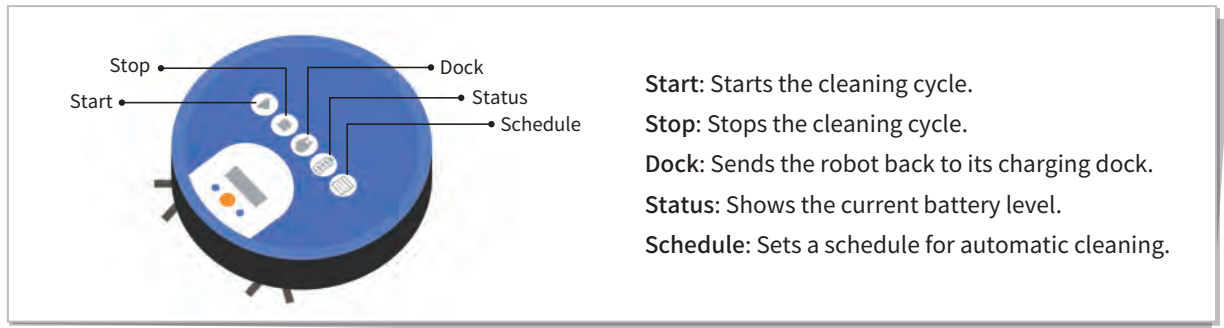
- ① 여행 기념 상품을 안내한다.
 ② 여행 일정을 이메일로 보내 준다.
 ③ 우편으로 여행 안내서를 발송한다.
 ④ 여행사 웹사이트 주소를 알려 준다.

3. 호텔 프런트 데스크 직원인 Ms. Kim이 다음 상황에서 동료에게 보낼 문자 메시지의 내용으로 가장 적절한 것은?

Ms. Kim: 12층 객실의 냉방에 문제가 있다는 신고가 접수됐어. 해당 객실에 호텔 관리 팀을 보내 드려야겠다.



4. 로봇 청소기 제조 공장의 품질 검사 직원인 Ms. Kim이 완제품의 기능을 검사하고 있다. 다음 사용자 매뉴얼에서 Ms. Kim이 로봇 청소기의 배터리 상태를 확인하기 위해 선택해야 할 버튼으로 적절한 것은?



① Start

② Dock

③ Status

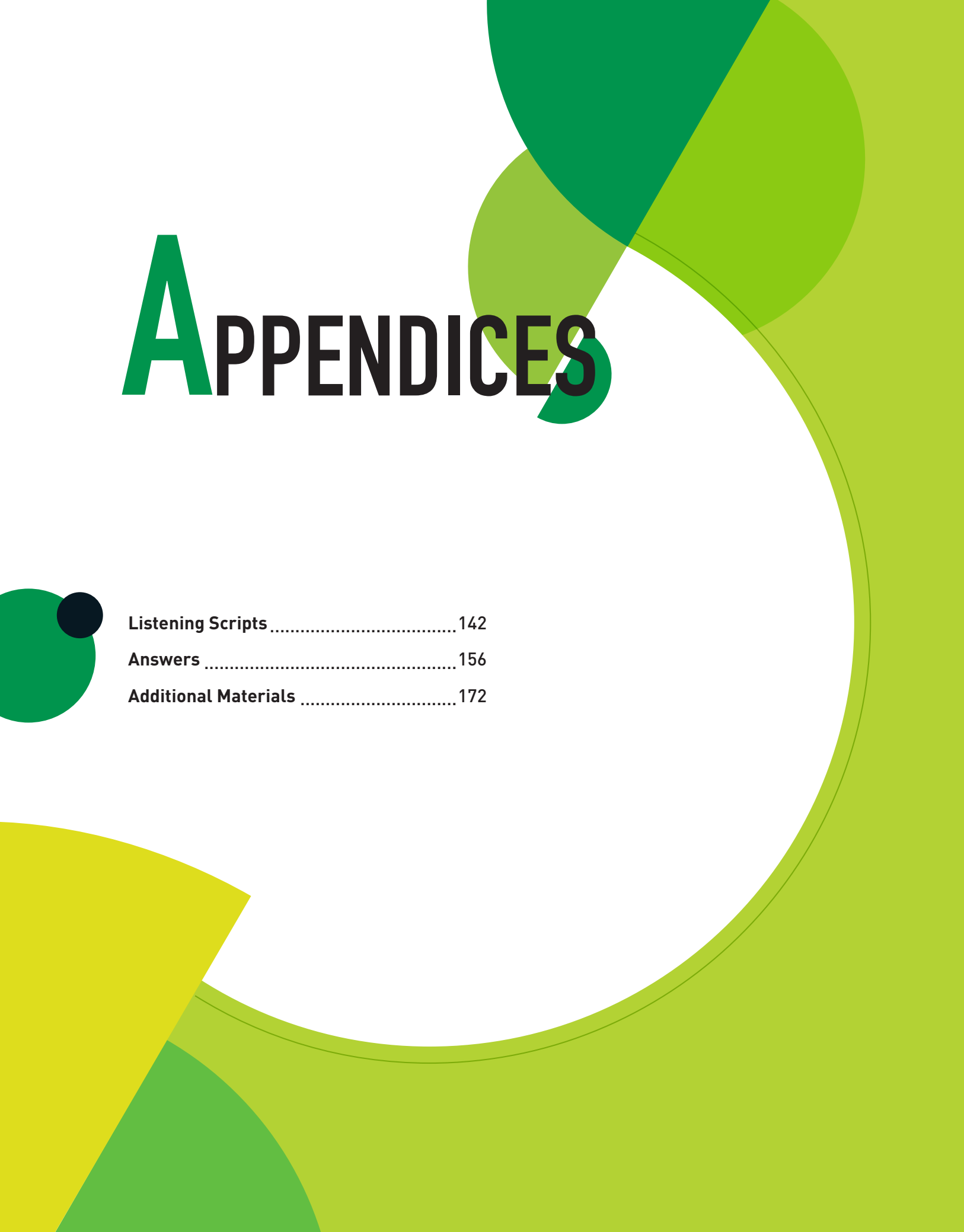
④ Schedule

5. 호텔 직원인 Ms. Kim이 외국인 고객의 체크인 업무를 수행하고 있다. 고객이 작성한 호텔 등록 카드를 보고, Ms. Kim이 이해한 내용으로 가장 적절한 것은?

Hotel Guest Registration Card

- **Name:** Emily Williams
- **Date of Arrival:** June 15, 2025
- **Date of Departure:** June 20, 2025
- **Number in Party:** 2
- **Accommodations:** ☒ DINNER, BED & BREAKFAST ☐ BED & BREAKFAST
- **Room Rate:** Deluxe Room (\$80.00 per night)
- **Room No.:** 150

- ① 이 고객은 6월 15일에 퇴실할 예정이다.
 ② 이 고객과 함께 묵는 일행은 총 세 명이다.
 ③ 저녁 식사가 포함된 객실이다.
 ④ 하루 숙박 금액은 150달러이다.



APPENDICES



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Listening Scripts

Lesson 1 Job Hunting

Section 1 Exploring Careers

Situation A

p. 10

Get Ready

W: Hello, Alex. What are you doing?

M: I'm looking at some job ads online.

W: Why?

M: I need a part-time job.

W: Why do you need a part-time job?

M: I need to earn some money.

W: Oh, I see. Maybe you should read the ads carefully.

Make sure to note any requirements for each position, like having a bachelor's degree.

M: Okay, I will. Thanks.

Listen Up

W: Hey, Junho. How's everything going?

M: Hi, Jessica. I'm not doing so well. I'm trying to find a summer job, but it's hard!

W: That's unfortunate. Why do you need a summer job?

M: So I can make some cash.

W: What will you do with the extra cash?

M: I'll save most of it. But I'll spend some of it on things I need, like clothes. And I would like to get a bike.

W: Cool! So, what kind of job are you looking for?

M: I don't really know. That's why I'm looking through the newspaper to check every possibility.

W: Have you ever met with a career adviser?

M: No, I haven't.

W: I went to see one last week. She helped me find a job, so I'm sure that she could help you as well. I highly recommend setting up an appointment to see her.

M: Oh, nice! Then maybe I should go and talk to her, too. Could you give me her contact info?

W: Of course! I'll give you her email address. You should contact her as soon as possible. She will definitely help you find a good summer job.

Situation B

p. 12

Get Ready

W: Hey, I heard you're looking for a job these days. Have you finished writing your résumé?

M: I'm almost done.

W: Well, you'd better double-check it, or you might run into issues later when you apply.

M: Okay, I'll do that.

W: How about your cover letter? Have you finished it yet?

M: Oh, I forgot to write a cover letter. Thanks for reminding me.

Section 2 Applying for a Job

Situation A

p. 18

Get Ready

M: Hey, Susan! Have you heard of any job offers lately?

W: Hi, Michael! Yes, in fact I saw an ad for a sales representative position over at GlobalWave yesterday.

M: Wow! That sounds interesting! How should I apply for a job like that?

W: I believe you can either fill out an application form and mail it or apply online. I think it would be best to go to their website and look under "Careers" to apply online.

M: Thanks, I'll do that. I definitely think that will be faster than mailing in an application.

Listen Up

[Phone rings.]

W: Good morning, and thank you for calling Tech Industries. My name is Catherine. How can I help you?

M: I'd like to know how to apply for an internship at your company.

W: Okay. You should download the application form from our website and then email it to us along with your résumé and cover letter by April 5.

M: All right, thank you. Can you tell me where I can find the application form on the website?

W: Hmm... I think the application form can be found in the "Internship" section under the "Careers" tab.

M: Great! Thank you! And what's the email address I should send the application to?

W: It's hr@techindustries.com. Once again, please ensure that you also send your résumé and cover letter by April 5, as well as your application form.

M: Got it. Thank you for your help.

W: You're welcome. Good luck with your application!

Situation B

p. 20

Get Ready

M: Hello. Nice to meet you. I'm Tim Lewis, the manager of TOP Company.

W: Hi. I'm Nancy Olson. I'm excited to be here!

M: Great! Please have a seat.

W: Thank you.

M: First, can you tell me what makes you the best choice for this job?

W: Absolutely. I believe I'm the best candidate for the job because I have strong communication skills. I also work well with others; in fact, I am able to naturally form strong and positive relationships with my coworkers.

Check Up

p. 25

1 W: Can you tell me about your job experience?

M: _____

(a) I am looking forward to learning how to work in a team in the future.

(b) I am interested in this position because I like to meet new people.

(c) I have two years of experience in sales. I feel I have strong communication skills, and I am a quick learner.

2 W: What kind of job are you going to get?

M: I don't know yet. I'm still looking through job ads online.

W: Have you ever gone to see a career adviser? They could help you find a job.

M: I haven't had the opportunity to see one yet.

W: You should make some time to see one soon. I think you'd get some good advice.

[3-4]

W: Hi, I'm Linda Brown. Nice to meet you.

M: Hello, I'm Jason Lee. Nice to meet you, too.

W: Have you read the information about this job?

M: Yes, it sounds very interesting.

W: What are you studying now?

