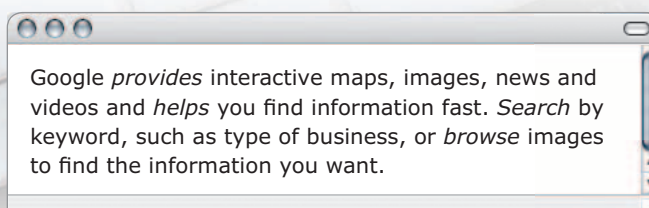


1

Imperative and present simple

Read this information about the search engine Google.

- a Which of the verbs in italics give you facts?
 b Which verbs tell you to do something?



A Forming imperatives

A1 When the subject is *you*, use (*don't* +) infinitive without *to*.

| | |
|---|---|
| + | infinitive without to <i>Call me tomorrow for a chat.</i> |
| - | don't / do not + infinitive without to <i>Don't be late for the meeting.</i> <i>Do not forget to ask participants for feedback.</i> (<i>Do not</i> is generally used in writing) |

A2 When the subject is *we*, use *let's* (*not*).

| | |
|---|---|
| + | let's + infinitive without to <i>Let's talk about their proposal now.</i> |
| - | let's not + infinitive without to <i>Let's not do it so soon.</i> |

C2 The verb *be* is irregular.

| | | |
|---|--------------------|---|
| | <i>I</i> | <i>'m/am late.</i> |
| + | <i>He/She/It</i> | <i>'s/is late.</i> |
| | <i>You/We/They</i> | <i>'re/are late.</i> |
| | <i>I</i> | <i>'m not / am not late.</i> |
| - | <i>He/She/It</i> | <i>'s not / isn't / is not late.</i> |
| | <i>You/We/They</i> | <i>'re not / aren't / are not late.</i> |
| | Am | <i>I</i> |
| ? | <i>Why is</i> | <i>he/she/it</i> |
| | <i>Where are</i> | <i>you/we/they?</i> |

► See Appendix 1 (Spelling).

B Using imperatives

B1 You usually use the imperative to tell people to do something.

Don't wait for customers to contact you. **Phone** them.

B2 In spoken English, imperatives can sound very direct so you can add *just* or *please* to soften the message.

Please have a seat. **Just send** me an email.

⚠ **Don't use imperatives to waiters, receptionists, shop assistants, etc. if you want to sound polite.**

Could we see the menu, please? (**not** *Give us the menu.*)

► See Unit 15 (Modals 3).

B3 You can also use imperatives to make offers or invitations.

Come and see the new office when you're in town.

C Forming the present simple

| | | | |
|----|---|----------------------|---------------------------------------|
| C1 | + | <i>I/You/We/They</i> | work there. |
| | | <i>He/She/It</i> | works there. |
| | - | <i>I/You/We/They</i> | don't work there. |
| | | <i>He/She/It</i> | doesn't / does not work there. |
| ? | | <i>Where do</i> | <i>I/you/we/they</i> |
| | | <i>Does</i> | <i>he/she/it</i> |

D Using the present simple

D1 You use the present simple for things that are generally true and permanent situations.

She comes from Stuttgart. (**not** *She is coming from Stuttgart*)
I don't live far from the office.

D2 You use the present simple for actions that happen regularly (e.g. habits and routines). You can use time adverbs (e.g. *always, usually, regularly, often, sometimes, never, every day, twice a week*) with the present simple.

He always takes the underground to work. (**not** *He takes always*)

How often do you check the accounts?

► See Unit 30 (Adverbs).

D3 You often use the present simple with state verbs (e.g. *feel, hear, like, see, think, understand*).

I hear you're opening a new office in Madrid.

What do you think? Is it a good idea to invest in a new logo?

► See Unit 3 (Present simple and continuous).

Practice

◀ **A, B** **1** Read this extract from a charity leaflet supporting Fairtrade. Match each imperative with the rest of the sentence.

