

A soft-focus photograph of a man and a woman smiling and holding hands over a globe. The globe is light blue with white continents and oceans. The man is wearing a teal blazer and a blue shirt. The woman has blonde hair and is wearing a blue and white patterned top.

# *Business* *course* — *Pro*

Boost your global business communication skills starting today!  
Master everyday workplace conversations  
by focusing on real-life situations and practical expressions.

# *Chapter I*

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## **Working on Projects**

### **Unit 01**

*Announcing a New Project*

### **Unit 02**

*Progress Update*

### **Unit 03**

*Explaining Project Setbacks*

### **Unit 04**

*Outsourcing*

### **Unit 05**

*Reporting Success*

### **Unit 06**

*Review – Working on Projects*

# 01 *Announcing a New Project*

## Goal

By the end of this lesson, students will be able to announce the start of a new project and identify the objectives and timeline for the project using new vocabulary and speech patterns.

CEO

! 30~40

3/4

Dialogue

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

medical device

get a foothold in ~

vital sign

third quarter 3

market demand

competitor product

financial modeling

prototype

# Before class — 2

## Dialogue

Read the dialogue.

- T So, I hear you have a new project?
- S Yes, we have a new smart medical device **in the works**. Our CEO would like us to develop one to get a stronger foothold in the healthcare industry.
- T What's the scope of your project?
- S We plan to design a product that monitors vital signs and other data in a convenient way that can be shared with doctors. Our target is women and men in their 30s and 40s.
- T And what's the timeframe for the project? Medical devices would be new for you, right?
- S Well, our CEO would like us to have the product ready for launch during the third quarter, preferably August. It is a completely new business for us, so we have a lot of **groundwork to cover**. First, we need to review our existing software and technology, research market demands and competitor products and conduct some financial modeling before developing our prototype.
- T Sounds like a lot of work, but I have faith you'll do a great job.
- S Thanks. The schedule is a bit tight, but we might be able to do it if we **work around the clock**.

## Quiz

1. the desire for goods or services in an economy: \_\_\_\_\_
2. sign of life; usually an indicator of a person's general physical condition: \_\_\_\_\_

ANSWERS market demand, vital sign

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 We have a new smart medical device in the works. in the works

- This time next year, hopefully we will have two or three new products in the works.
- I've been busy with so many projects that are currently in the works.
- I have a new book in the works; hopefully it will be published next year.

### 2 We have a lot of groundwork to cover. groundwork to cover

- Before we start, we need to figure out the groundwork to cover.
- Our company will have a lot of groundwork to cover before we can launch this product.
- We have much groundwork to cover before we can test our prototype.

### 3 We might be able to do it if we work around the clock. work around the clock

- We will have to work around the clock to meet tomorrow's deadline.
- I'm so tired from working around the clock these past few days.
- Some professionals like emergency caretakers and lawyers work around the clock.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T So, I hear you have a new project?
- S Yes, we have a new smart medical device \_\_\_\_\_ (*works*). Our CEO would like us to develop one to get a stronger foothold in the healthcare industry.
- T What's the scope of your project?
- S We plan to design a product that monitors vital signs and other data in a convenient way that can be shared with doctors. Our target is women and men in their 30s and 40s.
- T And what's the timeframe for the project? Medical devices would be new for you, right?
- S Well, our CEO would like us to have the product ready for launch during the third quarter, preferably August. It is a completely new business for us, so we have a lot of \_\_\_\_\_ (*groundwork*). First, we need to review our existing software and technology, research market demands and competitor products and conduct some financial modeling before developing our prototype.
- T Sounds like a lot of work, but I have faith you'll do a great job.
- S Thanks. The schedule is a bit tight, but we might be able to do it if we \_\_\_\_\_ (*clock*).

## Comprehension Check

1. What kind of new product are they planning to develop?

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2. When will the product be ready for launch?

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# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 Before we start, we need to figure out  
the \_\_\_\_\_.
- 2 I've been busy with so many projects  
that are currently \_\_\_\_\_.
- 3 We will have to \_\_\_\_\_ to  
meet tomorrow's deadline.
- 4 I'm so tired from \_\_\_\_\_  
these past few days.
- 5 I have a new book \_\_\_\_\_; hopefully  
it will be published next year..
- 6 We have much \_\_\_\_\_ before  
we can test our prototype.

## HINTS

in the works, groundwork to cover, work around the clock

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work at a cosmetics manufacturing company and just had a meeting with your boss. Your boss has asked you to start a new project, which you now have to announce and explain to your team members.

### Memo

- **Scope** : wrinkle reduction cream for women in their late 30s and over.
- **Timeline** : by year-end
- **Initial action items** : research competition and market conditions and prepare financial models.

## Step 1 Comprehension Check

1. What is the project?

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2. When will the product be ready?

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3. What do you need to work on first?

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## Step 2 Task

Describe to your team the scope of the new project, timeline and initial action items.

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### Sample Answer

We will have a new project in the works this quarter. We have to develop a wrinkle reduction cream for women in their late 30s and over. Our goal is to finish by year-end, so we have a lot of groundwork to cover and might need to work around the clock. First, we need to research competition and market conditions and then prepare financial models for review.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What new project have you recently received?

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- 2 What's the scope of your project and timeline?

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- 3 What types of tasks will you need to do to make your project a success?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

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2.

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3.

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### Sample Answer

1. We have a new smart medical device in the works.
2. We have a lot of groundwork to cover.
3. We might be able to do it if we work around the clock.

## Biz Plus - Terminology

Business Meetings :

set an agenda

have a consensus

convene a meeting

adjourn a meeting

shelve a topic

adopt resolutions

have a quorum to vote

## Biz Plus - Idioms

by the book

Definition

to do something exactly as the rules tell you

Example

Companies today should do all business by the book to avoid problems with regulatory agencies and audits.

# 02 *Progress Update*

## Goal

By the end of this lesson, students will be able to provide a progress report on works in progress using new vocabulary and speech patterns.

가 가 ! , CEO

## Dialogue

# *Before class* — 1

## Vocabulary

**Check the definitions of today's key terms and phrases before practicing the dialogue.**

## distribution rights

## manufacturer

**exclusive license**

reach an agreement

term sheet

final draft agreement

# Before class — 2

## Dialogue

Read the dialogue.

- T So, what's the status on negotiating distribution rights with PharmaCo?
- S Well, we had a meeting this past Monday to discuss some **outstanding issues on the table**. We proposed some terms that we think are reasonable and are now just waiting for them to get back to us.
- T What seems to be the issue?
- S The manufacturer doesn't want to give us an exclusive license in Korea. They're trying to **play hardball**, but our analysts have come up with pretty strong reasons why it would be better to give us exclusive rights.
- T When do you expect to hear back from them?
- S We scheduled a meeting for next Monday, so hopefully we'll **square away** any remaining issues then.
- T Perfect. Once you reach an agreement, I want a copy of the term sheet for review before signing the contract.
- S Of course. I'll report back with the term sheet and the final draft agreement as soon as both are ready. That should be sometime at the end of next week.

## Quiz

1. a legal agreement that allows a person or company to sell another company's products or services in a particular area or country : \_\_\_\_\_
2. a document outlining the material terms and conditions of a business agreement : \_\_\_\_\_

ANSWERS distribution rights, term sheet

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 We had a meeting this past Monday to discuss some outstanding issues on the table.

**outstanding issues on the table**

- We have to settle all outstanding issues on the table before we can proceed with the project.
- We won't be able to address all the outstanding issues on the table by the deadline.
- Are there any outstanding issues on the table?

- 2 They're trying to play hardball.

**play hardball** , 가

- If we want to get a good deal, we'll have to play hardball.
- The other party is playing hardball, so negotiations have been difficult.
- In business, you have to play hardball to stay ahead of the game.

- 3 Hopefully we'll square away any remaining issues then.

**square away** ,

- Did you square away all the remaining issues regarding the project launch?
- We need to square away this last item before we can start the next phase of the project.
- If this issue isn't squared away, we will have a few problems meeting our deadline.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T So, what's the status on negotiating distribution rights with PharmaCo?
- S Well, we had a meeting this past Monday to discuss some \_\_\_\_\_ (*outstanding, table*). We proposed some terms that we think are reasonable and are now just waiting for them to get back to us.
- T What seems to be the issue?
- S The manufacturer doesn't want to give us an exclusive license in Korea. They're trying to \_\_\_\_\_ (*play*), but our analysts have come up with pretty strong reasons why it would be better to give us exclusive rights.
- T When do you expect to hear back from them?
- S We scheduled a meeting for next Monday, so hopefully we'll \_\_\_\_\_ (*square*) any remaining issues then.
- T Perfect. Once you reach an agreement, I want a copy of the term sheet for review before signing the contract.
- S Of course. I'll report back with the term sheet and the final draft agreement as soon as both are ready. That should be sometime at the end of next week.

## Comprehension Check

1. What was the purpose of the meeting?

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2. What is the issue?

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# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 If we want to get a good deal, we'll have to \_\_\_\_\_.

- 2 We won't be able to address all the \_\_\_\_\_ by the deadline.

- 3 Are there any \_\_\_\_\_?

- 4 Did you \_\_\_\_\_ all the remaining issues regarding the project launch?

- 5 In business, you have to \_\_\_\_\_ to stay ahead of the game.

- 6 If this issue isn't \_\_\_\_\_, we will have a few problems meeting our deadline.

## HINTS

outstanding issues on the table, play hardball, square away



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are reporting to your boss, giving him a status update on the development of your company's newest ultrabook.

### Memo

- **Completed tasks** : analyzed market demand for hardware specifications; surveyed available technology; finalized product specifications.
- **Remaining action items** : currently negotiating with suppliers for hardware components; price is an issue; assemble prototype for testing and launch.
- **Expected completion date** : third quarter this year.

## Step 1 Comprehension Check

1. What tasks have been completed?

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2. What actions need to be taken?

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3. When will the product be ready for launch?

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## Step 2 Task

Give your boss a status update on the project. Explain which issues have been resolved, what remains to be done, and when you expect to complete all of these tasks.

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### Sample Answer

We finished analyzing market demands for hardware specifications and surveyed components we could use for our new product. We finalized product specifications and are now in the process of negotiating with suppliers for components. There are still some outstanding issues on the table to be negotiated. The processor manufacturer is playing hardball, but we think we will get a good price. If all goes well, we can expect to complete a prototype, test it and launch the final product before fall.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What is the status of one of your current projects?

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- 2 What is left to be done on your project, and what resources will you need to perform these remaining tasks?

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- 3 By when do you expect to finish the project?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가

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2.

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3. 가

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### Sample Answer

1. We had a meeting this past Monday to discuss some outstanding issues on the table.
2. They're trying to play hardball.
3. Hopefully we'll square away any remaining issues then.

## Biz Plus - Terminology

Business-related acronyms in informal electronic communications :

**FYI - for your information**

**ASAP - as soon as possible**

가

**YW - you're welcome**

**COB - close of business**

**TBD - to be determined**

**TBA - to be advised**

**RFP - request for proposal**

## Biz Plus - Grammar & Usage

Answering negative questions and "do you mind" questions

1. If someone asks a question in the negative, and you agree with the negative statement, in English, we answer "No."
  2. Koreans tend to say "Yes," because that is the normal response in Korean. However, that is confusing to native English speakers.
  3. Similarly, with the question, "Do you mind if X," if you do not mind, the answer should be, "No, I don't mind," or "No, go ahead." If you answer "Yes," then you are actually saying you do mind!
- e.g., Q: You didn't eat breakfast?  
A : (if you didn't eat breakfast) No, I didn't.  
A2 : (if you did eat breakfast) Yes, I did.

# 03 *Explaining Project Setbacks*

## Goal

By the end of this lesson, students will be able to discuss project setbacks and propose solutions using new vocabulary and speech patterns.

CEO

1 , Delay!

가

가

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

contractor ( , )

IPO (Initial Public Offering)

work overtime 가

expenditure

have no choice 가

at this point

# Before class — 2

## Dialogue

Read the dialogue.

T What's going on?

S Our original deadline for completing this project was at the end of the month, but it seems like we're going to have to **push back the deadline**.

T Why? What happened?

S Well, it seems that due to the horrible weather we've been having the past few weeks, the contractors have had to delay their work. They won't be able to finish by the end of the month as originally planned.

T How much of a delay are we talking about?

S The problem is that we **don't have much wiggle room** with the deadline. Our CEO insists we complete the project by the end of the month or it might hurt our IPO valuation.

T Hmm. That is a problem.

S I suppose we'll need to ask the contractor to work overtime and pay the extra cost. This will increase our expenditures by 3%, but we have no choice at this point. It's best to have this project finished on time, **no matter the cost**.

T I agree.

## Quiz

1. a person or firm that contracts to supply materials or labor, especially for construction work: \_\_\_\_\_
2. the first sale of stock by a company to the public: \_\_\_\_\_

Answers: contractor, IPO (Initial Public Offering)

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 It seems like we're going to have to push back the deadline.

**push back the deadline**

- Our product development team asked to push back the deadline because of some technical difficulties.
- Because of these setbacks, we might need to push back the deadline.
- Our suppliers are having some problems at their factory, so we will have to push back the deadline for building our prototype.

### 2 The problem is that we don't have much wiggle room with the deadline.

**don't have much wiggle room**

가

- Our manager wants to add more to the layout, but we don't have much wiggle room to fit everything neatly.
- We don't have much wiggle room with the budget, but perhaps we can find some substitutes to help lower costs.
- The hardware specifications of our new product give us little wiggle room to make too many changes to the types of software we can use.

### 3 It's best to have this project finished on time, no matter the cost.

**no matter the cost**

가

- We'll have to do whatever it takes, no matter the cost, to meet the deadline.
- Our boss was clear. No matter the cost, he wants our product to be number one in sales this year.
- Even though we have to pay the construction workers overtime, no matter the cost, we must finish by the end of the month.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

T What's going on?

S Our original deadline for completing this project was at the end of the month, but it seems like we're going to have to \_\_\_\_\_ (*deadline*).

T Why? What happened?

S Well, it seems that due to the horrible weather we've been having the past few weeks, the contractors have had to delay their work. They won't be able to finish by the end of the month as originally planned.

T How much of a delay are we talking about?

S The problem is that we \_\_\_\_\_ (*wiggle*) with the deadline. Our CEO insists we complete the project by the end of the month or it might hurt our IPO valuation.

T Hmm. That is a problem.

S I suppose we'll need to ask the contractor to work overtime and pay the extra cost. This will increase our expenditures by 3%, but we have no choice at this point. It's best to have this project finished on time, \_\_\_\_\_ (*cost*).

T I agree.

## Comprehension Check

1. What is the cause of the delay?

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2. What option do they have to avoid the delay in their project?

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# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 We'll have to do whatever it takes, \_\_\_\_\_, to meet the deadline.
- 2 Our product development team asked to \_\_\_\_\_ because of some technical difficulties.
- 3 Our manager wants to add more to the layout, but we \_\_\_\_\_ to fit everything neatly.
- 4 Our boss was clear. \_\_\_\_\_, he wants our product to be number one in sales this year.
- 5 We \_\_\_\_\_ with the budget, but perhaps we can find some substitutes to help lower costs.
- 6 Because of these setbacks, we might need to \_\_\_\_\_.

## HINTS

push back the deadline, don't have much wiggle room, no matter the cost



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are working on a project that is due next Friday. Due to bad weather in your supplier's country, the shipment of some equipment you need will be delayed.

### Memo

- **Situation :** The supplier cannot meet next week's deadline because of bad weather.
- **Option :** Other suppliers can fill the order by your current deadline, but more expensive.
- **Solution :** use substitute supplier.

## Step 1 Comprehension Check

1. What is the problem?

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2. What options are available?

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3. What would be your solution?

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## Step 2 Task

Update your team manager on the problem, possible solutions, and what the new deadline might look like.

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### Sample Answer

Our supplier just told us that there will be a delay in shipping our equipment by next week because of bad weather in their country. Other suppliers can fill our order in time, but they are more expensive. Since we don't have much wiggle room to push back the deadline, we will need to use a substitute supplier, no matter the cost.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you ever had a major project setback?  
If so, what project were you working on, and  
what was the setback?

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- 2 How did you solve the problem?

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- 3 Could the setback have been avoided?  
If so, what would you do differently the next time  
you have a similar project?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

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2.

가

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3.

가

가

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## Sample Answer

- It seems like we're going to have to push back the deadline.
- The problem is that we don't have much wiggle room with the deadline.
- It's best to have this project finished on time, no matter the cost.

## Biz Plus - Terminology

**Project management :**

**statement of work**

**scope creep**

가 ( )  
가 ( )

**change request**

**ad hoc**

**deliverable**

**float (slack)**

**cost overrun**

## Biz Plus - Idioms

**back to the drawing board**

가

**Definition**

**back to the beginning because the current attempt was unsuccessful**

**Example**

**Our CEO changed the scope of our project yet again, so it's back to the drawing board to come up with a new strategy.**

# 04 *Outsourcing*

## Goal

By the end of this lesson, students will be able to discuss projects with outsourced vendors and suppliers using new vocabulary and speech patterns.

Outsourcing!

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

proposal

scope of work

keep on track with

go live

request for proposal (RFP)

be in good hands

# Before class — 2

## Dialogue

Read the dialogue.

- S Thanks for taking the time to meet with us today. We really liked your proposal and look forward to working with you.
- T Thank you for giving us the opportunity to showcase our talents.
- S Let's review the statement of work to confirm points so that we're all **on the same page**. In particular, I'd like to focus on the scope of work.
- T Sure.
- S This project is urgent, so we need a **quick turnaround** on setting up our website. Will you be able to keep on track with the timeline outlined in the SOW (scope of work), or would you be able to finish **ahead of schedule**?
- T The timeline looks reasonable. If there aren't too many change requests, we might be able to finish early.
- S That would be wonderful. Our goal is to have the site go live as soon as possible. As for the budget, your proposal is fine. Please alert us right away if you foresee any significant changes.
- T Of course. As mentioned in our response to your RFP (request for proposal), we have a highly experienced and dedicated team for this project. You're in good hands.

## Quiz

- the division of work to be performed under a contract or subcontract in the completion of a project: \_\_\_\_\_
- a document that an organization posts to elicit bids from potential vendors: \_\_\_\_\_

ANSWERS scope of work, request for proposal

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 Let's review the statement of work to confirm points so that we're all on the same page.

**on the same page**

- I want to make sure we're all on the same page with all the conditions of the agreement.
- We need to be on the same page with cost expectations.
- Are we on the same page?

- 2 This project is urgent, so we need a quick turnaround on setting up our website.

**quick turnaround**

- Can we expect a quick turnaround on this project?
- We have a tight deadline; can you make a quick turnaround?
- Thanks for the quick turnaround on completing the coding for the software.

- 3 Would you be able to finish ahead of schedule?

**ahead of schedule**

- We worked overnight, so we should be done ahead of schedule.
- We will be ahead of schedule, so hopefully we can start the next phase soon.
- If we are ahead of schedule, then we can relax a bit before proceeding with the next segment.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S Thanks for taking the time to meet with us today.  
We really liked your proposal and look forward to working with you.
- T Thank you for giving us the opportunity to showcase our talents.
- S Let's review the statement of work to confirm points so that we're all  
\_\_\_\_\_ (*page*). In particular, I'd like to focus on the scope of work.
- T Sure.
- S This project is urgent, so we need a \_\_\_\_\_ (*turnaround*) on setting  
up our website. Will you be able to keep on track with the timeline outlined in  
the SOW (scope of work), or would you be able to finish  
\_\_\_\_\_ (*schedule*)?
- T The timeline looks reasonable. If there aren't too many change requests, we  
might be able to finish early.
- S That would be wonderful. Our goal is to have the site go live as soon as possible.  
As for the budget, your proposal is fine. Please alert us right away if you foresee  
any significant changes.
- T Of course. As mentioned in our response to your RFP (request for proposal), we  
have a highly experienced and dedicated team for this project. You're in good  
hands.

