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Action Pack 12

Twelfth Grade

Unit 9

المستوى الرابع - (الكتاب الجديد)



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The world of business

This is an interview with a Jordanian businessman about his experiences in China.

Doing business in China

Today, we (interviewer) talk to Mr Ghanem, a businessman based in Amman who (Mr Ghanem) often visits China. We asked him (Mr Ghanem) when he first started doing business with China.

اليوم، يجتمعنا الحديث بالسيد غانم وهو رجل أعمال في عمان، والذي غالباً ما يزور الصين، سألناه متى بدأ عمله التجاري مع الصين لأول مرة؟ فأجاب قائلاً: "لا زلت أقوم بأعمال في الصين لعدة سنوات، حيث كانت رحلتي الأولى عام ٢٠٠٤ م، والتي لم تكن ناجحة".

'I've been doing business with China for many years. My first trip there was in 2004 CE, and it (Mr Ghanem's first step) was not very successful.'

Why was it not successful?

'I worked for a small computer company in Amman. They (a small computer company) sent me to China when I was still quite young. If only (If only = I wish) the company had realised that the Chinese respect age and experience more than youth!'

ولم تكن ناجحة؟ فأجاب: "عملت لدى شركة حاسوب صغيرة، وارسلوني إلى الصين عندما كنت صغير السن، ويا ليت الشركة كانت مدركة بأن الصينيين يحترمون العمر والخبرة أكثر من كون الشخص شاباً!"

Did you make any mistakes on that visit?

'Yes! I wish I had researched Chinese culture before I visited the country. In order to be successful in China, you need to earn their (Chinese people) respect (disrespect = opposite). Chinese business people will always ask about a company's successes in the past. However, because I worked for a new company, I could not talk about its (a new company) track record. We (Mr Ghanem's company) did not do any business deals on that first trip.'

وهل ارتكبت أخطاء في تلك الزيارة؟ نعم، تمنيت لو أنني قمت بالبحث في الثقافة الصينية قبل أن أزور الدولة، فلكي تكون ناجحاً في الصين فأنت بحاجة إلى أن تكسب احترامهم، حيث يسأل رجال الأعمال الصينيون عن نجاحات الشركة في الماضي، ولأنني عملت في شركة وليدة (جديدة)، فلم أستطع الحديث عن سجلها الأدائي، ولم نقم بأية صفقات في تلك الزيارة الأولى".

When did you learn how to be successful in China?

'I joined a larger company and they (a large company) sent me on a cultural awareness course. On my next visit to China, it (the next visit to China) felt as if I hadn't known anything on my first visit!'

وكيف تعلمت أن تكون ناجحاً في الصين؟ "التحقت بشركة أكبر، وقاموا بإرسالني لدورة في الوعي الثقافي (الحضاري)، وفي زيارتي التالية للصين، شعرت وكأنها أول رحلة لي إلى الصين".

What advice can you give to people wanting to do business in China?

'Before I visit a company, I send recommendations from previous clients. I also send my business card with my job position and qualifications translated into Chinese.'

ما هي النصيحة التي توجهها لمن يرغب بالقيام بالأعمال في الصين؟ "قبل أن أزور شركة ما، أقوم بإرسال توصيات من زبائن سابقين، كما أقوم بإرسال كرت أعمال مع وظيفتي ومؤهلاتي مترجمة إلى الصينية".

Can you tell us about your last meeting in China?

'Of course! I arrived on time. You must not arrive late, as this shows disrespect. Then, when I met the company director, I shook hands with him gently. I began the meeting by making small talk about my interesting experiences in China. During the meeting, I made sure that my voice and body language were calm and controlled. I never told a joke, as this may not be translated correctly or could cause offence.'

هل يمكن أن نخبرنا عن آخر لقاء لك في الصين؟ "بالطبع! وصلت في الوقت المناسب، يجب عليك ألا تصل متأخراً؛ لأن ذلك يعكس عدم الاحترام، وعندما قابلت مدير الشركة، صافحته بلطف، وقد بدأت المقابلة بحديث يسير عن تجاربي الممتعة في الصين، وخلال المقابلة، تأكدت من كون صوتي ولغة جسدي هادئين ومضبوطين، ولم أخبره بأي طرفة (نكتة)؛ ولأنها لربما تترجم بشكل غير صحيح أو تسبب هجوماً".

I, me, my, you, your = Mr Ghanem

Was it a successful meeting?

'Yes, it was. I knew that the director had researched my business thoroughly before the meeting, so I was prepared for **his** (the director) detailed questions. When I began negotiating, I started with the important issues. The Chinese believe in avoiding conflict. It is always important to be patient. I was prepared to compromise, so in the end, the meeting was successful.'

