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«Українська академія банківської справи
Національного банку України»
Кафедра іноземних мов

ДІЛОВА АНГЛІЙСЬКА МОВА ДЛЯ МІЖНАРОДНОЇ ФІНАНСОВОЇ ДІЯЛЬНОСТІ

BUSINESS ENGLISH FOR INTERNATIONAL FINANCE

Частина I

Навчальний посібник для організації практичних
занять і самостійного вивчення дисципліни

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Preface

Nowadays, with the increasingly globalized world of business done internationally, the demand for Business English is high. “Business English for International Finance” is a range of Business English materials that includes components specifically designed to meet the needs of the students specializing in finance who need to learn business through English or do business tasks in English and whose future work brings them into the contact with international banking and finance. These materials can be used individually or, as they share a core language and skills syllabus, can be used in a variety of combinations.

“Business English for International Finance” comprises two modules: “Socializing” and “Telephoning”. Each module includes key vocabulary, tasks for its consolidation and problem-solving activities to review functional language developed within the module.

Module “Socializing” develops students’ key skills of communicating positively and appropriately in different social situations. It focuses on the factors that make a good socializer/communicator: using appropriate functional expressions in common social situations; having effective conversations which build rapport and mutual understanding; considering social etiquette and being sensitive when communicating with different cultures. This module develops key communicative skills to help students feel confident within any organizational environment. It raises students’ awareness of how cultural differences can affect communication between people of different nationalities. The language development work focuses on the functions and communicative strategies required to perform these skills effectively. Target language is represented mostly through dialogues.

Module “Telephoning” deals with the key language for making essential phone calls in everyday life and business. It presents conventions and etiquette for speaking on the phone in the English-speaking world and trains students in sounding friendly and polite, making small talk. The module focuses on developing communication skills for building relationships on the phone.

UNIT 1
SOCIALIZING

Comment on the quotation:

Communication works for those who work at it.

John Powell

1.1. Meeting New People

Task 1. Look at the article about meeting and spending time together. Complete the article using the verbs before the text.

is	spend
are	encourage
collaborate	think
organize	start

Meeting People in a New Project

Most people (1)..... involved in some kind of project work – studying or scientific experiments, promotional or organizational events.

Starting a project with a new team makes you (2)..... about finding ways of building relationships and developing trust. That is a long and a serious process. Spending time together (3)..... a good chance to start co-working.

Starting the first day with person-by-person introduction of job functions and project expectations seems to be a nice idea. Alternatively, you can (4)..... much more time discovering each person's experience and working style.

Another good way to (5)..... the process of building relationships is to organize a get-together on the evening before the first day of meeting. When you (6)..... the food, remember that the buffets are better than sit-down meals for networking. You should (7)..... conversation explicitly – ask people to mix and find out about each other's job, hobbies and culture.

At the end of the first day, include a fun input with tips on how to (8)..... effectively.

Task 2. Answer the questions:

1. What kinds of project work are the most popular?
2. What helps a new team in building relationships?
3. When is the best time for person-by-person introduction of job functions and project expectations?
4. Are sit-down meals for networking the best way of organizing the food for meeting?
5. Is it polite to ask people to mix and find out personal information during a party?

Task 3. Check your understanding of the words from the text. Match the nouns on the left with the explanations on the right.

1. introduction	a) a joint work on an activity or project
2. collaboration	b) way in which two or more people or things are connected
3. networking	c) presenting some information
4. relationship	d) the process of trying to meet new people who might be useful to you in your job, often through social activities
5. conversation	e) a talk, especially an informal one, between two or more people, in which news and ideas are exchanged

Task 4. Match the questions on the left with the responses on the right.

- | | |
|-----------------------------------|-----------------------------------|
| 1. How do you do? | a) I'm a bank officer. |
| 2. How are you? | b) I work for Reiffeisenbank. |
| 3. Is English your mother tongue? | c) Well, I'm bilingual: English – |

Ukrainian.

4. Where are you from?

d) How do you do?

5. What do you do?

e) Fine, thanks.

6. Who do you work for?

f) I'm from Ukraine, but work in Germany.

Task 5. Complete the following conversations with the phrases from the box:

I work for	where are you from
how do you do	how do you find
introduce myself	credit policy

B: Lillian, let me (1)....., I am Bern Alton. How do you do.

L: (2)..... . Pleased to meet you.

B: Do you work here, Lillian?

L: No, I work for UniCreditBank. I am a (3) consultant.

I am Europe-based. And (4) ?

B: I am from Germany and (5)TNT Bank in Dusseldorf. I am software systems engineer. (6) the last presentation, Lillian?

Task 6. Look at these topics of conversation. Tick those, which are suitable when you meet someone for the first time:

✓	current events		hobbies
	your family		politics
	job and position		the weather
	the visitor's clothes		person's body and appearance
	religion		your boss
	smb's recent divorce		entertainment news

Task 7. Match the formal expressions on the left with their informal equivalents on the right. Use the phrases in your own dialogues of different styles.

1. Good morning, Mr. Grant.	a) Good, thanks.
2. It's pleasure to make your acquaintance.	b) Hi there!
3. How are you?	c) When did you get in?
4. I am very well, thank you.	d) Do you feel like a drink?
5. That's no problem.	e) Can't wait.
6. When did you arrive?	f) Nice to meet you.
7. Would you like me to get you a drink?	g) Remember me to him, by the way.
8. I look forward to it.	h) Bye for now, cheers!
9. Please, give my best wishes to him.	i) How is it going?
10. Good bye.	j) No probs.

1.2. Talking about Your Bank

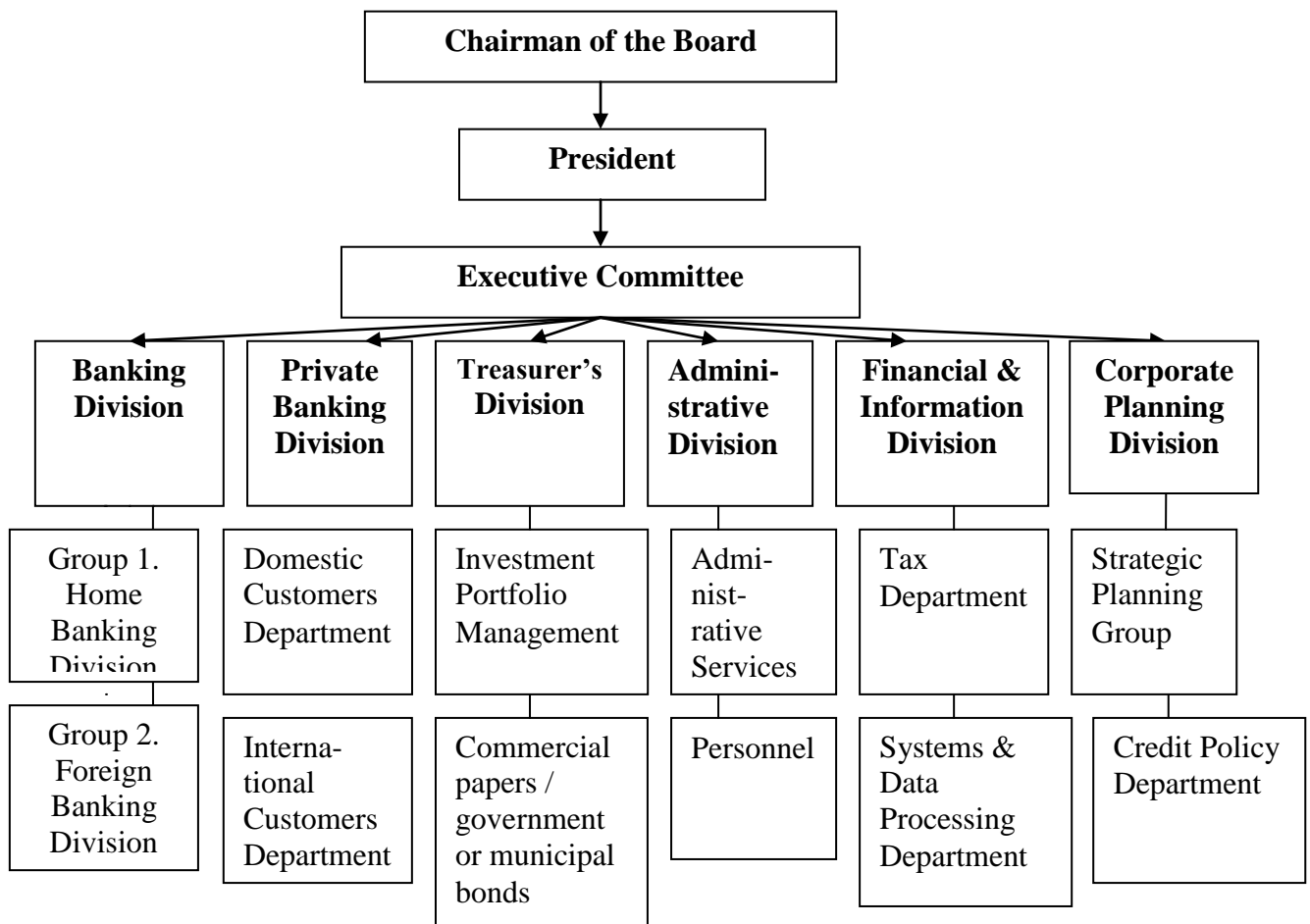
Task 1. Here are some types of banks. Match the headings with their definitions:

1. Savings bank	a) any bank that makes use of the central clearing house for the transfer of credits and cheques between banks
2. Merchant bank	b) a financial institution that receives savings accounts and pays interest to depositors
3. Clearing bank	c) a national bank that provides financial and banking services for its country's government and commercial banking system, as well as implementing the government's monetary policy and issuing currency
4. Central bank	d) a bank that offers services to the general public and to companies; makes short-term loans using money from current or checking accounts.
5. Commercial	e) a bank that deals mainly with firms, investment, and

bank	foreign trade, rather than with the public; engaged primarily in accepting foreign bills, advising companies on flotations and takeovers, underwriting new issues, hire-purchase finance, making long-term loans to companies, and managing investment portfolios, funds, and trusts
------	--

Task 2. Name all the bank functions and operations mentioned in the exercise above.

Task 3. Look at the organization chart describing a typical bank structure and answer the questions below:



Task 4. Answer the questions:

1. Who is the head of the bank?

2. Who decide on the bank development policy?
3. How many line divisions has the bank?
4. What does the Banking Division consist of?
5. What markets' consumers does the Private Banking Division serve?
6. What kind of operations has Treasurer's Division?
7. What services does Administrative Division cover in the bank?
8. What departments are included in Financial & Information Division?
9. What departments are included in Corporate Planning Division?
10. What three departments are operational according to the functions (or servicing ones)?

Task 5. Decide whether the following statements are true or false according to the organization table:

1. Banking Division consists of three geographic groups.	F
2. Private Banking Division serves consumers in the domestic and international markets.	
3. Treasurer's Division has a wide spread of operations which includes strategic planning and bank credit policy.	
4. The three operative divisions are: Administrative Division, Financial & Information Division, Corporate Planning Division.	
5. Administrative Division covers administrative services as well as personnel.	
6. Administrative Division is one of the servicing divisions.	
7. Corporate Banking Division includes foreign exchange, bullion and public finance services.	
8. Investment portfolio management is provided by the Chairman of the Board.	
9. The Chairman of the Board is subordinated to the Executive Committee.	

Task 6. Here are four short selfpresentations of the bank officers. Define the division they work in:

a) I am Mark Stenko, Ukrainian, but internationally-oriented. I am Business Studies graduate and had two years' experience in the field of accounting before coming here. I have first class computer skills, excellent organizational and communication abilities. I am flexible, creative, hard-working. My mother tongue is Ukrainian, but I have fluent German and English, basic Spanish. My responsibilities are to serve foreign consumers in field of deposits and payments. Our division helps the bank to generate profit from private clients and I am quite successful at it.

b) My name is Anna Cliffton, I am UK-born and educated with MBA and wide experience in the field of public relations in Eastern Europe banks. I am computer literate, creative and charismatic. I am bilingual English/Polish, excellent Russian, elementary German. My languages help me to communicate and establish correspondent relations with our branches abroad and to provide profitable joint operations with foreign banks in Europe.

c) I am Nick Bergman, English, 52. I am a head of one of the servicing bank divisions. In our division we look after administrative matters. These include planning, group financial control, computer services, legal services, personnel, premises and so forth. I'm analytical, creative and want things to happen. I am a natural business leader and it helps me to manage everything.

d) My name is Catherine, I am 30. I am a chief accountant with BA in banking. Our division deals with loans, syndicated loans, project finance, overdrafts, documentary credits and correspondent banking within the country. I speak English but attend French courses to read professional literature. I am numerate and good at

computer and I try to improve my skills by taking special training classes and attending conferences.

Language Focus

❖ flexible	❖ creative	❖ articulate
❖ numerate	❖ dedicated	❖ honest
❖ confident	❖ loyal	❖ adaptable
❖ reliable	❖ determined	❖ resourceful
❖ charismatic	❖ meticulous	❖ ambitious

Task 7. Using the Language Focus above, tell what personal characteristics are important for bank officers? Put them in order of increase; add other words using a dictionary.

Task 8. Match the words to people's characteristics:

- | | |
|---|--|
| 1) computer-literate | a) good at working on their own |
| 2) proactive, self-motivated, self-starters | b) good with numbers |
| 3) systematic, methodical, organized | c) good with computers |
| 4) numerate | d) naturally very good at what they do |
| 5) motivated | e) work well with other people |
| 6) talented | f) very keen to do well in their job |
| 7) team players | g) can work in planned, orderly way |

Task 9. Match the words which are used for describing banking work or job with their explanations:

- | | |
|--|------------------------|
| 1) the work is interesting and gives you positive feelings | a) dull, boring |
| 2) the work is difficult and makes you tired | b) repetitive, routine |
| 3) the work involves doing the same things again and again | c) demanding, tough |

4) the work is not interesting

d) satisfying, fascinating

1.3. Applying For a Job in a Bank

Task 1. When you apply for a job, most employers want to have an important document from you: a CV or resume. The example shown on this page is a simple demonstration of one basic type of CV. Read it and pay attention to its structure. Then answer the questions below.

CV or RESUME

Name	Anna Morris
Objective	Seeking a Director of International Banking Operations position where my extensive experience in foreign banking will be used to the full
Experience	<p>2003-2008 Unitebank, Frankfurt-am-Mein, Germany</p> <p>Head of the Regional Office</p> <p>Implemented new organization structure.</p> <p>Increased foreign banking operations from €60 million to €100 million.</p> <p>Doubled subsidiaries profit from € 5 to €10 million.</p> <p>1998-2002 Unitebank, Edinburgh, UK</p> <p>Head of the Correspondent banking department</p> <p>Increased major investments from £95 million to £200 million.</p> <p>Suggested new activities adding £35 million to revenue.</p> <p>1995-97 Unitebank, Paris, France</p>

	<p>Chief Executive of the Regional Office</p> <p>Implemented Internet-banking operations.</p> <p>Won over 25 competitor corporate clients - adding £50 million to revenue.</p> <p>1993-94 Unitebank, Paris, France</p> <p>Correspondent Banking Department Executive</p> <p>Increased correspondent banking operations by 15%.</p> <p>Awarded bank's highest results award each year.</p> <p>Developed "New Generation in Banking" training course.</p>
Education	<p>1993-89 London University London, UK</p> <p>MBA, Business Administration and Banking</p> <p>President of University's Drama Society</p> <p>1988-92 St Andrew's School Plymouth, UK</p> <p>4 GCE 'A' Levels.</p>
Interests	Forex, travelling, drama, chess
Contacts	<p>217 King's Terrace, Frankfurt-am-Mein, Germany</p> <p>Tel: +44 181 123 456 Email: anna.morris@interwell.net</p>

Answer the questions:

1. What position does Anna Morris hunt?
2. Does her education correspond to the position she is seeking?
3. What experience does she have?
4. Where did she work in 2007?
5. What did she do in 1995?
6. What was her main duty in Unitebank, Frankfurt-am-Mein, Germany?
7. What was her main achievements in the sphere of corresponding banking?

8. What do Annas' interests tell about her character?
9. What awards did she have?
10. Can Anna Morris be called a high level staff?

Task 2. There are usually 6 general headings of information to include in a CV.

Match the headings with their descriptions:

- | | |
|-------------------------|---|
| 1) personal information | a) name, address, email and telephone number (and sometimes nationality, age/date of birth) |
| 2) objective | b) being married or not |
| 3) work experience | c) a headline that summarizes the job opportunity you are seeking |
| 4) education | d) hobby which is demonstrating that you are a balanced, responsible member of society with an interesting life outside work |
| 5) personal interests | e) details of secondary and university education – including the establishments and qualifications (but excluding any that are irrelevant to your career) |
| 6) marital status | f) your previous employment in reverse chronological order – with most details of your present or most recent job |

Task 3. In general, 5 or 6 headings will be enough for most resumes or CVs. However, sometimes you will want to use more headings - when applying for a particular job for which additional information is appropriate. Here is a CV layout with most of the possible headings that you can choose from. Tick which up to you are obligatory.