## Comprehension Check

1. What does the winning bidder have to work on?

- 
2. What does the winning bidder say about the schedule?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 We need to be \_\_\_\_\_ with cost expectations.
- 2 We worked overnight, so we should be done \_\_\_\_\_.
- 3 Can we expect a \_\_\_\_\_ on this project?
- 4 We have a tight deadline; can you make a \_\_\_\_\_?
- 5 We will be \_\_\_\_\_, so hopefully we can start the next phase soon.
- 6 Are we \_\_\_\_\_?

## HINTS

on the same page, quick turnaround, ahead of schedule

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You have a meeting with the winning bidder of your RFP (request for proposal) for online marketing.

### Memo

- **Scope of work** : SEO (search engine optimization) to increase online marketing provide monthly reports.
- **Timeline** : 6 months to complete.
- **Budget** : unless a significant change request is made, budget is final and cannot be modified.

## Step 1 Comprehension Check

1. What is the winning bidder of your RFP required to do?

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2. What is the timeline of the project?

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3. What are the terms for the budget?

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## Step 2 Task

At the meeting, discuss the scope of work, timeline and budget with your outsourcing provider.

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### Sample Answer

Thanks for meeting with us. We would like to review the SOW so that we're all on the same page. Ideally, we would like to have the SEO for our website completed within 6 months. Please provide us with monthly reports to update us on the progress and let us know if there are any big changes that we need to make to the SEO. Our budget is fixed, so if we need to modify things, we need to know in advance.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What types of outsourcing does your company use?  
Why?

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- 2 Have you found their services useful?

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- 3 Have you had any issues with your providers' staying  
on schedule?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

가

2.

가

3.

?

### Sample Answer

1. Let's review the statement of work to confirm points so that we're all on the same page.
2. This project is urgent, so we need a quick turnaround on setting up our website.
3. Would you be able to finish ahead of schedule?

## Biz Plus - Terminology

### Contractual terms :

**breach**

**termination**

**default**

**damages**

**disclaimer**

, ( , )

**liability**

**indemnity** ( , ) ,

## Biz Plus - Grammar & Usage

### Participle Adjectives

1. Many adjectives are formed using the *-ed* or *-ing* form of verbs. These are participle adjectives. However, you have to be careful which form you use when describing yourself versus other nouns.

2. *Verb + -ed* is used to describe the noun that is EXPERIENCING the emotion. For example, "I am bored," means I have nothing to do, and "I am interested," means I want to know more about something.

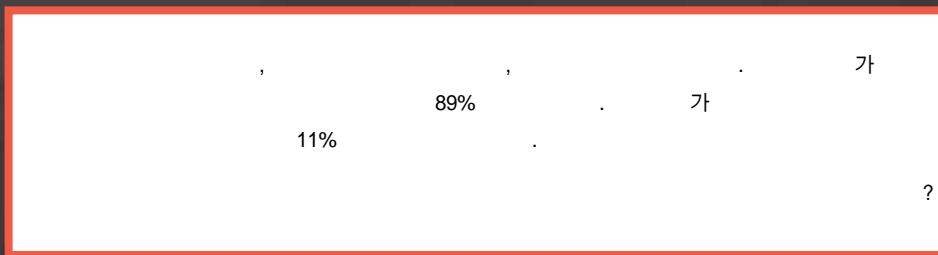
3. *Verb + -ing* is used to describe the CAUSE of the emotion. For example, "She is boring," means that I don't find her fun, and "That is interesting," means I want to know more about it.

4. The problem comes when saying, "I am boring." This means that I think I am not a fun person. "I am interesting," means that I think other people would want to know more about me or I think that I am very cool.

# 05 *Reporting Success*

## Goal

By the end of this lesson, students will be able to discuss preliminary research results and advice for next steps using new vocabulary and speech patterns.



## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

coding

beta testing

functionality

user-friendly

integrated

intradepartmental

# Before class — 2

## Dialogue

Read the dialogue.

- S Good morning, everyone. Today, we'd like to update you on the mobile business solutions software we've been developing.
- T Where exactly are you in development?
- S We've finished coding and actually concluded beta testing with 300 participants from within our company and also some clients. So far, the **feedback has been positive**. Eighty-nine percent of the testers reported being satisfied with the functionality of the software.
- T That's wonderful. What did they say?
- S Testers found the interface user-friendly, and they liked the fact that it is well integrated with many other applications they use. However, there are a few issues we need to **iron out**. Hopefully, with your cooperation, we will be able to finalize our product for launch by the end of this quarter.
- T Just let us know how we can help you get there.
- S We're currently finalizing the list of issues to resolve. Once we are done, we'll contact each of your departments to **get the ball rolling on** fixing these problems.
- T Great.

## Quiz

1. a pilot test of a new product before its commercial release, conducted by testers other than its developers: \_\_\_\_\_
2. easy to use or understand: \_\_\_\_\_

ANSWERS beta testing, user-friendly

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 So far, the feedback has been positive.

feedback has been positive      가가

- We've received a lot of positive feedback on the new items we've included on our menu.
- The feedback on the latest update to our software has been positive.
- The feedback has been overwhelmingly positive regarding the upgrade to our website functionality.

### 2 There are a few things we need to iron out.

iron out      ,

- The latest reports show that we have a few things we need to iron out with our software before launch.
- We only have a few items to iron out, and then we should be done with the project.
- Make sure the compliance department irons out those problems before we move on with the project.

### 3 We'll contact each of your departments to get the ball rolling on fixing these problems.

get the ball rolling on      ~

- Let's get the ball rolling on developing a new-friendly platform for our software.
- We need to get the ball rolling on this construction project.
- It's time to get the ball rolling on all of our goals for this year.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S Good morning, everyone. Today, we'd like to update you on the mobile business solutions software we've been developing.
- T Where exactly are you in development?
- S We've finished coding and actually concluded beta testing with 300 participants from within our company and also some clients. So far, the \_\_\_\_\_ (*feedback*). Eighty-nine percent of the testers reported being satisfied with the functionality of the software.
- T That's wonderful. What did they say?
- S Testers found the interface user-friendly, and they liked the fact that it is well integrated with many other applications they use. However, there are a few issues we need to \_\_\_\_\_ (*iron*). Hopefully, with your cooperation, we will be able to finalize our product for launch by the end of this quarter.
- T Just let us know how we can help you get there.
- S We're currently finalizing the list of issues to resolve. Once we are done, we'll contact each of your departments to \_\_\_\_\_ (*ball*) fixing these problems.
- T Great.

## Comprehension Check

1. What are they developing?

---

2. What were the results of the beta testing?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 The latest reports show that we have a few things we need to \_\_\_\_\_ with our software before launch.
- 2 We need to \_\_\_\_\_ this construction project.
- 3 We only have a few items to \_\_\_\_\_, and then we should be done with the project.
- 4 The \_\_\_\_\_ overwhelmingly \_\_\_\_\_ regarding the upgrade to our website functionality.
- 5 It's time to \_\_\_\_\_ all of our goals for this year.
- 6 The \_\_\_\_\_ on the latest update to our software \_\_\_\_\_.

## HINTS

feedback has been positive, iron out, get the ball rolling on



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are at an intradepartmental meeting to update everyone on the progress of developing a new line of potato chips.

### Memo

- **Scope of test :** sampling in Sinchon using over 200 college students; surveys provided for them to complete.
- **Feedback from testers :** generally positive; the salty and sweet combination was popular.
- **Issues to resolve :** many complaints about difficulty in opening the package.

## Step 1 Comprehension Check

1. Where and to whom did they conduct the sampling?

---

2. What were the results of the test?

---

3. What are the issues that need to be resolved?

---

## Step 2 Task

Update the progress of the project at the meeting. Describe to them the recent taste tests you conducted, and the feedback you received. Identify any issues that need to be resolved and what needs to be done to fix those problems.

---

---

### Sample Answer

Recently, we conducted some food tastings on our new line of chips in Sinchon and gave samples to over 200 college students. They completed surveys, and the feedback was generally positive. Most of them like the salty and sweet combination of flavors. However, many complained about difficulty in opening the package. We will need your help in redesigning the packaging.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What type of results have you received on a project on which you have been working?

---

---

---

- 2 What was most common feedback given regarding these results?

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---

---

- 3 Was there any negative feedback?  
How do you plan to address those issues?  
Will you need help from other departments?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가가

---

2. 가

---

3.

---

### Sample Answer

1. So far, the feedback has been positive.
2. There are a few things we need to iron out.
3. We'll contact each of your departments to get the ball rolling on fixing these problems.

## Biz Plus - Terminology

Financial performance :

in the black (making profit)

in the red (deficit)

bottom line (total on a balance sheet)

write off (cancel a debt on the records)

break even (no profit or loss)

face value (the official value) 가

close the books

(end a bookkeeping period)

budget crunch

(not enough money in budget)

## Biz Plus - Idioms

ahead of the curve

가

Definition

at the forefront of recent developments, trends, etc.

Example

Our company always monitors industry trends to stay ahead of the curve.

# Review

## 06

### Working on Projects

#### Goal

By the end of this lesson, students will be able to discuss via telephone various matters related to existing or upcoming projects using vocabulary and speech patterns studied during this chapter.

## Before class

### Key Expressions

Read today's key expressions and sentence examples.

1 We have a new smart medical device in the works.

#### in the works

- This time next year, hopefully we will have two or three new products in the works.
- I've been busy with so many projects that are currently in the works.
- I have a new book in the works; hopefully it will be published next year.

2 It seems like we're going to have to push back the deadline.

#### push back the deadline

- Our product development team asked to push back the deadline because of some technical difficulties.
- Because of these setbacks, we might need to push back the deadline.
- Our suppliers are having some problems at their factory, so we will have to push back the deadline for building our prototype.

3 This project is urgent, so we need a quick turnaround on setting up our website.

#### quick turnaround

- Can we expect a quick turnaround on this project?
- We have a tight deadline, can you make a quick turnaround?
- Thanks for the quick turnaround on completing the coding for the software.

# 1:1 Practice — 1

## Role Play

Read the situation and role play the following tasks with the tutor.

### Situation

You work in customer service at a credit card company CashOnTheGo Ltd. Your boss has asked you to prepare a report analyzing customer care performance this past quarter. Before you update your boss, you need to contact your company's call center outsourcing provider to ask for an update on the call center's data collection. You call Mr. Jones to discuss this project.

### Task 1

- Call Mr. Jones.
- Greetings; small talk (weather).
- Ask for update on collecting call center data.
- Situation: unexpected delay in schedule.
- Emphasize that this is an urgent project.

### Roles

#### Student

Name: Your name  
Company: CashOnTheGo Ltd.  
(credit card company)  
Title: Manager of Customer Service

#### Tutor

Name : Mr. Jones [Tasks 1 and 2];  
Secretary [Task 3]  
Company : Customer Care OutsourcingCo

### Task 1

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### Task 2

- Call Mr. Jones.
- Situation: Mr. Jones picks up the phone but needs to step out to a meeting.
- Quickly explain why you called (to discuss call center data analysis).
- Ask when to call back.

### Task 2

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### Task 3

- Call Mr. Jones.
- Situation: Mr. Jones is out of the office. Secretary answers.
- Ask when Mr. Jones will return and to leave Mr. Jones a message.

### Task 3

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# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Have you ever encountered any issues with outsourcing? What types of issues did you have? How have they been resolved?

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- 2 Have you experienced any unexpected delays with your projects? How have you handled them?

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- 3 What types of updates do you generally have to give regarding your projects? How often do you give them, and what type of feedback do you usually receive?

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# After class —

## Biz Plus

### Grammar & Usage

“Ask someone” / “talk to someone”

1. It is “ask someone to do something” or “ask someone about something,” but never “ask TO someone,” e.g., “I will ask my boss if we can move the meeting to tomorrow,” and not “I will ask to my boss if we can move the meeting to tomorrow.
2. The verb “talk” can take the prepositions “to” or “with.” Using “to” suggests a formal situation in which a higher-ranking person may be criticizing or giving instructions to a junior person, e.g., “I will talk to my staff today.” “With” implies a discussion in a less formal situation, e.g., “I talked with Joe about his trip.”

*“The best way to predict the future is to invent it.” -Alan Kay*

*“Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others.” -Jack Welch*

*“Don’t be afraid to give up the good to go for the great.” -John D. Rockefeller*

*“The key to successful leadership today is influence, not authority.”  
-Ken Blanchard*

*“It is our choices that show what we truly are, far more than our abilities.”  
-J. K Rowling*

A woman with long, light-colored hair is laughing heartily, her mouth wide open. She is wearing a red patterned top. The background is filled with large, tropical leaves, suggesting an outdoor setting like a garden or a beach. The overall atmosphere is bright and positive.

# *Business* *course* — *Pro*

Boost your global business communication skills starting today!  
Master everyday workplace conversations  
by focusing on real-life situations and practical expressions.

# *Chapter II*

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## **Socializing**

### **Unit 07**

*Meeting People for the First Time*

### **Unit 08**

*Introducing Your Company*

### **Unit 09**

*Catching up with Others*

### **Unit 10**

*Making, Accepting and Declining*

### **Unit 11**

*Telling a Story*

### **Unit 12**

*Review – Socializing*

# 07

## *Meeting People for the First Time*

### Goal

By the end of this lesson, students will be able to introduce themselves in casual business and social settings using new vocabulary and speech patterns.

가 , 가 가 .  
가 .  
가 . ?

### *Before class — 1*

#### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

be in for a treat

Technology Advisor

in charge of ~

software development

based in ~

# Before class — 2

## Dialogue

Read the dialogue.

- S** What do you think of the conference so far?
- T** Oh, it's wonderful. There are so many great new products to see.
- S** Yes, some of the prototypes are amazing, and the presentations have been interesting. It's even better than the past few years. Have you been to any of the past ones?
- T** No, this is my first time, actually.
- S** Well, you're in for a treat. I'm sorry. **Allow me to introduce myself.** I'm Jay Kim. **I work at** the Korean company FastTradingCo **as a** Technology Advisor.
- T** **Pleased to meet you.** I'm Mary Thompson. I'm in charge of software development at BestMobileCo based in Los Angeles.
- S** Oh, welcome to Korea! Is this your first time here?
- T** Yes it is. I've heard so much about Seoul, and now, I finally get the chance to be here.
- S** If you have some time, definitely walk around the city. The city is filled with many interesting sites, both traditional and modern.
- T** I definitely plan on it!

## Quiz

1. who advises businesses on how best to use technology to meet their business objectives: \_\_\_\_\_
2. having the care or supervision of: \_\_\_\_\_

ANSWERS      Technology Adviser, in charge of

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 I'm sorry. Allow me to introduce myself.

**allow me to introduce myself**

- Please allow me to introduce myself. I'm Jane Cho.
- Allow me to introduce myself. I'm Mark Lee.
- Forgive me. Allow me to introduce myself. I'm Helen Park.

### 2 I work at the Korean company FastTradingCo as a Technology Advisor.

**I work at ~ as a ~** ~ ~

- I work at the Korean law firm BigLaw as a Commercial Litigator.
- I work aStarJets as a Pilot.
- I used to work AryoLabs as a Research Technician.

### 3 Pleased to meet you.

**pleased to meet you**

- Pleased to meet you. I'm Sarah Johnson.
- Hi Sue. Pleased to meet you.
- Thomas, pleased to meet you. I'm Alan Lee.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S What do you think of the conference so far?

T Oh, it's wonderful. There are so many great new products to see.

S Yes, some of the prototypes are amazing, and the presentations have been interesting. It's even better than the past few years. Have you been to any of the past ones?

T No, this is my first time, actually.

S Well, you're in for a treat. I'm sorry. \_\_\_\_\_ (*introduce*). I'm Jay Kim. \_\_\_\_\_ (*work*) the Korean company FastTradingCo \_\_\_\_\_. Technology Advisor.

T \_\_\_\_\_ (*pleased*). I'm Mary Thompson. I'm in charge of software development at BestMobileCo based in Los Angeles.

S Oh, welcome to Korea! Is this your first time here?

T Yes it is. I've heard so much about Seoul, and now, I finally get the chance to be here.

S If you have some time, definitely walk around the city. The city is filled with many interesting sites, both traditional and modern.

T I definitely plan on it!

## Comprehension Check

1. Where are they?

---

2. Where do Jay and Mary work at?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 I \_\_\_\_\_ StarJets \_\_\_\_ Pilot.

2 Hi Sue. \_\_\_\_\_ meet you.

3 Please \_\_\_\_\_ introduce myself.

I'm Jane Cho.

4 \_\_\_\_\_ introduce myself.

I'm Mark Lee.

5 \_\_\_\_\_ meet you.

I'm Sarah Johnson.

6 I used to \_\_\_\_\_ CryoLabs \_\_\_\_\_

Research Technician.

## HINTS

allow me to, work at ~ as a, pleased to



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are attending an international business conference in Seoul and are waiting for the next presentation to begin. You are seated next to a foreigner and want to start up a conversation while waiting.

### Memo

- Ask the foreigner about the conference : previous visits; opinion.
- Your opinion of conference : long waits between presentations; topics are interesting.
- Introduction : name; job; title.
- Recommendations for sightseeing : Insa-dong, Gyeongbokgung, Bukchon.

## Step 1 Comprehension Check

1. Where are you?

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2. What do you think about the conference?

---

3. What are some good places you recommend for sightseeing?

---

## Step 2 Task

Introduce yourself and talk about the conference and sightseeing around Seoul.

---

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### Sample Answer

That last presentation was interesting, but the wait between meetings is a bit long, don't you think? Have you been to conferences before? Sorry. Let me introduce myself. I'm Joseph Park. I work at the Korean luxury goods company LuxRUs as a Strategic Buyer. If you have some spare time before you leave, make sure to visit Insa-dong, Gyeongbokgung and Bukchon.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you attended any business conferences lately?  
What do you typically do there?

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---

---

- 2 What did you think of the last conference you attended? Why?

---

---

---

- 3 What places would you recommend to a foreigner visiting Seoul for business?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. \_\_\_\_\_

---

2. FastTradingCo

---

3. \_\_\_\_\_

---

### Sample Answer

1. I'm sorry, allow me to introduce myself.
2. I work at the Korean company FastTradingCo as a Technology Advisor.
3. Pleased to meet you.

## Biz Plus - Terminology

Reading financial statements:

tangible and intangible assets

cash and cash equivalents

가

accounts receivable and inventory

( )

liabilities

P&L statement (profit and loss statement)

debt-to-equity ratio

working capital

income and cash flow statement

balance sheet

## Biz Plus - Idioms

from the ground up

( )

Definition

from the very beginning

Example

The founder of our company is truly remarkable because he built this business from the ground up.

# 08 *Introducing Your Company*

## Goal

By the end of this lesson, students will be able to describe their companies' lines of business using new vocabulary and speech patterns.



## *Before class — I*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

pharmaceutical drug

domestic market

expand overseas

potential growth

R&D (Research and Development)

total revenue

final phase

highly competitive

# Before class — 2

## Dialogue

Read the dialogue.

- S Shall I give you a quick tour of our offices before we sit down to our meeting?
- T That would be great.
- S As you may already know, **our core business focuses on** the development, production and marketing of a broad range of pharmaceutical drugs.
- T Yes, our company is very much interested in distributing your products.
- S Currently, **we're a major player in** the domestic market, **with limited presence in** the global market. We have several franchises located in Korea and a few in the U.S. We are looking to expand overseas, particularly in Europe, where we see potential growth.
- T I see. What percentage of your business would you say is devoted to R&D?
- S We spend about 17% of our total revenue on R&D, which is average for a company our size.
- T As you expand, how competitive do you think your products will be abroad?
- S We have a few drugs **in the pipeline** that are in the final phases of development. We believe they will be highly competitive in the global market and expect to launch them within the next year or two.
- T That's wonderful. We certainly look forward to being a part of that future.

