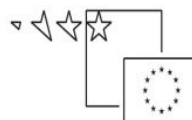




REPUBLIKA SLOVENIJA
MINISTRSTVO ZA ŠOLSTVO IN ŠPORT



Naložba v vašo prihodnost
OPERACIJO DELNO FINANCIRA EVROPSKA UNIJA
Evropski socialni sklad

POSLOVNI TUJI JEZIK 1 – ENGLISH FOR ECONOMISTS

MILENA ŠTROVS GAGIČ

Višješolski strokovni program: Ekonomist
Učbenik: English for economists
Gradivo za 1. letnik

Avtorica:

Milena Štrovs-Gagič
ŠOLSKI CENTER SLOVENJ GRADEC
Višja strokovna šola



Šolski center Slovenj Gradec

Višja strokovna šola

Strokovna recenzentka:
mag. Majda Bukovnik, univ. dipl. ekon.

Lektorica:
Mira Cajnko, prof. ang. in ital. jezika

CIP - Kataložni zapis o publikaciji
Narodna in univerzitetna knjižnica, Ljubljana

811.111:33(075.8)

ŠTROVS-Gagič, Milena

Poslovni tuji jezik 1. English for economists [Elektronski vir]
: gradivo za 1. letnik / Milena Štrovs Gagič. - El. knjiga. -
Ljubljana : Zavod IRC, 2009. - (Višješolski strokovni program
Ekonomist / Zavod IRC)

Način dostopa (URL): [http://www.zavod-irc.si/docs/Skriti_dokumenti/
Poslovni_tuji_jezik_1-English_for_economists-Strovs.pdf](http://www.zavod-irc.si/docs/Skriti_dokumenti/Poslovni_tuji_jezik_1-English_for_economists-Strovs.pdf). - Projekt
Impletum

ISBN 978-961-6820-49-3
249247488

Izdajatelj: Konzorcij višjih strokovnih šol za izvedbo projekta IMPLETUM
Založnik: Zavod IRC, Ljubljana.
Ljubljana, 2009

Strokovni svet RS za poklicno in strokovno izobraževanje je na svoji 120. seji dne 10. 12. 2009 na podlagi 26. člena Zakona o organizaciji in financiranju vzgoje in izobraževanja (Ur. l. RS, št. 16/07-ZOFVI-UPB5, 36/08 in 58/09) sprejel sklep št. 01301-6/2009 / 11-3 o potrditvi tega učbenika za uporabo v višješolskem izobraževanju.

© Avtorske pravice ima Ministrstvo za šolstvo in šport Republike Slovenije.

Gradivo je sofinancirano iz sredstev projekta Impletum 'Uvajanje novih izobraževalnih programov na področju višjega strokovnega izobraževanja v obdobju 2008-11'.

Projekt oz. operacijo delno financira Evropska unija iz Evropskega socialnega sklada ter Ministrstvo RS za šolstvo in šport. Operacija se izvaja v okviru Operativnega programa razvoja človeških virov za obdobje 2007-2013, razvojne prioritete 'Razvoj človeških virov in vseživljenjskega učenja' in prednostne usmeritve 'Izboljšanje kakovosti in učinkovitosti sistemov izobraževanja in usposabljanja'.

Vsebina tega dokumenta v nobenem primeru ne odraža mnenja Evropske unije. Odgovornost za vsebino dokumenta nosi avtor.

CONTENTS

1 WORKING TOGETHER.....	4
1.1 APPLICATION FORMS AND LETTERS	5
1.2 CV.....	9
1.3 JOB INTERVIEWS	12
1.4 THANK YOU AND ACCEPTANCE LETTERS.....	13
1.5 STARTING A NEW JOB	14
2 DIFFERENT KIND OF COMPANIES.....	18
2.1 COMPANY PROFILE	20
2.2 COMPANY STRUCTURE	21
3 INTERNATIONAL TRADE	26
4 ON THE PHONE	34
5 MEETING AND GREETING GUESTS.....	41
5.1 VISITORS AND TRAVELLERS.....	42
5.2 LOCAL KNOWLEDGE.....	44
5.3 HOTELS AND ACCOMODATION.....	44
5.4 SOCIALISING, EATING AND ENTERTAINING GUESTS	47
6 DEALING WITH PROBLEMS.....	52
7 MEETINGS.....	56
8 ENQUIRIES.....	59
9 REPLIES, QUOTATIONS, OFFERS AND PROPOSALS	63
9.1 MARKETING	66
10 ORDERS	71
11 PAYMENT	75
12 COMPLAINTS AND ADJUSTMENTS.....	78
13 CREDIT.....	83
14 BANKING	86
15 INSURANCE	92
16 TRANSPORTING AND SHIPPING.....	98
16.1 TRANSPORTING	98
16.2 SHIPPING	99
17 CONTRACTS	103
18 REPORTS, FAXES, E-MAILS	106
18.1 REPORTS	106
18.2 FAXES.....	109
18.3 E-MAILS	110
19 REVISION	113
19.1 GRAMMAR	113
19.2 READING	118

19.3 SPEAKING	120
20 A LIST OF PICTURES	123
21 SOURCES.....	124

Dear Student,

You have just entered the world of business English. You will come across many new words or meanings, but do not be afraid. You will have no problems learning all that with patience, the right organisation and regular attendance at the tutorials but also quite some individual work and studying at home, also by surfing the Internet and in this way obtaining the necessary information. You will be able to fulfil all the formative goals and learn a lot of useful vocabulary, business letters and be able to react appropriately in different business situations.

The stress in this book is mostly on vocabulary and especially on collocations and phrasal verbs as I firmly believe that is the vital part of any language. After every chapter you have a short summary and a few revision questions to help you learn faster and more efficiently.

I am sure that we are all aware that we will never make a business deal or sign a contract if we know all the grammar but we have no idea how a certain part of a machine, a certain piece of equipment, an exact operation or a specific service is called. Nevertheless, the revision of the basic grammar is also included just to help you write better documents and be more self-confident in any situation.

I wish you a lot of success.

Milena Štrovs-Gagič

1 WORKING TOGETHER

We are all afraid of not finding a suitable job or any job. Can you imagine your life without the means for survival?

In this chapter we are going to discuss all the procedures involved in successfully finding a job and getting employment.

We all know that finding a job these days is not very easy, even if we are well qualified. The job search is the major turning point in our lives. It marks the transition between student life and the so-called real world, between studying and training on one hand and practising a profession on the other.

You have to go through many advertisements, contact the Employment Office, research the information on the World Wide Web and be very persistent.

PRACTICE:

I. Use one of the words to complete each sentence: deal, work, responsible, of, manage, under, responsibility:

1. I _____ for Mattock, the aircraft company.
2. I _____ the manufacturing plant in Colchester.
3. I am in charge _____ the production team.
4. About 130 people work _____ me.
5. Coordination between production and design is my _____.
6. I _____ with a lot of people in the company and with our customers.
7. I'm _____ for a budget of over €125 million.

II. Complete the exercise below with the correct word (before, at, for, in, of, out, off, on, get, to), you can use some more than once:

“My name is Alison Samuels and I work _____ a public relations company in Galway. I leave _____ work at 7 o'clock in the morning. I go _____ work by bus and I usually _____ to work by 8 o'clock. I'm always _____ work till about 5.30 and I never get home _____ 6.30 pm. Last year I had a car accident and so I was _____ work _____ over a month. I didn't like being at home as I love my job. I would hate to be permanently _____ of work.”

III. Choose the best word from the brackets to fill the gap:

I had a 9-to-5 _____ (job, work) when I left school but I didn't do it for long because I hated getting up early and the boredom of the routine.

We have a _____ (flexible, repetitive) system, but everyone must be here between 11 and 4.

I work from _____ (house, home) and simply send my work over the Internet; I only sometimes visit my co-workers at the company.

I sit in front of the computer all day, just drawing different kind of plans. This work is mentally _____ (tiring, routine).

This is the most _____ (stimulating, repetitive) job I've ever had. There is never a boring minute; I really like it a lot.

We all look forward to 5 o'clock because then we can _____ (shift, clock) off for the day and finally go home.

The 7.15 train is always full of _____ (commuters, telecommuters) who travel to London for work.

I'm at _____ (work, job) by 8.45 and I leave for home at exactly 5 o'clock.

I clock _____ (in, at) at 8.50 every day and I'm at my desk _____ (until, for) 5 pm.

The difficult thing is that my home is my office so I'm there 24 _____ (hours, minutes) a day.

We turned one of our rooms into an _____ (office, storage) and that's where I do all my work which is sometimes rather boring.

If you want to get a good job, you need the right _____ (papers, qualifications).

My job is really _____ (mentally, physically) demanding as I work in the mine.

When I look for work, I want to find something that is _____ (dull, challenging) to be able to show all that I've learned so far and also to improve myself.

1.1 APPLICATION FORMS AND LETTERS

The first step towards getting a job is writing an application form.

In different countries different conventions apply to the process of job application and interviews. A letter of application is in some countries expected to be handwritten, not word-processed. Many companies expect you to write all your personal information on a standard application form (see example below), but no two application forms are alike, so you may have difficulties filling them in.

Specimen

INTERNATIONAL PUBLISHING LTD

12 Pilgrims Street Leeds CB2 2EU

Application form (complete in block letters)

Surname

FORRESTER

Address

324, ELKTON WALK

LONDON WE2 4HL

Forename(s)

SARAH ELISABETH

Age

24

Date of birth

21st AUGUST 1984

Qualifications

DEGREE IN SPANISH AND ENGLISH

(CAMBRIDGE UNIVERSITY)

SECRETARIAL DIPLOMA

Languages

ENGLISH, SPANISH, GERMAN

Office skills

TYPING, WORDPROCESSING, ABLE TO
USE ALL MODERN AND UP-TO-DATE
SOFTWARE PROGRAMMES

Hobbies and interests

READING, SKIING, TRAVELLING,
SOCIALIZING

PRACTICE:

Fill in the application below with your own information:

Please complete ref and title of post **APPLICATION FOR**

Name:				PHOTO
Home address:				
Term address:				
Telephone no.:	Day:			
	Evening:			
E-mail address:				
Nationality:		DES no (UK only):		
Date of birth:		Passport Number:		
Place of birth:		Mother's <u>full</u> maiden name:		
Current work or study position:				
School/work address:				
Experience				
Reason for applying:				
Other qualifications:				
Other experience:				
Knowledge of other languages and level:				
Computing Skills:				
Hobbies:				
Previous Employer				

Name and address of 2 referees who may be contacted before interview

1.	2.
E-mail:	E-mail:
Further relevant information:	

Not every company wants the form from above, but all of them expect you to write a good letter of application. In it you have to introduce yourself, be polite and persuasive, but not too pushy.

Look at these examples below:

Specimen

Example 1:

5, High Street
Oxford
SE 3 14 MO

22nd September, 2008

The Burlington School of English
36, Oxford Street
LONDON
13 E 17 OP

Dear Sir or Madam,

With reference to your advertisement in the Guardian of the 19th of this month, I am writing to apply for the position of an admissions administrator.

I have all the right qualifications as I finished the college programme for economists at The Business College here in London two years ago. In the meantime I have been working in the London subsidiary of Lloyds insurance company. But as they are moving offices to Liverpool I am looking for another position as I do not wish to leave London. I am polite and friendly and used to working with people. I am able to use the computer and I am familiar with all the latest software programmes. I can speak French and Italian fluently and also some German which will be useful when dealing with students or other visitors from abroad.

I hope you will find me a suitable candidate and grant me an interview. As I am currently on holidays I am available at any time suitable to you.

I look forward to hearing from you soon.

Yours faithfully,
Julia Jones
Julia Jones

See more on how to fill in application forms or write letters of application on www.careerbuilder.com or learn more from www.nmnh.si or www.quintcareers.com.

Example 2:

1553, W. Ellis Street
Atlanta, Georgia 30316

March 15, 2008

Mr. J. Williams
Texas Instruments
24 N. Broad Street
Atlanta, Georgia 30327

Dear Mr. Williams,

Please accept this application for the position of a sales representative at Texas Instruments. After my summer internship in the sales department last year, Mr. Alec Black, head of the sales department, suggested I seek full-time employment with the company.

My internship with your and another company (Del Rios Engineering in Madrid) gave me valuable experience in business practices as well as a grounding in international trade. I believe my so far gained knowledge and a few experience could be valuable for your fast developing company.

My strong academic performances also attest to my professional communication skills because the marketing and sales program at Big Sky is communications-intensive and with examples of good practise throughout the curriculum.

I would like to present my qualifications to you in person. I will be available for an interview at any time suitable to you.

Thank you for considering my application.

Yours sincerely,

Jack Hilton

Jack Hilton

Enclosures:

CV

Photocopies of my qualifications

References from Mr. Jorge Sanchez and Mr. Alec Black

Example 3:

2134 Roxboro Road
Atlanta, GA 30378

January 15, 2008

Mrs. Amanda Bradbury
Bradbury, Ellis and Gomez
33, Hightower Building
Atlanta, GA 30391

Dear Ms Bradbury,

It was a pleasure meeting you at the accounting Club meeting last week. As you suggested I am sending you my resume because you anticipate having an opening soon for which I would be qualified.

As my resume shows, I will graduate from Fulton in May with a MACC degree and a speciality in marketing. As an intern with Brown and Hill, I participated in several activities in the north Georgia area. I hope you will find that my education and experience make me a good candidate for a marketing position with Bradbury, Ellis and Gomez.

I would very much appreciate the opportunity to talk with you further about possible future employment.

I look forward to hearing from you.

Sincerely,
Carla Brown
Carla Brown

Enclosure: resume

PRACTICE: Go to www.ess.gov.si or www.iskanjedela.si, find an advertisement from a Slovene company looking for an economist and write a letter of application.

1.2 CV

An application letter is usually accompanied by a CV or resume. Look at these two examples:

Specimen

Example 1:

Name	Alenka Novak
Present address	Ljubljanska cesta 15, Maribor
Telephone number	040 345 99
Email address	alenka.novak@guest.arnes.si

Marital status Single
Education and qualifications 1990-1995 Secondary school of economics
1995-2001 The University of Maribor, Faculty of economics and business
Degree in business studies
Work experience Different summer jobs in my secondary school years (Municipality Maribor, Oaza d. o. o.)
Administrative Unit Maribor (1999-2001): work placement
Sepultura: import-export company (2001-2005), Image d. o. o. (2005-2007)
At present unemployed
Other information While working I attended various evening courses for German and Spanish. My interests include tennis, swimming and reading.
References Mr. B. Potočnik, assistant manager, Image d.o.o.
Current salary None

Example 2

Nancy Sinead Elizabeth Gould

Address: 23 Rouse Way
Colchester
Essex CO1 2TT
UK

Telephone: +44 368 754 (Mobile)
Email: nsegould@hotmail.com
Born: 15th October 1976
Holding: A UK passport
Full UK & Slovenian driving licence



Education

May 2006-June 2006
International House, Budapest
University of Cambridge Certificate of English Teaching to Adults (CELTA) Grade A Pass

September 1995-July 1998
University of Essex, Wivenhoe Park, Colchester
B.A. (Hons.) English & American Literature Class 2:1

September 1993-July 1995
Queen Mary's College, Cliddesden Road, Basingstoke
A Levels: English Literature, Maths with Statistics, Biology

Further qualifications, skills & interests

President – University of Essex Sailing Association 1997-1998 Secretary – University of Essex Sailing Association 1996-1997

I am a keen sailor and windsurfer and compete locally and nationally in my class. Over the last few years I have been climbing, hill walking and scrambling around the Alps and enjoy most outdoor sports.

Professional Qualifications

NJC Job Evaluation	Microsoft Excel (Advanced)
ECC - Advanced Working with Data	RYA Dinghy Instructor
ECC - Advanced Data Protection	RYA Powerboat – Level 2
ECC - Advanced Systems Analysis	RYA First Aid
Oracle Discoverer	RYA Competent Crew
Oracle Genus	

Career

July 1st 2008 and ongoing
General Hospital Colchester

Workforce Information & Analysis Manager

Management and development of HR team responsible for providing county wide workforce information and analysis to support workforce planning, statutory requirements, policy development and organisational change. Implementation of data collection systems and maintenance in accordance with government legislative requirements.

Sept 2006-June 2008

Slovenj Gradec High School, Slovenia.

English Language Teacher (full-time).

English language teacher in a high school providing European Studies and English language tuition. Working with 15-19 year olds in class sizes of up to 30. Project work mentor. Extra curriculum projects. Team teaching with up to 8-9 members of staff, but majority of hours sole-responsibility for the class and syllabus. Working with Slovene teachers to deliver documented project work to the Ministry of Education providing examples of best practice in modern English teaching. Production of own teaching materials, adaptation of Slovene materials. Practical English skills and cross curricular working to support other subjects. Production of written test materials and oral assessments. Invigilation and grading of graduation / final exams.

May 2006-June 2008

Berlitz & Eduka Language School, Slovenia

English Language Teacher (part-time 5 hours per week).

Various courses to adults, private individuals and company training courses. Teaching General English, Business English, Young Learners (including summer camps) and English for Specific Purposes.

Sept 2005 to July 2006

British Council, Edinburgh, UK.

Podgorje Primary School and School of Economics, Slovenj Gradec (full-time).

Language Assistant working in Slovenian schools providing native language support to local teachers delivering studies in English. Class sizes from 5 to 30 students of mixed ability and age ranges. Production of own teaching materials. Teaching staff training in English.

Mar 2005-Sept 2005

Neilson Active Holidays, Thomas Cook Group, Brighton, Sussex UK.

Flotilla Skipper. Greece-Peloponnese/Croatia-Dalmatia Coast.

Working as Skipper and Mate on flotilla holidays. Delivery trips to Italy and southern Greece. Based on lead boat leading up to nine guest boats.

June 2001-March 2005

HR, Essex County Council

Workforce Information & Analysis Manager

Management and development of HR team responsible for providing county wide workforce information and analysis to support workforce planning, statutory requirements, policy development and organisational change. Implementation of data collection systems and maintenance in accordance with government legislative requirements.

Senior Data Management Assistant – Essex County Council, Learning Services

Management of education service data and databases. Production of statutory and management reports. Cross project working. Supervision of team including action planning, performance reviews, training and development.

March 1999-June 2001

Database Coordinator and Training Supervisor

Well Well Well (UK) Ltd

Interpretation and conveyance of consumer data and databases to assist with key business decisions and influence operational planning. Providing training for all users on the implementation and relevance of new administrative and operational procedures. Coordinating the accurate data transfer of new business acquisitions into an existing customer database. Providing in-house solutions and initial database support for all users and departments.

To get more information about how to write a good CV, have a look at jobsearch.about.com, en.wikipedia.org or cv.wikipedia.org.

1.3 Job interviews

If the company decides you may be an acceptable candidate, they will grant you an interview.

While you are preparing for the interview, you should:

- gather information about the company and study it carefully
- research the company by reading articles in business publications, professional journals, magazines or newspapers
- get information about the company's strengths, about practice trends and about people who have been hired in the last few years
- if possible, attend presentations sponsored by this company or firm
- expand the self-assessment
- check the company's Web site
- prepare several questions of your own.

There are different kinds of interviews: traditional one-to-one, panel (where a candidate is interviewed by a group of people) and deep-end (where applicants have to demonstrate they can cope in different and actual business situations) interviews. The atmosphere of an interview may be formal or informal and the interviewer may take a friendly, neutral or even hostile approach. Different interviewers use different techniques and the only rules you should be aware of may be: 'Expect the unexpected' and 'Be yourself'!

Do not make up things or exaggerate at the interviews as the truth will come out very quickly and you will probably not be able to keep a job or a position if you have lied at the interview!

Although no two interviews are alike, the following guidelines may help you:

- dress appropriately, rather conservatively
- arrive on time
- offer your interviewer a smile and a firm handshake
- maintain eye contact with your interviewer
- pay attention to your body language
- express yourself in complete thoughts, use proper grammar, answer a question as clearly and logically as you can
- demonstrate in your answers your understanding of the employer's goals
- if you don't understand the question, ask the interviewer to clarify it for you
- do not ask about salary, but feel free to ask about training and career paths
- thank the interviewer, offer another smile and a firm handshake, ask for a card.

PRACTICE:

Simulate a job interview; ask very thorough questions about the candidate's previous work experience.

1.4 Thank you and acceptance letters

After the interview you can send your interviewer a thank you note or a thank you letter, but do it in 48 hours. You can use a personal tone as you already know the person. You should stress again that you are interested in the position.

If the interviewer has requested any materials, such as additional references or work samples send them together with the thank you note.

Dear Mr. Highbrow,

Thank you for the opportunity to meet with you yesterday to discuss the sales clerk's position at Global Oil Exploration, Inc.

It was interesting to see the similarities between the operations of Global Oil and AT&T where I have worked as an intern for the past nine months. I was quite impressed to hear of the efficiency and speed with which Global recently implemented the new software system. Successful implementation of such a complex system speaks well for the people who work for your company. Our conversation affirmed my belief that I can bring valuable skills and experience to the job.

Thank you once again for the interview. I look forward to discussing the position further.

Yours sincerely,
B.T. Randolph
 Bob T. Randolph

Now, you can expect an answer from the company which you should receive in the next two weeks. If the company offers you the position, you can send them a short acceptance letter:

Specimen

Dear Mr. Highbrow,

I am happy to accept the position of a sales clerk in your company. As you know, Global Oil has been my first choice throughout the job research process.

I have completed the forms you enclosed in your letter and I look forward to seeing you on Monday, the first of December.

Yours sincerely,
B.T. Randolph
Bob T. Randolph

REMEMBER: when you write different kind of letters that you are sending by post, you also have to be very careful how to lay addresses on the envelope.

Look at these addresses that were put on the bottom right-hand side of the envelopes:

Ms. Gabrielle Jones
Personnel Manager
Oxford Street
44-50 London Road
BN5 9KL
GREAT BRITAIN

Mrs. Jana Koren
Export Department
GAMS d.d.
Gregorčičeva 15
2380 Ravne na Koroškem
SLOVENIA

Mr. James Green
Marketing Director
Green Industries Inc.
999 Park Avenue
Rockford
IL 61125

PRACTICE:

Put the following names and addresses in order:

Sound Studios Ltd./Leeds/LS4 8QM/Mr. L. Scott/150 Royal Avenue
Warwick House/Sound sonic ltd./London/Warwick Street/SE23 1JF
301 Leighton Road/MP Vehicles Ltd./London/ NW5 2QE/The Transport Director/Kentish Town
Nova cesta 15/Modern Equipment d. o. o./ 2380 Slovenj Gradec/Mr. Srečko Kotnik/SLOVENIA
Miss Maria Nikolakaki/85100 Rhodes/ Nikitara 541/GREECE
Piazza Leonardo da Vinci 254/The Chief Accountant/I-20133/Danielle & Davide Fregoni/Fregoni S.p.A./Milano

1.5 STARTING A NEW JOB

When you are to start a new job, there are some very important rules to follow; some are the same as the ones mentioned when attending an interview:

- arrive on time or five minutes early
- wear your best office clothes, but be careful not to exaggerate

- shave
- go to the hairdresser's a few days before
- try to get enough rest the night before
- smile at everybody you meet
- try to remember the names of people you are introduced to
- make a note of everything anyone tells you
- answer politely to all the questions
- try to look and act efficiently
- if you are a smoker, be careful because most countries have very strict rules about smoking
- enquire about any additional specifics of the company
- don't be too pushy: remember that other people were there before you and have much more experience.

Can you add any other advice?

PRACTICE:

I. Office life is different from country to country. Can you describe a typical Slovene office: the size, furniture, other equipment, lighting, ventilation...? Could you describe what office life is like in our country? What are some specifics or eventual differences from other countries? What would you tell a foreign visitor about office routines in our country (e.g. working hours, child-care facilities, holidays, union recognition, recreational and sport facilities for staff, relationships between boss and employees...)?

II. Choose the best word from the brackets to fill the gap:

Everyone should stay in full-time _____ (school, education) until they are at least 18.

Of course _____ (paper, printed) qualifications are important, but they are not everything, you can still get a job without the right education.

I look for people with lots of relevant _____ (job, work) experience.

Our company runs lots of in-house _____ (training, skilled) courses, we offer different courses for our staff.

Last year we spent over €65,000 on management _____ (experience, development), so workers really disapproved of that.

We value people who are highly _____ (motivated, graduated) and want to get on.

Tobias gets on well with everyone. He is a great team _____ (person, player), everyone wants to work together with him.

Auxiliary verbs

Warm-up: think of the three things you want to ask your teacher and write down the questions.

1. Make these sentences negative:

You're working hard today.

An air steward looks after the passengers on the plane.

Ann speaks German very well.

My parents live in a very small flat.
I met Mr. Christiansen in 1998.
Jane was waiting for me.
Mike has lost his key.
Jenny is a student at university.
Vegetarians eat meat.
Yesterday I walked to work.
She's in a meeting now.

II. Form questions, the underlined word(s) is (are) the answer:

He was sitting there for ages.
Susan bought a ticket at the station.
The swimming pool opens at 9 o'clock in the morning.
He was angry because he lost his watch.
He ate three hamburgers last night.
She's very tired.
I have missed my flight to Rome.
They have just broken their long-lasting contract.
The company only had two salesmen.
Sales personnel have to speak many foreign languages.

III. Fill in the correct auxiliary verb:

Coffee _____ grow in Slovenia, it grows in Brazil.
_____ you smoke? No, I _____.
He often goes swimming in the morning, but he _____ swimming now.
_____ you watch the film last night? No, I _____. _____ it good?
Yes, it was great.
I _____ believe that he could do something like that.
She _____ never been abroad, so she _____ travelling to Japan next week.
They _____ employing any new workers at the moment, so there _____ no
use trying.
I _____ been trying to get a job for ages, but I _____ had no success so far.
My friends _____ having a party next week, it _____ their 25th wedding
anniversary.
_____ you read this article in the Economist? Yes, I have. I found it extremely
interesting.

IV. Add question tags:

We sent the catalogues by surface mail, _____?
She never helped him, _____?
Let's start the meeting, _____?
They usually don't pay their accounts late, _____?
I'm very good at this, _____?
Open the door for me, _____?
He's been the president for ten years, _____?
This machine operates automatically, _____?
You know a great deal about economics, _____?
She hasn't finished her report, _____?

No one knows anything about the merger, _____?
It wasn't cheap, _____?
We found a better solution, _____?
We need copies for the whole board, _____?

SUMMARY

We can see that finding the right job is not easy, but if we follow a certain procedure and we are persistent and careful; we will be able to find the right job for us. And we might be able to start a successful career. These steps are: look for advertisements, write a good application form and a detailed CV, prepare well for a job interview, and act smartly and businesslike on your first day at work.