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> 1 Don't miss 2 Come 3 Listen 4 Learn 5 Take part in 6 Win 7 Buy 8 Make | } | <ul style="list-style-type: none"> some wonderful presents for yourself and those you love. lots of games and fun activities. some great prizes in our raffle to raise funds for Afghan women. a real difference to many of the world's poorest people. how you can improve the lives of farmers in developing countries. to our guest speakers talking about Fairtrade and development issues. to our first Fairtrade market on 16 July at Cutty Sark Gardens. your chance to support Fairtrade. |
|---|---|---|

◀ **A, B** **2** Complete these sentences using an imperative form of the verbs in the box.

not call check not forget get have leave think try walk not worry

- 1 Leave the figures on my desk and I'll put them into the spreadsheet for you.
- 2 a look on the computer. His email address should still be on there somewhere.
- 3 there's a health and safety training session tomorrow.
- 4 We need to contact Owain urgently, calling his mobile.
- 5 me between two and five this afternoon. I'll be in a meeting.
- 6 I need some fresh air after being at the conference all day, back to the hotel.
- 7 with Jenny to make sure the invoices are ready.
- 8 – we've got lots of time. The meeting doesn't start until 10.30.
- 9 We need something to wake us up! a coffee.
- 10 We're all tired, about it overnight and make the decision tomorrow.

◀ **C** **3** Complete these FAQs (Frequently Asked Questions) using the verbs in brackets in the present simple.

⏪ ⏩ 🏠 🔍 +
🔍 Google

Q What 1 is (be) Skype?


A Skype 2 (be) a software programme that 3 (allow) users to make telephone calls over the Internet.

Q 4 (Skype / have) any advantages over the usual telephone providers?

A Yes. Calls to other users of the service 5 (not cost) anything. It also 6 (include) other features that normal telephone connections 7 (not have).

Q What other features 8 (Skype / have)?

A Instant messaging, where one person 9 (write) texts to communicate with other people. And video conferencing, where people 10 (talk) to each other on a headset with a video link-up.



1

◀ C, D **4 a** Colin is answering questions about his job. Write the questions.

1 What / you / do? *What do you do?*

I'm a graphic designer. I help customers with corporate branding.

2 Who / you / work for?

Greentrees Graphics Ltd.

3 Your office / be / near your home?

Yes, it is. It only takes me 15 minutes to walk to work.

4 How many offices / your company / have?

Three. Our main office is in London and the others are in Brighton and Bristol.

5 Where / you / work?

I usually work in Bristol but go to the London office once or twice a month.

6 You / like / your job?

I love it, especially designing logos and other aspects of corporate identity.

7 How often / you / travel?

I don't travel very much these days, maybe two or three times a year.

8 How many days' holiday / you / get?

Eighteen, excluding bank holidays.

1.1 Listen and check your answers.

b 1.1 Listen again and reply to the questions with answers that are true for you.



◀ A-D **5** Read this extract from some advice on giving presentations. Complete the extract using the verbs in the box in the present simple or imperative.

be not forget help not like make need start suggest not tell think try warm-up

Before your presentation, 1 *warm up* your brain. Our brain, like our muscles, 2 warming up to help it work. Before presentations, I often 3 of numbers between one and ten and then 4 to remember a professional athlete who wore each number.

A good beginning 5 relax the audience, so 6 by thanking your audience for coming. Then 7 a nice comment about the town or area, but 8 careful: audiences 9 listening to this for too long.

Many people 10 you start with a joke, but 11 that humour can be difficult. 12 any jokes that could offend people.

Make it personal

- 1 Write an advertisement for an event your company is having. Use Exercise 1 to help you.
- 2 Write a short list of FAQs with answers about your company and the products or services it provides. Use Exercise 3 to help you.

1 Write for business: Checking your work

Whenever you write in English, it is important to check your writing carefully. This is a useful skill for any piece of writing that you do in English e.g. letters, emails, reports, advertisements and CVs.

Here is a checklist of some common mistakes with the present simple which you should always check for.

- Use *-s* with *he/she/it*.
 The Economist **sells** over a million copies a week. (**not sell**)
- Use *has* with *he/she/it*.
 She **has** ten years' experience in this job. (**not have**)
- Don't use statement word order in questions; use *do/does* (except with *be*).
 What **do** the end-of-year results mean for investors? (**not What mean the end-of-year results?**)
 Is **the new scheme** successful? (**not The new scheme is successful?**)
- Use *doesn't* with *he/she/it*.
 He **doesn't** know how to log onto the intranet. (**not don't**)
- Use *doesn't/don't* when forming the negative.
 Our clients **don't** use our website very often. (**not ~~use~~**)
- Don't use the present continuous with state verbs.
 The company **has** branches in at least 10 different countries. (**not is having**)
- Check the word order when you use adverbs.
 We **always manufacture** excellent-quality items. (**not manufacture always**)

► See Unit 30 (Adverbs).

