Phrase bank Unit 1: Introductions

Describing your work I work for (IBM / a pharmaceutical company). I am responsible for (accounts). I work in (a bank / an office / London).		
I have (five) years of experience in (sales). My job involves		
I'm based in		
My role is to		
Our headquarters are in		
I'm head of (marketing) / in the (marketing) department.		

Phrase bank Unit 2: Work-life balance

Talking about routines		
We work (37) hours a week.		
I hardly ever send (text messages).		
They work an average of (five) hours of overtime.		
She sometimes has to work at the weekends.		
The average user saves (45) minutes a day by being able to check emails on the move.		
It means a lot of travelling.		
It involves long hours.		
I always go to work (by car).		
We get (three) weeks' holiday a year.		
I usually just have (a sandwich) for lunch.		

Phrase bank Unit 3: Telephone talk Phrase bank Unit 5: Internet histories

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Telephoning	Talking about the past
This is	When did they first?
Thank you for holding.	Who started the company?
I'm putting you through now.	How long ago did?
I'm phoning/calling about	Who invented?
Can I/you take a message?	When was the last time?
Can/Could I speak to?	What happened in?
Can I have extension, please?	
I'd like to speak to	
The line is engaged.	
I'm calling from (Tokyo/New York)	
You've got the wrong number.	
Can you give me the number for?	
Could you tell him/her that I called?	
Could you hold on, please?	
Sorry, I didn't catch that. Could you say it again?	
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Phrase bank Unit 6: Orders

Dealing with orders
Thank you for
Please accept my apologies for
I apologize for
I'll deal with it
Please contact us / let us know if
Let me take down the details
Regarding
I'm not at all happy about this.
I wish to / would like to confirm our order.
i wish to / would like to commin our order.

Phrase bank Unit 7: Hotels

Travel and accommodation
Do you have any rooms available?
I have a few hours to kill.
I have a few hours to shower.
I have a few hours to stretch out.
I'd like a chance to relax.
I'd like a chance to sleep off the jet lag.
The price was very reasonable.
Is there Internet access available?
I have an early morning flight.
I have an afternoon flight.
I have an evening flight.
Could I have an early morning call, please?

Phrase bank Unit 10: Stressed to the limit

Phrase bank Unit 9: Spirit of enterprise

Talking about business developments Talking about stress He left school (at 16). My job is very stressful. Eventually he became a manager. Too much pressure and long hours are the main factors. They picked up skills and knowledge. Work-related stress can cause health problems. He was still only (20) when he set up the business. I find being at home more stressful than being at work. One thing they have in common is a capacity for hard work. I get a bit on edge at times. The company is still growing. Stress is linked to heart disease. The level of profits has remained stable. It's easy for companies to reduce stress. Turnover has doubled in (5) years. Customer service is a major selling point.

Phrase bank Unit 13: Air travel

Phrase bank Unit 11: Top jobs

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Describing a company's development He pitched his ideas for (an Internet company).	Air travel Is this where I check in for flight (RA 264)?
They created a business plan and secured funding.	Is it okay if I take this bag on as hand luggage?
Company sales grew (37) per cent between (2007) and (2011).	Could you show me where the available seats are?
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His company is the world's (second-) largest (online auction site).	I'd really like an aisle / a window seat if possible, please.
It's the (tenth) highest-ranked (retail site) in the world.	Did you pack your bag yourself?
We don't get a bonus at the end of the year.	The flight will be boarding at gate number (23) in (20) minutes. Have a good flight.
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Phrase bank Unit 14: Hiring and firing

Now, can we just check out some details? Does that mean? But do / are you? It says on your CV / in your email that What exactly does that mean? What does involve?
Could you be a bit more specific about, please?
I'd like to work for you because
In the past, I've
At my last job, I
I'm responsible for
I have (five) years of experience in

Phrase bank Unit 15: Time

Talking about time		
It's behind schedule. What is the situation?		
I'm sorry about the delay but there have been some problems.		
How long is it going to take?		
I think we should be ready by		
It shouldn't take longer than that.		
Will it be on time?		
The deadline is (next week).		
I sometimes waste time by		

Phrase bank Unit 17: Office gossip

Phrase bank Unit 17: Office gossip	Phrase bank Unit 18: E-commerce
Social conversations How's it going? Where have you been? Have you heard the news? What news? I can't believe it! Really! Is it official? Apparently they are going to Ihat's awful/terrible/wonderful/incredible. Catch you later. See you there at about six. Congratulations!	Discussing advantages and disadvantages What are the pros and cons? The advantages/benefits/disadvantages/drawbacks are That's a negative/positive factor. Security is an issue. Another point is Having a good job is one thing, but earning a lot of money is another.

Phrase bank Unit 19: E-work

Giving explanations It's not really about working at home. Then you are supposed to persuade your friends. The idea is to I doubt it really works. It sounds more attractive than it really is. You can do as little or as much as you want. The basic tools are