

Internet research

Search for the words *writing clear minutes* and make a list of ten tips for good minute writing. Compile a class top ten.

Glossary PAGE 157

chair
open-plan office
partition
venue

Language focus

5 Summarize these extracts from the meeting using appropriate verbs from the box. The first one is done as an example.

confirm congratulate discuss explain reject suggest

- AK: Basically, there are two options: either we install screens or full partitions. Of course, screens would be cheaper, but, on the other hand, full partitions would probably be much more effective ...
We discussed the pros and cons of screens or full partitions.
- EF: So, to summarize, we all agree then that we don't want to keep the existing open-plan arrangement, OK?
- EF: Well done, Sally. You've really done a great job in accounts receivable.
- DS: The reasons why the current appraisal system is not working are that the interviews take too long and they only happen once a year.
- DS: I've spoken to all the department heads and I can assure you that they all think the current expense claim form is too complicated.
- FW: Why don't we get three quotations for screens and three for partitions?

6 Match the decisions 1-6 with the action plans a-f, using an appropriate action verb from the box. The first one is done as an example.

arrange chase up contact draw up evaluate organize

- EF suggested celebrating Sally's promotion. He will *organize* ... - c
 - We decided to consult department heads on the new appraisal scheme. EF will ...
 - AK proposed getting examples of screens and partitions so she will ...
 - It was agreed that external advice on running appraisal interviews would be useful. FW will ...
 - We concluded that a more detailed cost breakdown was necessary. DS to ...
 - It was noted that only one quotation has been received to date. DS to ...
- ... a visit to the suppliers' showroom.
 - ... the other two suppliers.
 - ... an after-work drink in the local pub for the accounts department.
 - ... the best proposals and report back at the next meeting.
 - ... a specialized management consultancy.
 - ... a draft questionnaire before our next meeting.

Listening and note-taking

7 2:35-2:37 Three months later, the Living Colours finance team are holding another meeting. Look at the three main items on the agenda below. What issues do you think the participants might raise regarding each point? Listen to three extracts from the meeting and check if your ideas were mentioned.

Meeting agenda - Finance Department efficiency drive

Date: 16 September

Time: 14.30-16.00

Venue: Room 346

- Minutes of last meeting
- Chasing up late payers
- Covering for absent colleagues
- Reducing office waste
- AOB

8 2:35-2:37 Listen to the three extracts again. Make meeting notes on what they decided for items 2-4.

Output

9 Use the notes you made in Exercise 8 to write the minutes of the meeting. Use the same format as the meeting minutes in Exercise 2.

