

2.4 Speaking Dealing with problems by telephone

Giving instructions (page 28, Exercise 1)

Student B

Student A will give you instructions to draw a symbol in Grid 1. Without saying what it represents, give Student A instructions to draw the symbol in Grid 2.

1

	13			30			14
40			15			50	
		16			60		
	17			70			
	18			80			19
90			99			88	
		77			66		
	55			44			
	33			22			11
10			9				8

2

A			B				C
	D		E				F
		G			H		
			I			J	
K			L				M
	N			O			P
		Q			R		
			S			T	
U			V				W
	X			Y			Z

2.5 Writing Formal and informal correspondence

Output (page 31, Exercise 5)

Student C

You work at Nakisoft, a small company specializing in accountancy software. Relopharma is your biggest customer. 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.

- 1 You have not received payment for your invoice 6695 KF for software you supplied four months ago. Write a polite email to Student A in Relopharma's Accounts Department asking if there is a problem.
- 2 You have received an email from your customer, Student B, in Relopharma's Information Systems Department. Write an email to Student A telling them that, as requested by Student B, you have set up the training for week 52.
- 3 You have received another email from your customer, Student B. The problem is caused by a Trojan which is undetected by anti-virus software. The solution is to download a patch from your website and install it on each PC. Write an email to Student A explaining what to do.
- 4 You have received an email from Student B about an invoice. Write a reply to Student B attaching the document requested.

5.6 Case study St John's Beach Club

Negotiating (page 73, Exercise 5)

Student B (buyer)

Negotiate the best deal possible with the travel agent (Student A). Remember you cannot exceed a global budget of \$28,000. Score points as indicated for each item below.

Item	Points
Cost per person per night	
• more than \$140	0
• \$120 – \$140	2
• less than \$120	4
Upgrade to executive suite, per person, per night	
• \$50	0
• \$25	1
• \$10	3
Number of participants	
• 22	0
• 24	2
• 26	3
Number of nights	
• 7	0
• 8	1
• 9 or more	3
Free access to golf course	1

8.3 Grammar Prepositions

Speaking (page 105, Exercise 6)

Student B

Choose six words from the list below and write them on separate small pieces of paper. Hold a conversation with Students A and C on one of the topics listed on page 105. The goal is to use all six words in the conversation. The first person to use all their words (with the correct preposition) is the winner.

insist (v) comment (v) complain (v) apologize (v) effect (n)
involvement (n) access (n) demand (v) attend (v) result (v)

8.5 Writing Requests and reminders

Writing (page 109, Exercise 6)

Student B

You work at Beefeater Shipping Corp, an international freight forwarding 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.

- 1 You have recently shipped several containers of goods bought by Canada Import Co (Student C) from your customer Red Sea Products Inc (Student A) to your warehouse in New York. Canada Import were supposed to collect the containers two months ago, but they are still in your warehouse. Write to Canada Import, reminding them about the containers and offering to ship them to Canada for \$1.20 per mile per container, payment at 30 days.
- 2 You have received an email from Red Sea Products. Reply, agreeing to their request, but reminding them politely of an invoice for \$10,000 which is overdue.
- 3 You have received a reply from Canada Import to your email in Exercise 1. Write a reply, either agreeing to or refusing their request, and reminding them that the space their containers are occupying in your warehouse is costing you money, so you need a quick decision on your offer to ship them to Canada.
- 4 You have received a reply from Red Sea Products to your reminder in Exercise 2. If they sent a cheque, send a friendly reply, thanking them for the payment and reminding them that the new terms of 90 days mean strictly 90 days and no more. If they didn't send a cheque, send a final demand threatening legal action, and suspending the decision to increase the credit period to 90 days.