

**CAREER
PATHS**

Business English

Book
2

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Express Publishing

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1 Product details



Omega Electronics COMES OUT with **NEW** Galaxy

Two years ago, Omega **launched** the Omega Star mobile phone. Now, our designers have **developed** an even better phone. We are pleased to announce the arrival of the Omega Galaxy. The Galaxy is **manufactured** solely for use by TeleCom Wireless customers. Omega is proud to partner with the nation's leading mobile service provider.

The Galaxy comes with all the amazing **features** that the Star does. But it has a longer battery life and brighter display screen. It has been **assembled** to Omega's **quality** standards. **Benefits** of the Galaxy include a more user-friendly touch screen and higher speed Internet capabilities. For customers who prefer a simpler phone, the Star will remain available for purchase.

The Galaxy will be **shipped from** our factories this week. Then, they will be **distributed by** TeleCom Wireless to their stores across the country. The phone will be available for purchase in TeleCom stores on May 13.



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some things people look for when purchasing a product?
- 2 What kinds of advertisements are the most successful? Why?

Reading

2 Listen and read the press release from a mobile phone store. Then, mark the following statements as true (T) or false (F). How is the Galaxy phone better than the star phone?

- 1 ___ The Star model mobile phone is no longer for sale.
- 2 ___ The Galaxy will work with only one service provider.
- 3 ___ The Galaxy is available directly from Omega Electronics.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

- | | |
|-----------------|-------------------|
| 1 ___ features | 5 ___ assemble |
| 2 ___ launch | 6 ___ benefit |
| 3 ___ develop | 7 ___ manufacture |
| 4 ___ ship from | |

- A to send or mail a product from a specific location
B to design or build something new
C to begin selling a new product
D the special things that an item has or can do
E to put pieces of something together
F to create something using machinery
G the good or helpful qualities of something

4 Write a word that is similar in meaning to the underlined part.

- The phone is given or sold by only one company.
d _ _ t _ _ b u _ _ _ _ y
- Has the new phone become available for sale?
_ o m _ o _ _
- This MP3 player is of the highest standard construction.
_ _ a _ i t _

Listening

5 Listen to a conversation between two employees. Check (✓) the items that will be changed in the press release.

- | | |
|--|--|
| 1 <input type="checkbox"/> price | 4 <input type="checkbox"/> features |
| 2 <input type="checkbox"/> shipping date | 5 <input type="checkbox"/> assembly |
| 3 <input type="checkbox"/> distribution | 6 <input type="checkbox"/> quality standards |

6 Listen again and complete the conversation.

- Employee 1: Well, 1 _____ with the Galaxy press release.
- Employee 2: Oh? What's wrong?
- Employee 1: I guess there's a change in the 2 _____.
- Employee 2: So it won't be 3 _____ on time?
- Employee 1: No, definitely not. Everything has been pushed back two weeks.
- Employee 2: Okay, I'll make the changes to those items right away. Anything else?
- Employee 1: Well, we want to keep customers interested, even though there's a delay. So we want to add some more detail to the 4 _____ section.
- Employee 2: Will do. What's the cause for the delay, anyway?
- Employee 1: The phones were being 5 _____ too quickly. They weren't meeting 6 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Do you have a moment?

There's a change in the ...

Everything has been pushed back two weeks.

Student A: A press release must be changed. Talk to Student B about:

- what must change
- what to add
- cause of changes

Make up a cause for the changes.

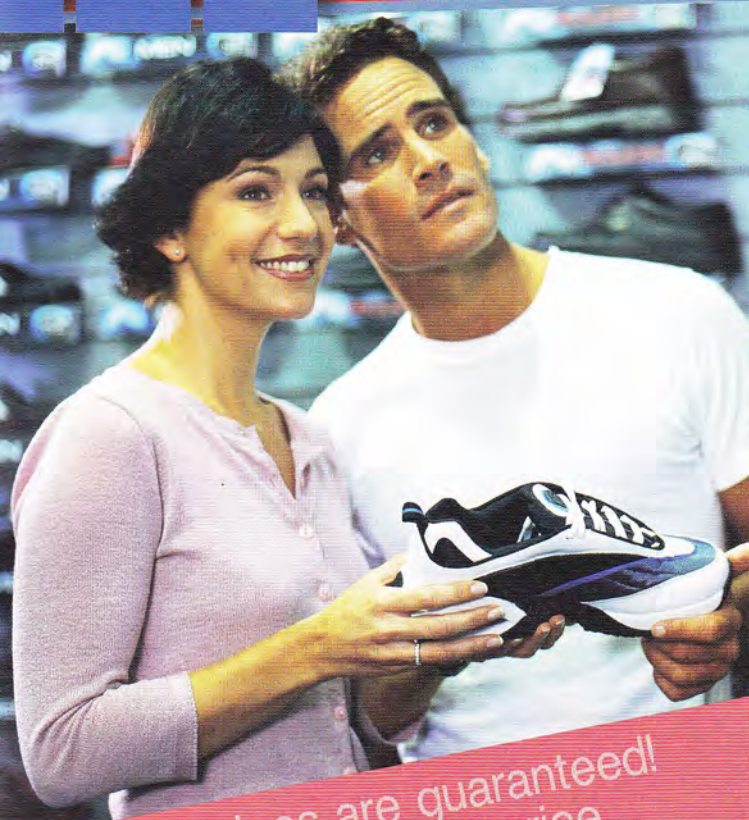
Student B: Talk to Student A to find out what to change on a press release.

Writing

8 You are writing a new press release for a product launch. Use the conversation from Task 7 and the press release to update a press release for a new mobile phone. Talk about:

- product description
- new dates
- extra features





Sneakers DiRect

●●●
Online or
in our
stores:

The **BEST**
sneakers for
your feet and
your wallet.

Today's Online Specials

Today Only: Our #1 selling sneakers at **wholesale** price!

[Click here for details.](#)

Selected styles: Buy one get one at half price!

[Click here to view styles.](#)

Free **shipping** on all orders over \$75.00

Shop our catalogue

Mail Order:
14 Factory Rd
Del Mar, DE 98509

Phone Order:
1-800-999-5555

Open Monday-Saturday
9AM to 6PM

*Include item number with your order.

Our prices are guaranteed!
If you find a lower price,
we'll match it!



Sneakers Direct is a leader in **e-commerce**. Check our website daily for exclusive offers.

We **promise** that our footwear is the best quality at the best price. Return your items free of charge if you are not completely satisfied.

Tired of retailers?
Call toll-free to ask about
direct sales.

Get ready!

1 Before you read the passage, talk about these questions.

- Do you prefer to shop online or in person? Why?
- What are the risks of shopping online?

Reading

2 Listen and read the web page for a shoe store. Then, mark the following statements as T (true) or F (false).

- Customers will pay shipping for a \$50.00 order.
- The company will reduce prices lower than any competitor.
- Direct sales can be arranged on the website.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

- Here is the new magazine with photos and descriptions of products for sale.
A direct sales B e-commerce C catalogue
- The salesman guaranteed that the shoes were comfortable.
A promised B matched C retailed
- The cost to mail products added \$10.00.
A item number B shipping C offer
- Online business is important to most retailers.
A mail order B catalogue C e-commerce
- Change to the level of the price our competitors offer.
A promise B sell C match

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 mail order / item number

Write the _____ on the form.

Complete this form to place a _____.

2 retailers / wholesale

_____ prices are usually very low.

GrantCo is one of the country's biggest _____.

3 direct sales / phone order

Call this number to place a _____.

Locate a _____ location nearby.

Listening

5 Listen to a conversation between a telephone sales representative and a customer. Mark the following statements as true (T) or false (F).

- 1 ___ The customer lost the item number.
- 2 ___ The sneakers are not available in the requested color.
- 3 ___ The total cost is \$64.

6 Listen again and complete the conversation.

Representative: Thank you for calling Sneakers Direct. 1 _____ you today?

Customer: I'd like to order some shoes from your catalogue, please.

Representative: Great. Do you have the 2 _____?

Customer: Yes. It's GH1184.

Representative: The 3 _____ Sneakers?

Customer: Yes. In a size 11, please.

Representative: We do have those shoes available in your size. What 4 _____ like?

Customer: Do you have them in green?

Representative: Yes. The 5 _____ is \$55.00 plus \$9.00 shipping.

0123 5420 21454

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I'd like to order some ...

What color would you like?

And if I decide I don't like them?

Student A: You are a customer who wants to order sneakers. Talk to Student B about:

- shoes
- color
- guarantees

Make up a size and color you want.

Student B: You are a sales representative. Answer Student A's questions.

Writing

8 You are writing a page in a catalogue for a company. Use the conversation from Task 7 and the web page to write a description of a type sneakers available for sale. Talk about:

- What sizes are available
- What colors are available
- What the company's return policy is



receipt

satisfied

refund

model number

ELECTRONICS NATION

SERVICE DEPARTMENT **Manual**

When a customer enters the **service department** he or she should always be greeted with a smile. Every product sold at Electronics Nation comes with our famous **guarantee**. We offer a **refund** or **replacement** for a full year if the customer is not **satisfied** for any reason. However, there are a few things you will need from the customer:

First, we need the original **receipt** or a copy of the **warranty**. One of these documents is required to process the **return**.

Next, we need the **make** and **model number** of the item they wish to return.

Finally, we need a brief written explanation on the return form.

If the customer would like to replace the item, send him out to the showroom. If he would prefer a refund, send him to the business office with the completed return form.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 When was the last time you returned a product? Why did you do it?
- 2 What are some ways companies compensate people who return products?

Reading

2 Listen and read the page from a customer service manual. Then, choose the correct answers. What should customers give the service department?

- 1 What is NOT required to return an item?
 - A a completed form
 - B a record of the item's purchase
 - C an identification number for the type of item
 - D a description of the item's condition
- 2 Electronics Nation offers
 - A free repairs on all purchases.
 - B to replace unsatisfactory purchases.
 - C a refund within two years of a purchase.
 - D returns without a receipt or a copy of the warranty.
- 3 Employees must note the ___ of returns.
 - A repair cost
 - B time of purchase
 - C color and style
 - D make and model number

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- | | |
|-----------------|--------------------------|
| 1 ___ make | 4 ___ guarantee |
| 2 ___ satisfied | 5 ___ service department |
| 3 ___ receipt | |

- A the printed record of a sale
- B the name that identifies who produced the product
- C the place where consumers can receive help
- D being happy with one's purchase
- E an assurance

4 Fill in the blanks with the correct words and phrases from the word bank.

word BANK

customer service refunds replacement
warranty model number

- 1 Good _____ keeps customers coming back.
- 2 If a product is broken, customers may get a _____.
- 3 The make and _____ of the stereo is printed on the box.
- 4 The returns department also gives _____.
- 5 Do you have a copy of the _____?

