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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: _____

(a) You're required to set up and manage our booth.

(b) It will be held in the Convention Center.

(c) 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 signature 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 c 2 d 3 d 4 d 5 c

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

Ⓒ

Listen Up

1 Ⓐ 2 Ⓑ 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 Ⓒ 2 Ⓑ 3 Ⓐ

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

<input type="checkbox"/>	 to give a discount coupon for the next visit	<input checked="" type="checkbox"/>	 to provide a pick-up service if necessary	<input checked="" type="checkbox"/>	 to provide accommodation if necessary
<input type="checkbox"/>	 to issue a customer loyalty card	<input checked="" type="checkbox"/>	 to introduce your coworkers	<input type="checkbox"/>	 to introduce the company's products

B

1 Ⓔ 2 Ⓐ 3 Ⓑ 4 Ⓒ 5 Ⓕ 6 Ⓓ

C

1 Ⓑ 2 Ⓓ 3 Ⓒ 4 Ⓐ

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 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

pp. 76~77

Get Ready

(b)

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) Ⓒ (2) Ⓑ (3) Ⓐ (4) Ⓓ

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 Ⓒ 2 Ⓒ 3 Ⓑ 4 Ⓐ 5 Ⓓ 6 Ⓐ

7 | **Sample Answer I** This scheduled power interruption will take place

8 | **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 Ⓓ 2 Ⓐ 3 Ⓒ 4 Ⓐ 5 Ⓒ

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 location 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 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 2 ① 3 ③, business trip

Speak Out

(1) ① (2) ③ (3) ②

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 (2) ① (3) 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.

Yunsu Jang
ABC Inc.

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 | Sample Answer I learn/gain something/insights from their strategies

8 | 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 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 to 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? <input type="checkbox"/> Yes <input type="checkbox"/> 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		
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*집필진의 직접 집필인 경우 출처를 밝히지 않았음.

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