SHORT REVISION

1. Where can people looking for jobs find information about vacancies?
2. What is the first step towards finding a job?
3. What kind of information do you have to include in your CV?
4. Explain how you can prepare for an interview.
5. Establish why it is good to send a thank you letter.
6. In detail explain how you should behave on your first day at work.

2 DIFFERENT KIND OF COMPANIES

What do you know about different kind of companies? How familiar are you with the different sectors or different sizes of companies?

In this chapter we are going to discuss and explain how companies are divided according to sectors, talk about their structure and try to describe a company according to a company profile.

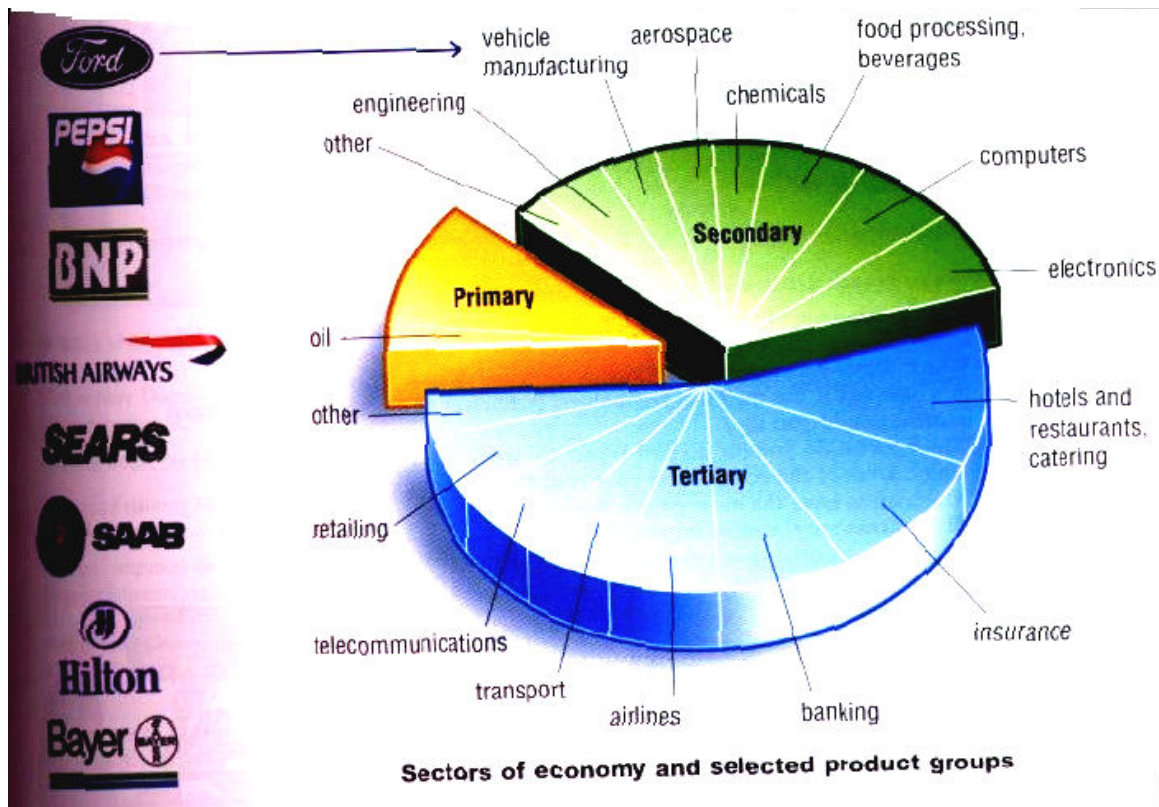
Companies are a very important part of a country's economy. They produce goods and services and they come in every shape and size.

There will be many occasions when you will have to talk about the company you work for. This may be when you are actually showing someone around the place of work or premises or when you give presentations to future clients, customers or business partners.

You may also need to explain to someone how your department or your company is organised or how it is run, who is responsible for different aspects of business and similar.

The first step towards this is to decide or explain which sector your company belongs to. Look at the picture below and first answer the questions:

Which of these companies do you know?



Picture 1: Different kind of companies

Source: Jones, Alexander, New International Business English, 2000, page 43

If we compare the three sectors, we can say that primary sector grows or takes different kind of things directly from the ground or water or in general our surroundings and mainly deals with raw materials; secondary sector produces or manufactures and tertiary sector companies offer services.

To find more information about different sectors, go to biz.yahoo.com or eygpt.egaseed.tripod.com.

PRACTICE:*I. Answer these questions:*

- Which are the five largest or most important companies in your region (country)?
 Which sectors of industry or product group do they belong to?
 Make a list of the products they make or services they supply.
 Which sector do you (you intend to) work for?
 Which areas of the economy are changing the most?
 Which sectors can we not do without?
 Has the rate of unemployment in your country increased or decreased in the past years?
 In which economic sectors have jobs disappeared?
 In which economic sectors have jobs been created?

II. Complete the sentences below with the missing expressions. Choose between the following:

corporation, employees, limited, shareholders, enterprise, premises, offices, involved, sector, retailing, merge, bookkeeping, vice presidents, trade union

- Several companies are _____ in the development.
 Ltd stands for _____ company.
 Mining and farming are part of the primary _____.
 Shops and supermarkets are part of the _____ industry.
 Our economy depends on private _____ to combine capital and opportunities for investment.
 A private company can have one owner or thousands of _____, owning the firm.
 The two firms want to _____ to form a larger one and be stronger.
 We are moving because our business _____ are too small.
 The _____ department looks after the company's figures.
 In many countries of the world today, particularly in large firms, employees can join a _____.
 The _____ around the world are becoming more and more similar and one looks much like the other.
 In America a large firm is called a _____.
 In American companies directors are called _____.
 The atmosphere of the workplace can influence the effectiveness of a company's _____.

III. Complete the sentences with the correct prepositional phrase. Choose between:

account for, advertise for, apply to, approve of, backlog of, base on, benefit from, blame for, bring up

- In the middle of the meeting our client _____ the subject of lower prices.
 All reports need to be carefully written and above all _____ facts.
 The head of my department was satisfied, he _____ my recommendations.
 If we want to fill the post, we'll have to _____ a qualified engineer.
 The clerk managed to _____ the two missing packages.
 Computer operators wanted. Please _____ the senior manager within.
 The whole company is going to _____ the South Korean order.
 The management and the workers _____ each other _____ the strike.
 The clerks had to work long after five to deal with the _____ orders.

IV. Write the missing word in each sentence:

I work for myself. I have been s _____-employed for several years.
We became a p _____ limited company last year and since then our share price has risen by 15%.
I work for myself so the tax office classifies me as a s _____ trader.
We are a not-for-p _____ organisation dedicated to providing health services for the poor.
Like lots of charities, we employ a professional to organise our f _____-raising activities.
I spent 25 years in the USA, working in the a _____ industry, making seat covers, head rests and similar.
In Britain, shipbuilding and other h _____ industries found it hard to survive in the 1980s.
We don't build computers, we just provide s _____.
We manufacture refrigerators, washing machines and other household g _____.
The CEO is the head of the m _____ team.
I am in charge of training the human r _____ staff.
We have a s _____ of 30 in London and about 150 in Hong Kong.

2.1 COMPANY PROFILE

As I mentioned above, you will very often have to describe your company to visitors, existing or potential business partners, clients or customers or general public. When doing that, you have to be precise and exact and do your homework (know about the company, its employees, turnovers, number of employees etc) very well. When you describe your company, these expressions can be useful:

Our company is *a family company, practise firm, subsidiary or affiliated company, joint stock or jointly-controlled entity, a finance lease, sole trader, retail/wholesale company, credit, investment, private, public company, parent/sister company, trade, trust company....*

It is *small, medium or large* (according to size in comparison with other companies).

Our main activities are: *producing, buying and/or selling, importing and/or exporting, distributing, offering different services, research, designing, giving advice, supervising, accounting analysis....*

History of the company: *It was founded/set up in...It all started... Then it began...*

Other information about the company: *It ranks among... It is one of the leading...We perform/produce/conduct...*

About products/services/turnover: *Its business services cover... It pays attention to the quality of... It has a wide range of products... Its products have earned reputation... It offers marketing research... The total business exceeded... The turnover amounts...*

Philosophy of the company: *Its strategy is... Its concept is... Its strategic goals are... It believes/supports... Its short-/long-term objectives are...*

Staff policy: *In 2000 the number of employees totalled 6,500. It has 45 full-time employees. It employs high-qualified staff...*

Location: *It is located... It is based..., but has branches in...The firm's premises are...*

Structure of the company: *It comprises... It consists of... departments...Its sectors are...*

Departments: *Finance/Accounts, Personnel, Marketing (Sales, Purchasing, Export, Import, Advertising), Logistics, Reception/Company Secretary*

Management: *board of directors, CEO, general manager, managing director, managers of departments.*

PRACTICE:

I. Go to sl.wikipedia.org or www.pirs.si and find a company that you know or like and describe it according to the above model.

II. Complete the following information using the phrases and words below:

labour, from, parent, staff, around, based, medium-sized, good, miles, not far from, family, about, commute, Ltd, biggest, subsidiaries

Ian Old is the Managing Director of Southern Textiles, _____ based in Kidderminster, not far from Birmingham, about 100 _____ from London. It is a _____ company with a staff of around 120 people. It is owned by one of the UK's _____ textile companies. The _____ company also has _____ in Germany, Spain and France.

Ian Old used to work for Modern Processes, _____ in Redditch, _____ Birmingham. It's _____ 100 miles _____ London. Modern Processes is a small _____ company with a _____ of _____ 40 people. Most of them live locally, where there is a _____ supply of skilled _____, but some _____ from the surrounding area.

III. Company departments: which department is being described? Choose between:

accounts, finance, marketing, information technology (IT), legal, production, purchasing, research and development, human resources, sales

The _____ department is responsible for manufacturing the products which are then sold.

The _____ department decides on where to sell the products, how to advertise them and the price.

The _____ department handles orders for the company's products.

The employees in the _____ department read, understand and interpret documents connected with the law.

The _____ department is responsible for paying salaries, employing new staff and keeping files on each employee.

The people in the _____ department compare prices and discounts from the suppliers and buy materials.

All the invoices from both purchases and sales are processed in the _____ department.

The end of the year results are analysed, the budget set and short- and long-term loans arranged in the _____ department.

The experts in the _____ department maintain the company's computer systems, up-date software and develop new computer applications.

The _____ department improves, adapts and changes the products and works to make technical plans for products for the future.

2.2 COMPANY STRUCTURE

Most companies have a hierarchical or pyramidal structure, with one person or a group of people on the top, and an increasing number of people below them at each successive level.

There is clear line or chain of command running down the pyramid. All the people in the organisation know what decisions they are able to make, who their superior is and who their immediate subordinates are.

Some people in an organisation have colleagues who help them (e.g. an Assistant to the Marketing Manager) – this is known as a staff position.

Yet most organisations are too complicated to be organised in a single hierarchy. Today, most large organisations have a functional structure, including production, finance, marketing, sales and personnel department, among others. This means, that for example the production or marketing cannot take financial decisions without consulting the finance department. There are a few disadvantages of this type of organisation; the most commonly criticised one is that people in a certain department are more interested in the success of this department than the whole company.

Most large companies are decentralised and are divided into divisions which all have their own engineering, sales, and production etc. department and are expected to make a profit.

Another possibility is to have wholly autonomous temporary teams that are responsible for certain projects but are split up as soon as these projects are successfully completed. But teams are often not very good at decision-making and may have relational problems unless they are very small and have a lot of self-discipline. They still require a definite leader on whom their success probably depends.



Picture 2: An example of a company organisation chart

Source: Mackenzie, 1997, page 20

To find more about different company organisation, log on www.revision-notes.co.uk or www.ethical-company-organisation.org to find, for example, information about those companies whose activities are ethical and not harming for the world.

PRACTICE:

Go to sl.wikipedia.org or www.pirs.si and find two companies with different organisation structure.

Present Forms

Warm-up: describe your typical day.

I. Complete the dialogue using the verbs in brackets:

A: Where _____ (you come) from?

B: I _____ (come) from Thailand.

A: _____ (you live) in Bangkok?

B: No, I _____ (not live) in Bangkok. I _____ (live) in Chang Mai.

A: What _____ (you do)?

B: I'm a sales representative. I _____ (work) for Berli Jucker.

A: How often _____ (you travel) to England?

B: I _____ (not come) here very often.

II. Answer these questions about your daily routine:

How do you get to work/school in the morning?

How long does it take you?

What do you do in the mornings?

When do you have your lunch?

What do you do in the afternoons?

What do you normally do in the evenings?

What time do you usually finish your day and go to bed?

What do you do at the weekends?

III. Make up sentences using the following prompts, like in the example:

come from/but/live

I come from Austria, but now I'm living in Switzerland.

speak/and/learn

normally like my work/but/not enjoy

go on training courses/and/do a course in CAD

work from 9 to 5/but/stay late

travel a lot/and/ visit Australia

normally export a lot to Greece/but/not get many orders

IV. Read the following passage about the changes in the software industry. Fill the blanks with the correct form of the verb:

After two years in which the price of PCs has fallen by half, the price of software _____ (come) down, too. The big software houses _____ (sell) the software at lower and lower prices and a price war looks inevitable. The profit margin of major companies like Lotus and Microsoft _____ (shrink). In addition they _____ (spend) less and less on R&D, which may affect their long-term product plans.

V. Correct these sentences:

Can you hear those people? What do they talk about?
He isn't liking coffee.
I'm thinking this is your key. Do I right?
This sauce is great. It's tasting delicious.
I am not believing you. You are telling lies.
He don't be a good student this year.
Jim isn't wanting an ice-cream.
What are you wanting to drink?
My friend is understanding everything you have just told us.

VI. Complete these stories with the correct form of the verb (Present simple or Present continuous):

1

Dear Aunt Alison,

I _____ (just write) to tell you how much I _____ (appreciate) the money you sent me and to tell you how I _____ (get) on in my first term at university. Actually, I _____ (really enjoy) myself. I _____ (study) quite hard, but at the moment I _____ (spend) a lot of time just making friends. I _____ (stay) with my friend Samantha and I _____ (look) for somewhere of my own to live. Only a few of the first-year students _____ (live) in college here and I _____ (seem) to be spending a lot of time travelling backwards and forwards. I _____ (go) to lectures every morning and most afternoons I _____ (study) in the library. In fact, I _____ (write) this letter instead of an essay on Julius Cesar. I _____ (think) I'll buy some new clothes with the money you sent me. Everything _____ (cost) a lot here and I _____ (save) to buy a winter coat. It _____ (get) really cold here in the evening. I _____ (not know) a lot of students and sometimes I _____ (be) lonely.

I also have to tell you that I _____ (learn) to drive.

See you soon,

Kate

2

In many ways the economic outlook is good. Unemployment _____ (fall) and is now down to 8% from 14%. The economy _____ (grow) at a rate of 2.5%. However, the real danger is that the inflation _____ (begin) to rise. This is dangerous, because every time the inflation _____ (go) up, people always _____ (demand) higher wages and this in turn _____ (make) the problem worse.

SUMMARY

If we summarise in a few sentences, we can say that there are three main sectors of companies that are further divided into private or public, small, medium or large, have different management and also very different organisational structure.

SHORT REVISION

1. Can you explain how we divide companies, according to the sectors?
2. Can you name some companies that belong to each of the sectors, what kind of products do they make or what services do they provide? Would you like to work for any of them? If yes, why?
3. What is a typical hierarchical structure in the company that you know? Can you compare it with another?

3 INTERNATIONAL TRADE

Do you know what trade is or what are the activities of international trade? Have you ever bargained for a price or sold or bought anything on eBay or Bolha? Do you have any idea what are the principles of fair trade?

In this chapter we are going to learn a lot of new vocabulary from the area of trade and international trade and talk about import and export.

Trade mediates between manufacture (production) and consumption. We distinguish wholesale from retail. Trade can be domestic or foreign. Foreign trade is divided into imports and exports and transit trade. In transit trade goods are purchased abroad and then sold again to the buyers in foreign countries - the goods are transferred from one through another into a third country. Customs duty and import fees can be very high, but they can also be favourable; besides regular duties, there are also preferential duty-rates. By trade agreements countries decide on taxes and tariffs, which contain the regulations for customs clearance. If a country imports more than it exports, it has an unfavourable balance of trade.

In the time of globalisation, better, faster and more modern transport and free trade (at least in the developed world), trade is even more important, especially these days when every day stronger China wants to conquer the world.

Consider the clothes and the shoes you are wearing, and those you wore last week or last month. Where were they made? Try to recall the meals you've eaten in the last 24 hours. How much of the food came from abroad? If you have them, where do your car, television, stereo, camera, watch and so on come from? Where was the DVD or CD manufactured?

Can you even imagine living in a country that did not import anything, where only locally produced food and textiles and products were available?

More information is available on en.wikipedia.org, www.trade.gov, www.business.gov.

Discussion:

- What does your country import?
- What are your country's major exports?
- Which countries are its major trading partners?
- Which 'uneconomic' sectors, if any, should be protected in your country?
- Would total free trade in your country result in the creation of jobs or in unemployment?

PRACTICE:

I. Match up these words and expressions with the definitions below:

autarky	deficit	quotas	balance of payments
dumping	surplus	tariffs	balance of trade
protectionism	barter trade	visible trade/merchandise trade	
invisible imports and exports			

- trade in goods
- trade in services (banking, insurance, tourism)
- direct exchanges of goods, without the use of money
- the difference between what a country receives and pays for its exports and imports of goods

- the difference between a country's total earnings from exports and its total expenditure on imports
- taxes charged on imports
- quantity limits on the imports of particular goods or commodities
- imposing trade barriers in order to restrict imports
- selling goods abroad at or below cost price
- a negative balance of trade payments
- a positive balance of trade or payments
- the situation in which a country is completely self-sufficient and has no foreign trade

II. Add the missing expressions to the sentences below, choose between:

Chamber of Commerce, incoterms, invoice, purchase, CIF, documents, proforma, freight, FOB, supplier, shipping, retail, overseas, certificate of origin, EXW, down payment, terms of delivery, DDU, agent

When fixing a price for an export order, the _____ are very important.
That firm is our sole _____ of the products that we are offering on our market.

_____ means that the price covers cost, insurance and freight to a named port of destination in the buyer's country.

We send out a _____ invoice before making up an order, just to have a sort of guarantee.

A bill of lading and a letter of credit are both _____ used in foreign trade.

Another word for buy is _____.

_____ are internationally accepted abbreviations that describe the terms of trade.

_____ means that the goods are delivered duty unpaid to the buyer.

_____ is the ex-works price of the goods, so the buyer needs to pay for freight carriage and insurance.

Before we can accept your order, we require a _____ of 5% of the total price.

Doing business on the phone with companies _____ is very costly as transport charges can be huge.

We have just received the _____ for the goods we wanted.

I've just heard that the _____ charges are going up again.

They have added €75 for the _____ and handling.

Many import or export deals are arranged through an exporter's _____ or distributor abroad as they know the market better.

_____ is always included in international trade, for example to issue a _____.

The _____ price is about 30% higher than the wholesale price.

If you talk about _____, then the price includes all costs of goods free on board of a ship or plane.

III. Fill the gaps with suitable expressions from the list below:

backlog, bill of exchange, bill of lading, bulky, cash on delivery, cash with order, crates, deadline, margin, point of sale, retail, special delivery, surcharge, tender, volume, VAT, wholesale, hold-up

The profits made on a product vary according to the _____ of sales and there is not normally a fixed profit _____ on the unit price.

If you buy something by mail order, it's normal to pay CWO (_____), rather than COD (_____).

What is the difference between a B/L (_____) and a B/E (_____)?

The _____ price of this product at the _____ is \$10.99, including _____, which is about 60% more than the _____ price.

As we have been carrying out stock control, there is a _____ in processing orders. We apologize for any inconvenience caused by this _____.

As part of the consignment is very urgent, we'll be making a _____ of the two of the twenty _____ you have ordered.

Very _____ consignments are shipped by sea. There is no _____ for small orders.

They submitted a _____ in triplicate, in accordance with our instructions, but it arrived after the _____.

IV. Prepositional phrases: fill the gaps with the correct form of the following prepositional phrases:

call on, capable of, cope with, comment on, compensate on, comply with, consist of, convince of, co-operate with, credit with, cut back on

I'll be _____ you when I'm next in town, I really want to see you again.

If you suffer any loss, we will _____ you _____ that so do not worry about it.

He was unable to _____ the extra work and became ill and finally even had to find another job.

I'm afraid I can't _____ another department's work, it would be totally unprofessional.

As you appear to have been overcharged, we will _____ your account _____ the sum of €4,555.

It is important to _____ any special Customs regulations.

All members of a team must _____ each other otherwise the work is badly done.

Due to the falling sales, the company has _____ on its R&D programme and even had to let a few people go.

They're _____ doing a much better job than that.

The cargo _____ twenty two-tone crates and seven one-tone ones.

She couldn't _____ them _____ the need to redesign the product.

V. Choose the best words to fill each gap from the alternatives in brackets:

"The bad news for investors continues. Today the Dow, the NASDAQ and the European _____ (indexes, prices, lists) all showed heavy losses. Prices on the London FTSE fell to a five-year _____ (crash, low, barrier) with banks and insurance companies showing spectacular _____ (declines, trades, demands). Dealers are pessimistic and no one can see an end to this bear market. Over the past few months we have seen more than \$200 billion _____ (waved, washed, wiped) off the value of US stocks. The only good news from Wall Street was a small rise in blue _____ (chips, stocks, shares) just before the

_____ (finish, shut, close). This late _____ (record, rally, recovery) helped the Dow to finish just half of one per cent lower than yesterday.”

Past Forms

Warm-up: think about your day yesterday and about what you did, were doing, had done or had been doing.

I. Use the verbs in the correct form to complete the sentences (some are positive, some negative and some questions):

accept, complain, hire, place, realize, study, visit

Oh, I'm sorry to disturb you. I _____ you had a meeting.

_____ you _____ accounting when you were at university?

She _____ the job because the possibilities of promotion were rather bad.

Last week a lot of customers _____ about slow and impolite waiters.

_____ you _____ Madrid when you were in Spain?

I am writing with reference to the order I _____ with you six days ago.

At last year's conference, who _____ you _____ to do the catering?

II. Write in the missing verbs in the bare infinitive and past tense. Each verb can be used with the expressions on the right:

present

run

past tense

ran

expressions

a business, out of something, up a bill

a job well, your best, business with somebody

a profit, a mistake, a complaint

abroad, out for a meal, bankrupt

a letter, a report, out a cheque

by credit card, cash, in advance

something at a profit, at a loss, out

NOW choose one of the expressions from above to complete the following sentences:

He made some calls from his room and so he _____ a large phone _____.

We _____ with that company a few years ago, but then we stopped dealing with them because they became unreliable.

The company lost money in its first years, but last year it _____ of 1.8m euros.

He couldn't find a suitable job in his own country, so he _____ to look for work.

When the consultants had finished their study, they _____ for the directors, giving them a list of recommendations.

They didn't want cash or cheque, so I _____.

The product was very popular. We _____ on the first day and ordered a lot more stock.

III. Explain what was happening up to the point when the following event took place: use because + the past continuous:

He decided to see a doctor _____.

George handed in his resignation _____.

They gave Jessica a new company car _____.

We offered our agents an extra 10% discount _____.
 Christine phoned the service engineer _____.

IV. Complete these stories with the correct form of the verb (Past forms only):

1

Chris Boyle _____ (be) born in 1973 near Belfast. In 1993 he became seriously ill. While he _____ (recover) his uncle _____ (give) him an old violin. He enjoyed playing and practised at his school every day after lessons. One day in 1997 Jonathan Leafy, the manager of several successful musicians, _____ (have) a meeting with the headmaster when he _____ (hear) Chris practising. He immediately _____ (invite) him to play in one of the concerts that he organised that year. Chris _____ (not want) to do that because he _____ (prepare) for some important school exams. Chris passed his exams and _____ (go) to college to study engineering. There he met Kitty O'Malley who _____ (study) chemistry. She was also a keen musician. Since they _____ (be) students, they _____ (not have) much money, so they _____ (both work) as waiters at weekends. One evening the manager told everybody that there would be no live music because two of the band members _____ (have) a car accident. Chris and Kitty _____ (ask) him to let them play to the customers. Everyone _____ (be) amazed to hear how good they were. Six months later they _____ (decide) to leave college because they _____ (earn) so much money as musicians. Their success has continued ever since.

2

When Steven lent his car to his best friend, he _____ (not be) worried. Bob wanted to go to London and _____ (need) the car for just one week. However, when Bob _____ (drive) south, he _____ (find) he couldn't stop. Before he _____ (know) it, he was driving through the Channel tunnel and into France. And he just _____ (keep) going and going. He _____ (not stop) in France. While he _____ (travel) to Paris, he _____ (meet) a Swiss climber. His new friend persuaded him to go to Switzerland. After this trip, Bob decided to carry on through Austria and other countries until he reached Turkey. Three months later Bob finally _____ (return) to England. He _____ (travel) for more than 7,000 miles. He _____ (not return) the car to Steven immediately. Bob knew that Steven _____ (be) quite angry with him. But he said he _____ (have) such a good time in Europe that he just _____ (cannot) return right away and he _____ (decide) to stay longer. He also _____ (say) that he hoped Steven would calm down and they would be friends again because he was the best friend he _____ (have) in his life.

3

On Wednesday, July 24th, 2002, a team of miners _____ (be) hard at work in Quakers mine in Pennsylvania, USA. They _____ (have) a map so they knew that there was another mine nearby. But they _____ (not know) that their map was wrong and the old mine was much closer than they _____ (think). At 8.50 p.m., a terrible thing happened. Nine miners _____ (break) through the connecting wall and over 500 million litres of water poured in the old mine. They managed to escape the rushing water, but they were cut off from the surface, trapped 75 metres below ground.

The miners _____ (try) to find higher ground, but it was impossible. They found a small air pocket, but the water continued to rise. The water was very, very cold and there was a limited amount of air.

Above the miners the rescue team _____ (not know) if they were alive or dead, but they _____ (try) to reach them all the time. They drilled small holes to where the miners were and at 5.10 a.m. they lowered a pipe down to the miners. Fresh, heated air _____ (come) down through the pipe.

So, the miners had warm air, but the water was another problem. It _____ (rise) all the time. Fogless, the miners' leader, estimated that they would be all dead in an hour. They _____ (write) notes saying goodbye to their wives and children and put them in an airtight plastic bucket. The water was still rising and it rose to their necks, but then it stopped. The men were still alive.

The rescuers on the surface _____ (still work) and they worked all the next day and into the night. They had to drill a tunnel to get them out. They drilled 32 metres into the ground but at 1.50 a.m. on Friday the drill broke. They had to remove it but they couldn't continue. The rescue team started the second tunnel, 25 metres from the first. And after a 14-hour shutdown, the first tunnel was back in business. But this was 43 hours from the accident. Was it too late?