6 Read this information about Nike and Adidas.
 If the verbs in *italics* are correct, tick (✓) them.
 If they are wrong, correct them.



Nike, Inc **1 *have*** its headquarters in the United States near Beaverton, Oregon. It **2 *is*** the world's leading supplier of athletic shoes and sports equipment. The name Nike **3 *come*** from Nike, the Greek goddess of victory. Nike **4 *does not market*** its products only under its own brand. It also **5 *sometimes uses*** names such as Air Jordan and Team Starter. Because Nike **6 *creates*** goods for a wide range of sports, **7 *always it has*** competition from every sports and sports fashion brand.

Another global leader in the sporting goods industry **8 *are*** the Adidas Group. Products from the Adidas Group **9 *are*** available in virtually every country in the world. Its head offices **10 *is not*** in the US but in Herzogenaurach, Germany.

Adidas' various companies **11 *produces*** much more than just sports goods. The company also **12 *operates*** design studios and development departments at other locations around the world.

- 1 *has*
- 2 ✓
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12

Make it personal

Write a paragraph about your company for its website and then check it carefully for any errors with the present simple, using the checklist above.

If you have a colleague who is also learning English, write a paragraph each and check each other's work.

2

Present continuous


Read this job advertisement.

- a Which verb describes a temporary activity?
- b Which verb describes a changing situation?

At Star Analytics we take pride in the high quality of our employees. As a company we are growing, so we are currently looking for excellent individual performers who also want to be part of a dynamic team.

A Forming the present continuous

| | | | |
|---|-------------|----------------------------|----------------|
| + | I | 'm/am | working today. |
| | He/She/It | 's/is | |
| | You/We/They | 're/are | |
| - | I | 'm not / am not | working today? |
| | He/She/It | 's not / isn't / is not | |
| | You/We/They | 're not / aren't / are not | |
| ? | Am | I | working today? |
| | Where is | he/she/it | |
| | Why are | you/we/they | |

 In spoken English 's not / 're not + -ing are more frequent than isn't / aren't + -ing. People say aren't and isn't if it is difficult to pronounce 're and 's after the word before.

Prices **aren't** going up this year. (not Prices're not)
 This **isn't** selling well. (not This's not)

B Using the present continuous

B1 You can use the present continuous to describe actions or situations in progress at the moment of speaking.

We're **going** for lunch now – do you want to come or **are** you still **working**?
 I'm **having** trouble with my phone. Look – the battery's **not charging**.

B2 You can use the present continuous to describe actions or situations in progress around the present time, but not necessarily at the moment of speaking.

[conversation at lunch]
 A: What **are** you **working** on?
 B: I'm **redesigning** the website

B3 You can use the present continuous to describe temporary actions and situations. These can be single or repeated events.

The company's **not having** a very good time at the moment.
 Sales **aren't going** well.
 We **are giving away** free samples every day until the end of the month.

B4 You can use the present continuous to describe changes and trends.

People **aren't buying** CDs these days – they're **downloading** music off the Internet.

C Other uses

C1 You can use the present continuous to describe a longer action in contrast to a shorter one, especially after *while* or *when*.

I usually close my Internet browser **when I'm working**.

C2 You can use the present continuous of *be* to describe temporary behaviour.

Anyone could walk in here and steal the database – or **am I being** silly?

► See Unit 3 (B What are state verbs?).

Practice

◀ A,
B1-3

1 Complete these conversations using the verbs in the box in the present continuous form.

expect get not go have leak
 not pay repair sit wait not work

- 1 A: Is Mr Bohr here yet?
 B: Yes. He *'s waiting* for us in reception.
- 2 A: What's wrong with the phone?
 B: I don't know. It
- 3 Can someone turn the air conditioning off?
 It cold in here.
- 4 Can you answer my phone if it rings while I'm away from my desk? I a call from my solicitor.
- 5 A: How are things?
 B: Not good. Sales well and customers us on time. We a really hard year.
- 6 A: This isn't your desk, is it?
 B: No, I here today because they the ceiling above my desk. It



◀ A,
B1-3

2 a Write questions using the verbs in the present continuous. Then write answers that are true for you.