√	1. Your name	First name, surname (for example, John Brown). Include a good photo if you want or if requested.
	2. Address	Number, Any Road, Anytown, Anycountry
	3. Telephone	+44 171 123 4567
	4. Fax	+44 171 123 4567
	5. Email	myname@anydomain.net
	6. Marital status	Single, married, divorced, separated or widowed
	7. Nationality	Ukrainian, English, French...
	8. Place of birth	Town, Country
	9. Objective	State the position or opportunity that you are looking for. (This must be short. One or two lines only.)
	10. Summary of qualifications	A short list of the qualifications you have for this job. (This should be short. Your full qualifications will appear later under 'Education').
	11. Professional experience	Your jobs in reverse chronological order (last is first).
	12. Education	Your university/school in reverse chronological order (last is first).
	13. Specialized skills	Any additional special abilities you have (for example, computer programming) that may be of interest to the employer.
	14. Patents and publications	Any relevant inventions you have made or books, articles and papers you have published.
	15. Additional professional activities	Any relevant work activities not listed elsewhere.
	16. Professional memberships	Relevant professional associations or clubs of which you are a member.
	17. Extracurricular activities	Any activities that you have outside work.
	18. Security clearance	It may be necessary to state your

		level of authorization to work on classified or confidential projects.
	19. Languages	Mother tongue, fluent, excellent, good, some knowledge.
	20. Interests and activities	Your favourite leisure-time activities (for example, stamp-collecting). You should include this only if you think it will be interesting for the employer.
	21. Additional information	Any additional information that is necessary and relevant for a particular job.
	22. References	The names and addresses of (two) people who can give you a reference. Alternatively, you can state "Available on request".

Task 4. Written follow-up:

Your CV (Resume) is the summary of your professional life. You should include everything that is relevant to your employment or career and nothing that is irrelevant. Exactly what you include depends partly on your type of work.

Prepare your CV (Resume) to apply to one of the positions: accountant, Internet banking department executive, cashier, Central regional bank manager.

Task 5. Read the questionnaire and interview your groupmate, who is looking for a part-time job.

- Thank you for coming here this morning. Could I start by asking about your main life objectives and the future career plans?
- Would you mind telling how old you are?
- You say in your CV that you are a student. Could you describe the sphere of your professional interests?
- You also mentioned that you were a student conference participant. Could you explain a bit more about it?
- Could you expand on your educational qualifications?

- Do you have any job experience?
- Are you computer-literate?
- Are you numerate?
- Why would you like to work for our organization?
- Why should we hire you?
- What are your long-range career objectives?
- What types of work do you enjoy doing most? Least?
- What accomplishment has given you the greatest satisfaction?
- What would you like to change in your past?
- What courses did you like best and least in college?
- Specifically, how does your education or experience relate to this job?
- Are you seeking a job to stay in Ukraine or in future to relocate?
- Are you ready to travel much?
- What kind of motivation you find the most stimulating: financial package, new experience, promotion opportunities, stability?
- How would you characterize yourself as a personality?
- Are you a team-player or do you prefer an individual work?
- Could you tell what do you know about our company?
- What do you expect from working here?
- Very good. That's what I like to hear. Are you ready to start tomorrow?

Task 6. Look at the article about meeting and spending time together. Complete the article using the verbs in the box:

prefer	confirm	waste	judge	reads	keep
--------	---------	-------	-------	-------	------

Covering Letter

Before even looking at your CV, an employer usually (1) your covering letter. If it is badly-written, or untidy, or difficult to read, your CV will

probably go into the nearest bin. If it is well-written, attractive, easy to read and persuasive, the employer will turn to your CV. It's that simple!

A covering letter sent with a CV/resume is also called a letter of application. Your letter of application is a sales letter. The product it is selling is your CV.

The reader of your letter may be busy and unwilling to (2) time on unnecessary details. You should therefore design your letter to be easy to read. It should be short, concise and relevant. It should not be too formal or complicated.

Your letter should (3) that you are applying for the position; say where you learned about the position; say why you want the position; say why you would be a benefit to the company; request an interview.

The layout of a modern business letter in English is very simple. Your address is at the top, on the right or in the middle. The rest of the letter can be in 'block' format, with each line starting on the left. Try to (4) the whole letter on one single page, with plenty of white space.

Should your letter of application be hand-written? Probably not. In some cultures employers require candidates to send letters written by hand. But in the English-speaking world, an employer would usually (5)..... to receive a letter of application that is word-processed (that is, produced on a computer and printed). A hand-written letter could be considered unprofessional. You must (6) according to the country, culture and tradition.

Task 7. Read a covering letter of Anna Morris and analyze it taking into account information given above.

217 King's Terrace,
Frankfurt-am-Mein, Germany
Tel: +44 181 123 456
E-mail: anna.morris@interwell.net

Euronewbank
Managing Director
77 bd Saint Germain
75006 PARIS

17 April 2009
Dear Sir:

I am interested in working as Director of International Banking Operations for Euronewbank. I am a Head of the Regional Office of Unitebank in Germany with nearly 15 years' experience in banking to offer you. I enclose my resume as a first step in exploring the possibilities of employment with Euronewbank.

My most recent experience was managing international operations in Germany and France. I was responsible for establishing and expanding Europewide corresponding banking relationships, making major investments in terms of personnel and technologies. In addition, I doubled the subsidiaries profit from 5 to 10 \$million.

As Director of International Banking Operations with Euronewbank, I would bring a focus on quality and effectiveness to your activities design. Furthermore, I work well in an international team, and I am experienced in corporate finance management and strategy development.

I would appreciate your keeping this enquiry confidential. I will call you in a few days to arrange an interview at a time convenient to you. Thank you for your consideration.

Yours faithfully,
Anna Morris

Task 8. Role-play.

Situation 1. You are a member of an interview panel of “Perkinsons Bank”. Discuss in your group and prepare the questions for short-listing the candidates for Director of Domestic Banking Operations position.

Situation 2. You are interested in working as Director of Domestic Banking Operations for “Perkinsons Bank”. Answer the questions of the interview panel.

Task 9. It is a good idea to get your gratitude after a successful interview in writing. Analyze the sample e-mail below whether it is successful and get ready to write your own one.

To: gloriadaniels@euronewbank.com
From: anna.morris@interwell.net
Subject: Today's interview

Dear Ms Daniels:
I just wanted to write and thank you for spending your time interviewing me today. I'm pleased with how our talks went and I am excited to take my new role as Director of Domestic Banking Operations for Perkinsons Bank. I will begin my new duties on Monday. That's a great honor for me to work for Perkinsons Bank.
If you have any concerns, feel free to call me at home over the weekend.
Thank you again,

Anna Morris

Task 10. Written follow-up. You have successfully gone through the interview in "Perkinsons Bank". Write the letter to thank your employer (Mr Edward Smith) for the interview and confirm that you are eager to accept the position of personnel manager.

1.4. Finance Routine

Task 1. Complete the text with the words from the box:

Cash machine/ATM	debit card/ATM card	cashier	bills	lobby
branch office	keypad	bank statement	current account	
	bank	transfer slip		

Jonathan is a customer of Swedbank. Today he has to complete a number of transactions. He stops at the nearest (1), where he enters the (2) He walks over to the (3)to get some cash. He puts in his (4) and

types his PIN number on the (5) When he gets his money, he puts the (6) into his wallet.

Every time Jonathan wants to make sure that there is enough money available in his (7), he asks for a (8)

Jonathan wants to pay his rent without cash today, so he fills out a (9) and gives it to (10)

Task 2. Make expressions using the adjectives below, then translate them:

debit	interest	savings	withdrawal
current	credit	bank-transfer	exchange

1. _____ slip
_____ slip

2. _____ rate
_____ rate

3. _____ account
_____ account

4. _____ card
_____ card

Task 3. Read the text, analyze different ways of working and answer the questions below:

Now - Flexible

Banks in Britain and all over the world have a new problem – how to have enough staff present at the times customers want them. Banks now have to stay open all day and all night to deal with customers calling them by phone or conducting their business directly via the Internet. Many banks now offer flexible working hours to all their staff at all levels.

For example, Roger Penn is a deputy manager. He works part-time for Lloyds TSB. He took a 50% cut in salary but now he can be free for his second job – he is a rugby referee. “I can leave work at 1.00 and be on the rugby pitch by 2.00”, he

says. He can also travel more without worrying about doing a full day's work the next day. All personnel at Lloyds can ask to reduce or change their contract.

Chris Cox is a Lloyds TSB manager in Reading (UK). He works four days a week from 8.00 a.m. to 7.00 p.m. This allows him to look after his children three days a week, while his wife Julie can continue her career as a manager in a leisure club.

(After D.Grant, R.McLarty)

Answer the questions:

1. Is it appropriate for you to work in shifts?
2. Would like to work under flexitime system?
3. Would you like to telecommunicate your job living in countryside?
4. Do you find it comfortable to commute to work?
5. Would you be able to clock on and off?

Task 4. We interviewed four people about their ways of working in bank system. Which way you consider the most appropriate in your career?

- a) **My name is Roland, I am 35.** I am an accountant in Audit and Accounting Department. It's a nine-to-five job with regular working hours. The work isn't interesting, but rewarding and I like to be able to go home at a reasonable time. We all have to clock in and clock out every day. In this bank even managers have to, which is unusual!
- b) **I am Jeffrey Mitchell, 49, and I work as a security officer in the bank Security service.** I work in shifts. I may be on the day shift one week and the night shift the next week. It's difficult changing from one shift to another. When I change shifts, I have problems changing to a new routine for sleeping and eating.
- c) **My name's John, I am 26.** I'm in computer programming, Administrative division. There's a system of flexitime in my

department, which means we can work when we want, within certain limits. We can start at any time before eleven, and finish as early as three, as long as we do enough hours each month. It's ideal for me as I have a child.

- d) **I am Katie, 28**, and I am a PR analyst Strategic Planning Group. I work in a big city, but I prefer living in the country, so I commute to work every day, like thousands of other commuters. Working from home using a computer and the Internet is becoming more and more popular, and our bank is introducing this: it's called teleworking or telecommuting. But I like going into the office and working with other people around me, because staying at the same place is unstimulating.

Task 5. Match the word to their definitions:

- | | |
|-------------------|---------------------------------------|
| 1) full-time job | a) does not finish after fixed period |
| 2) part-time job | b) other options |
| 3) permanent work | c) working in a distance |
| 4) temporary job | d) less time than normal working |
| 5) alternatives | e) human resources |
| 6) telecommuting | f) employing people |
| 7) personnel | g) finishes after a fixed period |
| 8) recruitment | e) normal working week |

Task 6. Say about each person using the words in brackets and the ways of working from the task above.

Example: I have a full-time job in an office.

- a) I am Mary. I work as a bank teller in the afternoons from two until six. (I/job)
b) Our daughter is working in an office for three weeks. (she/work)
c) Alicia works in a bank from eight till five every day (she/work)
d) I'm Don and I work in a café from 8 p.m. till midnight. (I/work)

- e) My wife works in a local government and she can have this job for as long as she wants it. (she/job)
- f) Our son works in an office from 9 a.m. to 6 p.m. (he/job)

Task 7. Fill in the gaps by the words from the box:

well-being	employment	jobs
risks	unemployment	incomes

The British are increasingly at risk. The chances of their (1) disappearing, of their (2) falling, of their homes being repossessed or being impossible to sell, of their families breaking up, of their networks of friendships disintegrating, have not been higher since the war.

On top of the long-standing concerns about the growing gap between rich and poor, there is an increasing awareness of a new range of (3) that are bringing fresh patterns of social distress and exclusion. (4) and low pay are no longer the sole measures of inequality and lack of social (5) With the rise of new forms of casualized, temporary and contract forms of (6), even those on average incomes and above can become victims of pressures beyond their control.

Task 8. Fill in the gaps, using the words from the box:

salary	perks
wage	commission

- a) I am Mark. I work as a half-time driver in small commercial bank. I get every week.
- b) My name is Harris. I am a personnel manager of Administrative Division. I get paid every month.

- c) I am Monica and I am a saleswoman in a supermarket. I get a basic salary and for everything I sell.
- d) My name is Catherine; I work in a private hotel as a receptionist. I get paid a salary, sometimes tips, and I have nice for example free meals.

Task 10. Role-play the dialogue trying to fill in the customer's words:

B: Good morning, my name is Jenny McMaster, call me Jenny. I am a manager, can I help you?

C:

B: Certainly Sir. Would you tell me your name, please?

C:

B: Would you like a Normal or a Premium account, Mr Besser?

C:

B: You can open a Normal account with just €5. The account comes with a cash card so you can withdraw your money at any time. The Normal account currently pays 5% interest. For the Premium account you need a minimum of E500, and you have to give 30 days notice to withdraw money. The interest rate is 8%.

C:

B: How much would you like to deposit?

C:

B: And we'll need the proof of ID; telephone bill, driving licence, credit card statement etc.

C:

B: Two or three minutes, Mr. Besser.

1.5. Eating Out

Task 1. Sometimes people invite business partners to the restaurants. There are 10 unusual and creative restaurants all over the world, those provide unique dining experiences. Match the creative ideas to the restaurants' description:

1. Dinner in the Sky	a) Chillout is the first ice lounge in the Middle East where everything from decoration, furniture and teacups is made from ice. It's rather frosty and snowy there, you have to wear special clothes.
2. Hospital Restaurant in Latvia	b) Dinner in the Sky is hosted at a table suspended at a height of 50 metres. It accommodates 22 people around the table with three staff members in the middle (chef, waiter, entertainer).
3. The Dark Restaurant	c) Creative restaurant in Taipei, Taiwan with modern decor and full-on toilet theme. Customers are sitting on lavatory pan designed chairs and eating from toilet bowl shaped plates. What food are they eating? Come and see!
4. Ice Restaurant in Dubai	d) De Kas restaurant in Amsterdam, Netherlands is located in a greenhouse, where they grow their own vegetables. The tables are at the glass walls and served with fresh products of the greenhouse.
5. Toilet Restaurant	e) Alcatraz is a prison themed restaurant in Tokyo, Japan. The patrons are escorted to their "cells" before they are served cocktails named "Lethal Injection". Everything is made of metal and has grey colour.
6. Ninja Restaurant in New York	f) Beautiful underwater restaurant secured 5 metres below sea level at the Hilton Maldives Resort & Spa in Rangalifinolhu, Maldives. The restaurant has a capacity of 14 people and is encased in transparent acrylic roof offering 270° panoramic view to its customers. There's a view of blue water and fishes above the customers' heads and seafood on the tables.
7. Greenhouse Restaurant	g) Dans Le Noir restaurant in London employs blind waiters who lead customers to and through the pitch-black dining experience.
8. Prison Restaurant	h) This unusual restaurant in Auckland, New Zealand was designed by Peter Eising and Lucy Gauntlett from Pacific Environments Architects. The cabins are situated on high trees, made of natural materials and are reached by stairs.
9. Underwater Restaurant	i) The only restaurant in the world where Ninjas serve you. Cinema-following Ninja design, masks and costumes.
10. Treehouse Restaurant	j) The restaurant looks like a medicine cabinet and the

	food is served in flasks and operating-room's dishes. In addition, the customers can be tied up in straight jackets.
--	--

Task 2. Here are the dialogues between a waiter and a customer. Put the phrases in a logical order:

A. ____ *Waiter*: Good evening. Would you like a dinner for two?

____ *Client*: Yes, that's right.

____ *W*: Certainly. Can I recommend you a starter?

____ *C*: That would be good. And as a main course

____ *W*: Where would you like to sit?

____ *C*: Do you have something special?

____ *W*: Follow me, please.

____ *C*: Could we have the menu?

____ *W*: I recommend onion soup. Onions are cooked in white wine and topped with cheese and slices of bread.

____ *W*: I suggest you try the lasagna as a main course.

____ *C*: Could we have a table near the window, please?

B. ____ *Client*: Could we have the bill please?

____ *Waiter*: Just a minute, please.

____ *C*: Yes. Here you are. And this is for you. We enjoyed this evening here.

____ *W*: Sure. Is it Visa?

____ *W*: Thank you. Let me show you the way out.

____ *C*: Do you receive credit cards?

____ *W*: Oh, thank you. You are always welcome.

____ *C*: Our special thanks to the chef.

Task 3. Classify the food according to the categories:

starters	main courses	desserts	drinks	toppings
----------	--------------	----------	--------	----------

sushi roll	cheese	coffee	mashed potatoes with asparagus	gravy
onion soup	oysters	roast beef	Chablis	pizza
lasagna	smoked herring	chicken with rice	pasta	sorbet
apple strudel	avocado	vinegar	cream	spaghetti
ice cream	potatoes	olive oil	chocolate sauce	jelly
lemon juice	soy sauce	béchamel	Bordeaux	chips
biscuits	broccoli soup	mushroom risotto	honey	roast peppers
milk	baked salmon with spinach	grilled fillet steak in pepper sauce	baked bananas	champagne
prawn cocktail	pork chop	grilled trout	yoghurt	fudge cake
lettuce and beans	shrimps in garlic	mustard	mayonnaise	chilled melon

Task 4. Underline the odd word out:

portion, menu, dose, glass

cream, sauce, spaghetti, yoghurt

sour, spicy, tender, grilled

entrée, starter, duck, appetizer

well-done, takeaway, ready-cooked, homemade

knife, pork, fork, spoon

raw, napkin, well-done, medium

chef, waiter, manager, analyst

a-la-carte, set menu, chef compliment, oven

Task 5. Read the text and choose the right word or phrase:

Unusual Dining Etiquette: India

Indians entertain in their homes, restaurants, private clubs, or other public venues, depending upon the occasion and circumstances.

