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Take a look at the syllabus below for a complete list of the resources offered by this Macmillan Practice Online course.



Business English Intermediate Practice Online (British)

This is a business, intermediate level course. You will find a collection of exercises and activities to give you practice of grammar, vocabulary, listening, reading and writing. There are 4 units, each with 5 syllabus items.

UNIT 1

Business communication: Meeting arrangements

This syllabus item provides practice of the kind of language we use to make arrangements for business meetings.

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| Listening | Listening to a man leaving a message to his PA about a memo to be sent before a meeting. Listening to a woman leaving a message to her PA asking her to organize some documents for a meeting. Listening to two people talking about meeting room arrangements. Listening to different telephone conversations about meetings. |
| Vocabulary | Practising verbs commonly used in business. Practising common collocations in business language. |
| Reading | Reading an email about arrangements for a marketing meeting. |

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| Drafting a memo | Listening Activity |
| Documents for a meeting | Listening Activity |
| Meeting room arrangements | Listening Activity |

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| Three quick phone calls | Listening Activity |
| Covering for a colleague | Vocabulary Activity |
| Setting up a meeting | Vocabulary Activity |

Business communication: In a meeting

This syllabus item provides practice of the kind of language we use to take part in meetings. It also provides practice of the language we use to talk about effective meetings and polite behaviour in meetings.

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| Reading | Reading an article about how to have effective meetings. |
| Grammar | Practising verbs followed by the '-ing' form or an infinitive in an article about effective meetings. Practising modals in sentences about polite behaviour in meetings and other business situations. |
| Listening | Listening to eight people in a meeting giving their opinion about a proposal. |

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| Different opinions | Listening Activity | Meetings and greetings | Language Exercise |
| Effective meetings | Language Exercise | | |

Business communication: Conference arrangements

This syllabus item provides practice of the kind of language we use to make arrangements for conferences.

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| Vocabulary | Practising words used to talk about conference arrangements. |
| Listening | Listening to people discussing arrangements for the conferences they are organizing. Listening to colleagues discussing a venue they would like to book for their company's annual conference. |
| Writing | Writing a letter about arrangements for a conference and looking at a model answer and comments. |

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| Conference arrangements | Listening Activity | Setting up a conference | Vocabulary Activity |
| Conference facilities | Listening Activity | A letter on conference arrangements | Sample Essay |

Business communication: At a conference

This syllabus item provides practice of the kind of language we use when we go to conference centres to attend conferences.

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| Listening | Listening to the introductory speech at a conference. Listening to eight different announcements at a conference. Listening to eight extracts from conversations at a conference. Listening to two travel agents discussing the programme for a conference they are going to. |
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| Welcome to the conference | Listening Activity | Networking at a conference | Listening Activity |
| Conference announcements | Listening Activity | Choosing events | Listening Activity |

Business communication: Presentations

This syllabus item provides practice of the kind of language we use to plan presentations, give presentations and talk about presentations we attended.

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| Listening | Listening to a conversation between a person who will be giving a presentation and his PA. Listening to two people planning a presentation. Listening to a conversation about a presentation that one of the speakers attended. Listening to a representative from a training company giving a presentation about his company. Listening to part of a presentation about mobile phone and Internet users. | | |
| Law firm presentation | Listening Activity | Presentation about a training company | Listening Activity |
| Planning a presentation | Listening Activity | Statistics | Listening Activity |
| Attending a presentation | Listening Activity | | |

UNIT 2

Away from work: Getting ready for visitors

This syllabus item provides practice of the kind of language we use to make arrangements for business visitors to our company.

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| Listening | Listening to someone leaving a message about the arrival of a visitor. Listening to a reservations desk clerk leaving a message about a booking for a business visitor. Listening to a telephone conversation about some business guests. Listening to three people talking about arrangements for a group of business visitors. | | |
| Arrangements for a business visitor | Listening Activity | Accommodation for business guests | Listening Activity |
| A telephone message | Listening Activity | Looking after business visitors | Listening Activity |

Away from work: Socializing with visitors

This syllabus item provides practice of the kind of language we use to socialize with business visitors.

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| Listening | Listening to a conversation with a business visitor who has just arrived. Listening to a conversation with a visitor. Listening to someone inviting a business visitor out for the evening. | | |
| Grammar | Practising question tags. | | |
| Arrival of a business visitor | Listening Activity | Breaking the ice | Language Exercise |
| Socializing with a visitor | Listening Activity | An evening's entertainment | Listening Activity |

Away from work: Going on a trip

This syllabus item provides practice of the kind of language we use when we go on holiday or on a business trip. It also provides practice of the language we use to describe holidays.