M: I'm studying marketing at Harmony High School.

W: Great. Do you have any experience related to this job?

M: Well, I worked part-time in sales for six months.

W: Okay. Why do you want this job?

M: I really want to work in sales. This is a great opportunity for my career, and I think I have the right skills for the job.

W: Thank you, Jason. It's been great talking to you.

Prep for NCS

p. 28

1 [*Background noise: office sounds, keyboard typing, people chatting*]

W: Alex, I have the new files for our project on this USB drive. Can you look at them?

M: Thanks, Ms. Kim. But don't we usually share files online? Why are you using a USB drive?

W: Well, these files are really important and should not be shared with everyone yet. I thought it'd be safer this way. Also, we need to talk about them in our meeting tomorrow.

M: Okay, I understand. I'll look them over and prepare for our talk. Thanks.

2 [*Phone rings.*]

M: Hello, I'm calling to check the deadline to submit a job application to your company. Can you help me?

W: Of course. The deadline is at 5:00 p.m. today.

M: I'll make sure to submit it before then. Thank you.

W: You're welcome. Good luck with your application!

M: Thanks! Have a great day.

Lesson 2 Customer Service

Section 1 General Customer Support

Situation A

p. 32

Get Ready

W: Welcome to the Global Trade Center. How can I help you?

M: I'm here to attend the Phoenix International Motor Show. Can you tell me where to go?

W: Sure! The show is being held in the main conference hall on the second floor. Go straight down the hallway, and then take the escalator up one floor.

M: Thanks a lot.

W: My pleasure. Have a nice day.

Listen Up

M: Hello, ma'am. Are you looking for something specific?

W: No, I'm just looking around.

M: All right. If you need any help, please let me know.
My name is Steve.

[After a while]

W: Excuse me, Steve. I like the design of this sports water bottle, but I don't particularly care for the color. I'd like to know if it's available in other colors.

M: No problem. It comes in yellow, orange, blue, red, and green. Which one would you like to see?

W: I prefer blue, but may I see a green one, too?

M: Of course. Let's see... a blue one and a green one...
Here you are, ma'am.

W: Hmm... The green one is really pretty. How much is it?

M: It's 35 dollars and 99 cents.

W: That's pretty expensive! I'd like to get it as a gift, but it's over my budget. Can you lower the price a little?

M: Sorry, I can't. We go strictly by the price tag.

W: Okay. Then I guess I'll just buy it. Here's my card.
Can you gift-wrap it for me?

M: Sure! Just a moment, please.

Situation B

p. 34

Get Ready

[Phone rings.]

M: Hello, Gold Electronics. How may I assist you?

W: Good morning. I purchased a computer from your shop last month. Unfortunately, I'm not satisfied with it.

M: What seems to be the problem?

W: It takes too long to start. How can a brand-new computer have such a problem? Can you fix it?

M: Certainly, ma'am. We're sorry that you've had a problem with your computer. Could you bring it back to our shop? We'll check the computer and fix it for you free of charge.

Listen Up

W: Here is the total bill for your stay. Please check it over

to see if everything is correct.

M: Okay, thank you. Let me see... I think there are some mistakes on my bill. I've been charged for using the minibar, but I didn't take anything from it.

W: Let me check the details... It looks like you used a toothbrush, a tube of toothpaste, and a razor.

M: Aren't they complimentary?

W: I'm sorry, but disposable products are no longer provided free of charge for environmental reasons. In addition, they are included on the price list for the minibar.

M: I see... There is another problem here. This charge from the coffee shop must be wrong. I didn't go there once during my stay.

W: All right, sir. I'll double-check to see if there is a receipt with your name on it from the coffee shop. [Pause] Oh, here it is. Your name's on it... Mr. Harris, room 807.

M: That's neither my name nor my room number. My last name is Harrison, and I was in room 1807.

W: Oh, yes. You're right. I'm very sorry for the mistake, Mr. Harrison. I'll take that off and print out a new bill for you.

M: Okay.

W: Here is your new bill. Once again, I apologize for the mistake.

Section 2 Corporate Customer Support

Situation A

p. 40

Get Ready

M: Welcome to the Arirang Group. How can I help you?

W: Good afternoon. We're here to see Daniel Kim in the Sales Department at 2:30.

M: Can I have your names, please?

W: Sure. I'm Jane Carter, and this is Lily Rogers. We're from Silver Industries. Here's my card.

M: Thank you. Could you complete these security forms, please?

W: Of course.

Listen Up

W1: Hello. Is this the Sales Department?

M: Yes. Are you Jane Carter and Lily Rogers?

W1: Yes. We're here from Silver Industries to see Daniel Kim.

M: Hello. I'm Taeho Lee. Nice to meet you.

W1: Hi, Mr. Lee. Nice to meet you, too.

W2: Hi. Glad to see you.

M: Mr. Kim asked me to meet you. He's in a meeting now, but he'll be out shortly. Welcome to the Arirang Group.

W1: Thank you.

W2: Thanks.

M: Let's wait in the small meeting room, shall we? In about 15 minutes, Mr. Kim will join us. This way, please.

W1: Okay.

Situation B

p. 42

Get Ready

M: Excuse me. That's my name on your sign.

W: Then you must be William Johnson from Star Trade.

M: Yes, I am.

W: Nice to meet you. I'm Suna Kim from Daehan Technology. May I help you with your luggage?

M: Yes, please. The flight was quite long.

W: Then you must be very tired now. We have a car outside waiting to take us to your hotel. Shall we get going?

Listen Up

M1: Welcome to the Sunflower Hotel. How can I help you?

W: Good afternoon. This is William Johnson from Star Trade, and he would like to check in. Daehan Technology reserved a room for him.

M1: Let me check your reservation... Ah, here it is. A single room was booked for two nights under the name of William Johnson. He is checking out on Saturday, April 12, correct?

W: That's correct. All his expenses will be paid by Daehan Technology.

M1: Okay. May I see your company credit card?

W: Here you go.

M1: Thank you. Mr. Johnson, may I see your passport?

M2: Sure. Here you are.

M1: All right. You will be staying in room 319. Here is

your room key.

M2: Thank you very much.

W: You're all set for now, Mr. Johnson. Tomorrow we'll do a company tour. Can I pick you up at 9 in the morning?

M2: That's fine with me.

Check Up

p. 47

1 W: I like this jacket, but I don't care for the color. Please show me the same style in other colors.

M: _____

Ⓐ Well, I don't think so.

Ⓑ All right. How much is it?

Ⓒ Of course. Just a minute, please.

2 W: Excuse me. I have a problem with my meal.

M: Could you tell me what seems to be the problem, ma'am?

W: All right. There's a hair in my pasta.

M: I'm very sorry. I'll take it to the kitchen and have the chef cook a new one.

[3-4]

M: Welcome to Star Industries. How may I help you?

W: Oh, hi. I'm here to see Jack Hamilton in the Finance Department.

M: Can I have your name, please?

W: Sure. I'm Nancy Jackson from the Horizon Group. Here's my business card.

M: Thank you. Could you complete this security form, please?

W: Of course. [Pause] Here you are.

M: Thank you. Please wear this visitor badge. The Finance Department is at the end of this hall on the left.

W: Thank you.

Prep for NCS

p. 50

1 M: Hello. Nice to meet you. I'm James Hopkins from Star Trade.

W: Hello. Nice to meet you, too. I'm Sunny Kim from Top Trade. Here's my card.

M: Thank you. Glad to meet you, again, Ms. Kim.

W: Pleasure is mine, Mr. Hopkins.

2 [Phone rings.]

W: Good afternoon, ABC Outlet. How may I assist you today?

M: Hello. My name is Steve Randall. I recently made a purchase at your outlet, but I'd like to request an exchange.

W: Of course, Mr. Randall. Could you kindly provide me with your order number, please?

M: Absolutely. It's S7146.

W: Thank you. I've located your order. Could you please let me know the reason for the exchange?

M: Certainly. I tried on the boots, but they're a bit too big. So I'd like to switch them for one size smaller.

W: I understand. Could you please repackage the boots as they were delivered? I will arrange for a delivery company to pick them up from your location.

M: All right. I appreciate your assistance.

Lesson 3 Working with Coworkers

Section 1 Getting Along with Coworkers

Situation A

p. 54

Get Ready

[Chime bell sound]

W: May I have your attention, please? This is a special announcement from the HR Department. On Thursday, May 1, the welcoming ceremony for our new colleagues will be held at 10 a.m. The ceremony will take place at Innovation Hall. Once again, the ceremony is on Thursday, May 1, at 10 a.m., and the location is Innovation Hall. Thank you for your attention.

Listen Up

M1: Good morning, everyone. Can I have your attention for a moment? We have a new team member, Julia. Let's give her a warm welcome!

W1: Hello, I'm Julia. It's great to meet you all.

[Clapping sound]

M2: Hi, Julia! Welcome!

W2: Welcome to the team, Julia!

W3: Welcome aboard!

M1: Julia, I'd like to introduce you to Brian. He's responsible for your training.

W1: Hi, Brian. Nice to meet you.

M2: Hi, Julia. It's a pleasure to meet you, too! If you ever have any questions, please feel free to ask me anytime.

W1: Thank you, Brian. Can you show me where my desk is?

M2: Sure. Your desk is right here next to Lily's, and I'm just across from you. Do you have any other questions?

W1: Yes, when is our lunch break?

M2: It's from 1 to 2 p.m. You can grab some food at our cafeteria on the first floor. You just have to show your employee ID card to them. After the office tour, I'll show you where the Human Resources Department is. You can get an employee ID card there.

W1: Okay, thank you. This is my first day, so I'm a little nervous.

M2: Don't worry, Julia. I'm confident you'll fit in well here. Now, let me show you around the office. Please follow me.

Situation B

p. 56

Get Ready

W: Congratulations, John! I heard the good news!

M: Thank you so much. I still can't believe it.

W: You truly deserve this promotion! You really are great at your job, and I'm confident you'll excel in your new position.

M: That really means a lot to me. I'm just happy that all my hard work has finally paid off.

Listen Up

M: Phew! That last call was really tough. The customer was complaining the whole time about our product!

W: I'm sorry to hear that, Jason. Are you okay?

M: I'm just really stressed out. I feel like I can't handle this job sometimes.

W: Don't worry. You're doing great. It's normal to feel overwhelmed sometimes, especially when you work with customer complaints.

M: But what if I can't keep it together? What if I lose my

temper or say the wrong thing?

W: It's okay to feel frustrated, but don't let it get to you. Just take a deep breath and remember that the customers' complaints are not personal.

M: That's a good point. I'll try to keep that in mind next time. Thanks for being so understanding.

W: Of course. That's what coworkers are for. Just let me know if you need anything else, okay?

M: Thanks, Sarah. I appreciate it. I guess I just need to learn how to deal with customers' complaints better.

W: Actually, we have a training session next week on handling customers' complaints and finding solutions.

M: _____

Section 2 Collaboration at Work

Situation A

p. 62

Get Ready

M: Hello. Can I take some time off from May 2 to May 4?