Listening

5 Listen to a conversation between a customer service representative and a customer. Mark the statements as true (T) or false (F).

- 1 ___ The man did not bring the original receipt.
- 2 ___ The stereo did not work.
- 3 ___ The man will receive a refund.

6 Listen again and complete the conversation.

Representative: Okay. I'll need to see the 1 _____, please.

Customer: Oh. I don't have it anymore. I brought the 2 _____, though. Here you go.

Representative: That'll work, thanks. Do you know 3 _____ the stereo is?

Customer: It's the Sonic 200.

Representative: Let's see ... and the model number is here on the warranty. Now, why are you 4 _____ the stereo?

Customer: I don't really like the sound quality. It just wasn't 5 _____.

Representative: Okay. Now, we can only 6 _____ if you have the receipt.

Customer: But I can get a 7 _____, right?

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I'd like to return this stereo.
I'll need to see the ...
Pick something out in the showroom.

Student A: You are a customer service representative. Student B wants to return a product. Talk to Student B about:

- receipt
- reason for return
- refunds and replacements

Make up a model number for the product.

Student B: You are returning a product. Answer Student A's questions.

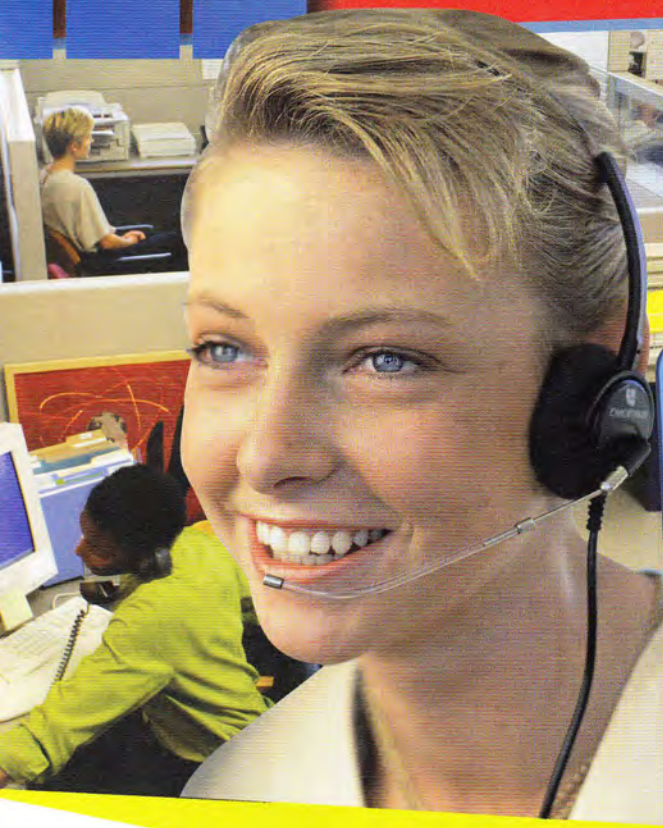
Writing

8 You are a customer service representative processing a return. Use the conversation from Task 7 to fill out a return form. Talk about:

- The make and model number of the item
- Whether the customer has the receipt
- Why the customer was not satisfied with the purchase



4 Telephoning



Business Blog Weekly

Good etiquette on the telephone can make or break your relationship with a client. **Courtesy** should start with the person who answers the telephone. Always begin by identifying yourself. Say something like, "Hello, this is..." Give the person as much information as you can. Tell them the name of your company, "I'm calling from..."

Ask for the person you wish to speak with by name, using phrases like, "Could I speak to...?" or "May I speak to...?" Or ask, "Is...available?"

At some companies, with busy **switchboards**, it is better to simply ask, "Can you connect me to extension..."

Remember, ending the call on a polite note is important too. Say something like, "Nice speaking to you," or "Thank you for your time." Follow up with "I will call you back on..." And remember to do it.



switchboard

Get ready!

1 Before you read the passage, talk about these questions.

- 1 How do you answer phone calls from friends? From business partners?
- 2 Why is having good phone etiquette important in business?

Reading

2 Listen and read the post from a business blog. Then, read the paraphrase of the article. Fill in the blanks with the correct words and phrases from the word bank. Explain what good phone etiquette is.

Word BANK

by name connected telephone
extension courtesy

It is important for businesspeople to have good 1 _____ etiquette. 2 _____ should be used whenever speaking to anyone on the phone. Callers should identify themselves and then ask to speak to someone 3 _____. They can also ask to be 4 _____ to a(n) 5 _____. A good way to end a call is to thank the person they're speaking to for his or her time.

Vocabulary

3 Place the words and phrases from the word bank under the correct heading.

Word BANK

thank you for your time Hello this is ...
Is ... available Nice speaking with you
Could I speak to ...

Greeting	Ending	Asking for someone
_____	_____	_____
_____	_____	_____

4 Write a word or phrase that is similar in meaning to the underlined part.

- Hello, my name is Robert and I work for Bronson Industries.
I _ _ a _ _ in _ _ f _ _ _
- I would like to talk to the director of the sales department.
_ ay _ _ s _ _ a _ _ o
- Please expect a call from me on Thursday.
I _ _ ll _ a _ _ y _ _ _ a c _
- It is important to behave with politeness on the telephone.
_ o u _ _ _ s _
- Will you direct my phone call to Number 443?
C _ _ _ o _ _ _ n n _ _ t _ e _ _ _ e x _ _ s _ o n

Listening

5 Listen to a telephone conversation between a receptionist and a sales representative. Mark the following statements as true (T) or false (F).

- The man is calling to place an order.
- The receptionist offers two ways to leave a message.
- The man asks if he can call Ms. Jones at home.

6 Listen again and complete the conversation.

- Sales Rep:** 1 _____ to Susie Jones, please?
- Receptionist:** I'm sorry, Susie isn't in right now. I would be happy to take a message for you.
- Sales Rep:** Well, it's a rather 2 _____ to an order that I should discuss with her. Is there a better time to reach her?
- Receptionist:** She'll be out until tomorrow, unfortunately.
- Sales Rep:** Oh, okay. I'd better leave a message with you, then.
- Receptionist:** Well, I could also 3 _____ her voicemail. She might check that before she comes into the office.
- Sales Rep:** Oh good, that would be wonderful.
- Receptionist:** Okay. I'm connecting you now. 4 _____, Mr. Peters.
- Sales Rep:** And you, too. 5 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

- Good morning ... This is ... speaking.*
I'm sorry. ... isn't in right now.
I'd better leave a message with you.

Student A: You are calling a business client. Talk to Student B about:

- speaking to your client
 - messages
 - your thanks
- Make up a name for you client.

Student B: You are a receptionist. Student A calls to speak to a client who is not in. Answer Student A's questions. Make up a name for your caller.

Writing

8 You are a receptionist. Use the conversation from Task 7 to leave a note for a client who missed a call. Talk about:

- Who called
- What he or she called about
- What options you provided him or her with
- How the caller reacted

Email for Beginners: A quick lesson



Let's begin with **email addresses**. These are made up of three parts:

- The person's name, nickname, etc. (for example: bill, bill.williams, bwilliams)
- The @ **symbol** (this means "at")
- The web address where the account is located (for example: SupplyStore.com, cyberlink.net)

So a complete address might look like this: bwilliams@cyberlink.net.

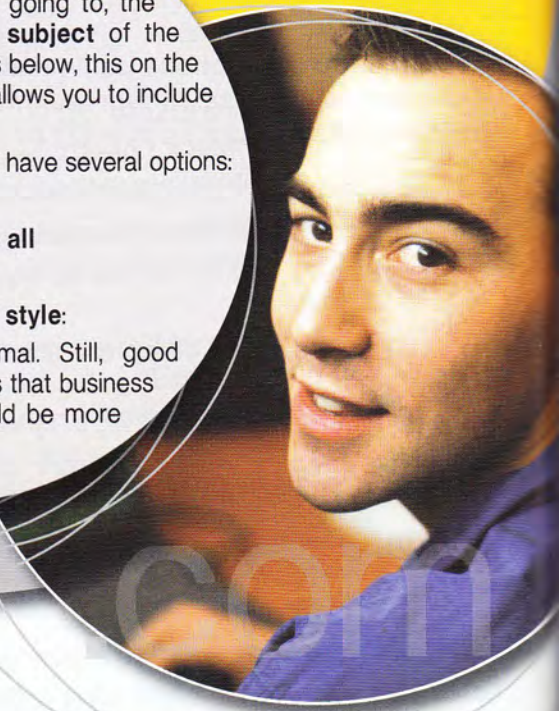
On your email program, you'll see places to enter the address your **message** is going to, the address it is from and the **subject** of the message. Above, or sometimes below, this on the page, you will see a button that allows you to include an **attachment**.

When you receive a message, you have several options:

- Save or **delete** it
- Reply to the sender or **reply to all**
- **Forward** it to someone else

A note on **formal vs. informal style**:

Emails are generally informal. Still, good business etiquette dictates that business **correspondence** should be more formal.



Get ready!

1 Before you read the passage, talk about these questions.

- 1 How can email be useful in business?
- 2 What problems can be caused by email?

Reading

2 Listen and read the tutorial on email. Then, use the completed table to present emails to the class. Complete the table using information from the tutorial.

Parts of an email address	_____
Options after receiving a message	_____

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- | | |
|-----------------|---------------|
| 1 __ message | 4 __ formal |
| 2 __ attachment | 5 __ informal |
| 3 __ subject | |

- A being serious and official
- B the main part of an email
- C being relaxed and casual
- D a file that is sent along with an email
- E the title of an email

4 Check (✓) the sentence that uses the underlined part correctly.

- 1 A Mary's email address is mbrown@bluesky.com.
 B If you forward an email it goes to the trash box.
- 2 A Click reply to all so that only Jay sees the response.
 B Delete old messages from the inbox.
- 3 A Names come before the @ symbol in most email addresses.
 B An option indicates what the email is about.

Listening

5 Listen to a conversation between two co-workers. Choose the correct answers.

- 1 What is the conversation mostly about?
A the details of the finance report
B how to create a new email address
C why the man did not receive an email
D a mistake the man made on a report
- 2 What information does the man provide?
A his new email address
B how to forward an email
C the name of an attachment
D which employee he sent the report to

6 Listen again and complete the conversation.

Employee 2: That's 1 _____. I didn't get an email from you today.

Employee 1: I'm sure it went out, since I also sent it to Michelle Richards. She opened it this morning.

Employee 2: Maybe Michelle can just 2 _____.

Employee 1: I'd rather 3 _____ why it didn't arrive.

Employee 2: Well, what address did you send it to?

Employee 1: Let's see. It was BillStephenson@cranstonindustries.com.

Employee 2: Oh, that's it. That's my old 4 _____.

Employee 1: I didn't know it had changed. 5 _____?

Employee 2: It's just B.Stephenson@cranstonindustries 6 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Did you get that ...