وهل كانت مقابلة ناجحة؟ " نعم، لقد كانت ناجحة، عرفت أن المدير قد بحث عن عملي بشكل كامل قبل المقابلة، لذا كنت متأهباً (مستعداً) لأي أسئلة تفصيلية، وعندما بدأت النقاش، بدأت بالقضايا المهمة، حيث يعتقد الصينيون بتجنب النزاع، ومن المهم دوماً أن تكون صبوراً، وكنت متجهزاً لتسوية الخلاف، ولذا في النهاية، المقابلة كانت ناجحة.

Which of the following do you think is most and least essential in a business meeting?

Key Word	Meaning in English	Arabic
do a deal	to arrange an agreement in business	يعقد صفقة
shake hands	To move someone's hand up and down in a greeting	يصافح
tell a joke	to say something to make people laugh	يقول نكتة
make small talk	to have an informal chat with someone in order to start a conversation	يعمل حوار بسيط
negotiate	to discuss something in order to reach an agreement, especially in business or politics	يفاوض
track record	all of a person's or organisation's past achievements, successes or failures which show how well they have done something	سجل الأداء
give a business card	To give someone a card that shows a business person's name, position and contact details	يقدم بطاقة اعمال
be able to answer detailed questions	to have the ability to understand complicated questions and respond to them appropriately	قادر على الاجابة على اسئلة مفصلة

Read the interview again and answer the questions :

1. Why was Mr Ghanem's first business trip to China not successful?

It wasn't successful because he didn't have enough knowledge about the culture of China, and he was too young.

2. What do you think is a "track record" (line 18)?

A 'track record' is your reputation based on the things you have done or not done in the past.

3. What does the word 'his' in bold in the text refer to?

The director

4. What changed when Mr Ghanem visited China for the second time?

He had been on a cultural awareness course and so he knew how to do business in China.

5. What similarities do you think there are, in terms of expectations at business meetings, between China and Jordan?

The need to be culturally aware.

The need preparation.

The need to listen carefully and negotiate.

6 Do you think that you would be a successful business person in China? Why/Why not?

Chinese value old and experience, so I think I wouldn't be a successful person now but after being old and having too much experience, I may become successful

7. Why was Mr Ghanem's first business trip to China unsuccessful?

Because he didn't have enough experience about China, and he was too young.

8. Why could not Mr Ghanem talk about the new company's track record ?

Because it is new and he is new in the company.

9. How is Mr Ghanem's second visit to China ? What changed ?

He had been on a cultural awareness course and so he knew how to do business.

10. What is the advice Mr Ghanem gives to people before doing business in China ?

Before visiting a company, they should send recommendations from previous clients. They also should send your business card with your job position and qualifications translated into Chinese.

11. Quote the sentence which shows the importance of patience in meetings.

“It is always important to be patient.”

12. How could you be successful in China ?

- You need to earn their respect.
- You should know about the Chinese culture.
- You should have a good track record.

13. You mustn't tell jokes during the meeting with Chinese ? Explain.

This may not be translated correctly or could cause offence.

14. What helped Mr Ghanem to be successful in his next trip to China ?

He joined a larger company and they sent him on a cultural awareness course.

15. Mr Ghanem does two things before doing business . Mention them.

- He sends recommendations from previous clients.
- He also sends his business card with his job position and qualifications translated into Chinese.’

16. Write two pieces of advice to avoid conflict with Chinese .

- It is always important to be patient.
- You should be prepared to compromise.

Critical Thinking :

Success needs tirdness . Explain .

I think you have to work hard, train and learn more in order to be successful. Also, you can be successful by developing your skills in various fields.

2017 صادرات وواردات بلدنا (SB, p.66) Our country's imports and exports

In this report, we (researchers) will look at the countries that (countries) Jordan trades with and what goods it (Jordan) exports and imports.

في هذا التقرير، سنتناول الدول التي يتاجر معها الأردن، والبضائع التي يصدرها ويستوردها.

First, let's look at **exports**. Jordan is rich in potash and phosphate, and the extraction industry for these minerals is one of **the largest** in the world. *Not surprisingly, two of Jordan's largest exports are chemicals and fertilisers. Pharmaceuticals* and other industries represent 30% of Jordan's Gross Domestic Product(GDP), and 75% of Jordan's pharmaceuticals are exported. *However, the majority (65%) of the economy is dominated by services, mostly travel and tourism.* Most of Jordan's exports go to Iraq, the USA, India and Saudi Arabia.

