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Telephone Language

Here are some typical phrases that you can use in a telephone conversation. Telephone idioms marked**

Answering the phone

Hello? (informal)

Good morning/afternoon/evening

(Company name), Jody speaking.

Hello, Haliburton, how may I help you?

Hello, May I ask who is calling?

Hi John, What's up? I'm in a rush. **

Hey John, What's new? **

Introducing yourself

Hey George. It's Lisa. (informal)

Hello, this is Julie Madison calling.

Hi, it's Gerry Hanson from Repsol.

Speaking.*

This is he/she *

Following "May I speak with John Doe"

Directly after introductions

What can I do for you?

Oh hey John, What's up? ** (informal)

What's the news? **

What's the latest? **

Asking to speak with someone

Is Fred in? (informal)

Is Jackson there, please? (informal)

Could I speak to Susan Edwards please?

May I speak with Mr. Green, please?

Could I speak to someone from the department please?



Connecting someone

Hang on one second. (informal)

Please hold and I'll put you through to his office.

One moment please.

I'll put you through.

Who do you want to talk to?

Who to you want to speak to?

Who would you like to speak to?

Who do you wish to speak to?

Who do you wish to talk to?

Making special requests

Do you have some time to talk?

Are you busy right now?

Could you repeat that please?

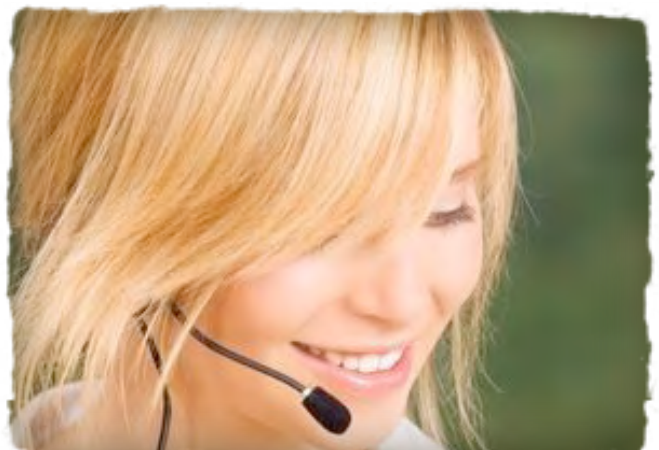
Could you spell that please?

Could you speak up a little please?

Can you speak a little slower please? My English isn't very strong.

Can you call me back? I think we have a bad connection.

Can you please hold for a minute? I have another call.



Telephone Language

Here are some typical phrases that you can use in a telephone conversation. Telephone idioms marked**

Taking a message for someone

I'm sorry, he just stepped out for a moment. Can I take a message for you? **

I'm sorry, Lisa's not here at the moment. May I ask who's calling?

Would you like to leave a message?

He's busy right now. Could you call again later?

I'll let him know you called.

Could I give him/her a message?

I'll make sure she gets the message

I'll transfer you to her voicemail; just leave a message after the tone.

Can I get him to call you back? What is a good time?

Leaving a message with someone

Yes, could you tell him his wife called, please?

No, that's okay, I'll call back later.

Yes, it's James from Comp Inc. here. When do you expect her back in the office?

Thanks; could you ask him to call Brian when he gets in?

Do you have a pen handy? I don't think he has my number.

Thanks. My number is 222-3456, extension 12.

Confirming information

Okay, I've got it all down.

Let me repeat that just to make sure.

Did you say 555 Charles Street?

You said your name was John, right?

I'm trying to reach John Doe at 555 444 545. Have I got the correct number?



Listening to an answering machine

Hello. You've reached 222-6789. Please leave a detailed message after the beep. Thank you.

Hi, this is Elizabeth. I'm sorry I'm not available to take your call at this time. Leave me a message and I'll get back to you as soon as I can.

Thank you for calling Kleinson. Our hours are 9am to 5pm, Monday to Friday. Please call back during these hours, or leave a message after the tone.

Leaving a message on an answering machine

Hey Mikako. It's Yuka. Call me! (informal)

Hello, this is Ricardo calling for Luke. Could you please return my call as soon as possible? My number is 334-5689. Thank you.

Hello Maxwell. This is Marina from Dell calling. I just wanted to let you know that your order has arrived. Please call me whenever it's convenient.



Telephone Language

Here are some typical phrases that you can use in a telephone conversation. Telephone idioms marked**

Finishing a conversation

Well, I guess I should go. Talk to you soon.
Thanks for calling. Bye for now.
I have to let you go now.
I have another call coming through. I have to go.
I'm afraid that's my other line.
I'll talk to you again soon. Bye.
Thank you for your help. Bye.
Bye-Bye **
Catch you later (informal) **
Can I put you on hold for a moment? (Receiving another call)
I'm going to need to put you on hold for a moment. (Receiving another call.)
Thanks, I'll get back to you soon. Bye **
I'm sorry, I'm busy at the moment; can I get back to you later?
Can I call you right back?
I'm just on my way out the door; can I get back to you?
Thank you very much for calling.

Numbers

1st, 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th, 13th, 14th, 15th, 16th, 17th, 18th, 19th, 20th, 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, 29th, 30th, 31st

First, Second, Third, Fourth, Fifth, Sixth, Seventh, Eighth, Ninth, Tenth,

Eleventh, Twelfth, Thirteenth, Fourteenth, Fifteenth, Sixteenth, Seventeenth, Eighteenth, Nineteenth,

Twentieth, Twenty First, Twenty Second, Twenty Third, Twenty Fourth, Twenty Fifth, Twenty Sixth, Twenty Seventh, Twenty Eighth, Twenty Ninth

Thirtieth, Thirty First

When giving a number, we generally say: 5-5-5, 4-4, 45, 55 (555 444 555)



Finishing a conversation

Uh uh – Denotes a negative response, listen to intonation
Uh, huh – Denotes a positive response, listen to intonation
Are you still there? (After a long pause with no speaking)
Can I get back to you later? (Need to double check information and call the person back)
B as in benefit (When spelling over the phone)



Attention to Client



Being Polite

Generally, these are written for phone conversations but can also be used at desk welcoming customers into the building.

Welcome to Customer Services, this is John. What can I help you with?

Hello, John speaking. How can I help you?

How can I help you?

How can I be of assistance?

What can I do for you today?

Can I put you through to anyone in particular?

What department can I direct you to?

I believe your question is better suited for _____. Let me put you through to him/her.

Let me see if _____ is available. Give me just one moment.

I'm sorry I can't be of any assistance, but if you give me your contact details I will pass them along to someone that can help.

Thank you for calling FCC, can you hold for just a moment? Thank you.

****These conversations normally start with a warm greeting. Make sure to use a pleasing tone in your voice. Speak softly.**

Solving Problems

Please give me some information to start.

Can you please give me your _____.

Can you tell me the nature of the problem?

What can I do to help you in this situation?

We just received notice about that issue and are beginning to work on a solution now. Thank you for the call.

We are working on a solution and expect it to be resolved within (a day/the hour/the afternoon/a week)

Ahh, I see that you are having trouble with _____... Let me put you through to _____ who can help resolve your problems.

Thank you for bringing that to our attention. We will begin to work on that as soon as possible.

I understand your concern.

It sounds to me that you are having trouble with ... " ... " Is that correct?

Now that we have determined the problem, let me put you through to ... (phone specifically)

Apologizing for mistakes

Opps, I'm sorry, I didn't hear you. Can you repeat that?

Did I hear you correctly when you said ... " "

We're sorry for any inconvenience that we caused you.

Let me personally apologize on behalf of our company and assure you that this won't happen again.

I'm very sorry that happened. Lets see what we can do to fix it.

I apologize, that was our fault.

Let's see what we can do so that doesn't happen again in the future.

**** It is important to take the responsibility for the fault whether you committed it or not. First, take responsibility and then go through the details with the customer.**



Attention to Client



Customer Service Idioms

Good Morning/Afternoon/Evening

Thank you, good bye.

Thank you for contacting customer service.

Unfortunately ... (When delivering bad news...)

Fortunately ... (When delivering good news...)

We regret to inform you that ... (Bad news)

We can assure you that... (Apologizing)

Unsolvable Problems

I have a good grasp on what you are looking for, and I will report that to my boss.

I understand what you need, and we will try to get that done as soon as possible.

Because you have been so patient, we would like to offer you ...

What if we ... (offer a temporary solution) ... while we are waiting for a permanent fix.

I see where you are coming from, and we should have an answer for you soon.

Angry Customers

I can imagine how frustrating this is from your point of view.

I can understand where you are coming from.

We are investigating that issue right now and should have an answer for you soon.

I'm sorry that happened.

I'm sorry that turned out that way, let me take a look at what I can do.

That is most certainly our fault, and we are working towards a solution.

Let me see if I can take care of that right now.

If you hold for just one moment, I will connect you to someone who can fix that right now.

I understand that must be very frustrating. I will look into a solution.

Please give me your details and I will have ____ call you to work on that. *

*With this statement, you need to be specific about who will call, either department or person. "Someone from the tech department", "Bob Jaskins, systems manager". This makes the customer feel important. If they feel their problem is important, it will ease their mentality.

**The most important point about dealing with an angry customer and the best way to defuse them is to simply let them rant. They have a problem they need to get off their chest, and you simply need to apologize as much as you can. Stress that you are working on a solution and give a timeframe for when it should be accomplished. As with the apologizing section above, always take personal responsibility first, then talk through specifics when they are more calm.



Following up

Use beginning statement: Hello/Hi ____, I am calling to find out if...

... has been resolved?

... you spoke to ____, and she was helpful. Were we able to fix those problems you were having?

Attention to Client



... everything worked out and if they is anything else I can help with?

If the problem has been resolved successfully:

Wonderful! Is there anything else I can help you with?

Great! I'm glad to hear it all worked out.

I'm pleased to hear that ...

Don't hesitate to contact me in the future if you need any other assistance.

Do you have anything you want me to pass on to the people who helped you?

If the problem has not been resolved successfully:

Oh no, I'm sorry to hear that.

Let me try putting you through to...

We will try our best to fix that as soon as possible.

Let me get your information and I will call you back if I hear something that could help you.

Role play

If you have the ability, use two different rooms and have the students call from one room to the other room. You can have one group of students work together to form an angry customer and all the things that they should say. Have the students work out a dialogue for their problem.

The other group of students should try to make a plan of what they think the angry customer will say and try to make as many phrases to apologize as they can. Have the angry group call the company and make their formal complaints.

If two rooms are not available, separate the students on opposite sides of the room, all facing in one direction with their backs to the other group. Complete the same activity.



Accounting & Finance



Quotations

Estimate for renovation work:

Our offices need some renovation work. We would like to install capacity for another 20 office workers. We would like a quote for how much it will cost.

Quotation required:

Could I have an estimate of redecoration and furnishing of four of our hotel rooms? Please send your representative to visit our hotel on prior appointment, and give us an idea of the time you will take to complete the work.

Invoices And Reminders

Invoice:

Please find enclosed invoice no. 5641-213 for the order of 20 laptop computers. Thank you for your order. We look forward to doing business with you again.

Reminder:

According to our records, we have not yet received a payment for the above invoice. May we remind you that your payment is overdue by three months. This is to remind you that above invoice is still unpaid. We would appreciate if you cleared your account within the next few days. Please send your payment promptly.

If you have already sent your payment, please disregard this letter.

Banking

Opening an Account:

I would like to open an account in your branch please.

-What type of account do you wish to open, a savings account or a current account?

A current account please.

- Do you have your passport as Id Proof and a phone bill as Address Proof?

- Please complete this form and return it to us

Many Thanks

Loans:

For a loan, the borrower borrows an amount from the lender. The money is paid back in regular installments.

Requesting a loan:

I am in need of some urgent financial assistance. I would like to apply for a €40,000 (Forty thousand Euro) loan.

What are the terms and conditions of the loan?

What is the rate of interest for this loan?

Can you confirm the interest is fixed-rate?

Payments

Making Payments:

I would like to pay money into my savings account please.

-Do you have your account details to hand and the amount you wish to pay in?

I have my sort code and account number.

Also, I would like to pay off the balance on my credit card.

- Your current balance is £245.50.

- Would you like to pay off the balance using your current account?



Accounting & Finance

Types of Money transfer are:

Wire transfer, (bank-to-bank transfer)

Electronic funds transfer, (bank card-based payments)

Money order, (transfer by postal cheque, Money Gram, Western Union or others)

Paypal (transfer by email, online)

The sender will need to provide the recipients account information. (account number, sort code, bank address, etc...)

Arithmetic

The four basic arithmetic operations are addition, subtraction, multiplication, and division. Harder arithmetic includes working with fractions, and decimals, and taking powers and roots.

What does that add up to?

How many are there in all?

If we put this together with that, how many will there be?

What is the total?

Add	Equal	Share
After	Half	Equally
Before	Increase	Small
Between	Left	Subtract
Big	Less	Sum Of
Compare	Minus	Take Away
Decrease	More	Times
Difference	Multiply	Together
Divide	Plus	Total
Double	Product	



Expenses

Expense or expenditure is an outflow of money to another person or group to pay for an item or service, or for a category of costs.

'Cost' and 'expense' in accounting have different meanings. i.e. while 'cost' is a monetary measure of the resources we have sacrificed to acquire an asset, an expense is that part of the cost that has expired and been used up by activities directed at generating revenue. So while all expenses are costs, not all costs are expenses.

Expenses take the form of actual cash payments (such as wages and salaries, rent, advertising)

Bookkeeping

Bookkeeping is the recording of financial transactions. Transactions include sales, purchases, income, receipts and payments by an individual or organization.

Bookkeeping involves making a record of the monies received by a business as well as the monies paid out. It encompasses money a company owes to vendors, employees, tax agencies, contractors and any other individual or entity. Bookkeeping is usually performed by a bookkeeper.

Financial Statement

A Financial statement is a written report which quantitatively describes the financial health of a company. This includes an income statement and a balance sheet, and often also includes a cash flow statement. Financial statements are usually compiled on a quarterly and annual basis.

Accounting & Finance



Sample Balance Sheet

Year Ended March 31,	2009	2008	2007
Revenue	\$ 14,580.2	\$ 11,900.4	\$ 8,290.3
Cost of sales	(6,740.2)	(5,650.1)	(4,524.2)
Gross profit	7,840.0	6,250.3	3,766.1
Selling, General & Admin expenses	(3,624.6)	(3,296.3)	(3,034.0)
Operating profit	\$ 4,215.4	\$ 2,954.0	\$ 732.1
Gains from disposal of fixed assets	46.3	-	-
Interest expense	(119.7)	(124.1)	(142.8)
Profit before tax	4,142.0	2,829.9	589.3
Income tax expense	(1,656.8)	(1,132.0)	(235.7)
Profit (or loss) for the year	\$ 2,485.2	\$ 1,697.9	\$ 353.6

Vocab

- | | |
|---------------------|------------------|
| Accounts Payable | Expenses |
| Accounts Receivable | Gross Income |
| Angel Investor | Gross Margin |
| Appreciation | Income Statement |
| Asset | Liability |
| Bailout | Liquid assets |
| Balance sheet | Net Income |
| Bond | Net Profit - |
| Cash flow | Payroll |
| COGS | Property |
| Depreciation | Revenue |
| EBITDA | Venture Capital |
| Equity | Vesting |

Business emails



Subject of the email should always be relevant to the content of the email.

Introductions

Dear Personal Director,

Dear Sir or Madam: (Use if you don't know who you are writing to)

Dear Dr, Mr, Mrs, Miss or Ms Smith: **

Dear Frank: (use this if the person is a close business contact or friend) (Informal)

Hello/Hi/Hey Frank, (same as above) (Informal)

Use if you know who you are writing to, and have a formal relationship with - **VERY IMPORTANT use Ms for women unless asked to use Mrs or Miss

General emails

I am writing to: inquire about

I am writing to apologize for

I am writing to confirm

With reference to your email on the ...

With reference to the advertisement you placed in ...

With reference to the meeting this afternoon ...

With reference to conference call ...

The meeting has been moved to

We need to delay ...



Can the meeting be postponed till...

We received your documents and will get back to you shortly.

Do you have availability to meet on ...

Requesting

Could you possibly ... ?

I would be grateful if you could ...

When do you expect it to be completed?

Giving Bad News

Unfortunately ...

I'm afraid that...

Regrettably ...

Agreeing to Requests

I would be delighted to ...

I would love to....

Attachments

Attached to this email you will find ...

I have attached ...

If you look at the attachment you will see...

Please find attached

I'm attaching

I added Frank to this email ...

Hope you find the attached documents useful.

I'm CC'ing Frank on this email as well ...

I'm including Frank on this email as well ...

I will forward this email to ...

I forwarded the email to ...

Business emails



Finishing an email

Sincerely,
Thank you for your help
Hope to hear from you soon.
Looking forward to your response.
Yours faithfully
Yours truly.
Best wishes,
Best regards,

Common Acronyms

BTW – By the way
WRT – With respect to
IMHO – In my humble opinion

Sample Email

Confirmation for Cheddar Deluxe

To:

Cc:

Bcc:

Subject: Confirmation for Cheddar Deluxe

Signature: None

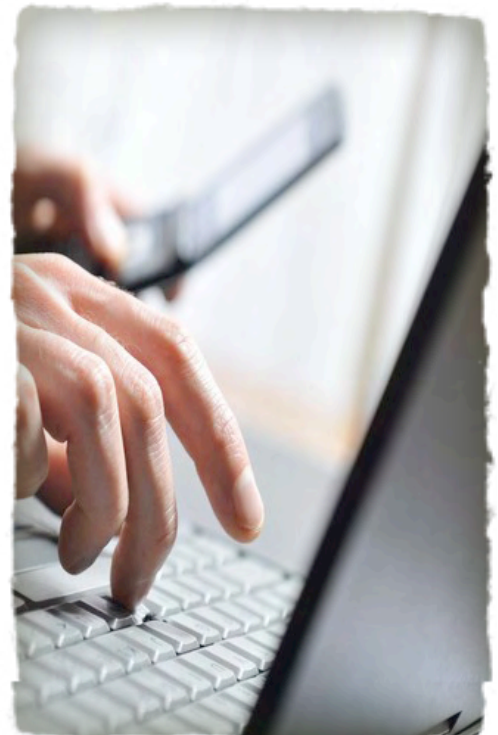
Dear Mr Flintstone:

With reference to our telephone conversation today, I am writing to confirm your order for: 120 x Cheddar Deluxe Ref. No. 856

The order will be shipped within three days via UPS and should arrive at your store in about 10 days.

