

## 2.4 Speaking Dealing with problems by telephone

### Improving a conversation (page 28, Exercise 4)

Read this conversation aloud with your partner, then decide how the conversation could be improved and practise your improved version.

Helpline: Yes?  
 Customer: Oh, hello. Is that Autosales?  
 Helpline: Yes.  
 Customer: Oh, good. Well, I'm calling about the new car I bought last week. It won't start.  
 Helpline: Oh.  
 Customer: Well, can you do something about it?  
 Helpline: I'm new here. I don't know much about cars, actually.  
 Customer: Well, could you put me through to someone who does?  
 Helpline: No.  
 Customer: What do you mean, 'no'?  
 Helpline: I mean, no, I can't. There's nobody else here.  
 Customer: Well, can I leave a message?  
 Helpline: Yes, all right. What's your name?  
 Customer: It's McCready. Alistair McCready.  
 Helpline: Er, McWhat?  
 Customer: No, McCready. That's M-C-C-R-E-A-D-Y.  
 Helpline: Got it.  
 Customer: All right. Well, I'll be expecting your call. Goodbye.  
 Helpline: Don't hold your breath!

## 2.5 Writing Formal and informal correspondence

### Output (page 31, Exercise 5)

#### Student A

You work in the Accounts Department at Relopharma, a medium-sized pharmaceuticals company. Compose and send business email 1 below, using appropriate style. When you receive an email from another student, read it, then answer it following the instructions in Exercise 2. Continue in this way until you have written and sent four emails.

- You have a problem with the accounts payable database – some entries are disappearing. It looks like some kind of virus, but your anti-virus software hasn't detected any problems. Write an email to your colleague, Student B, in Information Systems, explaining the problem and asking for help.
- You have received an email about an invoice from Student C at Nakisoft, a software supplier. You have no records of this invoice in your database. Write an email to Student B asking them to confirm the purchase and, if appropriate, to obtain a duplicate invoice.
- You have received another email from Nakisoft about software training. Write to Student B to complain: the week in question is impossible because you have to close the accounts.
- You have received an email from Nakisoft about a patch. Write a reply to Student C explaining that the link on their website doesn't work.

## 3.3 Grammar Articles, relative clauses and noun combinations

### Definitions game (page 41, Exercise 9)

As

Help the other team guess the noun combinations below by giving definitions using a relative clause. If you want to make it more difficult, use synonyms instead of the exact terms in the noun combinations.

- |                                  |                             |
|----------------------------------|-----------------------------|
| 1 vertical writing languages     | 4 pilfer-proof packaging    |
| 2 a management consultancy firm  | 5 stress-raising automation |
| 3 a customer satisfaction survey | 6 a sandwich degree course  |

## 4.3 Grammar Present tenses

### Asking questions (page 53, Exercise 6)

#### Student A

1 You are interviewing Student B for a job at your sports club. Ask Student B the right questions to obtain the answers below. Score one point for each correct answer you receive.

- |                          |                           |
|--------------------------|---------------------------|
| 1 At weekends.           | 6 The Economist.          |
| 2 Since I was at school. | 7 For two years.          |
| 3 Several years ago.     | 8 No, not yet.            |
| 4 During the holidays.   | 9 In the next six months. |
| 5 No, only a few weeks.  | 10 No, I haven't.         |

2 You are being interviewed for a job at Student B's community arts centre. Answer the questions they ask.

## 5.6 Case study St John's Beach Club

### Negotiating (page 73, Exercise 5)

#### Student A (travel agent)

Negotiate the best deal possible with the buyer (Student B). Your standard price is \$150 per person per night. This includes all meals, drinks, snacks, activities and sports (except golf). Remember you are in competition with other travel agents for the same product.

Score points as indicated for each item below.

Item	Points
Cost per person per night	
• more than \$140	2
• \$120 – \$140	0
• less than \$120	-5
Upgrade to executive suite, per person, per night	
• \$50	2
• \$25	1
• \$10	-2
Number of participants	
• 22	1
• 24	2
• 26	3
Number of nights	
• 7	1
• 8	2
• 9 or more	3
Free access to golf course	-1

## 7.4 Speaking Presentations – visuals

### Presentation (page 95, Exercise 6)

#### Student A

Present the three slides on Ultraxport and explain why this company would be a good acquisition.

**1 Ultraxport**

- Chain of sports stores
- Turnover €50M
- Strong brand recognition
- Strategy: low margins, aggressive growth
- Estimated price: €100M



**3 Ultraxport**

**Benefits**

- excellent access to customers to increase our market share
- generates strong cash flow

**Disadvantages**

- low level of profitability
- not our business