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| Vocabulary | Practising phrases with 'go' and 'get' in a text about a holiday. |
| Grammar | Practising phrasal verbs in an article about the holidays of people who work in companies. |
| Listening | Listening to two people talking about the precautions they take before going on a trip. Listening to an aircraft announcement. Listening to a telephone call about a business trip and reimbursement of expenses. Listening to a conversation about holiday problems. |
| Reading | Visiting external websites to find information about Vancouver, Canada. |

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| Planning a holiday | Listening Activity |
| An aircraft announcement | Listening Activity |
| Expense claim | Listening Activity |
| Holiday problems | Listening Activity |

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| Holidays | Language Exercise |
| Why did I go on holiday? | Vocabulary Activity |
| A trip to Vancouver, Canada | Web Project |

Away from work: Staying in a hotel

This syllabus item provides practice of the kind of language we use when we stay in hotels.

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| Listening | Listening to two people ordering food from their hotel room. Listening to a woman who is away from home. |
| Grammar | Practising the passive voice in sentences about hotel rules. |
| Reading | Reading hotel rules. |

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| What's on the menu? | Listening Activity |
| Guest information | Language Exercise |

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| A postcard home | Listening Activity |
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Away from work: Going shopping

This syllabus item provides practice of the kind of language we use when we go shopping. It also provides practice of the language we use to give our opinion of supermarkets and online shopping and to discuss reasons why prices change.

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| Grammar | Practising comparative and superlative adjectives and adverbs in supermarket reviews. Practising compound nouns in an article about reasons why prices change. |
| Vocabulary | Practising phrases you might need while shopping. |
| Reading | Reading an article about reasons why prices change. |

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| Increasing visitor spend at tourist attractions | Listening Activity |
| Going shopping | Vocabulary Activity |

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| Online shopping | Language Exercise |
| Supermarket reviews | Language Exercise |
| Why do prices rise? | Language Exercise |

UNIT 3

Companies: Starting up

This syllabus item provides practice of the kind of language we use to talk about different aspects of starting a business.

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| Listening | Listening to a meeting between three people who are setting up a restaurant. Listening to a conference call between two managers who are discussing the opening of a new factory. |
| Reading | Reading an article about women who want to start their own businesses. |
| Vocabulary | Practising common collocations in business language. |
| Grammar | Practising adjectives ending in '-ed' and '-ing' and the prepositions that follow them. |

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| Setting up a restaurant | Listening Activity | Women entrepreneurs | Language Exercise |
| Opening a new factory | Listening Activity | Arranging a loan | Vocabulary Activity |
| Starting up | Language Exercise | | |

Companies: Management

This syllabus item provides practice of the kind of language we use to talk about business management and different aspects of running a business.

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| Grammar | Practising countable and uncountable nouns in sentences related to an article about virtual businesses. |
| Vocabulary | Practising words associated with management. Practising words associated with international trade and customs. |
| Listening | Listening to four people discussing production plans. |
| Reading | Reading an article about virtual businesses. |

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| Production plans | Listening Activity | Trouble at the docks | Vocabulary Activity |
| Restructuring the company | Vocabulary Activity | Virtual businesses | Language Exercise |

Companies: Marketing

This syllabus item provides practice of the kind of language we use to talk about marketing strategies.

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| Grammar | Practising the use of articles in a text about marketing strategies. Practising reported speech in statements about advertising techniques. |
| Vocabulary | Practising words associated with marketing. |
| Reading | Reading a business report about an exhibition. Reading a short text about marketing strategies. |

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| A successful exhibition | Vocabulary Activity | Advertising | Language Exercise |
| Marketing strategies | Language Exercise | | |

Companies: Sales

This syllabus item provides practice of the kind of language we use as customers or suppliers. It also provides practice of the language we use to describe the process of buying goods.

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| Listening | Listening to someone ordering goods over the phone. Listening to two people talking about a late delivery. Listening to nine extracts from telephone conversations between customers and suppliers. |
| Reading | Reading terms and conditions to return merchandise. Visiting external websites to find information about surveys to measure customer satisfaction. |
| Vocabulary | Practising words associated with terms and conditions. |
| Grammar | Practising different forms of the passive in sentences about the process of buying goods. |
| Writing | Writing a letter to a supplier complaining about a service provided and looking at a model answer and comments. |

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| Placing an order | Listening Activity | Buying goods and equipment | Language Exercise |
| Delayed deliveries | Listening Activity | Customer satisfaction surveys | Web Project |
| Are you the customer or the supplier? | Listening Activity | A letter of complaint to a supplier | Sample Essay |
| Returns policy | Vocabulary Activity | | |

Companies: Performance

This syllabus item provides practice of the kind of language we use to talk about how well a business is doing. It also provides practice of the language we use to talk about competition.