The breakthrough came on Saturday at 10.15. The first rescue drill finally cut through to the trapped miners. All miners escaped to safety after they _____ (be) trapped for 78 hours.

NOW decide if the sentences below are true or false, correct the false ones:

The map the miners had didn't show the correct location of the old mine.

The accident happened at ten to nine in the morning.

The miners couldn't find higher ground.

The miners' leader thought the rising water would kill them all in an hour.

Two rescue tunnels were started at the same time.

The drill broke again on Saturday at 10.15 p.m.

4

From the New York Times: Bosses of a publishing firm are trying to work out why no one _____ (notice) that one of their employees _____ (sit) dead at his desk for five days before anyone asked if he _____ (feel) okay. George Turklebaum, 51, who _____ (employ) as a proof-reader at a New York firm for 30 years, _____ (have) a heart attack in the open-plan office he _____ (share) with 23 people.

He quietly _____ (pass) away on Monday, but nobody noticed until Saturday morning when an office cleaner asked why he _____ (work) during the weekend.

His boss, Elliot Wachinski, said: "George _____ (be) always the first guy in each morning and the last to leave at night, so no one _____ (find) it unusual that he was in the same position all that time and _____ (not say) anything. He was always absorbed in his work and kept much to himself."

A post mortem examination revealed that he _____ (be) dead for five days after suffering a coronary. George _____ (proofread) manuscripts of medical textbooks when he died.

You may want to give your co-workers a nudge occasionally. The moral of the story: Don't work too hard. Nobody notices anyway.

Present Perfect Simple and Continuous

Warm up: think about the things you have done today before coming to school.

I. Complete these sentences by putting the verbs into either Present Perfect simple or continuous:

- I'm going to send them a reminder. They _____ (not pay) us for the last order.
Their shares _____ (fall) by over 13% and look like a good buy.
We _____ (export) a lot of high technology equipment to Russia since the government relaxed export regulations.
They _____ (try) to expand their business for quite some time now.
How long _____ (you send) your trainees on management courses?
Peter, _____ (you meet) David Short? He's our Finance Director.
Anne _____ (just get) back from lunch. You can call her now.
They _____ (already show) me the figures. They look really promising.
Alfred Fredericks _____ (run) the company since 2001.

II. Make up typical interview questions, using the prompts and then answer them:

work for yourself

Have you ever worked for yourself? No, I haven't.

travel abroad on business

have experience of managing people

hold a position of responsibility

study economics or accountancy

give a presentation in English

III. Match each sentence from column A with a suitable context from column B:

A

- I hope you enjoyed the party.
I hope you have enjoyed the party.
Has the post come this morning?
Did the post come this morning?
Has Mick rung this week?
Did Mick ring this week?
Has Ellen finished that report?
Did Ellen finish that report?

B

- Ellen has gone home. It's 5.15.
The party is about to finish.
He rings on Mondays. It's Thursday.
Ellen is still at the office.
It's 10 in the morning.
It's 3 in the afternoon.
The party was last week.
He rings on Mondays. It's Monday morning.

IV. Fill the gaps with the correct form of the verb (you have to use present perfect or past tense):

A

Joshua Thompson _____ (have) his market garden for 18 months now, growing fruit and vegetables for local consumption. He is most proud of his early potatoes and juicy raspberries. He _____ (think) starting a business would be complicated, but in fact he _____ (find) it was quite straightforward. He was

given good advice by his bank manager. "Start small and expand gradually." "There _____ (be) an increased market for fresh vegetables lately," he proudly points out. He also adds, "I _____ (always love) gardening and the thought of making a living out of a hobby is wonderful."

Jeremy McCarthy, 16, runs a part-time bakery service. Every Friday evening he goes round his local village selling his bread and pastry. He says, "There _____ (not be) a baker in the village since the big supermarket was opened in town 10 years ago. People like the service and the old-fashioned bread." But his organisation is far from old-fashioned. He _____ (buy) a computer which he uses to work out costs, orders and profits. He _____ (have) the business for nine months. He _____ (get) the idea of giving out free buns for Easter and as a result he got a bumper orders for the Easter weekend. "I _____ (already expand) to include the next village, but I _____ (employ) a friend to do the delivering."

B

John: Can I have a word with you about your trip to Athens?

Jack: Yes, of course. Is everything OK?

John: Yes. Your tickets _____ (arrive) and they're in my office now. And I _____ (just have) a fax from the hotel confirming your reservation.

Jack: Thank you. What about money?

John: I _____ (already order) some euros for you. I _____ (ring) the bank yesterday, and they'll have the money by tomorrow. But there's a problem with your Euro cheque book. I _____ (ask) them to send one a week ago, but it _____ (not arrive) yet.

Jack: That's all right. I _____ (never need) a Euro cheque before. I normally use a credit card.

John: Really? Are you sure?

Jack: Yes, I think so. Certainly when I _____ (go) to France last October I _____ (take) my Visa card and my Master card, and I _____ (not have) any problems. But I'll check about Greece. _____ (you ever be there)?

John: No, but have a word with Alison Morgan in Production. She _____ (be) there a couple of times before, so I expect she would know.

SUMMARY

We now know that trade mediates between the economy and the end consumer and that there would be no trade without us, the consumers. Although international trade has specific rules and specific business correspondence which we will have a more detailed look in the following chapters, we can sum up and say that in the free market things have become easier for both, the importers and exporters.

SHORT REVISION

1. What is trade?
2. Can you explain what autarky is?
3. If you go shopping to Italy or Austria, do you have to pay duty? What about in the past?
4. Is globalisation always good?

4 ON THE PHONE

How often do you use your phone? Have you ever made a business phone call? Can you even imagine your life without a phone?

In this chapter we will talk about how to make a good business call (and practice them a lot), which are the rules to follow not to have a bad phone style, revise saying numbers on the phone and learn a lot of useful vocabulary.



Picture 3: A phone call

Source: Jones, Alexander, New International Business English, 2000, page 25

Making a phone call to another company or receiving one isn't easy – especially if you don't know the person on the other end of the line or if they speak English better or worse than you do.

You have to be careful not to misunderstand the person, not to make mistakes or have “bad telephone style or behaviour”.

Here are some polite requests that can help you (they can be used also in other areas):

Would you mind if I called back?

Would you like me to call you later today?

That would be very kind.

Would you prefer to discuss this in person?

Would you like to meet up?

Good morning. Oh, hello nice to hear from you.

How are you? How are things?

The reason I'm calling is that you didn't send us the right documentation. I'm phoning about your new catalogue. I'm phoning to ask you about the exhibition that you mounted at the fair trade in Berlin. I would like to inform you about our new range of products. I want to explain why the delivery is running late.

I'm extremely sorry. I apologise for any inconvenience. I'm afraid that will not be possible.

Right then, let's talk about this tomorrow again. Anyway, I'll discuss this with my superior and call you back.

Give me a ring if you need our assistance. Let me know if there's anything I can do.

See you on the 15th then. I'll look forward to seeing you on Tuesday next week.

Thanks for your help. Thank you for calling. Have a nice day.

Some telephone tips:

- Fax or e-mail ahead if you want to make sure the other person has time to prepare for the call.
- Make sure you have all the documents you'll need before you dial the number.
- The other person may not understand easily, so try to speak slowly and clearly.
- The other person can't see your reactions, so always confirm that you have (or not have) understood each point that's been made. Don't pretend that you have understood when you didn't.
- The other person can't see what a nice person you are, so make sure you sound polite and agreeable.
- The other person hasn't got all day, so make sure your call is brief.
- The other person is getting an impression of your firm while talking with you, so make sure that you sound efficient – your firm's image may be at stake, even if you're just taking a message.
- Don't rely on your memory: make notes during a call and rewrite these notes immediately afterwards as a record of the call.

If you want more information, you can log on phonecard.yahoo.com or news.bbc.co.uk.

Listening (John Hughes: Telephone English: listening 1)

I. Listen to a telephone call and underline the correct expressions used:

Reception: *Tell me/Good morning.* AIC Computing.

John: Sales, please.

Reception: One moment.

Sales: Ready/Hello. Sales. *Can I help you/What do you want?*

John: Yes. *Give me/Can I speak to* Vitale Marini, please?

Sales: Certainly. One moment.

Vitale: Vitale Marini *speaking/talking.*

John: Hi Vitale. *I am/It's* John Peterson here.

Vitale: Oh John. How are you?

II. Have a look at this article about different ways of answering the phone. Read it and answer the questions below:

How many ways to say Hello?

When two people meet in Tokyo they say *konnichiwa* which means hello. But if they answer the phone, they say *moshi moshi*. Japan isn't the only country to have its special telephone language. The Spanish say *hola* for hello but on the phone they answer *digame*. Literally translated *digame* means tell me – but this sounds very rude in English. Similarly, if the caller heard the words: I'm ready in London or New York, they'd think this was very strange. They'd ask 'ready for what?'. But in Italy the word *pronto!* means exactly this.

The rules for answering the phone in the international workplace seem to be more universal. Phone a business number and the receptionist is likely to say the name of the company and answer more politely or formally. For example, in English you make the polite offer of help with *How can I help you?* But even this isn't quite as polite as the very formal Norwegian response: *vaer so god* literally meaning be so good.

Are these statements true or false, according to the article above?

Many nationalities greet people differently on the phone than they do face-to-face.
The Spanish are impolite.

When an Italian meets you in the street he greets you with the words 'I'm ready.'
At work, different nationalities use similar approach to answering the phone.

III. Write down these numbers and practice them:

your home number
your work/school number
your mobile
your friend's/colleague's number
your country's international dialling code

Look at this example of a telephone conversation between Samantha Packwood from Microbar and her business associate, Klaus Grau:

A: Samantha Packwood, Microbar, can I help you?
B: Good morning, Miss Packwood, Klaus Grau here.
A: Oh, hello, Mr.Grau. How are you?
B: Fine and you?
A: I'm up to my eyes, but everything is OK. What can I do for you?
B: I'm calling about the conference next week. I still don't know about the place and time.
A: I'm really sorry. It must have slipped my assistant who was sending out the invitations and all the necessary information. I can tell you all the details now or I can send you a fax.
B: If you don't mind I'd prefer if you sent me a fax.
A: Of course, no problems. I'll send it right away. Your number is still 06 367 843, isn't it?
B: No, it has been changed to 06 372 659.
A: OK, I've put it down. Anything else I can help you with?
B: No, thank you. I'm looking forward to seeing you at the conference next week, then.
A: Yes, me too. Bye.
B: Bye. Have a nice day.
A: Yes, you too.

PRACTICE:

I. Simulate a telephone conversation (pair work) by following this pattern:

A	B
<i>Ask to speak to Mr. Jameson.</i>	<i>He's in a meeting.</i>
<i>Ask when he'll be free.</i>	<i>You don't know. Offer to find out.</i>
<i>Say you'll wait.</i>	<i>He won't be free until 2 p.m.</i>
<i>You want him to call as soon as he finishes.</i>	<i>Find out caller's name and number.</i>
<i>Give your name and number.</i>	<i>Note down the name and number, promise to leave a message on Mr. Jameson's desk.</i>
<i>Say thanks and goodbye.</i>	

II. Using the phone: fill the gaps with suitable words from the list:

area code, busy, transferred charge call, dialling, ringing, personal call

To make a call: first listen for the _____ tone and dial the number. If you are lucky, you'll hear a tone telling you that the number is _____. If the other phone is being used, you'll hear the _____ tone.

To make an international call: first dial the international code, then the country code, then the _____ and finally the number you require.

If you want the other person to pay for the call, you can make a _____.

If you want to talk to a particular person, you should make a _____.

III. Call me back: decide which of these phrases fit best in the sentences:

call back, cut off, get through, give up, hang up, hold on, look up, pick up, put through

The phone is ringing, why don't you _____ the receiver?

I'm afraid Jonathan Brown isn't available at the moment. Can you _____ later?

Can you _____ Tom Smith's number in the directory, please?

I'm afraid she's with a client. Can I _____ you _____ to her assistant manager?

Hello? Are you still there? I think we were _____ for a few moments.

Mr. Jacksonville is never in his office. I've been trying to _____ to him all day.

Could you _____ for a moment?

If you dial the wrong number, it's polite to apologise before you _____.

If they play me that horrible electronic music again, I'll just _____.

IV. Who's speaking? Add the missing expressions to the sentences below, choose between the following:

hold, extension, pager, message, speaking, operator, toll, ring, directory, public phone, bad line, phone cards, outside line, call, cordless

Good morning. This is Louise Smithsonian _____. Can I help you?

Could you _____ the line for a moment, please?

I'm out tomorrow morning, so give me a _____ in the afternoon.

I don't know Ms Firstborn's _____, so I'll just call the switchboard operator.

Can I leave a _____ for Mrs. Paine?

I like this _____ phone because I can use it in the garden.

If they need me at work, they send a message on my _____.

I'm sorry I can't hear you well, this is a very _____.

The number for _____ enquiries in Slovenia is 1188.

Hello _____, could I get an _____?

To make a call from a _____, lift the receiver and insert a coin.

Could you give me a _____ tomorrow?

Some public phones take coins, others take _____.

Customers in Slovenia can call us on our _____-free number.

V. Decide which of the alternatives below each speaker is talking about:

A cell phone

E hotline

B webcam

F free phone

C videoconference
D helpline

G extension
H payphone

Our meeting was in Bratislava but we linked with Ted's team in the Leeds office.
It's an oh-eight-hundred number so you don't have to pay.
"Good morning Copenhagen. Good morning Boston. Can you see and hear us?"
Yes, she's in her office, I'll put you through to her now.
If I'm not in my office, call me on my mobile.
You have to put in at least 25 pence before you make the call.
The picture is not very good but it's nice to see who you are talking to over the Internet.
To order at this special price, call our sales team on 00900 22222 – now!
I take it with me in the car. But I don't use it when I'm driving.
If you have any problems, call our technician on 01473 5555.

VI. Here are some things you might hear over the phone. Write one word in each gap to complete the messages and conversations:

"Call me at the office tomorrow. My d _____ line is 01222 754267. If I'm not there, leave a m _____ on my voice mail and I'll call you b _____ as soon as I can."

All international lines are b _____. Please h _____ up and try again later.

"Can I speak to Ana Beth Bolton?" "Oh, I'm sorry but she's not on this e _____, she's on 453."

"Good morning. You are through to the Odeon's theatre ticket h _____. How can I help you?" "Oh, I think I've got the w _____ number. I wanted 7400400."

"Hello operator: Can you check a n _____ for me? It's 088 323232. I was talking to someone there but I got c _____ off. Now when I call, I just get the b _____ tone."

VII. Fill in the missing words in the telephone dialogue below: choose from the following:

Can I suggest, Can you let me have, First of all, How can I help you, I'd also like, I look forward to, My name is, That's right, we can arrange, What we need

Benn: Good morning. Alexander Benn.

Pots: Hello. _____ Ruth Pots. I'm Managing Director of Woodchuck Ltd, a wood machinery manufacturer.

Benn: Oh, yes. _____?

Pots: Well, an associate in the industry recommended you. You helped raise finances for them a few years ago. His name is Jackson Wilder.

Benn: Yes. _____.

Pots: Well, Woodchuck Ltd now wants to expand into new markets with a new product. Up till now we have served specialists in the wood industry but our new product is aimed at the small manufacturer. _____ is finance.

Benn: Right. _____ I'll need some background information. _____ a copy of your balance sheet and profit and loss figures for the past three years?

Pots: Of course.

Benn: _____ a letter outlining your ideas and a cash flow forecast for the new product.

Pots: Fine.

Benn: If you let me have these by the beginning of next week, _____
a meeting for the week after. That will give me enough time to look through the
figures.

Pots: Good. _____ a meeting on Monday 26th at 10 o'clock?

Benn: That's fine. _____ receiving your letter and accounts in the
next few days.

Pots: I'll post them first thing in the morning. I look forward to meeting you on Monday
26th.

Benn: Goodbye.

Pots: Goodbye.

The Passive Voice

I. Put this story into the Passive Voice:

Johnny Fitzgerald witnessed a terrible plane crash last night. Someone called the fire brigade immediately and they fought the fire while the ambulance men rescued surviving passengers. Ambulances took all the survivors to the hospital. No one knows what caused the plane to crash. Newspaper and TV reporters have already interviewed many of the survivors. The Civil Aviation Authority has started an investigation. They say that someone put a bomb on the plane. They hope the 'black box' will give them the important information but they haven't found it yet.

II. Put these sentences into Passive voice:

Someone has made a complaint.

A complaint _____.

Workers in China make these telephones.

These telephones _____.

They will send them out of the classroom if they don't shut up.

They _____.

Employers pay many manual workers weekly.

Many manual workers _____.

Madonna performs this song.

This song _____.

Countries store most nuclear waste underground.

Most nuclear waste _____.

The Americans have started many wars.

Many wars _____.

Someone is making coffee now.

Coffee _____.

You must wash the dishes.

The dishes _____.

They built the Berlin wall in 1961.

The Berlin wall _____.

We have the machines cleaned regularly.

The machines _____.

They believe that the company lost a great deal of money on the deal.

The company _____.

III. Fill the gaps with the correct form of the verb (REMEMBER: you have both: active and passive forms):

Last week a new leisure centre _____ (open) in Hamden. They _____ (believe) it is the largest in Europe and they hope that in the future it _____ (visit) by over 40,000 people a month. The centre had been planned for over ten years but it _____ (build) when they _____ (receive) a large government grant. Unfortunately, it _____ (not finish) yet, but it is thought it _____ (complete) next month. The centre _____ (include) an Olympic-size swimming pool and fifty tennis courts which can be booked by phone. The gym is claimed to be the most modern in the country. The equipment _____ (buy) in Germany and training _____ (provide) by the five top instructors who so far all _____ (work) in different gyms around the country and _____ (gain) all the knowledge and experience they need for their work. Entrance fees _____ (be) cheap because half of the cost _____ (pay) by the local council, so many local people _____ (be able) to afford them and enjoy a keep-fit day at this beautiful new sports centre.

SUMMARY

We have learned that making a phone call in a foreign language is definitely not easy and that you have to prepare for it in advance. Remember that you always have to be polite and to talk clearly and slowly and never ever make jokes over the phone.

SHORT REVISION

1. How much is the phone used in business situations?
2. Can you name the rules that business people have to follow when making phone calls?
3. Do all nationalities use the same way of greeting when talking on the phone? Why is there a difference? Try to analyse that.

5 MEETING AND GREETING GUESTS

Do you agree that first impressions are very important?

The main topic of this chapter is to find out the best way to meet business guests, entertain them appropriately, learn to be able to book a table at a restaurant (for yourself or your business partner) or a room at a hotel.

Not just the words, but also body language makes an important impression on your guest or customer.

You must be *pleasant, sincere, efficient, calm, skilful, intelligent, nice, helpful, alert, distinct, polite, friendly, confident, and honest*.

You must avoid being *unfriendly, shy, aggressive, sleepy, unclear, lazy, dishonest, clumsy, stupid, prejudiced, inefficient, nasty, unhelpful, rude, off-hand*.

When a visitor comes to your office or work place, you greet him: " *Good morning/afternoon, can I help you? or How can I help you?* " with a nice and friendly smile.

Reading (from New International English, Jones and Alexander, 2000)

Look at the story and do the true or false task.

Nobody actually wants to cause offence but, as business becomes ever more international, it is increasingly easy to get it wrong. There may be a single European market but it does not mean that managers behave the same in Greece as they do in Denmark.

In many European countries handshaking is an automatic gesture. In France good manners require that on arriving at a business meeting a manager shakes hands with everyone present. This can be a demanding task and, in a crowded room, may require gymnastic ability if the farthest hand is to be reached.

Handshaking is almost as popular in other countries – including Germany, Belgium and Italy. But Northern Europeans, such as the British and the Scandinavians, are not quite as fond of physical demonstrations of friendliness. But the situation is changing also in these countries and handshaking has become a routine. It is also not true that people from these countries are reserved and cold, but the fact is they are more and more open and extremely friendly.

In Europe the most common challenge is not the content of the food, but the way you behave as you eat. Some things are not just done. In France it is not a good manner to raise tricky questions of business over the main course. Business has its place: after the cheese course. Unless you are prepared to eat in silence you have to talk about something – something, that is, other than business deal which you are chewing over in your head.

Italians give similar importance to the whole process of business entertaining. In fact, in Italy the biggest fear, as course after course appears, is that you entirely forget you are there on business. If you have the energy, you can always do the polite thing when the meal finally ends, and offer to pay. Then, after a lively discussion, you must remember the next polite thing to do – let your host pick up the bill.

In Germany, as you walk sadly back to your hotel room, you may wonder why your apparently friendly hosts have not invited you out for a meal. Don't worry, it is probably nothing personal. Germans do not entertain business people with quite the same enthusiasm as some of their European counterparts.

The Germans are also notable for the amount of the formality they bring to business. As an outsider, it is often difficult to know whether colleagues have been working together for 30 years or have just met in the lift. If you are used to calling people by their first names, this can be a little strange. To the Germans, titles are important. Forgetting that someone should be Herr Doktor or Frau Direktorin might cause serious offence. It is equally offensive to call them by a title they do not possess.

In Italy the question of title is further confused by the fact that everyone with a University degree can be called Dottore – and engineers, lawyers and architects may also be called by their professional titles.

The cultural challenges exist side by side with the problems of doing business in a foreign language. Language, of course, is full of difficulties – disaster may be only a syllable away. But the more you know of the culture of the country you are dealing with, the less likely you are to get into difficulties. It is worth the effort. It might be rather hard to explain that the reason you lost the contract was not the product or the price, but the fact that you offended your hosts in a light-hearted comment over an aperitif. Good manners are admired: they can also make or break the deal.

Say whether these statements are true or false:

- In France you are expected to shake hands with everyone you meet.
- People in Britain shake hands as much as people in Germany.
- In France people prefer talking about business during meals.
- It is not polite to insist on paying for meal if you are in Italy.
- Visitors to Germany never get taken out for meals.
- German business people don't like to be called by their surnames.
- Make sure you know what the titles of the German people you meet are.
- Italian professionals are usually addressed by their titles.
- A humorous remark always goes down well all over the world.

PRACTICE:

Write a few sentences how we meet, greet and entertain business partners or guests in Slovenia.

5.1 VISITORS AND TRAVELLERS

Quite often we get visited by our business partners, clients and customers. It is not unusual that we have to pick them up from an airport. On the other hand we also travel on business a lot. Here are some phrases you can use when you are meeting new guests or you are being met:

Hello, Mr. Jackson/Mrs. Armstrong.

Welcome to Slovenia.

It's a great pleasure to meet you. I'm really happy to meet you finally.

I've been looking forward to meeting you.

How was your flight/journey?

I think we'll go to your hotel first.

Shall we take a taxi?

My car is just outside.

Can I help you with your luggage?

Is there anything you'd like to do before going to the hotel/office?

Would you like a drink or something to eat?

Sorry, I'm so late – there was fog at the airport/an engine failure/the flight was delayed because of some bomb scare.

I hope you haven't been waiting long.

Before we set off, I'd like some coffee and something light to eat.

I'd like to make a short phone call.

My journey/flight was very smooth, not too bad, pretty tiring, absolutely exhausting.

Discussion

Which advice would you *yourself* follow when visiting a foreign country:

- photocopy the inside page of your passport and put it in a safe place in case your passport is lost or stolen,
- avoid physical contact with strangers. If someone pushes you or bumps into you, check your things immediately,
- keep valuable documents out of sight,
- keep your passport, tickets and other important documents with you,
- use traveller's cheques not cash,
- never transport anything for strangers,
- keep your hotel key with you when you leave it,
- find out which parts of the city are dangerous and avoid going to them,
- always walk confidently on the streets as if you know exactly where you are going.

PRACTICE:

I. *Imagine you are meeting a business partner from Japan. You've come to collect him or her at the Jože Pučnik airport. Write down a short dialogue.*

II. *Complete the sentences with the missing expressions:*

visa, route, conference, check in, hire, economy, charter

A _____ flight is less expensive than a scheduled flight.

I'm attending a _____ in Stockholm next month.

You may need a _____ if you're staying in the country for more than 3 months.

_____ class is cheaper than business or club.

What time do you have to _____ for your flight?

What's the best _____ to the conference centre?

You can _____ a car at the airport, that usually is no problem.

III. *Prepositional phrases: fill the gaps in the sentences below with the correct prepositional phrase from the list:*

qualified for, range from...to, reduction in, regardless of, run short of, remind of, report to, resign from, responsible for, run out of, retire from

That _____ me _____ a funny thing that once happened to him.

She _____ the firm after 35 years' service.

He _____ his post after the sexual scandal.

We're _____ computer disks, I'll order some more.

We must achieve our targets _____ the amount of work we have to do.

He's not really _____ the job he has applied for.

Their products _____ paper _____ pens and pencils.

There has been _____ the fares to the Far East.

She's _____ making travel arrangements for the staff.

While I was abroad, I nearly _____ money.

Jane and Pauline both _____ Mrs. Joliet, the head of Human Resources Department.

5.2 LOCAL KNOWLEDGE

To a foreign tourist or your business client you are the expert of your town or city. A visitor will expect from you to know how to get to certain places and to explain certain local customs and habits.

When people ask you about the way to certain destinations they may use the following expressions:

Excuse me, please, can you tell where the post office/bank/shopping centre is.

Sorry to bother you, but I really don't remember how to get to the conference room.

Can you show me where the station is?

And you can answer by using these phrases:

You can take the bus, tram, subway or a taxi. You'll need to get the ticket before you get on – from a machine. Don't worry; you can pay on the bus.

It's a bit complicated; I'd better show you on the map.

It'll take you about ten minutes, you can easily find it.

Go to the right and when you come to the traffic lights, turn left and then straight on.

Continue along this road and when you come to the traffic lights. You will find it opposite the church. You'll see it across the river.

Drive straight on and follow the signs for the city centre.

PRACTICE:

I. Describe the way from your company (or an imaginary one) or your school to the bus station, to the best restaurant you know and to the souvenir shop.

II. Describe your town/city shortly (include something about the history, location, number of inhabitants, local traditions, important companies, tourist sights, things to do, famous people).

5.3 HOTELS AND ACCOMODATION

When you travel on business, you need a place to stay, which is usually a hotel room that you need to book in advance. There are several ways to do it. You can do it by fax, by e-mail or you can just fill in the application on a hotel's web page or you need to call the hotel.

To find more information how to book hotel rooms, you can log on www.usatoday.com or www.audioenglish.net.

Have a look at his fax (Jones and Alexander, 2000, 87):

FAX from Harry Meier
Acme International Geneva Switzerland + 41 22 731 91 91

To: Hotel Concorde, Toulouse, France +33 61 95 78 76

Could I please book three single rooms with bath for the night of Monday 1 April. We shall be arriving at approximately 20.00 hrs.

