

AUSTRALIAN BOOK AND LANGUAGE STUDIO

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Management I ESP is a new educational resource for management professionals who want to improve their English communication skills in a work environment.

Reviewed by management professionals, the course incorporates career-specific vocabulary and contexts into lessons that build students' working knowledge of English.

Each unit offers step-by-step instruction that immerses students in four language components: reading, listening, speaking, and writing.

Management I ESP addresses topics office equipment, pay and benefits, networking, presentations, and negotiating.

The course is organised into three levels of difficulty and offers over 400 vocabulary terms and phrases.

Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Office Supplies	Request form	binder, envelope, highlighter, legal pad, marker, pen, pencil, stapler, staples, tape	Making a polite request
2	Office Equipment	To-do list	calculator, copier, cubicle, desk, fax machine, file cabinet, landline, shredder, toner	Asking about completion
3	Computers and Accessories	Advertisement	computer, desktop, flash drive, keyboard, laptop, laser printer, monitor, mouse, scanner	Approving a request
4	Parts of the Office	Notice	break room, conference room, entrance, fire exit, lobby, manager's office, open plan, reception desk, restroom, waiting area	Getting someone's attention
5	People in the Office 1	Job fair advertisement	clerk, colleague, co-worker, employee, executive, freelancer, intern, salesperson, secretary, supervisor	Listing a drawback
6	People in the Office 2	Website	accountant, administrative assistant, consultant, designer, HR representative, IT specialist, janitor, manager, owner, receptionist	Looking for someone
7	Numbers	Chart	add, and, comes to, divide by, equals, hundred, less, minus, multiply by, over, plus, subtract, times	Bringing up an error
8	Sales Numbers	Sales report	above, according to, below, first, highest, lowest, median, second, -th, third	Describing mixed results
9	Types of Businesses	Article	co-operative, corporation, incorporated, LLC, non-profit organization, partnership, private, public, shareholder, sole proprietor	Listing benefits
10	Types of Work	Job listings	consult, freelance, full time, opportunity, part time, per diem, permanent, temporary, transition	Describing conditions
11	Pay and Benefits	Handbook	benefits, dental, health insurance, minimum wage, overtime, pay, retirement plan, salary, stock options, vacation time	Giving a strong response
12	Money	Employee guide	bill, cash, change, coin, currency, deposit, face, petty cash, receipt, withdrawal	Giving a reminder
13	Using Money	Advertisement	charge, credit card, credit limit, debit card, direct deposit, invest, monitor, purchase, save, spend, track	Confirming information
14	Bank Accounts	Announcement	accrue, check, checking account, close, commercial bank, credit, interest, open, overdraft, savings account, transfer	Asking for an opinion
15	Changes in Value	Report	bottom out, decline, decrease, expand, fluctuate, grow, increase, peak, shrink, steady	Stating a goal

Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Departments	Employee handbook	accounting, department, division, human resources, IT, marketing, payroll, personnel, production, sales, training	Listing requirements
2	Corporate Governance	Letter	board of directors, CEO, CFO, chairperson, COO, corporate governance, elect, inside director, management, outside director, ownership, president, vice president	Meeting someone new
3	Telephone Interactions 1	Manual	answer, call, connect, direct, extension, line, on hold, party, reach, transfer	Answering the phone
4	Telephone Interactions 2	Telephone message	ASAP, call, call back, caller, leave, message, regarding, return, take, unavailable, urgent	Asking about purpose
5	Correspondence	Handbook	appropriate, business letter, cc, email, fax, formal, hard copy, informal, interoffice, memo, outside, prompt	Stating a preference
6	Introductions	Book	avoid, client, common interest, connection, courtesy, introduction, job title, mention, occupation, personal, relationship	Giving advice
7	Small Talk	Advice column	discuss, inquire, living, local, marital status, politics, recommendation, refrain, religion, small talk, sport, topic, weather	Asking for a recommendation
8	Delegating Tasks	Email	assign, be in charge of, be on, choose, delegate, responsible for, run, take care of, take on, task	Describing responsibility
9	Following Up	Memo	check on, estimate, follow up on, get in touch, hear back from, previously, progress, report, status, update	Checking on progress
10	Changing Plans	Email	cancel, change, go with, hold off on, instead, move up, Plan B, push back, rather than, reschedule, sooner, unexpected	Asking about methods
11	Giving Feedback	Letter	clarify, comment, constructive criticism, enunciate, expand on, feedback, improve, mumble, redo, revise, strength, weakness, work	Listing positives
12	Motivating Staff	Email	appreciation, award, bonus, commission, contest, hard work, motivate, offer, perk, reward, staff	Identifying a problem
13	Networking	Magazine article	approach, business card, business lunch, conference, contact information, exchange, face-to-face, networking, referral, social gathering, social networking	Ending a conversation
14	International Clients	Email	behavior, bow, cheek, custom, firm, greet, handshake, international, kiss, polite, social cue, soft	Providing reassurance
15	Business in Different Cultures	Magazine article	address, by accident, culture, customary, expectation, foreign, gaffe, gesture, host, manners, misunderstanding, nonverbal, offend, position, respectful, surname, translator	Giving a warning

Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Getting the Job 1	Résumé	compete, cover letter, degree, education, employment gap, experience, letter of recommendation, objective, reference, résumé, skills, work history	Asking for more information
2	Getting the Job 2	Magazine article	applicant, candidate, confident, dress, ideal, interview, interviewer, prepare, qualification, succinct, top choice	Identifying positive aspects
3	Hiring New Employees	Email	advertise, branch, expand, from within, headhunter, hire, in-house, job listing, open, post, recruit, referral, search, staffing agency, workforce	Asking to be considered
4	Promotions	Email	corporate ladder, duty, excellent, head, income, promote, promotion, raise, recommend, reliable, responsibility	Showing gratitude
5	Terminations	Company handbook	absenteeism, company policy, disciplinary, documented, dress code, excessive, failure, fire, late, let go of, punctuality, terminate, violation, work ethic, write up	Delivering bad news
6	Scheduling	Email	annual, appointment, arrange, in advance, pencil in, postpone, review, RSVP, schedule, send (one's) apologies, set up, weekly	Providing options
7	Meetings 1	Memo	beforehand, bicker, cut off, etiquette, go over, interrupt, jargon, meeting, off topic, on track, opinion, state, talk over, waste	Describing mixed results
8	Meetings 2	Agenda	agenda, brainstorm, generate, idea, identify, item, key point, minutes, note-taker, objective, point of view, presenter, submit, time allotment	Talking about priorities
9	Presentations 1	Guidelines	chart, copy, diagram, display, graph, handout, image, laser pointer, presentation, projector, reserve, resize, slide, table	Giving a reminder
10	Presentations 2	Book section	audience, body language, bore, eye contact, glance, memorize, move on, note, outline, practice, review, summarize, take, topic, verbatim	Identifying weaknesses
11	Time Management	Advice column	ahead of, behind, distraction, goal, interruption, keep track, lost time, make up for, organize, prioritize, reminder, schedule, task list	Giving advice
12	Team Building	Project overview	chairperson, completer, coordinator, creative, implementer, monitor evaluator, plant, resource investigator, role, shaper, specialist, team, team building, teamworker	Describing benefits
13	Negotiating	Email	anticipate, back down, beneficial, close, compromise, conflicting, confrontation, deal, hostile, interest, mutually, negotiate, trade-off	Rejecting a proposal
14	Traveling 1	Email	accommodations, book, business class, check in, coach, fare, first class, flight, itinerary, layover, reservation, seat assignment, ticket, train, upgrade	Identifying a problem
15	Traveling 2	Poster	baggage claim ticket, boarding pass, carry-on, check, customs, declare, destination, flammable, identification, luggage, medication, passport, prohibited, security, visa	Confirming information



To: Joshua Hart
From: Kate Stevens
Re: Next Week's Schedule

Dear Joshua,

Next week is going to be busy, and I need your help to plan it. First, I need to make sure that we **schedule** extra salespeople for Friday. Then, I'd like you to **set up an appointment** for sales training. Make sure to ask everyone to **RSVP** so we can prepare the materials **in advance**.

Next, please **arrange** the **weekly** sales meeting. We need to compare our sales for the month to the goal we set. Make sure that you schedule it for a time that all salespeople can attend.

