BEC · Business English toolkit: register, numbers, meetings and negotiating

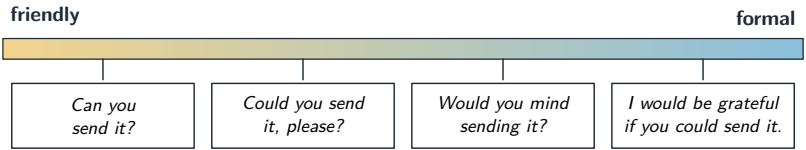
Original teaching notes and examples for the language tested across the BEC papers. Not a Cambridge product.

A toolkit for every paper

> Register, numbers, trends and meeting language appear in all four papers

- Register is marked in Writing and Speaking.
- Numbers and trends fill Listening and Reading tasks.
- Meeting and phone phrases help in Listening and Speaking.

The same request, four voices



> Choose the register for the reader

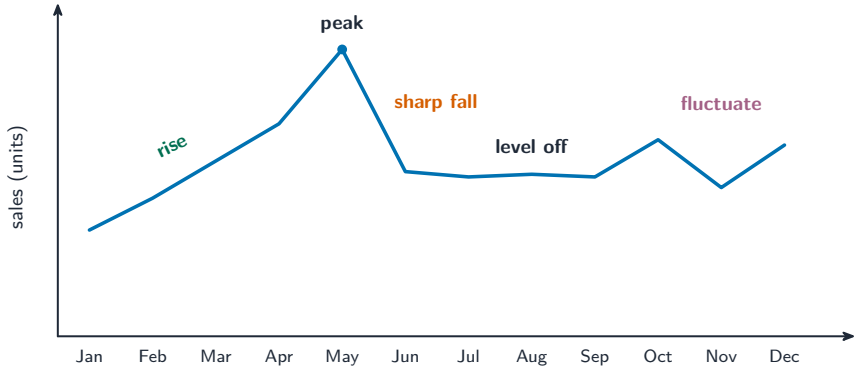
Saying numbers

Written	Said
£2.50	two pounds fifty
€1,200	one thousand two hundred euros
3.5%	three point five per cent
¥2.4m	two point four million yuan
15 / 50	fif-TEEN / FIF-ty

Use the evidence

When a number matters on the phone, check it, "Was that one-five or five-zero?"

One line, five trend words



rise, **peak**, sharp fall, **level off**, **fluctuate**

Phone calls and meetings

On the phone

Hello, this is Maria from Greenpack. I'm calling about...

Could you spell that, please?

Let me read that back to you.

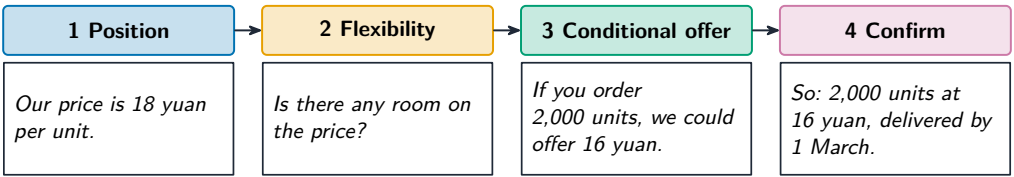
In a meeting

The aim of today's meeting is to...

Sorry to interrupt, but...

So, to sum up, we've agreed to...

Four moves of a negotiation



The **conditional offer**: "If you..., we could..."

Your turn: a conditional offer

Your turn

You will give 5% off if the customer pays within 10 days. Which sentence makes a conditional offer?

A. We give 5% off.

B. If you pay within 10 days, we could offer you 5% off.

C. Pay in 10 days.

Four traps

The trap	The fix
I want you to send the report.	Could you send the report?
Saying 30,000 as "three ten-thousands".	English counts in thousands; 30,000 = thirty thousand.
Increase for every change.	rise sharply, **level off**, reach a **peak**.
Yes, when you only mean "I heard".	Say "I see" or "I understand".

Try it: describe the change

1. **The figures** Sales were 4,000 units in March and 4,600 units in April.
2. **The change** 4,600 − 4,000 = 600, which is 15% of 4,000.
3. **The sentence** Sales rose by 15% to 4,600 units.

Decision

by gives the change; to gives the new level.

Check yourself

The right voice, the right number, the right trend word

- A complaint from a new customer needs formal English.
- **Level off** means the figure stops changing.
- If you…, we could… is the **conditional offer**.