Please confirm by return.

Many thanks,

Vera Müller

p.p. Harry Meier

Listening (John Hughes: Telephone English, listening 21)

I. Listen to a guest booking a room at The Tivoli hotel: complete the booking form:

The Tivoli Hotel



Picture 4: A hotel
Source: Gourmet Travel, 2008

BOOKING FORM

Name: _____

Number of nights: _____

Dates: _____

Type of room: _____

Credit card: _____

Card expiry date: _____

Contact number: _____

II. Listen again and complete the receptionist's requests:

_____	you today?
_____	nights is that for?
_____	exactly?
_____	single or a double room?
_____	the card number?
_____	a contact number?
_____	confirmation in writing?
_____	anything else I can do for you today?

III. Can you say the following dates?

13th January 2009

31st October 2000

5th March 1999
25th December 1900
30th June 2008
23rd February 1960

22nd September 2025
15th May 1909
16th November 1895
20th July 1492

PRACTICE:

I. Complete the following telephone conversation with the missing expressions. Choose between:

That will be all, Could you tell me, would like to know, that's fine, I see, Is there anything else, a buffet-style breakfast, want to book, looking forward, Could you, your leaving day, put you down, terribly sorry, How may I help you today, would like to book

A: Good morning, the Hilton Hotel. Cathy, the receptionist speaking.
_____?

B: Good morning, George Brown here. I _____ two single rooms for next week.

A: Just a moment, please. When is that for exactly?

B: From Monday to Friday.

A: Is Friday _____ or your last night?

B: It's our leaving day.

A: OK. Let me just check our bookings. I'm _____ but we have no single rooms available for Thursday next week.

B: _____. What about a double room, then?

A: Yes, we have double rooms available.

B: _____ what the difference in price is?

A: A single room costs \$70 and a double \$120, but I can offer you a special price of \$100 for the double room.

B: That would be perfect. So I _____ two double rooms for 4 nights.

A: Certainly. _____ tell me your name and contact number?

B: It's George Brown. My number is 654 732197.

A: Thank you Mr. Brown. _____ I can help you with?

B: Yes, I _____ if breakfast is included in the price.

A: Yes, it is. We offer _____ with a variety of different food. Anything else I can do for you today?

B: Yes, we would like our rooms to be quiet, away from the traffic noise.

A: No problem. I'll _____ for garden rooms. Is that all right?

B: Yes, _____.

A: Can I help you in any other way?

B: No, thank you. _____.

A: Thank you for your call. We are _____ to welcoming you at our hotel next week.

B: Thank you for your help.

A: Thank you and goodbye.

B: Goodbye.

II. *Booking a room: fill in the missing words in the hotel web page below: choose from:*

print, securely, confirm, proposed, facilities, fax, completed, en suite, ground-floor, reservation, availability, dietary, details, alternatives

The Mercure Hotel welcomes you to our on-line booking service. To make a booking please enter your _____ in the form below. You may use this form to check on _____ or to make a _____. Please fill in as many details as possible regarding your _____ stay. If you wish, you may alternatively choose to _____ a copy of the form that you can send to the hotel by regular mail or _____. Please ensure the form is fully _____ otherwise we may not be able to book a room for you.

We will contact you within 12 hours by phone or email to _____ your booking. Otherwise the hotel will offer possible _____ to you.

All rooms are _____ with a shower or bath. _____ in all rooms include coffee maker, cable TV, and phone and computer and Internet connection.

If you have any special requirements, such as a _____ room, please write them in the box provided. Please indicate if you require vegetarian food or have other special _____ requirements. All credit card details will be transmitted _____ from this site.

5.4 SOCIALISING, EATING AND ENTERTAINING GUESTS

If you're having a meal or a drink with someone or travelling together, you can't spend all your time talking about business. Much of the time you'll be chatting or socialising. An important part of socialising is telling people about things that have happened to you – unusual, amusing or interesting experiences you've had.

Think of a story you can tell. Think of amusing, frightening, surprising or embarrassing experience you had on a journey by car, plane or bus, in a hotel, while having a meal, while meeting or looking after a visitor, at work or on holidays.

If you can't think of any of your own experiences you could retell stories you heard other people telling.

Here are some expressions you can use:

I'll never forget the day when I first travelled on business.

Did I ever tell you about my getting lost in New York?

I had an interesting experience the other day when I was trying to get a taxi during the rush hour.

The worst journey I have ever made was to China..

I had a surprise the other day when my long-lost relatives gave me a call.

How embarrassing!

Good heavens!

How terrifying!

PRACTICE:

Tell others about something that happened to you and that you think will entertain the rest of the group.

When you take your guests or visitors to a restaurant always choose one where you can get local dishes because most of them would like to try them. Be prepared to recommend some and also explain what they are made of. Here are some phrases that may be useful:

*These are the starters, these are main courses, and these are desserts.
It's a speciality of this region. It's a sort of cake.
That's something rather special. It's a kind of starter.
Well, that's difficult to explain. It's a bit like sponge cake.
I'm afraid I don't know what that is. I'll ask the waiter/waitress.*



Picture 5: A local delicacy
Source: Gourmet Travel, 2008

PRACTICE:

I. Write down a menu for your visitor (starters, main course, dessert, suggest also appropriate drinks): think of the local dishes you could recommend.

II. Calling a restaurant to book a room: complete the dialogue below with the missing expressions:

deal, let, book, given, head, make, manage, luck, about, bear, cancellation, trouble, special, include, problem

Waiter: La Piazza, good afternoon. Can I help you?

Diane: Good afternoon. I'm calling to _____ a room for dinner tomorrow. I know it's very short notice, but can you _____ a party of 18?

Waiter: Certainly, Madam. You're in _____. We've just had a _____.

Diane: Wonderful!

Waiter: When were you thinking of?

Diane: How about 8-ish?

Waiter: About 8 o'clock. Fine, that's no _____. And what name was it?

Diane: Peabody. Diane Peabody, but the company is Sun travel. That's SUNTRAVEL.

Waiter: Very well, Madam. 18 at 8 and it's Sun travel.

Diane: One more thing. What _____ the price? Can we have a _____ price for a three-course meal - _____ that there are so many of us?

Waiter: If you can just _____ with me for a moment. _____ me see. How about €23 a head and we'll _____ half a bottle of house wine per person?

Diane: _____ it €20 and you've got a _____.

Waiter: Right. €20 a _____ it is.

Diane: Just one more thing. Two of our guests are vegetarians. Is that a _____?

Waiter: No, no problem. We also serve a variety of vegetarian menus.

Diane: Thank you. We'll see you at about 8 then.

Waiter: Thank you for your call. We are looking forward to welcoming you at our restaurant.

Diane: Yes, thank you. Bye.

Waiter: Bye.

Future forms

Warm-up: think about your plans for the future and write a few sentences, try to use different future forms.

I. Match the comments in column A with the responses in B:

A

1. There's going to be a bus drivers' strike tomorrow.
2. I'm afraid the line is busy.
3. I insist on seeing the manager.
4. We're running very low on CDs.
5. Is Jonathan in his office?
6. The Marriott is full.
7. Here are the plans for the new factory production plant.
8. Another scotch?

B

- a) I didn't realize. I'll order some more.
- b) I'm not sure. I'll give him a ring.
- c) Thanks, I'll have a look at them later.
- d) Is it? Then I'll stay at the Hilton.
- e) No thanks, I'm driving. I'll just have a coffee.
- f) Don't worry, I'll call back later.
- g) Is there? Then I'll go by car.
- h) Very well, madam. I'll go and call her.

II. Use the verb in brackets to say what the following people are going to do:

The Unions have been offered a 3.9% pay rise. (not accept)

They _____.

We have ordered over \$1.5m of new equipment for the factory. (modernize)

We _____.

Mrs Madison has booked three week's leave in December. (have a holiday)

She _____.

The engineers have finished the design for the new engine. (build a prototype)

They _____.

Our trials have shown that the new product is commercially viable. (produce)

We _____.

The stock market is over-valued. (be correction soon)

There _____.

III. Complete these sentences:

I hope that, by the time I'm your age, I _____.
This time next week _____.
There's no point trying to get to the meeting now. By the time you get there

This time tomorrow _____.
By the end of January, I _____.
In June, we _____.
I'm afraid I can't see you on 22nd, because I _____.
We _____ back the loan by August 31st.

IV. Complete these stories with the correct form of the verb (Future forms only):

1

Next week I _____ (go) on holidays. My plane _____ (leave) very early, so I _____ (have to) get up at about 5 o'clock. Because of that I _____ (pack) everything the day before. I _____ (need) many things, so tomorrow I _____ (make) a list of everything just to make sure I don't forget something.

I _____ (arrive) at my hotel early in the afternoon and the first thing I _____ (do) is to go swimming. I really enjoy doing that. I hope the water _____ (be) warm and clean.

In the evening I _____ (meet) my friends and we _____ (go) to the disco together. The show _____ (start) at 11 o'clock, so we _____ (have) some dinner first. I like trying local food, so I _____ (do) the same on this year's holiday, too.

2

Mary and Nigel run a shop together and they are having some problems.

"I don't know what we _____ (do). We've hardly made any money for ages."

"I think we should advertise. We can send out leaflets."

"Yes. That _____ (probably get) our name more known. But do you think people _____ (come) into the shop?"

"Well, we could advertise in the local paper."

"That might be better. I _____ (phone) and find out their rates. And what about local radio?"

"Good idea. Shall I phone them?"

The next day Mary says, "We haven't got enough money to pay for all the advertising we need. I've been in touch with the bank. I _____ (see) the manager on Friday."

"_____ (he give) us a loan?" Nigel asks.

On Friday Mary is at the bank, talking with the bank manager.

"So, you want to borrow money. How do you want to spend it?"

"We _____ (advertise) on local radio and the newspapers. We've planned it very carefully. We only need 500 pounds."

"Very well. The bank _____ (lend) you the money. But you must pay back in three months. Can you do that?"

"We _____ (do) it, I promise."

"Now, go and see the loans clerk and he _____ (help) you fill in the necessary forms. And by the way, when _____ (your advertising start)?"

“It _____ (start) as soon as we get the money. I _____ (meet) the newspaper editor next Monday and we _____ (have) a meeting with the radio manager on Tuesday.”

“I wish you luck and hope that our loan _____ (help) you.”

“Thank you for everything” said Mary and happily left the bank.

3

Have you ever wondered what exactly you _____ (do) in ten years' time? Well, according to computer expert Tom Vincent, computers _____ (soon be able) to make predictions for the future. Professor Vincent _____ (hold) a press conference next week to describe the computer which he calls 'Computafuture'. This computer can tell us what life _____ (be) like, based on data describing past events. For example, it can predict how many people _____ (live) in a particular area or whether there _____ (be) a lot of rain during a particular period. He also believes that by the year 2050, computers _____ (replace) teachers and _____ (also do) most of the jobs now being done by the police. “Computers are becoming more intelligent all the time,” says professor Vincent: “Soon they _____ (direct) traffic and _____ (teach) our children and they will be telling us about the future,” he adds.

One of the reporters who was listening to his explanations asked him “When can your new computer be bought in shops and how much _____ (it cost)?” The professor answered “It is expected to be on the market next year, but the price is still very high so we hope we _____ (be able) to put it down by then. I _____ (meet) some sponsors next week who _____ (give) some more money for research and by the time my computer is available for people it shouldn't cost more than 500 pounds.” “I wish you luck and we all hope that your invention _____ (soon be) on the market,” added the reporter.

SUMMARY

In this chapter we learned about receiving guests, booking hotel rooms, entertaining our visitors, offering them a meal at the restaurant, telling jokes or socializing in general, but also how to ask about the way or explain the way to a visitor.

SHORT REVISION

1. Can you explain how you can help visitors in your town?
2. How can you book a hotel room? Which are some very useful phrases for that?
3. When you take your business partners out for a meal, where should you take them and what should you recommend to them?

6 DEALING WITH PROBLEMS

What kind of problems can you come across or you have to face? Do you agree that there are solutions to most problems?

The topic of this chapter will be how to deal with different unpleasant but very often situations when you or other people have to find a solution for the problems.

E.g.: damaged or faulty goods, inadequate or wrong packaging; replaced or inadequate documentation, bad servicing...

We all make mistakes sometimes, so when we do, we have to know how to apologise; these phrases can be very useful:

I'm afraid there's been a bit of misunderstanding. You see we've been extremely busy lately.

I'm not quite sure how to put this, but a terrible mistake has been made.

There's been a slight mix-up about one of our orders.

Sorry, my fault.

I'm sorry, I didn't realise that had priority.

There's been a slip-up problem in our department.

We are sorry about the delay/mistake.

We wish to apologise for the unfortunate error.

Please accept our apologies for the inconvenience we might have caused.

But if you want to complain to a person (especially to a person you don't know well), be careful! A direct complaint or criticism can sound rude or aggressive. It may be best to mention the problem more indirectly:

I'm sorry I have to say this but...

I'm sorry to bother you but...

I think you may have forgotten...

It may have slipped your mind, but...

There may have been a misunderstanding about...

In extreme cases (if you have tried more polite methods) you may have to threaten to someone (that is usually done in writing):

Unless you pay your account within the next 10 days, we will place the matter in the hands of our lawyers.

You also have to learn how to accept someone's apology. You say:

That's all right!

It's perfectly all right.

I hope such mistakes will not happen again.

PRACTICE:

I. What would you say in the following situations: apologize in an appropriate way:

Your car wouldn't start and you arrived twenty minutes late.

_____.

You promised to call a client yesterday but you forgot.

_____.

You were given a copy of the sales figures but you have mislaid it.

_____.

You put the wrong date on the invoice you sent to your supplier.

_____.

II. Prepositional phrases: fill the gaps with the correct prepositional phrase, choose from the list below:

lack of, look forward to, make a profit on, merge with, negotiate with, notify of, object to, order from, present with, put pressure on, proportion of

He was _____ a valuable painting when he was retired.

We've been _____ them over this since March.

We expect to _____ a large _____ this deal.

We may have to _____ them to agree to our demands.

Unfortunately, there is a _____ economists at the moment.

What _____ our clients are completely satisfied with our services?

I _____ having to pay additional expenses.

Their firm has just _____ Apple.

Will you please _____ us _____ your presentation's time?

We're _____ welcoming you in our company.

I think we should _____ larger quantity of office stationary _____ them because they are prepared to give us a substantial discount.

III. Fill in the missing expressions from the list below:

on the spot, warehouse, quotas, transit, charge, merchandise, modification, circumstances, lorry, compensate, reject, refund, boycotts, customs

If any _____ is faulty, the buyer can _____ it and demand a _____.

If the goods are damaged in _____, the suppliers may have to _____ the clients.

The consignment will be sent by a _____.

Due to unforeseen _____, we couldn't clear the goods through _____, so we paid a storage _____ while they were held in a bonded _____.

Exporters have to know about _____ and _____.

Our engineers can repair all the machines _____.

This machine needs just a small _____ and it will work properly.

IV. Choose the best word from the brackets to fill the gap:

I've cut my finger. Can you get the _____ (health, injury, first) aid kit for me?

That pile of paper is a fire _____ (precaution, hazard, exit), please do something about it immediately.

This keyboard reduces the risk of repetitive _____ (strain, stress, stroke) injury.

There is no smoking allowed here because of the dangers of _____ (passive, passionate, personal) smoking.

I reported the missing fire extinguisher to the health and _____ (danger, hazards, safety) inspector.

The poor air-conditioning system makes it a bad working _____ (environment, place, zone).

Caution! This machine must only be used by a trained _____ (operator, apparatus, manager) to prevent accidents happening.

Reported Speech

I. Rewrite the sentences from this true story into reported speech:

A customer came to a BMW showroom in a very old Renault. There was an old lady in the back of the car. Look at the things these people said:

The customer said, 'I'm thinking about buying a new car.'

The salesman said, 'The new 3 is a very good value.'

The customer said, 'I bought a BMW in 1990 and I liked it a lot.'

The salesman continued, 'You can take it for a test drive.'

The customer responded, 'I don't have any identification, but the woman in the car is my grandmother.'

The salesman said, 'That will be fine.'

Two hours later the salesman said, 'Your grandson is taking a long time.'

And the woman told him, 'He isn't my grandson. He offered to drive me to the shops. I have never seen him before.'

II. Match the comments in column A with those in column B:

A

I'm just off to play golf.
Anna is working in London today.
These PCs were made in Thailand.
Julie is moving to her new job next week.
I will need an interpreter.
Peter is away on leave.
My boss needs more time to do the report.
We had to pay extra for phone calls.

B

I thought you spoke Chinese.
I thought he'd already been on holiday.
I thought they were fine.
I thought I saw her here this morning.
I didn't realise you played.
I had no idea she was leaving.
I thought they were Korean.
I thought she had finished it.

III. A colleague of yours came back from a business trip and you asked her the following questions:

'Did you have a good trip?'

I asked her _____.

'Have they signed the contract?'

I wanted to know _____.

'Will you need to go back again?'

I also asked her _____.

'Are you feeling tired?'

I wanted to know _____.

'Did they like the idea of a joint venture?'

I needed to know _____.

IV. Tiffany went for a job interview last week. Read and report Mr. Robertson's questions:

'Why do you want to work for Powerful Plastics?'

Mr. Robertson asked Tiffany _____.

'How long were you employed at Smith Steal?'

Mr. Robertson asked Tiffany _____.

'Can you speak German?'

Mr. Robertson asked Tiffany _____.

'Are you familiar with the plastics industry?'

Mr. Robertson asked Tiffany _____.
 ‘Why did you leave your last employment?’
 Mr. Robertson asked Tiffany _____.
 ‘Is this the first time you have applied for a managerial job?’
 Mr. Robertson asked Tiffany _____.
 ‘When did you graduate?’
 Mr. Robertson asked Tiffany _____.
 ‘May I check your references?’
 Mr. Robertson asked Tiffany _____.

V. First read and then report what the flight attendant told the passengers before takeoff:

‘Do not smoke on the plane, this is a non-smoking flight.’
 She told them _____.
 ‘Please fasten your safety belts before takeoff.’
 She told them _____.
 ‘Put your bags in the overhead lockers.’
 She told them _____.
 ‘Please keep your seats upright during takeoff.’
 She told them _____.
 ‘Do not run in the aisles.’
 She told them _____.
 ‘Press the button to call the flight attendant.’
 She told them _____.

SUMMARY

In this unit we obtained a lot of useful vocabulary and learned how to deal with the ever occurring problems.

SHORT REVISION

1. Can you point out some typical problems that business people face all the time?
2. Is it acceptable to make threats to your business associates or partners?
3. When do you have to be extremely careful?
4. In what ways can you accept an apology?

7 MEETINGS

Have you ever attended a meeting? Why? What did you discuss? How was it?

In this chapter we will be talking about meetings and the rules and specifics of business meetings.

Business people spend quite a lot of time in meetings. The time you spend in meetings will probably increase as you rise in your career. By the time you reach the level of senior manager or even partner, you may spend over 50% of your workday in meetings.

Because so much business planning, problem solving and information transfer occurs in meetings, they perhaps represent the most important side of oral communication in the professional workplace. They are also one of the most expensive and because of these high costs it is easy to understand why developing effective meeting skills is important to your career.

Meetings can be from one-to-one person, in smaller (four or five people) or bigger groups (ten people) or even a meeting where there's everybody involved.

There are several reasons why meetings are held:

- reaching a decision in a meeting means that all the participants feel more committed to the decision
- more information is available
- different and unexpected ideas can be contributed
- meetings can lead to more imaginative and informed decisions.

The larger the meeting the longer it may take to reach a decision. The way a meeting is run depends on the chairperson who controls the meeting either very strictly or allows everybody to speak whenever they want.

Most meetings have an agenda which for formal meetings is circulated in advance. An agenda can vary in style and length, but should contain the following elements:

1. Purpose, date and time
2. Opening remarks
3. Reminders of previous meetings, reports
4. Items of business, including who is responsible for covering each item
5. Concluding comments.

It must be organised in a logical order, very often it has this format:

1. Minutes of the previous meeting
2. Matters arising
3. Items
4. Any other business (AOB).

When organising a meeting, these are the phrases that may help you:

We need to have a meeting to discuss our subsidiary in China.

What do you think, should we have a meeting about the latest crisis?

But if you are already in a meeting, you often have to express your opinion or ask about other people's opinions:

What are your views on this?

Mr. Brown, what do you think about this?

Do you agree, Ms Young?

If I just could make a point here.

Could I make a suggestion?

It seems to me that we cannot find an appropriate solution.

Sorry to interrupt, but I'd just like to say that I disagree with the proposal you've just tabled.

Do you see what I mean?

Are you with me?

Sorry, I didn't quite understand that. Could you repeat/explain/add more data?

What does everyone think about this?

Let's put this to vote.

I agree with that suggestion because we need to react fast.

I think it's time to adjourn the meeting.

I think we are running out of time.

Is there anything else we should discuss?

Is there any other business?

PRACTICE:

I. Complete the sentences with the correct expression:

minutes, motion, attend, proposal, agenda, chairperson, AOB, behalf, majority, adjourn

Every meeting needs an _____, so people know what is to be discussed.

Before we close the meeting, is there _____? If not, I thank you all for coming.

A _____ was passed at the meeting to approve the plans, although the engineers pointed out that they are still not entirely complete.

Mrs. White will address the meeting on my _____.

At 2.30 we decided to _____ for lunch and continued again in the early evening.

The secretary writes the _____.

A _____ voted for the _____ about flexible working time.

How many people will _____ the meeting?

A meeting needs a good _____ to lead the discussion.

II. Prepositional phrases: fill the gaps in the sentences with prepositional phrases from the list below:

at a bargain price, at a good price, at a loss, at a profit, at cost price, at last, at least, at our expense, at short notice, at your disposal, by accident, by air, by e-mail, by fax, by letter, by return of post

We shouldn't change the venue of the meeting _____ such _____.

The letter we were waiting for arrived _____.

It wasn't done intentionally, it happened _____.

Unfortunately, we had to sell the goods _____.

There are _____ five good reasons why we shouldn't do that.

As a special favour, we can supply the goods _____ plus 15%.

Because we are clearing our stock we can let you have the old model _____.

Please reply at once _____.

There's no hurry, you can let us know _____.

Please return the goods and they will be repaired _____.

We can certainly supply the goods _____.

Fortunately, we were able to sell our old equipment _____.

The components are being sent to Chicago _____.

My office is _____ while you're here.
Please send the documents to us _____.

III. Choose the best word from the brackets to fill the gap:

Can we _____ (arrange, set, agree) up a meeting for early next week?
I'm afraid I've got to bring _____ (up, along, forward) this morning's meeting to 10 o'clock.
Something came up so they _____ (postponed, cancelled, fixed) the meeting.
Ann is off sick, so Jim will have to _____ (charge, chief, chair) the meeting.
I have to _____ (attend, go, visit) a meeting in Barcelona next week.
On Friday we have a meeting _____ (with, to, off) our most important client.
It wasn't really a meeting – just an informal _____ (speech, report, chat) over coffee.
It's ten o'clock, so let's make a _____ (start, begin, first), shall we?
I want to know what the _____ (special, general, main) feeling is on this.
Sid, why don't you start the ball _____ (going, rolling, kicking), so we can get as many ideas as possible?

SUMMARY

If we sum up this chapter, we can say that business people spend a lot of their working time at meetings which are of different types and shapes, from small to very big ones and usually have a very structured agenda.

SHORT REVISION

1. Can you explain why business people spend so much time at meetings?
2. Which types of meetings do you know?
3. Why does it take a long time to reach a decision if there are many people at the meeting?
4. Which points should an agenda include? Explain.

8 ENQUIRIES

Do you know what an enquiry is? When and why are they made? Who usually makes them?

In this chapter we will be concentrating on one of the most important type of business letters, the enquiries as they can make or break a business deal.

An enquiry can be made by phone, fax, e-mail. If you need to give more information about yourself or ask the supplier for more information, then you will have to write a letter. The content will depend on three things: whether your supplier is at home or abroad, how well you know your supplier and the type of goods you are enquiring about. In the opening of the letter you tell your supplier what sort of a company you are (e.g. *We are a co-operative wholesale society based in Zurich. Our company is a subsidiary of a large American corporation. We are one of the main producers of leather bags.*). Then let them know how you heard about them or who recommended them to you. If it is possible, use references (e.g. *Our associates speak highly of you. We were impressed by the selection of your products, especially stationary*). If you are asking for catalogues, it is not necessary to give a lot of information about yourself. It is helpful if you point out the items you are especially interested in (e.g. *Could you please send us your current catalogue and the price-list for joints? I would appreciate you sending me an up-to-date price-list for your latest drilling tools. We have heard about your latest equipment at the fair in Hamburg.*). When asking for goods or services, you must be specific and state exactly what you want. If replying to an advertisement you should mention the journal or newspaper, the date, and quote any department number given (*I am replying to your advertisement in the June edition of the Economist. I am interested in holiday No. J/M, the south Turkish tour.*). You might want to see what a material or item looks like before placing an order. Most suppliers are willing to provide samples or patterns so that you can make a selection (*When replying, could you please enclose a pattern card? We would also appreciate if you could send some samples.*). Closing: usually a simple “thank you” is sufficient to close the enquiry. But you can also mention that a prompt reply would be appreciated.

Specimen

Dear Sir/Madam,

Please would you send me your spring catalogue and price-list quoting c.i.f. prices, Le Havre?
Thank you.

Yours faithfully,

J. Brown

Jack Brown

Dear Sir,

Could you please send me details of your tubeless tyres which are being advertised in garages around the country?

I would appreciate a prompt reply quoting trade prices.

Yours faithfully,

T.W.

Tom White

Dear Sir or Madam,

I would like some more information about your Proficiency courses in English beginning this June.

Please send me a prospectus, details on your fees, and information about accommodation in London for the period of June – October. If possible I would like to stay with an English family.

Thank you.

Yours faithfully,

Iwanami

Keiko Iwanami

PRACTICE:

I. Complete this letter of enquiry with the correct preposition:

Avveniva San Antonio 501
80260 Bellaterra
SEVILLE

Admissions Department
The International College
Regents Road
Falmer
Brighton BN1 9QN

12th October, 2008

Dear Sir/Madam,

I am a Spanish student _____ the University _____ Seville doing a Master's course _____ Business Studies, and I intend to spend six months _____ England, _____ January next year, preparing _____ the Cambridge First Certificate.

Your college was recommended _____ me _____ a fellow student and I would like details _____ the First Certificate courses, including fees and dates. Could you also let me know if you can provide accommodation _____ me _____ Brighton _____ an English family.

Thank you for your attention, and I look forward to hearing from you soon.