I didn't get an email from you today ...

What address did you send it to?

Student A: You sent an important file to Student B. Talk about:

- receiving the file
- investigating the problem
- finding a solution

Make up the name of someone you sent it to.

Student B: Student A tried to send you an email. Talk about:

- receiving the file
- possible solutions
- email address changes

Writing

8 You are a manager and there has been a problem sending email to an employee. Use the conversation from Task 7 and the email tutorial to write an email to all employees that explains the problem and how to avoid it in the future. Talk about:

- The cause of the problem
- How it was solved
- What employees must do to avoid the problem

Get ready!

1 Before you read the passage, talk about these questions.

- 1 When is a letter an appropriate method of communication? When is it not?
- 2 In what ways do business letters differ from personal letters?

Dear...

greeting

I look forward to hearing from you.

closing

Yours truly,

ending

Business Letters 10.1

A Guide for the Modern Professional

As a professional, you must have the skills to write a clear and polite business letter. The example below will show you the elements of a good letter.

Sender's full name
Return Address

Today's date

Recipient's full name
Recipient's Address

Salutation or Greeting ("Dear Ms. Smith"),

Your reason for writing and the other information goes here.

Closing ("Thank you for your time." "I look forward to hearing from you." etc.)

Ending ("Sincerely," "Yours truly," etc.)

Sender's signature

Sender's typed name

Enclosures:

After "Enclosures," list any documents that you are sending along with the letter. This includes photographs, forms to be returned, receipts, etc.

Follow this simple guide, and you will be writing perfect business letters in no time.

Reading

2 Listen and read the excerpt from a manual. Then, mark the following statements as true (T) or false (F). What did you learn from the text?

- 1 ___ Business letters never include a recipient's first name.
- 2 ___ A signature is typed at the bottom of the letter.
- 3 ___ List any attached documents as enclosures.

Vocabulary

3 Read the sentence pairs. Choose where the words best fit in the blanks.

1 sender / recipient

The _____ types the letter and puts it in the mail.

When it arrives at its destination, it is opened by the _____.

2 closing / signature

A person's _____ is handwritten beneath the closing.

It is a good idea to thank the reader in the _____.

3 greeting / full name

The _____ should begin with, "Dear Mr. or Ms."

Write your _____, not just your first or last.

4 Choose the word that is closest in meaning to the underlined part.

- 1 Make sure to note any enclosures.
 A closing B items to be sent later
 C items included here
- 2 Choose a suitable ending for your letter.
 A closing B hello C sign
- 3 Use the correct salutation in your letter.
 A greeting B ending C remarks
- 4 Don't forget to include the return address.
 A email address B recipient's address
 C sender's address

Listening

5 Listen to a conversation between an office manager and her new assistant. Mark the following statements as true (T) or false (F).

- 1 The letter is intended to sign up a new client.
- 2 The letter will list a form as an enclosure.
- 3 The letter will include an envelope for a reply.

6 Listen again and complete the conversation.

Assistant: Okay. And is there a particular 1 _____ you use with him?

Manager: Oh, just "Dear Mr. Smith" is fine.

Assistant: Got it. And what's the reason for writing to Mr. Smith?

Manager: He just opened a second office, so we need to 2 _____.

Assistant: Should I include the update form with the letter?

Manager: Yes, please. And 3 _____ so he knows to look for it.

Assistant: I'll print an envelope with our 4 _____ and include that, too.

Manager: Good thinking. Please bring it to me when you have finished so I can add my 5 _____.

Assistant: I'll have it ready in just a minute.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Could you type ...?
Should I include ...
Please bring it to me for my signature ...

Student A: You need Student B to type a letter for you. Talk to Student B about:

- recipient
- purpose
- enclosures

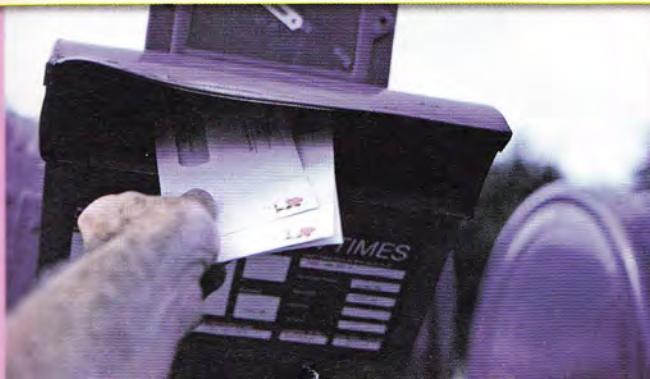
Make up a name for the recipient.

Student B: You are Student A's assistant. Talk to Student A about the letter.

Writing

8 You are an assistant. Use the conversation from Task 7 and the excerpt from the manual to write a business letter to a client. Use today's date. Make up a name for the sender. Include:

- The recipient's full name
- A greeting
- The purpose of the letter
- Any enclosures

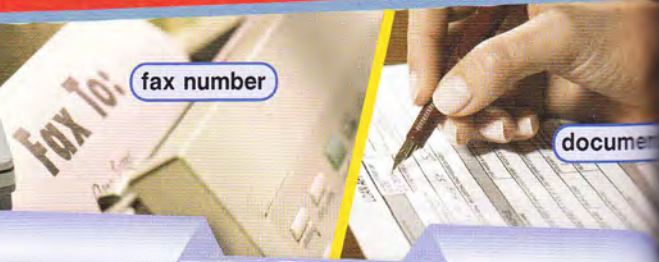


7 Faxes

Get ready!

1 Before you read the passage, talk about these questions.

- How can a fax machine save businesses time and money?
- Do you think the fax machine will be replaced by online technology? Why or why not?



How to Send a Fax

Make sure that your pages reach the right person. Follow these steps and your **documents** will be on their way.

Our **fax number**: (333) 555-2111

*Always include a **cover sheet** with the following information:

- Your name
- Your company's name
- Your telephone number
- The name of the person you are sending the fax to
- The date
- The number of pages
- The **subject**

***Insert** the pages into the fax machine, printed side down.

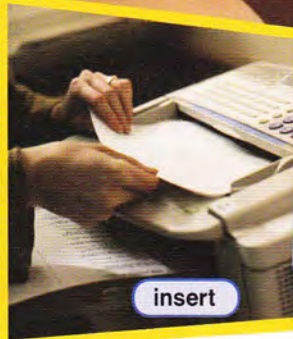
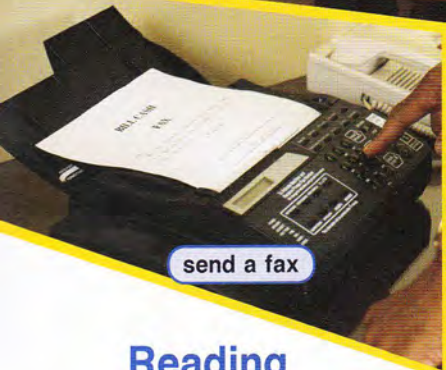
*Enter the fax number you want to send to using the **keypad**.

*The pages will be scanned by the machine.

*The machine will give you a **confirmation** if the pages have **gone through** properly. If the fax does not go through, you will need to **resend**.

*First, telephone the other person and tell them that you are trying to **fax something over**.

*Repeat the earlier steps and wait for confirmation.



Reading

2 Listen and read the poster telling how to send a fax. Then, read the summary of the passage. Fill in the blanks with the correct words and phrases from the word bank. Tell the class how to send a fax.

Word BANK

resend cover sheet go through
send a fax confirmation

The manual gives instructions about how to 1 _____. It lists the information to include on the 2 _____. The sender is instructed to wait to see whether the fax will 3 _____ properly. If not, the sender should telephone the recipient. Next, he or she should try to 4 _____ it and wait for 5 _____ that it has worked.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- Use the number buttons on the fax machine.
k _ _ p _ _
- Did the machine give a notification that the document was sent?
_ o n _ _ _ _ a t _ _ _
- The telephone number goes on the first page of the fax.
c _ _ e r _ h e _ _
- Please send this through the fax machine.
_ e n _ _ f _ _
- Type the code for the recipient's fax machine.
_ _ x n _ _ b _ _

4 Place a check (✓) next to the response that answers the question.

- 1 Did Ms. Chen fax something over to the client?
A Yes, but it did not go through.
B Yes, we need to try to send it again.
- 2 Do I need to resend the fax?
A Yes, you should try it again.
B She doesn't need to know.
- 3 What is the subject of the fax?
A The fax number is right here.
B It's about the upcoming merger.
- 4 Should the pages be inserted face down?
A No, I did not receive a confirmation.
B Yes, that is the correct way.
- 5 Which documents need to be faxed?
A The ones that are in this folder.
B Please write this down.

Listening

5 Listen to a conversation between a new secretary and an office manager. Mark the following statements as true (T) or false (F).

- 1 The woman has tried sending the fax more than once.
2 The fax machine is broken.
3 The woman has seen this problem before.

6 Listen again and complete the conversation.

Secretary: Oh, so you're sure you have the right 1 _____ ?

Employee: Yes, I've gotten a 2 _____ each time. But it's always blank pages that get sent.

Secretary: I see. Well, I'm pretty sure I know what the problem is.

Employee: Great! What's 3 _____ ?

Secretary: You have to insert the pages 4 _____ . I think you've been putting them in the 5 _____ .

Employee: That would explain the blank pages. What an embarrassing mistake!

Secretary: Don't worry. It 6 _____ .

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I think the fax machine is broken.

When I send the fax, my client gets blank pages.

I'm pretty sure I know what the problem is.

Student A: Help Student B find out why his or her fax is not going through correctly. Talk about:

- the problem
- fax number
- solution

Student B: You are having trouble sending a fax. Ask Student A for help.

Writing

8 You are a secretary. Use the conversation from Task 7 and the poster to write a sheet that helps people avoid mistakes with the fax machine. Talk about:

- Fax numbers
- Confirmation
- Inserting pages

8

Types of meetings



board



chat

Get ready!

1 Before you read the passage, talk about these questions.

- 1 How has technology changed the way businesses have meetings?
- 2 What can make a meeting successful or unsuccessful?

Reading

2 Listen and read the extract from the manager's planner. Then, choose the correct answer. What will the manager talk to the sales team about?

- 1 Who will the manager NOT meet on Thursday?
 - A Roy Johnstone
 - B Celine Stengle
 - C the sales team
 - D the board of directors
- 2 What can be inferred about the company?
 - A It had good sales the previous year.
 - B It recently hired new workers.
 - C It is closing its old site.
 - D It makes safety equipment.
- 3 When will the manager discuss financial issues?

A in the morning	C in the afternoon
B at lunchtime	D in the evening



THURSDAY 18TH MAY

Morning:

- Departmental Meeting, 10 am, room 194
- **Update** staff on new company structure
- **Address** staff problems from changes to company structure.