W: Hi, Mr. Edwards. May 2 to May 4? [*Clicking sound*]
Yes, you can.

M: I was worried about what would happen if I didn't have a pilot to cover for me while I'm away.

W: No worries at all. You have the right to request time off.

M: Thank you.

W: Just remember to fill out the vacation request form for approval.

Listen Up

M: Good morning, Sophia! I'm here to take over. How was your shift?

W: Good morning, Andy! It has been quite busy. We have a lot of patients.

M: I see. Can you let me know what I need to do?

W: Sure. We have a new patient arriving at 1 p.m. It's crucial that you have the room ready.

M: Understood. I'll make that my priority.

W: Good. Next, the patient in room 505 is getting worse. Please report any updates on her condition to the doctor.

M: Got it.

W: Oh, one more thing. I want to stress that the patient in room 301 is still under isolation precautions. So,

please wear a gown and gloves before entering.

M: Okay, I'll keep that in mind. Did you restock the medical supplies?

W: Yes, I did. All of the rooms have enough supplies. I also sanitized all the common areas.

M: Great. By the way, does any of the equipment or machinery need to be repaired?

W: No, all the machines are functioning properly.

Situation B

p. 64

Get Ready

W: Hey, Michael. Did you get a chance to look over the contract I sent earlier this week?

M: Yes, I reviewed it. It looks good, but a few sections need revisions before we can send it to the client.

W: Which sections are those? Let's get those revisions done as soon as possible. It's important for the wording to be clear and precise.

Check Up

p. 69

1 M: Thank you for the warm welcome. This is my first day, so I'm a bit nervous.

W: _____

Ⓐ Thank you. I really appreciate it.

Ⓑ Don't worry. You'll fit in well here.

Ⓒ Of course. That's what coworkers are for.

2 W: Michael, are you working on the new agreement we discussed?

M: Yes, I've started drafting it. It's still in the early stages.

W: Oh, I see. Please remember that we should collaborate and make sure we cover everything.

M: Absolutely. We'll create a comprehensive agreement together.

W: Great. Once we have a solid draft, we'll review and refine it.

M: Sounds good.

[3-4]

W: Hey, Tom, you seem down. Is everything all right?

M: I forgot to respond to an important email about a big purchase order.

W: You've been really busy lately. I understand, Tom. How about sending an apology email right away?

M: Good idea. I'll do that now. Thanks, Grace.

W: No problem, Tom. Just apologize and ask if they still

want to proceed with the order.

M: I will. But can you please check my apology email before I send it?

W: _____

Prep for NCS p. 72

1 W: Welcome to Star Airlines. Where are you going today?

M: Hi. I have a reservation for flight A512 to New York.

W: May I have your reservation number, please?

M: Yes. It's R12792.

W: [Typing sound] I found it. Your reservation for flight A512 is confirmed. Here is your boarding pass. Do you have any baggage to check in?

M: No, I only have carry-on luggage.

2 M: Excuse me. I received the wrong dish instead of the pasta I ordered. Can you help with this?

W: I apologize for the mistake. I'll have the chef prepare the dish you ordered, and I'll bring you a complimentary dessert at the end of your meal.

M: Okay. I appreciate it.

W: Thank you for your understanding. Your pasta will be ready shortly.

Lesson 4 Communicating at Work

Section 1 Phone Communication

Situation A p. 76

Get Ready

[Phone rings.]

M: Hello, Marketing Department. This is Matthew speaking.

W: Hi, Matthew. This is Sandy. Can I speak with Carrie?

M: Hi, Sandy. Carrie is currently on another line.

W: Can you take a message for her then?

M: Of course. What's the message?

W: We have a meeting scheduled for next week, and I wanted to discuss the time and location.

M: All right. I'll make sure she gets the message.

W: Thank you. Goodbye.

Listen Up

[Phone rings.]

W: Hello, Sales Department. This is Yumin Kim speaking.

M: Hi, Yumin. It's Danny from the Customer Service Department.

W: Hi, Danny. How can I help you?

M: Well, I've been trying to call Ms. Gibson's office, but she hasn't been picking up.

W: Oh, she's not available at the moment. She left for a meeting about an hour ago.

M: Oh, that's why. May I leave a message then?

W: Sure thing.

M: A customer called my department and said that she received the wrong package.

W: All right. Could you give me the order number?

M: One moment, please. [Typing sound] It is DHI251B.

W: Okay, I've written it down. [Pause] Actually, Danny, Ms. Gibson has just returned from the meeting.

M: Oh, has she? Could you put me through to her then?

W: _____

Situation B p. 78

Get Ready

[Phone rings.]

M: Hello. This is Jonathan speaking. How may I assist you?

W: Hi. I'd like to speak with Carol Kim.

M: Uh... I'm sorry, but there is no one here by that name.

W: Oh, I must have the wrong number. I apologize.

M: No problem. Have a nice day.

Listen Up

[Phone rings.]

W1: DriveTech Auto Company. This is Yuna Seo speaking. How can I assist you today?

M: Hi. This is Jack Fischer from Bauer Car Accessories. I'm interested in the new accessories your company exhibited at the Seoul Motor Fair.

W1: Sir, you've reached Customer Service. Unfortunately, I'm not sure if I can help you with your request.

M: Oh, sorry. Can I speak to Annie Cho, the marketing

manager, then?

W1: Sure. I'll need to put you on hold. Please don't hang up.

[A call transfer jingle plays.]

W2: Marketing Department. This is Annie Cho speaking.

M: Hello, Ms. Cho. It's Jack Fischer. I'm calling to follow up on the discussion we had at the Seoul Motor Fair.

W2: Hi, Mr. Fischer. You mean about purchasing our new car accessories? We're interested in working with you as well.

M: I was wondering if it would be possible to schedule a meeting to discuss the details of the proposal further.

W2: Of course. How about we meet at my company's office next Wednesday at 2 p.m.?

M: That works for me.

W2: Wonderful. I'll send you an email with our company address and any other necessary details.

M: Sounds good. Talk to you soon.

Workplace Project 1

p. 81

Step 2

[Phone rings.]

W: Hi. This is Dr. Russell. Can I speak with Nurse Riley?

M: Hello, Dr. Russell. This is Head Nurse Brown. Nurse Riley is currently attending to a patient. Would you like me to relay a message or assist you with something else?

W: Yes, please. I just wanted to check on the status of Mr. Lee's medication delivery.

M: Oh, do you mean Richard Lee in room 304 of Ward A?

W: Yes, that's correct.

M: Let me check. *[Pause]* I'm sorry, Dr. Russell, but the medication hasn't arrived yet. I'll make a note of your call and ensure that it's delivered as soon as possible.

W: Thank you, Head Nurse Brown. Could you also remind Nurse Riley to follow up with me when the medication arrives?

M: Of course. I'll let her know. Is there anything else you need assistance with?

W: No, that's all for now. Thank you for your help, Head Nurse Brown.

M: You're welcome, Dr. Russell. Have a nice day!

Section 2 Written Communication in Business

Situation A

p. 84

Get Ready

M: Hey, Stephanie. Do you remember our team's business trip meeting next week? It might be a good idea to send out a reminder to the rest of the team about it.

W: I agree. Would you like me to take care of that?

M: If it's not too much trouble, yes, please.

W: No trouble at all. I'll send an email right away.

M: Thanks for your help.

Listen Up

W: Nick, do you have a sales update for me?

M: Yes, let's see. *[Typing sound]* We've sold most of the new remote control toy cars.

W: That's great. They have been very popular.

M: Yes, but we only have a week's supply left in our warehouse.

W: Really? How long until we can restock them?

M: About two months.

W: That's too long. We should ask the supplier to make an earlier delivery.

M: But the contract says they only deliver products every two months.

W: We've been working with them for more than nine years. If we talk to them, I'm sure that they would be willing to make an exception.

M: You're probably right.

W: Even a few dozen of them would be good. We could offer to pay a rush fee for the earlier delivery.

M: All right. I'll put it on my to-do list and contact them tomorrow.

Situation B

p. 86

Get Ready

[Chime bell sound]

M: Good morning, team. This is Andrew Coleman, the HR manager. I want to inform you of some changes in our company's policies. Starting next month, we will be introducing a new flexible work schedule policy. This policy will allow employees to work from home up to two days a week, with manager approval. We believe this will improve your work-life balance and increase productivity. Please review the details on the

company's online bulletin board and reach out to HR with any questions. Thank you.

Check Up

p. 91

1 W: Andrew, I think we should increase the budget for the new marketing project.

M: _____

(a) I'll transfer your call to the Customer Service Department.

(b) Don't worry. He'll give you a call as soon as possible.

(c) I'm with you. A bigger budget means better results.

2 M: Hey, Sophie. Have you noticed we're running low on copy paper?

W: Yeah, I saw that.

M: We need to order more before we run out completely.

W: You're right. I'll place the order right now.

M: Great. Let me know when it's confirmed.

W: I will.

[3-4]

W: Hey, Greg. What are you doing?

M: I'm texting my boss about the current project situation.

W: I see. *[Pause]* Isn't it more appropriate to write a formal email instead of sending a text message?

M: It depends. She gave me her phone number and asked me to keep her updated on the project.

W: Oh, okay.

M: Plus, it was just a sentence or two. Texting is more effective when the message is short.

W: _____

Prep for NCS

p. 94

1 *[Chime bell sound]*

M: Attention, book lovers visiting Paradise Bookstore. For your convenience, we have relocated our fiction section from the second floor to the third floor. If you're looking for a fiction book, please check on the third floor. The computers installed for book searches and purchases, which were previously located in the fiction section on the second floor, still remain there. If you need any help, please ask for assistance at the help desk on the first floor. Thank you.

2 W: Good afternoon, sir. How may I assist you today?

M: I'd like to book a room for two nights, starting from tonight.

W: Certainly. Would you prefer a single or a double room?

M: A double room, please.

W: Okay. Do you require smoking or nonsmoking?

M: Nonsmoking.

W: Would you like to include breakfast during your stay? We offer continental, American, or Asian breakfast options.

M: I'll go with the American breakfast.

W: All right. Lastly, would you prefer a room on a lower or a higher floor?

M: I'd prefer a room on a higher floor, if possible.

Lesson 5 Productive Collaboration

Section 1 Arranging a Meeting

Situation A

p. 98

Get Ready

M: Hi, Susan. Can we have a meeting to discuss our team project's progress?

W: Of course. When do you want to have the meeting?

M: How about tomorrow at 2 p.m.?

W: That works for me, but I'm not sure it works for Harry.

M: Can you check if he's available?

W: Sure. I'll ask and let you know.

Listen Up

[Phone rings.]

W: Hello, this is Betty Tudor at GlobalWave.

M: Hello, Betty. This is Tom Smith from Tech Industries. Can I schedule a meeting for our CEO to talk about investment opportunities with your CEO, Ms. Johnson?

W: Yes. When would you like to have the meeting?

M: What about next Thursday at 10 a.m.?

W: I'll check with Ms. Johnson and let you know. Where will the meeting take place, and what topics will be

discussed?