Yours faithfully,

M. Huantes

Maria Huantes

II. Write a letter:

You are Joe Brown, and you are organizing a business trip to Berlin for yourself and two colleagues. Write to the travel agency for information, using this guide:

- Say what you are planning to do.
- Ask the travel agency to send details of flights and hotel tariffs for the month of May. Find out if it is necessary to pay deposit on the trip.

- Tell them you would also like to hire a car for two days during your stay, and ask them to send details.
- Thank them, mentioning that you need a prompt reply.

Relative clauses

I. Complete the following sentences with the correct relative pronoun:

1. The building in _____ I work caught fire yesterday.
2. Fred, _____ mother lives in Edinburgh, has gone to Scotland.
3. The country _____ my father was born is at war.
4. This vase _____ he bought at a jumble sale is antique.
5. There are some questions _____ I cannot answer.
6. It was a kind of accident for _____ nobody was to blame and _____ didn't have serious consequences.
7. I don't know _____ told you that, but they were wrong.
8. I don't really approve of _____ you are suggesting.
9. Do you get on with the man _____ lives next door to you?

II. Complete these sentences with appropriate relative clauses:

- That's the man who _____.
- This is Mr. Black, whose _____.
- Last year she visited Cadiz, where _____.
- Mrs. Hence, who _____, is our new teacher.
- Jane, whose _____, works at the hospital.
- This is the restaurant where _____.
- This is the knife which _____.
- The hotel where _____ has been closed.
- I really don't understand what _____.

III. Make one sentence from the two given:

Jane Crowder has an interesting job. She's 75.

_____.

She works at a leisure centre. She teaches aerobics there.

_____.

Jane first attended a keep-fit class 45 years ago. Her slim figure and hairstyle make her younger.

_____.

She heard about a class. This class needed an instructor.

_____.

Jane's classes include dance and step exercises. They are very popular.

_____.

Jane has some tips for people. These people wish to stay young.

_____.

IV. Find the mistake and correct it:

The woman whose is trying on red shoes is an actress.
There's a door which leading to a secret passage at the end of a hall.
While on holiday I met many people, some of which were very boring.
I like visiting countries which the weather is always nice.
Do you know the name of the film which it won seven Oscars?
The painting who was stolen is a fake.

V. Complete these sentences about yourself and your work, using a relative clause:

I work for a company that _____.
I have a boss who _____.
I am in a department _____.
In my work, I deal with people _____.
I sometimes have to do things _____.
I prefer to work with people _____.
In my spare time I like to do things _____.

SUMMARY

In this chapter we started talking about business correspondence, namely the enquiries. They can be quite short but also more detailed, especially if you are interested in specific information or a certain product.

SHORT REVISION

1. Can you explain what an enquiry is?
2. How can you make an enquiry?
3. Name some very useful phrases.

9 REPLIES, QUOTATIONS, OFFERS AND PROPOSALS

A reply to an enquiry is a very important business letter as it may lead to future business activities, therefore the writer should answer politely and promptly. Can you explain why this is important?

The next type of business correspondence is a reply or a quotation, an offer or a proposal. We will be concentrating on useful vocabulary and the right form in this chapter.

A reply to an enquiry is a very important business letter as it may lead to future business, therefore the writer should answer politely and promptly. Whenever you reply to letters of enquiry, you open the letter by mentioning your prospective client's name (*Dear Mr. Greenhorn, Dear Mrs. Jackson*). Thank the writer for his/her enquiry and mention the date of his/her letter and quote any other references that appear (e.g. *Thank you for your letter of June 16th. I would like to thank you for your enquiry of March 10th. Thank you for your letter, NJ 3242, which we received this morning.*). Let the writer know as soon as possible if you have the product or can provide the services he/she is enquiring about. It is irritating to read a long letter only to find out that the firm cannot help you. (e.g. *We have a wide selection of office furniture. Our factory will have no problem in turning out the 16,000 units you asked for. We can offer door-to-door services.*). Encourage your prospective customer to do business with you. A simple answer that you have goods in stock is not enough. Your customer may have made ten other enquiries, so remember it is not only in sales letters that you have to persuade. Mention one or two selling points of your product, including any guarantees you offer. (*We think you have made an excellent choice in selecting this line, and once you have seen the samples, we are sure you will agree that this is unique. We can assure you that our product is one of the most outstanding machines on the market today*). Make sure that you enclose current catalogues and price-lists. And if prices are subject to change, then let your customer know. If you are sending samples, let your customer know they will follow the letter immediately by separate post (*Please find enclosed our current catalogue and price-list. We have sent you our summer catalogue.*). Always thank the customer for writing to you. You should also encourage further enquiries (*Once again we would like to thank you for writing to us and would welcome any further points you would like us to answer.*).

In your reply to an enquiry you may want to give your prospective customer a quotation. When you quote a price you may include other costs and charges, such as transport, insurance and taxes – these prices are known as gross prices, the ones without these costs are net prices (e.g. *The net price for this article is €25, to which must be added VAT of 20%, making a gross price of €30.*). Manufacturers and wholesalers sometimes allow discounts (*We allow an 8% discount for payment within one month.*).

Specimen

Dear Mr. Brown,

Thank you for enquiry of 31st January. We are enclosing our spring catalogue and current price-list quoting.

We would like to draw your attention to the trade and quantity discounts we are offering in our Special Purchases section pp. 19 - 26 which may be of particular interest to you.

Please contact us if we can be of any further help to you.

Yours sincerely,

E. Gold

Elizabeth Gold

Dear Miss Iwanami,

Please find enclosed our prospectus covering courses from July to December. Details of fees and accommodation in London for that period are covered in the booklet "Living in London" which accompanies the prospectus.

At present we still have places available for students taking the Proficiency course beginning in July, but would ask you to book as soon as possible so that we can reserve a place for you and arrange accommodation with an English family.

We are sure you will enjoy your stay here and look forward to seeing you.

Yours sincerely,
Summerfield
Bernard Summerfield

Dear Mr. White,

Thank you very much for your enquiry.

You will find enclosed a catalogue giving detailed information about our tubeless tyres and including the impressive results we have achieved in rigorous factory and track tests. Please note the items on safety and fuel economy which have proved the main selling points of the product.

With regard to trade discounts, we are allowing 25% off list prices to bona fide retailers and wholesalers, with quantity discounts for orders over £ 3,000.

We will be pleased to supply any further information you require.

Yours sincerely,
Midnight
Jack Midnight

PROPOSAL

TO: John Archer, Corporate Headquarters Office Manager

FROM: Pauline Richs, Assistant to the Controller

SUBJECT: Proposal to outsource printing services

DATE: October 4, 2008

Background

Our company currently maintains a printery, which processes photocopying and binding jobs that exceed 100 printed pages. To handle existing volume, it requires two full-time employees who run photocopies, produce bound copies of reports and proposals and assist customers (company employees, such as secretaries and executive assistants). The printery houses five large photocopiers, two binding machines and a large inventory of paper and other supplies. Printing jobs are billed at established rates to the various company departments and costs run approximately 150,000 per year. Turnaround time on an average printing job (1,000 copies) is 1 ½ days.

We have been approached by Coleman's Copying who has proposed to take over the company's printing. According to the analysis, our present system is wasting approximately \$25,000 a year, an amount that they claim they can save us.

We should close the company printery and outsource all printing jobs of over 100 printed pages to Coleman's. Individual departments can continue to use their own copy machines for jobs under 100 pages.

By using Coleman's service, our cost per page printed would be lowered by half a cent per page (see cost section), and Coleman's will guarantee a 24-hour turnaround on our average-sized printing jobs. Coleman's is well known for producing a high-quality product, and because they are located so close, they will pick up and deliver the printing jobs at no extra charge.

As you can see from the data provided, outsourcing our printing jobs would eliminate the costs we currently have for material, overheads, salaries and two employees and depreciation of equipment. These costs, which amount to 3 cents per page, would be replaced by the Coleman's charge of 2 ½ cents per page. The savings of half a cent per page would amount to \$25,000 over the course of one year (assuming average volume of 5 million copies).

As soon as I get your approval, I will arrange for a contract with Coleman's Copying. Thank you for considering my proposal.

PRACTICE:

I. I. Read the following reply to a letter of enquiry. Mr. Payton refers to specific questions asked by Mr. Kawasaki. Which of the items below did he request information about?

- | | |
|--|--|
| 1. how soon the goods can be delivered | 7. quantity discounts |
| 2. details of prices | 8. cash discounts |
| 3. where the goods can be purchased | 9. details of the range of goods available |
| 4. after-sales service | 10. which bank will handle the transaction |
| 5. how the goods will be transported | 11. guarantees |
| 6. terms of payment | |

Dear Mr. Kawasaki,

Thank you for your enquiry of 26th November concerning our equipment, which you saw at the International Farm machinery Fair in Berlin.

In answer to the specific questions in your letter, first let me tell you we are willing to consider substantial discount on orders over €40,000.

All our machinery is guaranteed for three years against normal use, and we have several agencies in your country with home-trained mechanics to service all our products.

With regard to the terms of payment, which you mentioned, we would consider payment by 30-day bill of exchange, documents against acceptance, provided you could offer two referees.

We can fulfil orders within two months, unless there are special specifications, which may take a little longer, and you can buy equipment from us or through our agents in your country.

We are enclosing our current catalogue and price-list quoting c.i.f. Tokyo prices, which you requested, and we think you will find the earth-moving equipment on pages 89-99 particularly interesting for the work you have in mind. If you require any further information, please contact us as soon as possible.

Yours sincerely,
Payton
 Samuel Payton

II. Read the following letter of reply and choose the best words from the options in brackets:

Dear Mr. Eastbound,

We were very pleased to receive your (correspondence, enquiry, mail) of 14th October 2008, asking about our leather and sheepskin (range, cloths, products) and terms of (dealing, trade, conditions).

First let me say that our (label, mark, patent) is internationally famous because of the quality of garments, and we are convinced they will sell well through your (outlets, factories, warehouses). We think you will agree with us when you look through the enclosed (manual, catalogue, leaflet) and examine the (specimens, examples, samples) we are sending.

You will see from the price-list that we take care of all freight and insurance costs, so the prices are quoted on a(n) (c.i.f., ex-works, f.o.b.) basis. We will also allow (trade, cash, quantity) discount for orders over \$10,000, and with the usual trade references, we can arrange for payment by 60-day (bill, letter, draft) of exchange.

Thank you once again for your enquiry, and we are sure you will be impressed by the (vast, huge, wide) selection of our garments. Meanwhile, if there are any further details you need, please contact us.

Yours sincerely,

E. A.

Elena Antares

Sales Director

III. Read the enquiry below and answer it:

Dear Sir or Madam,

As specialist dealers in automotive equipment we are planning to take part in your automotive fair.

We would be pleased to receive detailed information about the conditions of participation together with the application form.

We would appreciate a prompt reply.

Yours faithfully,

A. Pitt

Alexander Pitt

9.1 MARKETING

Nowadays, marketing influences, and often actually controls, almost every aspect of company's activities. We will explain just a few basics of marketing and learn some useful vocabulary.

There are different definitions what marketing really is. Here's one of them: "There will always, one can assume, be a need for some selling. But the aim of marketing is to make selling superfluous. The aim of marketing is to know and understand the customers so well that the product or service fits them and sells itself. Ideally, marketing should result in a customer who is ready to buy." (Peter Druckner, 1994). Do you agree with it?

When we talk about marketing, we usually mention the four Ps: Product (the goods or the service you are marketing), Price (making it easy for the customer to buy the product), Place (getting the product to the customer), Promotion (presenting the product to the customer).

To learn more about marketing, you can log on en.wikipedia.org or www.managementhelp.org.

Discussion:

I. Make a list of products that are produced or services offered in your country:

a brand of drink
a grocery product
an industrial product
clothes
a public service
an educational service

II. Now answer these questions:

What competition does each product face?
What is the image of each product?
What is the image of the company itself?
How strongly or weakly is each of the products marketed?
Where is each product advertised?

III. Which of the following claims do you agree with?

Advertising is essential for businesses, especially for launching a new product.
A reduction in advertising would decrease sales.
Advertising often persuades people to buy things they don't need.
Advertising often persuades people to buy things they don't want.
Advertising lowers the public's taste.
Advertising raises prices.
Advertising does not present a true picture of products.
Advertising has a bad influence on children.

PRACTICE:

I. Cut out two of your favourite advertisements from the paper, magazine or download them from the Internet, show them to the rest of the group and explain why you like them.

II. There are many ways of attracting customers to your product and keeping your brand name in the public eye. Some of them are described below. Which are they (packaging, sales literature, personal selling, point of sale advertising, showrooms, sponsorship, telephone sales, trade fairs and exhibitions, word of mouth)?

Brochures and leaflets or catalogues can describe your product in more detail and give more information than an advertisement.

Displays in supermarkets, chain stores or other types of shops can attract the attention of potential customers.

Labels and presentation increase the impact of your product.

You can contribute to the costs of sporting or artistic event where your brand name or logo is displayed prominently.

Potential customers can come to your premises and see a display or a demonstration of your products and get hands-on experience.

Your company takes a stand or mounts an exhibit to enable customers to see your products and talk to your representatives.

Existing customers tell their friends or colleagues about your product and recommend it to them.

Your staff can call customers or customers can call a toll-free number to request sales literature or ask for information.

Your representative can visit customers: this is the most effective but also the most costly method.

III. Complete the following definition of marketing by inserting the verbs in the gaps (design, develop, identify, influence, modify, persuade):

Marketers have to: _____ or anticipate a customer need; _____ a product or service that meets that need better than any competing products or services; _____ target customers to try the product or service; and, in the long term, _____ it to satisfy changes in consumer needs or market conditions. Marketers can _____ particular features, attractive packaging, and effective advertising, which will _____ consumers' wants. Marketing thus combines market research, new product development, distribution, product improvement and so on.

IV. Choose the best word from the brackets to fill the gap:

Our _____ (clientele, economy) includes several multinational companies.

We wanted to buy the house for our new premises but the _____ (purchaser, vendor) was asking for €2.5 million.

The government brought in several _____ (reforms, pressures) to strengthen the economy.

Most of our _____ (markets, users) are small businesses.

We are well known in Europe, but we want to _____ (compete, penetrate) the American market.

The world's soft drink market is _____ (segmented, dominated) by Pepsi and Coca-Cola.

You can't maximize sales unless you get the marketing _____ (mix, change) right.

The new model has a lot of _____ (services, features), including air-conditioning.

James Cottondale is in charge of _____ (promoting, orienting) our new range of mobile phones.

They were _____ (driven, abandoned) out of business by the large supermarket chains.

The green colour we use on all our labels is a key part of our _____ (branding, positioning).

I think that a TV commercial is the best advertising _____ (medium, agency).

Our magazine offers our readers a free _____ (discount, gift) every month.

Verb patterns*I. Fill the gaps with either the gerund (the -ing form) or the infinitive:*

A

- Try _____ (avoid) walking as much as possible.
 Jack admitted _____ (steal) the money.
 I dislike _____ (get) up early.
 I'm sorry. I meant _____ (write) to you, but I've been too busy.
 Have you ever considered _____ (work) as a teacher?
 I promise I won't forget _____ (feed) the cat.
 I can't imagine _____ (not have) a car.
 Did you notice anyone _____ (wait) outside when you left?
 She wanted _____ (go) home but her boss made her _____
 (stay) until the work was finished.
 I saw him _____ (sign) the cheque.
 It's not worth _____ (repair) this machine. It would be cheaper to buy a new
 one.
 We delayed _____ (launch) the product because of technical problems.
 They postponed _____ (make) the decision about lay-outs until the following
 week.

B

I've been trying _____ (get) fit for years but it has been impossible
 _____ (find) a method that has not ended in disaster. Two years ago I started
 _____ (go) to karate lessons. On the second day I broke my arm. When I had
 recovered from that, I took up _____ (swim). At first I really enjoyed
 _____ (race) my friend up and down the pool. But I regret _____ (say)
 that it wasn't long before I slipped over the pool side and cracked my head on the tiles. I
 needed _____ (go) to hospital to make my head stop _____ (bleed). A
 few months later a friend advised me _____ (try) aerobics. That didn't last long
 either, because I hate _____ (listen) to loud disco music. Then last month I
 bought a bicycle. I had always loved _____ (cycle). I really regret
 _____ (buy) that bike though. At this moment I'm lying in bed with two broken
 legs. I have decided _____ (give) up trying to get fit!

II. Match the beginnings of the sentences in column A with the right endings in column B:

A

1. I'm sure we have paid the bill. I remember
2. Did you remember
3. On the way to the airport I stopped
4. It's hard to find parts for this machine. The manufacturers stopped
5. I've given my assistant a list of jobs that need
6. There are plenty of hotel rooms available, so you don't need
7. He lost several hours' work. He switched off the computer but he forgot
8. I don't mind giving talks now, but I'll never forget
9. He wasn't at the office when I phoned, so I think I'll try
10. For a long time, the company tried

B

- a) to save the file.
- b) ringing him on his home number. He might be there.
- c) to give Peter my message?
- d) to book one in advance.
- e) signing the cheque and sending it to them.
- f) giving my first presentation. It was a disaster.
- g) to enter the Japanese market, but it was extremely difficult.
- h) to collect some traveller's cheques from the bank.
- i) producing this model over 15 years ago.
- j) doing before the sales conference starts.

SUMMARY

To sum up in short we can say that replies and quotations are extremely important and they have to be carefully planned and written. We have also learned a little about marketing.

SHORT REVISION

1. How do you handle replies and quotations?
2. Why is marketing so important in the modern world?
3. Name the four Ps; try to explain the importance of marketing.

10 ORDERS

Filling out orders is a necessary part of all business processes in most companies where economists work. Would you be able to do it?

The topic of this chapter will be filling out order forms and writing covering letters which is something that employees in the purchasing departments have to do on daily basis.

Orders are usually written on a company's official order form. Look at this example:

ORDER	No. JT 2543
<p>F. LYNCH&CO.LTD Head Office, Nelson House, Newell Street, Birmingham B3 3EL Telephone: 021 236 8592 Fax: 021 236 8592 Telex: 341 641 <u>www.lynch.co.uk</u> e-mail: lynchandco@co.uk</p>	
<p>Latex S.p.a Via di Pietra Papa 00146 Roma Italy</p>	<p>Authorised by <i>J.S. Pink</i></p>

Quantity	Item description	Cat. No.	Price c.i.f. London
50	V Neck: 30 Red/20 Blue	R 432	\$13.80 each
30	Roll Neck: 15 Black/15 Blue	N 154	\$9.40 each
30	Crew Neck: 15 Green/15 Beige	N 145	\$16.00 each
40	Crew Neck: pattern	R 541	\$12.60 each

Note: Subject to 5% quantity discount

Comments: 15% Trade Discount for Payment in 6 weeks

Date: 9th March 2008

(Source: Ashley, 1992)

Even if the order is telephoned, it must be confirmed in writing, and an order form should always be accompanied by either a compliment slip or with a covering letter which allows you the opportunity to make any necessary points and confirm the terms that might have already been agreed.

In the opening you explain there is an order accompanying the letter (*Please find enclosed our order No. B45 for 250 DVDs. The enclosed order is for your CNC machines. Your letter of 12th October convinced me to place at least trial order for 2,000 paper clippings.*). Confirm the terms of payment (*As agreed you will draw on us at 30 days. We would like to confirm that the payment is to be made by irrevocable letter of credit which we have already applied to the bank for €4,500. We agreed that payments will be made against quarterly statements.*). Confirm the agreed discounts (*We would like to thank you for the quantity discount you allowed us. Finally, we would like to say that the 25% trade discount is quite satisfactory.*). Confirm the delivery dates and methods of delivery (*It is essential that the goods are delivered before the beginning of November in time for the Christmas rush. Delivery before*

February is a firm condition of this order. Please remember that only air freight will ensure prompt delivery. Please send the goods by Door-to door service as we need them urgently.). Be polite and encouraging when closing (We hope this will be the first of many orders we will be placing with you. We will submit further orders, if this one is completed to our satisfaction. I look forward to receiving your advice/shipment/acknowledgement/confirmation. If the goods sell as well as we hope, we will send further orders in the near future.).

Specimen

F. Lynch & Co. Ltd.

Head office, Nelson house, Newell Street, Birmingham B3EL

Telephone 021 236 6571 Fax 021 236 8592

www.lynch.co.uk e-mail: lynchandco@co.uk

Latex S. p. A.
Via di Pietra Papa
00146 Roma
ITALY

Your reference: D71439
9th March, 2008

Dear Mr. Casino,

Please find enclosed our order No. JT 2543 for men's and boys' sweaters in assorted sizes, colours and designs.

We have decided to accept the 15% trade discount you offered and terms of payment viz. documents against payment, but would like these terms reviewed in the near future.

Would you please send the shipping documents and your sight draft to North Minster Bank (City Branch), Deal Street, Birmingham B3 1SQ.

If you do not have any of the listed items in stock, please do not send substitutes instead. We would appreciate delivery within the next six weeks, and look forward to your acknowledgement.

Yours sincerely,
Crane
Lionel Crane
Chief Buyer

PRACTICE:

I. Use the words below to complete this extract from a covering letter that has been sent with an order. Choose between:

depot, wrapped, transaction, delivery, consignment, settle, packed, alternative, crates, hand over:

Would you please make sure that the _____ of fabrics is _____ carefully in tissue paper and _____ securely in _____ and sent to our main goods _____ in Berlin.

If the items listed are not available, please do not send _____ materials or designs. If there are any problems with _____, let us know immediately.

We will _____ your invoice for €12,000 at our bank as soon as they _____ the shipping documents.

If this _____ is successful, we will place further orders soon.

II. The following verbs can all be used with the noun order: Choose the best verb to complete the sentences, using each verb once only:

confirm, place, refuse, make up, deliver, cancel, ship, despatch

We would like to _____ an order with you for 2,500 units.

As we cannot supply the ordered quantity, it would be understandable if you _____ your order.

We are confident that we will be able to _____ the order to you by next Friday.

You will be pleased to know that your order M123 has just been _____ from our warehouse.

Please _____ your order in writing.

Your order was _____ last Sunday on the MS Florida.

I am afraid but we will have to _____ your order unless you pay in cash.

I would like to inform you that your order has just been _____ in our depot.

Conditionals

I. Complete these conditionals:

What will you do if you _____?

If I had money, I _____.

She'll soon feel better if _____.

They wouldn't mind if _____.

Would you forgive me if I _____?

Whenever she has time, she _____.

I won't go unless he _____.

If I were the Chairman of my company, _____.

What would happen if I _____?

Would you have sold your car if _____?

If I told you the bad news, what _____?

If there isn't enough food for the guests, _____.

If he had listened to my advice, _____.

If we had known that their company was in financial difficulty, _____.

If you see people running, _____?

Call me in case you _____.

I would be really grateful if you _____.

As soon as he knows something, _____.

I wouldn't be able to do the test well if I _____.

If you ring 1188, you _____.

If she feels tired this evening, _____.

We will sign the deal _____.

If I invented a new product, I _____.

II. Match the first part of each sentence in column A with the right ending in column B:

A	B
There's going to be a train strike tomorrow	unless we give her the salary she wants.
The union won't go on strike	we will not make a loss this year.
She will accept the job	we will make a loss this year.
She won't accept the job	they will not take legal action.
Unless sales improve dramatically	unless we agree to their demands.
If sales improve dramatically,	if we agree to their demands.
Unless we pay them immediately,	they will take legal action.
If we pay them immediately,	if we give her the salary she wants.

III. Answer the following questions, use the second conditional:

What would you do if you invented a new product?

_____.
What would you do if you were offered a job in Saudi Arabia?

_____.
Where would you go if you won €10m?

_____.
What would do if you lost all your money and credit cards?

_____.
How would you feel if you passed all your exams with straight 10s?

IV. Match the first part of each sentence in column A with the right ending in column B:

A	B
If we had had the right figures,	he might have gone into insurance.
Could you have worked in Paris	they could have prevented the strike.
We might have lost a great deal of money	we could have avoided a costly error.
If they hadn't won that order,	if you had wanted to?
If he hadn't gone into banking,	if she had been more prepared.
If you had left earlier,	they might have had to close the plant.
Her presentation could have been better	you might have got there on time.
If they had offered a 15% pay rise,	if we hadn't taken our lawyer's advice.

SUMMARY

We learned how to write orders and send them with the covering letter to our supplier.

SHORT REVISION

1. Try to define whether it is more common to send order forms or letters.
2. Why do you have to send letters with the forms?
3. What do you have to clarify in the covering letters?
4. Name some useful phrases.

11 PAYMENT

Payment procedures are very important in every company. Can you say why? Have you had any experience in this area while you were in your work placement?

As it is clear from the title we will be discussing different types of payment procedures, for both domestic and international payment transactions.

Invoices are not only requests for payment but also records of transactions which give both, the buyer and seller, information about what has been bought or sold, the terms of the sale and details of transaction. The invoice may be accompanied by a short covering letter (*Please find enclosed our invoice No. B1951 for \$49.49. The enclosed invoice, no. D1167, for \$56.00 is for the envelopes and stamps. Our invoice for \$400 net is attached. We look forward to receiving your cheque from which you may deduct 10% cash discount if payment is made within three days.*).

There are different methods of payment. Some of the most common ones are: C.O.D. (cash on delivery: the post delivers the goods and accepts payment on behalf of the supplier), cheque (you must have a current account, or certain types of savings account, to pay by cheque), bank transfer (banks will transfer money by order from one account to another), credit transfer (the payer fills out a Bank Giro slip and hands it into a bank with a cheque, the bank then transfers the money to the payee), bank draft (the payer buys a cheque from the bank for the amount he wants to pay and sends it to the payee), bill of exchange (the seller draws a bill on the buyer; the bills states that the buyer will pay the seller an amount within the stated time, e.g. 30 days, the bill is sent to the buyer either by post or through a bank, and the buyer signs i.e. accepts the bill before the goods are sent), letter of credit has to be applied from the buyer's bank, by filling out a form giving details of the type of credit (e.g. irrevocable letter of credit), the beneficiary, the amount, how long the credit will be available, the documents involved and a description of the goods.

INVOICE		No. B1951
<i>D & R Electrical Ltd.</i>		
35 Hill Street, Seacroft, Leeds LS14 1ND Tel. 0532 640181		Registered London No. 115662 VAT Reg. No. 154 6627 19
To: P. Gwent & Co. Ltd. 43 Ring Road Leeds LS16 2BN <u>Your order No. L57/5</u>		Date: 1 May 19—
Number	Description	Total
40	RVA 250 volt plugs @ 65p. each Add VAT 17½% " p & p	£26.00 4.55 1.35 <hr/> £31.90
E & OE		

(Source: Ashley, 1992, 72)

The invoice above is pretty simple, but there are also far more complicated ones.