أولاً: دعونا ننظر إلى الصادرات، حيث أن الأردن غني بالبوتاس والفوسفات، وصناعة استخراج هذه المعادن تعد واحدة من أكبر الصناعات في العالم، فلا يستغرب أن 30% من المواد الكيميائية والأسمدة تعد من أكبر صادرات الأردن، كما وتمثل صناعة الدواء والصناعات الأخرى 30% من المنتجات المحلية الضخمة في الأردن، ويصدر الأردن 75% من منتجات الأدوية. وعلى أية حال، فإن الغالبية 65% من اقتصاد البلد مسيطر عليه من قبل الخدمات، معظمها من السياحة والسفر، كما أن معظم صادرات الأردن يذهب للعراق والولايات المتحدة الأمريكية والهند والمملكة العربية السعودية.

Now let's look at **imports**. Unlike some other countries in the Middle East, Jordan does not have large oil or gas **reserves**. *For that reason, Jordan has to import oil and gas for its (Jordan's) energy needs.* Its (Jordan's) other main imports are cars, medicines and wheat. In 2013 CE, 23.6 % of Jordan's imports were from Saudi Arabia. This (23.6%) was followed by the EU, with 17.6 % of its imports. Other imports have come from China and the United States.

الآن، دعونا نتناول الواردات، وبخلاف بعض الدول الأخرى في الشرق الأوسط فإن الأردن لا يملك مخزوناً ضخماً من النفط والغاز، ولهذا السبب، فإن على الأردن استيراد النفط والغاز لحاجاته في الطاقة. حيث أن وارداته الرئيسية الأخرى هي السيارات والأدوية والقمح، ففي عام 2013 م، فإن 23.6% من واردات الأردن، كانت من المملكة العربية السعودية، وتبعته بالاتحاد الأوروبي بنسبة 17.6% من وارداته، وواردات أخرى أتت من الصين والولايات المتحدة الأمريكية.

Jordan has more free trade agreements than any other Arab country, and it trades freely with many countries, including the USA, Canada and Malaysia. Which other areas are important for Jordan's trade? Jordan first signed a trade agreement with the EU in 1997 CE. It (Jordan) signed a free trade agreement with Egypt, Morocco and Tunisia in 2004 CE. In 2011 CE, another trade agreement was made with the EU, Egypt, Morocco and Tunisia. *Trade with the EU and North Africa in particular is likely to grow.*

ويحظى الأردن باتفاقيات تجارية حرة أكثر من أية دولة عربية أخرى، ويقوم بالتجارة بحرية مع العديد من الدول، بما فيها الولايات المتحدة الأمريكية وكندا وماليزيا. ما هي المناطق الأخرى المهمة للأردن؟ أولاً الأردن وقع اتفاقية تجارية مع الاتحاد الأوروبي عام 1997 م، كما وقع اتفاقية تجارية أخرى مع كل من مصر والمغرب وتونس في عام 2004م، وفي عام 2011.

Key Word	Meaning in English	Arabic
exports (n)	goods sold to another country / export (v) exportation (n)	صادرات
imports (n)	goods bought from other countries / import (v) importation (n) imported (adj)	واردات
goods	things that are produced in order to be sold	بضائع
extraction (n)	the process of removing and obtaining something from something else extract (v)	استخراج / استخلاص
reserve (n)	something kept back or set aside, especially for future use / reserve (v)	مخزون
pharmaceuticals (n)	companies which produce drugs and medicine / pharmaceutical (adj)	شركات أدوية
domestic (adj)	relating to or happening in one particular country and not involving any other countries / domesticate (v) / domesticity (n)	محلي
Gross Domestic Product (n)	the value of a country's total output of goods and services /	إجمالي الناتج المحلي
dominate (v)	to be the most important feature of something / dominance (n) dominant (adj)	يهيمن - يسيطر
mineral (n)	a substance that is present in some foods and is needed for good health ; a substance that is found naturally in the earth / mineral (adj)	معادن
fertiliser (n)	a substance that is put on the land to make crops grow fertilise (v) fertilisation (n) fertile (adj)	سماد
agreement (n)	an arrangement or promise to do something, made by two or more people, companies or organisations / agree (v)	اتفاقية

Read the report again and answer the questions.

1. What does the article suggest that many of Jordan's fertilisers are made from?

They are made from potash and phosphate, as this is what Jordan is rich in.

2. Why does Jordan import a lot of oil and gas?

Because it does not have enough of its own reserves for the needs of the country.

3. Which country supplies Jordan with most of its imports? Saudi Arabia

4. Why is trade with the EU and North Africa likely to grow?

Because Jordan has signed trade agreements with both areas.

5. Write the reason (purpose, aim) for writing this report.

To look at the countries that Jordan trades with and what goods it exports and imports.