- 1 (you / enjoy) *Are you enjoying* your job at the moment? (it / go) well?
- 2 (What projects / you / work) on at the moment?
- 3 (you / hope) to get promoted soon?
- 4 (your colleagues / learn) English too?
- 5 (anyone in your department / look) for a new job?
- 6 (How / your company / do) this year?
- 7 (it / achieve) its goals?
- 8 (What / your company / invest) in?
- 9 (your boss / make) any major changes this year?
- 10 (he or she / run) your department well?

b 2.1 Listen and reply with your prepared answers.

◀ B4

3 Read this article about farming. Change the verbs in *italics* to the present continuous to emphasise that the article is describing a current trend.

Many farmers **1** *give up* farming because they **2** *find* it difficult to make a living. Every week at least seven dairy farmers **3** *go* out of business because they **4** *have to* sell milk below the cost of production. 'It **5** *costs* us 24 pence a litre to produce, but the supermarkets **6** *pay* us 20,' said a dairy farmer who **7** *plans*

to leave farming. 'It **8** *gets* more serious every week and the government **9** *doesn't do* anything to help us,' he added. These days many farmers **10** *concentrate* on finding other sources of income. Some **11** *run* guest houses and others **12** *open* their farms to visitors.



- | | | | |
|------------------------------|---------|---------|----------|
| 1 <i>are giving up</i> | 4 | 7 | 10 |
| 2 | 5 | 8 | 11 |
| 3 | 6 | 9 | 12 |

2

◀ C **4 a** Write sentences using one verb in the present continuous and one verb in the present simple.

- 1 I / never / listen to / music / when / I / work.
I never listen to music when I'm working.
- 2 When / I / have / lunch with a friend, / I / not talk / about work.
- 3 I / always / switch off / my mobile phone / when / I / talk / to a client.
- 4 When / I / negotiate a deal, / I / never / make / my best offer right at the beginning.
- 5 I / not chat / to my colleagues / when / I / write / a report or something like that.
- 6 When / my team / work / on an important project, / we / often / come / into the office at the weekend.

b Change each sentence, if necessary, so that it is true for you.

◀ A-C **5** Read these extracts from an article about corporate environmental responsibility. Complete the extracts using the verbs in the boxes in the present continuous.

a be not do not help invest resist

UK businesses **1** *are resisting* investing in green initiatives, according to a recent survey. A fifth of businesses in London **2** enough to protect the environment, it says. Only one-third of companies **3** in environmental initiatives, such as buying energy-saving office equipment. Supermarkets especially **4** customers make green choices. 'They **5** a bit slow to offer green alternatives to plastic bags,' said an environmental watchdog.

b do not go look make put work

'We decided in 1992 to make the organisation greener and **1** we (*still*) on it because it is a continuous process, but we feel we **2** good progress. We **3** a huge amount of money into research and the vast majority of it **4** into conventional office technologies, but into new systems. We **5** at the idea of the paperless office and we **6** (*also*) a lot of research into new systems.'

c demand find introduce take

Hotels **1** a range of green programmes, partly because their business guests **2** it, and also because hotels **3** that going green saves money. 'The industry **4** environmental issues very seriously,' said a spokesman for the Business Travel Association.

Make it personal

Write one or two sentences about each of these questions.

- What changes are taking place in your industry or field right now? What issue is everyone talking about?
- What are people in your office gossiping about? Are any of your colleagues being difficult at the moment? Do you know why?

2 Business talk: Present continuous + *always*

You generally use the present simple to talk about habits. However, you can also use the present continuous with *always* to emphasise that a habit is significant or unusual. For example, it may be an annoying or a nice habit.

Clients are always asking us for investment advice. (a significant habit)

He's always falling asleep in meetings. (an annoying, unusual or funny habit)

I'll make the coffee. You're always making it. (a nice habit)

6 a Complete the answers to these questions using *always* and the verbs in brackets in the present continuous.