Afternoon:

- ~~Lunch Meeting with Roy Johnstone to discuss health and safety. 12.30, Director's Restaurant.~~ **POSTPONED.** Now 22nd May, 1pm.
- **Chat** with Celine Stengle about information for new employees. Level 3 Meeting Room
- **Set up** an **induction** meeting for all new employees in mid June. Ask Celine for their contact details.
- Sales Team Meeting at 3:00

Agenda: Discuss reasons for last year's poor sales
Brainstorm new marketing ideas

Evening:

- Dinner with the **board** of directors to discuss financial issues relating to the new site. 7:30 pm, Legacy Restaurant

Notes:

- Remember to **cancel** the meeting with Tomako Yutshihiro, (May 31st) because it **clashes** with the company's **AGM**.
- **Arrange** a meeting with Clement Yee to discuss last year's sales.

Vocabulary

3 Read the sentences and choose the correct meaning of the underlined words.

- 1 The company is having its AGM on Thursday.
 - A Associated Growers Meet
 - B Annual General Meeting
 - C Administration Governance Meeting
- 2 New staff members must attend an induction meeting.
 - A a meeting to discuss employee problems
 - B a meeting to introduce staff to the company
 - C a meeting to brainstorm new ideas
- 3 An hour is long enough to have a chat.
 - A brief talk
 - B formal meeting
 - C argument
- 4 The problem was addressed by the manager.
 - A discussed
 - B forgotten
 - C written down

4 Place a check (✓) next to the response that answers the question.

- 1 Can you arrange a meeting with the team?
A Yes, I'll set it up.
B Yes, I'll cancel it.
- 2 The appointment clashes with her board meeting.
A OK, well we can postpone it.
B Great! See you at the meeting!
- 3 Will you tell the staff about the changes?
A Yes, I'll brainstorm some ideas.
B Yes, I'll update them.

Listening

5 Listen to a phone call between two co-workers. Then mark the following statements as true (T) or false (F).

- 1 The woman cannot attend the morning meeting.
- 2 The man will explain the new policies alone.
- 3 The woman will explain her summaries to the staff.

6 Listen again and complete the conversation.

Employee 2: Hi Derek, it's Liz. Is there any way we can **1** _____ the meeting this morning?

Employee 1: I don't think so. We need to **2** _____ the staff on the new company policies.

Employee 2: I only want to postpone it until this afternoon. **3** _____ three o'clock?

Employee 1: No, I have another meeting then. Why do you want to change it anyway?

Employee 2: It **4** _____ my meeting with the board of directors. I'm sorry, I only just realized it.

Employee 1: Well, I guess I can **5** _____ .

Employee 2: Is that okay? I can **6** _____ all of my summaries.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Is there any way we can ...

Why do you want to change it?

I'll stop by your office in a bit.

Student A: You need to change the time of a meeting. Talk to Student B about:

- setting a new time
- reason for change
- meeting material

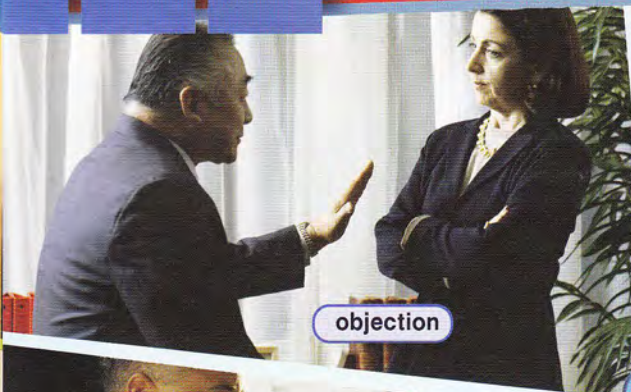
Make up some personal details and a time to postpone the meeting until.

Student B: Talk to Student A about changing the time of a meeting and who will run it.

Writing

8 You are a manager. Use the conversation from Task 7 to write a memo to your team to postpone a meeting. Talk about:

- When and where the meeting was originally
- When and where the new meeting will be
- What you want to discuss in the meeting



objection



bicker



state your opinion



send your apologies

APRIL 9th

Business blog

MEETING ETIQUETTE - BE POLITE, BE PRODUCTIVE!

Some meetings are really unproductive. People **bicker** – they **talk over** others and don't listen. Consequently, meetings drag on and on. This wouldn't happen if businesses had a set of meeting rules. Instead, meetings would be useful, productive and short! Here are my suggestions for meeting etiquette.

- **Send your apologies** if you cannot attend. Your colleagues may be waiting for you so they can start the meeting.
- **State your opinion** once only. If it's a good idea, people will **take note**. There's no need to **repeat yourself**.
- If you **disagree** with someone, don't **interrupt**. Wait until the other person finishes speaking, and then state your **objection**.
- Don't use **jargon**. Your colleagues may not be specialists in your field, so they will need to keep **asking for explanations**. This **wastes time**. Talk in everyday language so that everybody can understand.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are the challenges and responsibilities of running a meeting?
- 2 What are some behaviors that would be considered rude at a meeting?

Reading

2 Read the blog from a business website. Then, read the summary of the dialogue. Fill in the blanks with the correct words from the word bank.

WORD BANK

attend common
unproductive state

The writer believes that meetings are 1 _____ because people argue and don't listen. The writer recommends that people say sorry if they cannot 2 _____ a meeting. They should 3 _____ their opinions just once and use 4 _____ language.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

- 1 Write a message saying sorry if you cannot attend.
 - A State your opinion
 - B Send your apologies
 - C Ask for an explanation
- 2 It is unprofessional to argue in an immature way during meetings.
 - A interrupt
 - B disagree
 - C bicker
- 3 It's rude to talk when other people are talking.
 - A repeat yourself
 - B talk over other people
 - C take note of other people
- 4 During meetings Jane says the same thing again and again.
 - A repeats herself
 - B disagrees
 - C interrupts

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 **objection / jargon**

Does anyone have a(n) _____ to this suggestion?
_____ should only be used if everyone understands it.

2 **waste time / take note**

_____ of any important changes.
Don't _____ arguing.

3 **ask for an explanation / state your opinion**

It is important to _____ if the material is confusing.
Please do not _____ until the chairman invites you to do so.

5 Listen and read the text again. What did you learn about meeting etiquette?

Listening

6 Listen to a conversation between an employee and a manager. Mark the following statements as true (T) or false (F).

- 1 ___ The woman feels the meetings are not productive.
- 2 ___ The man wants people to speak less in meetings.
- 3 ___ The man will write a set of rules for meetings.

7 Listen again and complete the conversation.

Employee: It's these meetings. They're really getting 1 _____ .

Manager: What do you mean?

Employee: People always 2 _____ . It wastes so much time.

Manager: I disagree. I want to 3 _____ people to speak if they have an objection.

Employee: That's good. But they shouldn't 4 _____ other people or repeat themselves over and over.

Manager: Okay, I agree with that.

Employee: Also, it might help if we asked the engineers to use less 5 _____ . We lose a lot of time just asking what certain words mean.

Manager: Maybe we need to 6 _____ some guidelines for meeting etiquette.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

It wastes so much time.

We lose a lot of time ...

Maybe we need to ...

Student A: You have ideas to improve meetings. Talk to Student B about:

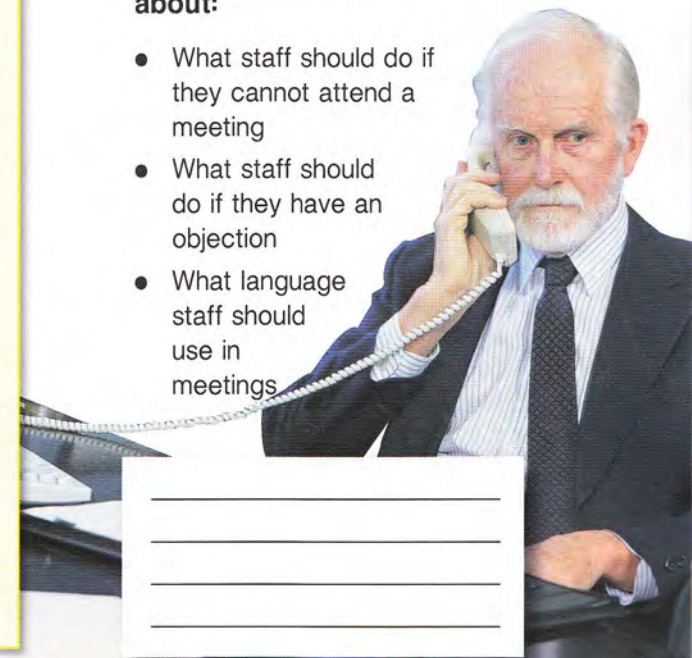
- use of time
- problems and behaviors
- suggestions

Student B: You are a manager. Talk to Student A about improving meetings.

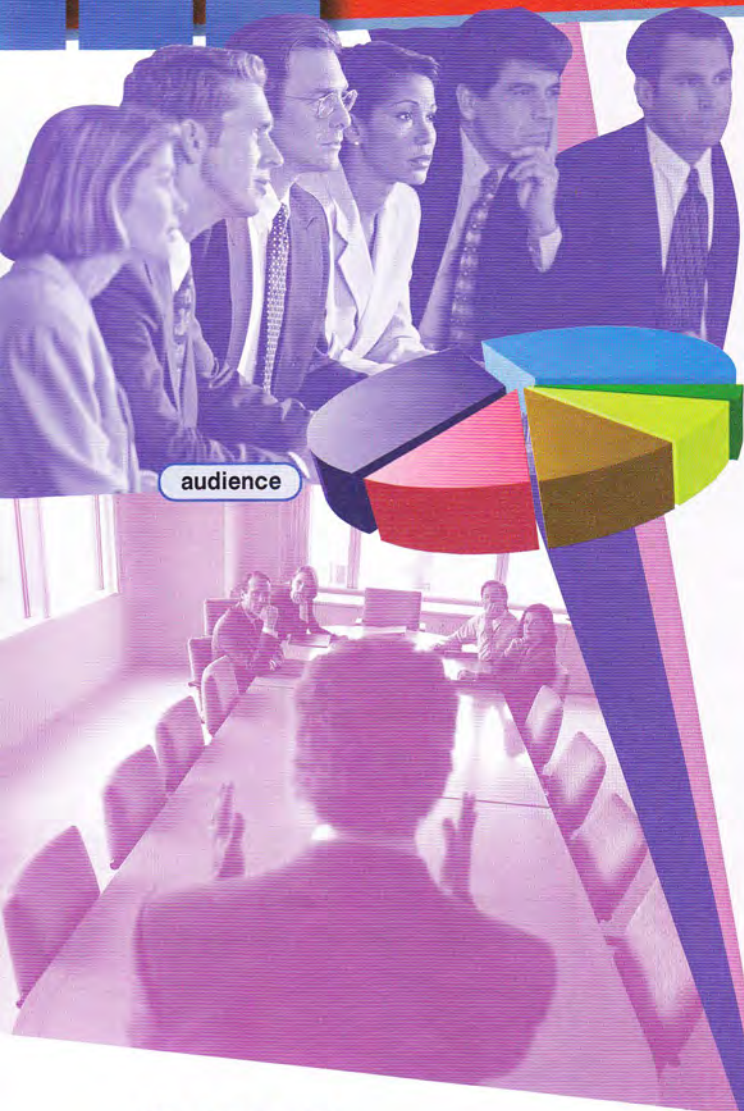
Writing

9 You are a manager. Use the conversation from Task 8 and the blog to write new meeting etiquette guidelines for your team (100-120 words). Talk about:

- What staff should do if they cannot attend a meeting
- What staff should do if they have an objection
- What language staff should use in meetings



10 Making a presentation at a meeting



memo

Dear Team,

As you know, you are all making presentations for potential new investors next week. Please take the time to review the following guidelines – we need these presentations to be organized, accurate and professional.