Please contact us again if we can help in any way.

Yours sincerely,
Michael Jackson
Director of Jacko's Cheese House



Business emails



Roleplay

Read the following email from a employee that is about to quitting his job. Use this email to help you write an email to an employer that you had in the past. Write the last email you will write to your boss to tell him that you are leaving. It is important not to send the email you write. Use it as practice!

I'm resigning!

To: The Boss

Subject: I'm resigning!

Signature: None

Dear Mr. Boss

I'm thrilled to inform you that I'm resigning. I have been waiting for what seems like forever to inform you that I'm resigning. I've hated working for the company since the day I was hired. I don't like the work, I don't like my fellow employees, and I don't like you.

I am giving my resignation effective immediately and I'm heading for the open road. I bought a Harley and a leather jacket and my girlfriend, Denise, is coming with me. It was a hard to find a jacket to fit her, but we managed. I know you would like me to help you with the transition, but I won't. Have fun figuring out the files on my computer. I can't even figure them out most of the time.

Oh, speaking of computers, you'll need to figure out the passwords to all our online resources. I forgot to keep a list of them, so have fun with that.

Consider our bridges burnt.

See ya,
Happy To Be Gone!

Business Emails



This lesson explains how to write informal and formal emails.

	Formal / Neutral	Informal
Name	Dear Mr/Mrs/Ms Dear Mary	Hi/Hello Mary Mary, ...
Previous contact	Thank you for your email of ... Further to your last email, ... I apologize for not getting in contact with you before now.	Thanks for your email Re your email, ... Sorry I haven't written for ages, but I've been really busy.
Reason for writing	I am writing in connection with ... I am writing with regard to ... In reply to your email, here are ... Your name was given to me by ... We would like to point out that ...	Just short note about ... I'm writing about ... Here's the ... you wanted. I got your name from ... Please note that ...
Giving information	I'm writing to let you know that ... We are able to confirm that ... I am delighted to tell you that ... We regret to inform you that ...	Just a note to say ... We can confirm that ... Good news! Unfortunately, ...
Attachments	Please find attached my report I'm sending you ... as a pdf file.	I've attached ... Here is the ... you wanted.
Asking for information	Could you give me some information about ... I would like to know ... I'm interested in receiving/finding out ...	Can you tell me a little more about ... I'd like to know ... Please send me ...
Requests	I'd be grateful if you could ... I wonder if you could ... Do you think I could have ...? Thank you in advance for your help in this matter.	Please could you ... Could you ...? Can I have ...? I'd appreciate your help on this.
Promising action	I will ... I'll investigate the matter. I will contact you again shortly.	I'll ... I'll look into it. I'll get back to you soon.
Offering help	Would you like me to ...? If you wish, I would be happy to ... Let me know whether you would like me to ...	Do you want me to ...? Shall I ...? Let me know if you'd like me to ...
Final comments	Thank you for your help Do not hesitate to contact us again if you require any further information. Please feel free to contact me if you have any questions. My direct line is ...	Thanks again for ... Let me know if you need anything else. Just give me a call if you have any questions. My number is ...
Close	I am looking forward to ... Give my regards to ... Best wishes Regards	Looking forward to ... Best wishes Speak to /See you soon Bye (for now) / All the best

Business Emails



You've got an email - Partner A

Follow the instructions under each unit heading to "write" an email. Then exchange emails with Partner B and "reply" to his or her email.

Practice 1

Write

Write a short email to a colleague. Tell him/her about Steven Rosenstein's retirement party.

Invitation
Friday 20th August
6pm
at Joey's Bar

Reply

Thank your supplier for the information

Practice 2

Write

You receive the information below. Write an email to Brian, but remember, you've only met him once at a trade fair and exchanges business cards.

Can you ask that guy Brian who you met at the last international trade fair if he can send us some info about their new product? It would be great if he could give us a demo too!

Thanks! Kirsten



Reply

You work at a hotel and receive an email. Write a reply to it.

Our Facilities

4 large meeting rooms, 1 seats 60 people, 1 seats 40 people, 2 seat 20 people
Technical support
Swimming pool and sauna
Restaurant (weekends - restaurant only open evenings; for lunchtime arrangements our staff are happy to reserve you a table at a local restaurant.
Internet accesses in residents' lounge

Practice 3

Write

Your boss left this post-it note on your desk while you were at lunch. Follow the instructions she gave you.

Please email Ronald Chambers (r.chambers@jsu.com). We need his company's phone number and delivery address for our customer database.

Don't forget these are new clients. Be nice!

Thanks, Jen.

Reply

You receive an email from a former colleague. Reply to it.

Business Emails



You've got an email – Partner B

Follow the instructions under each unit heading to “write” an email. Then exchange emails with Partner A and “reply” to his or her email.

Practice 1

Write

Write an email to a client. You have some new brochures, which will be in the post today. The prices have changed though.

Reply

Thank your colleague for the reminder. You're definitely going. Keep the email short.

Practice 2

Write

You are organizing a small conference and would like to receive an offer from a few hotels. Use the information below to write an enquiry.

- **Dates: Saturday & Sunday (3rd & 4th Sept.)**
- **Participants: 45**
- **10 participants need rooms**
- **Buffet at lunchtime**
- **3 meeting rooms for 15-20 people**

Reply

Reply to the email you receive. You remember meeting the writer and can do what he/she asks.

Practice 3

Write

You receive this memo at work.

----- MEMO -----

We're pleased to announce that Carol has been promoted to head the Logistics Department, beginning March 1st. We're sure you'll join us in congratulating her & wishing her good luck!

You worked with Carol for many years before changing departments. Send her an email.

Reply

You receive an email from your potential supplier. Reply to it using the following information.

To: Purchasing Dept.

From: Management (Jakob Leitner)

Message:

Due to warehouse location change, our delivery address is now:

Avenida Diagonal, 643

08034 Barcelona

Spain

Tel. no +34 93 280 4923

Please make sure NOTHING is sent to this address until 1st July.



Business Emails



Making Arrangements

Formal / Neutral

Informal

Reason for writing

I'm writing to arrange a time for our meeting. What time would be convenient for you?

Just a quick note to arrange a time to meet. When would suit you?

Suggesting time/place

Could we meet on (day) in (the morning etc.) at (time)?

How about (day) at (time)?
Are you free sometime next week?

Saying when you are / are not free

I would be able to attend the meeting on Thursday morning.
I'm out of the office until 2pm.
Any time after that would be fine.
I'm afraid I can't manage next Monday.

I'm free Thursday am.
I won't be around until after lunch.
Any time after that is okay.
Sorry, can't make it next Monday.

Confirming

I'd like to confirm ...
That's fine. I will call/email you tomorrow to confirm the details.

Thursday is good for me.
That should be okay. I'll get back to you if there's a problem.

Changing arrangements

This is to let you know that I will not be able to attend the meeting next Thursday.
I wonder if we could move it to ...?
I apologise for any inconvenience caused.

Re our meeting next week, I'm afraid I can't make Thursday.
How about ... instead?
Sorry for the inconvenience.

Close

I look forward to meeting you in Brussels.
Let me know if you need to change the arrangements.

See you in Brussels.
Give me a call if anything changes.

Practice 1

Use the notes below to write an email to a client to set up a meeting.

Tues

Second meeting to finalize terms and conditions next week three possible times:

- Monday 13/3 2pm
- Thursday 16/3, any time
- Friday 17/3 morning any time

need approx 2 hours

(Urgent: deadline for reserving conference room tomorrow noon!)

Practice 2

Now look at the client's diary and write a response

Mon

BA 3452 Edinburgh Conference
(meeting with JT 15:00)

Tue

Presentation 10 - 11:30
Return Flight 16:10

Wed

Thu

9:00 - 12:00 Meeting J. Thomas
Pick up TG at airport 17:00

Fri

Assessment Centre
9:00-15:00

Sat

Sun

Business Emails



Job Application

Greeting (formal)

Dear Sir / Madam

Reason for writing

With reference to your advertisement on the ... website, I am interested in applying for the post of ...

Your background and experience

I am 26 years old and currently studying a degree in ... at ... University.
For the last two months/years I have been working as a ... at ...

The job itself

I am interested in this job because ...
I feel that I would be well-suited for this job as I enjoy/have a lot of experience in ...

Referring to your CV

I have attached my CV as a word document. You will notice that I ... as well as You will also notice that ...

Final comments

I would be grateful if you would consider my application.
You will see from my CV that two people can be contacted as references, one is ... and the other is from ...
I am available for interview in .../by phone any weekday afternoon, and you can email me or contact me on the number below.

Close

I look forward to hearing from you soon.
Yours faithfully,

Practice 1

Write an email applying for a job

Some ideas are given below, but adapt and change them as you wish.

- Look in some newspapers / magazines or in the internet for a job you might be interested in.
- Think of a real-life job you would be interested in. It doesn't matter if the position is not vacant at the moment.

Structure your email as follows:

- Reason for writing
- Your background and experience
- The job itself, and why you would like to do it
- Refer to your CV
- Final comments (availability for an interview)

Business Emails



Writing styles, formal / informal

Formal / Neutral

Thank you for your email received 12 Feb

With regard/reference to ...

I would be grateful if you could ...

We regret to advise you that ...

Please accept our apologies for ...

I was wondering if you could ...

We note that you have not ...

We would like to remind you that ...

It is necessary for me to ...

It is possible that I will ...

Would you like me to ...?

However, .../ In addition, ... / Therefore, ...

If you require any further information, please do not hesitate to contact me.

I look forward to meeting you next week.

Informal

Thanks for the email.

Re ...

Please could you ...

I'm sorry to tell you that ...

I'm sorry for ...

Could you ...?

You haven't ...

Don't forget that ...

I need to ...

I might ...

Shall I ... ?

But, ... / Also, ... / So, ...

If you'd like more details, let me know

See you next week.

Negotiations

Key negotiation skills are making proposals, expressing support or opposition, clarifying, turn taking and compromising. The following is a list of some of the most common expressions that we use in English in these situations.



Prior to Negotiations

	STRONG	NEUTRAL	WEAK
Their negotiator is...	...uncompromising / aggressive / stubborn	...flexible, willing to compromise	...weak / easily persuaded
Their company is...	...very powerful / in a strong position /	...our equal	...does not have a lot to offer / is in difficulty / vulnerable / under pressure
During the negotiation, we...	...must not compromise on our position at all	...can show some flexibility	...need this deal, we will have to accept their offer

Creating Goodwill

We are impressed with your company's work.
We are excited to work with such a great company
We are very pleased to have this opportunity to work together

We both share the same vision
Our goals are the same
We are reading from the same page



Proposals

Expression	Strength of Proposal
I strongly recommend that... In my view the only viable solution/option I suggest most strongly that...	STRONG
I propose that... My proposal is that...	NEUTRAL
I wonder if I might suggest... Wouldn't it be better to... If I may make a suggestion, we could...	TENTATIVE

Negotiations

Key negotiation skills are making proposals, expressing support or opposition, clarifying, turn taking and compromising. The following is a list of some of the most common expressions that we use in English in these situations.



Expressing Support / Opposition

Expression	Strength of Support	Expression	Strength of Opposition
<p>This proposal has my full support.</p> <p>I entirely approve of...</p> <p>I can thoroughly recommend that...</p>	TOTAL SUPPORT	<p>I am totally opposed to the proposal.</p> <p>I'm afraid this proposal leaves a great deal to be desired.</p>	TOTAL OPPOSITION
<p>I am in favour of...</p> <p>I would certainly endorse/support...</p> <p>I have no objection to that...</p>	NEUTRAL SUPPORT	<p>I'm afraid I can't support the proposal.</p> <p>As it stands, I would not be able to give it backing.</p>	NEUTRAL OPPOSITION
<p>My initial reaction is favourable, but...</p> <p>With certain reservations/conditions, I would support your proposal...</p>	PARTIAL SUPPORT	<p>I'm not sure this proposal is feasible.</p> <p>This proposal is likely to present difficulties.</p> <p>This seems like a good suggestion, but...</p>	PARTIAL OPPOSITION

Clarifying

Expression	Function	Expression	Function
<p>Are you saying that...?</p> <p>Correct me if I'm wrong, but...</p>	ASKING FOR CONFIRMATION	<p>I'm afraid there seems to have been a bit of a misunderstanding.</p> <p>I think you've misunderstood me.</p>	CORRECTING MISUNDERSTANDING
<p>I'm sorry I didn't quite understand what you said about...</p> <p>I'm afraid I don't understand what you mean.</p>	ASKING FOR REPETITION	<p>Perhaps I haven't made myself clear. Let me put it another way...</p> <p>Maybe I should make that clearer by saying...</p>	RE-PHRASING

Negotiations

Key negotiation skills are making proposals, expressing support or opposition, clarifying, turn taking and compromising. The following is a list of some of the most common expressions that we use in English in these situations.



Compromising

Offering a Compromise	Accepting a Compromise	Rejecting a Compromise
<p>We are willing to..., provided that...</p> <p>We are more than ready to..., as long as...</p> <p>I believe we can..., if...</p> <p>Would that be acceptable?</p>	<p>I think that would be perfectly acceptable.</p> <p>That seems to be a reasonable compromise.</p> <p>To meet you half way on this, I think we could agree to your conditions /proposal.</p>	<p>You put us in a difficult position.</p> <p>You leave us with very little alternative but to...</p>



Turn-Taking

May I interrupt for a moment?

Excuse me, but I think it's relevant to add that...

Could I say something about...?

If no one objects, I'd like to say a few words about...

If I may go back to the point I was making...

Overcoming deadlock

We can't seem to reach an agreement on this, we need to re-examine what's on offer.

We appear to be in deadlock, let's introduce ideas to help us move forward.

This deal is important to both parties, we need to pursue a resolution.



Negotiations

Key negotiation skills are making proposals, expressing support or opposition, clarifying, turn taking and compromising. The following is a list of some of the most common expressions that we use in English in these situations.



Vocab

Agent	Counterpart	Objective
Agreement	Deadlock	Point Of View
Alternatives	Deal	Point out
Amplify	Demands	Pressure
Arbitration	Discount	Proposal
Bargain	Dispute	Quote
Bargain price	Dominate	Range
Bedrock price	Entitled	Rebate
Bottom-line	Estimate	Receptive
Collective	Facilities	Resentment
Commitment	Feasible	Resistance
Compensate	Figure out	Resolve
Comply	Flexible	Supplier
Compromise	Haggling	Supply
Concession	High-ball	Tactics
Condition	Hostility	Tender
Conflict Resolution	Impulse	Tension
Confront	Indecisive	Trade-off
Consensus	Joint Venture	Turnkey
Contract	Know-how	Ultimatum
Cooperation	Leverage	Underestimate
Cordially	Log-rolling	Unrealistic
Counter Proposal	Low-ball	Victory
Counter-offer	Mislead	Yield
Counter-productive	Mutual	
Counterattack	Negotiate	

Dealing with numbers

Cardinals, Ordinals, Fractions, Dates, Time, Maths, Price (Student's copy)



Cardinals

1 One	17 Seventeen	902 Nine hundred and two	\$ 1,000.50
2 Two	18 Eighteen	1000 Thousand	
3 Three	19 Nineteen	10,000 Ten thousand	The currency is usually written in front of the number.
4 Four	20 Twenty	100,000 Hundred thousand	
5 Five	30 Thirty	1,000,000 One million	Wherever there is a point in Spanish goes a comma in English.
6 Six	40 Forty	10,000,000 Ten million	
7 Seven	50 Fifty	100,000,000 Hundred million	Wherever there is a comma in Spanish goes a point in English.
8 Eight	60 Sixty	1,000,000,000 One billion	
9 Nine	70 Seventy	1,000,000,000,000 One trillion	
10 Ten	80 Eighty		
11 Eleven	90 Ninety	Caution:	
12 Twelve	100 Hundred	One million= Mil millones	
13 Thirteen	121 Hundred and Twenty-one	One trillion= Un billón	
14 Fourteen	200 Two hundred		
15 Fifteen	300 Three hundred		
16 Sixteen			

Can you say this number? It's easy!

346,521,978

If you think of the figures in groups, with three numbers in each group. After the first number in the group, you say hundred and; and at the comma say thousand or million.

