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- 1** 1. The Chief Accountant
2. Laboratory Technicians
3. Head of Research and Development
4. The Financial Director
5. A Sales Representative

2 1. d 2. e 3. b 4. f 5. c 6. a

- 3** first sixth
second seventh
third eighth
fourth ninth
fifth tenth

- 4** 1. sixth 5. first
2. second 6. fourth
3. tenth 7. third
4. fifth 8. seventh

5 1. d 2. f 3. a 4. e 5. c 6. b

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6 1. a 2. b 3. a 4. a 5. a

- 7** 1. soda 4. seat
2. visitor 5. jacket
3. flight 6. sweetener

- 8** 1. offer 5. pronounce
2. Welcome 6. greet
3. give 7. ask
4. say

Say It!

1. b 2. d 3. g 4. e 5. a 6. f 7. c

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- 1** 1. nought 6. eleven
2. three 7. twelve
3. four 8. fifteen
4. seven 9. sixteen
5. eight 10. nineteen

2 1. b 2. a 3. b 4. a 5. b 6. b

- 3** 1. ground floor 6. stairs
2. reception 7. lift
3. top floor 8. lobby
4. warehouse 9. corridor
5. laboratory

- 4** 1. kitchen 5. basement
2. stockroom 6. conference room
3. car park 7. toilet
4. cafeteria

- 5** 1. turn right 4. down
2. up 5. turn left
3. go straight 6. enter

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- 6** 1. up 4. looking for
2. straight 5. opposite
3. leave 6. get out of

- 7** 1. opposite
2. on your left
3. at the end of the corridor
4. on your right
5. go past

Say It!

1. where is the women's toilet, Thank you
2. How can I help you, I've got a meeting with Mrs Wells, It's on your right when you get out of the lift
3. Where's Joseph