- Start by **introducing** yourself and your subject. **Outline** the different sections of your presentation.
- When you finish a **section**, **summarize** it. Make it clear that you are **moving on to** a new section.
- Use **diagrams** where possible. You can show these on **handouts** or on **slides**. Refer to them in the presentation using phrases such as “As you can see in the diagram...”
- At the end, tell the **audience** you’re finished and invite them to ask questions.
- Don’t read your presentation from your **notes**. You need to maintain **eye contact** with the audience.
- **Prepare** and practice with your co-workers! Make helpful suggestions to each other before the big day!

Good luck!

Janice

Get ready!

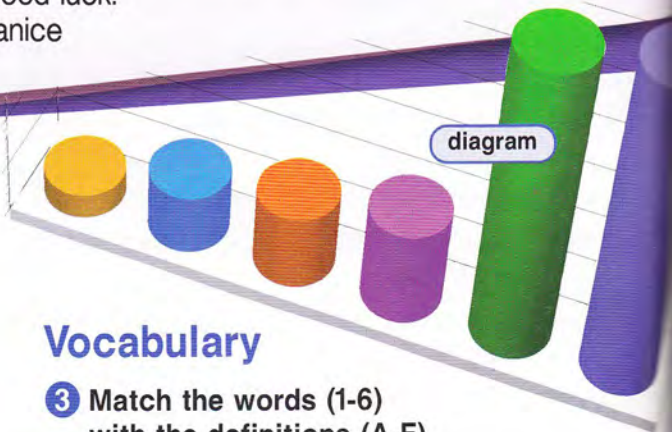
1 Before you read the passage, talk about these questions.

- 1 What do you think is the most difficult part of giving a presentation?
- 2 What makes a presentation great? What makes a presentation bad?

Reading

2 Listen and read the memo about an upcoming presentation. Then, mark the following statements as true (T) or false (F). How should someone make a presentation?

- 1 ___ The presentations will update current investors about profits.
- 2 ___ The manager directs the team to provide several summaries.
- 3 ___ Presenters should refer to notes often to guarantee accurate information.



Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- | | |
|-------------------|-----------------|
| 1 ___ introduce | 4 ___ summarize |
| 2 ___ outline | 5 ___ move on |
| 3 ___ eye contact | 6 ___ prepare |

- A to change to a different topic
B to repeat the most important points or facts
C to get ready
D to tell someone a person’s name when they meet
E to give the main ideas without all the details
F the act of looking someone else in the eyes

4 Choose the correct word pairs to fill in the blanks.

- 1 Make your ____ more attractive by including ____ .
A slides - notes B handouts - diagrams
C notes - sections
- 2 Presenters should look at their ____, not the ____ .
A audience - notes B slides - notes
C handouts - diagrams
- 3 Each ____ needs to be presented on a different ____ .
A diagram - audience B handout - section
C section - slide

Listening

5 Listen to a conversation between two co-workers. Check (✓) the parts of the man's presentation that need improvement.

- 1 the introduction 4 the diagrams
2 eye contact 5 the outline
3 moving between sections

6 Listen again and complete the conversation.

- Employee 2:** It was good. I liked how you 1 _____.
And you 2 _____ the different sections of the presentation well.
- Employee 1:** Thanks. Any other strengths?
- Employee 2:** You maintained 3 _____. That's very important. But it was difficult to know when you 4 _____.
- Employee 1:** What do you mean?
- Employee 2:** Well, you never stopped and summarized. For instance, one minute you were talking about first quarter profits, and the next you were onto reducing costs.
- Employee 1:** I see. So just stop and go over things once in a while?
- Employee 2:** Exactly. Also, the 5 _____ are a little confusing.
- Employee 1:** Really? How so?
- Employee 2:** There's just so much information. Maybe you could 6 _____ them.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

What did you think of my presentation?

I liked how you ...

Maybe you could ...

Student A: You are helping a co-worker prepare for a presentation. Talk to Student B about his or her:

- strengths
- parts to improve

Make up something the presenter didn't summarise.

Student B: You are preparing for a presentation. Talk to Student A about it.

Writing

8 You are preparing for a presentation. Use the conversation from Task 7 to write notes on your presentation (100-120 words). Make sure to answer the following questions:

- What you do well
- What you need to improve

Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What tools do people use to help them manage their time?
 - 2 Do you think employees waste too much time on the Internet? How can this be prevented?

Business TIMEKEEPING

Seminar with Keith Tyler
Wednesday 3:00 pm, Conference Room C

Are you always trying to **make up for lost time**? Do you sometimes feel there are not enough hours in the day?

If you said "yes", your business might be suffering. You can't run a business **behind schedule**, or you'll **delay** sales and lose profits. You can't be late when making payments or you'll lose your best suppliers. And you can't set new **deadlines** for the **completion** of your projects or you'll discourage investors.

Come to Keith Tyler's seminar on Business Timekeeping and learn the secrets of how to **keep track** of your workload. Learn how to **prioritize** and set realistic deadlines. Find out the best ways to **delegate** work to other people or other businesses. Learn how you can minimize **distractions** and **interruptions** and maximize your concentration levels. With these handy tips, your business will soon run efficiently and **ahead of schedule**.

Reading

- 2 Listen and read the brochure advertising a seminar. Then, complete the table using information from the passage. Use the completed table to say why someone should attend the meeting.

Disadvantages of bad time-keeping	A It can delay sales B You will 1 _____ C You will 2 _____
What you will learn	A How to keep track of your workload B How to 3 _____ C How to delegate D How to 4 _____

Vocabulary

- 3 Match the words (1-6) with the definitions (A-F).

- 1 ___ distraction 4 ___ delegate
2 ___ interruption 5 ___ delay
3 ___ completion 6 ___ prioritize

- A to give some of your work to someone else
B the act of finishing a job or activity
C to order things based on importance
D something that prevents concentration
E something that stops a person who was talking or working
F to make something happen later than planned

4 Check (✓) the sentence that uses the underlined part correctly.

- 1 A A calendar keeps track of appointments.
 B A good business is always behind schedule.
- 2 A Late workers rarely have to make up for lost time.
 B Companies set a deadline when they start a project.
- 3 A Distractions help people stay ahead of schedule.
 B Delegating work helps managers with timekeeping.

Listening

5 Listen to a conversation between the seminar speaker and an audience member. Mark the following statements as true (T) or false (F).

- 1 The woman is a small business owner.
- 2 The man recommends setting deadlines close to one another.
- 3 The man suggests the woman complete the smallest jobs first.

6 Listen again and complete the conversation.

Speaker: I'm glad to hear it. Are you a 1 _____?

Woman: I am, and I have a lot of the problems you talked about: late deadlines, losing sales.

Speaker: Hopefully this will help you 2 _____ things.

Woman: I hope so. But I do have a question about setting priorities.

Speaker: Let's hear it. Maybe it will improve my presentation.

Woman: Well, let's say I have multiple deadlines set for the same time period. How do I 3 _____ them?

Speaker: That's difficult. First, I'd say spread the 4 _____ out.

Woman: Oh, I definitely will from now on.

Speaker: Good, good. But as for the deadlines you already have, I'd prioritize them by their 5 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I thought that was a wonderful seminar.

I do have a question about setting priorities.

Just complete the jobs that ... first.

Student A: You have attended a seminar on time management. Ask the speaker for advice. Talk to Student B about:

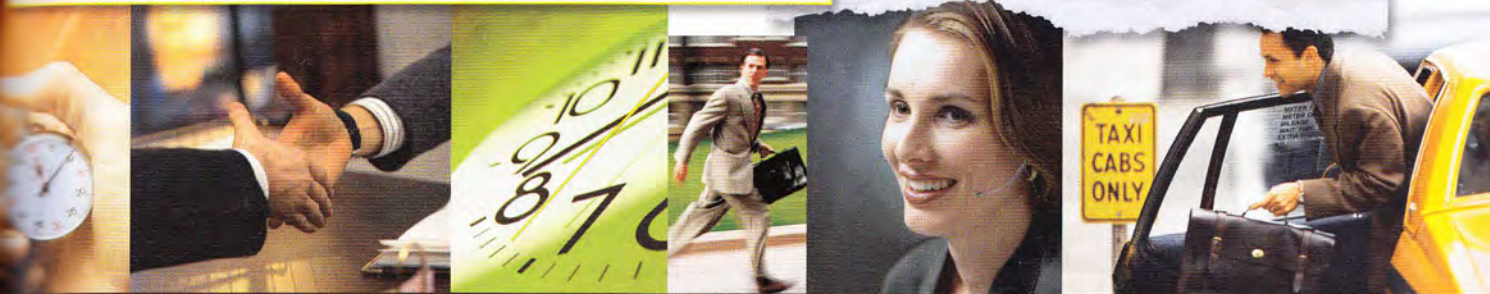
- the seminar
- setting priorities
- multiple deadlines

Student B: You are a speaker at a seminar on time management. Answer Student A's questions and give advice.

Writing

8 You are a seminar speaker. Use the conversation from Task 7 to write notes about improving your seminar. Talk about:

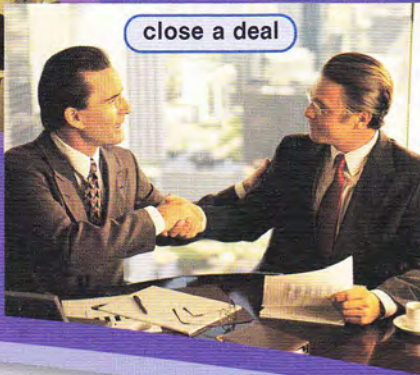
- How to schedule deadlines
- How to prioritize multiple deadlines



12 Negotiations

Business World

Issue 65



TIPS for Better Negotiations

BY HELEN ROBERTS

Your working life is full of negotiations. You don't just **negotiate** with other companies. You negotiate whenever there are two **parties** with different needs. And even though everyone involved wants to find a **compromise** that is **mutually acceptable**, many people dislike negotiating because of the **conflicting interests**.

