

5 Where are you?

Welcoming visitors

1 Discuss these questions.

- 1 What kinds of people might visit your place of work or school (suppliers, customers, parents, etc.)?
- 2 What do visitors have to do when they enter the premises (provide ID, get a badge or visitor's pass, wait at reception, etc.)?

2 Listen to four conversations with a visitor. Number these sentences in the order you hear them.

- a Nice to meet you.
- b It was great meeting you.
- c Would you like me to give you directions?
- d I'm afraid I won't get to you by ten.
- e Take the airport exit.
- f Do you need a hand?
- g Could you send an estimate for maintenance, too?
- h That's very kind of you.

3 Find a sentence in 2 that was used to:

- 1 give instructions.
- 2 ask someone to do something.
- 3 say sorry.
- 4 thank.
- 5 offer physical help.
- 6 offer to do something else.
- 7 greet.
- 8 say goodbye.

Suggest ways to respond to the sentences.

4 Complete the table with these phrases. Then think of alternative expressions for doing these things.

I'm afraid ...	Yes, of course.
Do you want a hand?	Could you...?
That's very kind of you.	I can manage.
You're welcome.	That's OK.

Asking someone to do something	Saying yes
Can you ...?	Sure.
..... ¹	 ²
Thanking	Replying
Thanks very much.	It's a pleasure.
..... ³	 ⁴
Offering help	Saying yes and no
Would you like me to ...?	Thanks, I'd appreciate it.
..... ⁵	 ⁶
Saying you're sorry	Replying
I'm sorry but ...	Don't worry about it.
..... ⁷	 ⁸

5 Work with a partner. Practise asking for things and responding.

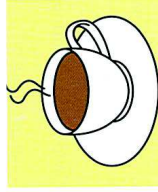
- 1 You've lost a business contact's email address. Your partner may know it.
- 2 You don't know how to get to your partner's company.
- 3 You have no 25-cent coins for a parking meter, but you have a 20-dollar bill.
- 4 You have to make a call, but your mobile phone's battery is flat.*
- 5 You only have three copies of a diagram. There will be six people at the meeting.
- 6 You left the lights of your car on, and now it won't start.

flat BrE – dead AmE

6 Work with a partner. Practise making offers and responding.



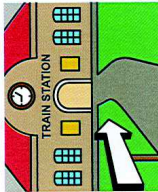
1 A visitor has a lot to carry.



2 Perhaps they're thirsty.



3 They have a headache.

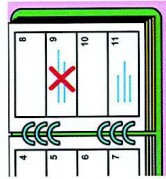


4 They need to get to the station.

7 Work with a partner. Think of ways to say sorry, give excuses, and respond in these situations.



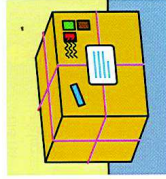
1 Arriving late for a meeting



2 Having to cancel an appointment

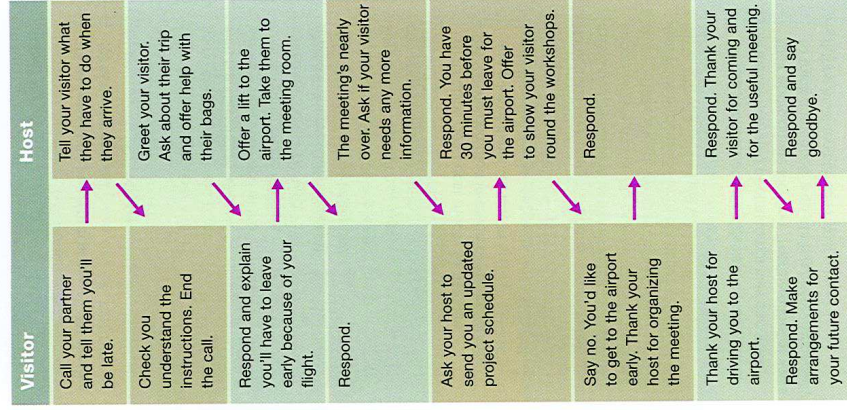


3 No tours of your workshop today



4 A late delivery

9 Work with a partner. Take turns to visit one another's companies. Follow the flow chart.



8 Do we say these things when we're greeting someone or saying goodbye?

- 1 Let's stay in touch.
- 2 It's been great seeing you again.
- 3 What have you been up to?
- 4 Look forward to seeing you in Milan.
- 5 It's nice to put a face to a name at last.
- 6 Long time no see. How are you keeping?
- 7 Have a safe journey back.