6. Mention two minerals that Jordan is rich in. Potash and phosphate.

7. What are the main exports of Jordan? Chemical and fertilizers.

8. Where do most of Jordan's exports go to?

Most of Jordan's exports go to Iraq, the USA, India and Saudi Arabia.

9. Find in the text the opposite (antonym) of the word "export"? Import

10. What are Jordan's main imports? Oil, gas, cars, medicines and wheat.

11. Why does Jordan have to import oil and gas for its energy needs?

Because Jordan doesn't have large oil and gas reserves.

12. Where do Jordan's imports come from? Which countries?

Jordan's imports were from Saudi Arabia, the EU, China and the United States.

13. How can we decrease or stop importing wheat from other countries. Suggest.

- encouraging farmers by offering them money and fertilizers.
- Giving deserted lands to farmers freely.
- Stopping building in fertile lands.
- Helping them by offering new machines.

14. Quote the sentence which indicates the information about Jordan's natural resources.

Jordan is rich in potash and phosphate, and the extraction industry for these minerals is one of the largest in the world.

15. Suggest three ways to decrease Jordan's imports of oil and gas from other countries.

- Decreasing the use of electricity in our homes.
- Depending more on solar energy and wind farms. (renewable sources)
- Using public transports in our travels.

16. Why do countries need to export and import goods?

They export goods to increase the economy and make money, and they import goods that are rare in the country.

17. Why should our community buy Jordanian goods?

To support Jordanian economy and industries.

18. Quotation: "Unless the exchange be in love and kindly justice, it will but lead some greed and others to hunger." Do you agree with it? Why? Why not? Gibran Khalil Gibran

I agree with the quotation. I think that Gibran is talking about trade here. He is talking about mutual respect, and this could be applied to any exchange, as well as trade. He is perhaps commenting on the emergence of capitalism.

Whether you're selling *a new type of toothpaste* to a chain of pharmacies, *the latest computer software* to a school or *a new kind of package holiday* to a travel agency – you need to know ...

سواء أكنت تبيع نوعاً جديداً من معجون الأسنان لعدد من الصيدليات، أو آخر برامج الحاسوب لمدرسة، أو نوع جديد من عروض العطلات لوكالة سفر فإنك بحاجة إلى أن تعلم...

كيف تقوم بعرض المبيعات (خطاب بيع) **How to make a sales pitch**

1. Do your research **قم بإجراء بحثك**

Don't come away from a sales pitch wishing you had been better prepared. It is essential to know everything about your product. *Do you know when it (your product) was developed, and where it (your product) is produced?* You also need to know who the target market is – for example, the age group or income of the people who (people) might buy it (your product). Not only that, you should know all about the competition – that is, similar products on the market. *Why is your product superior to others (other products) and why does it (your product) have better value?*

لا تخرج من عرض دعائي للمبيعات متمنياً لو أن استعدادك كان أفضل، فمعرفة منتجك أمر أساسي، هل تعرف متى تم تطويره؟ وأين تم إنتاجه؟ كما أنك بحاجة لأن تعرف من هم الفئة المستهدفة في السوق، فمثلاً، عمر ودخل الناس الذين يحتمل أن يشتروا المنتج، ولا يقف الأمر عند ذلك، بل يتعداه لوجوب معرفة كل ما يتعلق بالمنافسة، بما معناه المنتجات المشابهة في السوق. لماذا يتفوق منتجك على المنتجات الأخرى؟ ولماذا يحظى بقيمة فضلى؟

In addition, you should know exactly which people you are speaking to, and what their (people) needs are. For example, if they (people) represent a middle-class department store in a humble neighbourhood, be ready to explain why your particular product would suit customers who (customers) do not have lots of money. *What makes your product perfect for them (customers)?* Most of all, you need to believe in what you're selling, and the best way to do that is to use it!

وإضافة إلى ذلك، ينبغي عليك أن تعرف بدقة الناس الذين تتحدث إليهم، وما هي حاجاتهم، فعلى سبيل المثال، إذا كانوا يمثلون الطبقة الوسطى بمنطقة متواضعة، فكن على استعداد لبيان سبب مناسبة منتجك للطبقة الكادحة الذين لا يملكون الكثير من المال. وما الذي يجعل منتجك مثالياً لهم، وبالجملة فأنت بحاجة لأن تعتقد بما تبيعه، والطريقة الفضلى لتحقيق ذلك هي استعمال المنتج!

2. Prepare and practice **حضر نفسك وتدرّب**

Plan your presentation carefully, not just what you will say, but how you will say it (your presentation). *Will you read it word by word, use notes or memorise it?* Whatever you decide, it is always a good idea to have a list of your main points, in case something interrupts you, or you simply freeze with nerves (it happens!). Then practise it (your presentation), if possible in front of colleagues. Make changes and practise it again.