Although Indians (1) **are/are not** always punctual themselves, they expect foreigners to arrive close to the appointed time. Take off your shoes before entering the house. Dress modestly and conservatively.

Politely turn down the first offer of tea, coffee, or snacks. You will be asked again and again. Saying (2) **yes/no** to the first invitation is part of the protocol.

There are diverse dietary restrictions in India, and these may affect the foods that are served: Hindus (3) **do/do not** eat beef and many are vegetarians. Muslims (4) **do/do not** eat pork or drink alcohol. Sikhs do not eat beef. Lamb, chicken, and fish are the most commonly served main courses for non-vegetarian meals as they (5) **meet/avoid** the meat restrictions of the religious groups.

Table manners are somewhat formal, but this formality is tempered by the religious beliefs of the various groups.

Much Indian food is eaten with the fingers. Wait to be told where to sit. If utensils are used, they are generally a tablespoon and a fork. Guests are often served in a particular order: the guest of honor is served first, followed by the men, and the children are served last. Women typically serve the men and eat (6) **earlier/later**. You may be asked to wash your hands before and after sitting down to a meal. Always use your (7) **right/left** hand to eat, whether you are using utensils or your fingers. In some situations food may be put on your plate for you, while in other situations you may be allowed to serve yourself from a communal bowl.

Leaving a small amount of food on your plate indicates that you are (8) **satisfied/polite**. Finishing all your food means that you are still hungry.

(From <http://www.kwintessential.co.uk/resources/global-etiquette/india-country-profile.html>)

1.6. Choosing a Hotel

Task 1. Choosing a hotel for a business trip is usually done with the help of Internet. Here are the articles from the official site of the Grand Hotel. To find the right information you have to match them to the sector titles/icons (in the box):

Hotel facilities	Meetings and events	Honeymoons
Restaurants and bars Distances	Location	Guest services Accommodation

1. The hotel offers unrivalled services and facilities including several gastronomic options, a luxurious fitness centre with indoor pool, two outdoor pools, as well as a selection of sports activities and children facilities.
2. The Grand Hotel offers 405 luxurious guestrooms of exceptional grace and comfort. Over the years, the hotel has accommodated some of the greatest international personalities, such as Margaret Thatcher, Helmut Kohl, Gregory Peck – to name just a few. Every room and suite is an oasis of peace and quiet with plenty of space providing the utmost in luxury. All of them are decorated in warm colours and feature elegant wooden furniture. Most rooms offer a breathtaking view over the sea.
3. The Grand Hotel is known for providing discerning travelers with world-class service and distinguished amenities. The following services are available at the hotel:
 - Reception services (Messages, Porter);
 - Currency Exchange/Credit cards;

- Car Rental;
- Visiting doctor (on request, extra charge);
- Children services: baby sitting (on request, extra charge), cots, cribs, high chairs, etc. ;
- Business services: telephone, fax, mail services & photocopying services.

4. The Grand Hotel lavishes discerning palates with a variety of gourmet dining experiences. Enjoy a relaxing breakfast, lunch or dinner at one of our restaurants or sip a fabulous cocktail in one of the bars. Smoking is allowed in Grand Hotels's restaurants & bars.

- The "Acandia" is an all-purpose casual restaurant with a contemporary look and feel, which offers extensive buffet selections. It features international and local cuisine.

- Discover our gourmet Italian restaurant "Il Cielo", offering delicious pasta, pizza and meat specialties. Table reservations are required one day in advance. Please contact the reception desk.

- Chinese restaurant presents an Asian-inspired menu with show cooking.

- Mini-bar: let the sounds of the piano take you away! Enjoy the cosy indoor lounge as well as outdoor terrace.

5. Discover flexible spaces that perfectly adapt to your goals and technology that accommodates the most demanding presentation and communication requirements. Experienced support is on site to promptly respond to every need.

Our two conference rooms have a capacity of up to 600 and up to 200 persons respectively. A superb ballroom is available for gala dinners, wedding parties or banquets for up to 1000 people.

Technical and audio-visual equipment:

- Fax, photocopying service, translation services;
- Stand, meeting table and wireless microphones;
- Flip charts;

- Video, TV, video Projector and Screen (in charge).

6. For just the two of you or for your whole party, we make weddings and honeymoons seamless and inspiring. For your first night, we offer a retreat of peace and comfort – with a smooth start for your life together:

- Wine & fresh fruit in the room on arrival, as well as flowers;

- Breakfast in Bed (on request);

For couples organising their wedding party at the hotel:

- Champagne, fresh fruit and delicacies in the room, after the wedding party ;

- Room decoration with flowers;

- Wedding cake is offered by the hotel.

7. Rhodes, Greece is the Crusader Isle, steeped in ancient history and boasting 300 days of blue skies each year. The island takes in more annual holiday visitors than virtually any other Greek island.

Rhodes (Rhodos or Rodos in Greek), lies between Crete and the near East in the Aegean ocean. It is the biggest of the Dodecanese islands. Named the sun island or island of light, there are hardly any days when the sun doesn't shine. With its subtropical climate and over 3.000 hours of sun per year, visitors can be guaranteed a good tan on their holiday. Rhodes is one of the most popular holiday islands in Greece - even Greeks themselves come to Rhodes for a holiday from the mainland!

8. From Rhodos old town: 600 m;

From Rhodes airport: 15 km;

From Mandraki port: 300 m;

From Casino: 300 m;

Bus stop next to the hotel.

Task 2. Give the written definitions of the adjectives from the previous exercise in English. Then use a dictionary to check yourselves:

- a) luxurious;
- b) wireless;
- c) inspiring;
- d) fabulous;
- e) superb;
- f) cozy;
- g) elegant.

Task 3. Decide whether the statements are true or false according to the Grand Hotel advertisement:

1. There are two indoor swimming pools and an outdoor one.	F
2. Blue and grey are typical colors of the rooms design.	
3. The Grand Hotel is serving by the system "Bed and Breakfast".	
4. The Grand Hotel proposes three European cuisine restaurants.	
5. The guests can find TV, video projector and screen in every room.	
6. They organize wedding parties at the hotel.	
7. The hotel is situated on the biggest Greek island.	
8. Translation services are available for the international conferences.	
9. A special room service mean having a shuttle bus to the airport.	
10. Room decoration with roses is an everyday service in the Grand Hotel.	

Task 4. Build the word-families using the words from the box:

pool	guest	private	departure
availability	main	snack	country house
ball	guesthouse	arrival	five star
conference	mini	dining	confirmation

1. _____ bar hotel	1. _____ date	1. _____ room	1. _____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Task 5. Read about British hotel rating system AA. It focuses on a consumer's perspective on accommodation properties. This system is part of the description of properties seen in travel books. Match the star-level to its description:

- A. One Star Hotels
- B. Two Star Hotels
- C. Three Star Hotels
- D. Four Star Hotels
- E. Five Star Hotels

Minimum Requirements for AA Recognition

1.

In this classification hotels will typically be small to medium sized and offer more extensive facilities than at the one star level. Some business hotels come into the two star classification and guests can expect comfortable, well equipped, overnight accommodation, usually with an en-suite bath/shower room. Reception and other staff will aim for a more professional presentation than at the one star level, and offer a wider range of straightforward services, including food and drink.

2.

Expectations at this level include a degree of luxury as well as quality in the furnishings, decor and equipment, in every area of the hotel. Bedrooms will also usually offer more space than at the lower star levels, and well designed, coordinated furnishings and decor. The en-suite bathrooms will have both bath and

fixed shower. There will be a high enough ratio of staff to guests to provide services like portage, 24-hour room service, laundry and dry-cleaning. The restaurant will demonstrate a serious approach to its cuisine.

3.

At this level, hotels are usually of a size to support higher staffing levels, and a significantly greater quality and range of facilities than at the lower star classifications. Reception and the other public rooms will be more spacious and the restaurant will normally also cater for non-residents. All bedrooms will have fully en-suite bath and shower rooms and offer a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bathroom. Some room service can be expected, and some provision for business travelers.

4.

Here you should find spacious and luxurious accommodation throughout the hotel, matching the best international standards. Interior design should impress with its quality and attention to detail, comfort and elegance. Furnishings should be immaculate. Services should be formal, well supervised and flawless in attention to guests' needs, without being intrusive. The restaurant will demonstrate a high level of technical skill, producing dishes to the highest international standards. Staff will be knowledgeable, helpful, well versed in all aspects of customer care, combining efficiency with courtesy.

5.

Hotels in this classification are likely to be small and independently owned, with a family atmosphere. Services may be provided by the owner and family on an informal basis. There may be a limited range of facilities and meals may be fairly simple. Lunch, for example, may not be served. Some bedrooms may not have en suite bath/shower rooms. Maintenance, cleanliness and comfort should, however, always be of an acceptable standard.

(From: <http://www.onecaribbean.org/content/files/hotelclassification.pdf>)

Task 6. What criteria should a hotel meet to receive the AA star recognition?

Make up a list of criteria in the order of importance:

1. Hotel size
2. Range of facilities...
3. ...

Task 7. As a rule hotel General Information is clearly stated in its description.

For finding the right information read the content and match it to the generally used notice:

1. Restricted Service	a) At some hotels, he may be there only between certain hours or on certain nights. However, four and five star hotels must have a night porter always on duty.
2. No Dogs	b) This may be a reduction of the restaurant service, or some leisure facilities may be unavailable during less busy months. Please check when booking.
3. Night Porter	c) This indicates that they cannot be accommodated. A minimum age may be specified (e.g. No children 4yrs – no children under four years old). If this does not appear in the entry, it means that the hotel will accommodate children, but may have no special facilities for them (e.g. no cots or high chairs). It is essential to check when booking.
4. Entertainment	d) Denotes that these kinds of facilities are available with maximum numbers that can be accommodated theatre style; classroom style; boardroom style and the minimum overnight delegate rate.
5. No children	e) Indicates establishments with special facilities for children, which will include baby intercom or possibly baby-sitting, playroom or playground, laundry facilities, drying and ironing facilities, cots, high chairs and special meals.
6. Special Facilities for Children	f) Indicates that amusement events should be available at least once a week throughout the year. However, some hotels may provide entertainment in the summer season or at other specified times, so even if the entry indicates nothing, it is worth checking when you book.
7. Conference	g) They are not allowed in bedrooms. Guide dogs for the blind

Facilities	may be accepted as an exception to this rule. However, even where hotels allow dogs, they may exclude some breeds, and may exclude dogs from certain areas of the hotel, especially the dining room. It is essential to check the conditions before booking.
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Task 8. *Here is the dialogue with a hotel receptionist. Put the cues in the right order:*

_____ **Client:** Excuse me, could I reserve a room for the next week?

_____ **Receptionist:** No, the room is already reserved for you. I just need your telephone number...

_____ **C:** A single room for six days.

_____ **R:** Thank you. What would you like, Mr. Freston?

_____ **C:** My name is Peter Freston. Spelled F-R-E-S-T-O-N.

_____ **R:** Do you need any special facilities?

_____ **C:** The tenth of December. Should I confirm the reservation in writing?

_____ **R:** We have such a room on the ground floor. Could you tell me the day of your arrival?

_____ **C:** No, but I'd like a room for smokers.

_____ **R:** Yes, certainly. May I have your name, please?

Task 9. *Role-play. Make up a dialogue between a client and a hotel receptionist.*

Ask him/her about the facilities available:

- Individually controlled air-conditioning
- Private bathrooms
- Hairdryer
- Second telephone in the bathroom
- Razor electrical socket
- Direct-dial telephone
- Refrigerator
- Satellite TV

- Music Channel
- Safe deposit box (at a small charge)
- Balcony or Terrace
- Floor covering: carpet
- Video & DVD player

1.7. At the Airport

Task 1. Complete the dialogue “Booking a ticket” with the words from the box:

book	airline	help	available
flight	round trip	ticket	

Agent: Good afternoon, madam Gatwick Airport Booking Service, can I (1)you?

Customer: Yes, I need a (2)To Seoul.

A: One way or (3) ?

C: One way ticket, please.

A: When will you be leaving?

C: December, the 3d. I prefer a morning (4)

A: Do you want any particular (5)?

C: British Airlines, business class, direct flight, please. One seat, I travel alone. My name is Deborah Winston.

A: Let me check, Miss Winston... Yes. There is a direct flight (6)
The ticket costs £ 877. Shall I book it?

Task 2.

a) Imagine the same person booking a flight ticket on-line. Fill in the blanks or tick on the screen:

FROM:
Select Country, Airport: _____

TO:
Select Country, Airport: _____

DEPARTURE DATE ____ _

AIRLINE _____

Return One way

Adults (number)

Children

Infants

Class _____

Name _____

Book now

b) Follow the Web Check-in Procedure Instructions. Which action corresponds to the step?

Step 1	a) Enter e-ticket number or reservation code
Step 2	b) Select web check-in service
Step 3	c) Print your boarding card or select dispatch of a copy of your boarding card by e- mail.
Step 4	d) Select airport of departure
Step 5	e) Web check-in procedure is completed. Prior to print your boarding card, you can alter or add your frequent traveler number or select a different seat from the aircraft-seating plan.

c) Make up your own dialogues with booking agent using the information below:

Destination: Kyiv
Airline: Great Northern Airline
Departure time: Sunday 3:30 pm
Flight length: 18 hours

Layover: Frankfurt-am-Main
Price: Coach- \$1200 Business class- \$1450 First class- \$2400
Preferred seating: Aisle / Window

Task 3. Most of the airports have their own letter codes. Match the airport name to its code:

1. Hartsfield-Jackson Atlanta International Airport	a) HND
2. Chicago O’Hare International Airport	b) LAX
3. London Heathrow Airport	c) ORD
4. Haneda Airport (Tokio)	d) DFW
5. Los Angeles International Airport	e) ATL
6. Dallas/Fort Worth International Airport	f) AMS
7. Paris Charles de Gaulle International Airport	g) CDA
8. Frankfurt Airport	h) Fra
9. Amsterdam Airport Schiphol	i) LHR
10. Beijing Capital International Airport	j) PEK

Task 4. Decide whether the following statements are true or false:

1. The check-in for charter flights opens 2 hours before the scheduled departure time and closes 30 minutes before departure.	
2. The same airline at two separate airports may have different check-in procedures.	
3. All liquids whose volume exceeds 100 ml may be transported as a cabin hand-luggage.	
4. A contraband item would be something that had been obtained through illegitimate means, such as stolen property, or a disc with confidential	

information.	
5. Liquid items as shampoo, conditioner, hand lotions and gels are forbidden in carry-on bags nowadays.	
6. Items such as baby formula and prescription medications are permitted at the discretion of security.	
7. The food purchased at the airport should not be checked by going through the X-ray machine.	
8. A pat-down search is a kind of computer-screening at the checkpoint.	
9. Small animals may be carried in the cabin of the aircraft while bigger animals must travel in the cargo hold.	
10. You should remove all metal objects before go through metal detector.	

Task 5. Read the dialogue and put the cues in the right order:

___ *Deborah*: Hello!

___ *Agent*: Hello. May I have your ticket and passport?

___ *D*: Yes, here they are.

___ *A*: Thank you, have a nice flight.

___ *D*: Just one, I also have one carry on bag.

___ *A*: I'm sorry, but you have to put it in your cargo luggage.

___ *D*: No problem. Is cash OK?

___ *A*: Certainly.

___ *D*: Here you go.

___ *A*: Do you have any liquids in carry-on bags?

___ *D*: Thanks.

___ *A*: Your luggage is two kilos over the limit. You will have to pay an extra charge of \$100.

___ *D*: That's OK.

___ *A*: How many pieces of luggage will you be checking in?

___ *D*: Just my perfume, but it is 50 ml size.

Task 6. Here you will find some interesting facts about aircraft service. Fill in the gaps using the words from the box.

patent	service	year	Secretary	balloon	pilots	woman	title	license	flight
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1. On March 8, 1994, Don Ku was granted a (1)..... for wheeled suitcase with a collapsible towing handle.
2. The Wright brothers' first (2) at Kitty Hawk, NC , could have been performed within the (150-foot) economy section of a 747-400.
3. Before Air Traffic Control Towers were developed, (3) avoided other aircraft by a method called "see and be seen".
4. Prior to 1926, a person could fly passengers or goods without obtaining a pilot's (4)
5. The first animal aviators were a sheep, a duck and a cockerel that were sent aloft in a hot air (5) in 1783.
6. "Air stewardess" was the official (6) given to the position that we now refer to as "Flight Attendant". The first Air Stewardess was Ellen Church and she began work with United Airlines in May 1930.
7. Amelia Earhart was the first (7) to fly the Atlantic solo. In 1935, Earhart, achieved two solo firsts-Hawaii to the mainland and Mexico to New York City.
8. Elizabeth Dole was the first woman to become (8) of Transportation.
9. Harriett Quimby was the first woman to earn a pilot's license. The (9) was 1911.
10. The first airline to hold a scheduled (10)..... was the St. Petersburg-Tampa Airboat Line. The service began in the winter of 1914. One or two passengers sat on wooden seats, and enjoyed fresh Florida air and salt spray in their faces.

