

## Internet research

Search for the keywords *employee incentive programmes* to find out more about motivating employees. Hold a vote to see which incentives the class find most motivating.

## eWorkbook

Now watch the video for this unit.

### Listening for detail

**3**  **2:28** Listen to a conversation between Malcolm Roberts and Loretta Harding, CEO of Ashton Pharmaceuticals. Mark these statements *T* (true) or *F* (false), and say why.

- 1 The conversation takes place in Malcolm's office.
- 2 Malcolm and Loretta are going on the trip.
- 3 Charles is probably the CFO.
- 4 Last year's budget was about \$26,500.
- 5 Malcolm is going to negotiate with the St John's Beach Club.
- 6 There will be between 22 and 26 participants.
- 7 Malcolm hopes to stay in Antigua for ten nights.

**4**  **2:28** Listen again and complete these sentences.

- 1 Loretta would get to know the sales team better if \_\_\_\_\_.
- 2 If they only talked to one travel agent, \_\_\_\_\_.
- 3 Loretta thinks the agents may give a free upgrade if \_\_\_\_\_.
- 4 If they can negotiate a really good package, Malcolm \_\_\_\_\_.
- 5 They'll stay longer than a week if \_\_\_\_\_.

### Negotiating

**5** Divide into travel agents (A) and buyers (B). Each buyer negotiates with two different travel agents to get the best possible deal for Ashton Pharmaceuticals' incentive trip to the St John's Beach Club. When you have finished negotiations, compare your scores to see who got the best deal.

Student A: turn to page 115.

Student B: turn to page 119.

# Antigua

- ▶ Population: 67,000
- ▶ Language: English
- ▶ Climate: Tropical
- ▶ 14 miles long, 11 miles wide
- ▶ 365 beaches, pure white sand, turquoise water
- ▶ Several international casinos

## St John's Beach Club

- ▶ Four-star luxury accommodation on the beach
- ▶ Gourmet food in our three restaurants
- ▶ Three pools, beach bar, night club
- ▶ Sailing, scuba-diving, squash and tennis included
- ▶ Team-building events and competitions
- ▶ Group benefits for bookings of ten rooms or more