خطط لعرضك التقديمي بحذر، ليس فقط ما ستقول، ولكن كيف ستقول أيضاً؟ هل ستقرأ كلمة كلمة، أو تستعمل ملحوظات أو تحفظه عن ظهر قلب؟ مهما كان قرارك، فمن الجيد أن تحتفظ بقائمة تضم النقاط الرئيسية، في حال قاطعك شيء ما، أو تجمدت أعصابك (تحدث). اتم تمرن عليها وإذا أمكن الأمر أمام زملائك، أحدث تغييرات وتدرّب عليها مرة أخرى.

3. Be professional **كن محترفاً**

Keep your presentation short and simple. Start with some friendly comments. *For example, thank your hosts for allowing you to speak to them (hosts), and compliment their (hosts) company.* Remember to speak slowly and clearly. It is important to appear confident (even if you're nervous!). While you're speaking, don't keep your head down. *Instead, look round the room and make eye contact with your audience* Smile! When you've finished speaking, invite questions. If you don't know the answers, don't pretend! Thank the questioner and promise to find out the answer (and do it (finding out the answers)!). Finally, have a summary of your presentation ready to hand out at the end of the session.

I wish I had known all this (information of experience) when I started out in business! Good luck!

اجعل عرضك التقديمي قصيراً وبسيطاً، وابدأ ببعض التعليقات الودية، فمثلاً أشكر المستضيفين على السماح لك بالتحدث إليهم، وأثن على شركتهم، وتذكر أن تتحدث ببطء ووضوح، ومن الضروري أن تبدو واثقاً بنفسك حتى ولو كنت خائفاً! وحال الكلام، لا تبق رأسك للأسفل، وبدلاً من ذلك انظر حول الغرفة واتصل بعينيك بجمهورك وابتسم! وعندما تفرغ من الحديث، افتح المجال للأسئلة، وإذا لم تعرف أجوبة ما لا تتظاهر بالمعرفة واشكر السائل، وعده بالبحث عن الجواب وقم بذلك بحق. وختاماً، احتفظ بملخص لما تم تقديمه لتوزيعه في نهاية الجلسة. أتمنى لو أنني عرفت كل ذلك عندما بدأت العمل في مجال الأعمال! حظاً جيداً

Key Word	Meaning in English	Arabic
package holiday	an organised trip with everything included in the price (travel, accommodation, food)	حزمة رحلة
sales pitch	a presentation made by someone who is trying to sell a product	خطاب بيع
target market	people who are identified as possible customers	السوق المستهدف
age group	a set of people of similar age	الفئة العمرية
department store	a large shop that sells many different types of things	متجر لسلع مختلفة

Key Word	Meaning in English	Arabic
sales pitch (n)	the statements and promises that someone makes to try to persuade someone to buy something	خطاب البيع
machinery (n)	machines, especially large ones	ماكينات
knitwear (n)	clothing made from wool	ملابس صوفية
extensively (adv)	in a way to cover or affect a large area	بشكل توسعي
marketing	The study of selling products to customers	تسويق

Read the previous web page and answer the questions.

1. Give two examples for knowing the target market. Everything about your product such as :

- The age group
- Knowing all about the competition
- The income of the people who might buy it
- Knowing which people you are speaking to, and what their needs are.

2. What is a sales pitch ?

The statements and promises that someone makes to try to persuade someone to buy something

3. What is the best way to believe in your product ?

The best way is to use it.

4. Why is it a good idea (recommended) to have a list of your main points ?

In case something interrupts you, or you simply freeze with nerves.

5. Quote the sentence which shows the body language which should be used when speaking with clients.

“Instead, look round the room and make eye contact with your audience.”

6. What should sellers do while giving their presentations ? (Recommendations by experts)

- Keep your presentation short and simple.
- Start with some friendly comments
- Speak slowly and clearly
- It is important to appear confident
- Don't keep your head down
- Instead, look round the room and make eye contact with your audience Smile!

7. How can we make a sales pitch ?

- Doing our research
- Preparing and practicing
- Being professional

8. What is the definition of " department store" ?

A large shop that sells many different types of things

9. What should you do at the end of the session ?

You should make a summary of the presentation.