3 hundred and **46** million, **5** hundred and **21** thousand, **9** hundred and **78**

If there are 0's in the figure, you don't say them:

100,002 a hundred thousand and two

100,020 a hundred thousand and twenty

100,120 a hundred thousand, one hundred and twenty

Dealing with numbers

Cardinals, Ordinals, Fractions, Dates, Time, Maths, Price (Student's copy)



Ordinals

1 st	First
2 nd	Second
3 rd	Third
4 th	Fourth
5 th	Fifth
6 th	Sixth
7 th	Seventh
8 th	Eighth
9 th	Ninth
10 th	Tenth
11 th	Eleventh
12 th	Twelfth
13 th	Thirteenth
14 th	Fourteenth
21 st	Twenty first
22 nd	Twenty second
23 rd	Twenty third
24 th	Twenty fourth
100 th	Hundredth

A couple = 2
A dozen = 12
A score (of) = 20



Fractions

$\frac{1}{2}$	a half/ one half
$\frac{1}{3}$	a third/ one third
$\frac{1}{4}$	a quarter/ one quarter
$\frac{1}{8}$	an eighth/ one eighth
$\frac{2}{3}$	two thirds
$\frac{3}{4}$	three quarters
$\frac{3}{8}$	an eighth/ one eighth
$\frac{5}{8}$	five eighths
$\frac{7}{8}$	seven eighths
$3 \frac{3}{4}$	three and three quarters
$6 \frac{1}{2}$	six and a half

Fraction	A number that defines a part of a whole
Equivalent fractions	Fractions that have the same value.
Simplest Form	A fraction is in simplest form when the numerator and the denominator have no common factor other than 1.
Common denominator	When the denominators in two or more fractions are the same.
Least Common Denominator	The least common multiple (LCM) of the denominators of two or more fractions.
Improper fraction	When the numerator is larger than the denominator
Proper fraction	Numerator is smaller than the denominator.
Mixed Number	A whole number and a fraction.

Dealing with numbers

Cardinals, Ordinals, Fractions, Dates, Time, Maths, Price (Student's copy)



Role-play #1:

1, 2 Yahoo! This is a refreshing speed game after talking about theoretical vocabulary during the lesson itself. If you have an individual class it works very well, if you have a group class it works better!

Count as quickly as you can. You may also set a number to count until (for example 100) and start again from 1 when you are through. Replace every number that has a 3 in it or that is dividable by 3 by YAHOO!

1, 2, Yahoo! 4, 5 Yahoo! 7, 8, Yahoo! 10, 11, Yahoo! Yahoo!

Dates

Year dates:

There are two systems of year dates in English.

The numbers are said in pairs. 1922 would be pronounced 19 and 22: "nineteen-twenty-two"

A "0" is said as "Oh", so 1908 would be 19 and oh-8

"Nineteen-oh-eight"

The numbers are said in pairs but between them we say "hundred and"

1922 is "nineteen hundred and twenty-two".

The "0" is not said in this system, so 1908 is pronounced

"Nineteen hundred and eight".

Here are a few examples:

1900 nineteen hundred

1901 nineteen-oh-one

1902 nineteen hundred and two

1910 nineteen-ten

1705 seventeen-oh-five

1801 – 1900 the nineteenth century

1901 – 2000 the twentieth century

1960 – 1969 the nineteen-sixties (or the sixties)

1970 – 1979 the nineteen-seventies (or the seventies)

A hundred years are one century

Ten years are a decade

The early nineteenth century usually refers to 1801- about 1830

The mid- nineteenth century usually refers to 1830- about 1870

The late nineteenth century usually refers to 1870- 1900

In the same way you can speak about the early, mid- or late sixties.

Dealing with numbers

Cardinals, Ordinals, Fractions, Dates, Time, Maths, Price (Student's copy)



Dates

Month, day and year dates:

Be aware of the differences between the British and the American spelling of dates. The British system is comparable to the Spanish system. Also there are differences between how you write the date and how you then say it.

British English:

Write: 19 March 2008/ 19.3.2008

Say: (On the/ Today is the) nineteenth of March (of) two thousand-eight.

American English:

Write: March 19, 2008/ 03.19.2008

Say: (On/ Today is) March nineteenth (of) two thousand-eight.

Role-play #2:

Write a business diary for next month. Make sure you have something planned for every single day.

Then have a discussion with another student/ the teacher. You would like to have a meeting with him/ her next month and you need to find the best day for both of you.

(You will both have to cancel something).

Telling the Time

To tell someone what the time is, we can say "The time is..." or, more usually, "It's..."

Here is a typical dialogue:

Question:

What time is it, please?

Answer:

It's three o'clock.

The chart shows you two different ways to tell someone what the time is.

It's...	It's...
3.00 three o'clock	three
3.02 just gone three o'clock	three oh two
3.03 three minutes past three	three oh three
3.05 five past three	three oh five
3.09 nine minutes past three	three oh nine
3.10 ten past three	three ten
3.15 a quarter past three	three fifteen
3.20 twenty past three	three twenty
3.21 twenty-one minutes past three	three twenty-one
3.25 twenty-five past three	three twenty-five
3.30 half past three/ half three	three thirty
3.35 twenty-five to four	three thirty-five
3.40 twenty to four	three forty
3.45 a quarter to four	three forty-five
3.50 ten to four	three fifty
3.55 five to four	three fifty-five
3.57 three minutes to four	three fifty-seven
3.58 nearly four o'clock	three fifty-eight
4.00 four o'clock	four

Dealing with numbers

Cardinals, Ordinals, Fractions, Dates, Time, Maths, Price (Student's copy)

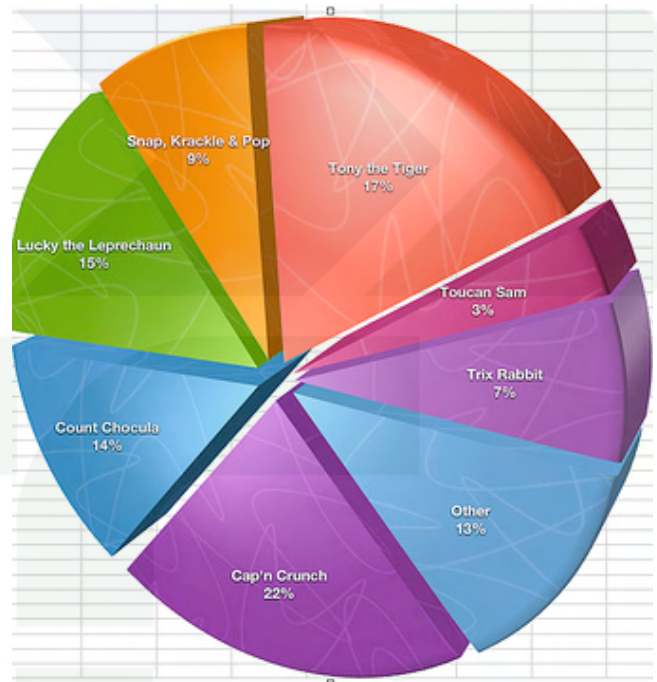


Percentages

- 20% Twenty percent
- 55% Fifty five percent
- 5.5% Five point five percent
- 0.03% "zero" point "zero" three percent

Vocabulary to be used with percentages:

- Prices go up / down
- Fares increased / decreased by 55%
- The 5% mark
- A high / low percentage
- A significant percentage



Mathematical Symbols

+	plus	1+1 one plus one
-	minus	1-1 one minus one
* or x	times	1*1 one times one
/ or ÷ or :	Divided by	1:1 one divided by one
=	Equals/ is	One plus one equals two
()	Parenthesis	(1-2) x 2 = - 2
>	Greater than	1 + x > 5
<	Less than	1 + x < 5
≥	Greater than or equal to	1 + x ≥ 5
≤	Less than or equal to	1 + x ≤ 5
≈	Approximately	1.333 + 1.333 ≈ 2.7

Dealing with numbers

Cardinals, Ordinals, Fractions, Dates, Time, Maths, Price (Student's copy)



Price

Prices

\$10.50 – “Pronounced 10 dollars and fifty cents”

Cash only

10% discount – “10 percent discount”

Increase – an item is costs more than before

Decrease – an item costs less than before

Went up – price increase from a previous time

Gone down – price decrease from a previous time

Buying – What you might say.

How much is this? (informal)

How much does this cost?

Can I pay with a credit card?

What's the damage? **

You said \$10.00 right?

Buying – What you might hear.

Cash or credit?

Can you please type in your pin number?

Would you like a bag?

That will be 20 dollars please.

May I see your ID?



Role-play #3:

You work in the sales department of Schnitzel Office Shop. You've received an order from Lucie-Kate Mc Johnson-Kleins from Doh Computer Systems (DCS). There is something wrong with the order. The end amount of her order seems to be incorrect. Call her up to double check everything. Go through every single item number, price, quantity number and end price. Can you spot the mistake?

Be very polite on the phone- Doh Computer Systems is a very good client and you don't want to lose them.

Presentations



Vocab

PowerPoint	A program by Microsoft used to create presentations (Thus: PowerPoint presentation)
Slides	Text, pictures, data, or video that is presented at the same time.
Projector	Machine which shows presentations.
Flash drive	Small electronic device for storing data and presentations.
Charts and graphs	visual aids for presenting data
Captions	Words that can explain visual aids in more detail
Footnotes	References for data in a presentation (generally at the bottom of the slide)
Legend	Words explaining symbols or visual aides used in a presentation (generally at the beginning of presentation, or next to any graphs within the presentation)

Presentation Structure

Most presentations are divided into 3 main parts (+ questions):

1	INTRODUCTION	Questions
2	BODY	
3	CONCLUSION	
+	Questions	

As a general rule in communication, repetition is valuable. In presentations, there is a golden rule about repetition:

1. Say what you are going to say,
2. Say it,
3. Then say what you have just said.

Presentations



1. Introduction and outline of the presentation

Here are some typical phrases that you can use when introducing and outlining a presentation in English

Welcoming your audience

Good morning, ladies and gentlemen
 Good morning, gentlemen
 Good afternoon, ladies and gentleman
 Good afternoon, everybody
 Thank you for the introduction (name). Today I will talk to you about.....

Introducing your subject

Today I am going to talk about...
 Today I will present...
 The purpose of my presentation is to introduce our new range of products...

Outlining your structure

To start with I'll describe the progress made this year. Then I'll mention some of the problems we've encountered and how we overcame them. After that we'll look at the possibilities for further growth next year and Finally, I'll summarize the presentation (before concluding with some recommendations).

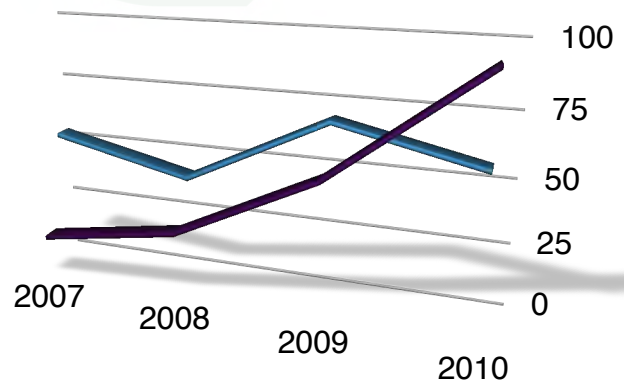
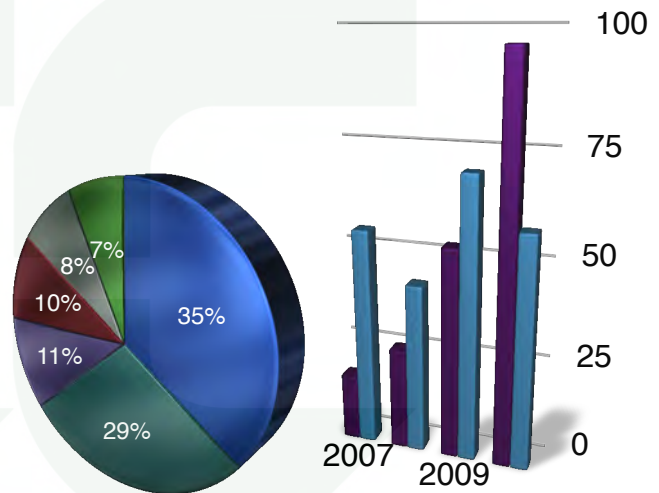
Giving instructions about questions

Feel free to interrupt me if you have any questions. I'll try to answer all of your questions after the presentation. I plan to keep some time for questions after the presentation.

2. The body of the presentation

Of all the information that enters our brains, the vast majority of it enters through the eyes. 80% of what your audience learn during your presentation is learned visually (what they see) and only 20% is learned aurally (what they hear). The significance of this is obvious: visual aids are an extremely effective means of communication. Non-native English speakers shouldn't worry so much about spoken English - they can rely more on visual aids.

Apart from photographs and drawings, some of the most useful visual aids are charts and graphs, like the 3-dimensional ones shown here:



Piecharts are circular in shape (like a pie).
 Barcharts can be vertical (as here) or horizontal.
 Graphs can rise and fall.

Presentations



Here are some typical phrases that you can use when moving through the body of a presentation

Explaining Data

The data shows a rapid / slow / significant increase / decrease over time...

You can use more verbs of movement here like rise / fall / maintained / sustained / etc...

The trends / findings indicate....

The symbols (triangles / circles / squares) represent....

The x-axis and y-axis

The chart represents....

Significantly higher / lower / unchanged....

You can use adjectives of quantity here like greater-than / less-than / equal / more

As you can see from this graph representing ...

Finishing one subject...

Well, I've told you about...

That's all I have to say about...

We've looked at...

So much for...

...and starting another

Now we'll move on to...

Now let me turn to...

Next...

Turning to...

Now I'd like to discuss...

Let's look now at...

Analysing a point and giving recommendations

Where does that lead us?

Let's consider this in more detail...

What does this mean for ABC company?

Translated into real terms...

Giving an example

For example,...

A good example of this is...

As an illustration,...

To give you an example,...

To illustrate this point...



Presentations



3. The Conclusion

Use the conclusion to:

- Sum up or summarize the results
(Give recommendations if appropriate)
- Thank your audience
- Invite questions

Here are some typical phrases that you can use when concluding a presentation

Summing up

- To conclude,...
- In conclusion,...
- Now, to sum up...
- So let me summarize/recap what I've said.
- Finally, may I remind you of some of the main points we've considered.

Giving recommendations

- In conclusion, my recommendations are...
- I therefore suggest/propose/recommend...

Thanking your audience

- Thank you very much for your attention.
- I would like to thank you all for being such an attentive audience.

Declining questions

- If you have any questions, feel free to contact me at:
- If you have a need to talk about this further, you can make an appointment with...
- My contact details are on the last slide if you have any questions.

Before we begin, feel free to write down my contact information in case you have any questions. **

I would just like to remind you that my contact details are ... if you have any questions contact me there. Thank you.

** A slide should be placed at the beginning of the presentation with contact details and repeated at the conclusion.

Inviting questions

- Now I'll try to answer any questions you may have.
- Can I answer any questions?
- Are there any questions?
- Do you have any questions?
- Are there any final questions?

Responding to questions

- As you can see from...
- I think that if you look at ... you will see that
- I believe that you are asking about ...
- So, you are asking if ... Is that correct? Great, then...

** In a larger group, always restate the question to the group before answering in case someone didn't hear the question to begin with. Restating the question will give you a few moments to process exactly what they want to hear.



Presentations



Activity #1

Give each student a piece of paper on which to write his/her family tree. When they have finished have them discuss the following questions:

What is your family name?

How many people in your immediate family (mom, dad, brothers, sisters, wife/husband, children)?

What about your extended family (grandparents, aunts uncles, etc.)

Where are your ancestors from?

What does your name mean in Spanish? (ex. Jorge Piedra, piedra=stone)

Do you have any famous (or infamous) ancestors?

Do you have family reunions?

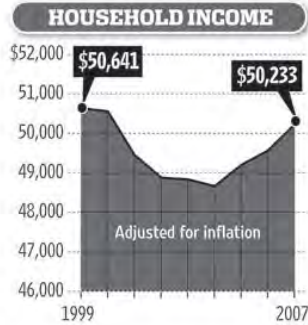
After they have finished their discussions, give them a presentation about your own family and name. Use visual aids like a family tree, and focus on the phrases and vocab used above. For homework, have the students organize simple, two to three minute presentations about their families and have them stand up in front of the class and give their presentations. They can use the paper that they created in step one as a visual aid to show to the class. As each student finishes his or her presentation, the rest are encouraged to ask questions and make comments pertaining to the content of the presentation.

Activity #2

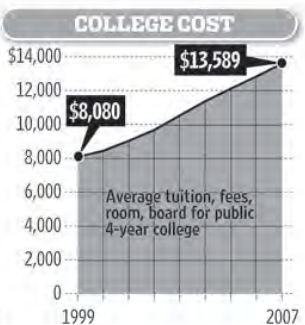
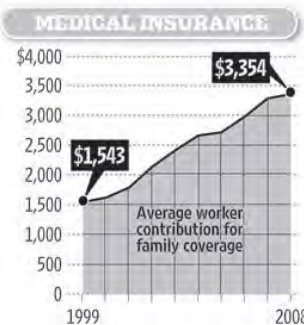
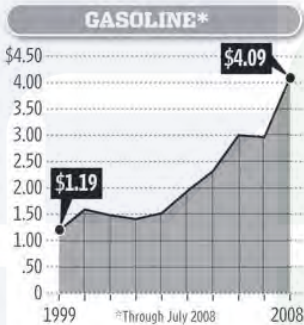
Print out the attached chart and figures, and have students discuss them using the language to describe visual aides. Have them prepare a short presentation with these figures about the economic crisis in Spain and the rest of the world, and how it is affecting them.