PRACTICE:

I. Read the following letter requesting payment and choose the best words in brackets:

UK Chronicles LTD
Borough House
Borough Street
GB-Cleveland TS1 3BA

Our ref.: HS 351

The Managing Director
Velour Sport AG
Dantes Plads 7
D-1556 Copenhagen

Account No.: VS 301632

28th April 2008

Dear Mr. Christiansen,

We wrote to you on 25th March concerning the above (account, bill) for €2,700.00 which has now been outstanding (for, since, about) three and a half months. When we agreed to offer you credit facilities we pointed out that it was essential to (pay, clear, handle) the accounts (in, at, on) the exact date, particularly as we generally do not (allow, give, offer) credit terms.

As you realize, delayed payments can create problems for us (by, with, to) our suppliers, therefore we would appreciate it if you could either let us know why the (account, credit, payment) has not been cleared, or let us have remittance (within, for, during) the next ten days.

We hope this receives your immediate attention.

Yours sincerely,

Perry

Grace Perry (Mrs.)

Accountant

II. Write a letter from Marcus Christiansen, Managing Director of Velour Sport, to Mrs. Perry:

- Thank her for her letter, quote the dates.
- Explain that a fire at your head office has destroyed a lot of your computer data and has disrupted all correspondence with suppliers and customers. You need some time to get back to your normal routine.
- Request a further thirty days to settle.

III. Choose the best word from the brackets to fill the gap in each sentence:

You have to _____ (ask, order, require) the furniture directly from the manufacturer.

Your order is now ready and we will _____ (plane, train, ship) it tonight.
 We send the invoices to the customer's _____ (billing, receipting, costing) address.
 We have a strict credit _____ (policy, policy, politics): all accounts to be paid in 28 days.
 I have a serious cash _____ (credit, expense, flow) problem because they haven't paid me.
 Our payment _____ (terms, words, notes) are cash or cheque when the goods are delivered.

Comparison of adjectives

I. Complete these sentences with the correct form of the adjective:

No, I'm not the _____ in my family, I have a brother who is 29.
 Sonja is the _____ girl in our class.
 The weather today is colder than yesterday. No, it isn't, it's much _____.
 My homework wasn't any good. It was the _____ I've ever done.
 She bought the cheapest dress. No, she didn't, she bought the _____ dress.
 Is Slovenia _____ than the USA? Yes, of course.
 I was late. I really should have come _____.
 Scantravel is the _____ travel firm in this country specializing in holidays to Scandinavia. The _____ time to visit Sweden is May or June when the nights are getting _____. The mosquitoes are at their _____ in July. One of the _____ packages includes a cruise up the coast of Norway and takes in some of the _____ scenery in the world.

II. Rewrite the sentences using the present perfect and the superlative:

I have never been to such a long meeting.
 That was _____.
 I have never heard such a boring presentation.
 That was _____.
 I have never dealt with such difficult customers.
 They are _____.
 We have never produced a product as good as this.
 This is _____.

SUMMARY

We have learned about different payment transactions, pointed out the most common ones (bill of exchange and letter of credit) and discussed an example of an invoice.

SHORT REVISION

1. Name the most typical terms of payment.
2. Which ones are more appropriate for domestic and which for foreign trade?

12 COMPLAINTS AND ADJUSTMENTS

If we are not satisfied with the product or service, we need to complain. How can we do that?

In this chapter we will discuss the rules of complaining and learn a lot of new vocabulary.

If you have to complain, it is really annoying, but if you complain without a good reason that will annoy your correspondent. If you complain, make sure you get your facts right. And if you have to answer an unjustified complaint, be polite and restrained, and remember that we can all make mistakes.

Look at these two complaints and the answers to them. Notice how restrained the replies are.

Dear Sir,

I strongly object to extra charge of £ 9 which you have added to my statement. When I sent my cheque for £ 56 last week, I thought it cleared the balance. Now I find...

Dear Mr. Aniston,

We received your letter today complaining of extra charges of £ 9 on your May statement. I think if you check the statement you will find that the amount due was £ 56 not £ 65 which accounts for the £ 9 difference. I have enclosed the copy of the statement and...

.....

Dear Sir,

I could not believe it when I read your prices have now been increased by £ 7. To have to pay £ 12 for an article that was £ 5 only a few months ago is outrageous. The government is fighting inflation...

Dear Mr. Richardson,

Thank you for your letter.

I checked the item you referred to, which is in fact the Pelican Pen catalogue no. G14 on our price list. The pen has been increased to £ 7, not by £ 7, and I think you would agree that for a fountain pen this is not an unreasonable increase considering that the price of our materials has doubled in the past few months.

Some general advice about complaining:

- Do not delay and do not apologise (*We would like to inform you that the consignment no JT461 arrived badly damaged. I am writing to complain about your hot line operators. I am writing with reference to order No. P32 which we received yesterday.*)
- Complain as soon as you realise a mistake has been made (*This is the third time this mistake has occurred and we are far from satisfied with the service you offer. Unless you can fulfil our orders efficiently in the future we will have to consider other sources of supply.*)
- Do not be rude or personal: do not use sentences like this: You must correct your mistake. You made an error on the statement. You do not understand the term discount.
- Use the passive and impersonal structures (*The mistake must be corrected as soon as possible. There appears to be an error on the statement. There seems to be some misunderstanding regarding terms of discount.*)

- Explain the problem (*Could you tell your dispatch department to take special care when addressing my consignment? Could you ask your accounts department to check my code carefully in the future?*)
- Suggest a solution (*The best solution would be for me to return the wrong articles to you, postage and packing forward. Rather than send a credit note, you could send six replacements which would probably be easier than adjusting our accounts.*)

PRACTICE:

I. Read this letter of complaint and fill it with the correct verb taken from the list below:

have not arrived, have contacted, have not had, have informed, found, received, showed, unpacked, was torn, were damaged

C.R. MENDOZA S.A.
Avda. Del Ejercito 83
E-54022 San Sebastian

The Sales Manager
 Sloane Furniture Ltd.
 44 Grafton Street
 Dublin 2
 Ireland

15th October, 2008

Dear Mr. Hardy,

I am writing to complain about a shipment of tubular steel garden furniture we _____ yesterday against our invoice no. G 3190/1.



The crates _____ on the outside and looked as if they had been roughly handled. When we _____ them, we _____ that some of the chair legs were bent and rusty, and the fabric on the seating _____, or _____ signs of wear. Two further crates from the consignment _____ yet, so we _____ the opportunity of inspecting them. I _____ the shipping company that we cannot accept this consignment from you, and they _____ your insurers.



As we will be unable to retail this consignment in our stores, we are returning the shipment to you carriage forward, and we shall expect a full refund.

Yours sincerely,

C.R. Mendosa
 Managing Director

II. Write a reply from Jeff Hardy to Mr. Mendoza. Include the following information:

-  Thank him for the letter, quote the date, and apologize for the damage.
-  Explain that the goods were not old stock, but the damage appears to have happened during transport. Assure him that you will deal with the transport company.

-  Say that you will accept the goods carriage forward, and that you will send the refund by banker's draft as soon as you receive them.
-  Close the letter in an appropriate manner.

III. Compare the two lists of expressions commonly used in complaints. Match them and say what the difference between them is:

1. it's not our fault
 2. you should make it right
 3. we want our money back
 4. you have to pay when the goods are returned
 5. we will sue you
 6. you made a mistake
 7. we won't buy anything from you
 8. the goods are rubbish
 9. we're complaining about
 10. why don't you pay attention
-
- a) we are sending the consignment to you carriage forward
 - b) we are not responsible for the error
 - c) we would like to complain about
 - d) we will have to take legal action
 - e) you seem to have made a mistake
 - f) the products are not satisfactory
 - g) we will not re-order
 - h) you have not followed our instructions
 - i) please correct the error
 - j) we would like a refund

IV. Each of the below sentences can be used in complaints. Complete them with the missing expressions: get, found, lose, accept, replace, issue, charge, agreed, landed, offer

The goods were _____ to be faulty.
We _____ full responsibility and sincerely apologise for any inconvenience you suffered.
We shall, of course, _____ the goods immediately and send you a new shipment.
I thought we'd _____ an extra discount.
We will _____ you a full refund.
If you push hard enough, you'll _____ compensation, I'm sure they'd rather do that than lose you as their customer.
We'll _____ a credit note in due course, please don't get all worked up.
We're doing our best not to _____ their business, they are our most important customer.
I hope you're not going to _____ extra for postage and packing.
This invoice has just _____ on my desk but I'll deal with it tomorrow.

V. Complete this answer to a letter of complaint and complete it with the missing expressions: present, inconvenience, indeed, refund, touch, regarding, token, usual, replace, policy

Dear Customer,

Thank you for contacting us _____ our Golden Range. We have been in _____ with the manufacturer and have discovered that there was _____ a fault in the batch which was sent to our store. As you know, we have a very strict _____ on quality control, and we are sorry that the goods you purchased were not up to our _____ high standards. We apologise for this and for any _____ you may have had as a result.

Consequently, I am happy to _____ the goods immediately or, if you wish, offer you a full _____.

On your next visit to our store please _____ this letter to our customer service department and the goods or a full refund will be waiting for you.

As a _____ of how we value your custom, I enclose a gift voucher for €50 which you can use at any of our 55 stores nationwide.

Again, please accept my sincere apologies.

Yours sincerely,
Tuckwell
 Brian Tuckwell
 Manager

Countable and uncountable nouns

I. In the following pairs of words one is countable and the other uncountable, write **a/an** or **some** before each word:

- _____ report/_____ news
 _____ uniform/_____ literature
 _____ hour/_____ advice
 _____ chance/_____ luck
 _____ dollar/_____ money
 _____ cash/_____ cheque
 _____ letter/_____ correspondence
 _____ water/_____ litre

II. Fill the blanks with **is** or **are**:

- The equipment that we ordered _____ here.
 What _____ the weather like at this time of year?
 There _____ a lot of cars in the car park this morning.
 The agenda for tomorrow's meeting _____ on your desk.
 The reports that I have just received from Tokyo _____ not very good.
 Your Japanese visitors have gone to the hotel, but their luggage _____ still at the office.
 On the foreign exchanges this morning, the dollar _____ up by 0.5 cents against the yen

III. Correct these sentences:

- He gave me very useful advices.
 I'm terribly sorry but I don't have these informations available.

I will have a lot of baggages when I go on holidays.
The weathers have been changing a lot lately.
I can't give you permissions to do that.
The equipments were ordered a week ago.
I told him the new.
I'm going to the bank to get some cashes.
I will buy a lot of new furnitures to redecorate my flat.

SUMMARY

We discussed (and seen some examples) why people complain and presented some possible solutions to the problems.

SHORT REVISION

1. When do you or your customers complain?
2. Name the tips to be used when complaining.
3. How can you explain the problem or offer a solution?
4. What should you at all times avoid?

13 CREDIT

Do you know what the main difference between a loan and a credit is?

The topic of this unit will be credit facilities between companies and conditions for them.

Credit arrangements between two firms take two forms:

- bills of exchange or drafts by which the seller gives the credit to the buyer for the period specified on the bill, e.g. 30, 60, 90 days
- open account facilities by which the buyer is allowed to pay for the goods against monthly or quarterly statements

If you want to get credit you have to satisfy certain requirements, for example: reputation, long-term association, references.

Asking for credit: it is best to go straight to the point at the very beginning of the letter (e.g. *I am writing to ask if it would be possible for us to have credit facilities in the form of payment by 60-day bill of exchange. Could you let us know if you would allow us to settle on monthly statements?*). Your supplier will only grant you credit if he is convinced that you will not default, so you need to persuade him (*As we have been dealing with you for more than a year, we feel that you know us well enough to grant our request. We are a well-established firm and can offer reference if necessary.*). You repeat your request also in the closing of the letter (*We hope you will consider our request favourably and look forward to your reply. As soon as we receive your confirmation that you will allow the open account facilities we have asked for, we will place our next order.*)

Specimen

R. Hodges and Son Ltd.
21 Mead road, Swansea, Glamorgan 3ST 1DR
Telephone: Swansea 58441

VAT No. 215 2261 30

Mr. R. Collet
 Homemakers
 54-59 Riverside;
 Cardiff CF1 1JW

18th February, 2008

Dear Mr. Collet,

I have enclosed an order, no. B1662, for seven more "Sleep comfy" beds which have proved to be popular line here, and will pay for them as usual on invoice. However, I wondered if in future you would allow me to settle my accounts by monthly statement which would be more convenient method of payment for me.

As we have been dealing with one another for some time, I think you have enough confidence in my firm to allow open accounts facilities, but of course I can supply the necessary references.

Yours sincerely,
Hodges
 R. Hodges

PRACTICE:

I. Read this letter requesting credit, and fill the blanks with the correct verb taken from the list below:

place, have been trading, began, has passed, may be approached, would be settled, have been cleared, had been established

D. L. Cromer Ltd.
Central Trading Estate Staines
Middlesex TW19 4UP
www.cromer.co.uk, e-mail info@cromer.net

The Sales Manager
Antonio Huantes S.L.
C/Sagasta 1156
E-Barcelona 08317

12th March, 2009

Dear Mr. Huantes,

We _____ with you for the past year and during that time our accounts _____ by letter of credit. However, when we _____ our association with you, you mentioned that once a business relationship _____ our accounts _____ by a 60-day bill of exchange, documents against acceptance. We feel that sufficient time _____ to allow this arrangement to be effected.

Please let us know before we _____ our next order, if these new payment terms are acceptable.

I enclose details of two referees, who _____ should you require trade references, and look forward to hearing from you.

Yours sincerely,
Arnold
David Arnold
Accountant

II. In the following sentences, the word underlined is not very appropriate for formal correspondence. Choose a more suitable word from the list:

inform, elapsed, overdue, confidential, request, acceptable, promptly, competitive, sufficient, settle

Thank you for forwarding the documents so quickly.

We feel that enough time has passed for you to pay. Please do not delay any longer as you are putting us in a very difficult situation.

I am writing to ask for open account facilities.

We remind you that this information is highly secret and you mustn't discuss it with anyone.

Your quarterly settlement is three weeks late. We would really appreciate if you settled immediately.

We are pleased to tell you that the credit facilities you asked for are fine.

Our prices are very low.

We have to let you know that we will be closed for Easter.

Articles: a/an, the or no article**I. Fill in a, an, the or nothing:**

He's _____ policeman, so he gets up at _____ 3 o'clock in _____ morning.
My wife goes to work by _____ train. She's _____ architect and she works in
_____ office in _____ central London.

I bought _____ hat and _____ pair of shoes at _____ shop. Unfortunately,
_____ shoes are _____ wrong size, so I'll take them back tomorrow.

In England students have to wear _____ school uniforms.

Julia wears _____ glasses. She had to wear them when she was _____ five years
old.

Your brother is at _____ back of the house, in _____ garden.

II. Read the three stories below and fill the gaps with a, an, the or nothing:**USA**

_____ richest man in _____ USA is Bill Gates, _____ Chairman of
_____ Microsoft. _____ billionaire, who is known to have _____
boyish streak, gives theme parties for his employees. One theme was _____ Africa.
Party goers tried to fill in names of African countries on _____ giant map and
played _____ computer quiz called 'Jungle Jeopardy'.

NIGERIA

Five ships full of _____ industrial waste were shipped from _____ Italy to
Kooky in Ethiopia, where _____ farmer was paid \$8, 455 to store _____
waste on his land. This was _____ bargain for _____ Europeans, and
_____ fortune for _____ farmer. Local children played in _____
waste and took the containers home. However, _____ waste was toxic and
radioactive. _____ farmer died from _____ poisoning.

JAPAN

Sayonara Bank, one of _____ world's biggest banks, is offering its clients
_____ savings accounts for _____ pets. Clients' pets can hold accounts
where they can save for special treats, _____ holidays or visits to _____ vet.
_____ funeral for _____ cat can cost up to \$400 and _____
gravestone can cost another \$2,400.

SUMMARY

We learned that there is a big difference between a loan and a credit and that companies
would offer credit facilities only after certain conditions have been met.

SHORT REVISION

1. What is the difference between a loan and a credit?
2. Which are the two main types of credit?
3. Which are the conditions that need to be met before a company can be offered or granted credit facilities?

14 BANKING

Do the banks play an important role in the business life? How?

We will be discussing banks in England which are similar to ours, also offer the same facilities but have some specifics.

In Britain banks are divided into merchant and commercial banks. Merchant banks tend to encourage larger organisations to use their services and they specialise in areas of international trade and finance, confirming credit status of overseas customers, are involved in shipping, insurance and foreign exchange markets. Commercial banks offer similar services but are particularly interested in private customer's accounts, encouraging them to use their current accounts, deposit accounts, savings accounts and credit facilities. They will lend money, against security, in the form of overdrafts and loans, pay accounts regularly by standing orders, and transfer credits through the bank Giro system.

The difference between the two types is that commercial banks are more available for clients or customers since they have numerous branches throughout the country and have lower charges.

There are different types of accounts or facilities: current account (can be used by anyone providing they can supply references; the advantages include cheque payments), deposit account (no cheque book and no overdraft facilities), credit cards, standing orders and direct debits (customers paying regular payment, such as mortgage, can ask the bank to transfer the money to the payee on a particular day every month), loans and overdrafts (are usually allowed on a formal agreement).

Specimen

Dear Mr. Day,

I am writing to you with reference to our conversation three days ago when we discussed my opening a current account with your bank.

I would appreciate if you could open a current a/c for me under my trading name R&S Fashions Ltd., 915 East Street, Colchester.

Enclosed you will find two specimen signatures, my own and my partner's, Miss Catherine Saddens. Both signatures will be required on all cheques. I have included a reference from Mr. Young, who banks with your branch, a cheque for £ 57 for a customer, and a paying-slip which I picked up in the bank the other day.

Yours sincerely,

MichaelGreen

M. Green

Dear Mr. Collins,

Please would you transfer £ 2,500 from my current account to my deposit account? The account numbers and details are on the enclosed transfer slip, and I would be grateful if you could stamp the counterfoil and return it to me.

Yours sincerely,

Smith

Tom Smith

HOMEMAKERS Ltd.
54-59 Riverside, Cardiff CF1 1JW
www.homemakers.co.uk, e-mail: info@homemakers.net

The Manager
Barnley's Bank Ltd.
Kings Building
Christroad
Cardiff CF1 9UJ

18th September, 2008

Dear Mr. Edwards,

I would like to make an appointment with you to discuss either a loan or overdraft to enable me to expand my business.

Over the past years I have been testing the market with a new line furniture assembly kits – and have found out that demand for these kits, both here and overseas, has exceeded my expectations. In the past six months alone I have had over £ 60,000 worth of orders, half of which I could not fulfil because of my limited resources.

I will need a loan for about £ 8,000 to buy additional equipment and raw materials. I can offer £ 2,000 in IBM ordinary shares, and £ 3,000 in local government bonds as part security for the loan, which I estimate will take me about nine months to repay.

I enclose an audited copy of the company's current balance sheet, which I imagine you will wish to inspect, and I look forward to hearing from you.

Yours sincerely,
Collet
R. Collet

PRACTICE:

I. Use the correct form of the word in brackets:

The exporter opens a letter of credit by _____ (complete) an application form.
The cheque should be made _____ (pay) to International Crafts Ltd.
The shipping documents include bill of lading _____ (insure) and invoice.
I am pleased to inform you that your _____ (overdraw) has now been extended to \$4000.
I am writing to acknowledge _____ (receive) of your letter, dated 5th April.
You will receive _____ (confirm) of the agreement from our bank.
With _____ (refer) to our telephone conversation yesterday, I am writing to confirm our agreement.
Loans can be extended only by _____ (arrange) with the branch manager.
Your _____ (sign) should appear twice on the document.

II. The following is a covering letter from the bank, informing a company that a letter of credit has been opened for them. Choose the correct expressions from the list below to fill the gaps:

inform charges documents draw acting valid settle opened

Banque de Marseilles
500 Boulevard Jobert
71000 Marseilles

The Accountant
Guy Losses
80 Rue Gaspart-Andree
69003 Lyon

8th April, 2008

Dear Sir,

L/C No. 340895/AGL

We are _____ on behalf of the Eastbound Bank, Canterbury, and would like to _____ you that the above documentary credit for €45,000 has been _____ in your favour by your customers Mercer Data Ltd. The credit is _____ until 12th June and all bank _____ have been paid.

Please bring the following _____ to the above address:

- Air Waybill
- Invoice for full value of the sale c.i.f. London
- Insurance Certificate
- Certificate of Origin.

Would you also _____ a sight draft for the full amount of the invoice on us so that we can _____ this account.

Thank you in advance.

Yours faithfully,

P. Curie

Paul Curie

Documentary Credit Manager

III. Read the sentences below. Then find the verb from the list which best fits each situation:

explain promise apologise thank admit refuse suggest advise

1. I am grateful to you for sending the shipping documents so promptly.
2. Why don't you think it over for a few days and then get back to me ?
3. I am afraid we cannot extend your overdraft.
4. I think you should consider our terms before making a decision.
5. I'll definitely let you have all the details tomorrow.
6. It appears that we made a mistake on your October statement.
7. You understand that the bank will want about 120% in securities to cover this credit.....
8. We are very sorry for the delay in replying to your request.

V. Use a word from A and B to complete each sentence with a phrasal verb which means the same as the word or words in brackets:

A: take, take, do, fill, back, turn, work, make, make, cut

B: in, out, down, on, over, up, without, off, out, up

Find out what the real sales figures last year were. You can't just _____ them _____.(invent)

Please _____ the cheque _____ to the H&L Pensions. (write down the name of the payee)

We can't afford to employ temporary staff for two days; you will have to _____ a secretary until Monday. (manage without)

The small company, which had suffered from bad management, was _____ by a larger one. (gained control off)

We offer our agents extensive advice, and _____ them _____ with a full range of financial services. (support)

We must _____ their offer to act as agents for us. (refuse)

The company was expanding, so they decided to _____ a hundred new workers. (employ)

It's going to take a few days to _____ all the details of the contract. (calculate)

Please _____ the enclosed application form and return it to us. (complete)

We were talking on the phone and we were suddenly _____ so I'll have to ring him back. (disconnected)

VI. Word formation: suffixes:

Before entering the college I finished the _____ VOCATION programme and then the _____ SECOND school.

The opening of the bank will be an important _____ COMMERCE development for the region.

The new bank building was very _____ STYLE.

If you want cheap and _____ AFFORD service, join our bank.

The bank manager prefers to leave the _____ FINANCE decisions to the accountants.

We inform our customers about the situation in their account _____ MONTH.

The _____ INFLATION effect can be really dramatic.

The new clerk was given some _____ CAUTION advice about dealing with customers with a lot of money in their accounts.

Before we open a new branch we need as much _____ STATISTICS information as we can get.

We have a few very _____ PROBLEM customers.

Expressions of quantity

I. Fill in *some* or *any*:

- _____ students in the class like rock music, but not everybody.
- We went shopping and bought _____ meat and _____ vegetables, but we didn't buy _____ fruit.
- Would you like _____ juice? No, thank you, I don't want _____.
- Does she want _____ coffee?
- I'd like _____ advice about the government's latest tax proposals.
- Did you meet _____ interesting people at the fair?
- I've got _____ letters for you to sign.

II. Fill the blanks with **someone, anyone, something, anything, somewhere, anywhere, everything** (one of them is used more than once):

1. These plans are secret. You mustn't discuss them with _____.
2. We've got to find that letter. It must be _____.
3. We returned the machines because there was _____ wrong with them.
4. By the way, _____ called in to see you when you were away last week.
5. Did _____ ring when I was out?
6. We are trying to cut down on hotel bills, so now our executives can't stay _____ that costs more than \$100 a night.
7. Yes, a meeting next Thursday would be fine. I'm not doing _____.
8. This is _____ I need for now.

III. Fill the gaps (use **different** expressions of quantity):

A

It is widely believed that _____ human beings are descended from one common ancestor.

When Jill decided to sell her car, she phoned round her friends, but _____ of them wanted to buy it so she put an ad in the paper.

_____ people enjoy housework.

I think _____ children like going to funfairs, although I know _____ who are frightened of the big rides.

We'll have to work quickly, because I don't have _____ time.

Before mixing the cake, weigh _____ ingredient carefully.

When my rich uncle died, he left _____ of his fortune to his cat and the other half to a distant cousin.

_____ people are very superstitious and believe in ghosts or carry good-luck charms.

They decided to move their _____ production to China where people work for far _____ money.

B

Our school sports were held last week and the _____ afternoon was a disaster. Very _____ people bothered to turn up, and there is _____ worse than trying to win a race with only three or four people watching and cheering you on.

_____ of the people had stayed at home to watch the cup final on TV or had been put off by the terrible weather. It rained all afternoon. I was in the high jump, which meant running up to do my best jump and then landing in a pool of extremely cold water.

At one point it was raining so hard that we couldn't see the runners in the 5000 metres and it turned out that they had all stopped at the other side of the field and were sheltering under _____ trees. My other event was the javelin, but every time I tried to throw, it kept slipping from my hand. In _____ case, I didn't see where I was throwing, and when I finally managed to launch my javelin into the air it disappeared in the direction of the railway line, and was never seen again. By Monday _____ athletes were in bed with bad colds, two runners were in hospital with broken legs, and we were still waiting for the finish of the 5000 metres. As I said, _____ went really wrong that day.

C

Last week I made a mistake of revisiting the village where I grew up. It was a small, friendly community with two farms and a number of old cottages round the village. I realised very quickly that although in _____ ways it appeared unchanged, in reality hardly _____ was the same. _____ of the pretty cottages were still there and _____ of the beautiful farmhouses. But _____ of the people there are from the country. All of them are commuters, who leave early every morning to travel to the city and very _____ of them take _____ care for the life in the village itself. There are _____ new houses, but they have _____ local character, you can see the same style anywhere in the country. The _____ village has been tidied so much that it has become just another suburb. Before going there I felt _____ homesickness, but when I was there I felt _____ else, but just some anger.

SUMMARY

In this chapter we discussed the different types of banks in England, the services they offer and their specifics.

SHORT REVISION

1. What are two main types of banks in England?
2. What kind of services do they offer?
3. Name the different services a bank can provide for an individual.
4. Can you get a mortgage also in Slovenia? If so, do you know what the procedure is? Can you describe it?

15 INSURANCE

Insurance companies and insurance as such are an important part of every company. Can you explain why?

In this chapter we will talk about reasons why companies and individuals insure themselves and different ways of insuring.

Companies and individuals protect themselves against loss, damage or injury by taking out insurance policies, which are contract against possible future risk. The usual process of insuring a business or oneself is as follows:

A proposal form is completed by the firm or person who wants insurance cover. This tell the insurance company what is to be insured, how much the policy is worth, how long it is to run, and under what conditions insurance is to be effected, as the policy may not automatically cover the insured person or company against all risks. Underwriters, who will pay compensation in the case of the claim, then work out the premium, i.e. the price of the insurance.