10. What qualities should your presentation have ?

- Keep your presentation short and simple.
- Start with some friendly comments

Vocabulary

1. Complete the collocations with the verbs in the box. One verb is not needed.

Collocations	Arabic
make - a mistake	يرتكب خطأ
ask - questions	يسأل أسئلة
Shake - hands	يصافح
earn - respect	يكسب الاحترام
join - a company	ينضم الى شركة
cause - offence	يسبب اساءة
make - small talk	يعمل حديث قصير

2. Complete the sentences with *collocations* from exercise 1. The first one is done for you.

1. Be very careful when you answer the questions, and try not to make a mistake.
2. If you are polite, you won't -----or upset anybody.
3. Before the serious discussion starts, we always ; ----- it's often about the weather!
4. Nasser has applied to ----- the----- where his father works.
5. In business, when you meet someone for the first time, it's polite to-----.
6. After the talk, there will be a chance for you to----- about anything you don't understand.
7. By working hard, you will----- the -----of your boss.

Answers : 1 make a mistake 2 cause offense 3 make small talk 4 join , company 5. shake hands 6. ask questions 7. earn, respect

3. Complete the explanations with words from the box. One word is not needed.

(**compromise - conflict - negotiate - patient - prepared - previous - track record**)

1. When you talk about business and try to do a deal, you _____.
2. When you are ready for something, you are _____ for it.
3. When you can prove that you have experience, you have a _____.
4. When two sides disagree and argue, there is _____.
5. When each side changes their position a little so that they can agree, they have managed to _____.
6. When you stay calm and take your time, you are being _____.

Answers : 1 negotiate 2 prepared 3 track record 4 conflict 5. compromise 6. patient

5. Choose the correct word(s) to complete the text about *exports* from Jordan to the European Union.

Listening

(**exported - had exported - imported - was exported - was imported - were exported**)

Jordan has sold goods to the EU for many years. In fact, it ----- many products to the EU even before the 1997 CE trade agreement was made. The chart shows goods that Jordan ----- to the EU in 2011 CE. Chemicals accounted for about 37.2% of its exports. Jordan also exported a lot of metals(16.8%) as well as manufactured goods (11.2%). Smaller amounts of food, live animals and machinery -----to the EU. The section called 'other' included sales of goods related to forestry and mining.

Answers : 1 had exported 2 exported 3 were exported

Derivation

Verb	Noun	Adjective	Adverb	Verb	Noun	Adjective	Adverb
qualify	qualification	qualified	يؤهل	advise	advice	advisable	ينصح
recommend	recommendation	recommended	يوصي		youth	young	صغير
succeed	success	successful	ينجح		awareness	aware	ادراك
memorize	memory	memorable	يتذكر		Nutrition nutrients	nutritious	تغذية

4. Complete the sentences with the correct form of the words in brackets.

1. Before you apply for a job, check that you have the correct **qualifications**. (qualify)
2. The company is pleased with your work and is happy to give you a _____ . (recommend)
3. Congratulations on a very _____ business deal. (succeed)
4. We should always be ready to listen to good _____ . (advise)
5. My father often talks about what he did in his _____ . (young)
6. It's important to have an _____ of different countries' customs. (aware)
7. The graduation ceremony was a very _____ occasion for everyone. (memory)
8. Nuts contain useful _____ such as oils and fats. (nutritious)

Answers : 1 qualification 2 recommendation 3 successful 4 advice 5. youth 6. awareness 7. memorable 8. nutrients

Pronunciation : Intonation – p-61

1. You did English at university last year, *didn't you?* [falling]
2. You did English at university last year, *didn't you?* [rising]
3. You don't understand what gender-neutral means, *do you?* [falling]
4. You don't understand what gender-neutral means, *do you?* [rising]

Explanations:

1. The falling intonation has the meaning of checking information.
2. The rising intonation means that the speaker is less sure.
3. The falling intonation means that the speaker is checking something they know.
4. The rising intonation implies that the speaker wants someone to explain this concept to them.

Pronunciation : Sentence stress – p-69

The word in **bold** in each sentence indicates the **stress**.

Say the sentences. How does the meaning of each sentence differ?

- a. **I** retired when I was 60, which was in 1999 CE.
- b. I **retired** when I was 60, which was in 1999 CE.
- c. I retired when I was **60**, which was in 1999 CE.
- d. I retired when I was 60, which was in **1999** CE.

Answers :

- a. It was I, not someone else, who retired.
- b. I did other things when I was 60, but this is when I retired.
- c. I was 60 when I retired not another age.
- d. It was in 1999 CE when I retired, not another year in the 1990s.

Grammar

1. Unreal past forms for past regrets : (wish = if only)

Function : We use (*wish* or *If only* + Past Perfect) to express **regrets** about the past.

We might use it to reflect on past actions if we are trying to improve our work or our behaviour.

الماضي غير الحقيقي للتعبير عن الندم (التحسر - الاسى) في الماضي

- The tense of the verb after **wish** is more in **the past** than the action it is describing.