## Quiz

1. a market within a country's own borders: \_\_\_\_\_

2. the overall measure of all sources of a company's income, including its sales, for a given period of time: \_\_\_\_\_

ANSWERS domestic market, total revenue

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 Our core business focuses on the development, production and marketing of a broad range of pharmaceutical drugs.

**Our core business focuses on** ~

- Our core business focuses on the sales, distribution and servicing of IT hardware.
- Our core business focuses on the sales and servicing of oil refinery machinery.
- Our core business focuses on consulting with health care professionals.

- 2 We're a major player in the domestic market, with limited presence in the global market.

**We're a major player in ~, with limited presence in ~** ~

- We're a major player in the domestic telecommunications industry, with limited presence in Europe.
- We're a major player in the global automotive parts industry, with limited presence in the US and Asia.
- We're a major player in Korea, with limited presence in Europe, the Middle East and Africa.

- 3 We have a few drugs in the pipeline that are in the final phases of development.

**in the pipeline** ,

- We have a few products in the pipeline that we believe will be highly competitive.
- We have a few innovative business solutions in the pipeline that we expect to launch next year.
- Our latest project in the pipeline will definitely help us increase market share worldwide.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S Shall I give you a quick tour of our offices before we sit down to our meeting?

T That would be great.

S As you may already know, \_\_\_\_\_ (*focus*) the development, production and marketing of a broad range of pharmaceutical drugs.

T Yes, our company is very much interested in distributing your products.

S Currently, \_\_\_\_\_ (*player*) the domestic market, \_\_\_\_\_ (*presence*) the global market. We have several franchises located in Korea and a few in the U.S. We are looking to expand overseas, particularly in Europe, where we see potential growth.

T I see. What percentage of your business would you say is devoted to R&D?

S We spend about 17% of our total revenue on R&D, which is average for a company our size.

T As you expand, how competitive do you think your products will be abroad?

S We have a few drugs \_\_\_\_\_ (*pipeline*) that are in the final phases of development. We believe they will be highly competitive in the global market and expect to launch them within the next year or two.

T That's wonderful. We certainly look forward to being a part of that future.

## Comprehension Check

1. What does the core business of S's company focus on?

2. Are they currently a major player in the global market? What do they plan to do?

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 Our \_\_\_\_\_ the sales and servicing of oil refinery machinery.
- 2 We're a \_\_\_\_\_ in the global automotive parts industry, with \_\_\_\_\_ in the US and Asia.
- 3 We have a few products \_\_\_\_\_ that we believe will be highly competitive.
- 4 We're a \_\_\_\_\_ in Korea, with \_\_\_\_\_ in Europe, the Middle East and Africa.
- 5 We have a few innovative business solutions \_\_\_\_\_ that we expect to launch next year.
- 6 Our \_\_\_\_\_ consulting with health care professionals.

## HINTS

core business focuses on, major player ~ limited presence, in the pipeline

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You have a meeting with potential clients. Before the meeting, you give them a tour and introduce your leisure and hospitality company. They ask you to describe your business model.

### Memo

- **Core business** : development, marketing and sales of mid- to high-end resorts.
- **Vision** : to introduce luxury at affordable prices and become a brand leader.
- **Market share** : significant in Korea; strong presence in the South Pacific.
- **Properties and offices** : currently in Korea and the South Pacific; new resorts in the Caribbean and Europe to open next year.

## Step 1 Comprehension Check

1. What does your core business focus on?

---

2. What is your company's vision?

---

3. Where are your properties and offices, and how competitive are you?

---

## Step 2 Task

Describe your business model to your potential clients. Mention your main products and services, vision, operational structure, and competitiveness.

---

---

### Sample Answer

As you may already know, our core business focuses on the development, marketing and sales of mid- to high-end resorts. Our vision is to introduce luxury at affordable prices and become a brand leader in the industry. Right now, we are a major player in the domestic market, with a strong presence in the South Pacific. We currently have properties and offices located in Korea and in the South Pacific. But, we have a couple projects in the pipeline, including new resorts in the Caribbean and Europe.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What is your company's core business?

---

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---

- 2 How strong is its presence in the domestic and international markets?

---

---

---

- 3 How competitive do you think it will be ten years from now?

---

---

---

# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3.

---

### Sample Answer

1. Our core business focuses on the development, production and marketing of a broad range of pharmaceutical drugs.
2. We're a major player in the domestic market, with limited presence in the global market.
3. We have a few drugs in the pipeline that are in the final phases of development.

## Biz Plus - Terminology

Casual descriptions  
of business people :

**higher-up**

**micromanager**

**middleman**

**rainmaker**

**baron/magnate/tycoon**

(      )

**dealer**

**dealmaker**

## Biz Plus - Grammar & Usage

When to use "say" and "speak"

1. Say is used to mean speaking, but never takes a person as its object. It is always "say something" or "say to someone." For example, "I said to John that we should cancel the meeting," and "He says that we will need to push back the deadline."

2. Speak tends to be more formal when one person is doing most of the talking. For example, "I spoke at the convention," and "I spoke to John about always being late to meetings."

# 09 *Catching up with Others*

## Goal

By the end of this lesson, students will be able to engage in conversation with old friends and acquaintances and inquire about recent developments in these people's lives using new vocabulary and speech patterns.

3

## *Before class — I*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

hectic

product design team

work hour

extension

show someone around

housewarming party

# Before class — 2

## Dialogue

Read the dialogue.

- (S) Tom, is that you? It's been a long while. How have you been?
- (T) Joanne, how nice to see you again. I've been doing quite well, thanks, and you?
- (S) Oh, the same old thing, really. What are you doing here? Do you work here?
- (T) Yes, I just joined the sales team about three months ago. It's been a bit hectic getting used to everything, but I think I'm enjoying working here. I didn't know you worked here.
- (S) Yea, I've been here **for** about three years, **going on** four **this** July. I work on the product design team. Work hours are long, but it's really a great company. Also, our sales team is one of the best departments. The manager of the group is really a great boss. **Welcome aboard.**
- (T) Thanks. I'm excited to be here.
- (S) I have to run to a meeting, but if you have any questions, feel free to call me. I'm at extension 2345. I'll be happy to show you around and introduce you to a few folks.
- (T) Thanks, I will. Oh, by the way, I'll be having a housewarming party soon. Hopefully you can make some time to come by. My wife and children would love to see you again.
- (S) That would be great. Take care, and see you again soon. If not at the party, let's **grab** dinner **sometime and catch up** properly.

## Quiz

1. any of the hours of a day during which work is done: \_\_\_\_\_
2. a subsidiary telephone in a large building, on the same line as the main one that has its own additional number : \_\_\_\_\_

**ANSWERS** work hour, extension

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 I've been here for about three years, going on four this July.

~ **for A, going on B this - A ~ , - B 가**

- John's been working at PharmaCo for about five months, going on six this August.
- She's been trying to write that book for the past two years, going on three this May.
- I've been going to Sydney every ~~Chuseok~~ for the past eight years, going on nine this fall.

### 2 Welcome aboard.

**Welcome aboard ( )**

- You're the new hire, right? Welcome aboard.
- Our team is excited to have you join us; welcome aboard.
- I hear you are joining our sales team; welcome aboard.

### 3 Let's grab dinner sometime and catch up properly.

**grab ~ sometime and catch up ~**

- If you have time next week, let's grab lunch sometime and catch up.
- It would be great to grab some coffee sometime and catch up.
- Do you have time to grab a snack sometime next week and catch up?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S Tom, is that you? It's been a long while. How have you been?
- T Joanne, how nice to see you again. I've been doing quite well, thanks, and you?
- S Oh, the same old thing, really. What are you doing here? Do you work here?
- T Yes, I just joined the sales team about three months ago. It's been a bit hectic getting used to everything, but I think I'm enjoying working here. I didn't know you worked here.
- S Yea, I've been here \_\_\_\_ about three years, \_\_\_\_\_(go) four this July. I work on the product design team. Work hours are long, but it's really a great company. Also, our sales team is one of the best departments. The manager of the group is really a great boss. \_\_\_\_\_(welcome).
- T Thanks. I'm excited to be here.
- S I have to run to a meeting, but if you have any questions, feel free to call me. I'm at extension 2345. I'll be happy to show you around and introduce you to a few folks.
- T Thanks, I will. Oh, by the way, I'll be having a housewarming party soon. Hopefully you can make some time to come by. My wife and children would love to see you again.
- S That would be great. Take care, and see you again soon. If not at the party, let's \_\_\_\_ dinner \_\_\_\_\_(catch) properly.

## Comprehension Check

1. Which departments do Tom and Joanne work in?

- 
2. Where does Tom invite Joanne to?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 You're the new hire, right? \_\_\_\_\_.

2 John's been working at PharmaCo for about five months, \_\_\_\_\_ six this August.

3 It would be great to \_\_\_\_\_ some coffee sometime and \_\_\_\_\_.

4 She's been trying to write that book for the past two years, \_\_\_\_\_ three this May.

5 I hear you are joining our sales team: \_\_\_\_\_.

6 If you have time next week, let's \_\_\_\_\_ lunch sometime and \_\_\_\_\_.

## HINTS

going on, welcome aboard, grab ~ catch up

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are running to a meeting and see an old college friend in the lobby of your offices. Mary just joined the company as the new manager of compliance. You have a short conversation with her.

### Memo

- **Wellbeing** : how has Mary been; why is she in the building.
- **Your opinion of the company** : worked at company for three years; summer will make four years; boss is demanding; little vacation time; friendly coworkers.
- **Next meeting** : coffee next week.

## Step 1 Comprehension Check

1. Who is Mary?

---

2. Why is Mary in your office?

---

3. What is your opinion of the company?

---

## Step 2 Task

Ask Mary some questions to do some catching up. Ask how she is and how she feels about her new job. Tell her your opinion of the company and suggest meeting again later to catch up in detail.

---

---

### Sample Answer

Hi, Mary, how have you been? What are you doing here? I've been working here for the past three years, going on four this summer. My boss is a bit demanding, and I get so little vacation time these days. But, the company is great, and my coworkers are nice. If you are available, let's grab coffee sometime next week and catch up properly. Welcome aboard!

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you recently run into an old friend or acquaintance that later joined your company?  
How have they been doing?

---

---

---

- 2 What tips would you give to them about company life?

---

---

---

- 3 If you were a new hire at a company and ran into an old friend who also works there, what type of questions would you ask?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.           3           ,       7       4      가 .

---

2. (       ) .

---

3. .

---

### Sample Answer

1. I've been here for about three years, going on four this July.
2. Welcome aboard.
3. Let's grab dinner sometime and catch up properly.

## Biz Plus - Terminology

Sales organization -  
management structure :



## Biz Plus - Idioms

get back into the swing of things

### Definition

become accustomed to (or return to) an activity or routine

### Example

I've been on sabbatical for the past year; it will take some time to get back into the swing of things at work.

# 10 *Making, Accepting and Declining*

## Goal

By the end of this lesson, students will be able to make, accept and decline invitations and offers using new vocabulary and speech patterns.

?

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

go over

last minute

worst-case scenario

over the phone

# Before class — 2

## Dialogue

Read the dialogue.

- T Paul, if you have some time, let's grab lunch next week and go over the details of this new contract.
- S Thanks, Jane, but **I'm afraid that I won't be able to** next week. **I am booked solid** with meetings and presentations **for the** next week or so. Would you be free the week of the 12th? I should have some time then.
- T The week of the 12th? I think that might work. Let me check my calendar.
- S If that week doesn't work, then how about the following week?
- T Ah, the week of the 12th, I've got a business trip, and the week after, I'm on vacation.
- S In that case, why don't we **play it by ear**? It's possible I might have a last minute cancellation and can meet you next week. Is that okay with you?
- T Sure, let's do that.
- S In the worst-case scenario, I'll just give you a call next week sometime, and we can discuss the issues over the phone.
- T That sounds great. Take care.
- S Great. Have a good day.

## Quiz

1. to check something carefully: \_\_\_\_\_

2. worst possible environment or outcome out of the several possibilities in planning or simulation: \_\_\_\_\_

Answers go over, worst-case scenario

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 I'm afraid that I won't be able to next week.

I'm afraid that I won't be able to ~

- Joe, I'm afraid that I won't be able to make the meeting this afternoon.
- Sorry, Tom, but I'm afraid that I won't be able to join you for dinner tomorrow evening.
- Mary, I'm truly sorry, but I'm afraid that I won't be able to attend your wedding next month.

### 2 I am booked solid with meetings and presentations for the next week or so.

be booked solid for the ~

- Mr. Johnson is booked solid with appointments for the next month.
- Carrie is booked solid with engagements for the next few days.
- We should hurry to book our tickets, or the show may be booked solid for the next several weeks.

### 3 In that case, why don't we play it by ear?

play it by ear ,

- Since we're not sure what will happen next, let's play it by ear.
- I know you're busy next week, so why don't we play it by ear?
- Things will be a bit crazy the next few days, so let's just play it by ear.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T Paul, if you have some time, let's grab lunch next week and go over the details of this new contract.
- S Thanks, Jane, but \_\_\_\_\_ (*afraid*) next week. I \_\_\_\_\_ (*solid*) with meetings and presentations \_\_\_\_\_ next week or so. Would you be free the week of the 12th? I should have some time then.
- T The week of the 12th? I think that might work. Let me check my calendar.
- S If that week doesn't work, then how about the following week?
- T Ah, the week of the 12th, I've got a business trip, and the week after, I'm on vacation.
- S In that case, why don't we \_\_\_\_\_ (*ear*)? It's possible I might have a last minute cancellation and can meet you next week. Is that okay with you?
- T Sure, let's do that.
- S In the worst-case scenario, I'll just give you a call next week sometime, and we can discuss the issues over the phone.
- T That sounds great. Take care.
- S Great. Have a good day.

## Comprehension Check

1. What does Jane hope to talk about with Paul during lunch?

---

2. If they don't get a chance to meet, what does Paul suggest they do?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 Joe, \_\_\_\_\_ make the meeting this afternoon.

2 Mr. Johnson is \_\_\_\_\_ with appointments \_\_\_\_\_ next month.

3 Since we're not sure what will happen next, let's \_\_\_\_\_.

4 Carrie is \_\_\_\_\_ with engagements \_\_\_\_\_ next few days.

5 Sorry, Tom, but \_\_\_\_\_ join you for dinner tomorrow evening.

6 I know you're busy next week, so why don't we \_\_\_\_\_?

## HINTS

I'm afraid I won't be able to, booked solid ~ for the, play it by ear

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

Your colleague in the sales department needs to speak with you about the details of an upcoming project. He proposes meeting next Monday, but you are attending a conference that day. You suggest another day that week, but if he's busy then, the week after is okay.

### Memo

- **Availability** : not next Monday, because of conference.
- **First proposal** : next Wednesday, but if colleague is unavailable, the week after.
- **Second proposal** : if none of those are good options, then whenever convenient.

## Step 1 Comprehension Check

1. What is the purpose of the meeting?

---

2. Why are you not available next Monday?

---

3. If your colleague is busy this week, when would you suggest meeting?

---

## Step 2 Task

Make an appointment with your colleague.

---

---

---

### Sample Answer

I'm afraid that I won't be able to meet next Monday. I have an all-day conference then. How about next Wednesday? Would that work for you? If not, the week after would be okay, or we could just play it by ear.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you ever had issues with trying to meet with someone because of scheduling conflicts?  
How did you resolve those situations?

---

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---

- 2 What type of software do you use to keep track of your meetings? Why?

---

---

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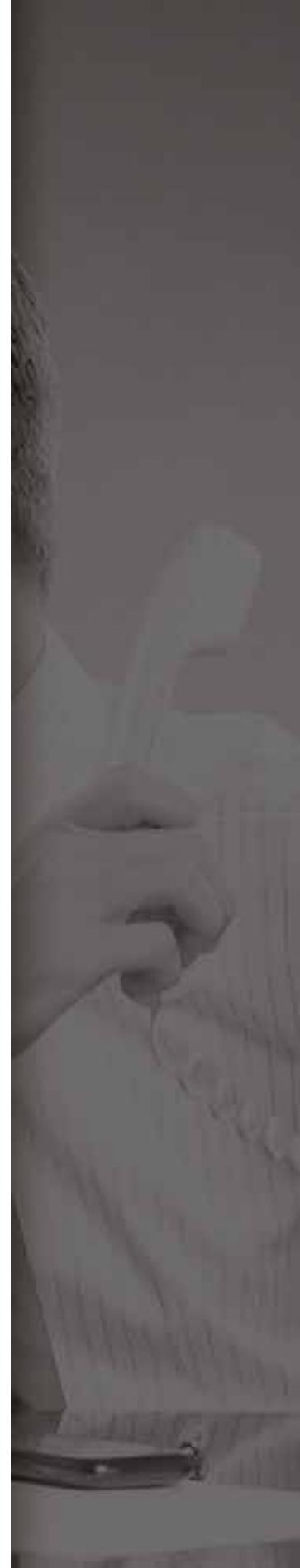
- 3 If an urgent issue came up and you had to reschedule a meeting, how would you handle the problem?

---

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3. 가 ?

---

### Sample Answer

1. I'm afraid that I won't be able to next week.
2. I am booked solid with meetings and presentations for the next week or so.
3. In that case, why don't we play it by ear?

## Biz Plus - Terminology

Accounting dates / reporting :

**Year-end (YE)**

**Year-to-date (YTD)**

**Quarter-to-date (QTD)**

**Year-over-year (YoY)**

**Month-over-month (MoM)**

**Quarter-over-quarter (QoQ)**

**Previous year (PY)**

## Biz Plus - Grammar & Usage

**Until v. By**

"Until" is used when describing an action or situation that continues and then stops at a certain time at which that situation or action changes, i.e., "up to time X." It does not suggest that the action will have been completed at that specified time. For example, "I will work on this project until 3:00 p.m. Friday," means that from now to 3:00 p.m., I will work on the project, even if I have not finished it. Another example is, "the exhibition will last until next February," which means that the exhibition is going on and will stop next February.

"By" is used to describe an action that will have happened before a certain time. "By" is usually used for deadlines. Think of "by" as meaning "before a time X." For example, "I have to do this by 3:00 p.m.," means I must finish the task before 3:00 p.m.

# 11 *Telling a Story*

## Goal

By the end of this lesson, students will be able to share stories about their experiences in a casual setting using new vocabulary and speech patterns.

“

?”

,

2

10

?

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

underestimate      가 ,

get stuck in traffic

cab

avenue 가(街),

make it ,

# Before class — 2

## Dialogue

Read the dialogue.

T Welcome back from New York!

S Thanks. I'm happy to be back home.

T So, tell me all about your trip. How was it? Did you have a good time?

S It was tiring, but good. It was my first time going to New York. **Too bad** it was for a business trip.

T Did anything exciting happen during your trip, or was it all work?

S Well, I wouldn't necessarily say it was exciting, but I didn't realize how bad the traffic was there. It's worse than in Seoul, if you can believe it.

T Oh? What happened?

S I had to catch a 2:00 p.m. train and underestimated how long it would take. I **took a gamble** thinking that if I took a taxi, I could make it to Grand Central on time. Of course, we got stuck in traffic. I looked at my watch and realized I'd miss the train if I waited in the cab. So, I got out of the cab and ran the last 10 blocks to get to the train station. I didn't know how long ten avenue blocks could be!

T So, did you make it?

S Yes, I did. But next time, **I think I'd better** take the subway.