Task 7. Review the vocabulary by completing the words or phrases below using the words from the box:

stewardess	belt	free	control	off
------------	------	------	---------	-----

in	lounge	luggage	locker	reclaim
----	--------	---------	--------	---------

- | | |
|-------------------|--------------------|
| 1. air _____ | 6. check _____ |
| 2. seat _____ | 7. overhead _____ |
| 3. excess _____ | 8. take _____ |
| 4. passport _____ | 9. departure _____ |
| 5. hand _____ | 10. duty _____ |

TEST YOUR KNOWLEDGE

- The subsidiary is.....Sheffield. It's only six miles away.
 - along
 - by
 - near
 - next
- You can see the details the computer screen.
 - at
 - by
 - in
 - on
- I've got a meeting Thursday afternoon.
 - at
 - in
 - on
 - to
- We've lived in this flat five years.
 - ago
 - already
 - for
 - since
- This car is....., if you're interested in buying it.

- a) for sale
 - b) in sale
 - c) at sale
 - d) to sell
6. Polly wants to cycle round the world. She's really keen .. the idea.
- a) about
 - b) for
 - c) on
 - d) with
7. I prefer typing writing. I hate writing.
- a) from
 - b) over
 - c) than
 - d) to
8. My father used the money he won to sethis own company.
- a) forward
 - b) on
 - c) out
 - d) up
9. Don't go too fast. I can't keep you.
- a) on to
 - b) on with
 - c) up to
 - d) up with
10. Did you get in time?
- a) on
 - b) in
 - c) up to
 - d) out of

UNIT II

TELEPHONING

Comment on the quotation:

The telephone gives us the happiness of being together yet safely apart.

Cooley Mason

2.1. First contact

Task 1. Read the text and point out the phoning scenario.

Tina looked up Mr. King's phone number in the directory. She pushed down a button on her phone for an open phone line, picked up the receiver and heard the dialing tone. She dialed Mr. King's number on the keypad then she listened as the phone rang. Mr. King's secretary answered the phone: "Good-morning. Mr. King's office." Tina identified herself: "Hello. This is Tina Perez from Deutsche Bank." and asked to speak to Mr. King: "Is Mr. King in?"

Tina explained why she called.

"Bard King." – "Hello, Mr. King. This is Tina Perez calling to confirm our lunch."

Task 2. Study the text, suggesting ways to prepare for telephone calls. Organize the suggestions given at the end of the text according to the order they are mentioned in the text.

When making a call, prediction is one thing. Try to guess what the other person might say or ask. It's a subconscious preparation. But there are more conscious things, too: like linking together any information you need, having the right file nearby, your diary, notepaper, a pen. You might also need some particular stuff on the computer screen. All that, what you call desk preparation, is important. Then, in addition, there is a specific thing like checking recent correspondence, knowing exactly what's going on, knowing what you ought to be doing. That is, understanding the situation or the relationship. And, finally, the part of the

preparation needed to be done if you are making the call: you have to think about your objectives, what you want from the call, what you may need to ask or need to say. All that should be clear in your mind.

And another type of preparation: be prepared for in-coming calls. If you now someone is going to call you, then, of course, it makes sense to think about what they'll be talking about and try to anticipate what they might ask or say. In other words, to predict what might come up. That way you may see if there is anything particular you need to find out or check before they call, or think about what you need to ask them. When someone calls you and you are not ready to talk to them you may say "I'll call back later." and ring them when you are ready.

So, in conclusion, we'd like to stress that it's terrible when you are not prepared for the telephone conversation. It sounds unprofessional and it wastes a lot of time too.

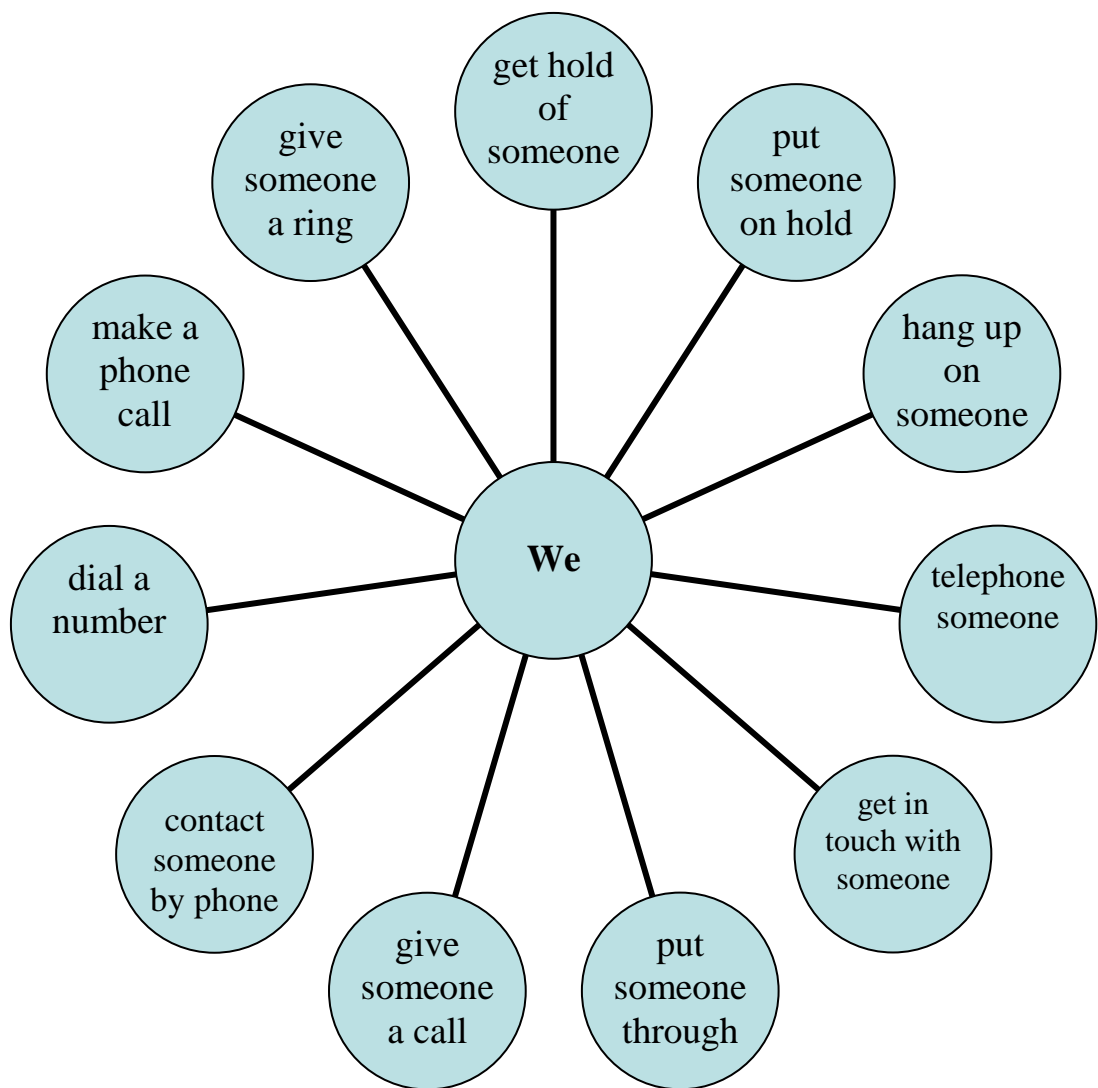
- Have a diary on hand, so you can fix appointments.
- Think about your objectives from the call – any questions you need to ask or things you need to say.
- Try to guess what the other person will say.
- Check recent correspondence, know the situation.
- If someone calls and you are not ready for them, ask them to call back later.
- Desk preparation: prepare the desk – paper, pen, any relevant documentation, computer files.

Task 3. Match A and B to make up true sentences.

A	B
When I answer the phone,	I give my first and last name and identify my department.
When transferring a call,	I am always courteous.
When answering the phone,	I always remember that I may be the first and only contact a person may have with our department, and that first impression will stay with the caller long after the call is completed.
If the caller has reached the wrong	I discontinue any other conversation or

department,	activity such as eating, chewing gum, typing, etc. that can be heard by the calling party.
When I pick up the receiver,	I answer no later than the third ring.
When I hear the phone ringing,	I am sure to explain to the caller that I am doing so and where I am transferring them.

Task 4. Study the list of expressions and use them in the sentences of your own.



Task 5. Study these useful phrases. Practice them with your partner.

Language Focus

ANSWERING THE PHONE	INTRODUCTIONS
<ul style="list-style-type: none"> ❖ Millennium Bank, good morning. ❖ Millennium Bank, how may I help you? 	<ul style="list-style-type: none"> ❖ Good morning, Kevin Black speaking. ❖ Hello. This is Kevin Black here.

<ul style="list-style-type: none"> ❖ Millennium Bank, Janet Jones speaking. ❖ This is Janet Jones of Millennium Bank, good morning. 	<ul style="list-style-type: none"> ❖ Good morning. My name is Kevin Black. ❖ This is Kevin Black speaking.
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ASKING FOR SOMEONE	ASKING FOR THE CALLER'S NAME	ASKING THE PERSON TO CLARIFY THEIR NAME
<ul style="list-style-type: none"> ❖ Could I speak to Mr Smith, please? ❖ I'd like to speak to Mr Smith, please? ❖ I'm trying to contact Mr Smith. ❖ Is Mr Smith available? ❖ Could you put me through to the HR department? ❖ Could you tell me what time the Managing Director will be available? ❖ Could you tell me who is in charge of invoicing? ❖ Could you transfer me to extension 34, please? ❖ Could you put me through to the Tax department, please? 	<ul style="list-style-type: none"> ❖ May I ask who's calling? ❖ Who's speaking, please? ❖ Who shall I say is calling? ❖ May I have your name, please? ❖ From whom can I leave a message? 	<ul style="list-style-type: none"> ❖ Could you spell your name, please? ❖ How do you spell your name, please? ❖ Would you mind spelling that, please?

TRANSFERRING A CALL	ASKING SOMEONE TO REPEAT	
<ul style="list-style-type: none"> ❖ I'll check if he's in. ❖ Just a moment please, I'll put you through to Mr Smith. ❖ One moment please, I'll transfer you... ❖ Just connecting you now. 	❖ Sorry,	I couldn't hear what you said. I can't hear you. We have a bad connection. / I'm afraid it's a bad line.
	❖ Could you	speak up, please? repeat that, please? read that back to me, please? speak a bit more slowly, please?
	❖ Would you	repeat your company's name, please. mind repeating that?

THE PERSON IS UNAVAILABLE	AVAILABILITY
----------------------------------	---------------------

❖ I'm afraid Mr Smith	is not available right now. is unavailable at the moment. is not in today. is in a meeting. is on holiday. is out for lunch. is on sick-leave. is on paternity leave. has just left for the day. is abroad/away for a couple of days/away on business.	❖ He'll be	at the office on the 23rd. free at two thirty.
		❖ He'll be back	from lunch after one o'clock. tomorrow morning. the day after tomorrow. next week. in the afternoon. later this afternoon. by noon on Wednesday.
❖ I am sorry,	but he is out of town. there's no reply. He's not available this morning but if you could phone again this afternoon he should be in the office by then.	❖ He should be available	after two o'clock. before the meeting. at half past one. in an hour.

SOMEONE IS NOT AT THE NUMBER YOU CALLED		THE PERSON IS ON ANOTHER PHONE CALL	
❖ I'm sorry, / I'm afraid	we don't have anybody here by that name. (but) he's not at this number any longer. His new number is 122 078. (but) this is extension 232 not 323. you've got the wrong number. (but) he doesn't work here anymore. he has retired.	❖ I'm sorry, but	Mr Smith is on another line. Shall I ask him to phone you back? the number's engaged. the line is busy.
		❖ Would you like	to hold? to wait until he has finished his call? to speak to somebody else?
		❖ Could you	call back later?

Task 6. Put the dialogue in the right order. Practise it with a partner.

___ Yes, please, that would be good.

___ Thank you. And your phone number?

___ Hello. Is Bob Duval there, please?

___ Brian Sheridan.

- _____ Yes, it's Brian – B-R-I-A-N Sheridan – S-H-E-R-I-D-A-N.
- _____ Please hold the line, I'll see if I can transfer you.... . Sorry, he's in a meeting at the moment, I'm afraid. Can I help you?
- _____ Thank you very much. Goodbye.
- _____ Millennium Bank, good morning.
- _____ I'll see if he's in the office. Who's calling?
- _____ Could I have your name again, please?
- _____ That's right.
- _____ I'll ask Bob Duval to give you a ring as soon as he's free.
- _____ Well, I met Bob Duval in Spain last week at the conference. He suggested I should call him this week. When will he be free, do you know?
- _____ Right, can I confirm the number – 0033 1 56 31 54 90.
- _____ I'm afraid I don't know. Shall I ask him to call you as soon as he can?
- _____ Yes, I'm back in France now. My number is 56 31 54 90, and I think the code from the UK is 0033, then 1 for Paris.

Task 7. Complete the sentences with words from the list below. Use each word once only.

here	see	in	moment	mobile	holding	speaking	hold
------	-----	----	--------	--------	---------	----------	------

1. Hello, is that Sam (1)
2. Just a (2), please.
3. Wait a minute, I'll (3)if she's here.
4. I'll get the information you want. Do you mind (4)on?
5. You should be able to reach her on her (5)
6. Try calling back (6)an hour's time.
7. Sorry, he's not (7) at the moment.
8. I'll have to put you on (8) while I check.

Task 8. Choose the best responses.

1. I'd like to speak to Ms Chan, please.
 - a) Yes.
 - b) I'm afraid she's not here at the moment.
 - c) Well, you can't.
2. Can I speak to Mr Rosales, please?
 - a) Hold on, please.
 - b) Don't go away.
 - c) All right.

3. Who's speaking?
- a) I am called Gabriel Marcus. b) My name's Gabriel Marcus.
 c) Gabriel Marcus is speaking.
4. Could I speak to Marta Owen, please?
- a) Who's calling? b) Who are you? c) What's your name?
5. Can I call you back later?
- a) Yes, call me. b) Yes, please do. c) Of course call, yes.
6. When will she be back?
- a) One hour. b) After one hour. c) In an hour's time.
7. Can you put me through to Georg Stiess, please?
- a) I'll see if he's in his office at the moment.
b) I've got the wrong number. c) I'll check again.
8. Isn't that Credit Policy Department, then?
- a) No, the number has changed.
b) I'm afraid, not. You must have dialed the wrong number.
c) Sorry, I may have dialed the wrong extension.
9. You asked me to confirm their email address.
- a) Yes, that's the most likely one. b) Yes, let me just write it down.
 c) Yes, let me find out.
10. No, this isn't an insurance company.
- a) I'm sorry to have bothered you. b) I'll call again later.
c) Can you put me through to the International Consumer Department, please?
11. Mr Chan asked me to call this morning.
- a) Sorry, you've got the wrong name. b) Do you know the area code?
 c) I'm afraid there's nobody with that name here.
12. We can let you know what the alternatives are.
- a) Thank you. I know them. b) Thanks. I'm glad that's OK now.
 c) Thanks. I can order what we need then.

Task 9. Work in groups. Ask for information politely using could, would or can.

Example: *You want to know where the caller is calling from. (tell)*

Could you tell me where you're calling from?

1. You aren't sure exactly what the caller is phoning about? (tell)
2. You want to know the caller's telephone number. (give)

3. You want to find out when the CEO will be in his office tomorrow. (tell)
4. You don't know how to spell the caller's name. (spell)
5. You aren't sure about the delivery date of your order. (confirm)
6. You didn't hear the caller's address clearly. (repeat)

Task 10. Complete the sentences with a preposition.

1. I'll call you 5 minutes.
2. I'm trying to connect you. Could you hold?
3. When are you going holiday?
4. I'm calling the invoice I received.
5. Could you pass a message for me?
6. I'll write to you two week's time.
7. Nick is paternity leave.

Task 11. Write what you would say in these situations.