But negotiations need not be **confrontational**. Don't try to win a negotiation. If you treat it as a contest, you will create a **hostile** atmosphere. Respect the other person and try to understand his or her needs. This way, you can create a spirit of cooperation.

Sometimes, the other party may reject your suggestions, and you need to **anticipate** this. A negotiation is a **trade-off**, and sometimes you will need to **back down**. So prepare alternative options in case your preferred solution is unacceptable. Finally, don't negotiate if you are tired or stressed. You will never **close the deal** when negotiations are too **intense**. Reschedule to another time.

Get ready!

1 Before you read the passage, talk about these questions.

- How can negotiations help or harm a business?
- What are some qualities of a good negotiator?

Reading

2 Listen and read the article in the business magazine. Then, mark the following statements as true (T) or false (F). When should you not negotiate?

- A good negotiator wins each part of a negotiation.
- Successful negotiations do not always end with ideal outcomes.
- Changing negotiation times can help people compromise.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

- Just stop demanding what you want.
A anticipate B back down C close the deal
- The parties are very eager to argue with each other.
A intense B mutually acceptable
C confrontational
- Mr. Brown will offer a deal, so try to think about it beforehand.
A anticipate it B close the deal C negotiate
- Try to discuss and change the contract terms.
A close the deal B anticipate C negotiate
- Give up something in order to get something more important if you have to.
A trade-off B party C interest

4 Match the words (1-7) with the definitions (A-G).

- | | |
|----------------------------|------------------|
| 1 ___ hostile | 5 ___ deal |
| 2 ___ intense | 6 ___ compromise |
| 3 ___ conflicting interest | 7 ___ party |
| 4 ___ mutually acceptable | |
- A an agreement
 B being competitive and eager to argue
 C a person or group in a negotiation
 D being satisfactory to both sides of a negotiation
 E a solution in which both sides of a negotiation give up something
 F a point of a negotiation which both sides consider very important
 G being extremely stressful

Listening

5 Listen to a conversation between two employees. Then answer the questions.

- 1 What can you infer about the woman?
 A She has not negotiated before.
 B She will not accept the current prices.
 C She has offered several trade-offs.
 D She did not anticipate higher prices.
- 2 What compromise does the man suggest?
 A purchasing the paper at full price
 B allowing the suppliers to delay delivery
 C buying a large amount of paper at once
 D paying a portion of the transportation costs

6 Listen again and complete the conversation.

M: How is the negotiation with the paper suppliers going?
 W: It's intense. They won't drop their prices.
 M: Well, we **1** _____ that. Their transportation costs are much higher these days.
 W: But if they don't **2** _____, we'll never close the deal.
 M: Have you offered a **3** _____?
 W: Not yet. I can't think of anything that we can give up.
 M: Think of it from their point of view. They can't lower their prices because of transportation costs.
 W: Exactly.
 M: So what if we offer to **4** _____ of paper at once?
 W: How would that help us?
 M: They'll only have to deliver it once, which will **5** _____ on their transportation costs.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

How is the negotiation with ... going?
Think of it from their point of view.
How would that help us?

Student A: Student B is having problems with a negotiation. Give advice about:

- anticipating problems
- offering compromise
- how to lower prices

Make up a type of supplier.

Student B: You are having trouble negotiating with suppliers. Ask Student A for advice.

Writing

8 You are a manager. Use the conversation from Task 7 and the article to write advice for a co-worker who is leading a negotiation for the first time. Talk about:

- How to treat the people in the other party
- What to do before the negotiation
- What to do in order to close the deal

ADventure
TRAVEL LTD



repeat business

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why can working in customer service be challenging or frustrating?
- 2 Have you had a bad experience with customer service? What happened, and how could it have been better?

Reading

2 Listen and read the extract from an employee manual. Then, read the summary of the passage. Fill in the blanks with the correct words from the word bank. What kind of staff do customers appreciate?

WORD BANK

feedback reliable
recommend satisfaction

The employee manual states that customer 1 _____ is very important. This is because it gets a lot of business from customers who 2 _____ the company to their friends. In order to keep customers happy, the company pays attention to their 3 _____. It also encourages workers to be helpful and 4 _____.

Employee Manual

ADventure
TRAVEL LTD

5.4 Customer Service

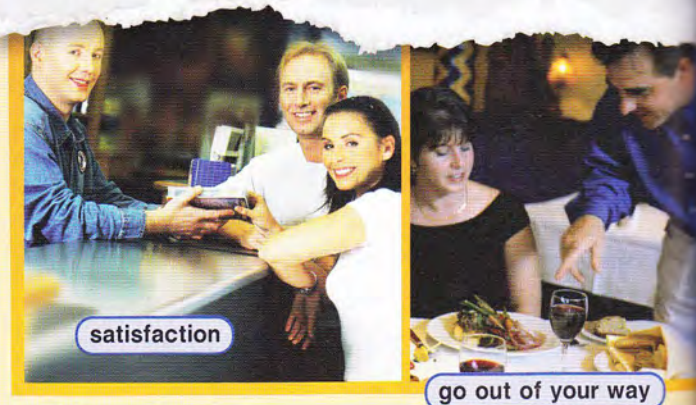
Customer **satisfaction** is the most important feature of our business. Our success depends on customer **loyalty**. We rely on repeat business, and many of our new customers come to us through **word of mouth recommendations**. We can only maintain this **customer base** if we continually meet, or preferably **exceed**, customer **expectations**. To accomplish this, our company has two policies:

5.4.1 We value feedback

When a customer complains, do not be offended. They are pointing out something that we can improve. Thank them for **bringing this problem to our attention**. Assure them that you will **rectify** it as soon as possible.

5.4.2 We go the extra mile

All staff should be prepared to **go beyond the call of duty**. Customers appreciate helpful, reliable staff, and they appreciate it when they receive something extra. So always **go out of your way** to fulfill customers' needs.



satisfaction

go out of your way

Vocabulary

3 Check (✓) the sentence that uses the underlined part correctly.

- 1 A Employees should ask customers to rectify problems.
 B A company with a large customer base has high customer satisfaction.
- 2 A Employees who go beyond the call of duty are appreciated.
 B Word-of-mouth recommendations are bad for a business.
- 3 A Bosses don't like employees who go the extra mile.
 B If you see a problem, bring it to the boss's attention.

4 Write a word that is similar in meaning to the underlined part.

- 1 I promise you that I will solve this problem. a _ _ u _ _
- 2 Your reports are better than I thought they would be.
_ x _ e _ _ e _ _ e _ t _ t _ _ _ s
- 3 The client's happiness with our service is key.
s _ t _ s _ _ _ _ i _ _
- 4 Use extra effort to make the customer happy.
g _ o _ _ _ f y _ _ _ _ a _
- 5 A customer's choice to remain with one company is hard to earn.
l _ y _ _ _ _
- 6 The company asks for opinions about its service.
_ e _ _ b _ _ k

Listening

5 Listen to a conversation between a hotel manager and an employee. Then answer the questions.

- 1 What is the main idea of the conversation?
A the man's performance at work
B negative feedback about the hotel
C steps to increase customer loyalty
D additions to the man's responsibilities
- 2 What can you infer about the man?
A He has asked for raises in the past.
B He is remembered by hotel guests.
C He accidentally offended a customer.
D He will be promoted to manager.

6 Listen again and complete the conversation.

Manager: Well, you understand how important 1 _____ is here at the Regal Inn.

Employee: Of course. Did I offend a customer?

Manager: No, no, just the opposite. It's been 2 _____ that your name comes up frequently in positive customer feedback.

Employee: Oh, good. But I'm just doing my job, really.

Manager: That's not what I hear. Making calls for guests and helping them get tickets to shows – you're going 3 _____ to make sure customers are satisfied.

Employee: It's not that much, really.

Manager: Still, the business from 4 _____ you're bringing in means a lot to us. So we're giving you a 5 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

*You wanted to see me?
Did I offend a customer?
That's not what I hear.*

Student A: You are a hotel manager. An employee has been mentioned in customer feedback. Talk to Student B about:

- customer satisfaction
 - feedback
 - result of employee's actions
- Make up a name for a hotel.

Student B: You are an employee at a hotel. Answer Student A's questions.

Writing

8 You are a manager. Use the conversation from Task 7 and the employee manual to write an employee profile for the company newsletter (100-120 words). Make up a name for the employee. Include:

- The importance of customer loyalty
- What the employee does well
- How the employee was rewarded



Dear Mr. Tyler,

I am pleased to **confirm** your **itinerary** for your trip from Sydney to London.

I have booked you on a **business class** flight SQ174 from Sydney Airport to London Heathrow. Departure is at 8:05 am on August 19th. This includes a 19-hour **layover** in Singapore.

I arranged **accommodations** at the Singapore Orchid Hotel, which has a wide range of luxury **amenities**. You will arrive at London Heathrow at 3:55 pm on August 20th. Your **e-ticket** is attached to this mail.

On arrival at Heathrow you can reach the center of London either by train or **coach**. **First class** train fares start at £26. Alternatively you can **rent** a car at the airport. Please let me know your preference so I can make the necessary **reservations**.

Thank you once again for choosing Merit Travel. If you have any other queries, please do not hesitate to get in touch.

Jana Lemon
Merit Travel

Get ready!

1 Before you read the passage, talk about these questions.

- Do you think the Internet will make business travel unnecessary? Why or why not?
- What are the benefits and challenges of business travel?

Reading

2 Listen and read the email message from a travel agency. Then, choose the correct answers. What should Mr. Tyler do if he has any queries?

- Which of the following is NOT on Mr. Tyler's itinerary?
 - a layover in Singapore
 - a flight from Sydney to London
 - accommodations in a luxury hotel
 - a coach ticket to central London
- What is the main idea of the passage?
 - the details of an upcoming trip
 - a description of destination options
 - the estimated cost of a vacation
 - services provided by a travel agency
- What is included with the email?
 - a flight ticket
 - a hotel booking form
 - a train schedule
 - a list of car rental agencies

Vocabulary

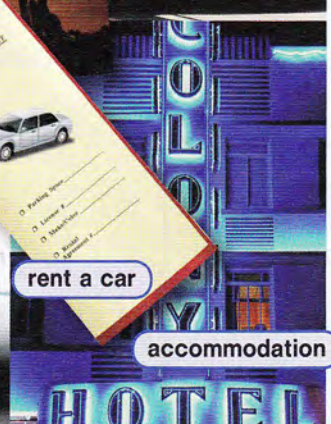
3 Match the words (1-7) with the definitions (A-G).