## Quiz

1. to consider someone or something less capable or effective than is actually the case:

\_\_\_\_\_

2. a wide street or thoroughfare: \_\_\_\_\_

Answers      underestimate, avenue

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 Too bad it was for a business trip.

**too bad** ~

- It's too bad we didn't have time to visit the Statue of Liberty.
- Too bad we can't meet for dinner tomorrow.
- Too bad the play is sold out; I really wanted to go.

### 2 I took a gamble thinking that if I took a taxi, I could make it to Grand Central on time.

**take a gamble**

- He took a gamble when he decided to quit his job without any backup plans.
- I won't take a gamble on losing this deal, so make sure everything goes well.
- We took a gamble when we ordered Korean food at a Mexican place, but it turned out delicious!

### 3 I think I'd better take the subway.

**I think I'd better** ~

- I think I'd better go to bed early if I want to feel rested tomorrow.
- I think I'd better call the restaurant in advance and make a reservation.
- I think I'd better keep the receipt for this computer in case I have to return it.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

T Welcome back from New York!

S Thanks. I'm happy to be back home.

T So, tell me all about your trip. How was it? Did you have a good time?

S It was tiring, but good. It was my first time going to New York. \_\_\_\_\_(bad) it was for a business trip.

T Did anything exciting happen during your trip, or was it all work?

S Well, I wouldn't necessarily say it was exciting, but I didn't realize how bad the traffic was there. It's worse than in Seoul, if you can believe it.

T Oh? What happened?

S I had to catch a 2:00 p.m. train and underestimated how long it would take. I \_\_\_\_\_(gamble) thinking that if I took a taxi, I could make it to Grand Central on time. Of course, we got stuck in traffic. I looked at my watch and realized I'd miss the train if I waited in the cab. So, I got out of the cab and ran the last 10 blocks to get to the train station. I didn't know how long ten avenue blocks could be!

T So, did you make it?

S Yes, I did. But next time, \_\_\_\_\_(better) take the subway.

## Comprehension Check

1. Why was it a bad idea to take a taxi?

---

2. What did he do to get to the train station on time?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ we can't meet for dinner tomorrow.

2 He \_\_\_\_\_ when he decided to quit his job without any backup plans.

3 \_\_\_\_\_ go to bed early if I want to feel rested tomorrow.

4 I won't \_\_\_\_\_ on losing this deal, so make sure everything goes well.

5 \_\_\_\_\_ call the restaurant in advance and make a reservation.

6 \_\_\_\_\_ the play is sold out; I really wanted to go.

## HINTS

too bad, take a gamble, I think I'd better

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are having lunch with colleagues while on a business trip in Los Angeles. They ask you if you are enjoying your trip. You reply and also tell them a frustrating situation that occurred.

### Memo

- **Opinion of Los Angeles** : beautiful weather; spacious city.
- **Situation** : at 3:00 p.m., asked hotel to reserve taxi until 5:00 p.m.; you meant "by 5:00 p.m."
- **Resolution** : taxi company charged for two hours; you paid it.

## Step 1 Comprehension Check

1. What do you think of Los Angeles?

---

2. What mistake did you make?

---

3. What did you have to do?

---

## Step 2 Task

Small talk with your colleagues about your stay in Los Angeles and tell them about the frustrating situation you experienced.

---

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### Sample Answer

Los Angeles is a wonderful city with great weather. It's also very spacious. My trip is going well, but I do have an embarrassing story to tell you. Yesterday at 3:00 p.m., I asked the hotel to reserve a taxi for me until 5:00 p.m. I looked at my bill and was charged for two hours. I got mad, but then realized I had made a mistake. I meant to say "by 5:00 p.m." I had to pay the whole amount. It was frustrating.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What is the funniest story you have ever heard from a colleague? What was it about?

---

---

---

- 2 Have you had any interesting situations that occurred while traveling for business? What happened?

---

---

---

- 3 At lunch, what do you discuss with your coworkers?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3.

---

### Sample Answer

1. Too bad it was for a business trip.
2. I took a gamble thinking that if I took a taxi, I could make it to Grand Central on time.
3. I think I'd better take the subway.

## Biz Plus - Terminology

Corporate structure –

Core departments :

Marketing

Client Service

Product Development

Accounting / Finance /

Information Technology (IT)

IT

Compliance

Legal

Human Resources

## Biz Plus - Idioms

to keep track of

~

Definition

to continue to be informed or know about someone or something

Example

Please keep track of the latest developments on the project and let us know if there are any issues.

# Review

---

# 12 Socializing

## Goal

By the end of this lesson, students will be able to engage in various light conversations via telephone using vocabulary and speech patterns studied during this chapter.

## Before class

### Key Expressions

Read today's key expressions and sentence examples.

- 1 Our core business focuses on the development, production and marketing of a broad range of pharmaceutical drugs.

**Our core business focuses on**

~

- Our core business focuses on the sales, distribution and servicing of IT hardware.
- Our core business focuses on the sales and servicing of oil refinery machinery.
- Our core business focuses on consulting with health care professionals.

- 2 Let's grab dinner sometime and catch up properly.

**grab ~ sometime and catch up**

~

- If you have time next week, let's grab lunch sometime and catch up.
- It would be great to grab some coffee sometime and catch up.
- Do you have time to grab a snack sometime next week and catch up?

- 3 I'm afraid that I won't be able to next week.

**I'm afraid that I won't be able to**

~

- Joe, I'm afraid that I won't be able to make the meeting this afternoon.
- Sorry, Tom, but I'm afraid that I won't be able to join you for dinner tomorrow evening.
- Mary, I'm truly sorry, but I'm afraid that I won't be able to attend your wedding next month.

# 1:1 Practice — 1

## Role Play

Read the situation and role play the following tasks with the tutor.

### Situation

You work in marketing at a fitness products manufacturer FitLife. You went to a conference and saw a former colleague, but did not have a chance to talk to him. You call him to catch up.

### Task 1

- Call Jason.
- Greetings, small talk (weather).
- Ask his opinion of the conference and share your opinion.
- Ask about his current job and tell him about yours.
- Situation: Jason will be in Seoul for the next two weeks. Suggest meeting for lunch next week and agree on a convenient time.

### Task 2

- Call Jason.
- Situation: Jason has to run to a meeting.
- Quickly ask him if he is available for dinner this week to catch up in person.
- Situation: You are not free this Thursday or Saturday. Jason is only free on Thursday this week.

### Task 3

- Call Jason.
- Situation: Jason is out of the office. Secretary answers.
- Ask when Jason will return and leave him a message mentioning you saw him at the conference and would like to catch up in person

### Roles

#### Student

Name: Your name  
Company: FitLife  
(fitness products manufacturer)  
Title: Manager of Marketing

#### Tutor

Name: Jason Carmichael [Tasks 1 and 2];  
Secretary [Task 3]  
Company: HomeGym Plus (home gym equipment distributor)

#### Task 1

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#### Task 2

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#### Task 3

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# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Have you attended any high school or college reunions? How was the experience?  
What did you discuss with your former classmates?  
Did you share any fun stories or hear of any?

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- 2 Do you keep in touch with former colleagues?  
How often do you meet them?  
What do you talk about?

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- 3 What was the last conference or business-networking event that you attended? Did you meet any foreigners?  
If so, what did you discuss?

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# After class —

## Biz Plus

### Grammar & Usage

#### *Come v. Go*

“Come” is used when describing movement toward the current location where the speaker is.

“Go” is used when describing movement toward a location away from the speaker.

For both “come” and “go,” do not use “to” with “home,” i.e., “Go home” and “Come home.” But, for other places, use “to” with “go,” e.g., “Go to work” and “Go to the store.”

*“The most effective way to do it is to do it.” -Amelia Earhart*

*“No man will make a great leader who wants to do it all himself, or to get all the credit for doing it.”*

*-Andrew Carnegie*

*“If you can't fly then run, if you can't run then walk, if you can't walk then crawl, but whatever you do, you have to keep moving forward.”*

*-Martin Luther King, Jr.*

*“Done is better than perfect.”*

*-Sheryl Sandberg*

*“My job is not to be easy on people. My job is to take these great people we have and to push them and make them even better.” -Steve Jobs*



# *Business* *course* — **Pro**

Boost your global business communication skills starting today!  
Master everyday workplace conversations  
by focusing on real-life situations and practical expressions.

# *Chapter III*

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## **Business Meetings I**

### **Unit 13**

*Running a Meeting*

### **Unit 14**

*Making Suggestions*

### **Unit 15**

*Agreeing and Disagreeing*

### **Unit 16**

*Structuring a Discussion*

### **Unit 17**

*Wrapping up a Meeting*

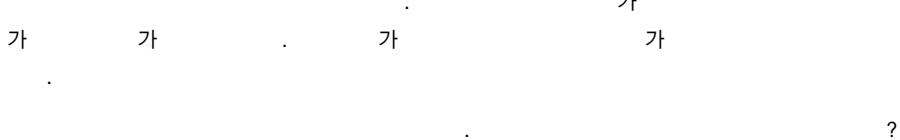
### **Unit 18**

*Review – Business Meetings I*

# 13 *Running a Meeting*

## Goal

By the end of this lesson, students will be able to conduct a meeting using new vocabulary and speech patterns.



## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

agenda

payment

be processed

hang

time out

error log

touch base ( )

# Before class — 2

## Dialogue

Read the dialogue.

- S Thanks for joining us today. We have a few items on the agenda this morning. Why don't we start with discussing the problem with our website and then we can **figure out** what we can do to fix the issue.
- T Sure. That sounds good.
- S We understand that some of our clients have had repeated issues with using the website. They told us they keep receiving a system error when they try to purchase products on our website.
- T Oh? What type of system error is it?
- S It seems that the payments aren't being processed properly and the website hangs then times out. That is the reason why I **called this meeting**. We need to **pinpoint the problem**.
- T We will need to look at the error logs more closely.
- S Here are the error logs.
- T Ah, I think I know what the problem is. This shouldn't take more than a day to fix.
- S Okay. Then let's schedule another meeting for tomorrow to touch base.
- T Sure.

## Quiz

- an occasion when a process or program is automatically stopped after a certain amount of time because it has not worked successfully: \_\_\_\_\_
- to talk briefly to someone in order to find out what they think about something: \_\_\_\_\_

ANSWERS time out, touch base

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

1 Then we can figure out what we can do to fix the issue.

**figure out**

- Let's work together to figure out what we need to do.
- How can we figure out the answer to this question without any help?
- Will he be able to figure out the reason behind the delay?

2 That is the reason why I called this meeting.

**call this meeting**

- I called this meeting to discuss a number of issues.
- He called this meeting to talk about the new project.
- We called this meeting to get a status update on the new construction project.

3 We need to pinpoint the problem.

**pinpoint the problem**

- Let's do some research to pinpoint the problem causing this delay.
- Can you pinpoint the problem?
- We will need to hire experts to pinpoint the problem and solve it.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S Thanks for joining us today. We have a few items on the agenda this morning. Why don't we start with discussing the problem with our website and then we can \_\_\_\_\_ (*figure*) what we can do to fix the issue.
- T Sure. That sounds good.
- S We understand that some of our clients have had repeated issues with using the website. They told us they keep receiving a system error when they try to purchase products on our website.
- T Oh? What type of system error is it?
- S It seems that the payments aren't being processed properly and the website hangs then times out. That is the reason why I \_\_\_\_\_ (*call*). We need to \_\_\_\_\_ (*pinpoint*).
- T We will need to look at the error logs more closely.
- S Here are the error logs.
- T Ah, I think I know what the problem is. This shouldn't take more than a day to fix.
- S Okay. Then let's schedule another meeting for tomorrow to touch base.
- T Sure.

## Comprehension Check

1. What was the first agenda of the meeting?

- 
2. What kind of issue did the clients experience?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 Can you \_\_\_\_\_?

2 I \_\_\_\_\_ to discuss a number of issues.

3 Let's work together to \_\_\_\_\_ what we need to do.

4 We will need to hire experts to \_\_\_\_\_ and solve it.

5 Will he be able to \_\_\_\_\_ the reason behind the delay?

6 He \_\_\_\_\_ to talk about the new project.

## HINTS

figure out, call this meeting, pinpoint the problem

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are holding a team meeting to discuss the problem of a faulty design in your company's reclining chair that has injured a few customers.

### Memo

- **Situation:** defective reclining chair injuring customers.
- **Product design team:** find the problem.
- **Customer service representatives:** contact customers to give refunds and discount coupons to purchase other products.
- **Next meeting:** Friday at 2:00 p.m. for status update.

## Step 1 Comprehension Check

1. What is the problem?

---

2. What are the product design team and customer service representatives assigned to do?

---

3. When is the next meeting?

---

## Step 2 Task

Set the agenda to discuss solving the problem and propose meeting again to get an update on fixing the problem.

---

---

### Sample Answer

I called this meeting because customers have been complaining that our reclining chair is causing injuries. The product design team needs to pinpoint the problem. In the meanwhile, customer service representatives, please contact customers and tell them we are figuring out the issue, will refund the purchase of the chairs, and give a discount coupon for the purchase of another product. Let's meet again Friday at 2:00 p.m. to get a status update.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 How often do you have team meetings?  
What types of issues are usually discussed at those meetings?

---

---

---

- 2 Have you had meetings with foreigners? If so, what types of issues have you had communicating?

---

---

---

- 3 How do you like to run your meetings?  
Formally? Informally? Who sets the agenda and how strictly do you stick to it?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3.

---

### Sample Answer

1. Then we can figure out what we can do to fix the issue.
2. That is the reason why I called this meeting.
3. We need to pinpoint the problem.

## Biz Plus - Terminology

**Research & Development (R&D):**

case study

clinical trial

bell curve

( : )

causality / link

control group

deviation

variables

random sampling

## Biz Plus - Idioms

**bring something to the table**

가

Definition

to provide something that will be a benefit

Example

The best part about working on a team is that each person can bring something to the table to make the project run smoothly.

# 14 *Making Suggestions*

## Goal

By the end of this lesson, students will be able to make suggestions and present new ideas at a meeting using new vocabulary and speech patterns.

!

?

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

membership rewards program

target group

benefits program

take a survey

high-end consumer

# Before class — 2

## Dialogue

Read the dialogue.

- T** So, you said you had a new idea you'd like to discuss?
- S** Yes, I was **looking into** ways to improve our membership rewards program and would like to make a few suggestions.
- T** Okay, please tell us.
- S** Well, **while** the initial idea to let everyone receive the same benefits is a good one, **I think that it might be better** to focus on one specific target group.
- T** Why is that? Wouldn't that decrease membership?
- S** Not exactly. The people who would most likely subscribe to our program are wealthy. But if these people don't feel that they are getting special benefits and are being treated like everyone else, they will most likely not use our card.
- T** Good point. So, how do you think we should change our benefits program?
- S** **Why don't we** first take a survey of our competitors' high-end consumer rewards programs? Once we have the data, we can see what works for our company and what we can offer that would be better than our competitors.
- T** That sounds like a good plan.

## Quiz

1. the particular group of people that an advertisement is intended to reach: \_\_\_\_\_
2. of the greatest power or sophistication : \_\_\_\_\_

**ANSWERS** target group, high-end

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

1 I was looking into ways to improve our membership card.

**look into** ~ ,

- Our team looked into ways to increase sales.
- Please look into ways to improve our software's ~~inter~~face.
- Take a look into this problem and let me know what you think.

2 While the initial idea to let everyone receive the same benefits is a good one, I think that it might be better to focus on one specific target group.

**While** ~, **I think that it might be better** ~ ~ , ~

- While your reasoning is understandable, I think that it might be better to look at the problem in another way.
- While I know that you don't want to do this, I think that it might be better if you did.
- While it's good to worry about your friends, I think that it might be better to focus more on your own work right now.

3 Why don't we first take a survey of our competitors' high-end consumer rewards programs?

**Why don't we** ~ ?

- Why don't we start with the smaller tasks first?
- Why don't we take a taxi to the convention?
- Why don't we contact the LA office tomorrow morning and ask them what happened?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T So, you said you had a new idea you'd like to discuss?
- S Yes, I was \_\_\_\_\_ (*look*) ways to improve our membership rewards program and would like to make a few suggestions.
- T Okay, please tell us.
- S Well, \_\_\_\_\_ the initial idea to let everyone receive the same benefits is a good one, I think that \_\_\_\_\_ (*better*) to focus on one specific target group.
- T Why is that? Wouldn't that decrease membership?
- S Not exactly. The people who would most likely subscribe to our program are wealthy. But if these people don't feel that they are getting special benefits and are being treated like everyone else, they will most likely not use our card.
- T Good point. So, how do you think we should change our benefits program?
- S \_\_\_\_\_ (*why*) first take a survey of our competitors' high-end consumer rewards programs? Once we have the data, we can see what works for our company and what we can offer that would be better than our competitors.
- T That sounds like a good plan.

## Comprehension Check

1. What was the meeting for?

- 
2. What new strategy does S suggest?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 Our team \_\_\_\_\_ ways to increase sales.

2 \_\_\_\_\_ I know that you don't want to do this,  
I think that \_\_\_\_\_ if you did.

3 \_\_\_\_\_ start with the smaller tasks first?

4 Take a \_\_\_\_\_ this problem and  
let me know what you think.

5 \_\_\_\_\_ take a taxi to the convention?

6 \_\_\_\_\_ your reasoning is understandable,  
I think that \_\_\_\_\_ to look at the  
problem in another way.

## HINTS

look into, while ~ it might be better, why don't we

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are at a team meeting to discuss strategies on increasing insurance sales. You make a suggestion to the team and explain to them your reasoning.

### Memo

- **Suggestion** : referral program that gives discounts to people who refer new clients.
- **Reason 1** : recommendations influence choice of insurance carrier.
- **Reason 2** : better than just giving temporary discount; free advertising and long-term loyalty.

## Step 1 Comprehension Check

1. What is being discussed in the meeting?

---

2. What is your suggestion?

---

3. What are your reasons for the suggestion?

---

## Step 2 Task

Make a suggestion to your team at the meeting. Explain your reasoning in detail.

---

---

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### Sample Answer

I was looking into ways to increase insurance sales and have a suggestion. Why don't we try a referral program? People choose insurance companies based on recommendations from friends and family. While giving a temporary discount is a good idea, I think that it would be better to give discounts for referrals. This will build long-term loyalty and encourage people to promote our products more.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 At team meetings, do you consider yourself shy or do you speak up and make suggestions about ways to improve projects?

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---

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- 2 What types of suggestions would you make to the way in which your team operates?

---

---

---

- 3 What would you improve about employee benefits at your company?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3.

?

---

## Sample Answer

1. I was looking into ways to improve our membership card.
2. While the initial idea to let everyone receive the same benefits is a good one, I think that it might be better to focus on one specific target group.
3. Why don't we first take a survey of our competitors' high-end consumer rewards programs?

## Biz Plus - Terminology

**Procurement :**

invite tenders

POQ (pre-qualification questionnaire)

contract award

requisition / order /

TQM (total quality management)

MRO (maintenance, repair and operations)

PMI (purchasing managers index)  
(cf. post - merger integration  
)

## Biz Plus - Grammar & Usage

**Another v. Other**

"Another" and "other" are adjectives that describe nouns, so they should come before a noun or the pronoun "one," e.g., "another cup of tea," "another meeting," "other people" "the other people" "another one" or "the other one." "Another" is mostly used to talk about one specific other thing. "Other" is more general, meaning "any."

"The other," "the others" and "others" can also be used as pronouns, e.g., "the other is nicer than this one," "I will take the other," and "Others will think the boy is weird." Because these are pronouns, no noun goes after them. As pronouns, these words are used to talk about some specific noun or group of nouns.