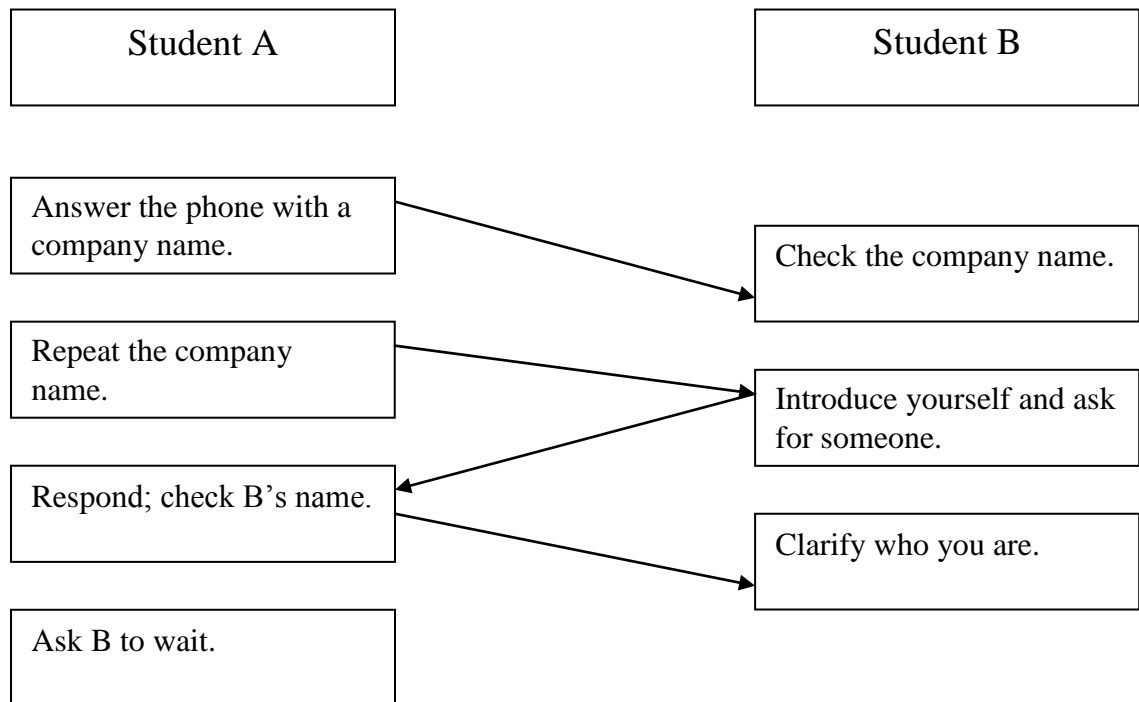
Example: You are the Chief Executive of the Regional Office. The phone rings and you pick it up. The caller asks "Is that the Chief Executive?" What do you say?

- Yes, Simon Willies speaking.

1. A caller asks for bank product details but your department deals with systems and data processing.
.....
2. Your female colleague is off work as she has just had a baby. What do you say to the caller who wants to speak to her?
.....
3. You are in a meeting and you receive a call on your mobile phone. You cannot speak. What do you say?
.....
4. You don't catch the caller's name. Ask him to spell it.
.....
5. A colleague phones to let you know her the time of the meeting but you can't hear her very well. You are not sure whether it is 10.30 or 2.30. What do you say?

.....

Task 12. Suggest suitable phrases for each step in the conversation, and then practice the dialogue with another student to play each role.



Task 13. Match the two parts of the sentences.

1. Press the star key	a) on hold for a minute.
2. Could you leave a message	b) a conference call for next week.
3. I'll call you	c) take the call at the moment.
4. Please, wait, I'll just put you	d) the wrong number.
5. I'm sorry, I must have dialed	e) to return to the main menu.
6. We need to set up	f) with directory enquiries.
7. I need to check the number	g) for me on my voicemail?
8. I'm sorry but I can't	h) when I get back to my office.

Task 14. Complete the sentences using the verbs from the box. Use each verb once only.

get (x2) press try call hear leave keep want say hold hang
--

- I'm trying to (1) hold of Peter Parker.
- Would you like to (2) a message?
- I can't (3)..... you very well. Please speak up.
- Could you (4) on, please? I won't be long.
- Sorry to (5) you waiting.

6. Can I (6)you later?
7. If you (7) to place an order, (8)the star key.
8. I'll (9) someone to call you later.
9. He didn't (10) when he would be back in the office.
10. Please don't (11) up. I'll (12).....the number again.

Task 14. Complete the conversation with phrases given below. Point out all the phrases used by Personal Assistant to block the caller. Act out the telephone conversation. Don't forget to swap roles.

We look forward to hearing from you.	Well, Mr. Grummer is not available just now.
So it is difficult to give you a time.	I don't think I could do that, he's very busy just now.
Listen, let me suggest something.	Who's calling, please?
Yes, that's very kind. I have your address.	Who in particular?
What is it about, please?	I can deal with calls for Mr. Grummer.

Personal Assistant: Good morning, PLC Group.

Caller: Good morning, Edward Mayer's here, calling from Madrid. Could I speak to Mr. Grummer, please?

PA: (1).....

C.: I'm sorry - Edward Mayer, from Madrid.

PA: Er, (2).....

C.: Well, we understand that you are a fast growing company that needs a reliable bank to work with. Millennium Bank is aimed at contributing to development of business of its customers. I would like to speak to Mr. Grummer to discuss ways in which we could help PLC Group create the most favourable conditions for business growth.

PA: Yes, I see. (3).....

C.: Can you tell me when I could reach him?

PA: He's very busy for the next few days, then he'll be away in New York.

(4).....

C.: Could you ask him to ring me?

PA: (5).....

C.: Could I speak to someone else, perhaps?

PA: (6).....

C.: A colleague for example?

PA: You are speaking to his Personal Assistant. (7).....

C.: Yes, well er... yes.....could I ring him tomorrow?

PA: No. I'm sorry, he won't be free tomorrow. (8).....

You send us details of your bank products and services, together with references from other companies and then we'll contact you.

C.: (9).....

PA: Very good, Mr.....er...

C.: Mayer, Edward Mayer from Millennium Bank .

PA: Right Mr Mayer. (10).....

C.: Thank you. Goodbye.

PA: Bye.

Task 15. Role play the following situations. Student A calls student B. When you have done the calls once, change roles.

Situation 1.

Student A. You are a colleague of Hannah Booth. You would like to ask Richard Dawson for the company name and phone number of someone called Kevin Kim in South Korea who he mentioned to Hannah Booth.

Student B. You are a colleague of Richard Dawson. Richard is away on holiday for a week. Make a note of the caller's message, and say Richard will deal with it on his return.

Situation 2.

Student A. You are a private entrepreneur. You would like to open your current account with NatWest. Call the Customer Service Line and enquire what Natwest current account can offer you.

Student B. You are an operator of Customer Service Line at NatWest. Answer the caller's questions and respond to his/her comments. Be patient and polite.

Situation 3.

Student A. You are a colleague of Carla Parker. Carla has asked you to call Richard Dawson as she would like some information about NatWest business start-up service. If he is unavailable, leave a message, and explain that Carla would like the information urgently.

Student B. You are a colleague of Richard Dawson. Richard was on holiday last week, and is now in a meeting, and can't be disturbed. Explain that he is very busy. Ask the caller how you can help, and explain that you will ring back when Richard has had time to give you the information.

2.1.1.Ending the call.

Task 16. Read the dialogue between Catherine Welsh, a Communications Consultant, and an interviewer. Point out the following:

- a) ways to avoid misunderstanding;
- b) a way to check that there's nothing left to say;
- c) the importance of small talk;
- d) ways to get off the phone when the other person keeps talking and you are very busy.

- When on the phone you need to check everything or a lot of things to avoid misunderstandings. You should repeat details, specifications, times, spellings, dates all that sort of things, prices even. And if you make agreements you should confirm them. I think it's best to end calls with some sort of check or confirmation.

- Yes, that's quite common. What else would you advise to end the phone call?

- Well. There is checking there's nothing left to say. How many times does it happen that you put the phone down and say "Oh, I forgot to say such and such..." or "I need to ask about something else." You have to phone back. It is such a waste of time. You can usually avoid that if one of you says something like "Is that all?" or "Anything else?"

- OK. And do you think a business phone call is strictly about business?

- Well, in a sense yes, but small talk can be very important. And this all business does usually have a bit of small talk in a phone call even if it's just a comment on the weather, or how someone is, or your last trip away. It's easy to underestimate the importance of small talk. You have to learn to feel confident with it.

- Why do you think small talk is so important?

- Well, it helps to build and maintain the relationships, although there are dangers there: it should be kept brief.

- And how do you get off the phone when the other side is talking about the weather for ages and you don't want to be rude.

- Oh, yes. That can be difficult. I think it's best to interrupt politely, say you have to go somewhere. You can say: "Yes, we'll have to talk again soon. I'd better be going now. I have a meeting in five minutes." Or something like that. If it's a customer, you can offer to call back later if there is anything else to discuss.

Task 17. Study the list of key phrases. Practise them with your partner.

Language Focus

ENDING THE CONVERSATION
<ul style="list-style-type: none">❖ It was nice talking to you, Mr Smith.❖ Thank you for calling, Mr Smith.❖ I am glad you called. Thank you for the information.❖ I hope I'll be hearing from you soon.❖ I'll see to it first thing tomorrow.❖ I'll check it straight away.

- ❖ I look forward to hearing from you soon.
- ❖ I'll send you the quotation by mail.
- ❖ I'll e-mail you the details.
- ❖ I'll look forward to getting your confirmation next week.
- ❖ Thank you for your help. Bye.
- ❖ Until next Thursday then!
- ❖ I'll get back to you as soon as possible.
- ❖ You'll be hearing from us very soon.
- ❖ I'll see you on the 30th then.
- ❖ See you soon! Goodbye, Mr Smith!

Task 18. Put these lines in the correct order to make conversations. There may be more than one possibility.

<p><i>Conversation 1.</i></p> <p>__ All right. Well, thanks for calling.</p> <p>__ Yes, bye.</p> <p>__ That's OK. Speak to you soon.</p> <p>__ Sorry, but I really must get on now.</p>	<p><i>Conversation 2.</i></p> <p>__ And give my regards to Bob.</p> <p>__ Thank you for ringing.</p> <p>__ Yes, bye.</p> <p>__ Of course I will. See you then.</p> <p>__ That's OK. Good to speak to you again.</p>	<p><i>Conversation 3.</i></p> <p>__ Oh, are you? Ok.</p> <p>__ Right, well, good to hear from you.</p> <p>__ Goodbye.</p> <p>__ Speak to you next week then.</p> <p>__ Yes, nice to talk to you, too.</p> <p>__ Bye for now.</p> <p>__ Fine. I'm away on Monday, though.</p>
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Task 19. Rewrite these phrases, putting the words in the correct order.

1. getting / me / back / to / for / thanks

_____.

2. regards / them / then / give / my

_____.

3. back / calling / you / me / thank / for / much / very

_____.

4. later / then / you / talk / to

_____.

5. weekend / a / good / have

_____.

6. contact / last / nice / make / to / at

Task 20. Work with your partner.

Situation 1.

Student A. You are ending a call with Student B. Student B speaks first. Include the following in your conversation:

Thank B (they called you).

Agree to the request B makes.

Ask B to give your regards to John.

Student B. You are ending a call with Student A. You speak first. Include the following in your conversation:

You called A about tomorrow's meeting. It starts at 10.30.

Ask if A can arrive ten minutes early (there's something you want to discuss before the meeting).

Agree to the request A makes.

Situation 2.

Student A. You are ending a call with Student B. You speak first. Include the following in your conversation:

Ask B to book a suit at the Sheraton for 15-16 April.

Offer to photocopy the balance sheet and bring it with you.

You'll see B next Friday at 9:30 at the meeting.

Student B. You are ending a call with Student A. Student A speaks first. Include the following in your conversation:

Thank A (they called you back). Agree to A's request.

Accept A's offer.

You'll see A next Friday at 9:30 at the meeting.

Task 21. Fill in the correct preposition.

1. Mr. Smith, your customer isthe line.
2. Could I speak Miss Jones, please?
3. Could you look a number the Yellow Pages me?
4. Look the classified section telecommunications.
5. Which department does he work ?
6. You won't find me the phone book. I have an unlisted number.
7. We've been cut again.
8. It's a bad line. Hang and I'll ring you back.
9. He's not I'm afraid.
10. Can I put you to his secretary instead?
11. Do you happen to know the country code Sweden?
12. I can't hear you very well. Would you speak please?
13. Make the bookings phone, then send an email to confirm them.
14. I'll see if I can get hold her you.
15. Mr. Smith, there's a call you.
16. I'm calling your ad today's paper.
17. I'll ring you back 15 minutes.
18. Can you take our order the phone?
19. Naturally I'll send a confirmation writing later
20. He's been the phone the last 45 minutes.
21. Goodbye, and remember give my regards your wife.
22. I'm very grateful you all your help.
23. Don't you have any record our order?
24. We placed the order you last month.
25. Sorry, we have nobody here that name.
26. It's still busy. She must have left the phone the hook.
27. There's no Mr. Smith this number, I'm afraid.

Task 22. Read the text and fill in the gaps using the words from the box.

finish	this	harder	politely	“Goodbye”	call	person
--------	------	--------	----------	-----------	------	--------

It's easy to end a phone (1)..... – just say (2) It's much (3)..... to signal the end – to show the other (4) that you want to (5)..... the call. But there are several ways of doing (6)..... clearly and (7)..... .

Task 23. The called party is not in the office. Suggest a more tactful response.

Example:

What you mean:	A tactful response
Mr. Smith is out.	Mr. Smith is not in the office at the moment. Would you like to leave a message on his voicemail?

What you mean:	A tactful response
I don't know where Mr. Smith is.	
Mr. Smith is in the men's room.	
Mr. Smith hasn't come in yet.	
Miss Smith took the day off.	
Miss Smith doesn't want to be disturbed.	
Miss Smith is busy.	

Task 24. Mr. Smith complains about the way he was treated over the phone on different occasions. Read his statements and discuss them.

Situation 1.

“The caller was very rude and became offensive when I asked for his full name. He just wouldn't give it.”

An exercise for situation 1: Spell your name in English with the international telephone alphabet.

Situation 2.

“They let me talk on and on only to realize that they were not the person I should have been talking to.”

Discuss the following: Can you recall a time this happened to you?

Situation 3.

“I called the wrong department for help, they didn’t give me any suggestions as to where I should be calling, they just said, “I don’t know, not our department.””

Discuss the following: What should the frequently asked questions be and what should you reply?

Situation 4.

“They didn’t listen clearly to my needs, then they transferred me to the wrong person.”

Discuss the following: What should you find out before transferring a call?

Situation 5.

“I was disconnected when they transferred my call.”

Discuss the following: What vocabulary would you use when transferring a call?

Situation 6.

“They answered with an aggravated voice, as if I disturbed them by calling.”

Discuss the following: a) In what situations might you be annoyed when answering the phone?

b) What is your opinion of good telephone etiquette?

c) Do you think it differs in different countries and cultures?

2.2. Taking and leaving messages

Task 1. Read the text and point out some key rules of talking over the phone.

Answer the questions on the text.

1. Why is it easier to talk with someone face-to-face?
2. When should you identify yourself and your organization?
3. What can you say if you don’t understand someone on the phone?

The Fine Art of Talking to Strangers on the Telephone

Talking on the phone can be one of the biggest stumbling blocks when trying to communicate in a foreign language. It is always much easier when you are face-to-face with the person because you can have the benefit of observing body language, reading his/her lips, as well as being able to hear what he/she is

saying more easily. On the telephone, you have to be extra sharp with your listening skills, and even clearer with your language.

Doing business by telephone and leaving a message for a customer or colleague with another staff member takes some getting used to. It is best to be prepared with exactly what you want to ask by having a memo in front of you. This will help you not to forget crucial information.

Always identify yourself and your organization early on in the exchange. This is a courtesy you afford to the person answering the telephone. A good message taker will be listening carefully and be jotting down the information you are giving. This way, he/she can pass on a clear and accurate message later on.

A rule of thumb is always to spell your name for the person taking the message. This custom makes taking the message much easier. It avoids confusion and potential mistakes in the details. Also, if the person doesn't offer to repeat the number you give, ask him/her politely to repeat the number back to you to make sure it is correct.

Finally, don't be shy to ask someone to either slow down their speech or to repeat things that you don't understand. Another disadvantage of doing business by phone is that the other person doesn't have the benefit of seeing you face-to-face to gauge your understanding. It is perfectly acceptable to say, "I'm sorry, could you please repeat that?" Or "I'm having trouble understanding, could you please speak more slowly?"

The telephone is indeed your friend. The sooner you become proficient in speaking English on the telephone, the more professional you will appear to those with whom you are doing business.

Task 2. Study the list of key phrases. Practise them with another student.

MESSAGES
<ul style="list-style-type: none">❖ Would you like to leave a message?❖ Could I take a message for Mr Smith?❖ Can I give him a message?❖ Shall I ask Mr Smith to call you back?

- ❖ I'll pass on the message as soon as he gets in.
- ❖ I could give you his mobile number if you need to contact him right away.
- ❖ Could you please ask Mr Smith to call me?
- ❖ Could you take a message for him?
- ❖ Could you tell Mr Smith I rang?

Task 3. Match the best combination of sentences from column A and B.