Request for comprehensive insurance:

Specimen

UNIFIED WAREHOUSE Ltd.

Chairman: B. R. MacDonald Directors: N. S. Sounds, A. Gamily, B. Haricot
Head office: Bruce House, Bruce Street, Aberdeen AB9 1FR
Telephone 0224 41615 Fax 0224 182 E-mail unified.warehouse@net

West way Insurance Co. Ltd.
Society House
Ellison Place
Newcastle-upon-Tyne NE1 8ST

6th September 2008

Dear Sir or Madam,

We would like to know if you could offer a comprehensive insurance policy covering us against fire, flood, accident, industrial injury and theft.

We are a large warehouse company selling furnishings to the retail trade, and employing a staff of thirty. The building we occupy belongs to us and is valued, along with the fixtures and fittings, at £ 250,000 and at any time there might be stock worth £ 70,000 on the premises.

When calculating the premium would you please take the following into consideration: there are no open fires on the premises as central heating is used, and we have a fully operational sprinkler system which is serviced regularly. There is also numerous fire extinguishers strategically placed throughout, and fire exits on every floor. The only danger from flood would be from burst pipes. Since we began trading six years ago we have never had to claim for industrial injury, and damage to stock has been minimal. Finally, pilferage, which is common in warehouses, has only cost us about £ 400 per annum on average.

Our present policy runs out at the end of the month, so we would be grateful if you answer as soon as possible. A completed quotation would be appreciated.

Yours faithfully,

B. Haricot

B. Haricot

Claim for fire damage

Specimen

UNIFIED WAREHOUSE Ltd.

Chairman: B. R. MacDonald Directors: N. S. Sounds, A. Gamily, B. Haricot

Head office: Bruce House, Bruce Street, Aberdeen AB9 1FR

Telephone 0224 41615 Fax 0224 182 E-mail unified.warehouse@net

Your ref.: F 16543

Our ref.: N3215-1

Date: 16th October 2008

Claims Department
West way Insurance Co. Ltd.
Society House
Elwood Street
Newcastle-upon-Tyne Ne1 8ST

Dear Sir or Madam,

Policy No. 184 653 14C

We would like to inform you that a fire broke out in the basement of our warehouse yesterday. Although the blaze was brought under control, we estimate that about 8,000 pounds worth of stock was badly damaged.

A Fire Brigade officer informed us that the blaze was probably caused by an electrical shortage, which he thought must have occurred around midnight. Fortunately, though, the brigade's action prevented extensive damage.

I would be grateful if you could send us the necessary claims forms.

Yours faithfully,

B. H.

B. Haricot

Unified Warehouse Ltd.

When a claim like this is received by the insurance company, they usually send a surveyor to inspect the damage, find out the cause and assess whether the claim is justified. If it is so, they grant the claim. If a claim is unjustified or if they think there was something wrong, they will inform the police.

PRACTICE:

I. Read this letter requesting insurance and choose the best options:

HUMMING BIRD EXPORTERS LTD.

Exudes House
115 Terminal Road
Southampton So9 4XY

International Insurance PLC
153 Western Road
Brighton
Sussex

29th March 2008

Dear Sir or Madam,

We are a (grand, large, wide) export company (dealing, coping, managing) with merchandise (who, which, what) we ship (in, to, towards) Europe and North America. We (want, would like, request) to know if you can (suggest, supply, give) us with a quotation for a comprehensive policy, (assuring, protecting, covering) our warehouse at Dock Road, Southampton.

The policy would (consist, contain, include) fire, flood, theft, burglary, and the usual contingencies affecting this (form, kind, variety) of enterprise. At any one time, there may be about \$250,000 in stock on the (premises, grounds, floors).

If you can offer us (competing, competition, competitive) rates, we will (think, imagine, consider) further policies with you on other interests.

We look forward to hearing from you (soon, presently, immediately).

Yours faithfully,
Hind
Peter Hind
Company Secretary

II. Complete the following sentences with the missing words:

- An i _____ company indemnifies clients against loss.
- An insurance p _____ is a contract taken out to protect someone against risks.
- A p _____ is a small theft, if you take home something that is not worth a lot.
- A client is i _____ against loss of damage when he has an insurance policy.
- A p _____ is the amount of money paid to an insurance company for cover.
- A c _____ is sent to an insurance company after a client has suffered a loss.
- A s _____ checks out the place of the accident.

III. An insurance claim: complete the text with appropriate words:

claim, compensation, comprehensive, cover, estimate, indemnity, legal costs, loss adjuster, no claims bonus, policy, premium

Antonio Allesandro has sent a claim to his insurer after a fire at his restaurant. He has been insured with them for quite a while and has not sent any claims so far.
This is the reply he received.

Bridge Insurance Ltd
124 Kew Gardens Road, London SW2 5Hb
Tel: 0207 433 8211 Fax: 0207 433 5633
www.bridge_insurance.co.uk, E-mail: info@bridge.insurance.net

Antonio Allesandro
Ristorante Colosso
120 Riveriste Road
London EC23 5TR

2nd March 2009

Dear Mr. Allesandro,

Re: Policy number DR 239981 R, Claim ref. DR4381

Thank you for your _____ relating to the fire at your restaurant. We confirm that your policy is _____ and therefore covers fire.

Our _____, Peter Carrot, will visit you on 17th March to see the damage. You will receive _____ for all the damage to the building and equipment. You should supply an _____ from two firms for the repairs. You will also receive _____ for loss of business, though you will have to make a separate claim. In addition, your _____ also provides _____ for any _____ which may arise.

Finally, we would like to inform you that your _____ will rise by 10% as your _____ will be affected by this incident.

Yours sincerely,
Pieter
Jeanine Pieter
Claims Manager

Modal verbs

I. Fill in the correct modal verb:

My grandfather was a very clever man. He _____ speak five languages.

Mum, _____ I go out tonight? No, you _____.

We _____ wear shoes in the classroom.

He left before the end of the match. He _____ go home early.

She's tired all the time. She _____ take a holiday.

If you're hungry, we _____ have dinner now.

I'm afraid I _____ come to your wedding because I'm so terribly ill.

Look at all the snow outside. It _____ snowed all night long.

In England students _____ wear school uniforms.

Julia wears glasses. She _____ to wear them when she was five years old.

You _____ cross the road at red light.

I was wondering if I _____ take two days off, my mother is coming to town and I'd like to spend some time with her.

My wife isn't with me. She _____ stay at home. Our youngest child developed a fever.

She _____ eat so much if she wants to lose weight.
Next week I _____ to get up earlier because they've changed the timetables and my train leaves a quarter earlier.
You look ill. I think you _____ go home early.
No one _____ leave the room without my permission.
Excuse me, _____ you tell me where the post office is?
Look at all this mess. I believe some things are missing. We _____ robbed.
Jane got sick. She _____ worn warmer clothes and not run around in those summer shirts in the middle of winter.
Next year when I'm promoted I _____ to buy a new car.
Jack is not in today. He _____ be ill again.
When I was a child, I _____ do anything at home.
_____ I read that again?
My assistant called the airline, but she _____ get me on the flight.

II. *You are on a long distance flight to New York: Write down what you would say in the following situations:*

You are thirsty.
_____?
The passenger next to you has a copy of the 'Newsweek'. You would like to read it.
_____?
It's lunch time. You are vegetarian.
_____.
You want to go to the toilet, but someone is in the way.
_____?
You are very sleepy so you want to get a pillow.
_____?
You want to know when the plane lands.
_____?

III. *Rewrite each of the sentences, starting with the words given and using one of the modal verbs:*

The Swedish company will possibly take over our company.
The Swedish company _____.
It's possible for the firm to open a subsidiary in Slovenia.
The firm _____.
We are considering enlarging the present site.
We _____.
It's important to follow the instructions closely.
You _____.
I think it is right to pay more for overtime.
They _____.
Experience is essential for this job.
You _____.
We're not able to help you this time.
We _____.
Why don't we have lunch at that new restaurant?
_____?

I am sure you didn't see Mr. Knowles at the sales conference, because he was in Mexico at the time.

You _____.

Jane isn't looking for a new job already. She started here just a week ago.

Jane _____.

IV. Match the adjectives from job advertisements on the left with the definitions on the right.

	flexible	you can find practical solutions.
	bilingual	you can make firm decisions.
	logical	you can make others see your point.
If you are	computer literate	you can adapt to changing circumstances.
	pragmatic	you can deal with figures.
	persuasive	you can speak two languages.
	numerate	you can deal with IT problems.
	decisive	you can think clearly.

SUMMARY

We had a closer look at some specifics of English insurance companies and different correspondence between the claimants and underwriters.

SHORT REVISION

1. Why do companies insure their property?
2. Name some risks or hazards you can be insured against.
3. What do you send to the insurance company in the case of an accident?
4. Who does the insurance company send to estimate the damage?

16 TRANSPORTING AND SHIPPING

Why do we need transport in the modern world? Can we not live self-sufficiently? Has the globalisation made transport and delivery thus easier?

16.1 TRANSPORTING

In this chapter we will discuss different types of transport and why each type is more appropriate for transporting certain types of goods than the other.

The three main methods of transporting goods are road, rail and air.

Road transport tends to be cheaper and more direct than rail. The biggest advantage is that it delivers the goods directly to the buyer and collects in the supplier's warehouse or depot.

Rail transport is faster than road, which is necessary when transporting perishable goods (e.g. fish, fruit, meat...) and can bulk in greater quantities than road transport. Despite these advantages rail transport is not used enough, definitely not to its full potential, although it would be more environmentally friendly as it pollutes far less than other means of transport.

Some goods lose value over time (e.g. newspapers) or deteriorate (e.g. flowers); therefore air transport is used for speed, particularly over long distances.



Picture 6: A train
Source: Gourmet Travel, 2008

Correspondence in transport is generally between the seller and freight firms, or seller and forwarding agents, who send goods on behalf of the seller. The customers are informed by “advice notes” which give details of packing and when goods will arrive.

To learn more on transporting go to en.wikipedia.org.

Request for quotation for delivery by road:

Specimen

HOMEMAKERS Ltd.
54-59 Riverside, Cardiff CF1 1JW
Telephone 0222 49721 Telex 38217
www.homemakers.co.uk, Email: homekakers@co.uk

Transport Manager
Carriers Ltd.
516-9 Cathay Park
Cardiff CF1 9UJ

10th November, 2008

Dear Sir or Madam,

Would you please quote for collecting from the above address, and delivering the following consignments to R. Hughes & Son Ltd., 21, Mead Terrace, Colchester?

4 divans and mattresses (various dimensions)
5 bookcase assembly kits packed in strong cardboard boxes, measuring 14 cubic metres each
7 coffee table assembly kits, packed in cardboard boxes, measuring 10 cubic metres each
14 armchairs

The divans and armchairs are fully protected against knocks and scratches by polythene and corrugated paper wrapping, and the invoiced value of the consignment is £ 1,660.50.

I would appreciate a prompt reply, as delivery must be made before the end of the week.

Yours faithfully,
Collet
R. Collet

16.2 SHIPPING

There are variety of vessels available for exporters to use when shipping goods: passenger liners (follow scheduled routes and concentrate on passenger services, but also carry cargo), passenger cargo vessels (concentrate on cargoes, offer more facilities for loading and unloading, carry fewer passengers), tramps (travel anywhere in the world on unscheduled routes, picking up any cargo and delivering it), tankers (usually oil carriers), container vessels (move containers from one country to another, have special lifting gear and storage space for the huge steel boxes they transport), roll-on-roll-off ferries (allow cars and trucks to drive on at one port and off at another without having to load and unload their freight), barges (transport goods inland along canals and waterways). Note that before the name of the ship which is usually underlined in correspondence, the letters SS are used. These stand for Steam ship and show it is a British merchant vessel. MV stands for Motor vessel, MS for Motor ship. The exporters also have a choice of shipping organisations to use, e.g. The Shipping Conference (an international organization of ship owners who have agreed to fix prices for transporting goods or passengers), The Baltic Exchange (its freight market offers facilities to exporters to charter ships and planes through brokers).



Picture 7: A ship
Source: Gourmet Travel, 2008

Forwarding agents are used by exporters to arrange both import and export shipments.

To learn more on shipping go to en.wikipedia.org.

Request for freight rates and selling:

Specimen

LEE BOAT BUILDERS Ltd.
Dock 23, Main way, Hong Kong
Telephone 385 162 Fax 662553
www.leeboat-builders.hk, E-mail: leeboat.builders@hk

Far Eastern Shipping Lines
31-4 Park Road
Hong Kong

21st April, 2009

Dear Sir or Madam,

We intend to ship a consignment of dinghies to London at the beginning of next month. The consignment consists of ten boats which have been packed into wooden crates marked 1-10, each measuring 4 by 2 by 2.5 metres and weighing 90 kilos.

Could you inform us which vessels are available to reach London before the end of the month, and let us know your freight rates?

Yours faithfully,

Lee
J. Lee
Director

Have a look at the answer:

FAR EASTERN SHIPPING
31-4 Park Road, Hong Kong
Telephone 421897 Fax 879216

Mr. Lee
Lee Boat Builders Ltd.
Dock 23
Main way
Hong Kong

24th April, 2009

Dear Mr. Lee,

Thank you for your enquiry of 21st April. Enclosed you will find details of our sailing for the end of this month and the beginning of next, from Hong Kong to London.

You will see that the first available vessel we have will be MS Milford which will accept cargo from 5th May to 9th May, when she sails. She is due in London on 3rd June.

Our freight rate for crated consignments is £ 35 per tonne, and I have attached our Shipping Instructions to the enclosed itinerary.

Yours sincerely,
Whang
M. Whang (Mrs.)

PRACTICE:

I. Complete the sentences with one of the following words or phrases: if, unless, when, in case

Our suppliers have told us that the goods were in perfect condition _____ they left the factory.

The ferry takes three hours to cross the Channel _____ the weather is very bad, in which case it takes longer.

It is important to be adequately insured _____ a consignment is damaged in transit.

The banks will not accept non-negotiable waybills as evidence of shipment _____ they are instructed to do so.

The MS Asia sailed from Tilbury on June 26th, and we will let you know _____ she arrives in Rome.

_____ you want to reserve a container on the MS Ljubljana, please complete the enclosed forms and return them to us by March 15th.

II. Correct this extract from a letter: it has many spelling mistakes:

Dear Madame,

Thank you very much for your letter and the iclosed literature, wich we recieved on Thursday 7th July. The infomation it contained was quiet interesting and we would like futher details on several produkts in the cataloge:

No. 44/77 Is this avaiiable in white?

No. 78/612 What is the diskount price of this for orders of overt 500 peices?

No. 34/009 Is this compatable with your 55/88 device?

III. This extract has several punctuation mistakes: find them and correct the sentences:

I am afraid, that we have not been able to contact you by telephone My secretary called throughout the day yesterday at half hourly-interval's but was told that you were not available?" please contact me personally as soon as possible. Because we need to check a number of detail's in your order!

You can reach me by telephone at any time this afternoon, or tomorrow morning. Our office hours' are 8.30 to 5 o clock you can leave a message for me, to call you back if necessary.

IV. Read out the following numbers:

Around £250 worth of shares on offer

You can apply for 100 shares at a cost of no more than £150.

Sterling showed a 5 point gain at \$1.3985.

@ £95 per 100

26.5%, 42.75%

About £3.66 which works out at 19.5% per annum

3"x 2"

\$2.2 bn a year

465,283

1 ½ x 3 ¾

Invoice No. R3120/SCK

Tel. No. 0044 533 125697

Profits were up by £ 1,832m last year.

The sales increased by 5.5% respectively.

Profits were ahead by 12.8% on turnover up by 7.3%.

SUMMARY

We have learned a lot about different types of transport and which are the most appropriate for certain types of goods.

SHORT REVISION

1. Which are the main types of transport?
2. Why kind of goods are transported by different means?
3. Count some different types of ships and explain what they are used for.

17 CONTRACTS

Why are written contracts so important in business life? Doesn't a promise count anymore? What's your opinion about that?

To conclude our journey through the rules and specifics of business English, we will have a closer look at contracts.

When all the previously mentioned demands are met and negotiated upon, the partners decide for a contract which can be a one off document or it covers a certain amount of business deals but it can also be a yearly document.

Contracts are always written. They are concluded when both parties agree and underwrite them. Sometimes this is very difficult to be established that is why some contracts are strictly formal and according to the law. On the other hand sometimes a conclusion note which is based on verbal agreement can also serve as a contract.

Sometimes you see a purchase and sales contract prepared formally, especially when permanent deliveries or bigger shipments are concerned.

Every contract includes the data on delivery and payment terms, but the data on the kind and quality, quantity and price of the goods is the most essential part of it. It also specifies measures and parties to be involved in the disputes and disagreements.

To learn more on contracts go to en.wikipedia.org.

Specimen

SALE CONTRACT – BASIC AGREEMENT No. 25548SL/99

Agreement concluded between

NTN G.m.b.H. (Munich, Germany), represented by Walter A. Witta as the seller

and

Print d.o.o. (Dravograd, Slovenia), represented by Bojan Kovač, as the buyer.

The two contracting parties agreed upon:

General

The subject in the question are the bearings and screws as seen from Enclosure no.1.

Art.1 Price

The price of the goods will follow the price list (enclosure no.2), with 5% (five per cent) quantity discount.

Total agreement sum is €

Art.2 Delivery terms

The price is C.I.F. Dravograd.

Art.3 Payment terms

Payment by letter of credit.

Art.4 Packaging and labelling

The packaging and the labels on the goods will meet the European standards. The loss due to the inadequate packaging or labels is at the seller's expense.

Art.5 Delivery term and the date of dispatch

The goods will be supplied according to the schedule (Enclosure no.3). The delivery date is the date of dispatch.

Art.6 Guarantee

The seller will guarantee for the quality of the goods for the period of 18 (eighteen) months, starting from the day of dispatch.

Art.7 Complaint

In case of dubious quality the customer is entitled to complain within 10 (ten) days of receipt.

Art.8 Penalties in case of delivery delay

In case of more than 48 (forty-eight) hour delay, the seller will compensate 1% (one per cent) of the value of non-delivered goods to the customer. The beginning of each day accounts for the whole day.

Art.9 Force Majeure

In case of Force Majeure, the seller will not be obliged to pay penalty. Force Majeure cases are: natural catastrophes, import and export embargo, wars and circumstances which cannot be controlled by the contracting parties. In case the Force Majeure lasts more than 6 (six) months, the contracting parties are entitled to terminate the agreement.

Art.10 Out-of-court settlement

Both contracting parties will agree upon the mutual solution of the disputes. If necessary, the Court of Honours at the Chamber of Commerce of the Republic of Slovenia will rule on the situation. The decision will be conclusive and binding to both contracting parties.

Art.11 Final provisions

The changes in the agreement and premature cancellation of the agreement are possible only upon mutual consent.

The agreement has been drawn in 6 (six) identical copies in the Slovenian and English language, each contracting party receiving 3 (three). Both texts have equal rights.

In Dravograd, 17th April 2009

Seller

NTN Walzlager GmbH

Geretriederstrasse 10 a

D-81379 Munchen

Buyer

Print d.o.o.

Mariborska c. 70

2370 Dravograd

Signature

Printed name

Company stamp

Signature

Printed name

Company stamp

SHORT REVISION

1. Why are contracts almost always written?
2. Which articles are the most important?
3. Can you explain what "Force Majeure" is? Can it be avoided?

18 REPORTS, FAXES, E-MAILS

In our professional life we do a lot of different kind of writing, sometimes more and sometimes less formal. Can you name a few?















In the last chapter we will talk about writing reports, faxes and e-mails which are very typical in every day business situations.

18.1 REPORTS

After a certain job has been completed or the service is performed, a report is almost always produced to document the work. Reports represent a necessary follow-up to successful proposals, business deals or meetings and even business visits.

Reports are informative documents. Their primary task is to make readers understand the subject, whether that is verifying that procedures were performed correctly, explaining how something works (e.g. accounting system), outlining for stockholders the annual performance of the company or analyzing tax liability.

Before writing your report down, you should think about the following points:

-  Consider the purpose of your report: who is it for, why does he/she want it, how will he/she use it?
-  Draft a working plan on a separate sheet of paper.
-  Write the body of the report.
-  Write the introduction: state the subject, the purpose, summarize your findings.
-  State the aim and the emphasis of the report briefly.
-  Collect all relevant materials: notes, documents...
-  Check your grammar, spelling, punctuation and style.
-  Arrange the points of information in a logical sequence and in order of importance.
-  Let someone qualified give instructive criticism.
-  Decide where you might need illustrations or diagrams.
-  Write the conclusion and recommendations.
-  Check your illustrations.
-  Summarize the report in a sentence.
-  Examine the draft: does it do what a report is expected to do?

Model reports:



1

From: Personnel Manager Division A

To: Managing Director

Date: 16th May 2009

Subject: Proposed installation of clocking-in machines

1. Following your memorandum of 27th April we carried out a small study of staff views in three selected departments to see how the arrangements of breaks have been working: I here summarize the results:
 -  65% office workers found the present break arrangements satisfactory;
 -  25% would be in favour of a shorter lunch break and finishing earlier.
2. It is too early to say definitely how many machines would be needed. But at least one for each divisional office seems a reasonable estimate.

3. I also asked my personnel officers about the saving of time. They think that an improvement in time-keeping could be made.
4. The staff's reaction to the idea was not very encouraging. In the survey we carried out only 15% said they would be in favour of using clocking-in machines. If they had a choice they would prefer not to use them.
5. You also asked for my views on how to deal with the union. I had a meeting with the chief union representative. I mentioned that in some departments the lunch break was lasting a lot longer than is actually allowed. The representative's answer was not very helpful. She said the union would always insist on the lunch break being left as it is. There is a point beyond which no negotiation would be possible without asking all the union members in the company their opinion.

In conclusion, it seems important to draw the Board's attention to possible difficulties which the rapid installation of clocking-in machines could bring. We need to discuss the problem a little longer and with more people before taking an action, it would seem.

2

Coffey & Nelson Public Accountants
2300 Peachtree St., Suite 100
Atlanta, GA 30000

Independent Auditor's Report

To the Stockholders
DVD Enterprises, Inc.

We have audited the company's balance sheets of DVD Enterprise, Inc., as of December 2007 and 2008, and the related statements of income, retained earnings and cash flows for the years that ended. These financial statements are the responsibility of the company's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and estimates made by the management, as well as evaluating the overall financial statement presentation.

In our opinion, the financial statements referred to the years 2007 and 2008 present a good and stable financial position of DVD Enterprises, Inc. We can add that the years ended in conformity with accounting principles generally accepted in the USA.

COFFEY & NELSON, P.C.
February 23, 2009

PRACTICE:

I. Rearrange the paragraphs of this mixed up report and do the true false exercise below:

From: Juana Garcia
To: Anita Leonard
Subject: Quarterly report on office furniture
Date: 15th July, 2008

The first point to stress is that following the acquisition of the Relaxed Group and J.S. Amoretti S. p. A. last year, Relaxed International, the renamed division, experienced a year of consolidation and profit growth this year.

Relaxed Systems Furniture in the UK continued its profitable growth pattern. In marketing terms, the major events include extensions to the System M100 screen based furniture range which is proving such a popular product with major British companies. New storage products were also introduced in October. Alhambra, a Spanish desking range, was launched in the UK for the front office furniture market. It was well received and projected sales for next year are encouraging.

Marbles Relax de Espana showed real profit improvement following the factory investments which have led to more cost-effective manufacture. The order book increased significantly during the year, despite the lack of any real improvement in the business climate in Spain. This was due to the introduction of new desking and storage products, aided by key changes to the sales management structure.

I must apologise for the late submission of my report, but the delay was partly connected with my visit to our Spanish subsidiary in Seville. I had to step in at the last moment for the sales manager who unfortunately suffered a car accident.

Overall, the past year has been a favourable one for the Relaxed Group in all three European regions. This has been the case despite the variable conditions from country to country. The prospects for the coming years look favourable on the whole, and only the situation in the USA may give some cause for concern.

At the same time marketing activity was strengthened by the opening of new showrooms for Relaxed at the new International Center in Washington DC and for Amoretti S.p.A. in the office and factory complex just outside Turin. We also had good production results to show in our three major European regions: the Iberian Peninsula, Northern Europe and the British Isles.

Here are the results of my analysis of the international performance of Relaxed International together with some predictions for the future development of the furniture market.

The Relaxed companies in Europe traded exceptionally well during the year, and new products were introduced to extend System 99 executive seating range. The market conditions in Germany and Holland were very favourable and Relaxed looks able to take further advantage of this with systems furniture to be launched in these countries in the next couple of years. The Swiss company continues to develop its own markets and last year significantly increased its activity in southern Europe. However, market conditions in the USA were not so favourable for Relaxed Incorporated, but the opening of the showroom in New York should indicate a return to growth in the USA in coming years.

Decide whether these sentences are true or false according to the report above:

Juana wishes she had not had to take the place of the sales manager in Seville.

Juana reports on the development of the business furniture market in the past few years.

The newly restructured company had a good year.

Production facilities were improved in Italy and America.

There were more orders in Spain during the year.

The success of the Spanish subsidiary was connected to the change in the business climate.

European trade development helped Relaxed companies to expand the number of new products they were able to sell.

Juana is not sure whether it will be an advantage to introduce new products in the next few years.

Relaxed Incorporated are likely to do less well in the USA in the future than they have this year.

18.2 FAXES

A fax machine sends a duplicate of your message, document, design or photo.

Faxing is a means of telecommunication that has developed very quickly over the past few years. The advantages of a fax machine include instant reception of documents, and documentary evidence of what has been transferred.

A document can be relayed from one source to hundreds of other receivers, for example, if the head office of a chain store wants to circulate a memo or report to its branches.

Specimen fax

Lynch & Co. Ltd.

Head Office: Nelson House, Newell Street, Birmingham B3 3EL

Fax Transmission

Message for: D. Casino

Address: Latex S. p. a., Via di Pietra Papa, 00146 Roma

From: L. Crane

Date: 19th September 2008

Dear Mr. Casino,

This is an urgent request for a consignment to replace the damaged delivery which we received, and about which you have already been informed.

Please airfreight the following items:

Cat. No.	Quantity
RN30	50
AG20	70
L26	100

The damaged consignment will be returned to you on receipt of the replacement.

Yours sincerely,

Crane

L. Crane

Chief Buyer




PRACTICE:





I. Write a fax based on the following information:

Sender: Mr. J. Music, Glasson Potteries, Clearfield, Burnley BB10 1RQ

Date: 13th June 2008

Receiver: National Containers Limited, 318 Leaden hall Street, London EC1 1DR

-  You have a number of European deliveries over the next few months.
-  You want them to handle that.
-  Consignments consist of fragile pottery.