# 15 *Agreeing and Disagreeing*

## Goal

By the end of this lesson, students will be able to express agreement or disagreement with other ideas using new vocabulary and speech patterns.

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## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

cut the budget

social media ads

demographic

make up ~

customer base

# Before class — 2

## Dialogue

Read the dialogue.

- S So, **in light of** our current budget issues, we need to think about our options. For example, there are certain places where we can cut the budget.
- T That's true. I can name a few areas where we can.
- S Like what?
- T Well, newspaper and TV advertisements are unnecessary these days. It's better to invest in social media ads.
- S **I like your idea** of investing in social media advertisement, **but I'm not sure I agree with** decreasing our newspaper and TV ad costs. Can you explain your reasoning?
- T Think about it. Fewer and fewer people subscribe to print newspapers or watch TV, so it makes sense to spend less there.
- S **It's true that** social media is a highly effective way to market, **but don't you think that** we have to think about the older demographic as well.
- T Perhaps, but the elderly only make up a small percent of our customer base. If we are trying to cut costs, it makes sense to cut there.
- S I guess you're right. Let me think about this more.

## Quiz

1. a section of the population sharing common characteristics: \_\_\_\_\_
2. the clients to whom a business sells products and services: \_\_\_\_\_

ANSWERS demographic, customer base

# Before class — 3



## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 In light of our current budget issues, we need to think about our options.

**in light of** ~

- In light of the market downturn, we should try to save money right now.
- In light of the war going on in Central Asia, we shouldn't travel there anytime soon.
- In light of how much our boss liked your idea, we should go celebrate.

- 2 I like your idea of investing in social media advertisement, but I'm not sure I agree with decreasing our newspaper and TV ad costs.

**I like your idea, but I'm not sure I agree with** ~ , ~

- I like your idea, but I'm not sure I agree with closing the factory this soon.
- I like your idea of going to the movies on Friday, but I'm not sure I agree with skipping work to do that.
- I like your idea of opening a new branch office, but I'm not sure I agree with opening it in Cancun.

- 3 It's true that social media is a highly effective way to market, but don't you think that we have to think about the older demographic as well?

**It's true that** ~, **but don't you think that** ~ ?

- It's true that we should expand into another market, but don't you think that we should do more research first?
- It's true that we need to upgrade our servers, but don't you think that the cost of new server hardware will be costly?
- It's true that we should create a new customer rewards system, but don't you think that customers would prefer a discount to a useless gift?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S So, \_\_\_\_\_ (*light*) our current budget issues, we need to think about our options. For example, there are certain places where we can cut the budget.

T That's true. I can name a few areas where we can.

S Like what?

T Well, newspaper and TV advertisements are unnecessary these days. It's better to invest in social media ads.

S I \_\_\_\_\_ (*like*) of investing in social media advertisement, \_\_\_\_\_ (*not sure*) decreasing our newspaper and TV ad costs. Can you explain your reasoning?

T Think about it. Fewer and fewer people subscribe to print newspapers or watch TV, so it makes sense to spend less there.

S It's \_\_\_\_\_ (*true*) social media is a highly effective way to market, but \_\_\_\_\_ (*don't*) we have to think about the older demographic as well.

T Perhaps, but the elderly only make up a small percent of our customer base. If we are trying to cut costs, it makes sense to cut there.

S I guess you're right. Let me think about this more.

## Comprehension Check

1. How does T suggest they cut the budget?

---

2. What does S worry about focusing on social media?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ the market downturn, we should try to save money right now.

2 It's \_\_\_\_\_ we should expand into another market, but \_\_\_\_\_ we should do more research first?

3 I \_\_\_\_\_ but \_\_\_\_\_ closing the factory this soon.

4 \_\_\_\_\_ how much our boss liked your idea, we should go celebrate.

5 It's \_\_\_\_\_ we need to upgrade our servers, but \_\_\_\_\_ the cost of new server hardware will be costly?

6 I \_\_\_\_\_ of opening a new branch office, but \_\_\_\_\_ opening it in Cancun.

## HINTS

in light of, like your idea ~ I'm not sure I agree with, true that ~ don't you think that

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work at a manufacturing company. You are at a team meeting to discuss whether to open a branch office in Beijing. Your coworker suggests partnering up with a local company.

### Memo

- **Situation** : many clients in China; opening Beijing branch.
- **Coworker's suggestion** : partner with local company.
- **Your opinion** : disagree with getting a local partner.
- **Reason** : have enough presence in China; many fluent Chinese speakers at your company.

## Step 1 Comprehension Check

1. What is the agenda?

---

2. What do your coworkers suggest?

---

3. What is your opinion on the issue? Why?

---

## Step 2 Task

Express your opinion to your coworkers. Say you disagree and explain why.

---



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### Sample Answer

In light of our increased business in China, I like your idea of opening an office in Beijing, but I'm not sure I agree with partnering with a local company. Don't you think we have a strong presence in China already? Also, we have many fluent Chinese speakers at our company. There's no need to work with a partner when we will be successful on our own.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you ever disagreed with your company's business strategy? If so, in what ways, and why?

---

---

---

- 2 Have you ever had a disagreement with a client? If so, why and how was it resolved?

---

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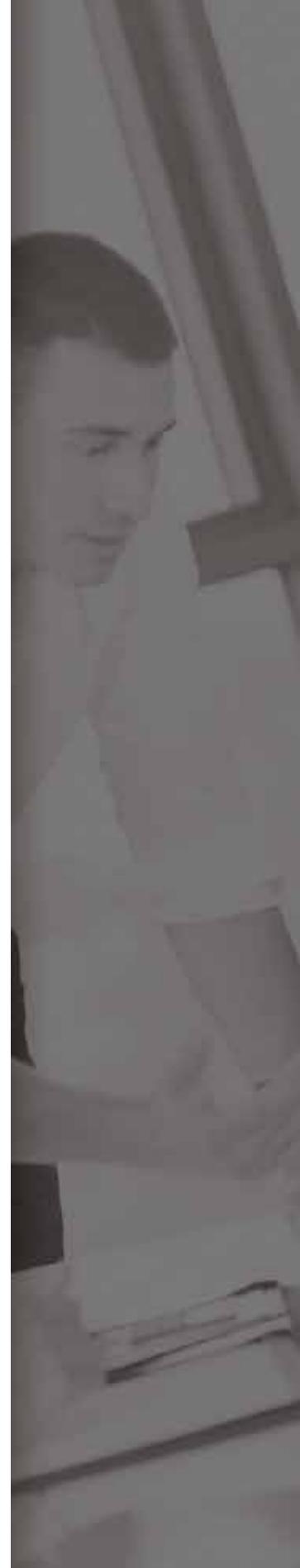
---

- 3 Do you feel comfortable raising disagreements at meetings? Why or why not?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3.

가  
?

---

## Sample Answer

1. In light of our current budget issues, we need to think about our options.
2. I like your idea of investing in social media advertisement, but I'm not sure I agree with decreasing our newspaper and TV ad costs.
3. It's true that social media is a highly effective way to market, but don't you think that we have to think about the older demographic as well?

## Biz Plus - Terminology

**Stocks :**

stock prices rose / dropped X%

가가 X% /

dip in trading 가

stock prices soar / plummet

가가 /

bear market

bull market

The stock market is volatile

The stock market rallied after...

...

The stock closed at a...

...

## Biz Plus - Idioms

**put your cards on the table**

**Definition**

to truthfully explain what you know or think

**Example**

We really can't lose this deal, so let's just put our cards on the table and see what happens.

# 16 Structuring a Discussion

## Goal

By the end of this lesson, students will be able to set an agenda and structure a discussion using new vocabulary and speech patterns.

(SWOT)

가

?

## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

look to ~

expand the business into ~

SWOT analysis

product line

investment opportunity

# Before class — 2

## Dialogue

Read the dialogue.

**S** Let's get started. As you all know, we're looking to expand our business into China. **The first item on the agenda** is to discuss this SWOT (strengths, weaknesses, opportunities, threats) analysis prepared by our analysts. Have you all had a chance to read the report?

**T** Yes, we have.

**S** Good. Let's start there and then we can discuss product lines we'd like to introduce in China and finally end with discussing locations for our Chinese office. So, **do you have any thoughts on** the information presented in the report?

**T** Well, it seems that there is good demand for our products, but the problem is that there are quite a few competitors with similar and cheaper versions of our products.

**S** That is true. What do you propose we do?

**T** Perhaps we should focus on introducing only the products with less competition.

**S** I understand your point, but we should carefully consider all our options. This is an important investment opportunity for us. **Let's set aside** the issue of choosing products for now and think about this a bit more before we make a final decision.

## Quiz

1. a structured planning method used to evaluate the strengths, weaknesses, opportunities, and threats involved in a project or in a business venture: \_\_\_\_\_
2. a series of different products which form a group, all made by the same company: \_\_\_\_\_

**Answers** SWOT analysis, product line

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 The first item on the agenda is to discuss this SWOT analysis prepared by our analysts.

**The first item on the agenda**

- The first item on the agenda is the audit letter we received from the tax authorities.
- The first item on the agenda will be the conference we are hosting next week.
- The first item on the agenda is the construction project we are starting next month.

- 2 Do you have any thoughts on the information presented in the report?

**Do you have any thoughts on ~? ~ 가 ?**

- Do you have any thoughts on the matter?
- Do you have any thoughts on what we should do?
- Do you have any thoughts on why that is?

- 3 Let's set aside this topic for now and think about this a bit more before we make a final decision.

**Let's set aside ~**

- Let's set aside this issue for now.
- Let's set aside this point for now and come back to it.
- Let's set aside this matter and discuss it again at next week's meeting.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S Let's get started. As you all know, we're looking to expand our business into China. \_\_\_\_\_ (*first*) is to discuss this SWOT (strengths, weaknesses, opportunities, threats) analysis prepared by our analysts. Have you all had a chance to read the report?
- T Yes, we have.
- S Good. Let's start there and then we can discuss product lines we'd like to introduce in China and finally end with discussing locations for our Chinese office. So, \_\_\_\_\_ (*any thoughts*) the information presented in the report?
- T Well, it seems that there is good demand for our products, but the problem is that there are quite a few competitors with similar and cheaper versions of our products.
- S That is true. What do you propose we do?
- T Perhaps we should focus on introducing only the products with less competition.
- S I understand your point, but we should carefully consider all our options. This is an important investment opportunity for us. \_\_\_\_\_ (*aside*) the issue of choosing products for now and think about this a bit more before we make a final decision.

## Comprehension Check

1. What is the first thing they discuss about?

---

2. What problem does T mention?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 The \_\_\_\_\_ is the audit letter we received from the tax authorities.

2 Do you \_\_\_\_\_ the matter?

3 Let's \_\_\_\_\_ this issue for now.

4 The \_\_\_\_\_ will be the conference we are hosting next week.

5 Let's \_\_\_\_\_ this point for now and come back to it.

6 Do you \_\_\_\_\_ why that is?

## HINTS

first item on the agenda, have any thoughts on, set aside

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are having a meeting with your sales team to discuss increasing sales of your smartphone devices in the United States. There are several opportunities you want to consider.

### Memo

- **Meeting purpose** : increase sales of smartphones in the U.S.
- **Option 1** : review pricing policies.
- **Option 2** : switch or expand distribution channels.
- **Option 3** : increase marketing.

## Step 1 Comprehension Check

1. What is the purpose of the meeting?

---

2. What options do you have?

---

## Step 2 Task

Outline the topics for discussion at the meeting and ask for input on your company's pricing strategy.

---

---

---

### Sample Answer

As you know, we're here to discuss our options for increasing sales of our smartphones in the United States. First on the agenda is reviewing our pricing policies, followed by discussing switching or expanding our distribution channels, and ending with ways to increase marketing efforts. So, do you have any thoughts on our pricing strategy?

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 When you hold meetings, which types of items do you generally like to discuss first? Why?

---

---

---

- 2 Which items do you generally postpone for discussion later?

---

---

---

- 3 In negotiations, there are pros and cons to being first in proposing items for discussion. What do you think these pros and cons are? Why?

---

---

---

# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가 SWOT .

---

2. 가 ? .

---

3. .

---

### Sample Answer

1. The first item on the agenda is to discuss this SWOT analysis prepared by our analysts.
2. Do you have any thoughts on the information presented in the report?
3. Let's set aside this topic for now and think about this a bit more before we make a final decision.

## Biz Plus - Terminology

### Retail :

flagship store

markdown 가

product lifecycle

integrated supply chain

pop-up store

niche retailing

mystery shopping

(                  가                  가                  )

e-tailing (electronic retailing)

## Biz Plus - Grammar & Usage

### Geographic locations “In”

When talking about geographic locations, cities, states and countries always are paired with the preposition “in,” for example, “in New York,” “in Seoul,” “in California” and “in Korea.”

# 17 Wrapping up a Meeting

## Goal

By the end of this lesson, students will be able to conclude discussions and summarize key points using new vocabulary and speech patterns.

가

가

?

## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

out of time

logistics

follow-up analysis      가

viable      가

outsourcing provider

# Before class — 2

## Dialogue

Read the dialogue.

- S We're almost out of time, and I know you have other things to do. But before we conclude this meeting, **let me recap** what we discussed and what we should do next.
- T Sounds good.
- S So, first, we discussed the issue of streamlining our logistics operations to reduce costs. Joe suggested a few possible solutions, but we need a few follow-up analyses to see which options are viable. **Are you with me so far?**
- T Yes. That's right.
- S Also, we agreed that Mary would coordinate with analysts to run some models for the options we're considering. She'll update us on the results later this week.
- T Yes, and she said she'd also have someone research potential logistics outsourcing providers. She'll have that list for us by the end of the week as well.
- S Ah yes, that's right. Thanks. And finally, we scheduled to meet again this Friday at 2:00 p.m. to review all the reports. **Am I missing anything?**
- T No, I think that's everything.
- S Great. In that case, see you on Friday. Feel free to call me if you have any questions in the meantime.

## Quiz

- the management of materials flow through an organization, from raw materials through to finished goods: \_\_\_\_\_
- capable of success or continuing effectiveness; practicable: \_\_\_\_\_

ANSWERS logistics, viable

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 Let me recap what we discussed and what we should do next.

Let me recap ~

- Let me recap the events of the day.
- Let me recap what happened on the TV show last night.
- Let me recap how our trip went last week.

### 2 Are you with me so far?

Are you with me so far? ?

- So that's all the information I have. Are you with me so far?
- Are you with me so far? If so, I'll continue.
- Was that confusing or are you with me so far?

### 3 Am I missing anything?

Am I missing anything? 가 ?

- I think that's all we discussed. Am I missing anything?
- Here's a list of action items for us to complete. Am I missing anything?
- I prepared the minutes from yesterday's meeting. Am I missing anything?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S We're almost out of time, and I know you have other things to do. But before we conclude this meeting, \_\_\_\_\_ (*recap*) what we discussed and what we should do next.

T Sounds good.

S So, first, we discussed the issue of streamlining our logistics operations to reduce costs. Joe suggested a few possible solutions, but we need a few follow-up analyses to see which options are viable. Are \_\_\_\_\_ (*with*)?

T Yes. That's right.

S Also, we agreed that Mary would coordinate with analysts to run some models for the options we're considering. She'll update us on the results later this week.

T Yes, and she said she'd also have someone research potential logistics outsourcing providers. She'll have that list for us by the end of the week as well.

S Ah yes, that's right. Thanks. And finally, we scheduled to meet again this Friday at 2:00 p.m. to review all the reports. Am \_\_\_\_\_ (*miss*)?

T No, I think that's everything.

S Great. In that case, see you on Friday. Feel free to call me if you have any questions in the meantime.

## Comprehension Check

1. What was the first thing they discussed about?

2. What will Mary do?

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 I think that's all we discussed.

Am \_\_\_\_\_?

- 2 Are \_\_\_\_\_? If so, I'll continue.

- 3 \_\_\_\_\_ the events of the day.

- 4 Here's a list of action items for us  
to complete. Am \_\_\_\_\_?

- 5 Was that confusing or are \_\_\_\_\_?

- 6 \_\_\_\_\_ how our trip went last week.

## HINTS

let me recap, you with me so far, I missing anything

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are wrapping up a meeting at which you and your team discussed upgrading your IT infrastructure.

### Memo

- **Items discussed** : whether to upgrade IT infrastructure and cost.
- **Follow-up item 1** : John to research potential suppliers and report back.
- **Follow-up item 2** : Lisa to run financial models and report back.
- **Next meeting** : next Tuesday 8:00 a.m.

## Step 1 Comprehension Check

1. What has been discussed in the meeting?

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2. What will John and Lisa do to follow-up?

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3. When is the next meeting?

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## Step 2 Task

Wrap up the meeting by recapping what you discussed.

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### Sample Answer

Let me quickly recap what we discussed today. We need to decide on how we want to upgrade our IT infrastructure and estimate the cost. John will research potential suppliers and report back to us next week. Are you with me so far? Also, Lisa will run financial models and prepare a report for us as well. Am I missing anything? If not, let's meet again next Tuesday at 8:00 a.m.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 How do you usually like to end team meetings?  
Do you prepare a list of action items and review them before closing meetings?

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- 2 After a meeting with a client, do you generally follow-up with them? If so, how do you do so?  
Via phone? In person? By e-mail?

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- 3 Do you usually stay on schedule during meetings, or do you end up running out of time? How do you handle ending a meeting in that situation?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가

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2. ?

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3. 가 ?

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### Sample Answer

1. Let me recap what we discussed and what we should do next.
2. Are you with me so far?
3. Am I missing anything?

## Biz Plus - Terminology

### Types of financing :

**secured/unsecured working capital loans**

/

**lines of credit**

**equipment financing**

**equipment sales and leaseback**

**construction financing**

**commercial real estate loans**

## Biz Plus - Idioms

**read between the lines**

**Definition**

to perceive or deduce a meaning that is hidden or implied rather than being openly stated

**Example**

The representative from the other company didn't say so, but I could read between the lines. If we don't lower the sales price, they'll walk away from this deal.

# Review

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## 18 Business Meetings I

### Goal

By the end of this lesson, students will be able to conduct a conference call via telephone using vocabulary and speech patterns studied during this chapter.

### Before class

#### Key Expressions

Read today's key expressions and sentence examples.

- 1 The first item on the agenda is to discuss this SWOT analysis prepared by our analysts.

The first item on the agenda

- The first item on the agenda is the audit letter we received from the tax authorities.
- The first item on the agenda will be the conference we are hosting next week.
- The first item on the agenda is the construction project we are starting next month.

- 2 Why don't we first take a survey of our competitors' high-end consumer rewards programs?

Why don't we ~? ~ ?

- Why don't we start with the smaller tasks first?
- Why don't we take a taxi to the convention?
- Why don't we contact the LA office tomorrow morning and ask them what happened?

- 3 Let me recap what we discussed and what we should do next.

Let me recap ~

- Let me recap the events of the day.
- Let me recap what happened on the TV show last night.
- Let me recap how our trip went last week.

# 1:1 Practice — 1

## Role Play

Read the situation and role play the following tasks with the tutor.

### Situation

You work in the finance department of HomeFurnishings Ltd. You scheduled a quick conference call to discuss preparing budget reports for the current quarter.

### Task 1

- Dial-in call for quick team meeting.
- Greetings; small talk  
(talk about last week's team dinner).
- Quickly go through agenda  
(discuss action items and schedule follow-up meeting).
- Action items: Carol to prepare income statement and balance sheet; Mark to prepare cash flow statements.
- Situation: Mark is absent. Ask Carol to remind Mark about his task.
- Schedule a follow-up call for next Thursday at 4:00 p.m.

### Task 2

- Call Carol.
- Situation: Carol says CEO just called to speak to her, so call needs to be quick.
- Quickly explain why you called (to go over action items for quarterly budget report and schedule follow-up meeting).
- Ask her to call back after her meeting.
- Say you will e-mail Mark a reminder.