A	B
<ul style="list-style-type: none"> • May I ask who's calling? • How may I help you? • Can you call the sales department? 	- I need to speak to a NetWest financial adviser.
- Does he need to call you back?	<ul style="list-style-type: none"> • Yes, I'll be sure to tell him. • No, he's in a meeting. • Yes, when he gets a chance.
<ul style="list-style-type: none"> • Do you want her call you back? • Can you give me your number? • Do you want to leave your name? 	- Yes, tell her to give me a ring.
- Let me make sure I have your number down correctly...It's 253-0961.	<ul style="list-style-type: none"> • Yes, tell him I called. • Yes, he has my number. • Yes, that's right.

Task 4. Complete the conversation with phrases given below. Act out the telephone conversation. Don't forget to swap roles.

let me make sure I have all the information down correctly	How may I help you?
I'll be sure to give it to him as soon as he returns.	No, I'm sorry. He's away from his desk right now at a meeting. May I take a message?
I'd like to reschedule it if possible.	And you'll be in all today.

Receiver: Good morning. This is the accounting. Lora Barnet speaking.

(1).....

Caller: Yes, this is Josef Radzinsky calling from the finance department. Is Chris Moray in?

R.: (2).....

C.: Yes, that would be great. Please tell him that Chris Moray – let me spell that – C-H-R-I-S .. and my family name ... M-O-R-A-Y, called about our meeting tomorrow. (3)..... . My number is 981-3605 and my extension is 327. I should be in all day, so just have him give me a ring when he gets a chance.

R.: OK, Mr Moray, (4)..... .
You're calling to see about rescheduling tomorrow's meeting with Mr Radzinsky. Your telephone number is 981-3605, extension 327. (5).....

C.: That's right.

R.: OK, (6)..... . Thank you for calling. Bye now.

C.: Thank you. Bye.

Task 5. Rearrange the sentences to make a conversation, then practise the conversation with a partner.

Conversation 1.

_____ Let's see, she has an appointment tomorrow afternoon....so she should be in tomorrow morning. May I take a message?

_____ Yes, that would be great. Please tell her that I found the information she wanted.

_____ Hello, Mr Stein. No, she isn't in today.

_____ When will she be in?

_____ All right, and how can she reach you?

_____ Oh... my number is area code (035) 999 3164.

_____ Hello. Millennium Bank. Anthony Mathews speaking.

_____ Tony, this is George Stein from the main office. Is Ms. Graham in today?

_____ Let me double-check that.... It's (035) 999 3164.

Conversation 2.

_____ No, I'm sorry. Mr. Grover is out of town on business. Would you like to leave a message?

_____ All right. I'll be sure to give him your message, Mr. Black. Thank you for calling.

_____ Good afternoon. Grover and Associates. How may I help you?

_____ Yes. Please tell him that Daniel Black called to discuss the proposal he gave me. He has my number.

_____ I need to talk to Mr. Grover. Is he in?

Conversation 3.

_____ Yes, could you try Zeta in Tax Department? She might know.

_____ Could you put me through to Jacob in Accounts, please?

_____ Would you like me to take a message?

_____ His line's busy at the moment. Can someone else help?

_____ Just a moment while I get a pen.

_____ Sorry. Her line's engaged, too.

_____ Oh, yes, please. That's very kind of you.

_____ Oh, dear It is rather urgent.

Task 6. Think about taking a message in English. Which of these things do you do to help you? Discuss with a partner.

- Have a notepad and pen near the phone.
- Ask the caller for time to prepare.
- Ask for repetition when you're not sure.
- Other (what?).

Task 7. Read the text and fill in the gaps using these words.

numbers	spell	stressing	single	common
---------	-------	-----------	--------	--------

When people leave a message, they often clarify it by (1) key words. They also (2) out difficult words, and if the letters are confusing, they clarify them by using (3) word or name (e.g. D for David). It is possible to make difficult (4) clearer by saying them in a different way or using (5) digits, such as ‘three seven’ for ‘thirty-seven’. But people don’t always think about these things – so you have to check the details.

Task 8. Practise conversations like the ones below with a partner, paying particular attention to intonation. Use these alternatives:

30/13 I/Y V/B 9/5 18/80 F/S

<p>A: 17. B: Was that 17 or 70? A: 17, that’s one seven. B: OK, thanks.</p>	<p>B: H. A: Sorry, was that H for Harry or A for Amsterdam? B: H for Harry. A: Right, thank you.</p>
--	---

Task 9. Look at these messages. Underline the key words (the ones you think are most important). Compare with a partner. Take in turns to give each other messages and write them down.

1. Jan
Ms Rivers phoned about last month’s delivery. Please fax or e-mail the details to her if you have them.

2. Mike Turner caller from the Manchester office. Please e-mail your report to him by Thursday.

3. Ms Khan has some questions about the July conference. Phone her as soon as possible.

4 Fernando de los Rios of West One Studio rang. He's coming on Tuesday 14th at 2.

5. Tricia Smart from EQ Electrics hasn't received the package. Call her on 01242 679824 or e-mail her: t.smart@equelec.com

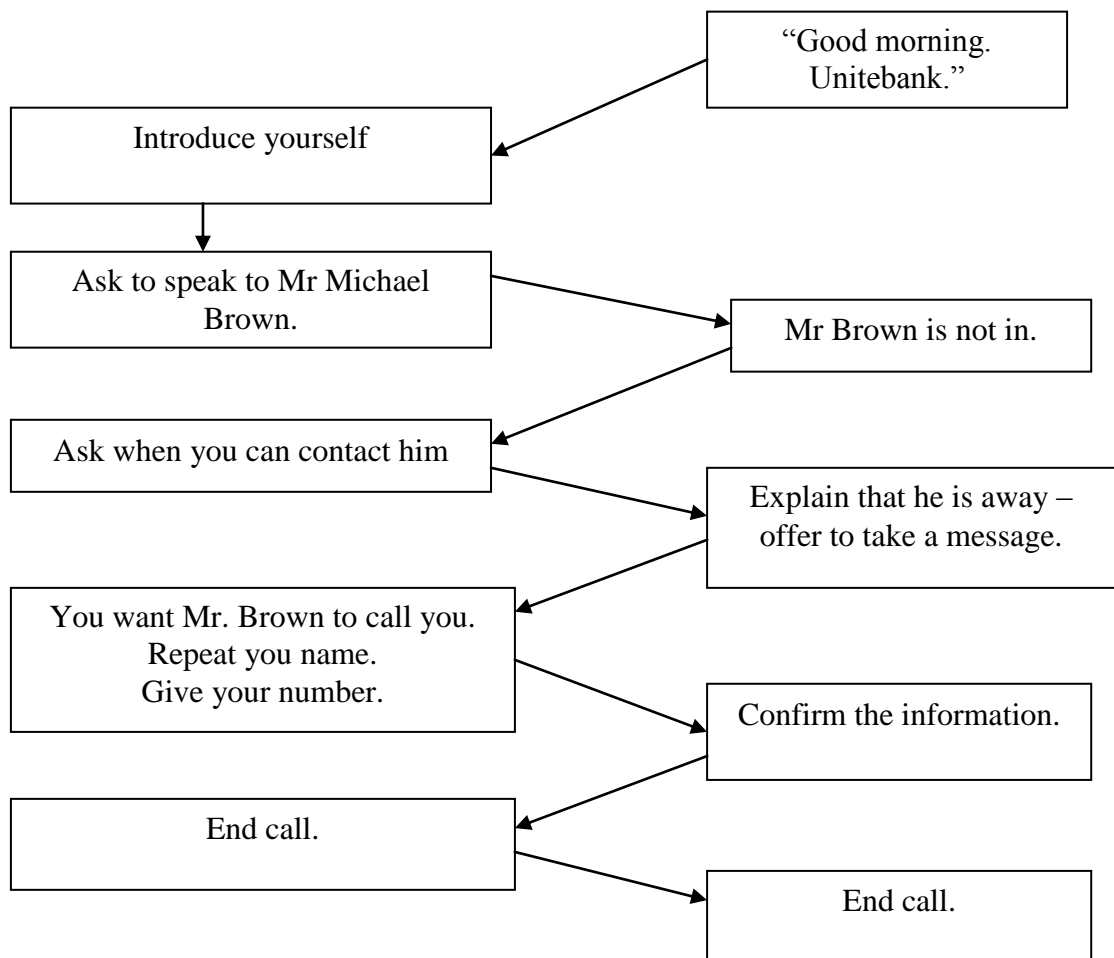
Task 10. Complete the missing information on the message pad below using conversations from exercises 4 and 5.

<u>Telephone Message</u>	
For:	Time of call:
Caller:	Company:
Phone number:	
Message:	

Task 11. Use the following flow chart to make a complete telephone conversation. Practise it with a partner. Don't forget to change roles.

CALLER:

BANK REPRESENTATIVE:



Task 12. Read the text and answer the following questions:

1. Why is it important to jot down on a memo the main points you will say in a telephone message?
2. Why is it important not to leave a message that is too long?
3. What three things are important to do when leaving a message by phone?

Hints on How to Leave Messages by Telephone

In today's business world, it has become necessary to interact with machines regularly. The convenience of using answering machines and voice mail has made it rarer to have contact with a live person whose job is to answer the phone and take messages.

Learning the fine art of leaving messages on machines and voice mail is a necessary part of doing business in the 21st century. There are several hints that

will help make this task easier. For instance, it is helpful to jot down the main points you wish to say in the message on a memo in order not to forget any crucial information. This also helps to keep your message in logical order.

If you know the person, it is good to begin by saying his/her name and then explain who you are. This way, he / she will be able to place you quickly. If you are calling a stranger, someone you have never met, it is best to begin by saying your company name and then your name. Briefly explain why you are calling. If the message is too long, the person won't be able to remember the entire message easily. Keep it simple.

When leaving your name, it is best to spell it out. Especially if your name is unusual, the person may have no idea how to spell it, so it is a good idea to clearly and slowly spell it out completely. When giving your telephone number, again, it is important to say it very clearly and slowly. There is nothing more frustrating than to have someone quickly mumble a number that is unintelligible. Repeat the number to insure that the person on the other end will easily be able to write it down without having to re-listen to the message over and over.

Talking on the telephone in English is difficult enough for a non-native speaker, but talking to a machine with no reassuring feedback is even more so. A machine can't say that it didn't understand you and it doesn't ask follow-up questions. It is important for you to make sure you leave all of the necessary information the person needs to contact you, as well as explain clearly who you are and why you are calling.

Being comfortable on the telephone while speaking to a person, or when leaving messages, will aid you greatly in making a positive impression with the other person.

Task 13. A) Study the list of key phrases.

Language Focus

ANSWERING SERVICE
❖ This is company X's automatic answering service.

- ❖ Our office hours are from 8 a.m. to 4 p.m.
- ❖ Our office is closed {
 - for the holidays.
 - between Christmas and New Year.
 - until July 15th.
- ❖ We will be open for business from January 2nd.
- ❖ Business will resume on August 16th.
- ❖ If you would like to leave a message press 1.
- ❖ Please state your name, telephone number and the purpose of your call and we will get back to you as soon as possible.
- ❖ We apologise for any inconvenience.
- ❖ Thank you for calling and have a nice day.

B) Complete the conversations with phrases given below. Practise leaving a message on an answering machine and on voice mail.

On Saturdays, we are open from	leave your name, telephone number and area code, and the purpose of your call at the tone.
so it may be monitored for quality control.	Please hold while you are being connected.
I'm calling in reference to the bank product that we discussed.	You have reached Millennium Bank, Cambridge Branch.
Thank you for calling.	I'm not at my desk right now,
I'd be very grateful if you could contact me about this ASAP.	

(leaving a message on an answering machine)

Machine: (1)..... .We are now closed. Our regular business hours are weekdays from 9:00 a.m. until 5:00 p.m., Monday through Friday. (2).....9:00 until 12:00 noon. We are closed on Sundays. If you would like someone to contact you directly, please (3)..... Thank you for calling.

Mr. Smith: Yes, I'm calling about a personal financial review. I would like to arrange it with a bank financial adviser. (4).....

My name is Roger Smith...let me spell that – the first name is: R-O-G-E-R...and my family name is S-M-I-T-H. My telephone number is: area code (534) 785-3041. Let me repeat that: It’s (534) 785-3041. I look forward to hearing from you. Thank you. Have a nice day.

(leaving a message on voice mail)

Recording: Welcome to the headquarters of BZA Bank. Your call is very important to us, (5)..... If you wish to talk to someone in the main office press or say “1” now.

Caller: “1”

Recording: Thank you. If you wish to speak to someone in particular, please say name now....

Caller: Elizabeth Cromwell.

Recording: (6) “Hello, you have reached the voice mail of Elizabeth Cromwell. (7)..... , so if you would leave your name, telephone number and the purpose of your call, I’ll get back to you as soon as I can. (8).....Have a nice day.”

Caller: Elizabeth, this is Schmidt Wasserhof calling from Germany. I met you last month at the convention in Orlando. (9).....If you could call me back, I’ll give you all the details. I think you have my number, but just in case, it is: country code 49 – city code (4) – 8891-375, extension 122... that is 49-4-8891-375, extension 122. I hope to talk to you soon. Bye.

Task 15. Match the best combination of sentences from column A and B.

A	B
<ul style="list-style-type: none"> • Please say the name now. • Please say the number “2”. • Please leave your name and number. 	<p style="text-align: center;">- Schmidt Wasserhof</p>
<p>- Please leave your number and area code at the tone.</p>	<ul style="list-style-type: none"> • Country code 49(04)0195-873. • Area code (516)887-3471.

	<ul style="list-style-type: none"> • 24-6319, extension 1.
<ul style="list-style-type: none"> • Have you met my friend, Don? • I haven't met you yet, have I? • It's pleasure to meet you. 	- It's nice to meet you, too.
- I will spell my family name.	<ul style="list-style-type: none"> • S-A-M Johnston. • A-N-N C-O-X. • Jesse S-A-N-D-S.

Task 16. Fill in the blanks then practice leaving messages on an answering machine.

Voice Mail.

right	received	available
reached	options	customer
lines	check	taken
headquarters	assistance	credit

A: Hello, you've (1)..... Millennium Bank (2)..... If you need (3)..... of on-line operator, press or say "1"; if you need to (4)..... on the status of your account, press or say "2"; if you are considering applying for a loan or (5)..... facility, press or say "3"; if none of these (6)..... apply to your needs, stay on the line and a (7)..... representative will be (8)..... with you.....

All our (9) are currently busy, please continue to hold and the next (10)..... operator will be right with you. Your call will be (11)..... in the order it was (12)..... Thank you.

An answering machine

desk	voice mail	tone
calling	production	information
convenience	purpose	give
area	this is	reached
hearing	code	

A: Hello, you've (1) the (2) of Joan Fitzgerald. I'm away from my (3) at this time, so please leave your name, telephone number

and the (4) of your call at the (5) I'll return your call when I get back. Thank you for (6)

B: Ms Fitzgerald, (7) Samuel Borger from FAB Pharmaceuticals. I'm returning your call about the (8) you needed about our new (9) line. Please call me at your (10) I'll (11) you my number again.....it's (12) (706)... 444-3290. Again, it's (706)... 444-3290. I look forward to (13) from you soon. Bye.

Task 17. Work with a partner.

Student A. You are going to give two messages to Student B and take two messages from Student B.

Situation 1. Your name is John Frenzo. You want to leave a message for Millennium Bank representative. You have problem with transferring money between accounts. You want them to help you with their upgraded Business service.

Situation 2. Your name is Nicolas Watt. You want to leave a message for Eugene Fitch. You made a mistake when you sent an e-mail to him yesterday. The interest you pay if you go overdrawn is 1,4% per month not 1,8%.

Student B. You are going to give two messages to Student A and take two messages from Student A.

Situation 1. Your name is Liana Sweet. You want to leave a message for Yoshida Tokuko. You need him to give you the details of business insurance service offered by their bank. You need it before five o'clock today.

Situation 2. Your name is Annabel Davies. You want to leave a message for Les Henderson. You want him to call the Correspondent Banking department Executive tomorrow to discuss possible cooperation.

Task 18. Complete this conversation using active vocabulary.

A: Hello, is that Unitebank?

B:.....

A: Can I speak to Mark Wheeler, please?

B:.....

A: OK. Do you know what time he will be free?

B:.....

A: Right, I'll call again then. Thanks very much.

B:.....

A: Goodbye.

Task 19. Fill in the blanks.

a) The Accounting Offices of Miller and Anderson are now (1) for the day. Our (2)..... office hours are Monday (3) Friday, 8:00 a.m. until 6:00 p.m.. We're closed on Saturday, Sunday, and all (4) national holidays. If you'd like to (5) a message, please leave your name, telephone number and a (6) message as to the (7)..... of your call and someone will get back to you as soon as (8) Thank you for (9)

b) - Hello, credit department. Barbara Lane (1)

- (2) me, is Lora Fox in (3)

- Let me (4)..... No, I'm sorry she's out of the (5) all day today. Is there (6) I can help you with?