- 1 A: Which part of your job do you leave till the last minute?
 B: My expenses. I'm *always forgetting*... (*forget*) to do them.
- 2 A: Do you take on temporary staff in the summer?
 B: Yes, we (*look for*) people in August.
- 3 A: Do you think your colleagues enjoy their jobs?
 B: I don't think so. They (*complain*) about the boss.
- 4 A: Are you interested in doing an MBA?
 B: Very. I (*read*) articles about leadership and people management and stuff.
- 5 A: Is your company concerned about green issues?
 B: Yes, they (*send*) round emails about recycling and things.
- 6 A: What are the biggest challenges for human resources managers?
 B: Well, employment laws (*change*), so that's one thing.
- 7 A: Do you need any new equipment in your office?
 B: Yes, some new photocopiers. The ones we have (*break down*).
- 8 A: Do you think you'll stay in your current job?
 B: I don't know. I (*think about*) my next career move.
- 9 A: Is your boss very supportive?
 B: Yes, he (*say*) things like 'Well done!' or 'That's good!'
- 10 A: What are your colleagues like? Do you get on with them?
 B: Most of them. The woman next to me, though, (*borrow*) my stuff, which really annoys me.

b Write answers to the questions in Exercise 6a that are true for you. Try to use *always* and a present continuous verb.

Make it personal

Complete these sentences about your own workplace.

- 1 People at work are always
- 2 Our clients are always
- 3 My worst habit is that I'm always

3

Present simple and continuous

Read this extract from a recycling company's brochure and underline the verbs that talk about present time.





- a Which verb forms are used?
- b Why?

Imagine a company that makes everything from garbage. Such a company exists, and it is growing rapidly. Its name is TerraCycle.



◀ See Unit 1 (Present simple) and Unit 2 (Present continuous).

A Choosing between the present simple and the present continuous

| | You can use the present simple: | You can use the present continuous: |
|-----------|--|---|
| A1 | to talk about regular actions, routines and habits.  past present future <i>He usually drives to work – he doesn't often take the train.</i> <i>Do you meet with her regularly?</i> | to talk about actions in progress at the moment of speaking or around now.  past present future <i>I can't do that mailing – the photocopier isn't working.</i> <i>I'm writing my report. I'll email it to you soon.</i> |
| A2 | to give general or generally true information. <i>How many people does your company employ?</i> <i>Because of costs, we don't manufacture in the UK.</i> | to talk about trends and changes. <i>The demand for organic produce is growing.</i> <i>Are more people working from home?</i> |
| A3 | to talk about permanent situations.  past present future <i>Starbucks run their operations from their Seattle HQ.</i> <i>The law gives all employees maternity rights.</i> | to talk about temporary situations.  past present future <i>Are you doing Pete's job while he's on holiday?</i> <i>I'm using Cathy's office while they're redecorating mine.</i> |

In spoken English the present simple is used much more often than the present continuous.

B What are state verbs?

State verbs are mostly used in simple, not continuous, forms.

*I **have** two mobile phones. (not I am having)*
*I **agree**. (not I am agree)*

State verbs describe:

- possession (*belong, have (possess), own, possess*).
- thoughts (*believe, forget, guess, know, mean, realise, reckon, remember, see (understand), suppose, think (believe), understand*).
- likes, wants and needs (*dislike, hate, like, love, need, prefer, want, wish*).

- existence and appearance (*appear, be, seem*).
- relationships (*contain, depend, include, involve*).
- senses (*feel, hear, look, see, smell, sound, taste*).
- functions (*admit, agree, apologise, promise, tell*).

In spoken business English, *see* (understand) and *think* are both much more common in the present simple than in the present continuous.