### Task 3

- Call Carol.
- Situation: Carol is on the other line. Secretary answers.
- Secretary asks if you want to wait on the line or leave a message. Leave a message.
- Explain the reason for your call (to remind Carol about deadline for budget report).
- Ask that Carol return your call anytime after 4:00 p.m. today.

### Roles

#### Student

Name: Your name  
(finance department manager)  
Company : HomeFurnishings Ltd.  
(high-end furniture manufacturer)  
Title : Manager of Finance

#### Tutor

Name : Carol (finance department analyst)  
[Tasks 1 and 2]: Secretary [Task 3]  
Company : HomeFurnishings Ltd.

#### Task 1

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#### Task 2

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#### Task 3

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# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Have you had days when you had several meetings one after the other? How do you prepare for days like these?

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- 2 How soon do you follow-up with potential clients who have asked about your company's products or services? What additional information and materials do you usually provide them in your follow-up?

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- 3 How often do you make client presentations? Have you had to prepare any in English? What do you find is the most difficult part of the process?

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# After class —

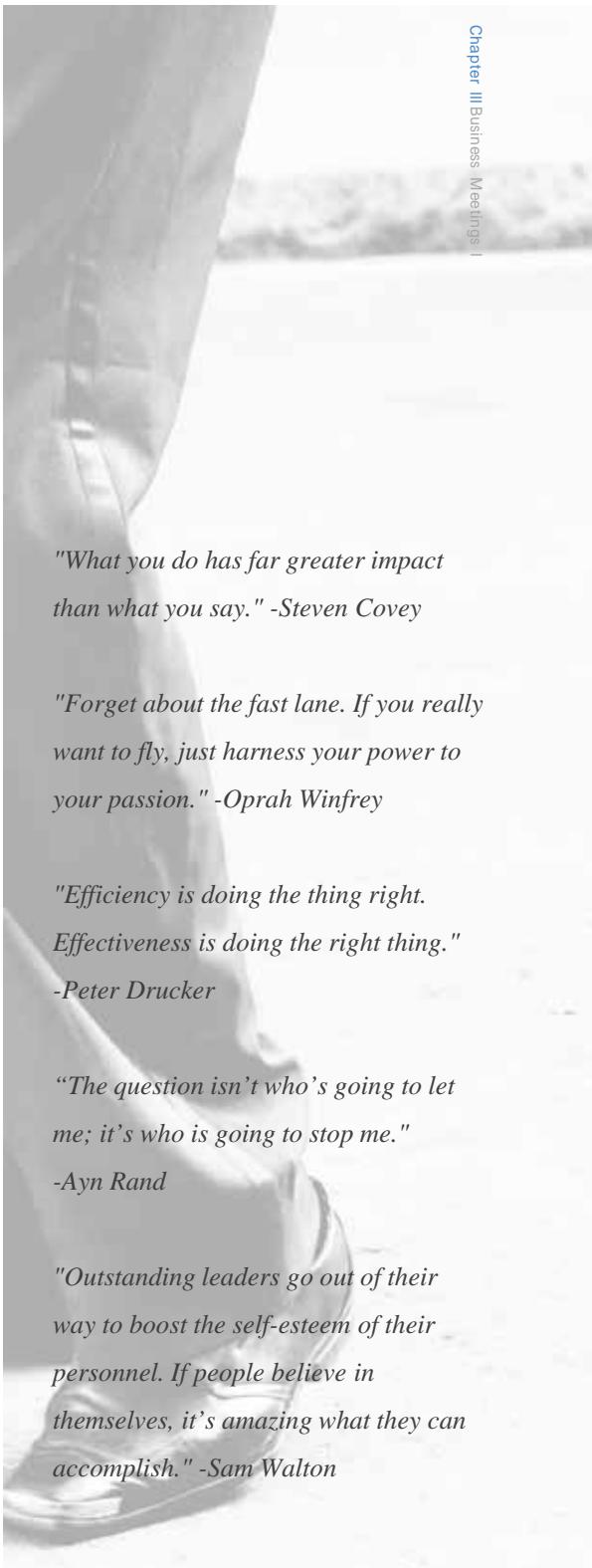
## Biz Plus

### Grammar & Usage

#### *Should Have v. Had To*

“Should have” is used when guessing or talking about past events that did not happen or showing regret about a past action, e.g., “I should have gone to my office first to check my messages, but I forgot,” “The delivery should have been made last night, so I expect Mark will call us soon,” and “I should not have eaten so much pizza last night because my stomach hurts.”

“Had to” is used when talking about a past action that was required, e.g., “I had to finish the report last night” and “We had to finish the project by last week, but we got an extension.”



*“What you do has far greater impact than what you say.” -Steven Covey*

*“Forget about the fast lane. If you really want to fly, just harness your power to your passion.” -Oprah Winfrey*

*“Efficiency is doing the thing right. Effectiveness is doing the right thing.”  
-Peter Drucker*

*“The question isn’t who’s going to let me; it’s who is going to stop me.”*

*-Ayn Rand*

*“Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it’s amazing what they can accomplish.” -Sam Walton*

A blurred background photograph of a man in a light blue shirt and dark tie, standing in front of a whiteboard and writing with a red marker. He is in an office environment with papers and a computer monitor visible.

# *Business* *course* —Pro

Boost your global business communication skills starting today!  
Master everyday workplace conversations  
by focusing on real-life situations and practical expressions.

# *Chapter IV*

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## **Business Meetings II**

### **Unit 19**

*Presenting a New Product*

### **Unit 20**

*Asking for Clarification*

### **Unit 21**

*Clarifying a Statement*

### **Unit 22**

*Giving Feedback*

### **Unit 23**

*Forward-looking Statements*

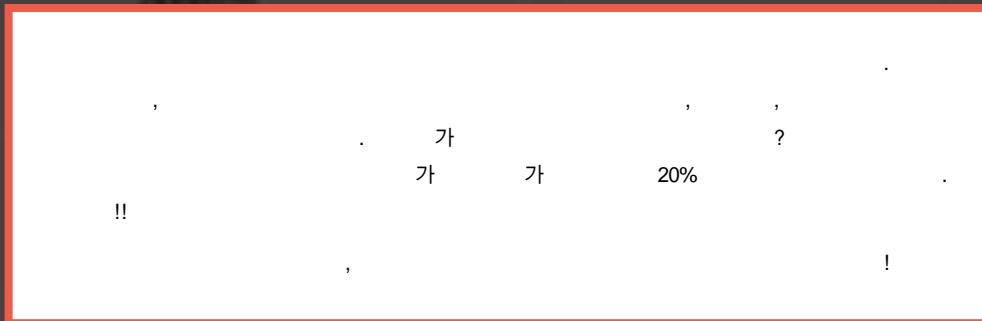
### **Unit 24**

*Review – Business Meetings II*

# 19 *Presenting a New Product*

## Goal

By the end of this lesson, students will be able to describe a new product and its features using new vocabulary and speech patterns.



## *Before class — I*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

be equipped with ~

built-in Wi-Fi

sync

on the market

voice activation feature

waterproof

lightweight 가 ,

market price 가 , 가

# Before class — 2

## Dialogue

Read the dialogue.

- S We're in the final phases of development, but I'd like to introduce you to our latest product.
- T That would be great. Tell us what you've been working on.
- S This here is our latest project. As you can see it is a fitness tracker. **This watch is used to** monitor a user's heart rate and sleeping patterns.
- T It has a nice slim design.
- S Yes, our goal was to create a fashionable item that also has great functionality. **This** particular model **features** a personal alarm that vibrates to wake people up and also is equipped with built-in Wi-Fi to sync data collected to a mobile device or a PC.
- T How does this differ from products already on the market?
- S Our product has a voice activation feature and is waterproof. Additionally, we are using a new material that makes the watch even more lightweight. What's even better is the price.
- T Oh?
- S We were able to reduce the unit cost for this watch, so we intend to **price** this **at** 20% below current market prices and still make a good profit.
- T That's fantastic.

## Quiz

1. available for purchase : \_\_\_\_\_

2. the prevailing price, as determined by supply and demand, at which goods, services, etc may be bought or sold : \_\_\_\_\_

ANSWERS on the market, market price

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 **This watch is used to monitor a user's heart rate and sleeping patterns.**

**This ~ is used to -** ~ -

- This device is used to record white noise levels from the surrounding environment.
- This new product is used to create 3D drawings without the use of a computer.
- This coating is used to protect metals from rusting.

- 2 **This model features a personal alarm that vibrates to wake people up.**

**This ~ features -** ~ -

- This screen protector features anti-glare and privacy filters.
- This suitcase features small waterproof compartments.
- This television features voice activation.

- 3 **We intend to price this at 20% below current market prices.**

**price ~ at -** ~ 가 -

- We will price this toaster at \$10.
- Our competitor will price their new car at 10% below our average sales price.
- We will price the leftover inventory at a discount for the next week.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S We're in the final phases of development, but I'd like to introduce you to our latest product.
- T That would be great. Tell us what you've been working on.
- S This here is our latest project. As you can see it is a fitness tracker. \_\_\_\_ watch \_\_\_\_\_ (*use*) monitor a user's heart rate and sleeping patterns.
- T It has a nice slim design.
- S Yes, our goal was to create a fashionable item that also has great functionality. \_\_\_\_\_ particular model \_\_\_\_\_ a personal alarm that vibrates to wake people up and also is equipped with built-in Wi-Fi to sync data collected to a mobile device or a PC.
- T How does this differ from products already on the market?
- S Our product has a voice activation feature and is waterproof. Additionally, we are using a new material that makes the watch even more lightweight. What's even better is the price.
- T Oh?
- S We were able to reduce the unit cost for this watch, so we intend to \_\_\_\_\_ this \_\_\_\_\_ 20% below current market prices and still make a good profit.
- T That's fantastic.

## Comprehension Check

1. What is the function of the fitness tracker?

- 
2. How does the fitness tracker differ from other products on the market?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 This new product \_\_\_\_\_ create 3D drawings without the use of a computer.
- 2 This suitcase \_\_\_\_\_ small waterproof compartments.
- 3 We will \_\_\_\_\_ this toaster \_\_ \$10.
- 4 This television \_\_\_\_\_ voice activation.
- 5 This coating \_\_\_\_\_ protect metals from rusting.
- 6 We will \_\_\_\_\_ the leftover inventory \_\_ a discount for the next week.

## HINTS

is used to, features, price ~ at

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You have finished developing a new business organizer software and are presenting it to other departments at your company.

### Memo

- **Product** : business organizer software.
- **Features** : calendar that integrates with email and various social media applications.
- **Difference with competitor goods** : easy to use; perfect for social media dependent industries.
- **Price** : \$79 per license.

## Step 1 Comprehension Check

1. What product have you developed?

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2. What are the product's features?

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3. Why would this product be successful?

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## Step 2 Task

Present your new product by mentioning its features and difference with competitor goods.

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### Sample Answer

I would like to introduce you to our new business organizer software. This software is used to streamline calendars for professionals. It features a calendar that integrates with email and various social media applications. This product will be successful because it is easy to use and perfect for companies that use social media. We intend to price it at \$79 per license.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Can you describe a recent product your company has developed? What are its features?

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- 2 What makes your products unique? What would you change to make them more distinct?

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- 3 How competitive is the pricing of your product? Would you suggest adjusting the price to make it more competitive?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3. 가 가 20%

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### Sample Answer

1. This watch is used to monitor a user's heart rate and sleeping patterns.
2. This model features a personal alarm that vibrates to wake people up.
3. We intend to price this at 20% below current market prices.

## Biz Plus - Terminology

Manufacturing Industry:

inventory

productivity

capacity utilization      가

bottleneck

just in time (JIT)

automation

the 5 S's (sort, straighten, sweep,  
standardize, sustain) 5S (      ,      ,  
,      )

## Biz Plus - Idioms

cut corners

Definition

to do something more easily; to take  
shortcuts

Example

If you want to design a solid product,  
you cannot cut corners and must do  
each step properly.

# 20 Asking for Clarification

## Goal

By the end of this lesson, students will be able to ask for clarification from others using new vocabulary and speech patterns.

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## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

meet the deadline

reorganize the department

reassign

overworked

streamline ( )

workflow

workload

# Before class — 2

## Dialogue

Read the dialogue.

- T I'd like for us to increase the productivity of our team.
- S I'm sorry, **what did you mean by that?** Can you please explain more clearly?
- T It seems we keep having delays in meeting deadlines. I'd like us to be more efficient in completing our work.
- S What do you think we should do?
- T I want to reorganize the department and reassigned tasks but need your assistance.
- S **If I understand you correctly**, you'd like me to find ways to reorganize our department to make us more efficient?
- T Yes, that's correct.
- S **So, you think that** reorganizing the department will improve productivity? Perhaps what we might need is a larger team? We are overworked.
- T Before I think about hiring, I want to see if we can't streamline our workflow first.
- S Got it. I think it will be best to start with examining our team members and their roles. We should make a list of their skills and make sure the work they are assigned matches their skills. If the issue is that we have too much workload, then we should consider hiring additional employees.

## Quiz

1. to improve the efficiency of, often by, simplification : \_\_\_\_\_
2. the amount of work assigned to or expected from a worker in a specific time period : \_\_\_\_\_

ANSWERS      streamline, workload

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 I'm sorry, what did you mean by that?

**What did you mean by that? ?**

- I didn't understand. What did you mean by that?
- Sorry, I think I didn't quite hear correctly. What did you mean by that?
- I didn't follow. What did you mean by that?

### 2 If I understand you correctly, you'd like me to reorganize our marketing department?

**If I understand you correctly, ~? 가 ~ ?**

- If I understand you correctly, you think the problem is with the assembly line layout?
- If I understand you correctly, you think we might not make the deadline?
- If I understand you correctly, we should expect the report this Friday?

### 3 So, you think that reorganizing the department will improve productivity?

**So, you think that ~? ~ ?**

- So, you think that increasing our advertising budget will help sales?
- So, you think that hiring a new assistant will make a difference?
- So, you think that by increasing our hours, we will get more work done?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

T I'd like for us to increase the productivity of our team.

S I'm sorry, \_\_\_\_\_ (*mean*)? Can you please explain more clearly?

T It seems we keep having delays in meeting deadlines. I'd like us to be more efficient in completing our work.

S What do you think we should do?

T I want to reorganize the department and reassign tasks but need your assistance.

S \_\_\_\_\_ (*understand*), you'd like me to find ways to reorganize our department to make us more efficient?

T Yes, that's correct.

S \_\_\_\_\_ (*think*) reorganizing the department will improve productivity? Perhaps what we might need is a larger team? We are overworked.

T Before I think about hiring, I want to see if we can't streamline our workflow first.

S Got it. I think it will be best to start with examining our team members and their roles. We should make a list of their skills and make sure the work they are assigned matches their skills. If the issue is that we have too much workload, then we should consider hiring additional employees.

## Comprehension Check

1. What is T's suggestion to increasing the productivity of the team?

\_\_\_\_\_

2. What will they do first?

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ increasing our advertising budget

will help sales?

2 I didn't follow. \_\_\_\_\_?

3 \_\_\_\_\_, you think we might not make

the deadline?

4 \_\_\_\_\_ hiring a new assistant will

make a difference?

5 I didn't understand. \_\_\_\_\_?

6 \_\_\_\_\_, we should expect the report

this Friday?

## HINTS

what do you mean by that, if I understand you correctly, so you think that

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work at a network services provider in Wyoming and are in a meeting with a fiber-optic cable manufacturer. You want to upgrade your network infrastructure to fiber-optic cables. The manufacturer explains the features of fiber-optic cables.

### Memo

- **Question** : ask to clarify manufacturer's statement.
- **Feature 1** : cleaner signals.
- **Feature 2** : faster transmission speed.
- **Manufacturer's recommendation** : expensive, but worth investment.

## Step 1 Comprehension Check

1. Who are you having a meeting with?

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2. What are the features of the fiber-optic cables?

---

3. What does the manufacturer recommend?

---

## Step 2 Task

Ask for clarification to the manufacturer and confirm the information they told you.

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### Sample Answer

I'm sorry, what did you mean by that? If I understand you correctly, the fiber-optic cables would be great because we will have cleaner signals and faster transmission speeds. If that's the case, then you think that even though the cables are expensive it is worth our investment, right?

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 When you are in a meeting and are not certain you understood correctly, do you usually ask for clarification? If not, in what type of situations might you not interrupt to ask?

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- 2 Sometimes people say that there is no such thing as a dumb question and that people should always ask questions to clarify instructions. Do you agree? Why or why not?

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- 3 Have there been times when you failed to ask for clarification and as a result a problem arose that could have been avoided? If so, what would you do differently if you could revisit that situation?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. , ?

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2. 가 , 가 ?

---

3. ?

---

### Sample Answer

1. I'm sorry, what did you mean by that?
2. If I understand you correctly, you'd like me to reorganize our marketing department?
3. So, you think that reorganizing the department will improve productivity?

## Biz Plus - Terminology

### Shipping Industry:

**carrier**

**cost and freight (C&F)** 가

**free on board (FOB)**

**cargo** (dry, liquid, loose, bulk, non-containerized (NCC), palletized, refrigerated)

( , , (非) , , , (非) , , , )

**bill of lading**

**charter** (ex. charter flight )

**shipper**

**certificate of insurance**

## Biz Plus - Grammar & Usage

### "In the United States" v. "In Korea"

"In the" is used with geographic locations that are plural or is a group of kingdoms or has an additional title in the name like a republic. "In" is used with geographical locations that are singular. For example, "We live in the United States," "We will have to send these reports to the United Kingdom," "We live in Korea," and "We will leave the inventory in France."

# 21 Clarifying a Statement

## Goal

By the end of this lesson, students will be able to further explain their own statements using new vocabulary and speech patterns.

50% 가

가

## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

customer service analysis report

fiscal year

resolution time

handling time

staff training

# Before class — 2

## Dialogue

Read the dialogue.

- S I called this meeting because I just finished reviewing our customer service analysis report from the last fiscal year. It seems like we've had over a 50% increase in average resolution time last year as compared to the year before.
- T Really? That is quite an increase.
- S Indeed. We need to figure out the reason for this and resolve the issue as soon as possible. So, what happened last year?
- T Pardon? What do you mean?
- S **What I mean is**, why the increased handling time? Have the issues clients called about become more complicated or are we just lacking in know-how?
- T Well, I don't think there are any serious problems with our product. I'm not sure what you mean by lacking in know-how.
- S **Let me put it differently**. Do you think we need to increase staff training?
- T That might be necessary, but what type of training do you mean?
- S **Let me give you an example**. Perhaps we can let agents listen to samples of low handling time calls and record calls to monitor people's performance and give feedback.
- T That sounds like a great idea.

## Quiz

1. a 12month period used by a government, business, or organization to calculate how much money is being earned, spent, etc : \_\_\_\_\_
2. training to improve the performance or knowledge of the employees or workforce or a company : \_\_\_\_\_

Answers      fiscal year, staff training

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 What I mean is, why the increased handling time?

**What I mean is ~**

- What I mean is, why is there so much backlog on the paperwork we need to file this week?
- What I mean is, will you be able to finish this by tomorrow?
- What I mean is, we have too much work to get done by this evening.

### 2 Let me put it differently.

**Let me put it differently**

- Let me put it differently. We will need to work more efficiently to finish this project.
- Let me put it differently. This negotiation will be sensitive, so be careful not to be too aggressive.
- Let me put it differently. We should expect a 20% increase in workflow next week.