- Hmm, I was supposed to get in (7) with Ms Fox to discuss a project we're (8) on together....

- Would you like to leave a (9)? I think she'll be in tomorrow ...

- Yes, I would. (10) tell her that Peter Kay called. She has my number.

- How do you (11) your name, please?

- My first name is: P-E-T-E-R... and my (12) name is: K-A-Y.

Task 20. Rewrite these notes in full sentences.

1. Meet Rosalia Tues @ 3 p.m.
2. Send Kono info re sales figs asap.
3. Can sb go to HQ on Thurs a.m.?
4. Urgent meeting Mon. a.m. re sales & stock figs.
5. Ring Shimura asap – NB out after 2.

Task 21. It is often necessary to leave a message, so it's always a good idea to be ready to do this. How can you prepare to leave a message?

Task 22. Leave a message on Marlene Lane's answering machine. You need her to have 1000 euros in cash ready for you by Thursday afternoon. (You are leaving for Germany and France on Friday, the day after tomorrow.) You want her to tell you when you can collect the money.

2.3. Making arrangements

Task 1. Read the text and point out some key rules of business appointments. Answer the questions on the text.

- a) What does lateness communicate to the other person?
- b) If you are late to an appointment, what should you do?
- c) How should you dress for a business appointment?

Business Appointments: Being on Time

Doing business internationally means that you undoubtedly will be required to meet the person with whom you are negotiating. It is important during these face-to-face appointments that you take into consideration several important points in order to insure a successful outcome.

First, always keep a scheduled appointment – no matter what. Canceling, or worse, falling to show up for an appointment is rude to the other person. It demonstrates a lack of professionalism and even carelessness on your part; it also

conveys a feeling of being uninterested in what you and the other person were planning to discuss.

On the same note, being late (even if only a few minutes) is unacceptable. Lateness communicates a lack of respect for the other person's time. In the USA, there is a saying that goes "time is money." If you waste someone's time by being late, you are in essence wasting his/her money as well because he/she could have utilized that lost time in a more productive manner.

Second, in business, you are not the centre of the universe – your client is. Another company is willing and ready to take the business of this client away from you if you can't perform your duties efficiently. Always be prepared and well-organized. This will impress the client and it shows you are a real professional.

Third, if an appointment cannot be kept and canceling it is unavoidable, then it should be done as far in advance as possible out of respect for the other person. If you are late to an appointment due to circumstances beyond your control, then it is necessary that you telephone the businessperson you are meeting with to explain the situation. It is proper protocol then to give the person the choice of continuing the meeting once you arrive (if it isn't too much later) and/or rescheduling the appointment at the other person's convenience.

Finally, dress professionally and neatly. First impressions are everything in business, and if you arrive with wrinkled clothes, scuffed up shoes, and a hairdo that looks like you just crawled out of bed, you will not be regarded as being capable of taking care of the business at hand. Try to look your best.

Task 2. Study the list of key phrases. Practise them with your partner.

Language Focus

MAKING APPOINTEMENTS	CHANGING APPOINTMENTS
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<ul style="list-style-type: none"> ❖ How about meeting on Friday 12th at 10.00? ❖ I'll just check my diary. ❖ When would be convenient for you? ❖ Could you manage one morning next week? ❖ Shall we say Thursday 17th at 2 o'clock? I'm afraid I'm tied up all that day. ❖ I'll pencil that in for now. Can you tell me soon whether we can go firm on that? ❖ Sorry, I've already got an appointment then. Can we arrange another time? ❖ Would it be possible to postpone the meeting? ❖ Sorry to be difficult, but something urgent has come up, and I'm not going to be able to make it on the day we'd fixed. Can we arrange another time? ❖ It looks as if everyone involved can manage Friday next week, so let's go for that. 	<ul style="list-style-type: none"> ❖ Could we arrange another appointment? ❖ How about the 5th rather than the 2nd? Are you free then? ❖ I'm sorry, I can't manage that day after all. Can we find another date? ❖ I'm calling because I don't think I'll be able to come after all. ❖ Let's fix another time then. Would it suit you if we postpone the meeting until next month? ❖ There's been a change of plan and I'm afraid I'm going to have to rearrange things to try to fit everything in. ❖ I've been double-booked, because my assistant was confused by the appointments written in my diary, so we'll have to change the time of our meeting.
--	--

Task 4. Choose the best responses.

1. Can we make an appointment?
 - a) When are you free?
 - b) Shall we make a reservation?
 - c) Is it difficult for us to meet?

2. I'm going to have to postpone our meeting, I'm afraid.
 - a) I don't want to postpone it.
 - b) Don't worry, I'm sure we can find another date.
 - c) What are you afraid of?

3. I'm tied up on Tuesday and Wednesday.
 - a) Oh, I'm sorry to hear that.
 - b) I'll come on Tuesday then.
 - c) What about Thursday?

4. I'm glad we've finally managed to fix a date.

- a) So am I. b) Yes, we have. c) What about next Monday?
5. Is everything ready for the meeting?
- a) No, we're not there. b) It's all noted in my diary. c) Yes, I think so.
6. I hope this hasn't messed up your arrangements.
- a) Well, my desk is always in a mess. b) These things happen.
c) Yes, I always arrange things like this.

Task 5. Complete the sentences with words or phrases from the box below. Use each word or phrase once only.

appointments	convenient	meeting	confirmation	tied up
postpone	hear	free	last-minute	sounds
diary	paperwork	make	manage	

1. I can hardly (1) you. It (2)..... as if you're miles away.
2. My client had to make a (3)..... change to her itinerary.
3. Let me just look at my (4)..... . Yes, I could certainly (5)..... to come for a meeting on Monday afternoon.
4. Sorry, I can't (6)..... it that day – I'm going to be (7)..... with something else.
5. Several people can't come on Thursday – I think we'll have to (8) the meeting.
6. Would it be (9) for you if we come in two weeks' time?
7. There's a line through the diary that day – that means I have to keep it (10).....
8. I try to make sure I have at least half an hour between (11).....
9. Every (12)..... seems to generate a lot of (13).....
10. Please could you email me the (14)..... of the arrangements?

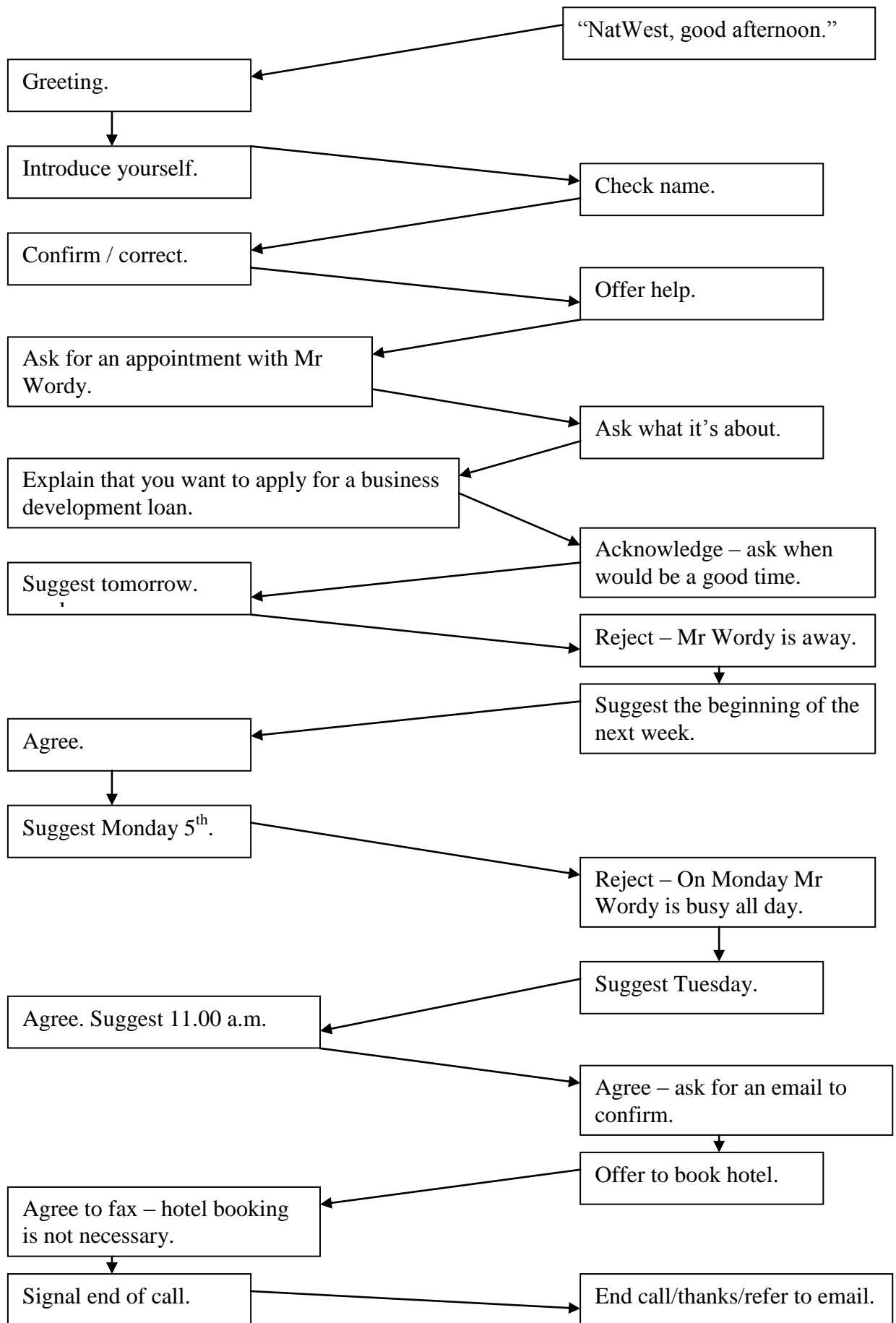
Task 6. Choose the correct adverb or preposition in brackets to complete phrasal verbs.

1. The only suitable dates are the 6th and the 18th. Let's go the 6th. (at / for / by)
2. My diary is pretty full, but I could fit a lunchtime appointment on Thursday. (on / in / at)
3. Send Lisa an email with the details and copy me (on / by / in)
4. Sorry, I can't make the meeting this afternoon. Could we put it until tomorrow? (up / forward / back)
5. It's too late to change everything now – let's stickour original plan. (with / on / up)
6. Thanks a lot for sorting it (through / over / out)
7. I'd like to go the report before the meeting. (in / through / at)
8. I'll get in touch Brian Burton and see if we can change the date. (with / by / for)

Task 7. In the following conversation, a businessman plans to apply for a business development loan with NatWest. He wants to have a meeting with a representative of the Credit Policy Department. Suggest suitable phrases for each step in the conversation, then practise the dialogue with a partner.

Caller

Called Person



Task 8. Match the best combination of sentences from Column A and B.

A	B
<ul style="list-style-type: none"> • How old is your boss? • What day is the meeting? • What time shall we meet? 	<p>- Oh, noonish I suppose.</p>
<p>- When is your schedule open?</p>	<ul style="list-style-type: none"> • No, it's closed. • Anytime tomorrow. • My schedule is shut.
<ul style="list-style-type: none"> • How will you get there? • Will you call him tonight? • What will you do later? 	<p>- By taxi.</p>
<p>- When did you have in mind?</p>	<ul style="list-style-type: none"> • No, I don't mind. • How about next week? • Yes, I had that in mind.

Task 9. Read the conversation. Suggest a suitable word for each gap.

John: Hello, John Anderson (1).....

Sue: Hello, John. It's Sue again. I'm (2)about the meeting next week. I'm sorry, but Nicolas isn't (3) at the time we arranged, he's got another (4)..... . But he's (5)..... later on. Would four o'clock be (6)..... for you?

John: So that's four o'clock (7)..... of two fifteen?

Sue: Yes. Is that time (8)..... for you?

John: Yes, that's (9)

Sue: Oh, good. So, we look forward to seeing you next Friday, then. Goodbye, John.

Task 10. Work in pairs. Say what the underlined words and phrases mean.

1. I'm afraid I'm tied up all day on Wednesday.
2. Can you get back to me first thing tomorrow?
3. Just a minute. I'll put you through.
4. We were cut off earlier.
5. Could you read that back to me?
6. The line is busy. Will you hold?
7. We've got a crossed line. I'll hang up and call you again.

8. The line's very faint. Could you speak up a bit?
9. Could you bear with me for a minute?
10. Could we put off our meeting? Something important has come up.

Task 11. Role-play.

a) You are the Head of the Regional Office, Millennium Bank. Write your arrangements for next week in the diary below. Include a one-day business trip, two meetings, a business lunch, and two other appointments. Then phone two colleagues to make an appointment with each of them.

Monday 6	Thursday 9
Tuesday 7	Friday 10
Wednesday 8	Saturday 11
	Sunday 12

b) Your programme has changed. Phone your two colleagues to change the appointments.

Task 12. Work in pairs.

Student A. You are going to make two calls to Student B and receive one call from Student B.

1. Invent a name or use your own. Call Mr Peterson's Personal Assistant. Apologise and say you have to cancel your appointment – give the day and the time. Say you don't want another appointment.
2. You are Ms Lane's secretary. Student B calls you. Offer a new time for B's appointment. Acknowledge B's apology and thanks, and finish the conversation.

3. You are Brian Frost. Call your colleague, Josephine Clarke, to check the details of your meeting. Confirm the details given and thank Josephine. Finish the conversation.

Student B. You are going to receive two calls from Student A and make one call to Student A.

1. You are Mr Peterson's Personal Assistant. Student A calls you. Accept A's apology and check the day and time of the appointment. Offer a new appointment. Say goodbye.
2. Invent a name or use your own. Call Ms Lane's secretary to change the time of your appointment. Apologise. Agree to new time offered and say thank you.
3. You are Josephine Clarke. You have a meeting on Monday at 2:00 p.m. with your colleague Brian Frost. Brian calls you. Answer Brian's questions about it. Acknowledge Brian's thanks and say goodbye.

Check yourself.

Task 13. Below are some standard telephone phrases. Write other phrases with the same meaning.

1. Susan Kerrigan speaking.
2. I'd like to speak to Mr Larson, please.
3. I'm sorry, his line is engaged.
4. Would you like to leave a message?
5. Would you mind spelling that?
6. The reason I'm phoning is to
7. What time would suit you?
8. Could you make it next Tuesday?
9. I'm afraid I'm not available then.
10. Yes, Wednesday suits me fine.

Task 14. Suggest appropriate phrases to:

- say you want to meet / see someone;
- suggest a time and day;
- confirm a time and day;
- ask about the subject of the meeting.

Task 15. Look at these extracts from the three conversations. Put the lines in the correct order.

<p>a) ___ it was 1.15 – in the canteen. ___ That’s OK. Bye. ___ I just wanted to check the time of our meeting tomorrow. Was it 1.15 or 1.30? ___ OK. Sorry about that.</p>	<p>b) ___ It’s quite all right. Don’t you worry about it. Would you like to make another appointment? ___ Yes, I remember. ___ I do apologise, but I have to cancel it. ___ No, I’ll just cancel it for now. ___ I made an appointment to see Mr Brown on Wednesday.</p>
<p>c) ___ Yes, Tuesday 17th at 10.30. ___ Yes, that’s right. I’m really sorry, but could we make it a different day? ___ Yes ... Ms Fergot? ___ Tuesday 17th? ___ I have an appointment with Mr Cohen next Thursday – the 19th – at 9.30. ___ That’s great. Thank you very much. ___ That’s all right. Just a moment... What about Tuesday instead?</p>	

Task 16. Making an appointment can be complicated if two people are very busy. How do you find a time that is convenient for both of you?

Imagine you are arranging an appointment to see someone. What phrases might you use or hear?

2.4 Problem solving on the telephone

Task 1. Read the telephone conversation.

- Point out the problem the caller has;
- take notes on the message pad;
- practise the conversation with a partner.

Caller: _____

Address: _____

Notes: _____

QUEST MAGAZINES

Customer adviser: Quest Magazine. How can I help you?

Christine Miles: Hello, I'm ringing because I sent off my subscription for one of your magazines a couple of months ago, and I still haven't received the first copy.

C.A.: Oh, that's surprising.

C.M.: That's what I thought. And I know you received the payment, because the right amount was debited from my credit card on the 16th of April according to my statement.

C.A.: Could I just have your postcode?

C.M.: Yes, it's CA4 3GE.

C.A.: Is it C for Charlie, A for alpha?

C.M.: That's right.

C.A.: I'm just checking Is that Christine Miles?

C.M.: Yes, that's me.

C.A.: And is your address 45 Green Lane, Cambridge?

C.M.: Yes, that's right.

C.A.: Well, that's very strange. Our records show that the subscription form was received and dealt with on the 16th of April.

C.M.: That makes sense because you took my money on the 16th according to the statement. But I still haven't received the magazine – and I've been waiting for about seven weeks now.

C.A.: Well, I don't understand that, because it says here that you were sent the April issue.

C.M.: It may say that, but I never got it. Because the magazine is two-monthly rather than every month, I did wonder whether you were waiting for the next issue, but we are well into June now and nothing has come.