M: The meeting will be held in the conference room at Tech Industries. Our CEO wants to have an initial, open discussion about potential investment opportunities with your company.

W: Okay. I'll inform Ms. Johnson about the meeting and the topics to be discussed. And then I'll confirm the meeting with you. I'm sure she will be happy to meet your CEO. Thank you, Tom.

M: Thank you! I hope to see you soon.

Situation B

p. 100

Get Ready

M: Hi there. I just wanted to let you know that our weekly meeting has been rescheduled.

W: Is there a reason for the change in schedule?

M: I'm not sure, but there might be a conflict with another meeting.

W: Got it. When has it been rescheduled for?

M: This Thursday at 10 a.m.

W: Okay. Thank you for letting me know.

Listen Up

M: Hi, Emily. I hope you're doing well.

W: Hey, Michael. I'm good. What's up?

M: I just heard that the manager of the marketing team, John, was in a traffic accident and won't be able to attend our scheduled meeting. We need to reschedule.

W: Oh no! I hope he's okay. When should we reschedule the meeting for?

M: Well, John should be back at work in two weeks, so I was thinking we could have the meeting on the day when he comes back. How does that sound to you?

W: I'm not sure if two weeks is enough time for John to recover. How about March 27?

M: I have to go on a business trip to Jeju-do from Monday to Wednesday that week, so that day would be difficult. How about we meet on March 30 then?

W: Sounds good to me.

M: Great. Also, before the meeting, could you send me the sales data for our existing products? It would be really helpful to have that information before we meet.

W: Sure, no problem. I'll email the files to you.

M: Thanks, I really appreciate it.

Section 2 Participating in a Meeting

Situation A

p. 106

Get Ready

W: Hey, Mark. Is the meeting preparation going well?

M: Yes, it is. I wonder if you have finished making copies of the meeting materials.

W: I wasn't sure how many copies we need, so I made 10. Did you get the snacks and drinks for the meeting?

M: I will take care of that.

W: We should hurry up because we don't have much time left.

M: Okay. I'll be done soon.

Listen Up

M: Hi, Laura.

W: Hi, John.

M: I just wanted to remind you that we have a sales meeting with the new client next week.

W: I'm curious about the agenda for the meeting.

M: We'll be discussing their requirements and suggesting our solutions.

W: I see.

M: We'll also be analyzing their competitors' activities.

W: Sounds good. I'll prepare some questions that we should ask to understand their needs better.

M: Great. I think we should practice our presentation together to make sure we both understand it well.

W: I agree with you. Practicing together will help us identify any issues with it.

M: Exactly. Let's schedule a practice session for tomorrow. What time works for you?

W: How about 10 a.m.?

M: Sounds good to me. See you then!

Situation B

p. 108

Get Ready

W: Hey, our meeting will be online this month.

M: Oh, I was looking forward to meeting everyone in person.

W: Me, too. However, we have remote workers, so we have no choice but to have an online meeting. We'll use AirMeeting. The IT team will send the details.

M: Okay. I've used AirMeeting before. I wonder if we'll still be able to get things done with AirMeeting.

W: I'm sure we will. It's the most useful option for now.

M: That's true. It will be nice to see everyone's faces even if it's just on a screen.

Listen Up

M: Hi, Nicole.

W: Hey, Jack. Have you heard about the new video conferencing tool we're using for our sales meetings?

M: No. Could you tell me about it?

W: Sure. It allows us to split into breakout rooms for smaller group activities. It's been really effective in keeping us engaged during virtual meetings.

M: That sounds great. I wonder if it's easy to use.

W: Well, it seemed difficult to use at first, but it's actually pretty user-friendly. Our sales team is able to provide technical support if needed. It's definitely an improvement over the previous tool we were using.

M: That's good to hear. I'm glad we're finding ways to make remote meetings more effective.

W: Me, too. And it's also been great to see how quickly and efficiently our team is adapting to online meetings.

Check Up p. 113

1 W: Can we have a meeting tomorrow at 2 p.m. to discuss our team project's progress?

M: _____

- Ⓐ That works for me, but I'm not sure it works for other members of the team.
- Ⓑ Maybe. Would you like to go to the theater?
- Ⓒ Sure. I think I'd like to conduct an interview.

2 M: Hi, there. I have some news about our weekly meeting. It's been changed.

W: Is there a reason for the change in schedule?

M: I'm not sure, but there might be a scheduling conflict with another meeting.

W: I see. When will it take place now?

M: The new time is tomorrow at 10 in the morning.

W: Okay. Thank you for letting me know.

[3-4]

W: Jack, have you heard about the new video conferencing tool we're using for our marketing team meetings?

M: No. What's different about it?

W: Well, it has much better video call quality, and we can share materials very easily. It's been really effective

in keeping us engaged during virtual meetings.

M: That sounds great. I'm curious if it's easy to use.

W: Well, it was a bit tricky to use at first, but it's user-friendly now. Our marketing team's able to provide technical support if needed. It's definitely an improvement over the previous tool we were using.

M: That's good to hear. I'm glad we're finding ways to make remote meetings more effective.

W: Me, too. And it's also been great to see how quickly and effectively our team is adapting to online meetings.

Prep for NCS p. 116

1 M: Excuse me. I'm interested in sports equipment. Which floor should I go to?

W: Hello! You can find sports equipment on the fourth floor. Take the elevator or escalator up, and you'll see the sports section right away.

M: Thank you. I appreciate your help.

W: You're welcome. If you have any other questions, feel free to ask. Happy shopping!

2 M: Hello, I'm interested in getting a loan. Are you the right person to speak to?

W: Yes, I'm Sunny Kim. I handle loans here. How can I assist you?

M: Great! Before we proceed, here's my business card. [*Handing over the card*] I'm Robert Turner, a marketing manager at GlobalTech. You can reach me at 120-450-7890.

W: Thank you, Mr. Turner. I'll keep this. Let's discuss the loan details.

Lesson 6 Successful Business Trips

Section 1 Preparing for and Going on a Business Trip

Situation A p. 120

Get Ready

M: Hey, Lucia. I've been making a list of things to pack for our business trip. Can you take a look?

W: Sure. Let's see. *[Pause]* I think we need to bring some extra product samples and brochures. They will be useful in case we meet more potential clients.

M: You're right. Oh, we need our laptops for presentations, too.

W: Okay. We'll also need our passports and other necessary travel documents.

M: Got it. I'll make sure to include them when I'm packing my suitcase. Thanks.

Listen Up

M: Good morning, Sarah. How are you today?

W: I'm doing well, Mr. Jackson. Thanks.

M: Good. The annual Asia-Pacific Trade Show will be held in Seoul next month. You need to set up and manage our exhibition booth and showcase our new products.

W: I see. When does the trade show start?

M: The trade show begins on October 15 and runs for four days. You're required to arrive the day before the show begins.

W: Okay. Is there anything else I need to know?

M: Yes. You'll meet clients during the trade show and also attend networking events.

W: All right, Mr. Jackson.

M: For your flights and hotel arrangements, you should contact the company's designated travel agency. Use the number on this business card.

W: Thank you. I'll do it right away.

Situation B

p. 122

Get Ready

W: Excuse me. I need to print out some business documents. Do you have a printing service here?

M: Yes, we do. Are you a member of our lounge program?

W: Yes, I am. Here is my airline membership card.

M: Thank you. You can use our printing service free of charge for up to 10 pages.

W: That works out. I only need to print eight pages. Here's my USB drive.

M: All right. We'll let you know when they're ready.

Listen Up

W: Excuse me. I need to check in for my flight.

M: Of course. May I have your passport and e-ticket confirmation?

W: Sure. Here you go.

M: Thank you. *[Typing sound]* Ms. Winston, I found your reservation to fly from Los Angeles to Seoul. Would you like a window or an aisle seat?

W: Window seat, please. I've always wanted to see Seoul's skyline from a plane.

M: Okay. You're assigned to 12A. If you have any luggage to check in, would you put it here?

W: Oh, yes. *[Sound of luggage dropping]*

M: Hmm... It weighs 35 kilograms, but the limit for business class is 30 kilograms. I'm afraid you'll need to pay a fee for the extra weight.

W: Oh, no! I wasn't aware of that. How much will it cost for the extra weight?

M: The fee is \$100, payable in cash or with a credit card. Which one would you like to use?

W: I'll use my credit card.

M: All right. *[Pause]* You're all set. Here is your boarding pass. Your flight is departing from Gate D5. The boarding time is 11:45. Have a great flight to Seoul.

Section 2 Checking into a Hotel and Attending a Trade Show

Situation A

p. 128

Get Ready

M: Hello, Ms. Yun. Welcome back to our hotel.

W: Thank you very much.

M: Your company has reserved a single deluxe room for you. Which view do you prefer?

W: Please give me a room with an ocean view as usual.

M: Okay. Here's your key card.

W: Thanks. The business center is on the second floor, correct?

M: Yes, it is.

Listen Up

M: Good morning, ma'am. How can I help you?

W: I have a reservation either under the name of Jill Bryant or my company name, BrightFuture Marketing Company.

M: Let me just check. *[Typing sound]* Yes, Ms. Bryant,

your company has made a reservation for you. May I see your passport or ID, please?

W: Of course. Here's my passport.

M: Thank you. *[Typing sound]* Welcome to our hotel, Ms. Bryant. We have arranged for you to stay in one of our deluxe rooms. These are your key cards for room 801.

W: Thanks. *[Pause]* Uh, I have a business meeting tomorrow morning. Can I book a taxi to pick me up at the hotel?

M: We can reserve one for you. May I have the time and place of your meeting?

W: Yes, the meeting is at 9 a.m., and it's at the Camden Company, next to City Hall.

M: Do you want to reserve a taxi for one way or a round trip?

W: I think a one-way trip is preferable.

M: Okay, I will arrange for a taxi to pick you up here at 8:30 a.m. tomorrow. It'll be waiting for you at the hotel's main entrance, ma'am.

W: That sounds great. Thank you.

M: You're welcome. Enjoy your stay.

Situation B

p. 130

Get Ready

[Chime bell sound]

M: Welcome, exhibitors! As the director of the 2025 Business Trade Show, I want to remind you that the trade show floor opens tomorrow morning at 10 a.m. Please arrive early to set up your booth and ensure that it's ready for visitors. Thank you for your attention. We wish you all the best of luck for a successful event!

Listen Up

M: Hey, Susan, can you help me with this banner for our booth? I can't seem to get it to stand up straight.

W: Sure. Let me take a look... The bottom pole is a bit loose. Please hold this for a moment while I adjust it.

M: Thanks. *[Pause]* That's much better.

W: No problem. Oh, by the way, did you put out the product leaflets?

M: I did. I put some of them on the table there.

W: Oh, they look different. Did you make some changes to the design?

M: Yes, I added more pictures and increased the font size.

W: I prefer the new design to the previous one. Hey, where are the promotional pens and notebooks we brought as giveaways?

M: Aren't they in the boxes under the table?

W: There are no boxes here.

M: I guess they're still in the van. Let me go get them.

W: Please do. I'll finish setting up the lucky draw for visitors. Here's the key.