### 3 Let me give you an example.

**Let me give you an example**

- Let me give you an example. We can reduce costs by eliminating unnecessary expenses.
- Let me give you an example. We can modify the desktop layout to make it ~~more friendly~~
- Let me give you an example. We should increase the carrying capacity of our transportation so that we can deliver more goods at one time.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S I called this meeting because I just finished reviewing our customer service analysis report from the last fiscal year. It seems like we've had over a 50% increase in average resolution time last year as compared to the year before.
- T Really? That is quite an increase.
- S Indeed. We need to figure out the reason for this and resolve the issue as soon as possible. So, what happened last year?
- T Pardon? What do you mean?
- S \_\_\_\_\_ (*mean*), why the increased handling time? Have the issues clients called about become more complicated or are we just lacking in know-how?
- T Well, I don't think there are any serious problems with our product. I'm not sure what you mean by lacking in know-how.
- S \_\_\_\_\_ (*put, differently*). Do you think we need to increase staff training?
- T That might be necessary, but what type of training do you mean?
- S \_\_\_\_\_ (*example*). Perhaps we can let agents listen to samples of low handling time calls and record calls to monitor people's performance and give feedback.
- T That sounds like a great idea.

## Comprehension Check

1. What issue did they find from the customer service analysis report?

- 
2. What will they do to solve the problem?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

- 1 What \_\_\_\_\_, will you be able to finish this by tomorrow?
- 2 \_\_\_\_\_ differently. We will need to work more efficiently to finish this project.
- 3 \_\_\_\_\_ an example. We can reduce costs by eliminating unnecessary expenses.
- 4 What \_\_\_\_\_, we have too much work to get done by this evening.
- 5 \_\_\_\_\_ differently. We should expect a 20% increase in workflow next week.
- 6 \_\_\_\_\_ an example. We can modify the desktop layout to make it more user-friendly.

## HINTS

I mean is, let me put it, let me give you

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work as a program coordinator at a TV broadcasting company. Your boss asks you for suggestions on increasing ratings for the new talk show. You suggest changing the way the show is advertised and also the time slot. He is uncertain about what you mean.

### Memo

- **Suggestion 1** : change advertisements for show.
- **Suggestion 2** : change time slot.
- **Example 1** : use social media for advertisement.
- **Example 2** : move show to a less competitive time like 8:00 p.m. on Tuesdays.

## Step 1 Comprehension Check

1. What is the agenda?

---

2. What are your suggestions?

---

3. What are some examples for your suggestions?

---

## Step 2 Task

Clarify what you mean to your boss.

---

---

### Sample Answer

What I mean is, to increase our TV ratings for the show, I think we should change our advertising strategy for the show and the time slot. Let me put it differently. We need to reconsider what media we use to advertise and think about less competitive time slots. Let me give you an example. We might want to use social media for advertisements because our target audience heavily consumes social media. Also, having a time slot like 8:00 p.m. on Tuesdays might get higher ratings.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 When you conduct meetings, how do you make sure that everyone understands what next steps they are supposed to do?

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---

---

- 2 Have you ever had a situation where clients or your boss misunderstood what you said and as a result they had completely different expectations than what you had? How do you resolve these types of situations?

---

---

---

- 3 When you travel abroad, do you sometimes get nervous about being misunderstood? If so, what do you do to make sure people understand you correctly?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

---

2.

---

3.

---

### Sample Answer

- What I mean is, why the increased handling time?
- Let me put it differently.
- Let me give you an example.

## Biz Plus - Terminology

### Software & Tech Industry:

#### SAAS – software as a service

가  
(ex.                  ) 가

#### EMM – enterprise mobility management

#### ASP – application service provider

가

(  
)

#### API – application program interface

(ex.  
:  
)

## Biz Plus - Idioms

### state of the art

#### Definition

the latest and most sophisticated or advanced stage of a technology, art, or science

#### Example

Our research facilities are state of the art and come equipped with the latest technology to streamline our research projects.

# 22 *Giving Feedback*

## Goal

By the end of this lesson, students will be able to give positive and negative feedback using new vocabulary and speech patterns.

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

**supply contract**

**terms of agreement**

**with that said**

**unit price** 가

**settle with ~**

# Before class — 2

## Dialogue

Read the dialogue.

S So, I asked to meet with you to talk about the new supply contract agreement you negotiated. Please have a seat.

T Okay.

S I looked over the terms of the agreement. Overall, you've done a great job.

T Thank you.

S **I really like the way** you were able to successfully reach an agreement in the short time we gave you. This is a big deal for us. With that said, **I've noticed that** there were some terms that perhaps you could have been more firm on.

T Could you please explain?

S Well, for example, I'm certain if you pushed a little harder, we might have gotten a better unit price for the goods. This supplier has very few options for customers, and we are one of the largest consumers of their goods in the market. They would have settled with a lower price.

T I see. To be honest, this was the first major negotiation where I was in charge.

S Yes, I realize that. To prepare for future negotiations, **why don't you** take some negotiations workshops to help improve your skills?

## Quiz

1. types of contracts that establish the terms of a working relationship between a vendor and a customer : \_\_\_\_\_
2. a price for a commodity that includes all extra costs incidental to the item : \_\_\_\_\_

ANSWERS supply contract, unit price

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 **I really like the way you were able to successfully reach an agreement in the short time we gave you.**

I really like the way ~ 가

- I really like the way your team handled the issue with our client.
- I really like the way you remained professional even in difficult situations.
- I really like the way the product is designed to be friendly.

- 2 **I've noticed that there were some terms that perhaps you could have been more firm on.**

I've noticed that ~ ( ) ~

- I've noticed that there seems to be some issues with the integration software.
- I've noticed that you've fallen behind on your work.
- I've noticed that you seem really stressed lately.

- 3 **Why don't you take some negotiations workshops to help improve your skills?**

Why don't you ~ ~ ?

- Why don't you take some courses to improve your familiarity with using this software suite?
- Why don't you take some time to reconsider whether this is really the right type of project for you?
- Why don't you talk with your project manager and let him know how you feel about your workload?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S So, I asked to meet with you to talk about the new supply contract agreement you negotiated. Please have a seat.

T Okay.

S I looked over the terms of the agreement. Overall, you've done a great job.

T Thank you.

S \_\_\_\_\_ (*like, way*) you were able to successfully reach an agreement in the short time we gave you. This is a big deal for us. With that said, \_\_\_\_\_ (*notice*) there were some terms that perhaps you could have been more firm on.

T Could you please explain?

S Well, for example, I'm certain if you pushed a little harder, we might have gotten a better unit price for the goods. This supplier has very few options for customers, and we are one of the largest consumers of their goods in the market. They would have settled with a lower price.

T I see. To be honest, this was the first major negotiation where I was in charge.

S Yes, I realize that. To prepare for future negotiations, \_\_\_\_\_ (*why*) take some negotiations workshops to help improve your skills?

## Comprehension Check

1. What problem does S point out?

2. What does S suggest in terms of improving T's negotiation skills?

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ your team handled the issue with our client.

2 \_\_\_\_\_ you've fallen behind on your work.

3 \_\_\_\_\_ take some courses to improve your familiarity with using this software suite?

4 \_\_\_\_\_ you seem really stressed lately.

5 \_\_\_\_\_ the product is designed to be user-friendly.

6 \_\_\_\_\_ talk with your project manager and let him know how you feel about your workload?

## HINTS

I really like the way, I've noticed that, why don't you



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work in compliance at your company, and there seems to be a problem with the design of your company's latest 3D printer. You discuss the issues with the head of the product design team.

### Memo

- **Situation** : air released from printing may cause health problems.
- **Positive feedback** : attractive appearance; fastest printer on the market.
- **Negative feedback** : releases too many air particles.
- **Suggestion** : find alternative materials or include scrub unit to filter particles when printing.

## Step 1 Comprehension Check

1. What are some good points about the printer?

---

2. What is the problem?

---

3. What suggestions can you make?

---

## Step 2 Task

Briefly explain about the situation to the head of the product design team, and give your opinion about the printer.

---

---

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### Sample Answer

I asked to speak with you today about the new 3D printer your team created. I really like the way the printer looks and the fact that it will be the fastest printer on the market. However, I've noticed that the printer releases too many air particles. This can cause many health problems. Why don't you try to find alternative materials for printing or perhaps include a scrub unit to filter particles?

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you ever had to give negative feedback to an employee? If so, how did you handle it?

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---

- 2 What types of feedback do you get in your annual reviews at work? What do you think you can do to address any negative feedback?

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---

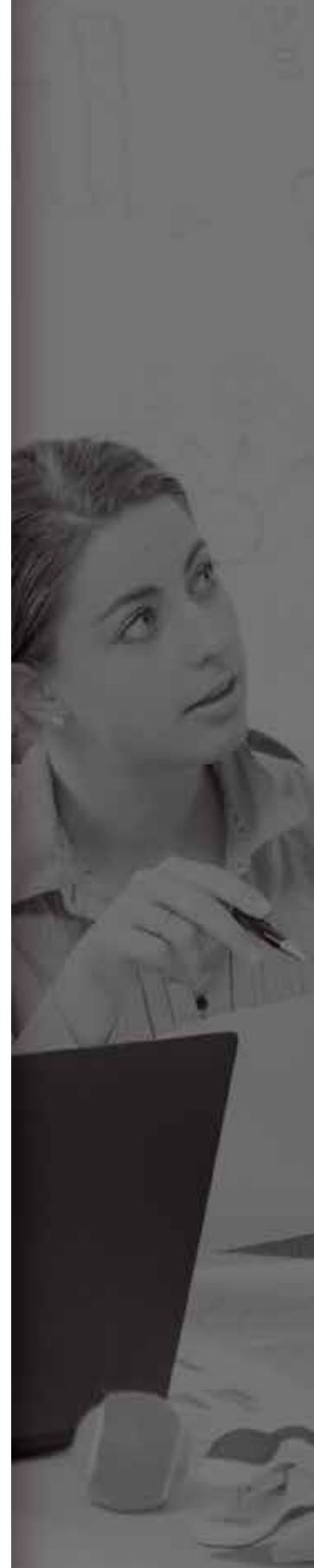
---

- 3 When you receive positive feedback, how do you generally respond? Feel proud? Embarrassed?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가

가

2.

3.

가 ?

## Sample Answer

1. I really like the way you were able to successfully reach an agreement in the short time we gave you.
2. I've noticed that there were some terms that perhaps you could have been more firm on.
3. Why don't you take some negotiations workshops to help improve your skills?

## Biz Plus - Terminology

Energy Industry :

public utilities

baseload / load /

capacity / reserve capacity

peak / off peak

/

blackout / brownout /

electrical grid

forced outage

requirements contract

(

)

## Biz Plus - Grammar & Usage

Fun v. Funny

"Fun" means enjoyable. "Funny" means comical, e.g., "We had fun at the team dinner last night," and "He is so funny when he mimics the voice of our team manager."

# 23

## *Forward-looking Statements*

### Goal

By the end of this lesson, students will be able to express expectations using new vocabulary and speech patterns.

?

### *Before class — 1*

#### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

approval

ecotourism hotel

government officials

construction

just in time for ~

lined up

# Before class — 2

## Dialogue

Read the dialogue.

- S I believe you've looked over the materials we sent you a few weeks ago. Is that correct?
- T Yes, we've looked over them.
- S Do you have any questions for us?
- T Yes, we do. When will you receive the approvals to build your ecotourism hotel in the national park?
- S We've been working closely with government officials in Cambodia for the past several months. **We expect to** receive final approval for the project within the next month.
- T I see, and when do you plan to start and finish construction?
- S If all goes as planned, construction will begin midsummer and finish late next year, just in time for winter travel season. We already have a construction contractor lined up.
- T And you mentioned in your proposal that you will also provide various workshops focusing on the local ecosystem? Is there really a market for this?
- S Yes. According to our projections, we will receive a steady stream of profits from this service and hope to expand this service to other locations as well.

## Quiz

1. formal agreement: \_\_\_\_\_

2. people elected or appointed to administer a government: \_\_\_\_\_

ANSWERS approval, government officials

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 We expect to receive final approval for the project within the next month.

**We expect to** ~

- We expect to submit our final proposal by the end of the week.
- We expect to see an increase in share price this quarter.
- We expect to start this project next year.

- 2 If all goes as planned, construction will begin midsummer and finish late next year.

**If all goes as planned**

- If all goes as planned, we will launch our new product next summer.
- If all goes as planned, I should be able to go on vacation as scheduled at the end of the week.
- If all goes as planned, this project will stay on budget.

- 3 According to our projections, we will receive a steady stream of profits from this service.

**According to our projections**

- According to our projections, we might run short on our budget.
- According to our projections, sales should increase over the holidays.
- According to our projections, we should expect to see an increase in website traffic after our big marketing campaign.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S I believe you've looked over the materials we sent you a few weeks ago.  
Is that correct?
- T Yes, we've looked over them.
- S Do you have any questions for us?
- T Yes, we do. When will you receive the approvals to build your ecotourism hotel in the national park?
- S We've been working closely with government officials in Cambodia for the past several months. \_\_\_\_\_ (*expect*) receive final approval for the project within the next month.
- T I see, and when do you plan to start and finish construction?
- S \_\_\_\_\_ (*planned*), construction will begin midsummer and finish late next year, just in time for winter travel season. We already have a construction contractor lined up.
- T And you mentioned in your proposal that you will also provide various workshops focusing on the local ecosystem? Is there really a market for this?
- S Yes. \_\_\_\_\_ (*projections*), we will receive a steady stream of profits from this service and hope to expand this service to other locations as well.

## Comprehension Check

1. What are they planning to build in Cambodia?

---

2. When will they receive the approvals to build the hotel?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ see an increase in share

price this quarter.

2 \_\_\_\_\_ we will launch our new

product next summer.

3 \_\_\_\_\_, we might run short on

our budget.

4 \_\_\_\_\_ start this project next year.

5 \_\_\_\_\_ this project will stay

on budget.

6 \_\_\_\_\_ sales should increase

over the holidays.

## HINTS

we expect to, if all goes as planned, according to our projections

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work in logistics for a construction materials provider. The supply chain executive at your company wants an update on budgeting for the year.

### Memo

- **Situation** : economic downturn.
- **Expectation 1** : rising fuel prices.
- **Expectation 2** : capacity shortage due to trucking companies decreasing fleet size.
- **Solution** : re-evaluate truck routes and streamline to save money and avoid capacity shortage.

## Step 1 Comprehension Check

1. What is the report about?

---

2. What do you expect for the year?

---

3. What are some possible solutions?

---

## Step 2 Task

Give the supply chain executive a report.

---

---

---

### Sample Answer

Due to the recent economic downturn, we expect to see rising fuel prices. We also expect that there might be a capacity shortage due to trucking companies decreasing their fleet sizes. According to our projections, if we can re-evaluate truck routes and make them more efficient, we might be able to avoid capacity problems. If all goes as planned, this would mean we can stay within our initial budget.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- When asked about your expectations on meeting deadlines or staying on budget, are you generally conservative in your response? Why or why not?

---

---

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- How comfortable are you with estimating how long a task might take to complete?

---

---

---

- How do you manage people's unrealistic expectations?

---

---

---

# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

2.

3.

## Sample Answer

1. We expect to receive final approval for the project within the next month.
2. If all goes as planned, construction will begin midsummer and finish late next year.
3. According to our projections, we will receive a steady stream of profits from this service.

## Biz Plus - Terminology

Telecommunications Industry :

bandwidth

VoIP (voice over IP)

multi-carrier

personal digital assistant (PDA)

phishing

triple play service

digital signal processing (DSP)

enterprise-mobile integration

## Biz Plus - Idioms

nine-to-five

9 ~5

Definition

the normal work schedule for most jobs.

Example

Most workers in the United States work nine-to-five, but in Korea, people work longer hours.

# Review

## 24 — Business Meetings II

### Goal

By the end of this lesson, students will be able to discuss various meeting issues via telephone using vocabulary and speech patterns studied during this chapter.

### Before class

#### Key Expressions

Read today's key expressions and sentence examples.

1 **This model features** a personal alarm that vibrates to wake people up.

**This - features - ~ -**

- This screen protector features ~~and~~ glare and privacy filters.
- This suitcase features small waterproof compartments.
- This television features voice activation.

2 **Let me give you an example.**

**Let me give you an example**

- Let me give you an example. We can reduce costs by eliminating unnecessary expenses.
- Let me give you an example. We can modify the desktop layout to make it ~~more~~ friendly
- Let me give you an example. We should increase the carrying capacity of our transportation so that we can deliver more goods at one time.

3 **If all goes as planned,** construction will begin midsummer and finish late next year.

**If all goes as planned**

- If all goes as planned, we will launch our new product next summer.
- If all goes as planned, I should be able to go on vacation as scheduled at the end of the week.
- If all goes as planned, this project will stay on budget.

# 1:1 Practice — 1

## Role Play

Read the situation and role play the following tasks with the tutor.

### Situation

You work in a branch office in product development for a kitchenware manufacturer SimpleBake Company. Your boss at your company's headquarters called and left a message asking you to call back with an update on your latest line of oven bakeware. You call your boss to discuss this project.

### Roles

#### Student

Name : Your name  
Company : SimpleBake Company  
(kitchenware manufacturer)  
Title : Assistant Manager of Product Design

#### Tutor

Name : Ms. Lewis [Tasks 1 and 2];  
Secretary [Task 3]  
Title : Manager of Product Design

## Task 1

- Call Ms. Lewis.
- Greetings; small talk (last weekend's activities).
- Give an update on status of project (designing new bakeware line)
- Situation: project going smoothly.
- Design feature: increased stain resistance, cool touch exterior after baking.
- Expectation: prototypes ready for testing next week.

### Task 1

---



---



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## Task 2

- Call Ms. Lewis.
- Situation: Ms. Lewis picks up the phone, but needs to step out to a meeting.
- Quickly explain why you called (to discuss update on project development)
- Ask when to call back.

### Task 2

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## Task 3

- Call Ms. Lewis.
- Situation: Ms. Lewis left the office due to a family emergency. Secretary answers.
- Ask when Ms. Lewis will return.
- Leave a message.

### Task 3

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# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Have you received negative feedback from a client? What did you do to resolve the issue?

---

---

---

- 2 Have you ever misunderstood feedback you received from someone? If so, what happened, and how was it resolved?

---

---

---

- 3 When giving presentations about a new product, have you ever had miscommunications about its features or functionality? If so, what happened, and how did you clarify that situation?

---

---

---

# After class —

## Biz Plus

### Grammar & Usage

*The week after next / The week before last  
(week/month/year)*

In English, we say the “X after next” or the “X before last,” e.g., “the week after next” or “the month before last.” We do not say the "next next week" or the "last last month." In the case of "day," however, we say the "day after tomorrow" and the "day before yesterday."