C.A.: The April one must have got lost in the post, I suppose.

C.M.: Possibly. To begin with, I thought you were just very slow at dealing with subscriptions, and that I would get my first magazine in June, but it still hasn't come.

C.A.: Well, it is a bit of a mystery, but we can sort it out. I'll adjust the records now and make sure it's sent out immediately.

C.M.: Thanks. But won't your records show that my subscription started in April, when in fact it should be June? I do want to get all six magazines in the year I've paid for.

C.A.: Yes, that'll be OK because I'll adjust it now to show that your first magazine is the June one. It's not a problem.

C.M.: Oh, that's good. Thanks very much.

C.A.: You should get it very soon. I hope you enjoy it.

C.M.: Thanks. Bye.

C.A.: Bye.

Task 2. Study the list of key phrases. Practise them with your partner.

Language Focus

CHECKING UP ON THE PROBLEM	
Person calling	Person called
<ul style="list-style-type: none"> ❖ I still haven't received the money. ❖ I can't understand why there's been a delay. ❖ I've been waiting for 5 days now. ❖ Can I check up on it, please? 	<ul style="list-style-type: none"> ❖ What seems to be the trouble? ❖ Let me check the records. ❖ It's obviously our mistake. ❖ I'm very sorry about that.
MAKING AND HANDLING COMPLAINTS	
<ul style="list-style-type: none"> ❖ I'm afraid I have to make a complaint. ❖ It's very inconvenient. ❖ The standard of service was 	<ul style="list-style-type: none"> ❖ I'm very sorry to hear that. ❖ I'm very sorry about the delay. ❖ I'll find out what has happened and ring you back.

<p>unacceptable.</p> <ul style="list-style-type: none"> ❖ The quality of the work is below standard. ❖ The specifications are not in accordance with our order. ❖ We should have been warned there was a problem. ❖ I think we'll have to ask for a refund. ❖ What are you going to do about it? ❖ If the problem is not resolved... <ul style="list-style-type: none"> - we'll have to reconsider our positions. - we'll have to renegotiate the contract. - we'll find another bank to work with. - the consequences could be very serious. 	<ul style="list-style-type: none"> ❖ I shall make a full investigation into what went wrong. ❖ I appreciate your position. ❖ I can only apologise. <p style="text-align: center;"><i>Denying an accusation.</i></p> <ul style="list-style-type: none"> ❖ No, I don't think that can be right. ❖ I'm sorry but I think you're mistaken. ❖ I'm afraid that's not quite right. ❖ I'm afraid that can't be true.
--	---

Task 3. Complete the sentences with the words from the box. Use each word once only.

service	delivered	inconvenience	serious	apologise	mix-up
delay	damaged	disappointed	investor		

1. We're very sorry for the (1).....
3. I'm ringing to say how (2)..... I was by the final result.
4. You can't have packed it properly; the package was already (3) when it was (4) to us.
5. I can only (5) on behalf of the company.
6. We haven't received the transfer from Millennium Bank. You have to contact your (6).....
7. I'm phoning you about a (7)..... matter.
8. we expected a much higher standard of (8).....
9. I'm afraid there's been a (9); your money was sent to your saving account.

Task 4. Complete the conversation with sentences from the box. Use each sentence once only.

- a) I'll put you through to Jorge Casso then.
- b) I'm afraid he's away from the office.
- c) Well, it says 330 euros, but the Visa payment should be 130. Too much money has been paid to my Visa account.
- d) Oh, hello, my name's Annette Klein.
- e) Millennium Bank. Karen speaking. How can I help you?
- f) Not until next week, I'm afraid. Can somebody else help you?
- g) Yes, please.
- h) There's a problem with the visa payment.
- j) I see. Our credit-card department should be able to help you.

A: (1)

B: Hello. Could you put me through to Peter Marwick, please?

A: (2)

B: Oh dear. Do you know when he'll be back?

A: (3)

B: I hope so. My statement arrived today and there is a problem with the visa payment on it.

A: (4)

B: Yes, that sounds like the right department.

A: (5)

C: Credit-card department. Jorge Casso speaking.

B: (6).....

C: Good morning Ms Klein. How can I help?

B: (7)

C: Visa payment? That's 330 euros to your visa card on the 12 of August, is that correct?

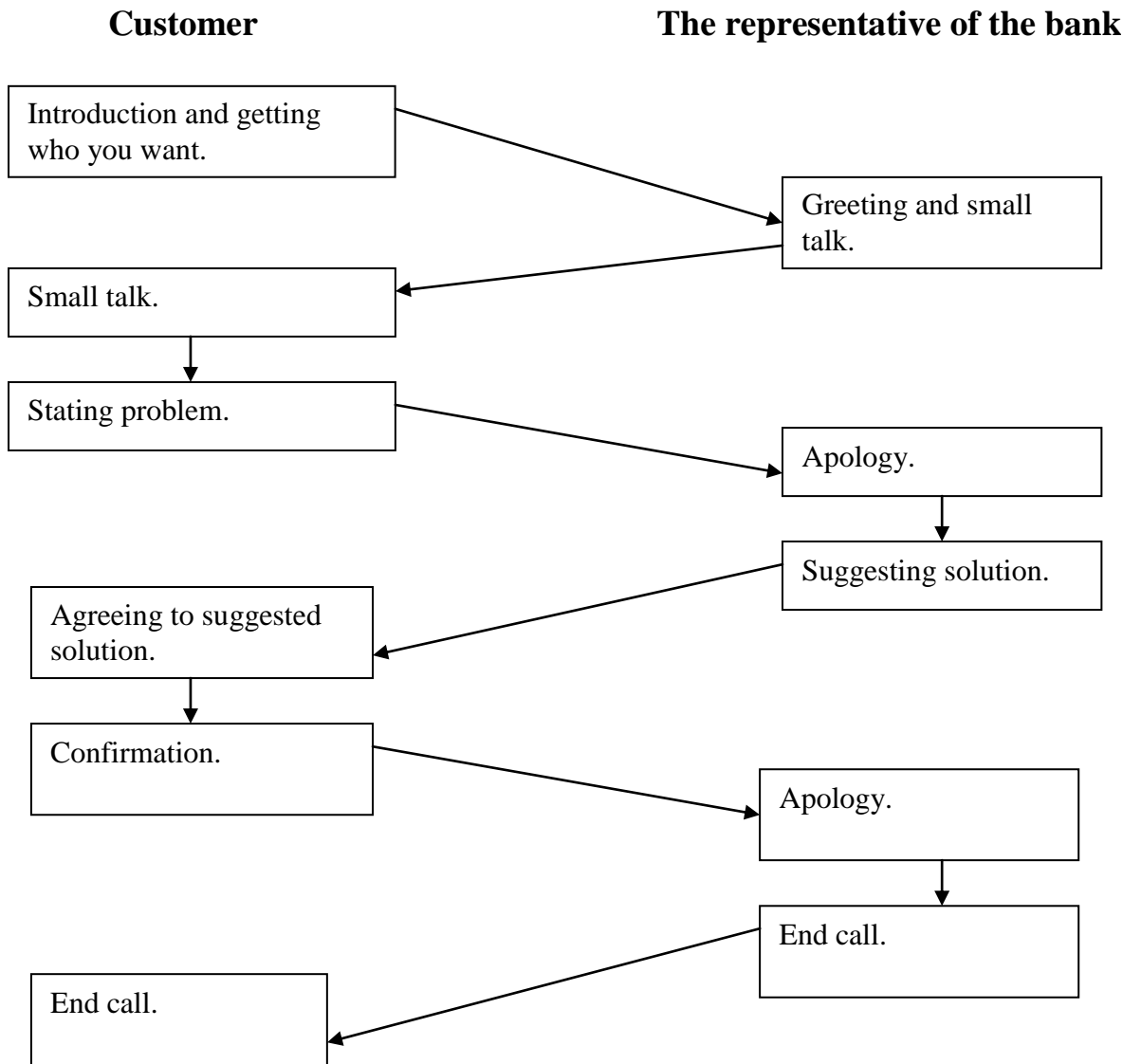
B: (8).....

C: I'm sorry for the problem Ms Klein. Your credit-card account is now 200 euros in credit. Would you like me to transfer 200 euros to your current account?

B: (9)

C: Now problem, that's going through for you now.

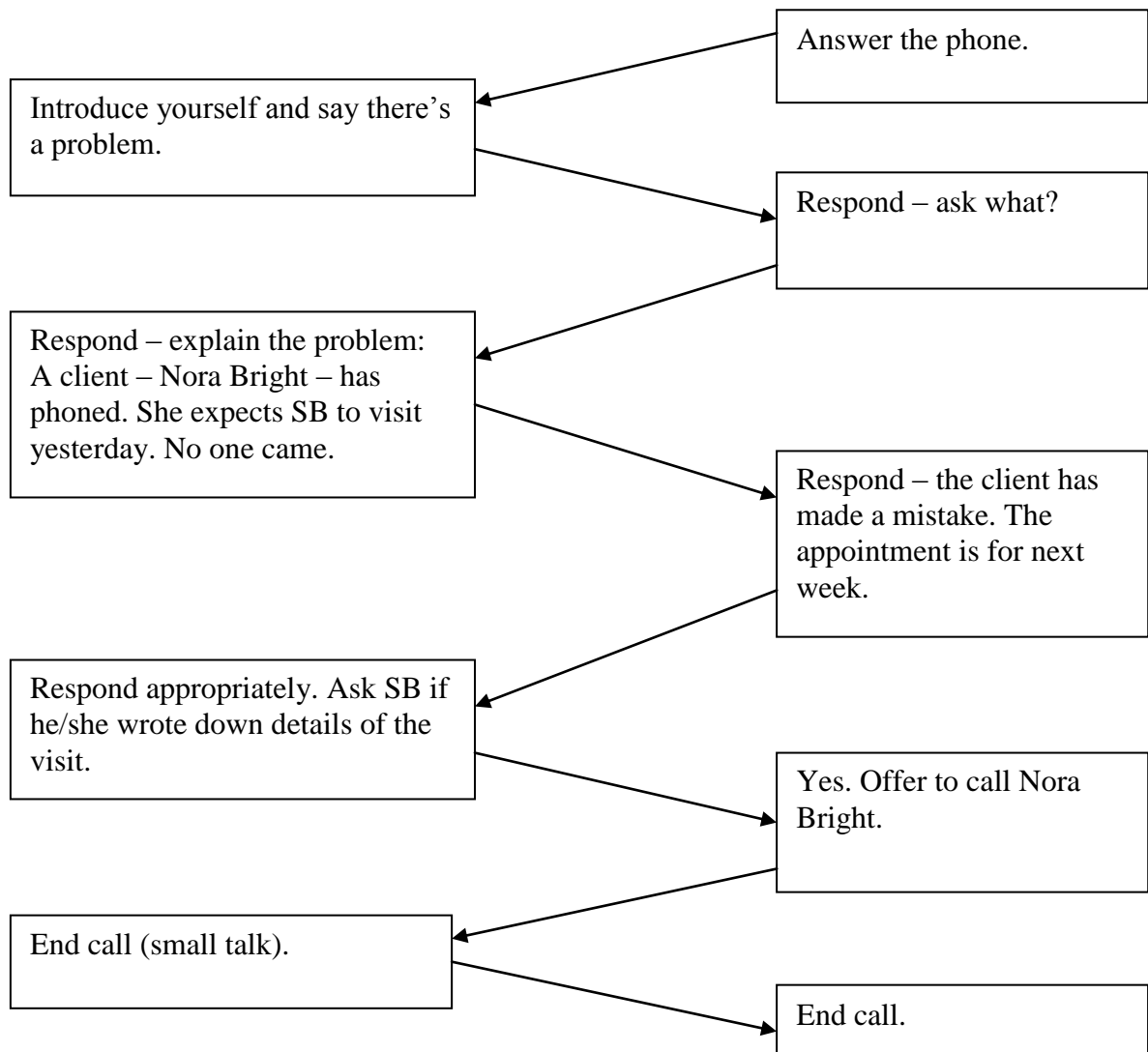
Task 5. Work in pairs. Use the flow chart below as a basis for a telephone conversation involving a complaint.



Task 6. Work in pairs. Create a dialogue based on the prompts below. Student A is the Client Service Manager of Wise Investments who calls Student B, a financial adviser. A is B's boss.

Student A

Student B



Task 7. Choose the best response.

1. Can you explain why the first transfer has not been done yet?
 - a) So we can collect it, can we? b) We're not sure yet why it has been delayed.
 - c) You mean they've stamped it.
2. It will be delivered by the courier company we always use.
 - a) It's very fragile. b) Will they be here soon? c) Are they reliable?
3. I'll have to make a complaint.
 - a) Yes, please do. b) When can you make it? c) If you see them, tell them.
4. I'm sorry to have to report that it isn't acceptable.
 - a) Who's done it? b) We need better service. c) You'll have to put in a complaint.
5. There's been a bit of a mix-up.
 - a) Why did you disturb it? b) I'm sorry everything is in the wrong place.

c) What's the problem?

6. I'll try to get things moving as quickly as I can.

a) The sooner you go, the better. b) I'd appreciate that.

c) Don't move things without telling me.

Task 8. Work with another student. Agree which of you is Student A and which is Student B. Sit back to back. When you have done the calls once, change roles.

Student A.

You are a colleague of Brian Net at Jan Airlines. Brian has asked you to ring Clarissa Portezo. You have managed to track down her missing luggage, but unfortunately you will not be able to get it to her hotel until tomorrow afternoon. Call her to apologise for the delay, and explain that Jan Airlines will offer her some compensation for the expenses she will incur because her luggage is missing.

Student B.

You are Clarissa Portezo, and you are furious that Jan Airlines lost your luggage after your flight from Buenos Aires. When they ring you, make sure they understand how inconvenient it is for you not having your luggage. You have had to buy some toiletries, and have borrowed clothes from a colleague. You don't intend to use Jan Airlines again.

Task 9. Fill in the gaps in these conversations.

Conversation 1.

- Well, nice to make at last.
- Yes, thanks for back to me.
- That's OK. send you an e-mail tomorrow.
- Thanks. Give my to Sarah.
- I will. Bye.
- Goodbye.

Conversation 2.

- Thank you for me back.
- That's all right. I'm you were in.
- you e-mailed me the details?
- Yes, e-mailed them this afternoon.
- OK, thanks. to you soon then.
- Yes. Bye.

Task 10. Complete the sentences with words from the box. Use each word once only.

nuisance	confirmation	baggage	overdue	apologise	
details	sorry	mistake	sort	deals	trace

1. I'm very (1)..... I can only (2) on behalf of the company.
2. Somebody in the department has made a big (3)..... and hasn't completed the job.
3. I'm phoning because your payment is (4).....
4. It's such a (5)..... not having my luggage here.
5. Now we've got your (6)..... check number, we should be able to (7)..... your missing luggage quickly.
6. We need to have (8)..... that our instructions have been followed.
7. The person who normally (9)..... with these matters is off at the moment.
8. If you let us have all the (10)..... , we can (11) out the problem.

Task 11. Think of examples of where you have needed to resolve a problem on the telephone, perhaps with a colleague (an internal problem) or with another company (an external problem). Did the problem involve a complaint? Say what the situation was and what problem occurred. Explain any difficulty you had and say how the problem was resolved.

TEST YOUR KNOWLEDGE

Choose the best word to fit the gap.

1. Receptionist 1: Thank you for calling ABC Inc., this is Mary. How may I your call?
(a) send (b) drive (c) pass (d) direct
2. Phil: Could you to accounting please?

(a) put me through (b) put me on (c) put me out (d) put me in

3. Receptionist 1: One please.

(a) instant (b) jiffy (c) flash (d) moment

4. Receptionist 2: Thank you for calling Friendly Neighbors!can I help you today?

(a) Who (b) Why (c) What (d) How

5. Fred: May I to the supervisor of international affairs please?

(a) talk (b) speak (c) chat (d) holler

6. Receptionist 2: I'm sorry, sir, he's unavailable right now. Would you like for me to you to his voicemail?

(a) shift (b) relocate (c) transfer (d) pass

7. Fred: No thank you. I'll back later.

(a) be (b) call (c) come (d) attempt

8. To-go specialist: Thank you for calling Motzeralla's 'to-go'. Amy, how can I help you?

(a) I am (b) Here is (c) My name is (d) This is

9. Nick: I would like to a to-go order.

(a) make (b) do (c) place (d) deliver

10. To-go specialist: What can I for you today sir?

(a) get (b) buy (c) make (d) order

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17.3. A Car of the future” (Presentations)

Навчальне видання

**ДІЛОВА АНГЛІЙСЬКА МОВА ДЛЯ МІЖНАРОДНОЇ ФІНАНСОВОЇ
ДІЯЛЬНОСТІ**

**BUSINESS ENGLISH
FOR INTERNATIONAL FINANCE**

Частина I

Навчальний посібник для організації практичних занять і самостійного
вивчення дисципліни

Укладачі

Ємельянова Олена Валеріанівна
Миленкова Римма Володимирівна

Технічне редагування
Комп'ютерна верстка