I want you to **pencil in** a day and time for our **annual** sales **review**. You will have to determine which day will work the best, and expect changes. Sometimes finding the appropriate day takes a while in order to accommodate everyone. The executive personnel are often out of the office on business trips.

Lastly, **send apologies** to Mr. Levens for my inability to attend his meeting next week. If it is important that I be there, ask him if he can **postpone** it.

If he schedules it for the same time on Thursday, instead of Friday, I'll be able to go.

Thank you,
Ms. Stevens



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common schedules?
- 2 What tools can be used to make and distribute schedules?

Reading

2 Read the email. Then, choose the correct answers.

- 1 What is the main purpose of the email?
 - A to plan the weekly production meeting
 - B to postpone the sales training
 - C to schedule a business trip
 - D to arrange the schedule for the upcoming week
- 2 Why might it be difficult to schedule the annual review?
 - A It only occurs once a year.
 - B Executives are often out of town.
 - C It lasts a long time.
 - D Everyone has other meetings to attend.
- 3 Why is it important that employees respond to the sales training invitation?
 - A so those who can't come can schedule another time
 - B so the correct number of materials can be prepared
 - C so the manager can arrange the right room for the training
 - D so they know how much food to order for lunch

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|----------------|------------------|
| 1 __ set up | 5 __ appointment |
| 2 __ pencil in | 6 __ in advance |
| 3 __ weekly | 7 __ review |
| 4 __ postpone | 8 __ annual |

- A occurring once every seven days
- B to plan for an event knowing that it might change
- C occurring before another event
- D a meeting set for a certain time
- E to make arrangements for an activity
- F occurring once a year
- G to delay an event
- H an examination of events

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 schedule / arrange

A _____ the meeting at 11:00 on Wednesday.

B I'll _____ the handouts and chairs before the meeting.

2 RSVP / send apologies

A The manager had to _____ for missing the meeting.

B The invitation says to _____ by Friday.

5 Listen and read the email again. Why is it important to plan a meeting in advance?

Listening

6 Listen to a conversation between a secretary and a manager. Mark the following statements as true (T) or false (F).

- 1 ___ The weekly meeting will be postponed.
- 2 ___ The man canceled the appointment with Mr. Jackson.
- 3 ___ The woman will not attend the monthly sales goals meeting.

7 Listen again and complete the conversation.

Secretary: Well, Mr. Druss can't make the weekly meeting.

Manager: Hmm, I really need him to be there. Can we **1** _____ ?

Secretary: I can go ahead **2** _____ it. I'll check with him to see when he's available.

Manager: That would be great. What **3** _____ do we have?

Secretary: Mr. Jackson **4** _____ a meeting as soon as possible.

Manager: Okay. What does tomorrow **5** _____ ?

Secretary: You're free from 11:30 until 2:00.

Manager: Go ahead and **6** _____ a 1:00 meeting and see if that will work for him.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We have some conflicts ...

What are ...?

Can we change ...?

Student A: You are a secretary. Talk to Student B about:

- schedule conflicts
- changing meetings
- scheduling meetings

Student B: You are a manager. Talk to Student A about the scheduling conflicts.

Writing

9 Use the conversation from Task 8 and the email to complete the schedule. Include: appointments for each day, the types of meetings, and changes to the schedule.

Monday, March 5

Tuesday, March 6

Wednesday, March 7

Thursday, March 8

Friday, March 9

Schedule

Nesler Inc.**A Leader in
Information
Technology!**

Do you have experience as a **clerk** or **salesperson**? Nesler is looking for outstanding **employees**!

We are hiring for several different positions. All positions are based at our downtown office:

- **supervisor**
- **salesperson**
- **office clerk**
- **secretary**

Above positions are full-time. We are also looking for part-time **freelancers**.

Work in a fast-paced environment with great **co-workers**! Collaborate with your **colleagues** to create innovative products. Nesler Inc. offers great employee benefits for all full-time employees.

