



Analysis

3 Emily Wyatt arrives at work one morning to find this email waiting for her. Read the email and answer the questions.

- 1 What does Robert do in Car-Glazer? Write his name on the organigram.
- 2 What reasons could Nina Kovar have for being evasive?
- 3 What reasons could Garage Miler have for invoicing two separate bills and why might the technicians have caused more damage than usual?

✉ EMAIL

To: Emily
From: Robert
Date: 11 October
Subject: Outstanding bill, Garage Miler, Brno

Just to let you know that, despite two chasing letters, Garage Miler (our second biggest account in Brno) still haven't paid us July's bill, just over 1.2 million CZK. I called them yesterday and the person in accounts, Nina Kovar, was rather evasive. She simply told me that she'd appreciate a call from the boss. I'm not sure if she meant you or Mr Nemec.

One other thing: we owe Miler about 459,000 CZK for damage to cars caused by our technicians when they were replacing vehicle glass. 459,000 CZK is a lot higher than normal and what's strange too is that we received two separate bills: one for around 378,000 CZK and the other for 81,000 CZK. I told Nina Kovar we couldn't pay them until we'd been paid the 1.2 m CZK ourselves.

Anyway, I'd be grateful if you could give her a call.

Thanks
 Robert Smid
 Accounts Receivable

Listening for detail

4 2:38 Emily calls Nina Kovar. Listen to the conversation and answer the questions.

- 1 Who does Emily speak to in the end?
- 2 Who is Filip Novak? Write his name on the organigram.
- 3 What company car does Filip drive?
- 4 What car did Filip have repaired?
- 5 Why hasn't Garage Miler paid the outstanding bill?
- 6 In Emily's position, what would you do?

Discussion

5 Hold a meeting to decide what action Car-Glazer should take regarding Filip Novak. Consider the following courses of action:

- reprimand
- official warning
- temporary suspension
- dismissal
- other

Listening

6 2:39 During the meeting, Artur Nemec takes a call and announces some good news. Listen to what he has to say. How does this affect your decision?

Internet research

Search for the key words *famous whistleblowers*. What are whistleblowers in the business world and what scandals have been brought to light by them?