M: Okay, I'll go get them right away.

Check Up

p. 135

1 W: Tom, I need you to attend the Asia-Pacific Trade Show in Seoul next month.

M: Okay. What should I do there?

W: _____

Ⓐ You're required to set up and manage our booth.

Ⓑ It will be held in the Convention Center.

Ⓒ The trade show starts tomorrow morning at 10 a.m.

2 *[Chime bell sound]*

W: Greetings, exhibitors! I am Katy Willis, your host for the 2025 Business Trade Show. I have some important reminders for you. Our doors will open at 10 a.m. tomorrow. To ensure a smooth start for our visitors, we suggest having your booths ready by 9:30 a.m. We have extra staff members ready to assist with your preparation, so don't hesitate to ask for help. Thank you.

[3-4]

W: Excuse me. Can I use Wi-Fi during this flight? I need to check an important email from my company.

M: Yes, Wi-Fi is available on this flight. However, you'll need to purchase a Wi-Fi pass.

W: Could you give me more information about it?

M: Certainly. The Wi-Fi pass costs \$5 per hour and offers a high-speed Internet connection. This allows you to participate in video conferences and enjoy streaming movies and music.

W: That's great. How can I buy it?

M: _____

Prep for NCS

p. 138

1 W: Hi! Let's plan the trade show promotional items. What do you suggest?

M: I think we should make brochures to showcase our products. We can also bring mugs with our company logo on them and branded pens.

W: Good ideas! Brochures for informative content, branded mugs and pens for a lasting impression?

M: Exactly! These items will catch people's attention and promote our brand effectively.

2 [*Phone rings.*]

W: Hello. This is Happy Travel Agency. How can I assist you today?

M: Hi, I'm planning a trip to Jeju-do and I was wondering if you could help me create a three-day itinerary.

W: Absolutely! When you visit our agency, I'll provide detailed guidance with various options.

M: That sounds great! Unfortunately, I won't have time to visit the travel agency in person. Could you please send me an itinerary via email?

W: Of course. I'll send you some suggested itinerary options for a three-day trip. Please provide me with your email address.

Answers

Lesson 1 Job Hunting

Section 1 Exploring Careers

Warm-Up

p. 9

B

1 (c) 2 (b) 3 (a) 4 (d)

C

1 host 2 newspaper 3 part-time 4 official

Situation A

pp. 10~11

Get Ready

(b)

Listen Up

1 (c) 2 (b) 3 (1) some/extra cash (2) career adviser

Speak Out

(1) (b) (2) (c) (3) (a)

Real-Field Communication

I Sample Answer I

A: Would you like to work alone or in a team?

B: I think I would like to work in a team.

A: Okay, why is that?

B: I like working in a team because it's cool to see different points of view, share my own ideas, and work together to get things done better.

Situation B

pp. 12~13

Get Ready

(a)

Read On 1

1 (1) Duties (2) Qualifications 2 (1) F (2) T (3) T

Read On 2

1 A 2 C 3 D 4 B 5 E

Workplace Project 1

pp. 14~15

Step 1

(1) Education (2) Work Experience

(3) Technical Skills/Languages (4) Hobbies/Interests

Step 2

I Sample Answer I

- Language Skills
- Technical Skills
- Hobbies or Interests
- References
- Awards and Achievements
- Professional Certifications
- Community Service or Military Service

Communication Focus 1

p. 16

B

I Sample Answer I

1 Would you like to work for a big company or a small company?

2 I'll give you her email address.

3 I need to earn some money.

4 I'm looking for an office job.

Section 2 Applying for a Job

Warm-Up

p. 17

A

I Sample Answer I

I think Company C is the best because they help out with school costs. They pay the kind of money I want, and they even cover stuff like class fees or training. This might help me find a better job in the future.

B

1 candidates 2 applications 3 representatives

4 interviews

C

1 (c) 2 (b) 3 (a)

Situation A

pp. 18~19

Get Ready

(c)

Listen Up

1 (b) 2 (c)

3 (1) April 5 (2) résumé (3) cover letter

Read On

1 sales intern 2 engineering, marketing

Situation B

pp. 20~21

Get Ready

(a)

Write Right

2 (1) people (2) sales (3) directions

Speak Out

(1) (b) (2) (c) (3) (a)

Workplace Project 2

pp. 22~23

Step 1

(1) Education (2) Experience (3) Strengths

Communication Focus 2

p. 24

B

I Sample Answer I

- 1 Why do you want this job?
- 2 Can you tell me about your job experience?
- 3 Last year, I was able to gain some hands-on experience during a summer internship.
- 4 Thank you for calling Tech Industries.

Check Up

p. 25

1 (c) 2 (b) 3 (b) 4 (c) 5 (a) 6 (d)
7 experience 8 available

Into the Job World

p. 26

I Sample Answer I

The two types of work skills are hard skills and soft skills. Hard skills are specific to your job, while soft skills are interpersonal skills that can be used in any job. Both are important for finding a job you'll enjoy because hard skills ensure you can do the job, and soft skills ensure you can work well with others and handle challenges. Having both can help you succeed in your career.

Promising Careers in the Future

p. 27

I Sample Answer I

I think AI experts will significantly change companies in the future by making them smarter and more efficient. For

example, they can use AI to analyze big amounts of data, which means companies can better understand what their customers want and make smarter decisions.

Prep for NCS

pp. 28~29

1 (2) 2 (4) 3 (4) 4 (4) 5 (2)

Lesson 2 Customer Service

Section 1 General Customer Support

Warm-Up

p. 31

A

3 C 4 C 5 R 6 R

B

1 (c) 2 (d) 3 (b) 4 (a) 5 (f) 6 (e)

C

1 lower the price 2 have a reservation 3 care for

Situation A

pp. 32~33

Get Ready

(b)

Listen Up

1 (c) 2 (b)

3 (c) / reason: The man denied the woman's request for discount because the store goes strictly by the price tag.

Speak Out

(1) (c) (2) (d) (3) (b) (4) (a)

Real-Field Communication

I Sample Answer I

A: Good afternoon. You have reached the Dragon Hotel. This is Maria speaking. How may I help you?

B: Hello. My name is Ted Anderson. I'd like to confirm my reservation, please.

A: Certainly, Mr. Anderson. Could you tell me your reservation number?

B: I'm afraid not. I forgot the number.

A: That's all right. Let me look up your name in our

system. Just a moment, please. ... It looks like you have a reservation for a single room for one night on May 28. Is that correct?

B: Yes, that's correct. Is my reservation confirmed?

A: Yes, your reservation is confirmed. Is there anything else I can assist you with?

B: Can you send a confirmation email?

A: Certainly, sir. I'll send it to you right away.

B: Thank you very much.

A: You're welcome.

Situation B

pp. 34~35

Get Ready

③

Listen Up

1 ① 2 ② 3 ③, \$458.00 → \$435.00

Real-Field Communication

I Sample Answer I

A: Excuse me. I have a problem with my food.

B: Could you please tell me what the problem is?

A: Yes. I can't eat this fried rice because it's too salty.

B: I'm very sorry. I'll take it back and ask the chef to prepare another one for you. It'll be ready in about 20 minutes. Are there any other problems I can help you with?

A: No, that's it. But I'm hungry, so please hurry up.

B: Absolutely.

Workplace Project 1

pp. 36~37

Step 1

1 ③ 2 ② 3 ①

Step 3

I Sample Answer I

Dear Mr. Howard,

Thank you for letting us know you are dissatisfied with our product. I am very sorry for the inconvenience and understand how frustrating it can be when your expectations are not met.

We looked at the attached picture and decided to give you a refund. The next time you visit our outlet, we

will process your refund right away. I've shared your feedback with our team, and we've concluded that we will try our best to prevent such an issue from happening again.

To apologize for the inconvenience, we would like to give you a 20% discount coupon. When you visit our outlet for your refund, you can show the attached coupon to take advantage of this offer. If you encounter anything inconvenient while shopping at our outlet, please let me know at anytime. We are sorry for your inconvenience again and hope to continue serving you.

Sincerely,

Ronald Johnson

Customer Service Representative

Communication Focus 1

p. 38

B

I Sample Answer I

1 Can you give me a new cup?

2 I think there are some mistakes on my bill.

3 Why is it taking so long?

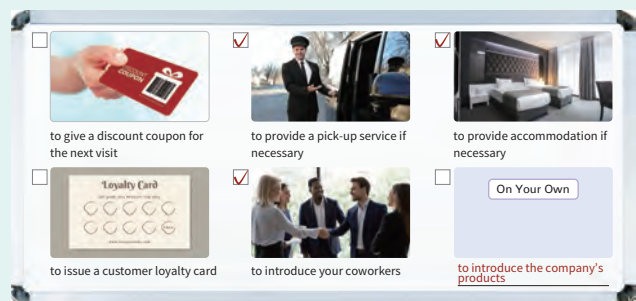
4 I sincerely apologize for the inconvenience and understand your frustration.

Section 2 Corporate Customer Support

Warm-Up

p. 39

A



B

1 ⑤ 2 ① 3 ② 4 ③ 5 ⑥ 6 ④

C

1 ② 2 ④ 3 ③ 4 ①

Situation A

pp. 40~41

Get Ready

(a)

Listen Up

1 (a) 2 (c) 3 (1) meeting room (2) 15

Speak Out

(1) (d) (2) (a) (3) (b) (4) (c)

Real-Field Communication**I Sample Answer I**

A: I'm sorry that I've kept you waiting. I'm Charley Seo from the Finance Department.

B: That's all right, Mr. Seo. We're from the Glory Group. I'm Mary Goldman, and this is my colleague, Diane Yun.

A: Nice to meet you!

B & C: Nice to meet you, too.

A: Please sit down. Would you like a cup of coffee?

B: Yes, please. With cream and sugar.

A: And how about you, Ms. Yun?

C: I'd like some water, please.

A: All right. Just a moment, please. ... Here you are.

B: Thank you. Oh, this is a nice meeting room.

A: Yes, it is. It's very comfortable. Did you have any difficulty in coming all the way here?

C: No. We didn't have any problems finding the place since you gave us good directions.

A: I'm glad to hear that. Well, let's talk about our business, shall we?

Situation B

p. 42~43

Get Ready

(a)

Listen Up

1 (b) 2 (b) 3 (1) April 12 (2) two (3) 319

Speak Out

(1) (b) (2) (a) (3) (c)

Real-Field Communication**I Sample Answer I**

A: Welcome to Daehan Technology, Mr. Johnson. I hope you had a pleasant night.

B: I did. Thank you very much. What will we be doing today?

A: I will be showing you around the office and introducing you to some important people here.

B: Great. I look forward to meeting your coworkers.

A: This is Sunny Kim, and she's a senior engineer. Many of our products are based on her creative ideas.

B: I've heard that you're the brain of the company. It's nice to meet you in person.

C: It's nice to finally meet you too, Mr. Johnson.

A: And this is Minwuk Han. He's a senior programmer. He is currently developing new machine translation software.

B: It's a pleasure to meet you, Mr. Han.

D: The pleasure is mine.