- | | |
|---------------------|---------------------|
| 1 __ itinerary | 5 __ reservation |
| 2 __ layover | 6 __ coach |
| 3 __ e-ticket | 7 __ business class |
| 4 __ accommodations | |

- a comfortable bus for longer journeys
- a place where travelers can stay
- an electronic pass to board a plane
- an agreement that something will be held
- a stop mid-way through a journey
- a detailed plan of a journey
- a large, expensive seating area

ADVENTURES
Arish National Park, Arabia

nights
itinerary
Walk Arrivals, then transfer the full moon, and you'll experience all seven wonders.
BY CHRISTINE VICKHAR



arrival

rent a car

accommodation

4 Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

rent first class fare arrival amenities

- 1 Businesspeople fly _____ because it is more comfortable.
- 2 The train _____ from this city to the capital is very expensive.
- 3 The hotel has several _____, such as a swimming pool.
- 4 Upon _____, passengers should go to baggage claim.
- 5 Carol will _____ a car while she is on business in New York.

Listening

5 Listen to a conversation between a travel agent and a businessman. Check (✓) the costs that the travel agent must investigate.

- 1 business class flights to London
- 2 accommodations in Singapore
- 3 coach fares from Heathrow to London
- 4 renting a car in London
- 5 accommodations in London

6 Listen again and complete the conversation.

Agent: Oh hello Mr. Tyler. Did you receive the 1 _____?

Businessman: Yes I did, thank you. But I had one or two questions.

Agent: Sure, fire away.

Businessman: Firstly, about the 2 _____ in Singapore. Are the 3 _____ included in the price of the airline ticket?

Agent: Yes it is. It's part of the 4 _____ package.

Businessman: That's great. Secondly, how much are 5 _____ from Heathrow to the center of London?

Agent: I can find that out for you.

Businessman: That'd be great. Can you also find out the cost of 6 _____ a car for five days too, please?

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

*Did you receive the itinerary?
I had one or two questions.
Can you also find out ...*

Student A: You received your itinerary for a business trip. Ask Student B about:

- cost of accommodations
 - transportation options and costs
- Make up a destination.

Student B: You are a travel agent. Answer Student A's questions.

Writing

8 You are a travel agent. Use the conversation from Task 7 and the email to write an email to a client explaining the reservations you have made. Talk about:



- Where the client is traveling to
- How the client will get there
- What accommodations and transportation options you have arranged



15 Travel necessities

Information ?i 

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What can a traveler do if he or she loses a passport?
- 2 What other things do you need to take with you on a business trip?

Currency Exchange

PASSPORT

passport

TRAVEL ESSENTIALS

You're going on a business trip abroad. You're about to leave your house when you think 'Did I forget anything?' Does this sound familiar? Use this checklist to ensure you don't forget anything important!

- Don't forget your **passport**! Keep it with you at all times, but be careful that it doesn't fall out of your bag or pocket or get stolen.
- Do you have the **paperwork** relating to your **journey**? You'll need your flight number when you **check in**.
- Have you got any **foreign currency**? You don't want to be stuck abroad with no money!
- Do you take **medication** regularly? If so, don't forget it! Also remember that in some countries, you will need **inoculations** before you travel.

Where will you go when you arrive? Take a **travel guide** or a **map** of your **destination**. It's also a good idea to have your hotel's **contact information** handy. You may need it when filling out forms.

map

currency

medication

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 You need several injections that prevent the spread of disease.
_ n _ _ _ l _ _ _ o _ _
- 2 Be sure that you bring any drugs prescribed by a doctor.
_ _ d _ _ _ _ i _ _
- 3 The airline recommends that passengers arrive early to register for their flight. _ _ e _ _ _ _ n
- 4 Visitors may not enter without a document that provides identification. _ _ s _ _ o _ _
- 5 Keep the hotel's phone number and address with you.
c _ _ t _ _ _ i _ _ _ _ m _ _ _ o _ _
- 6 Do you have a paper displaying streets and major attractions of the city? _ a _
- 7 The trip across the ocean is much faster than it used to be.
j _ _ r _ _ y
- 8 Read a book with information about an area before leaving.
_ r _ _ e _ _ _ i _ _

Reading

2 Listen and read the extract from a travel guide. Then, mark the following statements as true (T) or false (F). What should you have with you while on a business trip?

- 1 Important documents should be stored in baggage.
- 2 Travelers should change money before leaving.
- 3 Some countries require visitors to get shots when they arrive.

4 Read the sentence and choose the correct meaning of the underlined words.

- Traveling to another country involves a lot of paperwork.
A problems B documents C identification
- John finally reached his destination.
A the place where someone lives
B the place someone is traveling to
C a town which has an airport
- Tina needs some foreign currency.
A money from another country
B information about the area
C help from the airport staff

Listening

5 Listen to a conversation between a businessman and his personal assistant. Choose the correct answers.

- Where is the man's map?
A in his bag C in his travel guide
B in his jacket D in his pocket
- What is the man likely to do next?
A take a taxi to the airport C purchase a travel guide
B get foreign currency D check-in for his flight

6 Listen again and complete the conversation.

Businessman: Yes, they're 1 _____ somewhere.

Assistant: You should take them out. It will make your 2 _____ a lot faster.

Businessman: Good thinking. I'll keep them 3 _____.

Assistant: Also, I put the 4 _____ in your travel guide.

Businessman: Great, thanks.

Assistant: And did you ever grab any 5 _____?

Businessman: I don't need any. I have my credit card. I'll 6 _____ when I arrive.

Assistant: Are you sure about that? Don't you need to take a taxi from the airport?

Businessman: I was planning on it. Why do you ask?

Assistant: Well they only accept cash.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Do you have everything you need?

You should take them out.

Don't you need to ...

Student A: Your boss is taking an international trip. Make sure Student B has:

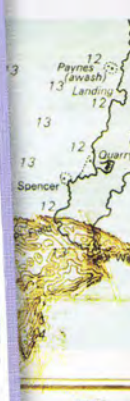
- necessary paperwork
- information about destination
- currency

Student B: Talk to Student A about what items you have or need for the trip.

Writing

8 You are a personal assistant. Use the conversation from Task 7 and the travel guide to write a list of items your boss needs for a trip. Include:

- paperwork
- information about the destination
- money
- medicine



Glossary

- @ symbol [N-COUNT-U5] The **@ symbol** separates the name from the location in the email address.
- accommodation [N UNCOUNT-U14] **Accommodation** is a place where travelers can live or stay.
- account [N-COUNT-U5] An **account** is the subscription to the company that provides an email address.
- address [V-T-U8] To **address** a problem means to deal with it.
- AGM [N-COUNT-U8] An **AGM** is an annual general meeting.
- ahead of schedule [ADJ PHRASE-U11] If you are **ahead of schedule**, you have finished your work earlier than expected.
- amenity [N COUNT-U14] An **amenity** is something that will make guests' lives more comfortable or pleasant, such as a shop, restaurant or swimming pool.
- anticipate [V-T-U12] To **anticipate** something is to realize that it may happen and prepare for it.
- arrange [V-T-U8] To **arrange** something means to organize it.
- assembled [V-I -U1] When pieces of something are put together they are **assembled**.
- assure [V-T-U13] To **assure** someone means to promise action.
- attachment [N-COUNT-U5] An **attachment** is a file that is sent along with an email.
- audience [N COUNT-U10] An **audience** is a group of people who watch something.
- back down [PHRASAL V-U12] To **back down** means to stop arguing for something you want.
- beginning [N-COUNT-U6] The **beginning** of a letter is the start that addresses the recipient.
- behind schedule [ADJ PHRASE-U11] If you are **behind schedule**, you are late in completing your plans.
- benefits [N-COUNT-U1] The good or helpful qualities of something are its **benefits**.
- bicker [V-I-U9] To **bicker** means to argue in an immature way.
- board [N-COUNT-U8] A **board** is a committee who decides major issues.
- brainstorm [V-I-U8] To **brainstorm** means to come up with lots of ideas.
- bring something to someone's attention [V PHRASE-U13] If you **bring something to someone's attention**, you inform someone about something.
- business class [ADJ-U14] **Business class** is an expensive seating area on some flights that has more room than average seats but less room than first class.
- can you connect me to extension ... [PHRASE-U4] Ask for a telephone extension number by saying. "**can you connect me to extension ...**"
- cancel [V-T-U8] To **cancel** something means to stop a plan for an appointment or meeting.
- catalogue [N-COUNT-U2] A **catalogue** is a magazine with photos and descriptions of products for sale.
- chat [N-COUNT-U8] A **chat** is an informal talk.
- check in [PHRASAL V-U15] To **check in** means to register for your flight. You check in when you arrive at an airport.
- clash [V-I-U8] When two appointments **clash**, they both happen at the same time.
- close a deal [V PHRASE-U12] To **close a deal** means to come to an agreement.

closing remarks [N-COUNT-U6] The **closing remarks** are the part of a letter that comes just before the ending.

coach [N COUNT-U14] A **coach** is similar to a bus, but it is more comfortable and driven longer distances.

come out [V-I-U1] When a company **comes out** with a new item, it has just become available for sale.

completion [N UNCOUNT-U11] **Completion** is the act of finishing something.

compromise [N COUNT-U12] A **compromise** is an agreement in which people adapt their own desires to suit other people.

confirm [V-T-U14] To **confirm** something means to assure someone that something will happen.

confirmation [N-COUNT-U7] A sound or printout that indicates that a document has gone through correctly is a **confirmation**.

conflicting [ADJ-U12] If two things are **conflicting**, they disagree with each other.

confrontational [ADJ-U12] If someone is **confrontational**, he or she is aggressive towards another person.

contact information [N-UNCOUNT-U15] **Contact information** is the details that someone needs in order to phone or write to you.

could I speak to... [PHRASE-U4] To ask for the person you wish to speak with, say something like, "**could I speak to...**"

courtesy [N-COUNT-U4] **Courtesy** is the act of showing kindness and consideration.

cover sheet [N-COUNT-U7] The first page of a fax, containing all of the practical information is called the **cover sheet**.

currency [N-UNCOUNT-U15] **Currency** is the type of money used in a particular country.

customer base [N PHRASE-U13] A company's **customer base** are the customers who use the company's services.

customer service [N-UNCOUNT-U3] **Customer service** is the act of providing customers of a store with assistance.

customer service department [N-COUNT-U3] The **customer service department** is the place in a company where customers can get information and help with any problems or complaints.

delay [V-T-U11] To **delay** something means to make it late.

delegate [V-I-U11] To **delegate** means to give work to other people.

delete [V-I or T-U5] To **delete** a message is to remove it from an inbox.

destination [N-COUNT-U15] A **destination** is the place which you are traveling to.

developed [V-I-U1] A company has **developed** something when it has designed and built a new product.

diagram [N COUNT-U10] A **diagram** is a simple picture that helps you understand a process or change.

direct sales [N-UNCOUNT-U2] **Direct sales** is a system of marketing through independent salespeople instead of retailers.

disagree [V-I-U9] To **disagree** means to have a different opinion than someone else.

distraction [N COUNT-U11] A **distraction** is something which stops a person from concentrating on work.

distributed by [V-T-U1] An item is **distributed by** the company that gives or sells it.

documents [N-COUNT-U7] The pages used for official or professional purposes are often called **documents**.

e-commerce [N-UNCOUNT-U2] An online business sells products through the system of **e-commerce**.

email addresses [N-COUNT-U5] An **email address** is the unique place online where a person receives electronic mail.