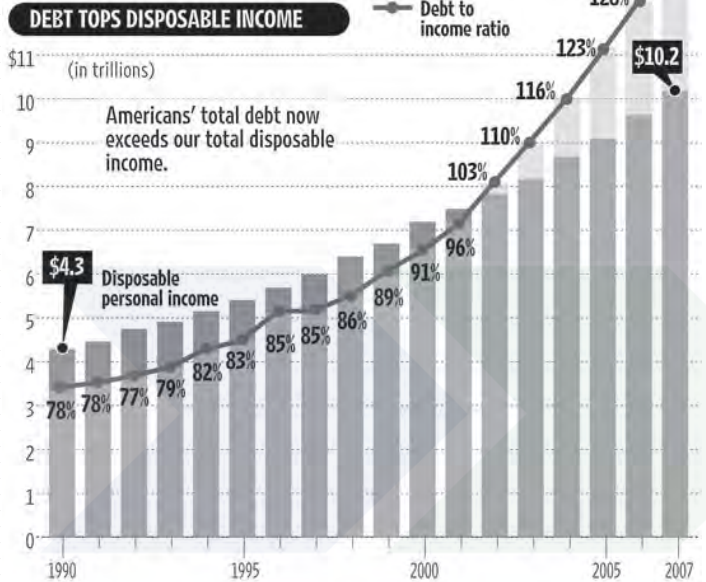
INCOME IS DOWN



COSTS ARE UP



DEBT HAS EXPLODED



SAVINGS HAVE VANISHED



Definitions and sources: The "Household Income" chart represents median household income adjusted for inflation as reported in the U.S. Census Bureau's "Income, Poverty, and Health Insurance Coverage in the United States: 2007." Price data for gasoline and eggs come from inflation data as reported by the U.S. Bureau of Labor Statistics. Medical cost data are reported by the Henry J. Kaiser Family Foundation. College costs are reported in the College Board's "Trends in College Pricing 2007." Debt and savings data are taken from Federal Reserve Board reports.

Detroit Free Press

Presentations

Here are some essential phrases for giving presentations in English.

Introduction & outline

At the beginning of your presentation, it's good to introduce yourself and say what company you work for and /or what your specific job is:

- "Good afternoon. My name is (your name) and I'm the (your job) at (your company)

Then, you can tell the audience what your general topic is. Here are two phrases you can use – you can complete these phrases by simply saying the name of your presentation.

- My topic today is ...
- Today, I'd like to talk to you about ...
- The subject of my talk is ...

Stating your purpose

- The purpose/objective/aim of this presentation is to ...
- Our goal is to determine how/the best way to ...

Structuring

- Let me quickly take you through today's presentation
- Let me give you an overview of the presentation
- I've divided my presentation into three (main) parts
- In my presentation I'll focus on three major issues.
 - Point one deals with ..., point two ..., and point three ...
 - I'll begin/start off by ..., Then I'll move on to ..., Then/Next/ After that ...
 - First, we're going to ...
 - After that, we'll be taking a look at ...
 - Then, we'll consider ...
 - Finally, I'll explain ...
 - I'll end with ...

Timing

- My talk will take about twenty minutes
- This won't take more than ...
- The presentation will take about two hours ...
- But there'll be a twenty minute break in the middle.



Timing

- Please feel free to interrupt me if you have any questions
- I'll leave some time for questions at the end of the presentation
- We will have about 10 minutes for questions in the question and answer period

Practice 1

- Use the notes below to prepare a brief introduction to a talk on safety for a manufacturing company.

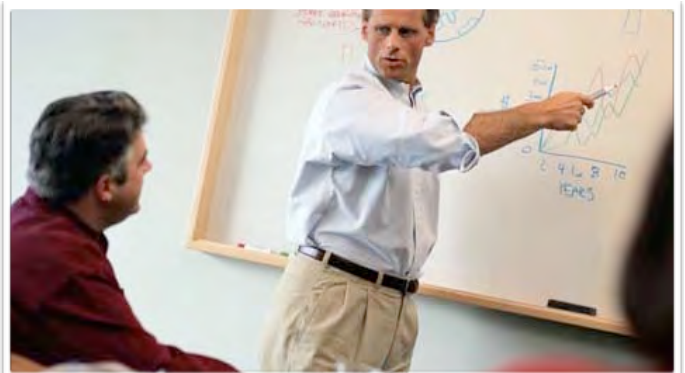
New safety conditions for production staff

- Protective clothing
- Training in accident prevention
- Changes to working practices
- Questions / discussion

Practice 2

Give a one minute introduction only to a talk on any topic you like. If you cannot think of a topic, choose from the list below:

- Your home town
- Your favorite sport
- Tourism
- Your first ever job
- Eating out
- Holidays
- A thing you really like
- Your previous job
- Your hobbies



Presentations



Describing Visuals

If you're giving a PowerPoint presentation, you'll want to refer to the slides, which can show pictures, graphs, maps, tables, etc. Here are some phrases you can use:

Introducing a visual

- Let's now look at the next slide which shows ...
- To illustrate this, let's have a closer look at ...
- The chart on the following slide shows ...
- I have a slide here that shows ...
- The problem is illustrated in the next bar chart ...
- According to this graph, our net profit has doubled.
- You can see the test results in this table.
- As you can see here ...

Describing trends

to go up
to increase
to rise
to climb
to improve

an increase
a rise
a climb
an improvement

to go down
to decrease
to fall
to decline
to deteriorate

a decrease
a fall
a decline
a deterioration

to recover
to get better

a recovery
an upturn

to get worse

a downturn

to level out
to stabilize
to stay the same

a leveling out

to reach a peak
to reach a maximum
to peak

a peak

to reach a low point
to hit bottom

a trough

to undulate
to fluctuate

an undulation
a fluctuation

Describing the speed of change

- a dramatic
- a marked
- a significant
- a slight

- increase / fall

- to increase / fall

- dramatically
- markedly
- slightly
- significantly

Highlighting information

- I'd like to stress/highlight/emphasize the following point(s).
- I'd like to start by drawing your attention to ...
- Let me point out that ...
- What's really important here is ...
- Let's look more closely at ...

Explaining a visual

- First, let me quickly explain the graph
- You can see that different colours have been used to indicate ...
- The new models are listed across the bottom.
- The biggest segment indicates ...
- The key in the bottom left-hand corner ...

Presentations



Practice 1

Draw a line graph for use in a presentation. Choose any situation or subject, real or imagined. If possible draw the picture on an overhead transparency. Then present the graph as you would in a presentation. Your description should last no more than a minute.

If possible, construct a graph that makes comparisons possible. Use solid, dotted or broken lines (or colours) to make the picture clear.

Indicating the end of your talk

- I'm now approaching / nearing the end of my presentation
- Well, this brings me to the end of my presentation
- As a final point, I'd like to ...

Summarizing points

- I'd like to end by emphasizing the main point(s)
- Before I stop let me go over the key issues again.
- I'd like to finish with ...
- a summary of the main points
- some observations based on what I've said
- some conclusions / recommendations
- a brief conclusion

Making recommendations

- We'd suggest ...
- We therefore (strongly) recommend that ...
- Based on the figures we have, I'm quite certain that ...

Inviting questions

- That concludes my talk.
- (Thank you for listening) ... Now I'd like to invite your comments
- Right. Now, any questions or comments?
- We just have time for a few questions

Avoiding giving answer

- If you don't mind, I'd prefer not to discuss that today
- Perhaps we could deal with this after the presentation / at some other time
- I'm afraid that's not really what we're here to discuss today

Admitting you don't know the answer

- That's a difficult question to answer in a few words
- It could be ...
- I would say ...
- I don't think I'm the right person to answer that. Perhaps (Mr Holmes) can help ...
- I'm afraid I don't know the answer to your question, but I'll try to find out for you
- I'm afraid I'm not in a position to answer that. Perhaps Maria could help.
- I don't have much experience in that field ...

Practice 1

Look at the following overhead transparencies used in a presentation on safety procedures on an oil platform. Use them to reconstruct the end of the presentation.

Begin as follows:

"That concludes the main part of my talk. Now I'd like to ..."

Summary

1. Three incidents in the year show communication problems
2. 35% of incidents in the last 5 years contain some degree of communication problem.
3. Existing communication procedures are not considered satisfactory

Conclusion

1. Training must place more emphasis on communication procedures
2. Programme of regular revision of communication procedures should be introduced.

Presentations



Practice 2

Imagine that you have given a talk on Marketing in Japan at a conference on business trends. What would you say in these situations?

1. At the end of your presentation, move to comments / discussion / questions.
2. A member of the audience suggests that you said that many small retail outlets, small shops, had actually closed down in recent years. In fact, you said this process has been going on for a long time. Politely correct that person.
3. Ask the audience for comments on why this has happened.
4. Agree with someone's suggestions, but suggest other factors. One is the increasing number of take-overs of smaller companies.
5. A member of the audience says the following: "I understand that a report showed that 700 new soft drinks came out in Japan in 1990 and one year later 90% had failed. That's a pretty amazing figure ..." Paraphrasing this, ask if in the USA or Europe that could not happen.
6. Someone suggests that in Japan there has always been an emphasis on quality and on products. In the West market research has been more developed.

Agree, but say the situation is changing.

Practice 3

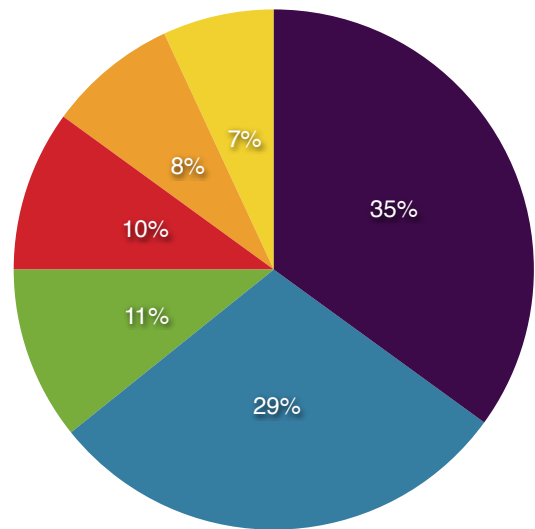
Divide into groups of four. Each person should prepare, in about two or three minutes, part of a short presentation on any topic he/she knows well.

Describe just one or two aspects of the topic in some detail for about three or four minutes. Then end what you say with a brief summary and/or conclusion.

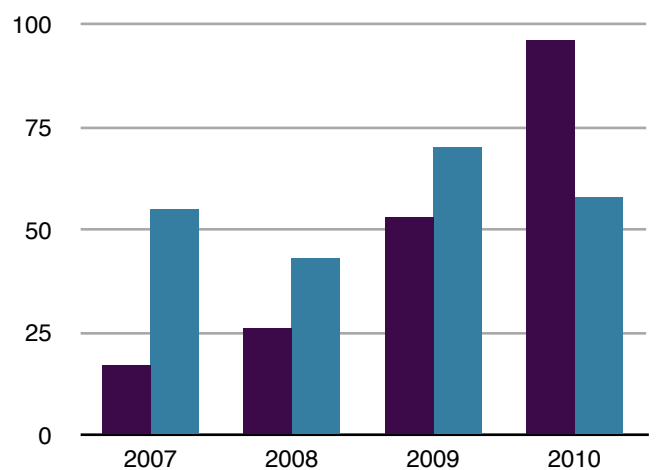
Your colleagues should:

- Ask questions
- Ask for more details
- Ask for clarification / repetition
- Paraphrase part(s) of what you said
- Offer more information based on their knowledge and/or experience

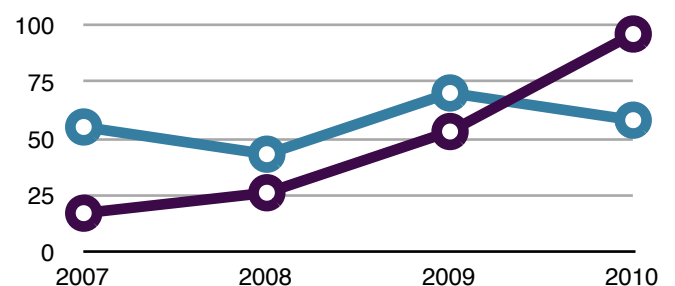
Types of graph



Pie Chart



Bar Chart



Line Graph

Meetings



One of the most common requirements of business English is holding meetings in English. The following sections provide useful language and phrases for conducting meetings and making contributions to a meeting.

Ask students to suggest phrases which could be used by a chairperson in the following situations in a meeting.

- To welcome the participants to a meeting
- To state the objectives of the meeting
- To introduce the agenda
- To introduce the first speaker
- To prevent an interruption
- To thank a speaker for his/her contribution
- To introduce another speaker
- To keep discussion to the relevant issues
- To summarise discussion
- To ask if anyone has anything to add
- To suggest moving to the next topic on the agenda
- To summarise certain actions that must be done following the meeting (for example, do research, write a report, meet again, write a letter, etc.)
- To close meeting

Practice 1

Work in groups of four. Decide on a chair and have a brief meeting using one of the situations below. After a few minutes' preparation, the chair starts the meeting, introduces the agenda, invites the first speaker to make his/her proposal, prevents interruptions, brings in other speakers, summarises, etc.

Situation 1

Meeting

To identify ways to reduce company costs.

Time: **Finish:**

Place:

Participants:

Agenda:

- Staff cuts
- Reducing the research budget
- Cutting salaries and running costs

Situation 2

Meeting

To decide on training needs and how to spend \$100,000 on training.

Time: **Finish:**

Place:

Participants:

Agenda:

- Decide priorities: marketing / information technology / languages
- Allocate costs
- Decide outline program

Useful language and phrases for conducting meetings and making contributions to a meeting.

Starting a meeting

- Perhaps we can get started
- First, thank you all for coming
- I'd like to welcome ...

Introducing the agenda

- You've all seen the agenda ...
- On the agenda, you'll see there are three items.
- There is one main item to discuss ...

Stating objectives

- We're here today to hear about plans for ...
- The purpose of this meeting is to ...
- Our objective is to discuss different ideas ...
- What we want to do today is to reach a decision ...

Introducing discussion

- So, let's start with ...
- I'd suggest we start with ...
- The background to the problem is ... This issue is about ...
- The point we have to understand is ...

Meetings



Calling on a speaker and asking for opinion

- I'd like to ask Mary to tell us about ...
- Can we hear from Mr Hanson on this?
- I know that you've prepared a statement on your Department's views ... What's your view?
- What do you think about ...?
- Any comments?
- Do you have any strong views on ... ?

Stating opinion

- It seems to me ...
- I tend to think ...
- In my view ...
- We think / feel / believe ...
- That's obvious that ...
- Clearly / obviously ...

Interrupting

- Excuse me, may I ask for clarification on this?
- If I may interrupt, could you say ...?
- Sorry to interrupt, but ...
- Do you think so? My impression is ...

Controlling the meeting

- Sorry Hans, can we let Mary finish?
- I don't think Lisa has finished yet.
- Er, Henry, we can't talk about that.
- I'm not sure that's relevant here
- I think we're drifting off the point a bit
- We need to look at this in more detail
- Perhaps we should discuss this a bit more
- Shall we move on?
- OK, to sum up then ...
- Does anyone have anything else to add?

Asking for clarification

- Could you be more specific
- Can you explain that (in more detail)?
- What do you mean by ... ?

Clarifying

- This means ...
- What I mean is ...
- What I want to say is ...
- To explain this in more detail ...

Moving the discussion on

- Now that we've discussed X, let's now ...
- Can we go on to think about ...
- Let's move on to the next point.

Closing the meeting

- I think we should end there. Just to summarise ...
- I think we can close the meeting now.
- We've covered everything, so I'd like to go over the decisions we've taken ... So, to conclude ... we've agreed ...
- We'll meet again next month ...
- It's been a pleasure to see you today and I look forward to our next meeting ...

Practice 2

Imagine you are the chair of a meeting. Look at the situations below. Use the expressions above to control the meeting.

Example A

You say: *I don't think Carol has finished yet.*

- Carol is speaking but Jeremy tries to interrupt.
 - An important decision needs to be made and people seem unclear about the options.
 - The aim of the meeting is to decide overtime pay but holiday entitlement is dominating the discussion.
 - You feel that discussion has focused on one point for too much time.
- a) You want to draw the meeting to a close.

Practice 3

Your group is the subcommittee and you are meeting to discuss these problems and to make recommendations to the Board.

Meetings



Read through the information on the File cards. Decide in groups who should lead discussion on each of the four topics. Each member should prepare his/her introduction. If possible choose an overall Chair for the meeting.

File Card 1

Paper recycling

Annual volume of waste paper: 50,000 tons Increasing pressure to recycle

Present situation:

- Production Dept. does recycle/chaotic/no supervision
- Human Resources Dept – irregular quantities
- Little interest to local recycling companies

We need company policy

Benefits: financial, good public relations

File Card 2

Driver with bad accident record

Larry Stutt

- 20 years lorry driver with Ashwood & Beam
- Always excellent service

Recently

- 5 accidents in one year
- Police charge of dangerous driving re last
- accident: 90km/hour in 50km/hour zone near school.
- No injuries so far
- What action to take?

Practice 4

In pairs use the outline below to create a chair's closing remarks for a meeting. To make this more realistic, add names and other details as required. Practice your closing remarks together.

1. Indicate that the meeting is almost over
2. Check that no one has anything else to say
3. Restate the purpose of the meeting
4. Introduce a summary of the decisions taken
5. Ask if everyone is happy with the summary
6. Indicate that (a colleague) will organize a presentation next
7. Fix a date for a new meeting
8. Thank you everyone for coming

Practice 5

Work in groups of three or four. Read the brochure for Sola Holidays above, then decide on your roles from the alternatives given. Study your File card information, the background information below and the agenda which follows. Spend ten minutes preparing for the meeting.

Decide who has which role:

- John Lubitsch Managing Director and Chair
- Andrew / Andrea Eastman Marketing Director
- Fred / Freda Lawani Director
- Eric / Erica Johnson Director

Background

Sunny Holidays is a holiday company specialising in short domestic holidays (not abroad). The company owns a string of luxury hotels.