A: Now, I'd like to show you a prototype of an AI program under development. Shall we head over to the lab?

B: Sounds great. I'd love to see it.

Workplace Project 2

pp. 44~45

Step 1

(a) → (B), (b) → (C)

Step 2**I Sample Answer I**

(a) accept checks and credit cards

(b) deliver items ourselves through our own distribution system

(c) send the requested data as attached files

Step 3**I Sample Answer I**

Dear Mr. Seo,

Thank you for contacting us about placing an order with Phoenix Supplies. I'm very pleased to be able to help you.

As to your question about payment methods, we accept checks and credit cards. We can also divide your total into monthly payments. We offer only one delivery option. We deliver all the items you ordered ourselves through our own distribution system. You don't have to pay the

shipping fee separately. As for our recent catalog and price list, I am sending you the requested data as attached files.

Now that you have the most recent catalog and price list, I would like to confirm which products and payment method you would like. As soon as I hear from you, I'll get started on filling your order right away.

Sincerely,
Charles Lee
Sales Manager, Phoenix Supplies

Communication Focus 2 p. 46

B

I Sample Answer I

- 1 I'd like to introduce you to our boss.
- 2 Let's wait in the small meeting room, shall we?
- 3 May I see your passport?

Check Up p. 47

- 1 (C) 2 (C) 3 (a) 4 (b) 5 (C) 6 (d)

7 I Sample Answer I letting us know you are dissatisfied with our service

8 I Sample Answer I apologize for the inconvenience and understand your frustration

Into the Job World p. 48

I Sample Answer I

The Pan Am smile only uses the muscles around the mouth while the Duchenne smile engages both the muscles around the mouth and those around the eyes.

Promising Careers in the Future p. 49

I Sample Answer I

I think being an alternative energy installer or technician would be rewarding because it contributes to saving the earth. If I could choose a job in this field, I'd like to install wind turbines in the sea. Wouldn't it be wonderful to have a job that also helps the planet?

Prep for NCS p. 50~51

- 1 (1) 2 (3) 3 (1) 4 (2) 5 (4)

Lesson 3 Working with Coworkers

Section 1 Getting Along with Coworkers

Warm-Up p. 53

A

I Sample Answer I

- I prefer working with people like Person A because they can help us achieve our goals.
- I prefer working with people like Person B because they can create a positive work environment.

B

- 1 (a) 2 (C) 3 (b) 4 (d)

C

- 1 (d) 2 (C) 3 (a) 4 (b)

Situation A pp. 54~55

Get Ready

- (b)

Listen Up

- 1 (1) T (2) F (3) T 2 (a)

- 3 (1) ID card (2) Human Resources (3) lunch break

Real-Field Communication

I Sample Answer I

A: How was your first day?

B: It was great! Thank you. Brian, could you share some tips for working in our HR Department?

A: Absolutely! Stay up-to-date with our regulations and guidelines to make informed decisions.

B: Got it. I'll make sure to check them regularly.

A: Excellent. And another thing, work on developing problem-solving skills to effectively handle employee issues.

B: Noted.

A: Great. Lastly, practice effective communication to efficiently manage employee concerns.

B: Okay. That does seem like an important skill to have.

A: It is. These tips will help you excel in our HR Department and contribute to our success.

B: Thank you for the guidance, Brian. I appreciate your advice, and I'll apply these tips to my work.

A: You're welcome, Julia. Don't hesitate to ask questions

or request assistance. We're all here to support you.

Situation B

p. 56~57

Get Ready

Ⓒ

Listen Up

1 Ⓒ 2 Ⓐ

3 (1) training session (2) temper (3) complaints

Real-Field Communication

I Sample Answer I

A: I just got off the phone with the boss. He gave me a really hard time.

B: Oh no! What happened?

A: I failed to meet the deadline for an important task.

B: That's too bad. It's understandable to feel overwhelmed.

A: Yeah, I don't know what to do. I feel like I'm trying my best, but it's not enough.

B: I'm sorry to hear that. But remember that everyone makes mistakes.

A: I don't want to repeat the same mistake next time, but I'm not sure how to avoid it.

B: Well, how about using scheduling apps to keep track of your tasks and deadlines?

A: That's a good idea. I'll do that. But honestly, I've lost my confidence.

B: Come on. You're the best, and I believe in you.

A: Thank you. I really appreciate your support. I'm feeling a little better already.

B: That's great to hear. Just remember, you can do it. If you need any help, I'm here for you.

Workplace Project 1

pp. 58~59

Step 1

(1) Ⓒ (2) Ⓑ (3) Ⓓ (4) Ⓐ

Step 3

I Sample Answer I

Orientation for Joyful Medical Center

Policies and Rules

- Promptly inform your supervisor if a patient's condition worsens or changes.
- Be kind and respectful to everyone, including patients, their families, and your coworkers.

- Avoid discussing patient cases or sharing patient data with others, both within and outside the clinic.

Workplace Safety

- Know where the emergency exits are in case we need to leave the building quickly.
- Wear special clothes like masks and gloves when taking care of patients.
- Make sure you are giving the correct medicine to each patient.

Clean and Secure Environment

- Wash your hands often with soap and water, especially before and after taking care of patients.
- Properly clean medical equipment and devices according to the hospital's guidelines.
- Keep the hospital clean by throwing away trash and waste correctly.

Communication Focus 1

p. 60

B

I Sample Answer I

1 Nice to meet you.

2 If you need any help, I'm here for you.

3 That's too bad.

Section 2 Collaboration at Work

Warm-Up

p. 61

A

I Sample Answer I

The three skills I chose are active listening and open communication, respect for diversity and inclusion, and problem-solving and conflict management skills. The reason why I chose these three skills is that they are essential for successful collaboration and decision-making.

B

1 Ⓓ 2 Ⓑ 3 Ⓕ 4 Ⓐ 5 Ⓔ 6 Ⓒ

C

1 Ⓐ 2 Ⓒ 3 Ⓑ

Situation A

pp. 62~63

Get Ready

(b)

Listen Up

1 Ⓒ 2 (1) T (2) F (3) T

3 (1) patient (2) updates (3) gloves

Real-Field Communication**I Sample Answer I**

A: Hi, Riley. I do hope you're doing well. I wanted to submit a request for some supplies we need. Is this a good time to go over the list with you?

B: Of course. I'm available to help you. What items are you requesting?

A: We need some safety helmets and safety shoes. I also want to stress the importance of getting new work gloves.

B: We're out of safety shoes. If I order them now, they'll arrive in a few days. Is that okay?

A: Yes, that works for me. Also, the machine on the assembly line has been making a strange noise. Could we get it repaired?

B: Sure. I'll have a repairperson stop by ASAP. Also, I heard that some new employees are supposed to join your department soon.

A: Yes, that's correct. It's important to make sure our new employees have all the necessary tools and resources to get started. Can we get tablet PCs and smart pens for the new hires?

B: Absolutely. I'll order them so that they arrive in time for the new employees' start date.

A: Thank you for your assistance.

Situation B

pp. 64~65

Get Ready

(a)

Read On

1 information security 2 professional security firm

3 change (their) passwords

Write Right

(1) Ⓑ (2) Ⓒ (3) Ⓐ

Real-Field Communication**I Sample Answer I****INVOICE**

Date: June 1, 2026

Invoice No: KG94668

To: Protect-a-Life Insurance, 15 Main Street, Gotown 45214

Tel: 513-387-8915

Description of Goods/ Services	Quantity	Unit Price (\$)	Amount (\$)
Auto Insurance (Policy No. 1635)	1 year	500	500
Home Insurance (Policy No. 6780)	1 year	1,000	1,000
Life Insurance (Policy No. 2680)	1 year	1,500	1,500
Subtotal			3,000
Tax (5%)			150
Total			3,150

Sincerely,

Elizabeth Cooper

Customer Service Representative

Happy Insurance Company

Workplace Project 2

pp. 66~67

Step 1

1 [B] 2 [A] 3 [C]

Step 3**I Sample Answer I**

This bar chart shows the sales of computers and smartphones by ABC Electronics from 2020 to 2024. According to the chart, both items experienced an upward trend in sales. Computer sales exhibited a steady increase of \$5 million each year. Smartphone sales remained at \$10 million until 2022 and then increased dramatically, reaching \$45 million in 2024. Although they still fall short of computer sales in terms of value, the difference is now only \$5 million. Overall, sales for both items grew, but smartphone sales showed more rapid growth.

Communication Focus 2

p. 68

B I Sample Answer I

1 Please wear a gown and gloves before entering.

2 Absolutely. / Sure. / Of course.

Check Up p. 69

1 (b) 2 (b) 3 (b) 4 (c) 5 (a) 6 (d)

7 [D], [C], [B], [A]

Into the Job World p. 70**I Sample Answer I**

- A famous beverage company celebrates cultural diversity through the use of diverse marketing campaigns, highlighting various festivals and traditions worldwide.
- A leading online entertainment company holds virtual learning workshops covering a range of cultural topics to foster a diverse and inclusive environment.

Promising Careers in the Future p. 71**I Sample Answer I**

I'm most interested in an agricultural drone operator. Using drones to monitor crops and collect real-time data sounds exciting and impactful. Collaborating with experts to analyze and make informed decisions would help enhance crop productivity and sustainability.

Prep for NCS pp. 72~73

1 (3) 2 (1) 3 (4) 4 (3) 5 (3)

Lesson 4 Communicating at Work**Section 1 Phone Communication****Warm-Up** p. 75**A**

Face-to-Face Conversation: (b), (d)

Telephone Conversation: (a), (c)

B

1 (b) 2 (c) 3 (a)

C

1 (c) 2 (b) 3 (a)

Situation A**Get Ready**

(b)

pp. 76~77

Listen Up

1 (b) 2 (1) F (2) T (3) F

3 I Sample Answer I Don't hang up, and please hold while I transfer your call.

Speak Out

(1) (c) (2) (b) (3) (a)

Real-Field Communication**I Sample Answer I****A:** Hello, you've reached NovaTech Innovations.**B:** Hi. This is Lewis Jones from Great Hills Engineering in Sydney. I'd like to speak with Karen Sherwood.**A:** I'm sorry, but she is not in the office today. She is on vacation.**B:** Oh, I see.**A:** Do you want to leave a message for her?**B:** Well, yes. Could you tell her that the Friday meeting has been rescheduled to next week?**A:** Okay. Is there anything else I can help you with?**B:** No, that will be all. Thank you.**A:** No problem. Have a good day.**Situation B**

pp. 78~79

Get Ready

(a)

Listen Up

1 (b) 2 (a)

3 I Sample Answer I (1) purchase these new accessories (2) arrange a meeting to discuss the details (3) visit us at 2 p.m. next Wednesday

Real-Field Communication**I Sample Answer I****A:** Good morning. This is Aileen Kim speaking. How can I assist you?**B:** Hello. I'm Sarah Kim, Director of Sales at Middleton Tech. I'm returning a call made to my office by Mr. Ken Phillips of Leadership Works.**A:** Hi, Ms. Kim. I'm Mr. Phillips' secretary. He is currently out of the office.**B:** I see. Will he be back soon?**A:** Let me check his schedule. ... He'll be back in about

two hours.