Glossary

- enclosures [N-COUNT-U6] Items or documents that are included with a letter are listed as **enclosures**.
- ending [N-COUNT-U6] The **ending** of the letter is a phrase before the signature that ends the letter.
- e-ticket [N COUNT-U14] An **e-ticket** is a record of a ticket which has been booked electronically and can be printed.
- exceed expectations [V PHRASE-U13] To **exceed expectations** means to do better than people thought you would do.
- explanation [N-COUNT-U9] An **explanation** is a statement that helps people to understand something.
- fare [N COUNT-U14] A **fare** is the cost of a trip on a specific type of transport.
- fax number [N-COUNT-U7] The telephone number or code that is connected to the fax machine is the **fax number**.
- fax something over [V-T-U7] When you send a fax, you can say that you will **fax something over**.
- features [N-COUNT-U1] The special things that an item has or can do are its **features**.
- feedback [N COUNT-U13] **Feedback** is a comment from a customer to a company about its service.
- first class [ADJ-U14] **First class** is the most expensive and spacious seating area on flights and trains.
- foreign [ADJ -U15] **Foreign** means from another country.
- formal [ADJ-U5] If something is **formal**, it is impersonal, serious and follows established rules.
- forward [V-I-U5] To **forward** a message is to send it on to another person.
- go beyond the call of duty [V PHRASE-U13] To **go beyond the call of duty** means to do more work than your job states you must do.
- go out of your way [V PHRASE-U13] To **go out of your way** to do something means to help someone by causing yourself some inconvenience.
- go the extra mile [V PHRASE-U13] To **go the extra mile** means to do more work than expected in order to show your dedication.
- go through [V-I-U7] When a fax is sent it is said to **go through** to the recipient's machine.
- greeting [N-COUNT-U6] A **greeting** in a letter is a phrase that addresses the recipient.
- guarantee [N-COUNT-U3] A **guarantee** is a promise that if something purchased does not work, it will be replaced, repaired or money refunded.
- handout [N COUNT-U10] A **handout** is an informative piece of paper given out to the audience in presentations or classes.
- hello, this is ... [PHRASE-U4] A polite way to identify yourself on the telephone is to say, "**Hello, this is ...**"
- hostile [ADJ-U12] If someone is **hostile**, he or she is unfriendly and does not accept other people's opinions or ideas.
- I will call you back on ... [PHRASE-U4] Let a person know when you will call again by saying, "**I will call you back on ...**"
- I'm calling from... [PHRASE-U4] To identify a company, you can say, "**I'm calling from ...**"
- induction meeting [N-COUNT-U8] An **induction meeting** is a meeting to introduce people to a new job or project.
- informal [ADJ-U5] If something is **informal**, it is personal, not serious and follows no set format or rules.
- inoculation [N-COUNT-U15] An **inoculation** is a vaccination. It is an injection that prevents you from becoming ill.
- insert [V-Tor I-U7] You **insert** the pages when you place them into the tray of the fax machine to be sent.

intense [ADJ-U9] If something is **intense**, it causes people to feel stressed.

interrupt [V-I-U9] To **interrupt** means to start talking when somebody is already talking.

interruption [N-COUNT-U11] An **interruption** is something that stops a person from working or speaking.

introduce yourself [V PHRASE-U10] To **introduce yourself** means to tell someone your name.

is...available? [PHRASE-U4] A way to ask for someone on the telephone is to ask, "**is ... available?**"

item number [N-COUNT-U2] An **item number** is the special code that identifies a product.

itinerary [N COUNT-U14] An **itinerary** is a detailed list of your travel arrangements.

jargon [N-COUNT-U9] **Jargon** is language which is specific to a profession or an area of expertise.

journey [N-COUNT-U15] A **journey** is a long trip by car, bus, train or plane.

keep track [V PHRASE-U11] To **keep track** of something means to monitor or follow it.

keypad [N-COUNT-U7] The number pad that you use to dial a fax or phone number is called the **keypad**.

launched [V-I-U1] An item has been **launched** when a company begins to sell it.

layover [N-COUNT-U14] A **layover** is a stop on the way to a final destination.

loyalty [N UNCOUNT-U13] **Loyalty** is the act of staying with one service provider, not seeking a different one.

mail order [ADJ-U2] If a product is **mail order**, it is selected from catalogues, ordered by mail and shipped to the buyer.

maintain eye contact [V PHRASE-U10] To **maintain eye contact** means to look at people directly.

make [N-COUNT-U3] A **make** is the name of a company that produces a product.

make up for lost time [V PHRASE-U11] To **make up for lost time** means to do something quickly which was meant to be finished sooner.

manufactured [V-I-U1] When items are made or put together for sale they are **manufactured**.

map [N-COUNT-U15] A **map** is a plan of a town, area or country.

match [V-T-U2] To **match** a price means to sell it for the same amount as another store.

may I speak to ... [PHRASE-U4] A way to ask for someone on the telephone is to ask "**May I speak to...**"

medication [N-UNCOUNT-U15] **Medication** is medicine you take regularly.

message [N-COUNT-U5] A **message** is the written information that is sent from one computer to another.

model number [N-COUNT-U3] A **model number** is a set of numbers on a product that identifies its features.

move on [PHRASAL V-U10] To **move on** means to change subject.

mutually acceptable [ADJ PHRASE-U12] If something is **mutually acceptable**, two or more parties are satisfied with it.

negotiate [V-I-U12] To **negotiate** means to discuss something to find a solution to a problem.

nice speaking to you [PHRASE- U4] At the end of a conversation, tell the person you enjoyed the talk, saying, "**nice speaking to you.**"

notes [PLURAL N-U10] **Notes** are papers that give information in brief.

objection [N-COUNT-U9] An **objection** is a comment which disagrees with another person's opinion.

Glossary

- option [N-COUNT-U5] An **option** is a choice that can be taken or not.
- outline [V-T-U10] To **outline** something means to briefly state the main features.
- paperwork [N-UNCOUNT-U15] **Paperwork** is important information printed on paper.
- party [N COUNT-U12] A **party** is a group of people who have the same interests.
- passport [N-COUNT-U15] A **passport** is an important document which states your name and nationality. You need it when you travel to another country.
- phone order [N-COUNT-U2] A **phone order** is an order for a product placed over the phone.
- postpone [V-T-U8] To **postpone** something means to cancel an appointment and rearrange it for a later time.
- prepare [V-I or T-U10] To **prepare** means to get ready for something.
- prioritize [V-I-U11] To **prioritize** is to organize items in order of most important to least important.
- promise [V-T-U2] To **promise** something is to tell someone that something is true or will happen.
- quality [N-UNCOUNT-U1] The **quality** of something indicates how good or bad it is.
- receipt [N-COUNT-U3] A **receipt** is a document that shows money was exchanged for a product.
- recipient [N-COUNT-U6] The person who receives a letter is the **recipient**.
- rectify [V-T-U13] To **rectify** a problem means to solve it.
- refund [N-COUNT-U3] A **refund** is money that is returned to a buyer because he or she no longer wants the product.
- rent [V-T or I-U14] To **rent** something means to pay to borrow something for a relatively short period of time.
- repeat yourself [V PHRASE-U9] To **repeat yourself** means to say something several times.
- replacement [N-COUNT-U3] A **replacement** is someone or something that takes the place of another.
- reply to all [V-I-U5] To **reply to all** is to send a response to all of the addresses listed in an email.
- resend [V-T or I-U7] If a fax does not go through the first time, you can **resend** it, by trying to send it to the same recipient a second time.
- reservation [N COUNT-U14] A **reservation** is a booking.
- retailer [N-COUNT-U2] A **retailer** sells products to consumers, usually through a store or web site.
- return address [N-COUNT-U6] A **return address** is the address of a person who sends a letter.
- salutation [N-COUNT-U6] A **salutation** is a phrase used to begin a letter.
- satisfaction [N UNCOUNT-U13] **Satisfaction** is happiness with a company's service.
- satisfied [ADJ-U3] If someone is **satisfied**, that person is pleased with someone or something.
- section [N COUNT-U10] A **section** is one part of something.
- send a fax [V PHRASE-T-U7] To **send a fax** is to send a copy of a document from one fax machine to another.
- send your apologies [V PHRASE-U9] To **send your apologies** means to write a message saying sorry for not attending a meeting.
- sender [N-COUNT-U6] The person who writes and mails the letter is the **sender**.

set a deadline [V PHRASE-U11] To **set a deadline** is to set a time when something will be finished.

set up [V-T-U8] To **set up** something means to arrange or organize.

shipped from [V-T-U1] When an item is **shipped from** a place it is mailed or sent from that location.

shipping [N-UNCOUNT-U2] The added cost to send an item that has been purchased is the **shipping** cost.

signature [N-COUNT-U6] A **signature** is the handwritten name of the sender of a letter, included at the bottom of the letter.

slide [N COUNT-U10] A **slide** is an image that is projected onto a screen.

state your opinion [V PHRASE-U9] To **state your opinion** means to say what you think.

subject [N-COUNT-U5] The **subject** is the title that gives information about the contents of a message.

summarize [V-I or T-U10] To **summarize** something means to repeat the main points that you mentioned earlier.

take note [V PHRASE-U9] To **take note** means to pay attention to something.

talk over someone [V PHRASE-U9] To **talk over someone** is to talk when he or she is speaking.

thank you for your time [PHRASE-U4] It is polite to thank a person for speaking with you by saying, "**Thank you for your time.**"

timekeeping [N UNCOUNT-U11] **Timekeeping** is the act of managing time.

to hand [ADV PHRASE-U9] If you keep something **to hand**, you keep it where you can find it and get it easily.

trade-off [N COUNT-U12] A **trade-off** is a situation in which you lose something you want in order to gain something you want.

travel guide [N-COUNT-U15] A **travel guide** is a book that gives you information about your destination.

update [V-T-U8] To **update** someone means to tell someone about the most recent news.

warranty [N-COUNT-U3] A **warranty** is the promise from a company to repair or replace an item.

waste time [V PHRASE-U9] To **waste time** means to spend time doing something that is not useful.

wholesale [ADJ-U2] If something is **wholesale**, it is sold in large quantities at a lower price than it would be sold individually in stores.

word-of-mouth recommendation [N PHRASE-U13] A **word of mouth recommendation** is a positive comment about a company between a client and someone who is not yet a client.