Sunny ran a summer promotion in which any family booking a weekend break in a Sunny Hotel automatically qualified for a free balloon trip. (see the promotion leaflet) The balloon trips normally cost around £200 and Sunny has an arrangement with a balloon company Blue Balloon, to buy 1,000 trips at £80.

Unfortunately, the promotion was incredibly successful and instead of the forecast 1,000 balloon trips, over 4,000 customers applied and qualified for their free trips.

Meetings



Here is the agenda for the meeting:

Sunny Holidays

Memo: To Marketing

Meeting: Wednesday 25th October 2012 10:00 am – 11:00am

Place: Sunny Holidays Head Office

Participants: JL, AE, FL, EJ

Agenda

1. Report on Promotion for Sunny Weekend Breaks
2. Insurance position
3. Action required
4. Any other business

Meetings appendix

Jan Lubitsch (Managing Director and Chair)

Introduce the background and the problem. Explain the the promotion has been oversubscribed (you forecasted 1000 takers and there are 5000. You fear that the costs of meeting the extra 4000 will be enormous. The problem is that Blue Balloon do not have the capacity and anyway are contacted only to provide 1000 trips at \$80.

During the discussion you want to establish what action should be taken. Set specific actions that must be done after the meeting.

Andrew / Andrea Eastman (Marketing Director)

You feel ultimately responsible because you decided to run the promotion. You insured Sola against over subscription but only up to 1000 extra trips, not 4000. You took advice from an advertising agency, Promo World. You feel they gave you wrong advice and Sola should seek compensation from them.

Fred/Freda Cavani (Director)

You think that Sola were wrongly advised and should receive compensation from the advertising agency, Promo World, who advised Sola on the promotion. You want to know what legal position is on getting compensation.

Eric / Erica Whitehead (Director)

You think Blue Balloon should fix up more balloon trips at a cheaper price than \$80, or that other companies could be approached to help out. You are concerned about the bad publicity around the promotion. You think the Promo World should explain why they thought insurance for only 1000 extra trips would be enough.

However, you also think the situation cannot be so serious, as clearly many hundreds of people stayed in your hotels and may return for a second visit - so perhaps it has been a good promotion after all. You imagine that Promo World will say that, anyway.

Participating in a meeting



Introductions and First Item on the Agenda

Welcome everyone, thanks for coming this morning...
The objectives of today's meet are...
So, let's start with ...
I'd suggest we start with...
Why don't we start with...
So, the first item on the agenda is
Shall we start with ...
(name of participant), would you like to introduce this
item?

Closing an Item

I think that takes care of the first item.
Shall we leave that item?
Why don't we move on to...
If nobody has anything else to add, let's ...

Next Item

Let's move onto the next item



Now that we've discussed X, let's now ...
The next item on today's agenda is...
Now we come to the question of...

Keeping the Meeting on Target

Well, that seems to be all the time we have today.
Please be brief.
I'm afraid we've run out of time.
Let's get back on track.
That's not really why we're here today.
We'll have to leave that to another time.
Are we ready to make a decision?.

Getting the Chairperson's Attention

If I may, I think...
Excuse me for interrupting, but...
May I come in here?

Voting On An Agenda Item

We need to vote on this...
Can we have a show of hands for those who agree...
And those who disagree...
Can we record the vote as 12 for and 5 against...

Asking for Repetition

I'm afraid I didn't understand that. Could you repeat what
you just said?
I didn't catch that. Could you repeat that, please?
I missed that. Could you say it again, please?
Could you run that by me one more time?

Participating in a meeting



Asking for Clarification

I don't quite follow you. What exactly do you mean?
I'm afraid I don't quite understand what you're getting at.
Could you explain to me how that is going to work?
I don't see what you mean. Could we have some more details, please?

Asking for Spelling

Could you spell that, please?
Would you mind spelling that for me, please?

Correcting Information

Sorry, I think you misunderstood what I said.
Sorry, that's not quite right.
I'm afraid you don't understand what I'm saying.
That's not what I meant

Summarizing

Before we close today's meeting, let me just summarize the main points.
Let me quickly go over today's main points.
To sum up, ...,
OK, why don't we quickly summarize what we've done today.
Shall I go over the main points?

Finishing Up

Right, it looks as though we've covered the main items. If there are no other comments, I'd like to wrap this meeting up.
Let's bring this to a close for today.
Is there Any Other Business?

Giving Opinions	Agreeing	Commenting	Disagreeing
<p>I'm positive that...</p> <p>I (really) feel that...</p> <p>In my opinion...</p>	<p>I totally agree with you.</p> <p>Exactly!</p> <p>That's (exactly) the way I feel.</p> <p>I have to agree with (name of participant).</p>	<p>That's interesting .</p> <p>I never thought about it that way before.</p> <p>Good point!</p> <p>I get your point.</p> <p>I see what you mean.</p>	<p>Unfortunately, I see it differently.</p> <p>Up to a point I agree with you, but...</p> <p>(I'm afraid) I can't agree</p>

Participating in a meeting



Suggesting and Agreeing on Time, Date and Place

Can we set the date for the next meeting, please?
So, the next meeting will be on ... (day), the ... (date) of... (month) at ...
Let's next meet on ... (day), the ... (date) of... (month) at ... What about the following Wednesday? How is that?

Video Conferencing

We would like to arrange a video conference
Can I check your availability and also what system you are using, Skype, FaceTime?
- I am available between 12:00 and 13:00, we can use Skype.
Can we confirm the time of the video call?
- We can be online and signed-in to Skype at 12:10
We will need to check the connection stability before the call.
- I will have our technician test the connection at 12:00

Meeting Role Plays

Student 1

You are a senior manager of TeleMadrid, an independent broadcasting company.
Recently your viewing figures have been falling as more people have switched to satellite channels. So now you get less money from advertising.

You will meet with other managers to discuss possible ideas to get / save more money.

Prepare to table these motions:

- ~ Cover more local sporting events (e.g. Local basketball games)
- ~ Increase amount of advertising shown to 20 minutes per hour (it is now 10)
- ~ Stop broadcasting after 11:00 p.m. (You now broadcast until 1:00 a.m.)



Participating in a meeting



Exercises

Student 2

You are a senior manager of TeleMadrid, an independent broadcasting company.

Recently your viewing figures have been falling as more people have switched to satellite channels. So now you get less money from advertising.

You will meet with other managers to discuss possible ideas to get / save more money.

Prepare to table these motions:

- ~ Cover more local festivals
- ~ Sponsor a local beauty contest or talent contest for new pop groups
- ~ Do a market survey to find out what viewers want to see

Student 3

You are a senior manager of TeleMadrid, an independent broadcasting company.

Recently your viewing figures have been falling as more people have switched to satellite channels. So now you get less money from advertising.

You will meet with other managers to discuss possible ideas to get / save more money.

Prepare to table these motions:

- ~ Show more Hollywood movies at popular viewing times
- ~ Show old (cheap) movies late at night
- ~ Stop all outside broadcasts

Student 4

You are a senior manager of TeleMadrid, an independent broadcasting company.

Recently your viewing figures have been falling as more people have switched to satellite channels. So now you get less money from advertising.

You will meet with other managers to discuss possible ideas to get / save more money.

Prepare to table these motions:

- ~ Show all programming in Dual Audio (English and Spanish)
- ~ Show programs aimed at a younger audience (18 - 30 year olds)
- ~ Show re-runs of programs throughout the night (so you can show adverts at night)

Human Resources



Recruitment

The process of finding people for particular jobs is **recruitment** or, especially in American English, **hiring**. Someone who has been recruited is a **recruit** or, in American English, a **hire**. The company **employs** or **hires** them; they **join** the company.

A company may **recruit** employees **directly** or use **outside** recruiters, **recruitment agencies** or **employment agencies**. **Outside specialists** called **head-hunters** may be called on to **headhunt** people for very important jobs, **persuading** them to leave the organizations they already work for. This process is called **headhunting**.

Applying for a job

Fred is a van driver, but he was fed up with long trips. He looked in the **positions vacant pages** of his local newspaper, where a local supermarket was **advertising** for van drivers for a new delivery service. The advert mentioned the **rate of pay** and **routine tasks** Fred would be expected to carry out as well as the **responsibilities** of the position.



He applied for the job by completing an application form and sending it in.

Harry is a building engineer. He saw a job in the **positions vacant pages** of one of the national papers. He made an **application**, sending in his **CV** (**curriculum vitae** - the 'story' of his working life) and a **covering letter** explaining why he wanted the job and why he was the right person for it.

Note: **Situation**, **post** and **position** are formal words often used in job advertisements and applications.

Selection procedures

Hans Kleinson is the head of recruitment at a German telecommunications company. She talks about the **selection process**, the methods that the company uses to recruit people:

'We advertise in national newspapers. We look at the **backgrounds of applicants**: their experience of different jobs and their **educational qualifications**. We don't ask for handwritten letters of application as people usually apply by email; **handwriting analysis** belongs to the 19th century. We invite the most interesting candidates to a **group discussion**. Then we have **individual interviews** with each candidate.

We also ask the candidates to do written **psychometric tests** to assess their intelligence and personality.

After this, we **shortlist** three or four candidates and we **check their references** by writing to their **referees**: previous employers or teachers that candidates have named in their applications. If the references are OK, we ask the candidates to come back for more interviews. Finally, we **offer the job** to someone, and if they **turn it down** we have to think again. If they accept it, we **hire** them. We only **appoint** someone if we find the right person.'

Human Resources



Selection Methods

The type of selection methods to be used will be decided by the selection panel and may include one or more of the following:

- Panel interview
- Presentation
- Selection tests
- Work samples or portfolios

Candidates will normally be invited to one interview only. However, in exceptional cases a second interview may be necessary, or a two-stage selection process required.

Shortlisting

Human Resources will send all applications received to the chair of the selection panel. The Human Resources

team will contact the shortlisted applicants to inform them of the interview arrangements. All selected candidates, must be interviewed prior to employment, to ensure their **eligibility and suitability for the post**. Successful applicants will be advised via phone call, email and regular mail.

Termination

Employees who are in breach of their contract, may have their contract terminated. This is referred to as being **sacked or being fired**. They may have to leave the company immediately and spend a period of notice not working but still under contract. This is called being on **gardening leave**.

If the company is being reduced in size and staff have to leave, this is called being **made redundant or being laid off**.

To resign from a job is to leave voluntarily. Usually, the employee will have to work a **notice period**.

Vocab

A covering letter	Application	Basic salary	Credentials
A group discussion	Application form	Business hours - office hours	Day shift
A psychometric test	Apply	Career development	Disability pension
A recruit /A hire	Appoint	Christmas bonus	Dismiss - to fire
A shortlist	Aptitude test	Clerical work - office work	Dismiss without notice
Absentee	Ask for a rise	Company bargaining - company negotiation	Early retirement
Absenteeism	Assistant	Compensation for permanent disability	Educational qualifications
Accident at work	Back pay		Eligibility and suitability
An application form	Background		Employer
Applicant - candidate	Bargaining power		Employment agency

Human Resources



Vocab

Employment contract - labour contract	Lay off	Production bonus	To depend on
Executive personnel	Leave	Public holiday (GB) - national holiday (US)	To employ / hire
Experienced person	Letter of appointment	Purchasing manager	To fill a vacancy
Fired	Made redundant	Rate of pay	To headhunt
Full-time employment / job	Managing director	Recruitment /Hiring	To offer the job
Head-hunter	Middle management	Recruitment agencies / Employment agencies	To promote
Health care	Minimum wage	Referees	To strike
Holiday (GB) - vacation (US)	Motivation	References	To turn an offer down
Index-linked wages	Night shift	Refresher course	Trade-union (GB) - labor union (US)
Industrial injury	Notice period	Resignation (noun)	Training
Industrial relations (GB) - labor relations (US)	Occupation - employment	Risk indemnity	Two-stage selection process
Industrial tribunal - labour court	Office hours	Sacked	Underemployed
Internal regulations	Office manager	Salary	Unemployed
Interview	Office staff - office personnel	Seasonal employment	Unskilled labour
Job - employment	On probation - to be on trial	Severance pay - dismissal pay	Unskilled worker
Job application	On strike	Sick leave	Vacancy - vacant position
Job description	On the job training	Skilled labour	Wages
Job evaluation	Outside recruiters	Social security	Work samples / portfolios
Job satisfaction	Oversourcing	Striker	Working time
Job security	Overtime pay	The job is still vacant	Workload
Job sharing	Part-time job	The selection process	Workplace
Labour disputes	Payroll - payroll ledger	To advertise for	
Labour force - manpower	pay-slip	To apply for a job / To make an application	
Labour market	Pension	To appoint	
Labour relations - trade-union relations	Pension fund	To be in charge of	
Laid off	Permanent staff	To Be out of work	
	Personnel department	To demote	
	Positions vacant pages		
	Post / position		

Human Resources



Exercises

Exercise 1

Describe your company's selection process.

Is it similar to the process that Hans Kleinson uses?

Do you think it is the most effective way possible to select potential employees?

How do you think it could be improved?

Do they use different selection processes for different types of jobs? I.e. the process for an engineering position compared to the one for a Department Manager or Team Leader.

Exercise 2

You are in charge of recruiting a new sales manager. Write an advertisement for the local newspaper, as well as for the internet. Include a detailed description of what type of a person you are looking for.



Human Resources



Company Hierarchy

Position	Other	Explanation
A. Shareholders		"Owners" of the company
B. Board of Directors	the Board	Non-executive board that makes decisions about the company
C. Chief Executive Officer	CEO Chairman (Managing Director UK)	Senior manager responsible for overseeing the activities of the whole company
D. Chief Operations Officer	COO Executive Vice President	Senior manager responsible for monitoring upper level day to day operations
Chief Financial Officer	CFO	Senior manager responsible for the financial running of a company
Chief Technical Officer	CTO	Senior manager responsible for the technical planning /development of a company
E. Executive Vice Presidents		Responsible for optimizing the performance of various departments with the company
F. Vice Presidents	VP	Responsible for carrying out the strategic plan of the upper management
G. General Managers		Responsible the coordination of managers from various sections of the company
I. Managers		Helps to train the supervisors and helps with the organizational scheme of the workers and supervisors
J. Supervisors		Oversee and assist workers, mentor the workers and defend their rights to the managers
K. Workers		Responsible for completing the tasks a company is created for

Management

The top people in a company can be called 'senior management'.

- We need to get approval for this from senior management.
- With my qualifications and experience, I should have a job in senior management.

Of course, another term for this is 'top management'.

- He rose quickly through the company and had a top management position before he was 30.
- The top management of this company have no imagination or drive.

Not surprisingly, the opposite of 'senior management' is 'junior management'.

- He was promoted from the shop floor into a junior management position.
- I feel I'm ready to move up from this junior management job.

Between 'senior' and 'junior' management is 'middle management'.

- It's time I was promoted from junior management to middle management.
- He rose rapidly to middle management but was then never offered a senior post.

Human Resources



The group of managers can be called the 'management team'.

- We have a strong management team, full of high quality people.
- We need to improve our management team to bring new life to the company.

'Aggressive management' means being determined to do well and using strong methods to achieve success.

- His aggressive management style has upset a few people.
- We need some aggressive management to wake up this sleeping giant.

'Day-to-day management' is concerned with the ordinary and regular issues of a company.

- I spend so long on the day-to-day management of my department that I have no time to look at the long-term.
- You will deal with the day-to-day management of the company while I work on the strategy.

'Strategic management' is concerned with the long-term of the company.

- This company lacks good strategic management and is just drifting.
- You need to spend more time on strategic management and less on day-to-day issues.

'General management' is concerned with all aspects of the company, not a specialist area such as Research or Marketing.

- You've spent your whole career in Sales and you need some experience of general management.
- You need some time in general management to get an overview of the company.

If there is 'inefficient management', a company will not use its resources as well as it should. The opposite of this is 'efficient management'.

- The company is riddled with inefficient management. Don't work with them.
- If we replaced the inefficient management, we could turn this company around.

'Weak management' lacks the determination to carry out difficult decisions or actions.

- This department has suffered from weak management for the last ten years. There is a culture of weak management in this organization.
- The opposite of this is 'strong management'. Notice that you can be 'strong' without being 'aggressive' – the first is reactive to events and the second is proactive.
- This company needs some strong management to take on the unions.
- We need strong management in this company, but not too aggressive.

CV Language

Section	Helpful Vocabulary	Phrases
Profile	Looking for Challenging Overcome Variety Responsible Hard-working Dependable Professional Certified	I am looking for ... I am a hard-working ...
Employment History	Standard Standardized Methods Effective Techniques Developed	Responsible for ... Oversaw ... Coached ... Mentored ... Planned... Created... Used a variety ... Assisted...

Human Resources



Section	Helpful Vocabulary	Phrases
Education and Training	Bachelors Masters Degree Doctorate PH.D MBA Certificate	Attained... Received...
Additional skills and Experience	Languages spoken Programs known	Completed ... Worked with... Have experience in ...
References	Name Mobile Email	Name: Contact: Email: Mobile:

CV Outline

Personal Details

John Appleseed

Email: j.appleseed@icloud.com
Tel: +00 63 45 789



Education and Training

A list of the schools that you attended, dates you attended them, and any degrees earned. If it has been more than 5 years since you have been in a school, place this after additional skills in your resume.

Employment History

Write name of the companies that you have worked for and the dates that you worked for these companies. In addition, this area should have a section describing the responsibilities that you held at that job. Instead of writing responsibilities you can write the goals that you have achieved in each of these jobs. No matter the method, be direct, honest and give yourself a lot of credit.

Additional Skills and Experience

List any additional skills you have that will be important for the job you are applying to. These should be skills that have not been written about in a previous section. Keep them short, only a phrase.