B: Hmm... He told me he wanted to discuss rescheduling the leadership training workshop. Could you ask him if he could meet me for a business lunch at a nearby restaurant on Friday at 12 p.m.?

A: According to his schedule, he is available. However, I'll confirm that with him just to make sure.

B: Thanks. I would also be open to holding a virtual meeting on Thursday at 11 a.m.

A: I will inform Mr. Phillips of both options and get back to you as soon as possible.

B: Okay, thank you. I'll be waiting to hear back from you.

Workplace Project 1

pp. 80~81

Step 1

1 (B) 2 (A) 3 (D) 4 (C)

Step 2

(1) medication delivery (2) room 304 (3) medication arrives

Step 3

I Sample Answer I

(1) I'm leaving a voicemail message for you instead
(2) you wanted to know about the status of the medication delivery
(3) the medication hasn't arrived yet

Communication Focus 1

p. 82

B

I Sample Answer I

1 I'll make a note of your call.
2 According to his schedule, he is available.
3 Could you remind her to follow up with me?

Section 2 Written Communication in Business

Warm-Up

p. 83

A

I Sample Answer I

1 text 2 text 3 email, send a business letter
4 call

B

1 restock 2 attached 3 improve

C

1 (C) 2 (b) 3 (a)

Situation A

pp. 84~85

Get Ready

(a)

Listen Up

1 (a) 2 (C)

3 (1) remote control toy cars (2) week's supply
(3) rush fee

Write Right

I Sample Answer I

(1) the new remote control toy cars (2) ask the supplier to make a delivery sooner (3) Could you give me the contact email address for the supplier?

Real-Field Communication

I Sample Answer I

(1) Many customers are interested in your company's new remote control toy cars. So we are currently running out of stock.
(2) We would like to ask you to send some of the products earlier than the scheduled date.
(3) Even a few dozen would be enough.
(4) We are open to paying an additional fee to accelerate the delivery, if needed.

Situation B

pp. 86~87

Get Ready

(b)

Read On

1 C 2 B 3 A

Write Right

(1) (b) (2) (a) (3) (C)

Real-Field Communication

I Sample Answer I

This is a reminder for the 6th World Conference on Green Energy and Environmental Technology on July 15 at 1 p.m. at the Middlemount Hotel, Seoul.
The conference includes dinner and drinks.

Workplace Project 2

p. 88~89

Step 1

- (1) ㉔ (2) ㉑ (3) ㉑ (4) ㉑

Step 3

I Sample Answer I

Title: New Employee Benefits Package Announcement

Attention: all employees

We are excited to announce that the company will be introducing a new employee benefits package next month, which includes increased paid vacation, programs for employee well-being, and expanded health insurance options.

Please attend the meeting to learn more about these new benefits and ask any questions you may have.

- When: Wednesday, February 10, 2 p.m.
- Where: Conference Room B, 5th floor of the main office building
- Note: Contact Jane Duncan with any questions by email at jane.duncan@brightspark.com.

Thank you.

Eric Thompson

Manager, Human Resources Team

Communication Focus 2

p. 90

B

I Sample Answer I

- 1 Please review the details on the company's online bulletin board.
- 2 You can download the attached sales training program schedule file.
- 3 I would be delighted to attend the conference on July 15 at the Middlemount Hotel in Seoul.
- 4 See you soon!

Check Up

p. 91

- 1 ㉔ 2 ㉔ 3 ㉑ 4 ㉑ 5 ㉑ 6 ㉑

7 I Sample Answer I This scheduled power interruption will take place

8 I Sample Answer I We apologize for any inconvenience and appreciate your understanding.

Into the Job World

p. 92

I Sample Answer I

- B2B means "Business to Business." It's used when one business does something with another business, like selling things to each other. It's different from selling to customers.
- FW stands for "Forward." You might see this in email subjects. It just indicates someone is sending an email they got from someone else. It lets you know the email isn't originally from them.

Promising Careers in the Future

p. 93

I Sample Answer I

The term "fintech" refers to the use of technology in financial services to improve the delivery of financial products and services. To become a fintech engineer, you need to have a solid foundation in computer science, programming languages, and software development.

Prep for NCS

p. 94~95

- 1 ㉑ 2 ㉑ 3 ㉑ 4 ㉑ 5 ㉑

Lesson 5 Productive Collaboration

Section 1 Arranging a Meeting

Warm-Up

p. 97

A

I Sample Answer I

In my opinion, having a meeting plan or agenda is the most important factor for a productive meeting. It helps everyone stay focused on the purpose of the meeting, and it enables people to come to the meeting prepared and ready to participate.

B

- 1 opportunity 2 microphone 3 stereotype

4 marketing

C

- 1 reschedule 2 conference 3 conflict 4 work

Situation A

pp. 98~99

Get Ready

Ⓒ

Listen Up

1 Ⓐ 2 (1) T (2) F (3) T

3 (1) investment opportunities (2) next Thursday

Real-Field Communication**I Sample Answer I****A:** Hello, Jane Malone speaking.**B:** Hi, Jane. Can you schedule a meeting for the design team's performance review?**A:** Of course. When would you like to have the meeting?**B:** Let's have it next Wednesday.**A:** Okay. What time would you like the meeting to start?**B:** How about 3 p.m.?**A:** All right. And where would you like to hold the meeting?**B:** Let's have it in the HR conference room.**A:** Okay. And who should be invited to attend the meeting?**B:** The design manager, the design team members, and a human resources representative should attend. Do you think this schedule will work for everyone?**A:** I'm not sure, but I can send out the invitations and ask if everyone can come to the meeting.**B:** That sounds good. Please let me know as soon as you receive their responses.**A:** Sure. I'll take care of it right away.**Situation B**

pp. 100~101

Get Ready

Ⓒ

Listen Up

1 Ⓑ 2 Ⓐ 3 Ⓒ, business trip

Speak Out

(1) Ⓐ (2) Ⓒ (3) Ⓑ

Real-Field Communication**I Sample Answer I****A:** Good morning, Judy.**B:** Good morning, Paul.**A:** I wanted to talk about the budget planning meeting.**B:** Yes, what about it?**A:** It's scheduled for next Monday at 11 a.m., right?**B:** Yes, that's correct.**A:** I caught a bad cold, so we need to reschedule the meeting.**B:** Oh, I see. When would you like to reschedule it to?**A:** Let's reschedule it to three days later.**B:** I'm sure that won't be a problem. I'll make the necessary arrangements.**A:** I hope this change in schedule won't cause any problems.**B:** I'm sure it'll be fine. I'll make sure to inform all the attendees of the new time and date.**A:** Thank you, Judy. You're always so efficient.**B:** It's my pleasure. Let me know if there's anything else I can do for you.**Workplace Project 1**

pp. 102~103

Step 1

(1) Ⓑ (2) Ⓐ (3) Ⓒ

Step 3**I Sample Answer I****Budget Planning Meeting**

Hello, all department heads and budget managers!

I am pleased to announce that we will be holding our budget planning meeting on March 15, 2025, at 2 p.m. The meeting will be in the seminar room on the seventh floor. All of you are invited to come to the meeting. I'm sure this schedule will work for everyone. If you are unable to attend, please let us know as soon as possible. There will be refreshments at the meeting.

The meeting will have the following purposes:

1. To discuss the company's budget for the next fiscal year
2. To identify the company's strategic goals for the upcoming year

Thank you for your cooperation.

Communication Focus 1

p. 104

B

I Sample Answer I

- 1 Let's have it in the conference room on the fifth floor.
- 2 Who should be invited to attend the meeting?
- 3 I hope he's okay.

Section 2 Participating in a Meeting

Warm-Up

p. 105

A

I Sample Answer I

- In-Person Meetings: Real-time feedback, Nonverbal cues, Networking, etc.
- Virtual Meetings: Global reach, More frequent communication, Easy document sharing, etc.

B

- 1 (d) 2 (a) 3 (c) 4 (b)

C

- 1 (a) 2 (d) 3 (c) 4 (b)

Situation A

pp. 106~107

Get Ready

(c)

Listen Up

- 1 (b) 2 (a)

- 3 (1) requirements (2) solutions (3) competitors

Speak Out

- (1) (c) (2) (a) (3) (b)

Real-Field Communication

I Sample Answer I

- A:** Do you have any ideas for ways to increase the sales of our sports goggles?
- B:** We could issue loyalty cards to customers.
- A:** That's a good suggestion. Do you have any other ideas?
- C:** We could also improve our marketing efforts by using social media and other online channels to reach new

customers.

A: Excellent idea. Any other suggestions?

D: Providing excellent customer service is also crucial for our business success. We could train our employees to be more responsive and helpful to customers.

A: That's a good idea. Thank you, everyone, for your suggestions. Let's work hard to increase sales.

Situation B

pp. 108~109

Get Ready

(b)

Listen Up

- 1 (b) 2 (c) 3 **A1:** sales team **A2:** user-friendly

Real-Field Communication

I Sample Answer I

Junho: Hi, everyone. Can you hear me clearly?

Sora: Yes, we can hear you well. How about you? Can you see and hear us properly?

Junho: Yes, everything is good on my end. So, let's get started by discussing how to promote our new sports shoes.

Boram: Yeah. By using social media influencers, we might be able to attract more clients.

Junho: That's a good idea. Sora, can you work with the marketing team to create a strategy for that?

Sora: Sure, I'll make sure to coordinate with them and get back to the team with some ideas.

Yunsu: Another idea to promote our new products could be to offer discounts to customers.

Junho: Great suggestion. Does anyone else have any ideas to share?

Sora: I wonder if we should consider promoting our new products on the street.

Boram: I like that idea. We can discuss it in the next meeting and see if it's possible.

Yunsu: Sounds good to me, too.

Junho: Okay, let's wrap up this meeting. Thanks, everyone.

Workplace Project 2

pp. 110~111

Step 1

- (1) Agenda (2) Discussion Summary (3) Action Items

Step 3

I Sample Answer I

StrideStep Sports Meeting Minutes

Date: May 9

Attendees: Junho, Sora, Boram, and Yunsu

Meeting Type: Online

Agenda: Promoting the Company's New Sports Shoes

Discussion Summary:

1. Boram suggested utilizing social media influencers to attract more clients.
2. Yunsu suggested offering discounts to customers.
3. Sora proposed considering street promotions for the new product.

Action Items:

- Sora will coordinate with the marketing team to create a strategy for using social media influencers.
- The team will discuss the possibility of advertising the new product on the street.

Minutes submitted by Junho Han

Communication Focus 2

p. 112

B

I Sample Answer I

- 1 We can discuss that idea in the next meeting and see if it's possible.
- 2 Excellent idea.
- 3 See you then!

Check Up

p. 113

- 1 (a) 2 (c) 3 (a) 4 (c) 5 (d) 6 (c)

7 I Sample Answer I learn/gain something/insights from their strategies

8 I Sample Answer I do/conduct a competitor analysis

Into the Job World

p. 114

I Sample Answer I

When brainstorming, it's important to create a relaxed environment where people can share their ideas freely. It's also important to have a clear goal or problem to solve. Having a good leader to guide the session can also help generate more ideas and keep the conversation on track.