Work with a partner and practise the phrases. Act out two conversations:

- 1 greeting a business contact.
- 2 saying goodbye.

Tracking

- 1 How many security cameras record your actions during a normal day? What other technologies track your activities?

- 2 Read about Hank Shaw's morning. How many devices track him?



THE TRACKING OF HANK SHAW

6.40 a.m.

Hank gets up and walks to his local shop. There aren't any other people around at this time in the morning, but closed-circuit television cameras record his journey.

7.55 a.m.

Hank doesn't have much time for breakfast, but he has a little milk and cereal while he does a couple of Google searches. Then he does a few more.

Google receives billions of search queries a month, and uses the data for research. It helps Google to target their ads better.

7.18 a.m.

Hank buys a newspaper and some chewing gum and pays with his MasterCard. He just waves it near a device at the checkout that reads the data stored on the card's RFID (Radio Frequency Identification) chip. Then he returns home and uses another RFID device as a key to enter his building. The cameras record him again.

8.20 a.m.

Hank has very little time to get to work now, so he drives fairly fast. He passes several speed cameras, but fortunately none of them flash. He has a Mercedes-Benz with GPS navigation and a roadside emergency service.



The Global Positioning System is constantly transmitting signals via satellite. In an emergency, the roadside service company would have precise information about Hank's location.

9.00 a.m.

Another CCTV camera records Hank's arrival at work. He logs on to his company's network. Every keystroke he makes is recorded, along with all the documents and web pages he views. Hank will be tracked many more times today by different technologies.

Many companies use software programs to monitor their employees' computer use and record their telephone calls. Few people realize quite how much tracking equipment is in use today, but many are concerned about the effects it could have on personal privacy.

7.37 a.m.

Hank turns on his mobile phone and finds two messages. He listens to them both, but neither is important. He has plenty of time, so he checks his email. 'There's loads of spam again', he thinks. He also finds a message from his estate agent, saying 'I see you've been on my website.'

Mobile phones transmit signals constantly when switched on, and phone companies can trace their approximate location. There are lots of ways to track someone's web-surfing history, especially if they have registered at your site.

little / few vs. a little / a few

A little and a few indicate small quantities. We have a little extra time, so let's relax for a few minutes.

Little and few have a rather negative meaning. They often indicate an insufficient quantity. Few people understand this. We have little time to do all the things we need to do.

- 7 Complete these sentences with a little, a few, little, or few.

- 1 We installed a CCTV system in the loading area days ago.
- 2 We should have time to do some sightseeing after the meeting.
- 3 Very money was allocated for the project, so I'm not surprised it failed.
- 4 We could improve the fuel efficiency by making small design changes.
- 5 The job wasn't advertised, so people applied for the position.
- 6 Allen can speak Portuguese. He worked in Brazil for six months.
- 7 Unfortunately, we have test results.
- 8 The research was conducted several years ago, so the data will be use to us now.

- 8 Do you agree or disagree with these statements? Work in pairs or groups and discuss your opinions.

- 1 More CCTVs should be installed in urban areas.
- 2 Intelligence agencies should be allowed to monitor everyone's PCs.
- 3 Companies should not monitor their employees' phone calls, emails, or web activity.
- 4 It would be good if everyone carried an RFID that stored details of their medical history, blood group, any medication they are currently taking, and so on.
- 5 Children should wear GPS tracking devices so their parents can monitor their movements.
- 6 Only terrorists and criminals have anything to fear from modern surveillance technologies.

Countable and uncountable nouns

Countable nouns can be singular or plural. There's a camera.

There are some cameras.

Uncountable nouns can only be singular. There's some milk.

Some nouns can have two meanings – one countable and one uncountable. Hank doesn't have much time. [U]

Hank will be tracked many more times today. [C]

- 5 Look at these nouns from the text. Are they countable [C], uncountable [U], or both [C / U]? Which one is plural?

time	equipment	document
device	information	data
people	research	satellite
email	privacy	technology

- 6 What's the difference in meaning between these pairs of sentences?

- 1 a There are loads of tracking devices.
b There are too many tracking devices.
- 2 a We have plenty of satellites.
b We have several satellites.
- 3 a Turn off all the cameras.
b Turn off both the cameras.
- 4 a Neither of the speed cameras work.
b None of the speed cameras work.
- 5 a There's a little time to eat and relax.
b There's little time to eat and relax.

Check your answers in file 40 on page 103.