Interests

Depending on how long your resume is, this section is optional. More employers don't care what your interests are. Sometimes, you may find something in common with your interviewer and will be able to talk more about this topic.

References

These are people you know and trust that you have previously worked with. Before you put someone down as a reference, make sure to talk to him or her. Ask them if they would give you a good reference or a bad reference. Tell them to be honest and direct.

Human Resources



Language of Recruitment

Hiring and Firing

If you 'hire' someone, you employ them.

- We hired him on a six month contract.
- I hear that they are not hiring people at the moment because of budget problems.

If you 'fire' somebody, you dismiss them from their job, usually because of something they did.

- I had to fire Sally because she kept on making mistakes.
- If you don't improve, they may decide to fire you.

If you 'make somebody redundant', you dismiss them from their job for economic reasons.

- They are closing down the factory and making 500 people redundant.
- I was made redundant from my last job.

If you 'recruit' people, you persuade them to work for you.

- We need to recruit more young engineers.
- It's difficult to recruit people because our pay is so low.

If you 'headhunt' someone for a job, you approach them because you think they are well-qualified for the job and offer them the job.

- We need to look at the people doing similar jobs in other companies and headhunt the best one.
- He was headhunted at great expense but the job didn't work out and he left.

If you 'hand in (or give in) your notice', you tell your employer that you are going to leave the company.

- She handed in her notice this morning and is leaving at the end of the month.
- He gave in his notice and they told him he could leave straight away.

If a company 'gives someone notice', they tell them that they are going to lose their jobs.

- The company only gave me three days' notice that I was being made redundant.
- We have to give her two months' notice that we are letting her go.

If an employer 'sacks' someone, they fire them.

- They sacked me without notice after ten years with the company.
- I hear they intend to sack him because of his bullying.

If you 'get the sack' or are 'given the sack', you are fired.

- He was given the sack because he kept arriving late.
- If I keep making mistakes, I'm going to get the sack.

'Severance pay' is money paid to workers when they are made redundant.

- The redundant workers were given 26 weeks' severance pay.
- After ten years, I got three days' notice and no severance pay.

If you take legal action against your employer for 'unfair dismissal', you claim that they dismissed you for no good reason.

- He is suing them for unfair dismissal as he says he was only ever late once.
- Dismiss me and I'll take you to court for unfair dismissal. I've done nothing to deserve this.

If you take legal action against your employer for 'constructive dismissal', you claim that you were forced to leave your job because of the actions/behavior of your employer.

- She is making a claim for constructive dismissal because she claims her immediate boss bullied her.
- I'm sure you have the grounds for a complaint of constructive dismissal.

Pay

'Pay' is money that you get from your employer, either as a wage or as a salary.

- What are the pay and conditions for the job?
- Pay rates in the industry are very poor.

'Back pay' is money owed to you by your employer for work done in the past which has not yet been paid.

- I'm still owed 3 months back pay for the overtime I did before Christmas.
- The company cannot afford to give you the back pay it owes you.

Human Resources



A 'pay cut' is a reduction in the amount of pay you are given.

- We are asking you all to accept a pay cut of 10% to keep the company going.
- He has the stark choice of accepting a pay cut or losing his job.

A 'pay rise' is an increase in pay.

- We are looking for a pay rise in line with inflation.
- I'm going to ask my boss for a pay rise.

A 'pay rate' is the amount per hour (or some other period) that you pay.

- The pay rate is \$12 an hour.
- The industry cannot attract good quality workers because of the low pay rates.

'Net pay' is the amount earned after deductions (usually for social security and pensions and perhaps for tax.)

- The gross pay is \$12 an hour but net pay is only \$9.50 an hour.
- He said he is only earning \$5 an hour but that is his net pay, not his gross.

'Equal pay' means that men and women get the same pay for doing the same job.

- The women workers are asking for equal pay with the men.
- In this country, if you don't give the women equal pay, you could go to jail.

An 'itemized pay statement' contains a detailed breakdown of the pay you have earned and the deductions taken from it.

- The bank want me to give them my itemized pay statements for the last six months.

- The law states that employees must receive itemized pay statements.

'Performance-related pay' is where the amount you are paid depends on the quality/quantity of your work.

- Since we introduced performance-related pay, production has doubled.
- They may need the incentive of performance-related pay.

A 'pay scale' is a range of different pay rates which people will receive depending on various factors (e.g. their grade in the company, their qualifications, their years in the company.)

- We have six grades on our pay scale. You will start on the bottom one.
- Perhaps we need to change our pay scale to take account of the loyalty people have shown us?

'Gross salary' is the salary before anything is deducted for contributions and tax.

- Her gross salary is £50 000 but obviously she takes home considerably less than that.
- He earns £40 000 a year gross.

'Net salary' is the salary that you are paid after deductions have made

- My gross salary is around £60 000 but the net is around £48 000.
- The net salary is the gross salary minus the deductions the employer makes for contributions and tax.



Human Resources



'Deductions' are payments made by the employer for an employee to health and pension schemes based on the gross salary.

- Although my gross salary seems good, after deductions, I haven't very much left.
- The details of the deductions are on your pay statement. You can see what you are paying.

'Income tax' is the tax which is paid on the money you earn.

- In the UK, income tax is deducted directly from your salary and paid to the state.
- In some countries, you have to complete an income tax return annually to calculate the tax to be paid.

'Rate' is the amount you are paid per hour, week or month of work.

- I don't know what the standard rate is for this type of work.
- Some people are paid on piece rate. They are paid by their output, not by the time it takes.

The 'basic state pension' is the money paid on retirement to everyone who has paid contributions for the required number of years.

- Although I contribute to the state pension fund, I also pay into a private one too.
- The basic state pension is very low, too low for a decent standard of living.

The 'national minimum wage' is the minimum an employee can be paid per hour of work.

- Everyone here is paid a rate that is better than the minimum wage.
- The national minimum wage varies according to age. Young people are paid less than adults.

The 'equal pay' law states that employers must pay the same to men and women who are doing the same or similar jobs.

- Equal pay for women is the law but many are still paid less than their male colleagues.
- Each year, there are many cases where women take their employer to court to fight for equal pay.

'overtime' is a higher rate of pay for working more than the usual hours or unsocial hours.

- When I work on Sundays, I am paid overtime.
- I do a lot more hours than in my contract but I don't get paid overtime.

A 'bonus' is an extra amount of money paid as a reward on top of your fixed salary.

- We usually get a bonus at Christmas depending on how well the company has done.
- Every year, usually in January, we receive a bonus.
- It is a discretionary bonus related to your performance.

'Commission' is paid to people in sales based on the amounts of goods sold.

- Working here I get paid a fixed salary and commission based on my sales.
- I get paid a commission on the deals I negotiate.

People who are 'hourly paid' are paid a fixed rate for each hour that they work and not a fixed salary for a year or task.

- He isn't a salaried employee, he is hourly paid.
- For everyone who is hourly paid, wages are paid weekly.

'Benefits' are the extras that you are given by your employer on top of your salary. These may include private health insurance, a private pension, company car.

- Although my gross salary is not high for the sector, I get a lot of extra benefits.
- He has a very good benefits package including a car and private health insurance.

A 'taxable benefit' is a benefit which is considered as part of your income and therefore included in the income to be declared for tax.

- The value of the company car is included in my income. It is a taxable benefit.
- Meals in the canteen, drinks and parking are generally not taxable benefits.

'Expenses' are the costs that you incur doing your job that are reimbursed by the company, notably for travel.

- When I travel, I pay for my tickets and hotels and then claim my expenses back.
- The company is very strict about expenses. We can't spend more than a certain amount on hotels or meals.

In order to claim expenses, you must keep all 'receipts' for payments you have made.

- On the 30th of the month, we hand in all our receipts for our expenses.
- When I take someone to lunch I always have to get a receipt so that I'll be reimbursed.

Human Resources



If you use your own car to travel to another location for your work, you may be able to claim 'mileage' and be reimbursed a fixed rate per mile travelled to cover the cost.

- It is better for the company to pay mileage than provide company cars.
- There is a fixed rate for mileage depending on the size of the car.

A 'pay review' is when salaries are considered for changes.

- The unions are preparing for the negotiations in the annual pay review.
- A lot of changes to pay grades are being considered during the pay review.

When the company closed the branch, the redundancy pay was very generous.

- 'Redundancy pay' is given if you lose your job and are made redundant. This is usually related to the time you have worked for the company.
- When I lost my job, I used my redundancy pay to set up my own company.
- When the company closed the branch, the redundancy pay was very generous.

'Notice', specified in the terms of your contract, is the time worked between telling your employer that you are leaving your job and actually leaving.

- I have to work out two months notice before I can start my new job.
- When I left, I was paid my notice but I didn't have to work it.

When you are ill and unable to work, you may claim statutory sick pay. This is the minimum by law.

- If you have a work contract, you can claim statutory sick pay from your first day of work.
- When I was ill, I claimed statutory sick pay which was much less than my salary.

The time that the doctor signs you off for is the period of that you cannot work.

- The doctor has signed me off for two weeks.
- I was off sick but the doctor didn't sign me off until the second week.

When you are off work, to claim sick pay, you must provide a sick note from your doctor.

- The doctor gave me a sick note to give to my employer.
- If you want to claim sick pay, you must see your doctor for a sick note.

When you are no longer able to work through illness, you can claim incapacity benefit to replace your salary.

- He will not be able to return to work and should now claim incapacity benefit.
- Stress has now replaced back pain as the main reason that people are unable to work and claim incapacity benefit.

An employer can pay occupational sick pay, that is pay more than the minimum sick pay for a certain time depending on the terms of contract.

- I haven't worked here long enough, so I don't qualify for occupational sick pay.
- In some companies, occupational sick pay makes up your full salary for up to one month.



Human Resources



The minimum period of service is the time you have to have worked before you qualify for occupational sick pay.

- There is no minimum period of service to qualify for statutory sick pay.
- The minimum period of service to qualify for occupational sick pay is three months.

If you also qualify for occupational sick pay, you may be off on full pay.

- I have excellent fringe benefits. If I am off sick, I am on full pay for one month.
- Unfortunately I am not on full pay now as I have been off work too long.

When a woman is expecting a baby, she can take maternity leave and have maternity pay.

- I can take twenty-six weeks leave with maternity pay and twenty six weeks unpaid.
- To qualify for maternity pay, I have to have worked for twenty-six weeks for my employer when I am expecting my baby.

If a father wishes to stop work to help with a new born child, he may qualify for paternity pay while he is absent from his job.

- After twenty-six weeks working here, you can take two weeks leave with paternity pay.
- To qualify for paternity pay, leave must be taken when the child is born or very soon after.

Career Development Exercises

Discussion questions:

- How important is Career Development for you?
- How important is Career Development for your company?
- Do you agree with the statement that Career Development is the least important function of HR??

Read the first two paragraphs of the text and decide which paragraph contains this information.

- a. Career paths and retirement planning have been ceded to individuals.
- b. Company structures are downsizing.
- c. Planning career development by individuals triggers more interesting work life.
- d. Necessity to keep abreast with knowledge and changes.
- e. Need to take responsibility for own career development.

1. **There is an increasing need for individuals** to take charge of the development of their own learning and careers for a variety of reasons: There is increasing rate of change of our organizations and in the knowledge and skills we need to perform our jobs. Career ladders are rapidly shrinking or disappearing as reorganizations lead to flatter structures. There is an ever-increasing need for us to keep learning to keep up with the rapid growth in knowledge and the rate of change of our workplace environments. And, involvement in one's own development fosters greater commitment to the process than other-directed activities.

2. **LEARNING IS NOW OUR RESPONSIBILITY**

Career development (CD) is now the primary responsibility of individuals in organizations. A recent survey of Human Resource Development Directors indicates that they consider CD to be their least important function. This correlates with recent trends of disappearing corporate career paths and job security. Just as the responsibility for employee retirement planning is no longer a corporate function, the responsibility for learning and for the development of career paths has been downloaded to the individual employees.

Personal learning project management is a new skill for most people, one for which they have not been adequately prepared. The good news is that this responsibility also brings increased control over one's learning and career development, and the opportunity for a more stimulating and motivating work life.

The purpose of this article is to help you develop plans for individual career development for yourself and for other employees in your organizations. This process results in a document that has been referred to by such terms as an individual development plan, a learning contract, MBO (management-by- objectives) for personal learning, a personal "curriculum" for learning, and a plan for personal career advancement . The results may also be applied to the "development" section of most performance appraisal forms.

Read paragraph number 3 and find words and expression with these or similar meaning.

- take place, happen
- aim attention at, concentrate
- keeping, holding
- accumulation, collection
- put into action, bring about, carry out
- select and give a responsibility

Human Resources



3. EXAMPLES OF PERSONAL LEARNING PROJECT MANAGEMENT

These methods have been used recently in a variety of university and industrial settings:

- **Industrial environments.** At the Niagara Division of Consolidated Papers, employees draft individual development plans, both individually and in consultation with the Training Manager. This process occurs annually, much like a performance review. The individual development planning process is focused on personal development and career growth, and is kept separate from other HR management functions such as reviews for salary, promotion, and retention purposes. Individual development plans can, and often should, include formal training programs, but the focus is on the learning and the individual, not on the organization's curriculum and courses. If used correctly, a compilation of the learning needs from these individual learning plans (coupled with studies of organizational needs) can lead to more efficient planning of training efforts by the organization.
- **University teaching and learning.** At leading universities that focus on quality learning, education and training, learning contracts are often used in courses to shift the responsibility for learning from the instructor to the students. Individuals design, develop and implement their own plans for learning in their courses, in a process similar to the use of the industrial individual development plans previously referred to. This works especially well with adult learners who bring a variety of skills, knowledge and experiences to their studies, and who also have a variety of needs for learning and development because of the diversity of their working

environments. It also benefits more traditional students who learn "how to learn", and who need project management skills and experiences.

- **Pulp and paper education.** This process has been used very successfully in a senior course in pulp and paper process operations at the University of Minnesota. The students felt that their learning was more interesting and exciting because they had the ability to choose (actually, to propose and contract-for) their learning projects. They also assigned themselves more work, and therefore learned more, than with traditional methods of instruction. As a bonus, they developed their skills in engineering project management as applied to projects of direct interest and importance to themselves.
- **Industrial and corporate internships.** This works especially well for individualized learning experiences such as on-campus student research and development projects, and for off-campus learning such as for corporate internships.



Socialising



Dialogue

- Masako:** So, welcome to Tokyo, Sue, Heather
- Sue:** Thank you very much. This is a wonderful city, really.
- Masako:** Is this your first time here?
- Sue:** No, I was here with an Australian trade delegation five years ago. What about you Heather?
- Heather:** First time for me, I'm afraid.
- Sue:** So, Masako, Heather, what have you two been doing since Vancouver last year?
- Masako:** After you, Heather
- Heather:** Well, ...I've been learning Spanish.
- Sue:** Really?
- Heather:** Oh yes, and I've been decorating my house all by myself and I've been doing a lot of jogging. Can't you tell?
- Masako:** Yes, you've lost weight, haven't you?
- Heather:** I sure have. How about you, Sue?
- Sue:** I've finally finished my doctorate.
- Masako:** Oh, well done, Sue.
- Heather:** That's fantastic
- Sue:** Thanks. It was about time! And, what else? We've been looking for a house to buy, but prices are so high these days.
- Masako:** Oh yes, here too.
- Sue:** And for the last few months I've been helping my daughter a lot with her studies. She wants to start university next year. But anyway, Masako, what have you been doing?
- Masako:** Well, not much. I've been working too much...and I've got married.
- Sue:** What? Oh, that's wonderful news! Congratulations!

Welcoming a visitor

- Hello, Ms Helen. I'm Jose Salvador Nice to meet you /see you again. Welcome to Salas Design / our company. Did you have any trouble finding us?
- No, not at all. The directions on your website / Your directions were very clear / good.
- Was the driver there to meet you at the airport?
- Yes, he/she was. Thanks so much for arranging that.
- It's the least I could do (after your long flight).
- Thanks for coming down to meet me.

No problem at all. I wasn't sure you'd be able to find my office by yourself.

Showing a visitor around offices

- You can leave your things/ your briefcase/coat here / in my office / at the reception desk. Would you like to leave your things here?
- That would be nice, thanks, I'll just leave my bag here, if that's OK with you.
- I'll take you round to meet a few members of the team. They're all looking forward to meeting you. Would you mind waiting in my office for a few minutes?
- Not at all. / Sure, no problem.
- I just need to make some copies before the meeting. I thought maybe I could just pop by Roger's office and say hello.
- Can / Could I use your bathroom (AmE)?
- Of course. I'll just show you where it is. If you'll just come this way...
- Here's the lift now. After you. (when entering a lift or going through a door)

Offering a guest something to eat or drink

- Would you like something to drink? Tea, coffee, water...? So, can get you something to drink?
- A cup of coffee would be great.
- Just a glass of water, thanks.
- I'm OK for the moment, thanks.
- Can I get you a coffee?
How about a cup of tea?
- That would be great/ wonderful. Thanks very much.
- How do you take your coffee?/How would you like that?
- Just black, thanks.
- With milk/cream (AmE), please.
- Milk and sugar, please.
- Could I have a glass of water as well, please?
- Coming right up. /Of course.
Here you are. / Here's your coffee. (giving a drink)
- Thank you.
- You're welcome. / No problem.
Not at all. / Don't mention it.
- Shall we get some lunch?
- Sounds good. It's been a long time since breakfast.
- Maybe I'll just have a coffee. I'm not actually that hungry.

Socialising



Inviting

- Would you be interested in going to see ...
- I'd like to invite you to have dinner this evening. Is that a good idea?