Want a head start on a great career? Do you dream of being an **executive**? Become an **intern** with Nesler! Drop off applications at our career fair booth.

executive

supervisor

clerk

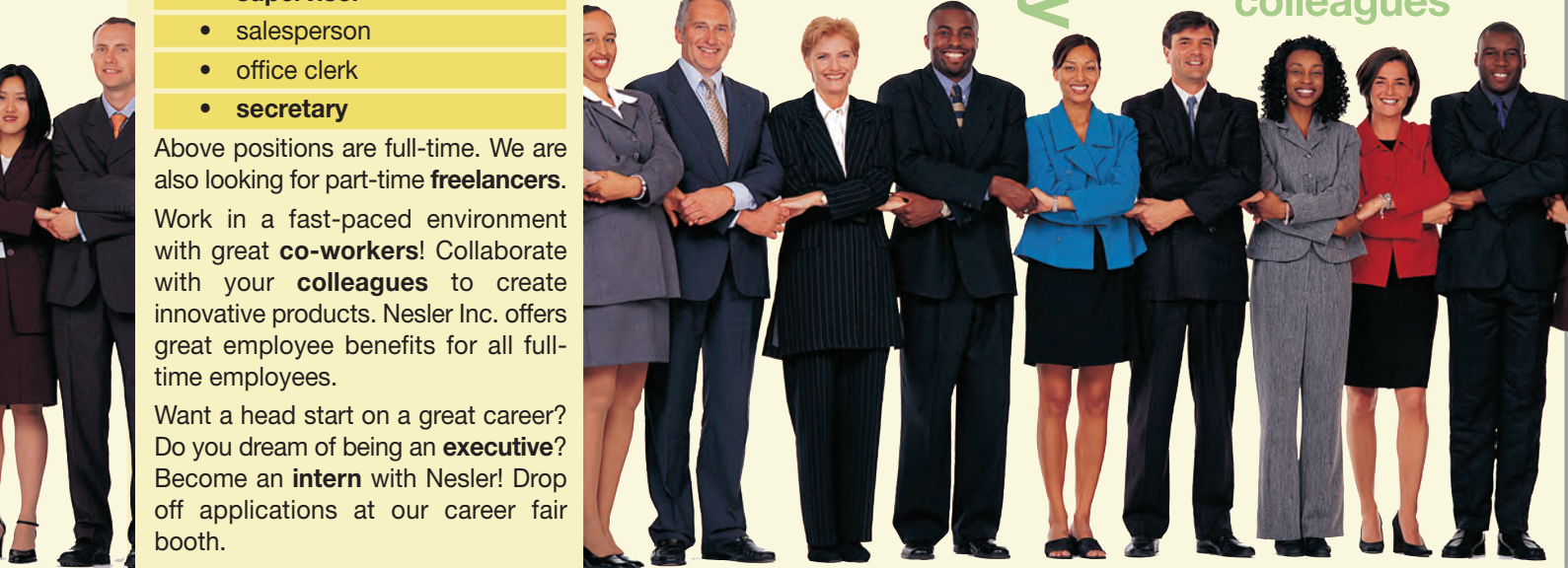
co-worker

salesperson

secretary

free
lancer

colleagues

**Get ready!**

1 Before you read the passage, talk about these questions.

- 1 What are the most common office positions?
- 2 Why is it beneficial to get experience as an intern?

Reading

2 Read the job fair advertisement. Then, mark the statements true (T) or false (F).

- 1 ___ The company is currently hiring supervisors.
- 2 ___ All of the downtown office positions come with benefits.
- 3 ___ Interns should bring their applications to the downtown office.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

- | | |
|-----------------|-------------------|
| 1 ___ clerk | 5 ___ employee |
| 2 ___ intern | 6 ___ freelancer |
| 3 ___ co-worker | 7 ___ salesperson |
| 4 ___ executive | |

- A a person with a higher management position
- B a person who works with other people
- C a person who works for hire without a permanent position
- D someone who works for a company
- E a student getting on-the-job training
- F a full-time employee who does basic office tasks
- G someone who sells things on a company's behalf

4 Write a word that is similar in meaning to the underlined part.

- I left a message with Mr. Mason's assistant who does his administrative duties.
_ _ c _ e t _ _ y
- Shelley's direct manager who oversees her work asked her to do a new project.
s _ _ _ r _ i _ _ r
- Advice from a(n) fellow worker in your field can be very valuable.
_ o _ _ e a _ u _

5 Listen and read the advertisement again. What does this company offer to their potential employees?

Listening

6 Listen to a conversation between a student and a recruiter. Mark the following statements as true (T) or false (F).

- ___ The man is looking for an entry level position.
- ___ The woman is studying business at the university.
- ___ The internship position has low wages.