Promising Careers in the Future

p. 115

I Sample Answer I

A data scientist is a person who uses math, statistics, and computer science to understand large amounts of data and help companies make better decisions. Data science is a good career option because lots of data are being produced every day, companies want to use data to make decisions, and technology is getting better.

Prep for NCS

pp. 116~117

- 1 (4) 2 (2) 3 (1) 4 (4) 5 (3)

Lesson 6 Successful Business Trips

Section 1 Preparing for and Going on a Business Trip

Warm-Up

p. 119

A

I Sample Answer I

renting a car / long flights / packing a suitcase / learning opportunities / connecting with new people / booking travel arrangements

B

- 1 (c) 2 (b) 3 (a)

C

- 1 itinerary 2 access 3 reservation

Situation A

pp. 120~121

Get Ready

product samples and brochures / laptops / passports and travel documents

Listen Up

- 1 (a) 2 (c) 3 (1) October 15 (2) booth (3) clients

Real-Field Communication

I Sample Answer I

A: Hi, this is Sarah Winston from Middlemount Traders Company. I need to make arrangements for my

business trip to London, UK, next month.

B: Of course. What's the purpose of your trip?

A: I'll be attending the annual executive leadership conference.

B: Okay. Can you tell me the dates you're looking to travel on?

A: I'd like to depart on May 1 and return on May 3.

B: Let me check on flight availability and options for you. ... Would you like to fly economy or business class?

A: Business class, please.

B: I've found a few options for you with different airlines. Do you have any preferences?

A: I trust your judgment, so you can book the one you think is best.

B: All right. I've booked your round-trip flight with Skyjet Airlines. For accommodations, would a standard hotel room be okay?

A: Yes, as long as it's a nonsmoking room close to the convention center.

B: I'll book a standard single room at the Sunflower Hotel. I'll email you the itinerary and confirmation details.

A: Thanks a lot. Have a great day.

Situation B

pp. 122~123

Get Ready

(b)

Listen Up

1 (c) 2 (c) 3 (c) 12A, (e) 11:45

Speak Out

(1) (b) (2) (c) (3) (d) (4) (a)

Real-Field Communication

I Sample Answer I

A: Excuse me.

B: Yes, ma'am. How can I assist you?

A: Do you have any extra blankets? I'm feeling quite cold on this flight.

B: I'll get you another one right away.

A: Thank you so much.

B: No problem. Is there anything else I can help you with?

A: I was wondering if I can make a call. I need to call my company.

B: The in-flight call service is available, ma'am.

A: All right. Thanks.

Workplace Project 1

pp. 124~125

Step 1

I Sample Answer I

When you're planning a business trip, outlining your business agenda is important. This can involve attending conferences or trade shows, meeting with local partners, or visiting production sites. Selecting your travel dates is the next step. It is also necessary to determine where you'll be staying.

Step 2

I Sample Answer I

- **Joining workshops or talks:** There are learning sessions at trade shows about new things happening in the industry. I would join ones that talk about trends in making fashion more environmentally friendly.
- **Networking with others in the industry:** I would exchange business cards with other people, have meaningful conversations, and maybe make deals that could help our business.

Step 3

I Sample Answer I

Day 1 Arrival and Local Retail Store Visit

- Visiting a local retail store to meet business partners (4:00 p.m.)
- Having dinner with local business partners (7:00 p.m.)

Day 2 Local Factory Visit

- Visiting the local factory where our clothes are made (9:00 a.m.)
- Meeting with factory representatives (director of the Sales Department, etc.) (11:00 a.m.)
- Having lunch with factory representatives (12:30 p.m.)

Day 3 Conference and Trade Show

- Arriving at the trade show and beginning the search for suppliers offering eco-friendly materials (9:00 a.m.)
- Attending a conference titled "Sustainable Fashion: The Future of Apparel" to learn more about environmentally friendly trends in fashion (2:00 p.m.)
- Attending a networking event to connect with industry

colleagues over dinner (7:00 p.m.)

Communication Focus 1

p. 126

B

I Sample Answer I

- 1 Can you take a look?
- 2 You'll meet clients during the trade show and also attend networking events.
- 3 Is there a power outlet near my seat?
- 4 Let me check on flight availability and options for you.

Section 2 Checking into a Hotel and Attending a Trade Show

Warm-Up

p. 127

A

I Sample Answer I

I am most interested in attending a product launch conference. I enjoy learning about new and innovative products in the industry, and it would provide an opportunity to see the products up close and ask questions.

B

- 1 (a) 2 (c) 3 (b) 4 (f) 5 (e) 6 (d)

C

- 1 (c) 2 (b) 3 (a)

Situation A

pp. 128~129

Get Ready

(a)

Listen Up

- 1 (c) 2 (1) T (2) F (3) T
3 (1) 801 (2) 8:30 (3) City Hall

Real-Field Communication

I Sample Answer I

- A:** Welcome to the hotel's business center. How may I assist you?
- B:** Hello. I need to send a package.
- A:** Certainly, ma'am. We have different shipping options available here. Which one would you prefer, next-day delivery service or regular delivery service?

B: Next-day delivery would be preferable.

A: Not a problem. Do you want to charge it to your room or pay in cash?

B: I prefer to pay in cash. Thank you for your help.

Situation B

pp. 130~131

Get Ready

(a)

Listen Up

- 1 (a) 2 (1) (d) (2) (a)
3 **A1:** its bottom pole was a bit loose
A2: added more pictures

Speak Out

- (1) (d) (2) (b) (3) (c) (4) (a)

Real-Field Communication

I Sample Answer I

- A:** Welcome to our booth! We specialize in commercial-grade coffee machines.
- B:** Hi. I'm interested in the new models your company offers.
- A:** Great! We have coffee machines that are designed for single-serve usage, as well as one that is perfect for multiple servings. Which are you interested in?
- B:** I'd like to hear more about the multi-serve coffee machine.
- A:** Okay. Would you like to see a demo of how it works?
- B:** Absolutely.
- A:** [After demonstrating the product] Here's a leaflet that explains all the features and benefits. Would you like me to email it to you or give you a hard copy?
- B:** A hard copy, please. Thanks.
- A:** All right. And as a thank-you gift for stopping by, we have coffee mugs and packs of coffee beans available. Which one would you like?
- B:** I'd prefer a coffee mug. I'll take it. Thank you.

Workplace Project 2

pp. 132~133

Step 1

- 1 C 2 D 3 A 4 B

Step 3

I Sample Answer I

Date: August 31, 2025

To: Emily Cho, Marketing Manager

From: Bora Kim, Marketing Specialist

Subject: August 25–28, 2025 Seoul Business Trip Report Submission

This report provides a detailed summary of my recent business trip to Seoul, Korea, where I attended the Korea Smart Device Trade Show and gained insights into the latest technology trends. The Korea Smart Device Trade Show, sponsored by the Seoul Metropolitan Government, took place from August 25 to August 28. The exhibition attracted approximately 30,000 visitors and featured 100 exhibitors across 500 booths.

The discussions covered a broad spectrum of topics, including online advertising, crowdfunding strategies, cross-border platforms, and integrated online mall management to optimize the promotion of various small digital devices.

The conference “Capitalizing Innovation: Crowdfunding Strategies for Digital Device Start-Ups” was a standout event at the trade show. Experts gave thorough presentations on crowdfunding strategies for businesses that create small digital devices, such as mobile accessories, wearable devices, and smart appliances. They shared real-life success stories, which were really interesting. The knowledge we acquired will be very useful as we’re thinking about using crowdfunding for our upcoming projects and products.

The trip to the Korea Smart Device Trade Show was both thought-provoking and productive. It offered a new perspective on the dynamic and evolving landscape of the smart device industry. I look forward to sharing these insights in our upcoming meeting to see how we can incorporate these advancements into our business strategy. Please let me know a suitable date and time for this presentation.

Best regards,
Bora Kim

Communication Focus 2

p. 134

B

I Sample Answer I

- 1 Please write down your room number and sign this bill.
- 2 Here’s a leaflet that explains all the features and benefits.
- 3 I will arrange for a taxi to pick you up here at 8:30 a.m. tomorrow.

Check Up

p. 135

- 1 (a) 2 (b) 3 (c) 4 (b) 5 (a) 6 (b)
7 (1) [B] (2) [A] (3) [C]

Into the Job World

p. 136

I Sample Answer I

To communicate well with people from other cultures, learn about their customs and be respectful. Pay attention to body language and gestures as they might have different meanings. This helps avoid misunderstandings and keep good relationships with partners from different places.

Promising Careers in the Future

p. 137

I Sample Answer I

As people live longer, we have more older people around us. This means we need people to help care for seniors, known as senior care coordinators. At the same time, technology is getting more complex and can be tough for some seniors to handle. That’s when gerontechnology specialists step in to help older people use these new technologies. So, in the near future, we’ll probably need more people in both of these roles.

Prep for NCS

pp. 138~139

- 1 (3) 2 (2) 3 (4) 4 (3) 5 (3)

Résumé

Contact Information

Include your name, phone number, email address, and professional or relevant social media links.

Name _____ Address _____
Phone Number _____ Email Address _____

Objective

Briefly state your career goals.

Education

Begin with your most recent educational degree obtained and then work backward until you reach your high school degree. Make sure to include the names of all the educational institutions, the degree(s), and when you attended and graduated from each one (or when you expect to graduate).

Work Experience

List all relevant work experience, beginning with your last place of employment. Make sure to include the names of all relevant companies, job titles, dates of employment, and a brief description of the key responsibilities that you performed at each company.

Technical Skills/Languages

Highlight relevant skills that are applicable to the job that you are applying for. Examples of these are: language skills, technical skills, interpersonal skills, or any certificates or certifications.

Hobbies/Interests

Try to emphasize any hobbies or interests that might demonstrate skills or qualities that are relevant to the job.

Application for Employment

*Some companies use different application forms.
This is just a generic sample template of what is included on an application form.

Date of Application: _____

Personal Information

Name	Address		
Telephone		Email	

Employment Information

How did you learn about our company?			
Position Sought		Available Start Date	
Desired Pay Range (Hourly or Salary)		Are you currently employed? ☐ Yes ☐ No	

Education

	Name and Location	Attendance Dates	Major/Minor/Certification
High School			
College/University			
Specialized Training, Trade School, etc.			

Work History

From	To	Name
Duties		
From	To	Name
Duties		

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*집필진의 직접 집필인 경우 출처를 밝히지 않았음.

Photos

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디자인 표지: 파인트그래픽스 내지: 이츠박스
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2025. 3. 1. 초판 발행 / 2026. 3. 1. 제2쇄 발행

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공급업무대행 : **엠펙** 한국교과서협회 경기도 파주시 문발로 439-1

개별구입문의 : 홈페이지 주소 www.ktbook.com 031-956-8581 ~ 4 (사)한국교과서협회

ISBN : 979-11-92702-37-7 53740