Responding to an invitation

- That would be very nice.
- I'd like that.
- Thank you.
- That would be a pleasure.

Declining an invitation

- I'd like to, but I'm afraid ...
- That would be nice, but unfortunately ...
- I'm rather tired ...
- I have an appointment this evening ...
- I'm rather busy ...
- I have some work to do ...

Stating preference

- I like (Japanese) cuisine very much ... I think I'd like to ...
- I think I'd prefer ...
- I particularly like (classical) music ...

Looking at a menu

- That (fish) sounds nice ...
- I think I'd like to try ...
- I think I'll have ...
- Shall we have a bottle of ...?

Commenting on an evening out

- It's been a lovely evening
- It's been very nice
- Thank you very much for your hospitality I enjoyed it very much

Practice 1

Imagine you are in a restaurant with a business colleague. Work in groups of three. Brainstorm as many examples as you can of the language indicated below.

Group 1:

- Recommending what to eat
- Expressing preference
- Ordering

Group 2:

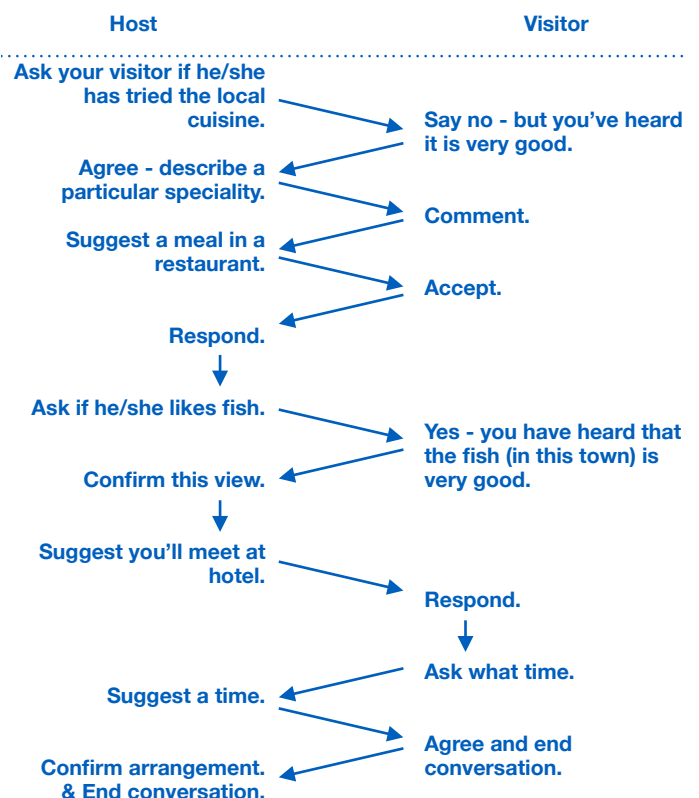
- Commenting on the food
- Asking for the bill
- Offering to pay

Group 3:

- Insisting on paying
- Inviting
- Thanking

Practice 2

Use the following chart to construct a dialogue. The situation is a semi-formal business meeting in your country.



Welcoming a Visitor



Introducing yourself

Hi, I'm _____, nice to meet you.

Welcome to _____ (company name/city name).

Good morning, I'm _____, the (your job title).

Please call me _____ (your preferred name)

The journey

Did you have a good journey?

- Yes, it was fine

How was your flight.

- Not too good, there was some turbulence coming into (city).

How long was the flight?

- Not too long, about 2 hours.

Did you have any problems finding us?

- No, none at all.

How did you get here?

- I came by taxi.

Accommodation

Where are you staying?

- I'm staying at the (hotel name).

What's it like?



- I've only left my luggage there, so I'm not sure. It looks nice though.

- It's close to the airport.

- It's a bit far from the city centre.

Home town / country

Which part of (country) are you from?

- I'm from (city) in the (north, south, etc).

I've never been there, what's it like?

Oh yes, I've been there! It's a very nice city.

Where in (country) do you live?

Which part of the city/country is that?

- It's near (city/geographical feature).

Where were you born?

Have you always lived in (city)?

The visit

Is this your first visit to....(city/country)?

- No, I was here just last year

Have you been to (city) before?

- Yes, I was here a few months ago on business.

What do you think of... (the city)?

- It looks very nice.

Do you like... (the food)?

- I haven't had a chance to try any yet.

How long are you here for?

- I'll be here for 3 days. I leave on Wednesday.

Networking

Good morning / afternoon, I'm _____ (name) from _____ (company name).

I enjoyed your presentation, I'd like to introduce myself...

Here is my business card

I look forward to us working together

I will drop you an email with contact details

Welcoming a Visitor



Showing a visitor around

Welcome to our company headquarters
I will be showing you around today
Can I offer you a drink? Tea? Coffee?
This is our accounting / human resources / sales
department
Where are you based?
How long have you been with (the company)?
Is it a good company to work for?

Interests

What do you do in your spare time?
How do you spend your weekends?
Are you interested in sports?
- Yes, of course!
- I like playing, but I'm not a big fan of watching.

Do you like football?

- I'm afraid I'm more of a basketball fan.
What is your city's team called?

Saying goodbye

I think I should get back to my hotel now. (I have an early flight to catch.)
I must be going now (or I'll miss my plane.).
It was very nice meeting you.
- I enjoyed meeting you too.
I've enjoyed meeting you.
I hope you have a good flight.
I hope to meet you again.
I look forward to meeting you again.
- Yes, me too.
Thank you for your hospitality, I really appreciated it.
- It was no problem at all.

Role play #1

Student A

You are currently working in Baghdad for Halliburton, an American civil engineering and construction company, which has the exclusive rights to the reconstruction of Iraq and Afghanistan. You are going to receive a visit from a sales representative from an Iranian company, who is interested in a joint venture after the future invasion of Iran.

Student B

You work for an Iranian oil company (Pump It) that is interested in working with Halliburton on future projects after the forecoming invasion of your country. You have just arrived in Baghdad to meet with their Iraq Project Manager to discuss a possible joint venture after the looming war on Iran.

Welcoming a Visitor



Role play #2

Student A

You work for an Ethiopian mining company (Gems R Us) which specializes in exporting rare crystals to Europe. You have just arrived in Madrid for a meeting with the vice-president of a Spanish company (Hippies R Us) to negotiate the bulk export of a variety of crystals.

Student B

You are the vice-president of a Spanish-based company (Hippies R Us) which specializes in the spirituality and well-being market in southern Europe. You are going to receive a visitor from Gems R Us, an Ethiopian mining company, in order to negotiate the bulk import of rare gems into Spain.

Vocab

Absentee	Conference	Postpone
Accommodation	Convention	Reschedule
Airport	Currency	Reservation
Attend	Departure lounge	Return ticket
Attendee	Destination	Strategy
Baggage	Documents (passport, visa)	Taxi
Boarding pass	Downtown (US)	To board (boat / plane)
Bus station	E-ticket (electronic ticket)	To book
Car hire	Excursion	To check in
Car park (GB)	Expo	To confirm
Car rental (USA)	Expo Booth	Tour
Carry-on luggage	ID Badge	Trip
Check-in	Keynote speaker	Tube
Coach	Luggage	Underground
Coach station	Over-run	Workshop

Describing your Company



Vocabulary

Airports
Branding Services
Bridges
Construction
Corporate Image Services
Distribution networks
Electrical Boards
Electro-Mechanical
Highways

Housing estates
Hydraulic Works
Industrial
Industrial Plants
Maritime Works
Motorways
Non-residential buildings
Off-Shore Gas and Oil Platforms
Parking Garages

Prefabricated Piping
Railway
Railway Facilities
Refurbishment
Renewable Energy
Specialize Construction
Systems Engineering
Tunnels

My Job

I work as a ...
I'm employed by...
I work in the ____ department overseeing ____ operations.
I am responsible for...
I work closely with ...
I worked as a ____ until...
I have worked in this position for ...
The company has been ____ to it's employees/clients
My job consists of...
I work everyday from... to...
I love my job.
I feel the direction the company is moving in is...
There is a ____ environment even though the company employs...
I worked in part to construct the ____ in ____.
I've been in the field of ... for ...

We believe that ____ ...
It is important for use to form the relationships between...
We are a collection of ...
Each part of our organization has it's ...
We feel that ____ is important and put our focus on ...
We have a variety of foci within our company including ...
My department focuses on...
We have been in this business for ...
We are the major producer of ...
We are responsible for...
We are moving towards a united ...
We designed the ____ in ____ ...

Activity

Describing your Company

Imagine that you are telling your grandson about the work you did when you were younger. Your grandson has grown up in a very different type of world.

Using the vocabulary and phrases on the page, describe the company that you spent your time working for.

The Company

The company that I work for is...
We oversee the development of ...
We provide ____ for the people...

Business Travel



These lessons are built around short dialogues about typical activities travelers experience, such as booking a travel ticket, connecting flights and travel problems or going through security. Students work with partner to practice the conversation and recreate new travel scenarios using new vocabulary and expressions.

Basic sentences for hotels

I'd like to make a reservation for next Sunday.

- Good morning, Riverbay Hotel, Catherine speaking. May I help you?
- Yes, please. I'd like to make a reservation for next Sunday.

I'm sorry sir, but we are all booked for that period.

- I'd like to make a reservation from the 5th to the 15th of May.
- I'm sorry sir, but we are all booked for that period.

Would you like a single or a double?

- Would you like a single or a double?
- A single with bath

What type of room would you like?

- Good evening, sir. May I help you?
- Yes, I'd like a room.
- What type of room would you like?
- A single with bath.

How long will you be staying?

- How long will you be staying?
- From the 5th to the 15th of May.

How much is it for a night?

- How much is it for a night?
- It's 100€ a night plus 10% tax and service charge.

I think there should be a room booked for me, in the name of ...

- Good afternoon. Can I help you?
- Good afternoon. I think there should be a room booked for me, in the name of Mr George and Mrs Maria Salvador.

I'd like to order... that is described in the menu.

- Room service. May I help you?
- I'd like to order the special steak dinner that is described in the menu.
- How would you like your steak, sir?

- Well done, please.

Please, send someone to room 502 to pick up laundry for me.

- Housekeeping. May I help you?
- Please, send someone to room 502 to pick up laundry for me.
- Yes, sir. A maid will be there in a few minutes. Please, fill out the laundry form and give it to the maid.

Excuse me. I'd like to check out.

- Excuse me. I'd like to check out.
- Yes, sir. Your name and room number, please.
- Clark Johnson, room number 502.

Making a Hotel Reservation

Reception: Good morning. Majestic Hotel, Reservations. This is Tony speaking. How can I help you?

You: Hello. I'd like to reserve a room for me and my husband, please. Do you have a double room for next Thursday?

Reception: Just a moment. Let me check.

You: And we'd like one with a balcony facing the court yard. Non-smoking if it's possible.

Reception: OK. That will be one of our business suites and they all have queen size beds.

You: That's fine.

Reception: Yes, we have a room. How many nights will you be staying?

You: 3, Thursday, Friday and Saturday. January 10th through the 12th.

Reception: OK. We have a room available, non-smoking.

You: Good. How much is it?

Reception: It's 250€ per night including breakfast.

You: OK. That will be fine. And could you reserve a table for us in the restaurant? We are arriving in the evening at about 7:30.

Reception: Of course. Would you like me to book a table for you at 8:00 on Thursday evening?

You: Yes please. Can we have a non-smoking table?

Reception: Certainly. And your name please.

You: Ms Sarah Johnson.

Reception: That's Sarah. S-A-R-A

You: S-A-R-A-H J-O-H-N-S-O-N

Reception: And can I have a contact number.

You: Yes. My mobile number is 045 65456484.

Business Travel



Reception: OK

You: Can you say that back to me, please.

Reception: Sure. 045 65456484

You: That's right.

Reception: OK. So, you're booked for queen size room from next Thursday, January 10th to Saturday, January 12th. Checking out on Sunday, January 13th. Non-smoking with a balcony facing the court yard. Is that right?

You: Exactly.

Reception: Would there be anything else, Ms Johnson?

You: No, that's all.

Reception: Thank you for choosing The Majestic.

You: Thank you. BYE

Practice 1

Student A

You are booking into a hotel where you have a reservation.

You are on your own. You want:

- A shower
- Breakfast in the morning
- You have an early meeting and must not be late.

Student B

You are a hotel receptionist

- Welcome the guest
- Find him/her a room
- You can't find his/her reservation
- You only have a double room with a bath available.



Practice 2

Student A

You want to stay at the Spring Waters Hotel in Hawaii for your next holiday. Before you make a booking, you want to ask the hotel for some information. You need to find out these things:

- Are pets OK?
- Is there a special price for families?
- What sports can you play?
- Is the weather good in September?

Telephone the hotel to find out the answers to your questions.

Student B

You work in the reception of the Spring Waters Hotel in Hawaii.

You answer telephone enquiries from clients about the hotel.

Answer the telephone. You need the following information:

- No pets allowed
- There are special family discount prices
- You have football, swimming, tennis and water sports
- The weather in September is warm but windy

Check-in to a hotel

Reception: Good afternoon, Madam. How may I help you?

You: Good afternoon. My name is Johnson. I'd like to check in, please.

Reception: Yes, of course.

You: I have a reservation.

Reception: Alright. Just a moment. Ah, here it is. Sarah Johnson. Is that right?

You: Yes

Reception: It's one of our business suites with a balcony facing the court yard. Staying 3 nights?

You: Right

Reception: Could you please fill out this registration card?

You: Yes, of course. Do I fill in my home address?

Reception: Yes, please.

You: Do you also have our dinner reservation?

Reception: Yes. You've got a table for two in our sky view restaurant for dinner at 8:00.

You: That's great.

Reception: Have you stayed at the Majestic before, Madam?

You: Yes. But it has been a while. How do we get to the restaurant?

Business Travel



Reception: Just take the elevator to the 5th floor and turn right. There'll be a host there to welcome you.

You: Great. Thank you. And how about the fitness center?

Reception: It's on the 6th floor. Be sure to bring your room key. You'll need it to get in.

You: And can we get an extra key? My husband will need one.

Reception: Yes, of course.

You: Great, thanks.

Reception: You're welcome. Now, I'll just need to get your deposit.

You: Here's my credit card. By the way, when's check out? Our plane is not till 5pm on Saturday

Reception: Check out is at noon but just call us if you need a little extra time. It's usually not a problem.

You: Thanks.

Reception: OK. Your room is 832, it's on the 8th floor. Here are your keys.

You: Thank you

Reception: You're welcome. Is there anything else I can do for you, Madam?

You: No, that's all.

Reception: Well, just give us a call if you need any assistance.

You: I will. Thank you.

Reception: Enjoy your stay.

Check-out of the hotel

Reception: Good morning. May I help you?

You: We'd like to check out please.

Reception: Certainly, Sir. May I have your name and room number, please.

You: Lucas Salvador, room 605 and Ernesto Lee room 603

Reception: Let me pull out your record. I'll give a quick call to housekeeping so that we could finalize your bill. Here's your invoice. Have a look and see if everything is alright.

You: I think everything is in order. But I'm not sure I understand this miscellaneous fee of 27.95€. What is it for?

Reception: That was for 5 candy bars from the minibar in Mr Salvador's room. OK, Anything else?

You: No, I don't think so.

Reception: Great. So, how will you be paying, today?

You: Company's credit card.

Reception: I need each one of you to sign the receipt. Is there anything else that I can help you with?

You: Yes. We have a flight that leaves in about two hours, so what is the quickest way to get there?

Reception: We have a free airport shuttle service that leaves in 15 minutes and it takes approximately 25 minutes to get to the airport.

You: Great! Thank you.

Reception: My pleasure. Thank you for staying at The Grand Wood Hotel.

Booking a travel ticket

Travel agent: Hello, Jupiter Travel, Tom speaking. What can I do for you?

You: I'd like to book a round trip ticket from London to Las Vegas.

Travel agent: Alright. What dates were you planning to travel?

You: I'd like to get to Las Vegas on March 8th and return on the following Sunday, March 14th.

Travel agent: OK. Would that be First Class; Business or Economy?

You: Economy

Travel agent: There's a United Airline flight leaving London, Heathrow at 10:30am on March 8th, connecting in Los Angeles and arriving in Las Vegas at 5:05am.

You: That sounds fine. How about the return?

Travel agent: Departing Las Vegas at 11:30am and arriving the next day, London, Heathrow at 8:30 in the morning. How's that?

You: That will be fine. How much will it all come to?

Travel agent: 725£ including tax.



Business Travel



You: Alright. Sounds good. And how long can you hold it for me?

Travel agent: You'd need to make payment within 24 hours to guarantee this fare.

You: I see. That's ok. I'll just pay for it now.

Travel agent: Any seating preference.

You: Can you put me in the aisle, please?

Travel agent: No problem. Now, I just need your name and passport number, please.

You: Marc Rossi, M-A-R-C R-O-S-S-I

Travel agent: OK, Mr Rossi. Everything is confirmed. I'll email you your itinerary and these are e-ticket. See that you pick them up when you get to the airport. If you have any questions, please call me at any time.

You: Thank you.

Travel agent: You're welcome and thank you for using Jupiter Travel.

Practice 1

Imagine you need to reserve an airplane ticket. Make a sentence using the series of information stated below. Try to use the language we have studied in this episode, including participle phrases.

Example:

Round trip ticket, Seattle to Shanghai, leave June 19th, return the following Monday

- Yes, I would like to book a round trip ticket from Seattle to Shanghai, leaving on June 19th and returning the following Monday.

a. Round trip ticket, Bombay to Singapore, leave August 13th, return the following Wednesday

b. One way ticket, Bali, leave anytime in October

Practice 2

Student A

You need to travel from London to Glasgow tomorrow on urgent business. Your company has a travel advice section which can help you. You are not worried about the cost but you need to be in Glasgow by 11 o'clock in the morning and travel back to London in the evening.