الفعل المستخدم بعد wish يكون أقدم من الحدث الموصوف (الموجود في الجملة الأولى الأصلية)

- I **didn't do** much work for my exam. ----- I wish I **had done** more work for my exam.
- These shoes hurt my feet. ----- I wish I **hadn't bought** these shoes.
- We **didn't catch** the earlier bus. ----- We're late. **If only we'd caught** the earlier bus.
- I **slept** too long. ----- I wish I **hadn't slept** too long.
If only I **hadn't slept** too long.

2. Unreal past forms for present wishes :

الماضي غير الحقيقي للتعبير عن الندم على اشياء (امنيات في الحاضر) ولكن مستحيل حصولها في المضارع

Function : We use (*wish* or *If only* + Past Simple)

to express wishes about **the present** that are impossible or unlikely to happen.

NOTE: We usually say *I wish / If only + were.*)

- I **don't know** the answer. ----- I wish I **knew** the answer.
- We **live** in a small flat ----- I wish we **lived** in a bigger flat.
- He **is not** tall enough. ----- He wishes he **were** taller.
- We **aren't** old enough ----- If only we **were** older.
- We **don't study** hard. ----- I wish we **studied** hard. - If only we **studied** hard.
- I wish we didn't visit the museum tomorrow. (اتمنى لو لم يكن عندي زيارة للمتحف غدا)

Wish = If only

Rule	Unreal past forms for past regrets : (wish = if only) (express regrets about the past)
V2 ----- hadn't + V3	I slept too long. I wish I hadn't slept
didn't + V-inf. ----- had + V3	I didn't do If only I had done
wasn't - weren't ----- had been	I wasn't successful. I wish I had been
Rule	Unreal past forms for present wishes (wish = if only) (express wishes about the present)
V1 / V-s ----- didn't + V-inf.	We live in a small flat I wish we didn't live
don't / doesn't + V-inf. ----- V2	I don't know the answer. I wish I knew the answer.
am / is / are ----- weren't	He is not tall enough. He wishes he were taller.
am not / isn't / aren't ----- were	He is far from here. He wishes he weren't far
regret + V-ing ----- hadn't + V3	I regret being angry ----- I wish I hadn't been angry.
regret + not + V-ing ----- had + V3	I regret not being happy. ---- I wish I had been happy.
should have + V3 ----- had + V3	He should have been careful. - He wishes he had been
shouldn't have + V3 ----- hadn't + V3	He shouldn't have been careless. He wishes he hadn't been ..

تحويل الأفعال

can	couldn't	can't	could
will	wouldn't	won't	would
am - is - are	weren't	am not - is not - are not	were
V1 / Vs-es	didn't + inf.	don't / doesn't + V	V2
have to / has to	didn't have to	have / has	didn't have to
have + V3 / has + V3	have / has	must - mustn't	hadn't to - had to
too / very - old - tall enough	so - older - taller	good / well	better

1. Complete the sentences with the correct form of the verbs in brackets.

- 1 Ali did not pass his exams. If only he ----- harder last year. (study)
2 Ziad did not know about Chinese culture when he went on a business trip to China.
He wishes he ----- a cultural awareness course. (do)
3 It was too hot to go to the beach yesterday. If only it ----- cooler. (be)
4 I feel ill. I wish I ----- so many sweets! (not eat)

Answers : 1 had studied 2 had done 3 had been 4 hadn't eaten

2. Make sentences using (I wish or If only) to talk about things that you regret from the past.

You can use these examples if you wish:

1. • take piano lessons when I was a child

2. • visit England last summer

3. • read more classic novels in Grade 11

4. • visit my grandparents yesterday

5. • help my mother more in the kitchen

Answers : 1 I wish I had taken2 If only I had visited3 I wish I had read4 If only I had visited5. I wish I had helped

3. Think about one of the scenarios below. Use (I wish or If only) to talk about the regrets that you have.

الجملة جميعها منفية واصبحت في الاجابات مثبتة . (الندم = عكس ما حصل في الواقع)
- نستخدم (been) ان وجد في الجملة (was)

1. • an exam that you **did not do** as well in as you expected.

2. • a holiday or short trip that **was not** as enjoyable as you had hoped it would be.

3. • a telephone call or meeting that **was not** successful.

1 I wish I had done well in the exam. 2 If only it had been an enjoyable trip. 3 I wish the telephone call or meeting had been successful.