-  Average crate measures 187 by 172 by 165 cm, approx. 35 kg each.
-  You want door-to-door delivery.
-  Ask for quotation and schedules.
-  You want immediate info concerning documentation.

II. Complete these short conversations with the correct word:

- A: Paul, I'm calling to see if you've finished the drawings.
B: Yes, Mary. Do you want me to _____ (e-mail, send, post) them by fax?
A: Yes, please. Do you have our fax _____ (number, address, code)?
B: Is it 570 220?
A: That's it. Oh, and could you fax _____ (my, me, mine) the specifications as well?
B: I'll _____ (fax, faxing, faxed) everything I've got.
A: That'll be great. Thanks.
B: Bye, Mary.

10 minutes later

- A: Paul, it's Mary again.
B: Ah, Mary. Did you _____ (accept, have, get) my fax?
A: Yes, but the drawings weren't _____ (seen, legible, read).
B: OK, I'll _____ (resend, refax, receive) them.
A: Thanks Paul.

10 minutes later

- B: Mary? Paul here. Was everything OK?
A: The first 10 pages were fine but then the machine _____ (fixed, stayed, jammed).
B: Ah, so you didn't get the specifications.
A: No. Can you send them _____ (through, out, around) again?
B: No problem: let's hope it works this time.

18.3 E-MAILS

With the explosion of information technology, we use more and more e-mails. [E-mail is extremely convenient, with the click of a mouse, an email can be sent to a colleague in the next office or a business partner at the other side of the world.](#)

E-mails tend to be less formal, but there are still some points we should consider:

- Address messages carefully: we've all heard stories of messages being sent to unintended recipients: this may be funny (when an employee sends a love note to an entire company), but also disastrous (if you sent designs or plans for a new product to your competitor).
- Remember that e-mail messages are not private: you must have in mind that every e-mail you send may be read by anyone and everyone else.
- Remember that e-mails may be saved and used as a proof of certain communication. There are no "off-the-record" e-mails.
- Avoid sending junk e-mails: most of them are not funny or interesting anyway.

Discussion

Do you agree with the following statements?

E-mail and the Internet can offer:

- The cheapest form of mailing worldwide
- The fastest and most efficient mailing service worldwide
- Immediate access to a huge amount of information
- Access to your customers 24 hours a day – even when they are asleep
- Huge marketing potential
- An international news service
- Paperless correspondence
- Amazing possibilities for discussion
- A shop window for your products and services
- Communication across time zones

PRACTICE:

I. Write an e-mail:

Recently you have noticed that your inbox in your company accumulates 8 to 10 messages a day that are jokes and humorous stories downloaded from the Internet. Most of these messages are not funny but they take time to read and delete and sometimes you also delete important messages by mistake. Clearly the situation has got out of hand. Write to the staff and ask them to stop distributing humorous e-mails. Be sure to explain why so you don't sound too bossy.

II. Getting it down on paper: complete the sentences with the missing expressions:

recipient, colon, apostrophe, period, executive, submit, paragraphs, draft, brief, summarize, check, accurate

Put the name of the _____ at the top of the email.

When it is finished, send or _____ the memo to the person addressed.

When you take a message, try to keep it _____.

A top manager is an _____ of the company.

Only _____ the main points of the memo.

Make a first _____ of anything you write, and then correct it.

_____ should contain only one idea.

The _____ is a punctuation mark with two dots.

Remember to _____ your spelling before sending out the email.

The punctuation mark that looks like a flying comma is called the _____.

When you report facts, you must be _____.

_____ is another word for full stop.

II. You have received this email from your office manager, but there is one mistake in each line. Find it and correct it:

To all office staff

Sending faxes

In future all faxes must be sent directly from a PC. Under the old system, a fax had to be printed. You then took it to the fax machine. Next you entered the destination number and during the fax was being sent, it was necessary to wait to collect it and finally to file it. All this resulted in a waste of time and resources.

Note: staff who do not have a modem attached to their PC must still send faxes using the fax machine.

SUMMARY

In this chapter we discussed the more popular means of communication these days, especially the faxes and e-mails as they are fast and can be sent over time zones.

SHORT REVISION

1. When do you send faxes and when e-mails?
2. Can you say which are more formal and explain why?

19 REVISION

19.1 GRAMMAR

I. Fill the gaps with the correct form of the verb:

1

Alexander _____ (want) to go to an art college and so he _____ (interview) by Tomas Smithonian, one of the lecturers.

Complete the questions and answers below.

Tomas: Right, Alexander; let's find out something about you. You _____ (be) obviously not a teenager anymore, so when _____ (you leave) school?

Alexander: Five years ago actually.

Tomas: And where _____ (you be) since then?

Alexander: Well I _____ (have) several jobs.

Tomas: What _____ (you do) first?

Alexander: I _____ (work) in a café for about a year. I needed _____ (save) some money.

Tomas: Why _____ (you need) the money?

Alexander: I _____ (want) to travel a bit before I started studying.

Tomas: Where _____ (you want) to go?

Alexander: Well, the Middle East, Latin America, Australia...

Tomas: Good Lord! And _____ (you be) to all those places?

Alexander: No, not yet. I've been to Brazil and Peru so far. And I _____ (spend) some months in Turkey.

Tomas: What _____ (you do) there?

Alexander: I _____ (stay) with some friends near Izmir. It _____ (be) wonderful.

Tomas: You're very lucky. And now you want to go to college. _____ (you have) some pictures to show me?

Alexander: Yes, I have a small portfolio.

Tomas: Where _____ (you do) this work?

Alexander: Mostly in Turkey.

Tomas: Why _____ (you not do) any work in South America?

Alexander: I _____ (not have) time really. And I was travelling light, I just _____ (have) some pencils and sketches.

2

Outside Rita Milburn's home _____ (park) a sparkling blue Renault Clio. She _____ (win) it last week. It is the fifth car that she _____ (win). Inside her living room there _____ (be) a video, TV, compact disc system, three-piece suit, cutlery, different glasses, silverware, different games and an enormous bottle of champagne: all prizes. In her kitchen are a dishwasher, microwave, toaster and many more prizes. In fact, there is nothing in her house, apart her dog, that she _____ (not win). She didn't win the house that her family actually _____ (live) in, but she won another one which she _____ (sell) for double its price. For the last ten years she _____ (be) the queen of all competitions. Locally she

_____ (know) as Mrs Win-a-lot. Since she _____ (give) up her job as a geography teacher sixteen years ago, Mrs Milburn _____ (believe) she has become much more skilled at _____ (win) competitions. "I expect _____ (win) between 20 and 40% of the competitions I enter," she _____ (say). "But my winning could vary enormously year by year. One year I might win just a few pounds, while the next it can be hundreds or thousands." All her earnings are tax-free. She _____ (enter) only about twelve competitions a month but she keeps herself busy running a consultancy in which she shares her skills with others who would like to achieve success. If her family wants something, she _____ (try) to win it.

3

I was on time for my dentist's appointment, but the dentist was still busy with another patient, so I _____ (sit) in the waiting room and _____ (read) some of the old magazines lying there. While I _____ (wonder) whether to leave and come back another day, I _____ (notice) a magazine article about teeth. It _____ (begin): "How long _____ (it be) since you last _____ (go) to the dentist? _____ (you go) regularly every six months? Or _____ (you put off) your last visit for the last six years?" Next to the article was a cartoon of a man in a dentist's chair. The dentist _____ (say): "I'm _____ afraid _____ this _____ (hurt)." I _____ (suddenly realise) that my tooth _____ (stop) aching. But just as I _____ (open) the door to leave, the dentist's door _____ (open). "Next please," he _____ (call), as the previous patient _____ (push) past me. I was so frightened because of the article I _____ (just read) that I _____ (say) to the dentist that I _____ (just wait) for a friend.

4

What _____ (make) managers give up their high salary, company car and pension, and risk everything in order to set up their own? A recent UK survey of self-employed entrepreneurs _____ (come) up with a number of reasons. Although money _____ (be) a great motivator, it is only part of the answer. Very few entrepreneurs can earn what they _____ (receive) in a large company. They _____ (invest) any cash in their business and not in an expensive car, house or holidays. Probably the most important part of the answer has _____ (do) with _____ (be) in charge, entrepreneurs want _____ (control) their company and to make all the decisions themselves. Most large companies _____ (not know) how to make the best use of clever people. Employers often _____ (criticise) the old ways of _____ (do) things and want to try out new ideas which _____ (dislike) by their subordinates. This _____ (cause) frustration which can quickly lead to boredom. As well as motivation, most successful entrepreneurs have a number of personal characteristics in common. The first is self-confidence, the feeling of certainty that you have got the skills, knowledge and energy to build up your own business. There is also stubbornness, the determination to prove to the boss who _____ (reject) your ideas that they _____ (be) good ideas which can be made to work.

Possessing this quality means that you won't give up: you have to make your business work.

5

The use of fuel cells _____ (promise) a reduction in environmental pollution from car exhaust emissions and the end of our dependence on oil for fuel. A fuel cell produces an electric current and heat by _____ (convert) hydrogen and oxygen into water. The output of a single cell _____ (be) 0.6-0.8V, but when many cells _____ (combine) into a stack, enough energy _____ (produce) _____ (power) a 50kW engine. The fuel cell _____ (have) the highest efficiency in power generation, _____ (reach) over 60%, compared to a gasoline-powered car which has 20%.

But there are also bad sides of the new technology. Fuel cars have a shorter range, so drivers _____ (have) to refuel more often. If a tank of oxygen is stored on board, there are problems of space and safety.

However, fuel cars are still very expensive _____ (develop) and produce which means they _____ (be) also expensive for the customer. Many drivers _____ (not want) to pay extra for "green" car technology, especially if it is not as convenient as the current system.

6

Dr Jonathan Pike _____ (be) 51 when he _____ (retire) from university teaching and research. He _____ (not want) _____ (stop) working and so he soon founded a company that _____ (make) security systems for banks and office buildings. The company _____ (be) a great success and Dr Pike _____ (explain) the reasons for it. "This is a field where there _____ (be) new developments all the time," he _____ (say). "Our company is successful because we study all the new products that our competitors put on the market. We make better versions of these products for our own customers. We can sell them at competitive prices because we _____ (benefit) from the research and development of the companies who _____ (come) before us."

II. Write down what you would say in these situations:

The receptionist tells you that your client, Mr. Richardson, whose order you have just declined, has just arrived.

_____.

He wants to know why you did that.

_____.

A noise outside disturbs, so you don't hear what he has just said to you.

_____.

He seems quite displeased with your work. Tell him that as soon as he pays his outstanding debts you will send him a new consignment.

_____.

He has some questions about some figures in unpaid invoices. Explain them to him.

He says that he will pay today and wants the shipment by next Friday. Promise you'll do it.

He says he's rather thirsty. Offer him a drink.

The meeting is almost over and you have just remembered an amusing story.

III. Revision of prepositions:

There is a lack _____ information _____ that company.

I am extremely sorry but we do not have this item _____ stock.

We still have 150 crates _____ order _____ you and we hope we will be able to deliver this next week.

He was _____ charge last week when his superior was _____ business.

Where do you usually go _____ holiday?

_____ reference to your letter _____ 13th February, I am writing to confirm your order.

She signed the document _____ behalf of her boss.

Can you deal _____ this report _____ time for the meeting?

We would like to sell this product _____ a good price.

I heard him shouting _____ you. What was he so annoyed _____ ?

Sales representatives are responsible _____ the Area Manager.

Why don't you get on _____ your boss? She seems to be very nice.

They decided to adjourn _____ lunch and continue _____ the afternoon.

How can she complain _____ her salary?

We're attending a seminar _____ a small town _____ the Costa Brava _____

Spain _____ Easter. We're flying _____ Alicante and then continuing _____ the conference centre _____ coach.

The Country Managers' meeting will start _____ Thursday morning _____ 9 am _____ Paris office just _____ the Rue de Ravioli. The morning meeting will go on _____ 12.30 when there will be a break. _____ lunch the meeting will continue until 5 pm. _____ the evening there will be an informal gathering _____ all participants.

IV. Word formation:

I phoned that company to ask for a job this morning but they haven't got any _____ VACATE.

Shell is a large _____ NATIONAL company.

The machine has _____ LIVE its usefulness, so we have to _____ PLACE it.

Theirs is a _____ PROFIT-MAKING organisation.

_____ FORTUNATELY, your reservation hasn't reached us in time.

I'm terribly sorry, but your work is _____ SUFFICIENT.

Are there any chances of _____ PROMOTE within the company?

Your visa expired a few weeks ago and is now _____ VALID.

I totally _____ AGREE with you, I believe that is a waste of money and energy.
 He's been _____ EMPLOYED for three years.
 He is a very _____ HONEST person, he very seldom tells the truth.
 I really _____ LIKE travelling on business during the summer.
 It's _____ LEGAL to employ people without the right permits.
 He's our main _____ DEBT.
 We received no _____ ACKNOWLEDGE from them about our order.
 Their _____ WITHDRAW from the contract may be very costly.
 The _____ EDUCATE system in our country is worse after every reform.
 Before operating the machine, you must _____ TIGHT the screws.
 She's an excellent _____ ADMINISTRATE.
 Thank you for your _____ RECOMMEND.
 My old car was extremely _____ RELY, so I had to buy a new one.
 We have received several letters of _____ APPLY for the post of an economist.
 There's a total of 27 _____ EMPLOY working in this department.
 I think we should place an _____ ADVERTISE in the paper to find a new Marketing _____ Assistant.
 We've made an _____ APPOINT for you to see the Human Resources Manager.

V. Prepositional phrases:

at a bargain, in debt, in contact with, on display, of inferior quality, by accident, out of date, superior to, on time, in advance, submit to, in charge of, waste on, in consultation with, take over from, of short duration, on condition, out of stock, to the schedule, specialise in

At this stage all products _____ are removed from the assembly line.
 We can't make any big decisions without being _____ our parent company.
 He erased their order _____.
 I can offer you the latest high-tech products _____ price.
 The old machinery was completely _____.
 You can see the products _____ at our showrooms nationwide.
 The strike was _____, so we didn't lose a lot of money.
 I'm sorry we can't help you as we are completely _____.
 The goods arrived _____.
 Their agency _____ surveying the public opinion.
 We can offer you the job _____ that you start work right away.
 Although they were _____, they managed to pay us in time.
 Our plans for the new model are processing according _____.
 Could you please remain _____ the head office all the time?
 There's no point in _____ money _____ any commercials.
 We have to request payment _____.
 Jane Jones has been _____ the Sales Department for two years now.
 You should _____ a copy of this _____ the head of your department.
 I'll _____ you if you are too tired to continue.
 We believe that our product is _____ theirs in every feature.

VI. Easily confused words: circle the correct word in bold in each of the following sentences:

Everything is in the file **except/accept** the letter we wrote last week.

This is a very **sensitive/sensible** problem so please do not discuss it with anyone.
I wondered if you would be willing to attend the meeting on Monday in my place as I'm not **interesting/interested** in the issues.
The presentation was a great success with a large **amount/number** of visitors.
What **else/more** was discussed at the meeting? Did I miss much?
This new software should certainly **spare/save** time.
Could you please send us a **recipe/receipt** for the goods we purchased?
This company is going to give us **advice/advise** on marketing abroad.
We would be grateful if you could **check/cheque** that the figures are correct.
The best place for the conference would be the Grand Hotel due to **it's/its** ideal location.
In order to save on costs, you are asked to be **economic/economical** with paper.
I would like to inform you that the documents have been **passed/past** on to the chief executive.

VII. Common mistakes: correct the sentences below:

Can you let us know what are your priorities?
She wants that we stay late tonight.
Are you waiting since a long time?
We've been in a so difficult situation.
How did you go here? With car?
I hear Bob's got a new work.
OK. I look forward to see you on Friday.
Give me a phone if you can't make it.
We must to finish by 4 at the latest.
He's the leader of his department.
He will address the people for his behalf.
Nine o'clock is too much early.
He suggested to meet later.
I must recognise this is a good idea.
My bank manager has agreed to borrow me another €2,000.
Please send me the precise measures when ordering.
Let me to introduce myself.
I like to say you something about product development.
Since then the production is increasing.
Last year it grew up for 30 per cents.
The concurrence is fierce and on the last board meeting we have discussed about the possibilities of starting a joint venture with a strange company.
In the last times we are working on a new food processing aparat.
Our R&D people are working very hard and if we would have enough money, we would finish the prototype in one year.

19.2 READING

Read this article, taken from the Economist and then do the exercise below:

THE ETERNAL COFFEE BREAK

Computers and electronic communications are allowing many people to use their homes as offices. But offices will never disappear entirely. Instead, the office of the future may become more like home.

American managers who want to get more out of their white-collar workforce will be in for a shock if they seek advice from Francis Harrison, a professor at Yale University who studies the pattern of office work. His advice is: companies need to devote more office space to creating places like well-tended living rooms where employees can sit around in comfort and chat.

Mr. Harrison is one of a group of academics and consultants trying to make companies more productive by linking new office technology to a better understanding of how employees work. The forecasts of a decade ago that computers would increase office productivity and reduce white-collar payrolls have proved much too hopeful.

Mr. Harrison predicts that the central office will become mainly a place where workers from satellite and home-based offices meet to discuss ideas and to reaffirm their loyalty to fellow employees and the company. This will require new thoughts about the layout of office buildings. Mr. Harrison sees the communal rooms or areas becoming the heart of an office.

Managers, says Mr. Harrison, will have to abandon their long-cherished notion that a productive employee is someone who can be seen. Appearing on time and looking busy will soon become irrelevant. Technology and new patterns of office use will make companies judge people by what they do, not where they spend their time.

That does not mean the end of the office, but its transformation into a social centre. New ideas about offices are catching on almost everywhere. K & A Builder Incorporated Subsidiary in Finland has equipped offices with reclining chairs and stuffed sofas to make them more comfortable and conducive to informal conversations and the swapping of ideas. Companies such as Five Star Check and installers are experimenting along similar lines.

Brand New, a manufacturer of office furniture, is one of the firms keenest to experiment with new office layouts and designs. Its research centre is designed around a series of office 'neighbourhoods' that put marketing, design and manufacturing people close to each other so they can find it easier to discuss ideas and solve problems. Employees on different floors can see one another through glass and easily go from floor to floor via escalator.

Top managers work in a cluster of offices that are wrapped around an atrium in the middle of the building rather than occupying the usual top-floor offices. They can see and be seen by the people they manage.

Now complete the sentences below with the information from the story:

According to Francis Harrison it is good for workers to have somewhere _____ where they can sit and _____.

Computers have not lead to increase in _____.

A central office will be a place where off-site workers can _____ for discussions and conversations.

Communal rooms will become the _____ of an office.

It will no longer be desirable for workers to come to work on _____ and look _____ all the time.

Workers will be judged by what they _____ not _____ they spend their time.

Offices will become _____ centres.

At Steelcase workers in different _____ are close to each other. And the _____ are not on the top floor.

19.3 SPEAKING

I. Telephone role-play:

You need to telephone your partner at his/her office at Smith and Jones Publishing Limited. You planned to have a lunch meeting but now you can't make it because of an emergency at your workplace. Telephone your partner and tell him/her about this. Try to set a new date.

You need to travel from London to Glasgow tomorrow on an urgent business. Your company has a travel agent who can help you organise a flight. Call him/her to arrange the details: you need to be in Glasgow by 11 o'clock and travel back to London in the evening.

You work for United Engineering. You need to ask Express Delivery service to collect a parcel from your office. Call them to arrange it, have your office address and details about the parcel ready to give them.

You want to stay at the Spring Waters Hotel in Hawaii as you are attending a three-day conference, from 5th to 8th September: call them and book a single room with the view of the ocean.

You need to talk to your bank manager, Mr. Jones. You are not sure of his direct telephone number so call the operator and ask to speak to him.

Call Mr. Ford, whom you met at the trade fair in Hamburg last month. He was interested in your products. Remind him where you met. Ask him if he was still interested in your products. Arrange a lunch meeting. Ask him to suggest a good restaurant. Promise to reserve a table there.

II. Here are two telephone conversations, one to the Agnelli's Restaurant and one to the Trump Hotel: arrange them in the correct order below:

Mr. Davis.

What name is it, please, madam?

That's fine, sir. A double room for three nights. Goodbye.

Mrs. Bradman.

That's fine, madam. A table for four this evening. Goodbye.

Yes, I'd like to book a double room from Tuesday to Friday.

Good afternoon, Trump Hotel. Can I help you?

Yes, I'd like to reserve a table for four this evening.

Good morning. Agnelli's Restaurant. Can I help you?

Could I have your name, please, sir?

AGNELLI'S Restaurant

A: _____

B: _____
 A: _____
 B: _____
 A: _____

TRUMP Hotel

A: _____
 B: _____
 A: _____
 B: _____
 A: _____

III. Choose the right words to complete the dialogues:

A: Good morning, Coult's Hotel. *Can/Do* I help you?
 B: Yes, *I/I'd* like to speak to the manager.
 A: Certainly. *Who/What* is calling?
 B: *My/Me* name is Hoorays.
 A: One moment, *please/thank you*. I'll put you through.

A: Good morning, Taj Mahal Restaurant. Can I help you?
 B: Yes, I phoned earlier to reserve a *table/room* for lunch.
 A: *Who/What* name is it?
 B: Mary Smith.
 A: Ah, yes. Mrs. Smith. A table *for/of* four for Friday.
 B: I'd like to change it to six, not four.
 A: That's *good/fine*, madam. *Good morning/Goodbye*.

A: Good evening, sir. *Would/Do* you like a table for two?
 B: Yes, please.
 A: Do you *make/have* a reservation?
 B: Yes, *the/in* name is Johnson.
 A: Ah, yes. A table for *two at eight/eight at two*. *Would/May* I take your *coats/vests*?
 B: Thank you.
 A: Please come this way.

A: Here *is/are* the menu for this evening.
 B: Thank you. Do you have a wine *list/menu*?
 A: Yes, sir. Here you are. Would you *like/want* to order a drink?
 B: Yes, please. *We'd like/We like* a gin and tonic and a Martini.
 A: Here are the aperitifs. Are you ready to *order/command* now?
 B: Yes, I think so.
 A: What would you like *as/with* a starter?
 B: One avocado with prawns for my wife and one melon with Parma ham for *me/I*. And could we *have/eat* some bread?
 A: Yes, of course.

A: I'd like to check *out/away* now. Could you *give/let* me have the *account/bill*, please?
 B: Yes, of course, sir. You are *in/of* room 639, aren't you?
 A: That's right.
 B: One *moment/time*, please and I'll *get/make* the bill ready.

A: Thanks.

B: Here you are, sir.

A: Does this *consist/include* service and *fees/tax*?

B: Yes, that's *everything/anything*. And it shows the *rate/value* for the room and the *extras/overs* are on the second page. How *would/could* you like to *pay/buy*?

A: *By/On* credit card, if that's OK. Here you are.

B: That'll do nicely. Thank you. Could you *sign/signature* here, please?

IV. Match the requests with the replies:

1. I'd like a double room for this Saturday and Sunday.
2. Could I reserve a table for four this evening?
3. I'd like a table for six for lunch on Sunday.
4. Could I have a single room over Easter?
5. Another bottle of Chateau Petrus '78, please.
6. It's John Williams speaking. I'd like to talk to the manager.

- a. I'm sorry; we don't serve lunch on Sundays.
- b. I'm afraid there's no answer on this number. Can I take a message?
- c. I'm sorry we are fully booked. It's our busy night.
- d. I'm afraid we haven't any left. We have some 1980.
- e. I'm sorry; we're fully booked that weekend.
- f. I'm afraid we haven't any rooms left this weekend.

V. Match the complaints with the replies:

1. My room is in a terrible state.
 2. My cases haven't been brought to my room.
 3. I had some important papers on the floor but now they're gone.
 4. The lights in the bathroom don't work.
 5. My shirts and trousers haven't come back.
 6. The fish isn't cooked.
 7. The shower in the bathroom doesn't work.
 8. I ordered two breakfasts in my room half an hour ago.
- a. I'm sorry, madam. I'll make sure they are brought up immediately.
 - b. I'll ask the chambermaid if she has seen them.
 - c. I'll send someone up to repair it straight away.
 - d. I'll send an electrician up at once.
 - e. I'll have a word with the laundry service.
 - f. I'll talk to the porter right away.
 - g. I'm sorry, sir. I'll bring you another one at once.
 - h. I'll contact Housekeeping straight away.

20 A LIST OF PICTURES

Picture 1: Different kind of companies.....	18
Picture 2: An example of a company organisation chart.....	22
Picture 3: A phone call	34
Picture 4: A hotel.....	45
Picture 5: A local delicacy.....	48
Picture 6: A train	98
Picture 7: A ship	100

21 SOURCES

- Ashley , A. A Correspondence Workbook. Oxford. Oxford University Press, 1992.
- Ashley, A. A Handbook of Commercial Correspondence. Oxford. Oxford University Press, 1992.
- Aspinall, T. & Bethell, G. Test Your Business Vocabulary in Use. Cambridge. Cambridge University Press, 2003.
- Duckworth, M. Grammar and Practice. Oxford. Oxford University Press, 2001.
- Duckworth, M. Oxford Business English Grammar & Practice. Oxford. Oxford University Press, 2001.
- Hughes , J. Telephone English. Oxford. Macmillan Publishers Limited, 2006.
- Jones, L. and Alexander, R. New International Business English. Cambridge. Cambridge University Press, 2000.
- Lesničar, B. and Tominšek, I. Business Correspondence in Four Languages. Celovec. Mohorjeva družba, 2000.
- MacKenzie, I. English for Business Studies. Cambridge. Cambridge University Press, 1997.
- Pohl, A. Professional English – Accounting. Harlow. Penguin English Guides, 2002.
- Sweeney, S. Professiona English – Finance. Harlow. Penguin English Guides, 2004.
- Vince, M. Advanced Language Practice. Oxford. Heinemann Publishers, 1994.
- Vince, M. First Certificate Language Practice. Oxford. Macmillan education, 2003.
- Watson-Delestree, A. & Hill, J. The Working Week, Cambridge. Language teaching Publications, 1996.
- Gourmet Travel, 2008.

Projekt **Impletum**

Uvajanje novih izobraževalnih programov na področju višjega strokovnega izobraževanja v obdobju 2008–11

Konzorcijski partnerji:



Operacijo delno financira Evropska unija iz Evropskega socialnega sklada ter Ministrstvo RS za šolstvo in šport. Operacija se izvaja v okviru Operativnega programa razvoja človeških virov za obdobje 2007–2013, razvojne prioritete Razvoj človeških virov in vseživljenjskega učenja in prednostne usmeritve Izboljšanje kakovosti in učinkovitosti sistemov izobraževanja in usposabljanja.