- Telephone the travel advice section and find out the best way is to travel.

Student B

You work in the travel advice section of your company. Your job is to help colleagues find the best way to travel.

Answer the telephone. To help your colleague, you need this information:

- London to Glasgow by train, leaves 8:00, arrives 12:30. Returns to London in the evening.
- London to Glasgow by coach, leaves 7:00, arrives 15:00, returns to London next day.
- London to Glasgow by air, leaves 7:30, arrives 8:45. Flights back to London all day.

Practice 3

The situation:

At a travel agency asking for information for a flight.

Working with a partner, role-play the situation, using the information below.

The roles:

A travel agent and a customer

Destination:	Seoul
Airline:	Blue Skies
Departure:	Saturday 1:30 am
Flight length:	16 hours
Layover:	San Francisco, Tokyo
Price:	Economy £950 Business class £1650 First class £1900
Preferred seating:	Aisle Window



Business Travel



Destination: San Francisco
Airline: World Wide Airlines
Departure: Saturday 9:00 am
Flight length: 12 hours
Layover: Direct flight
Price: Economy £1050
 Business class £1650
 First class £2000
Preferred seating: Aisle Window

Destination: Chicago
Airline: National Airways
Departure: Sunday 8:30 am
Flight length: 24 hours
Layover: London, New York
Price: Economy £1150
 Business class £1550
 First class £2400
Preferred seating: Aisle Window

Destination: Moscow
Airline: Great Northern Airlines
Departure: Sunday 1:45 pm
Flight length: 18 hours
Layover: Paris
Price: Economy 1250€
 Business class 1450€
 First class 2500€
Preferred seating: Aisle Window

Checking-in to a flight

Agent: Good morning. What's your destination today?

You: I'm going to London but I have a connecting flight in Chicago.

Agent: Could I have your flight reservation and passport please. And could you place your luggage on the scale.

You: I have two suitcases to check in and one carry-on.

Agent: Could you place your luggage on the scale. Your luggage is two kilos over the limit. You have to pay an extra charge of €100.

You: No problem.

Agent: Do you have a seating preference, window or aisle?

You: I prefer the aisle seat and if possible with extra leg room.

Agent: Let's see what I can do. I can put you in 11C, it's an aisle seat in an emergency exit row so you'll have a bit of leg room.

Agent: You'll be departing at 10:30 from gate B4 and you should be at the gate at least half an hour before departure. Here's your boarding pass. Have a nice flight!

You: Thank you.

At customs

Customs Officer: Welcome to London. May I see your passport please?

Traveller: Sure. Here you are.

Customs Officer: Where are you coming from?

Traveller: From New York.

Customs Officer: What's the purpose of your visit?

Traveller: I'm here on business.

Customs Officer: How long are you planning to stay?

Traveller: I'll be staying for three weeks.

Customs Officer: Where will you be staying?

Traveller: I'll be staying at a hotel.

Customs Officer: Have you ever been to London before?

Traveller: No, this is my first time.

Customs Officer: Do you have anything to declare?

Traveller: No, nothing.

Customs Officer: OK. Enjoy your stay.

Traveller: Thank you.

Practice 1

Student A

You are at Passport Control at Heathrow Airport. You have come to the UK to study English. Use your real name and details.

Decide:

- Where are you staying and studying English?
- How long are you here for?
- How will you support yourself?
- What are your future plans?

When you finish, change roles with student B.

Business Travel



Student B

You are an immigration officer at Heathrow Airport. Interview student A using the questions from the example role play.

- Are you here for business or pleasure?
- How long are you here for?
- Which towns / cities are you going to visit and what will you do?
- How much money do you have and what do you plan to buy?
- Which hotel are you staying at?

Connecting flight and travel problems

In this lesson we're going to look at the language used for more direct requests, when traveller and ticket agent discuss new travel plans due to a missed connecting flight.

You: Excuse me Miss, Flight 442 to London, has it left yet?

Ticket agent: I'm afraid so. It's just pushed back from the terminal. Right on time.

You: Oh no. I was supposed to be on that flight. I've just got in from LA. The airport was so busy we had to wait to land.

Ticket agent: Well, let me see what we have here. Our next flight to London is tomorrow morning at 9 am.

You: Thank you for checking but I have an extremely important meeting tomorrow morning at 9:30. Isn't there something you can do?

Ticket Agent: I'm terribly sorry, Sir. But your ticket is for LA to Chicago, Chicago to London and that's all we can do, I'm afraid.

You: But there are flights through other cities, right? Couldn't you reroute me through New York?

Ticket Agent: Well, we're not really responsible for missed flights due to the air traffic delays but I'll tell you what I can do. I can get you a standby ticket on a flight with lots of empty seats so you'll be sure to get on. OK. There's flight from New York to London at 7:30pm which gets into London at 7:30pm. I can get you on the 3 o'clock or 4:15 to New York.

You: Very well. I supposed I'll have to take the 3 o'clock flight to New York and 7:30 to London.

Practice 1

You are in city X. You missed your plane to New York. Ask the person behind the counter three or four questions to find out what you need to know to get to New York quickly.

Practice 2

When you arrived at the airport in city Y, your luggage is not in the baggage claim area. You speak with a service representative, explain why you and your luggage did not arrive in the same flight, and make arrangements to have the bags delivered to your hotel.

Renting a car

In this lesson we will cover language students can use when choosing a car, discussing features and clarifying insurance options.

Agent: Welcome to Beevis rental car. How can I help you?

You: I would like to rent a car for 4 days.

Agent: Do you have a reservation?

You: No

Agent: OK. Let's see what we can find. We have several cars available. What size are you looking for?

You: What options do you have available?

Agent: A compact car, midsize car, and a minivan. Compact is 25€ a day, midsize is 30€ a day and a minivan is 35€ a day.

You: I'll take a midsize car.

Agent: How long will you be renting the car?

You: One week

Agent: How many people will be driving the car?

You: Just myself

Agent: Would you like insurance? It's 14.95€ a day and it covers everything regardless of fault.

You: No thanks. My credit card covers insurance.

Agent: Can I have your name?

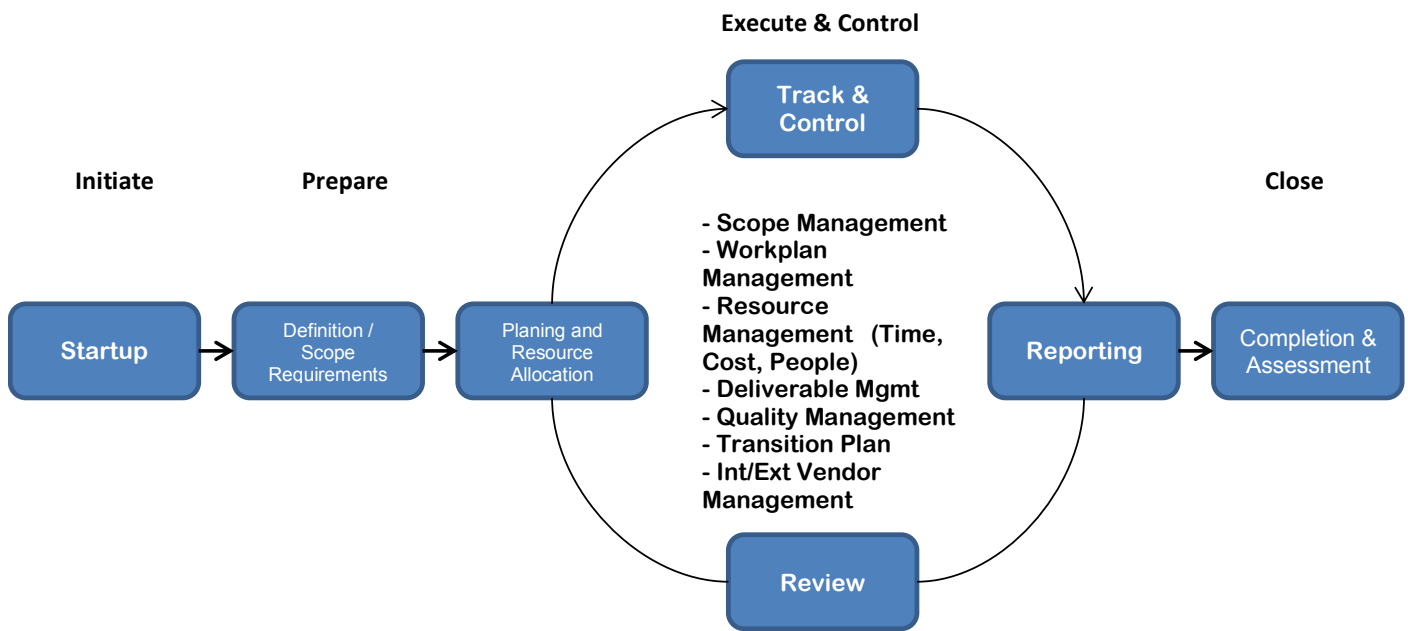
You: Last name is Hanson. First name is Lee.

Agent: Can I see your driver's license and a credit card?

Working in a Team



Project management chart



Basic Project Management

Five Steps

1. Startup
2. Define and Confirm Scope/Requirements
3. Develop Plan and Secure Resources
4. Track, Control, Report and Review
5. Completing and Assessment

Develop Plan and Secure Resources

The initial detailed project plan will provide a project roadmap and baseline for all team members and stakeholders. As the project evolves, the plan may need to be refined.

Key Activities

- Identify who needs to provide input into plan
- Develop preliminary detailed plan based on scope, requirements, etc.
- Identify skills sets needed to accomplish tasks
- Develop communication plan
- Identify and secure resources
- Conduct pre-kickoff meeting with Sponsor
- Conduct kick-off meeting
- Conduct risk assessment with team members
- Identify the criteria for stopping the project

- Update detailed plan and get buy-in from team and Sponsor

Team management

Team Management includes the processes required to make the most effective use of the people involved with the project. Team management involves the careful planning to ensure the project has the right people at the right time doing the right things.

Steps during the team management process:

- Team identification
- Team building
- Team evaluation
- Team improvement

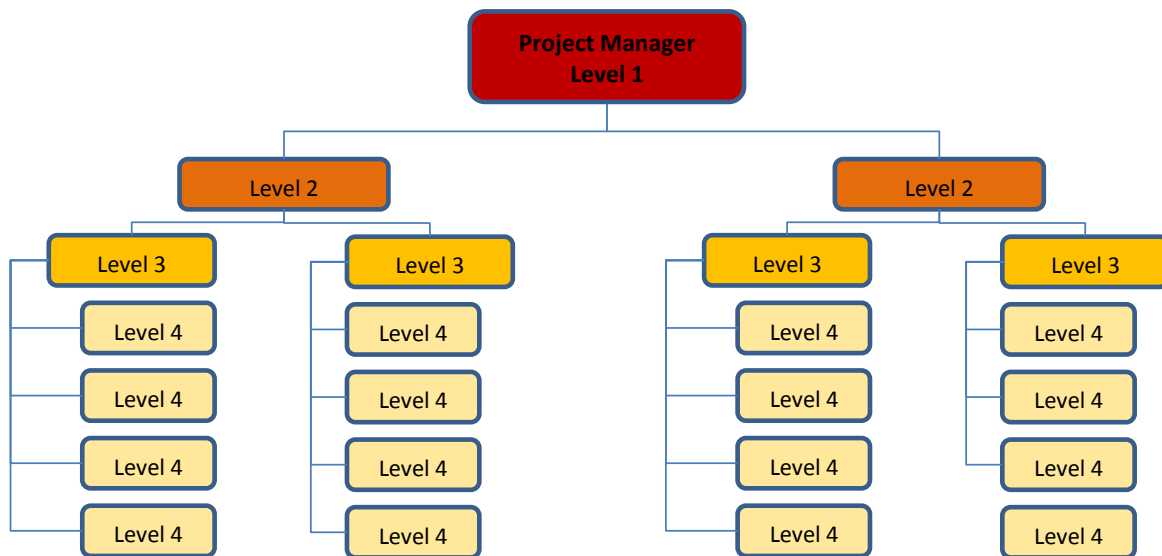
The project organization chart (over the page) illustrates the structure to manage the project team.

The chart identifies the reporting relationships amongst the project team members and how the project integrates within the organizational structure.

Working in a Team



Project organization chart



The project manager

Project Management Skills

- To set targets for people which are aligned to their personal goals
- To create a strong sense of responsibility for the project work
- To create commitment in the team members, to help team members to prioritise their workloads and coach them in many aspects of the work
- To learn from experts to increase your knowledge
- To explain your and management decisions
- To encourage people to maintain interest and motivation
- To regularly keep everyone informed of progress
- To promote an atmosphere supporting free and willing feedback
- To manage peer and senior groups to influence their support
- To manage third party contractors
- To manage conflict in the team
- To show concerns for continuous improvement
- To take risks in the interest of the project
- To communicate the alignment between the organisations strategic goals and the project

The project team

Selecting Your Project Team

Most projects start by being a group of people together from different background, with different experiences and skills. The challenge is to:

- Identify the skills and knowledge required for the project
- Produce criteria to ensure that all the skills and knowledge are in the project team
- Bring a group of individuals (stakeholders) into a cohesive project team with a common aim

Vocab

Project Manager (PM)

The person with overall responsibility for planning and managing a project.

Sponsor

The person who has authority over a project, provides funding, approves scope changes and champions the project within an organization. The project sponsor is usually a representative of the client, since the client commissioned and funded the project.

Stakeholder

Anyone who has an interest in a project or will be affected by it.

Working in a Team



Subcontractor

A business or person who is paid to do part of the work assigned to another person or company.

Scope

The overall definition of what the project is supposed to accomplish, including the project's goal, the resources to be used to carry it out, and a specific description of the expected end result.

Deliverables

A deliverable may be either a physical object, such as a newly designed product, or an outcome, such as the completing of a business plan.

Specifications

Specifications is often abbreviated to: specs. Specifications are detailed descriptions of the deliverables for a project and include all the technical, time and cost requirements of a project.

Baseline

A set of standards for a project, usually based on previous experience, that can be used to evaluate its process. The baseline will include the project's expected costs, schedule and any technical requirements.

Resources

All items needed to complete a project, such as a tool, supply item, facility or person.

To estimate

To calculate or guess the value, size or amount of something.

Top-down estimate

An estimate for the cost, time, and risks of a project made by looking at the entire project 'from the top down' or in great detail, and comparing it to similar projects in the past.

To allocate

To decide that an amount of money, time or other resources should be used for a certain purpose. This verb often appears in two strong collocations: To allocate funds and to allocate resources

Contingency

A planned allocation of resources that are to be used in the event that something unforeseen, such as a bad weather, affects the completing of a project according to the schedule.

Change order

A request for a change in a project's scope, deliverables or cost. Example: It's important to get the client to approve any change order before allocating more resources.

To sign off

To give approval for someone else's decision
"The finance director needs to sign off on any change in our approved vendors"

Schedule

A set of target dates for completing elements of a project
"The schedule requires us to complete the first phase by January 1st" Schedule can also be used as a verb, meaning to prepare a schedule or to choose a time for an event.
"Richard has scheduled a meeting for all department heads on Wednesday morning at 10:00"



Working in a Team



Common collocations:

- On schedule
- Progress according to the original plan.
- Behind schedule
- Failure to keep up with the planned schedule.
- “We could face penalties if we don’t keep on schedule”
- “The contractors are running several weeks behind schedule due to poor weather conditions”

Timeframe

The period of time in which a project or one phase of a project is meant to be completed. “The timeframe for this project is quite tight as we only have two months to complete the design phase”

To kick off

An idiomatic expression meaning “to start”.

“We kicked off the new project with a meeting for all stakeholders”

To give the green light

To give permission for a project to begin.

“The commission has given the green light for a win farm development”

Lead time

The time between making a request and receiving the results. Often used to refer to the time between placing an order and receiving delivery. “We have a large backlog of orders, so our lead time has risen from 15 days to nearly 30 days.”

To execute

To perform or accomplish a specific task.

“We need to execute each phase of this project according to schedule or we’ll be facing series delays.”

Stage/phase

A specific time period assigned for one element (part) of a project.

Milestone

A critical event during the life of a project, usually the accomplishment of a project deliverable. “Completing all documentation is a key milestone for most software development projects”

Constraint

A restriction or limitation that influences the project plan.

Deadline

The latest time or date by which something should be completed
“The dateline to apply for these new positions is next Friday”

Role play

Company: Tyco

- Customer Service Manager
- A team of software developers
- A team of customer support representatives

Group A represents the customer support representatives

Group B represents the customer

The customer has recently receives a software product that did not live up to expectations. While customer has a long-standing relationship with Tyco, this time she’s growing weary because Tyco has previously sold her faulty software on two separate occasions. Clearly, her relationship with Tyco in is jeopardy. The customer is one of Tyco’s longest standing customers. This customers accounts for nearly 15% of the company’s overall annual revenue. In short, the company cannot afford to lose her business.

Group A (playing the role of a customer support person):

“The customer is very influential. To lose them would be highly damaging to the company. You must do anything within reason to retain them”.

Group B (playing the role of the customer)

“You have seriously overspent your software budget and while you are unhappy with the product, you must convince the customer support person to take the product and refund your money. Since you cannot admit the actual situation (as it would clearly not be legitimate for a refund), you must find problems with the software sufficient to legitimise the return and refund.

Each group meet separately for five to ten minutes to discuss strategy and brainstorm the situation.