4. Choose the most suitable verb form to complete these sentences :

1. Ziad is not very good at basketball. He wishes he ----- taller!
(is / were / was)
2. I can't do this exercise. I wish I ----- it.
(understood / understand / understanding)
3. Mr Haddad does not understand the Chinese businessman. If only he ----- Chinese.
(speak / spoke / had spoken)
4. Jordan needs to import a lot of oil. If only it ----- larger oil reserves.
(has / had / had had)

Answers : 1 were 2 understood 3 spoke 4 had

I always have to get home early. I wish my parents ----- me stay out later. **2018**
(lets / won't let / would let / will let)

5. Complete the sentences with words from the box. The first one is done for you.

(had (x2) hadn't if only wish)

1. I couldn't understand anything. If only I'd studied Chinese!
2. Ibrahim was right and I was wrong. **I wish** I -----listened to him.
3. I ----- I'd known more about the company. **If** ----- I'd done some research!
4. I am very hungry! **I wish** I ----- eaten before I went to the conference.
5. I regret the deal now. **I wish** we ----- done it.

Answers : 1 If 2 had 3 wish - only 4 had 5. hadn't

6. Read the situations and complete the sentences. The first one is done for you :

1. Sultan forgot to do his Science homework. If only he hadn't forgotten to do it.
2. I regret going to bed late last night. I wish I ----- earlier.
3. Nahla could not find her way round the city very easily. If only she ----- a map.
4. Oh no! I've forgotten my library book. I left it at home. I wish I ----- .
5. Our team didn't play very well yesterday. If only they ----- better.

Answers : 1 hadn't forgotten 2 had gone to bed 3 had had 4 hadn't forgotten it 5. had played

7. Use the prompts and write sentences with (I wish and If only).

1. **I'm cold.** - If only I'd brought a coat. - I wish I'd brought a coat. (bring a coat)
2. We're late. (get up earlier)
3. I feel ill. (not eat so many sweets)
4. Fadi has lost his wallet. (be more careful)
5. Huda was too busy to visit us yesterday. (be able to come)
6. I've broken my watch. (not drop it)

Answers : 1. I wish I had brought a coat 2. If only we had got up earlier 3. I wish I hadn't eaten so many sweets
4. If only he had been more careful 5. I wish she had been able to come 6. If only I hadn't dropped it

8. Rewrite the sentences with the words in brackets :

1. Samia regrets being angry at breakfast time. (only)
2. If only I had concentrated properly in class today. This homework is really difficult. (I) 2016
3. Nader should have been more careful with his essay. He didn't get a good mark. (wishes)
4. I wish I had learnt English better when I was younger. (if)

Answers :

1. If only Samia hadn't been angry at breakfast time 2. I wish I had concentrated properly in class today
3. Nader wishes he had been more careful with his essay 4. If only I had learnt English better when I was younger

11. Complete the sentences using the correct form of the following prompts :

- (be older - have a camera with me - live in a big house)
(not have a headache - not be so far away - like the same things)

1. Our flat is very small. If only we lived in a big house.
2. Jaber isn't old enough to drive a car. He wishes he _____.
3. My brother and I never want to watch the same TV programme. I wish we _____.
4. I'm looking at a beautiful view, and I'd love to take a photo. If only I _____.
5. My cousins don't live near here. I wish they _____.
6. I want to go out this afternoon, but I don't feel well. If only I _____.
7. I am sorry that I didn't read that book. I wish _____ that book.
8. If you -----to learn a new language, you need to be motivated. (will want / want / wanted)
9. If only I ----- lost my ticket! (haven't / didn't / hadn't)

Answers :

1. If only we lived in a big house
2. He wishes he was older
3. I wish we liked the same things
4. If only I had a camera with me
5. I wish they weren't so far away
6. If only I didn't have a headache / a toothache

Read the situations and complete the sentences. The first one is done for you :

1. I regret *going* to bed late last night.
I wish I ----- earlier.
2. Samia regrets *being* angry at breakfast time.
If only -----.
3. I *should have* studied hard before the exam.
I wish -----.
4. I regrets I didn't Study English when I was young.
I wish -----.
5. Nader *should have* been more careful with his essay. He didn't get a good mark. (wishes) 2016

6. I regret *living* abroad for a long time . (wish) 2016

7. I regret *speaking* aloud in my class. (wish) 2017

8. Mohammad didn't consult his career advisor, so he felt sorry. (wish) 2017

Write wish sentences which could follow these beginnings :

1. I'm really tired, but I can't sleep at night . I wish -----
2. The weather's too hot at the moment . I wish -----
4. The streets are very dirty . I wish -----
5. Many people in my village smoke too much . I wish -----
6. There are too many adverts on television . I wish -----
7. Our city doesn't collect rubbish often enough . I wish -----
8. I am not very good at Maths . I wish -----
9. Hani speaks really quickly . I wish -----
10. I can't speak French . I wish -----
11. You're always losing things . I wish -----
12. We have to start work very early tomorrow morning . I wish -----
13. Going to the theatre is expensive . I wish -----