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| Vocabulary | Practising words associated with statistics. Practising words associated with business competition. |
| Grammar | Practising linking words in sentences about an article on corporate competition. |
| Listening | Listening to the CEO of a company giving a presentation to shareholders about the company's performance and the company's future plans. |
| Reading | Reading a memo about a new product and competition. Reading a news story about corporate competition. |

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| Retail company's performance | Listening Activity | Financial news | Vocabulary Activity |
| Website performance | Vocabulary Activity | Hot competition | Vocabulary Activity |
| Sales crisis | Vocabulary Activity | Corporate competition | Language Exercise |

UNIT 4

People: Before the interview

This syllabus item provides practice of the kind of language we use to apply for jobs and make arrangements for job interviews. It also provides practice of the language we use as employers to make arrangements to recruit people.

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| Writing | Writing a letter to a recruitment agency asking them to find candidates for a vacant position. |
| Vocabulary | Practising phrasal verbs associated with making phone calls. Practising words associated with recruiting in a conversation about a new post that has been created. Practising common collocations in business language. |
| Reading | Reading a letter applying for a job. |
| Grammar | Practising prepositions following verbs, nouns and adjectives in job advertisements. |
| Listening | Listening to a man telephoning about a letter he has received inviting him to a job interview. Listening to two people talking about arrangements for an interview. Listening to two people talking about a job applicant. |

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| Telephoning to arrange a job interview | Listening Activity |
| Interview arrangements | Listening Activity |
| A job applicant | Listening Activity |
| A new appointment | Vocabulary Activity |

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| Applying for a job | Vocabulary Activity |
| Job advertisements | Language Exercise |
| A letter to a recruitment agency | Sample Essay |

People: The interview

This syllabus item provides practice of the kind of language we use during job interviews. It also provides practice of the language we use to give advice on how to succeed at interviews.

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| Listening | Listening to a hotel manager interviewing a woman who has applied for a job as a hotel receptionist. Listening to part of a job interview in which the applicant is being asked to give details about his previous jobs. Listening to people giving advice about job interviews. |
| Grammar | Practising asking interview questions. Practising reporting interview questions. Practising the first, second, and third conditionals in sentences about how to succeed at interviews. |
| Reading | Reading an article about tips on how to succeed at an interview. |

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| Interviewing for a hotel receptionist | Listening Activity |
| Interview details | Listening Activity |
| A job interview | Language Exercise |

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| Interview questions | Language Exercise |
| How to succeed at interviews | Listening Activity |
| How to succeed at an interview | Language Exercise |

People: After the interview

This syllabus item provides practice of the kind of language we use as employers to discuss job applicants we have interviewed; and as job applicants to talk about interviews we have had.

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| Listening | Listening to some colleagues talking about four interviews with different applicants. Listening to a conversation between two managers who are discussing job applicants they have interviewed. | | |
| Vocabulary | Practising words associated with jobs. | | |
| Different applicants | Listening Activity | Did you get the job? | Vocabulary Activity |
| Who should get the job? | Listening Activity | | |

People: Duties at work

This syllabus item provides practice of the kind of language we use to describe our job and the tasks we do at work. It also provides practice of the language we use to talk about training.

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| Vocabulary | Practising words associated with IT. | | |
| Grammar | Practising the use of modal verbs in sentences about human resources issues. | | |
| Listening | Listening to a man comparing his current and previous jobs. Listening to a telephone message about arranging training sessions. | | |
| Writing | Writing a description of your company for a training course assignment and looking at a model answer and comments. | | |
| A change for the better? | Listening Activity | Companies | Language Exercise |
| Training sessions | Listening Activity | A company description | Sample Essay |
| Using the network | Vocabulary Activity | | |

People: Challenges at work

This syllabus item provides practice of the kind of language we use to talk about different work-related issues such as introducing redundancies and asking for a pay rise.

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| Reading | Reading an article about asking for a pay rise. Reading a confidential memo about a member of staff. Visiting external websites to find information about the subject of office politics. | | |
| Writing | Writing a memo to staff about changes in the company and looking at a model answer and comments. | | |
| Grammar | Practising time expressions in sentences related to an article about asking for a pay rise. Practising the use of connecting words in a memo about a member of staff. | | |
| Vocabulary | Practising words associated with human resources issues. | | |
| Reducing the workforce | Vocabulary Activity | Office politics | Web Project |
| Do you want a pay rise? | Language Exercise | A memo to staff on company changes | Sample Essay |
| Reading a memo | Language Exercise | | |