7 Listen again and complete the conversation.

Student: Hi, do you have any **1** _____ positions open?

Recruiter: Hi there. Well, we have a few **2** _____ open. Do you have any prior experience?

Student: No, I don't.

Recruiter: Okay, let's see. Are you a **3** _____ ?

Student: Yeah, **4** _____ at the university.

Recruiter: Okay, great. In that case, you could become an intern. Of course, the pay is **5** _____ .

Student: That's okay. I need the **6** _____ .

Recruiter: All right then, I'll get you an application.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Do you have any ...?

In that case ...

Of course ...

Student A: You are a job seeker. Talk to Student B about:

- what jobs are available
- what qualifications you have
- what positions you are eligible for

Student B: You are a recruiter at a job fair. Talk to Student A about available positions with your company.

Writing

9 Use the conversation from Task 8 to complete the job application.



Pahl Advertising

Application for Employment

Position desired: _____

Please describe relevant experience:

Glossary

- above** [PREP-U8] If a number is **above** a second number, it means it is higher.
- according to** [PREP-U8] If information is **according to** a person or document, it means that person or document is the source of the information.
- accountant** [N-COUNT-U6] An **accountant** is a person who keeps track of financial information.
- accrue** [V-I-U14] To **accrue** is to build up over time.
- add** [V-T-U7] To **add** a number to another number is to increase it by that amount.
- administrative assistant** [N-COUNT-U6] An **administrative assistant** is an employee who performs a variety of office tasks to support the management.
- and** [CONJ-U7] **And** is used to show addition. For example, 1 and 1 is 2.
- below** [PREP-U8] If a number is **below** a second number, it means it is lower.
- benefits** [N-PLURAL-U11] **Benefits** are services, extra money, or advantages provided by employers to some employees in addition to paying regular wages.
- bill** [N-COUNT-U12] A **bill** is money in the form of paper worth a certain amount.
- binder** [N-COUNT-U1] A **binder** is a hard cover with three rings inside used to hold papers together.
- bottom out** [V-I-U15] To **bottom out** is to reach the lowest value.
- break room** [N-COUNT-U4] A **break room** is a room where employees take breaks and eat lunch.
- calculator** [N-COUNT-U2] A **calculator** is a handheld device used to perform basic mathematical functions.
- cash** [N-UNCOUNT-U12] **Cash** is the physical form of money represented in paper bank notes and coins.
- change** [N-UNCOUNT-U12] **Change** is money in smaller denomination given in exchange for money of greater value.
- charge** [V-I-U13] To **charge** is to use a credit card to pay for a product or service.
- check** [N-COUNT-U14] A **check** is a financial tool, in the form of a written statement, that directs a bank to pay funds from a checking account.
- checking account** [N-COUNT-U14] A **checking account** is a financial account that allows the account depositor to write checks against the funds held in the account.
- clerk** [N-COUNT-U5] A **clerk** is a full-time employee who does general office tasks and other clerical work.
- close** [V-T-U14] To **close** an account is to remove all funds from it.
- coin** [N-COUNT-U12] A **coin** is money that is made from a hard material like metal.
- colleague** [N-COUNT-U5] A **colleague** is a fellow worker within a profession.
- comes to** [V PHRASE-U7] If something **comes to** a number, it is equal to that number after a mathematical operation.
- commercial bank** [N-COUNT-U14] A **commercial bank** is a financial institution that focuses on savings and checking accounts and short-term loans.
- computer** [N-COUNT-U3] A **computer** is a machine used to run programs, store data, and process information.
- conference room** [N-COUNT-U4] A **conference room** is a large room where meetings are held.
- consult** [V-T-U10] To **consult** someone is to seek his or her advice or counsel.
- consultant** [N-COUNT-U6] A **consultant** is a person who gives professional advice on business matters.
- co-operative** [N-COUNT-U9] A **co-operative** is a business that is owned by the people who run it.