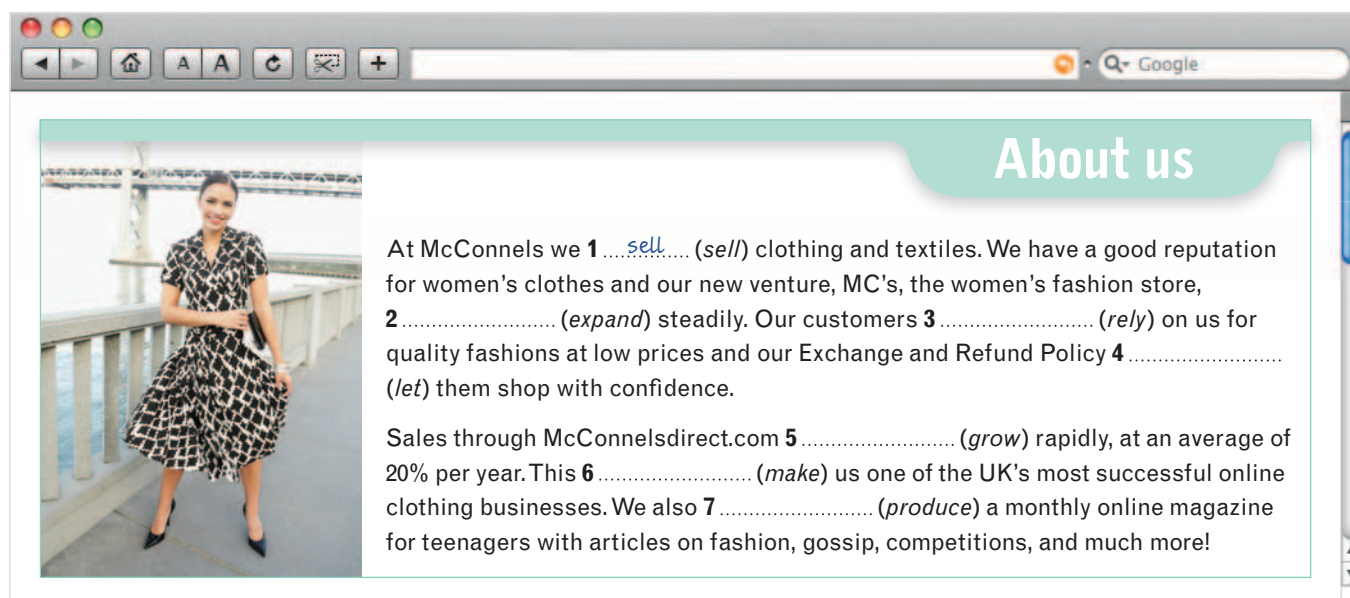
▶ See Business talk for more information about state verbs.

Practice

◀ A **1** Underline the most suitable form of the verbs.

- 1 The caretaker's *opening* / opens the office at 6:30 every morning.
- 2 *Are you holding* / *Do you hold* the office party every year at the same venue?
- 3 Currently, *we're looking for* / *look for* a new finance manager.
- 4 Our MD's *talking* / *talks* to our New York office at least twice a week.
- 5 Our manager *isn't making* / *doesn't make* decisions very quickly.
- 6 He's very stressed, so he's *trying* / *tries* to get a part-time contract at the moment.
- 7 What's *Mark doing* / *does Mark do* this morning? I need him to help me with something.
- 8 I'm afraid that the HR Manager *isn't taking* / *doesn't take* any phone calls this morning.
- 9 Our company's *changing* / *changes* its logo for the first time in 20 years.
- 10 *Is he always coming* / *Does he always come* to work by car?

◀ A **2** Complete this 'About Us' page from a clothing company's website using the verbs in brackets in the present simple or continuous.



About us

At McConnells we 1 sell (sell) clothing and textiles. We have a good reputation for women's clothes and our new venture, MC's, the women's fashion store, 2 (expand) steadily. Our customers 3 (rely) on us for quality fashions at low prices and our Exchange and Refund Policy 4 (let) them shop with confidence.

Sales through McConnellsdirect.com 5 (grow) rapidly, at an average of 20% per year. This 6 (make) us one of the UK's most successful online clothing businesses. We also 7 (produce) a monthly online magazine for teenagers with articles on fashion, gossip, competitions, and much more!

◀ A, B **3** Complete this interview with a shop display designer using the verbs in brackets in the present simple or continuous.

- INTERVIEWER: Amelia Thompson, as Head of Visual Merchandising what 1 do you do (you/do)?
- AMELIA: I 2 (manage) product presentation across Selfridges stores.
- INTERVIEWER: What 3 (that/mean), exactly?
- AMELIA: I 4 (try) to present products in new ways that will attract customers' attention.
- INTERVIEWER: So, can you give an example of how you do that?
- AMELIA: Well, we have to be creative. For instance, right now we 5 (hold) a Chinese promotion, so we 6 (display) a model of Beijing made out of biscuits – just for one month.
- INTERVIEWER: How interesting! What other projects 7 (you / work on) at the moment?
- AMELIA: Well, today I 8 (need) to work out how many pairs of folded jeans 9 (fit) along a 25-metre wall!
- INTERVIEWER: That sounds like a challenge! In general, 10 (you/enjoy) your job?
- AMELIA: Yes. I mean I 11 (not/like) paperwork, but I can honestly say that I 12 (look forward to) going to work every day.