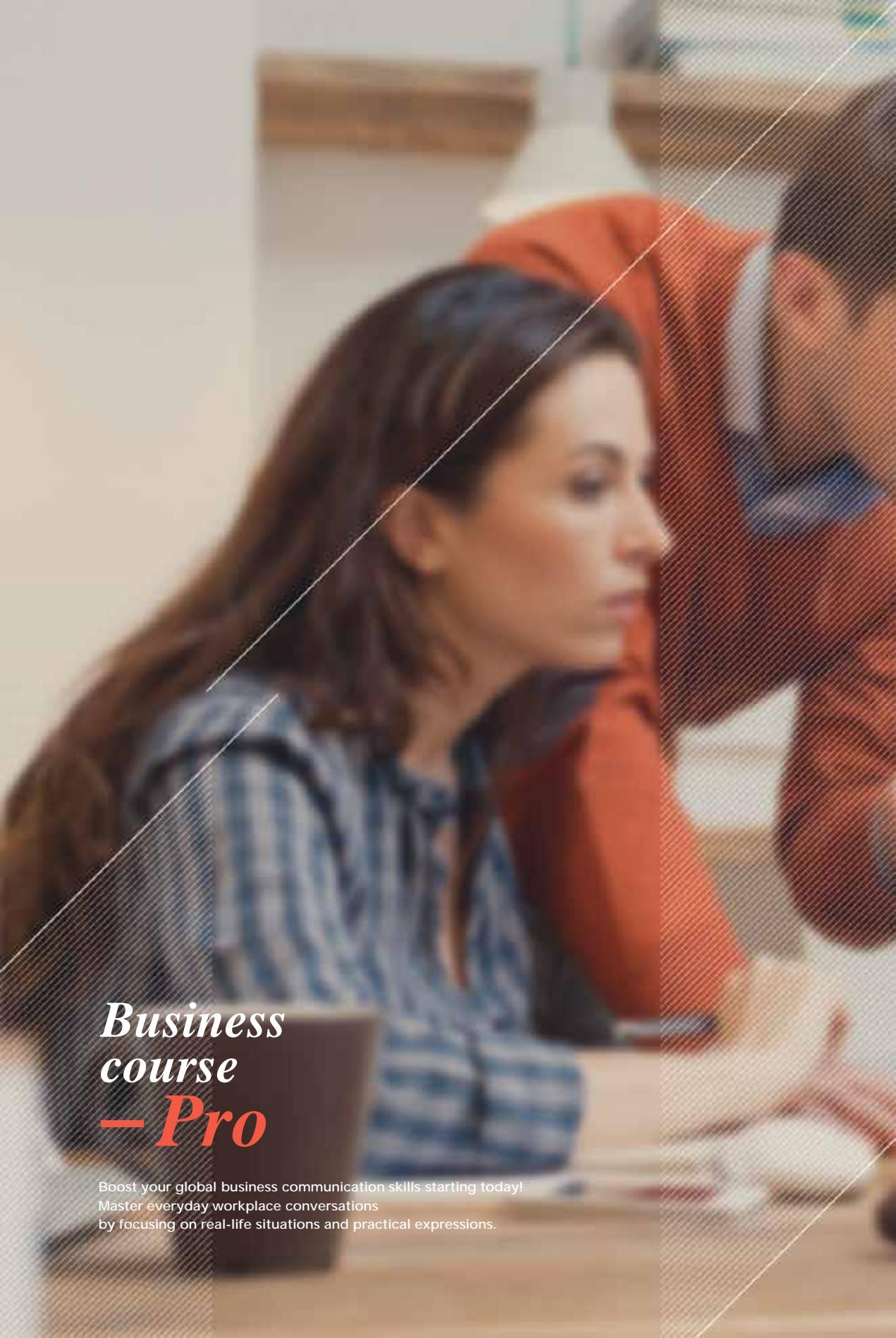
*“You must expect great things of yourself before you can do them.”*  
-Michael Jordan

*“The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant.” -Max DePree*

*“To handle yourself, use your head; to handle others, use your heart.”*  
-Eleanor Roosevelt

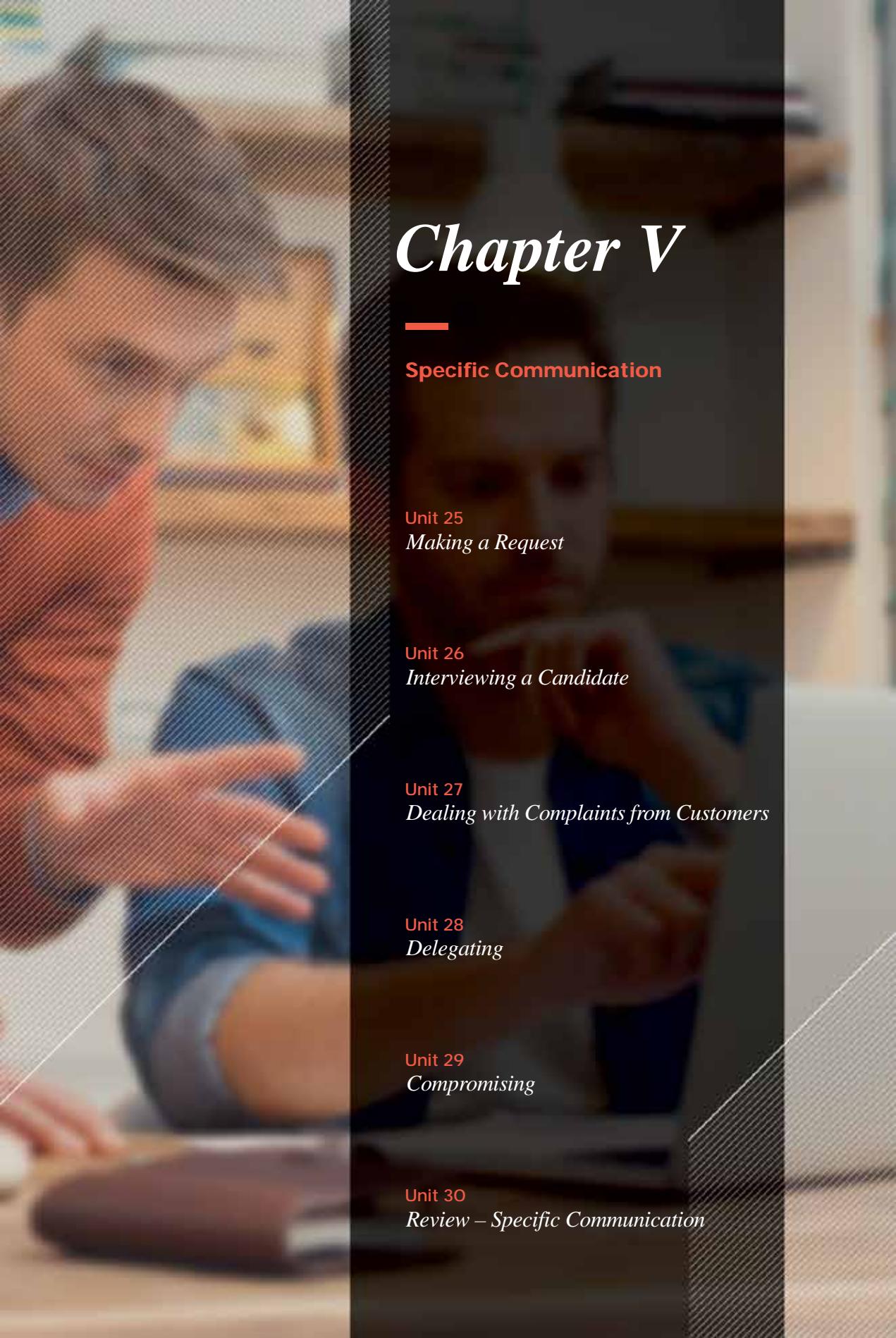
*“Leadership is the capacity to translate vision into reality.” -Warren Bennis*

*“Learn from yesterday, live for today, hope for tomorrow. The important thing is not to stop questioning.”*  
-Albert Einstein

A woman with long dark hair, wearing a blue and white striped shirt, is looking down at a laptop screen. She is sitting at a desk with books and papers in the background. The image has a diagonal line running from the top left to the bottom right.

# *Business* *course* —Pro

Boost your global business communication skills starting today!  
Master everyday workplace conversations  
by focusing on real-life situations and practical expressions.

A blurred background photograph of a person sitting at a desk, looking down at a laptop screen. The person is wearing a blue shirt and has their hands resting on the keyboard. The desk appears to be made of wood.

# *Chapter V*

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## **Specific Communication**

### **Unit 25**

*Making a Request*

### **Unit 26**

*Interviewing a Candidate*

### **Unit 27**

*Dealing with Complaints from Customers*

### **Unit 28**

*Delegating*

### **Unit 29**

*Compromising*

### **Unit 30**

*Review – Specific Communication*

# 25 *Making a Request*

## Goal

By the end of this lesson, students will be able to ask for assistance and information from others using new vocabulary and speech patterns.

가

가

Thank God!

가

!

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

paperwork

draft budget

I owe you one     가

I'll see what I can do     가

wholesale

inventory management

inventory turnover ratio

# Before class — 2

## Dialogue

Read the dialogue.

- S I'm wondering if you would mind doing me a favor.
- T Not at all. What can I do for you?
- S I'm going on vacation at the end of the week, and I have so much paperwork to review. I'm not sure I'll finish all of this before I go.
- T Do you have to finish it all before you leave?
- S Unfortunately, yes.
- T Is there anything I can do?
- S Well, if it isn't too much trouble, could you help me with reviewing some of these documents?
- T Sure. I'll have some time this evening and tomorrow morning.
- S These are comments from our analysts to our draft budget report. If you could go through these and figure out what adjustments we need to make to the budget, I'd greatly appreciate it.
- T No problem. I'll see what I can do.
- S Thanks. I owe you one.

## Quiz

1. work involving the handling of reports, letters, and forms: \_\_\_\_\_
2. an estimate of the budget: \_\_\_\_\_

ANSWERS paperwork, draft budget

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 I'm wondering if you would mind doing me a favor.

I'm wondering if you would mind ~ ~ ?

- I'm wondering if you would mind watching my dog for a few days.
- I'm wondering if you would mind doing some research for me.
- I'm wondering if you would mind taking these documents to the manager, please.

### 2 If it isn't too much trouble, could you help me?

If it isn't too much trouble, could you ~? 가 ~ ?

- If it isn't too much trouble, could you read through this report and summarize it for me?
- If it isn't too much trouble, could you calculate the total cost for this part of the project?
- If it isn't too much trouble, could you pick up lunch for me on your way back to the office?

### 3 If you could go through these, I'd greatly appreciate it.

If you could ~, I'd greatly appreciate it ~

- If you could watch my daughter for me for a couple hours, I'd greatly appreciate it.
- If you could help me with this project, I'd greatly appreciate it.
- If you could take notes for me during the meeting, I'd greatly appreciate it.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S \_\_\_\_\_ (*mind*) doing me a favor.

T Not at all. What can I do for you?

S I'm going on vacation at the end of the week, and I have so much paperwork to review. I'm not sure I'll finish all of this before I go.

T Do you have to finish it all before you leave?

S Unfortunately, yes.

T Is there anything I can do?

S Well, \_\_\_\_\_ (*trouble*) help me with reviewing some of these documents?

T Sure. I'll have some time this evening and tomorrow morning.

S These are comments from our analysts to our draft budget report.

\_\_\_\_\_ go through these and figure out what adjustments we need to make to the budget, \_\_\_\_\_ (*appreciate*).

T No problem. I'll see what I can do.

S Thanks. I owe you one.

## Comprehension Check

1. What is the problem?

---

2. What does S ask T as a favor?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ help me with this project,

\_\_\_\_\_.

2 \_\_\_\_\_, \_\_\_\_\_ read

through this report and summarize it for me?

3 \_\_\_\_\_ watching

my dog for a few days.

4 \_\_\_\_\_ take notes for me during the meeting,

\_\_\_\_\_.

5 \_\_\_\_\_, \_\_\_\_\_ calculate

the total cost for this part of the project?

6 \_\_\_\_\_ doing

some research for me.

## HINTS

I'm wondering if you would mind, if you could ~ I'd greatly appreciate it,  
if it isn't too much trouble ~ could you



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work for a wholesale beverage distributor, and your boss asked you to compare your company's inventory management performance with that of your competitors. It is Monday, and the deadline for the project was moved up from Friday to Tuesday.

### Memo

- **Task** : compare inventory management performance across industry.
- **Situation** : deadline moved up.
- **Request** : research and calculate inventory turnover ratio for competitors.
- **Urgent** (due tomorrow).

## Step 1 Comprehension Check

1. What has your boss asked you to do?

---

2. What is the problem?

---

3. What is your request to your colleague?

---

## Step 2 Task

Ask for help from a colleague with the task.

---

---

---

### Sample Answer

If it isn't too much trouble, could you do me a favor? I have to compare our company's inventory management performance with that of its competitors, but I don't have much time. The deadline was moved up to tomorrow. If you could research and calculate inventory turnover ratio for competitors, I'd greatly appreciate it.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 In Korea, do people often feel nervous about asking for favors? Why?

---

---

---

- 2 How do Koreans ask for favors? Is it different from English expressions you learned today?

---

---

---

- 3 Do you feel burdened when people ask favors from you? Why or why not?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.                  ?

---

2.                  ?

---

3.                  .

---

### Sample Answer

1. I'm wondering if you would mind doing me a favor.
2. If it isn't too much trouble, could you help me?
3. If you could go through these, I'd greatly appreciate it.

## Biz Plus - Terminology

**Mining :**

calorific value (e.g., BTUs)

extraction / ore reserve    /

base metals v. precious metals

(       ) /

assay    (       )

claim (       )    (拂下)

cut off              가

grade

ore body quality    (       )

## Biz Plus - Idioms

**start off on the right foot**

### Definition

to begin doing something in a way that is likely to succeed

### Example

Let's make sure everything is planned properly so that we start off on the right foot with this project.

# 26 Interviewing a Candidate

## Goal

By the end of this lesson, students will be able to interview candidates for hire using new vocabulary and speech patterns.

가

가

가

?

## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

East Asian studies

be fascinated by ~

firsthand

position , (職)

hotline

# Before class — 2

## Dialogue

Read the dialogue.

- S So, I understand that you recently moved to Korea. Is that correct?
- T Yes, that's right.
- S Could you please briefly explain why you moved here and what you are hoping to achieve in Korea?
- T Well, I was an East Asian studies major and was always fascinated by Korea. By spending time in Korea, I hope to learn more about its culture firsthand.
- S So, I assume that you plan to be here for a few years, then?
- T Yes, that's the plan.
- S Great. It says here on your resume that you speak several languages including Korean?
- T Yes, that is correct.
- S That's very impressive. As you know, for this position speaking Korean is preferred but not required. We do offer opportunities for you to take some additional language classes if you are interested.
- T That would be great, thank you.

## Quiz

1. from the original source; directly: \_\_\_\_\_
2. a post of employment; a job: \_\_\_\_\_

ANSWERS firsthands, position

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 I understand that you recently moved to Korea. Is that correct?

I understand that you ~. Is that correct? ~ ?

- I understand that you worked at HbtTech Co. for the past five years. Is that correct?
- I understand that you studied for a year in China. Is that correct?
- I understand that you spent many years working in sales. Is that correct?

- 2 Could you please briefly explain why you moved here and what you are hoping to achieve in Korea?

Could you please briefly explain ~? ~ ?

- Could you please briefly explain why you studied in Morocco for the past few years?
- Could you please briefly explain why you left your previous job?
- Could you please briefly explain why you want to switch industries?

- 3 It says here on your resume that you speak several languages including Korean?

It says here on your resume that ~

- It says here on your resume that you spent a few years in Switzerland?
- It says here on your resume that you worked in R&D (research and development) for ten years?
- It says here on your resume that you volunteered for a charitable organization for three years?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S So, \_\_\_\_\_ (*understand*) recently moved to Korea.  
\_\_\_\_\_ (*correct*)?

T Yes, that's right.

S \_\_\_\_\_ (*explain*) why you moved here and what you are hoping to achieve in Korea?

T Well, I was an East Asian studies major and was always fascinated by Korea. By spending time in Korea, I hope to learn more about its culture firsthand.

S So, I assume that you plan to be here for a few years, then?

T Yes, that's the plan.

S Great. \_\_\_\_\_ (*say, resume*) you speak several languages including Korean?

T Yes, that is correct.

S That's very impressive. As you know, for this position speaking Korean is preferred but not required. We do offer opportunities for you to take some additional language classes if you are interested.

T That would be great, thank you.

## Comprehension Check

1. Why did the candidate come to Korea?

---

2. What is the candidate's strength?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ studied for a year in China.

Is that correct?

2 \_\_\_\_\_ why you left

your previous job?

3 \_\_\_\_\_ you spent

a few years in Switzerland?

4 \_\_\_\_\_ spent many years working

in sales. Is that correct?

5 \_\_\_\_\_ why you

want to switch industries?

6 \_\_\_\_\_ you

volunteered for a charitable organization for three  
years?

## HINTS

I understand that you, could you please briefly explain, it says here on your resume that



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are interviewing a foreign student for a summer internship position at your company. Ask the student why she is interested in your company, and why Korea.

### Memo

- **Situation :** foreign student from the United Kingdom seeking summer internship.
- **Question 1 :** Ask why Korea.
- **Question 2 :** Ask why interested in your company.
- **Foreign employee support program :** language classes; hotline for help with government communications.

## Step 1 Comprehension Check

1. Who are you interviewing and for what position?

---

2. What questions would you ask the candidate?

---

3. What kind of foreign employee support programs do you provide?

---

## Step 2 Task

Interview the student. Ask why she came to Korea and also mention about your foreign employee support program.

---

---

### Sample Answer

So, I understand that you are studying in the UK. Is that correct? Can you please briefly explain why you are interested in our company, and why Korea? We do have a series of support programs for our foreign employees to help them adjust to life in Korea. This includes language courses and a hotline to answer questions when dealing with government authorities.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Do you interview candidates as part of your job? If so, how often? What type of questions do you ask?

---

---

---

- 2 What was the weirdest interview question you have ever asked or been asked? What was the response?

---

---

---

- 3 How do you prepare for interviews? Do you get nervous?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

?

---

2.

?

---

3.

?

## Sample Answer

1. I understand that you recently moved to Korea. Is that correct?
2. Could you please briefly explain why you moved here and what you are hoping to achieve in Korea?
3. It says here on your resume that you speak several languages including Korean?

## Biz Plus - Terminology

Commercial real estate :

**lease**

(\*                            /                    )  
 · based on change of rent: fixed, step-up, index  
 · based on range of payment: net, gross  
 · based on accounting rules: capital, operating

**lessor / landlord; lessee / tenant**

;

**sublease**

**mortgage / refinancing**

/

**real estate investment trust (REIT)**

**base rate / rent**            /

**depreciation**      가

## Biz Plus - Grammar & Usage

**For v. Since (Timing)**

"For" refers to a length of time or duration while "since" is used to talk about the starting point of a particular time period. For example, "I have been a manager for two years" means I have worked as a manager for two years and "I have been a manager since 2013" means I became a manager in 2013 and am still a manager.

# 27 *Dealing with Complaints from Customers*

## Goal

By the end of this lesson, students will be able to address complaints from customers using new vocabulary and speech patterns.

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## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

**malfunction**      ,

**unit**      ,

**warranty** (      )

**defect**

**invoice**      ,

# Before class — 2

## Dialogue

Read the dialogue.

S If I understand correctly, you purchased a vacuum from our store, but it seems to be malfunctioning?

T Yes, that's right.

S Can you explain to me exactly what happened before the problem showed up and describe as accurately as you can what exactly didn't work?

T Well, it was working fine until the other day. It started to release smoke, and there was an odd burning smell.

S Can you recall what you were vacuuming at the time? Was it on a hardwood floor or on carpet? Did you open the unit to see if perhaps some hair got caught in the machine or if there was some other object inside?

T I was vacuuming my rug. I didn't notice any hairs or other objects inside.

S We do have a one-year warranty on parts for the vacuum. I will need to collect some information from you and then we can arrange to pick up your product for servicing. If there's a defect, we will gladly replace the parts needed.

T Thank you.

S My pleasure. Please give me a few minutes to enter this data.

## Quiz

1. to fail to function properly: \_\_\_\_\_

2. a written assurance that some product or service will be provided or will meet certain specifications: \_\_\_\_\_

ANSWERS      malfunction, warranty

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 If I understand correctly, you purchased a vacuum from our store?

If I understand correctly, ~ 가 ~

- If I understand correctly, your new computer won't boot?
- If I understand correctly, the dress you received is the wrong size?
- If I understand correctly, you wanted the special edition of the software right?

- 2 Can you recall what you were vacuuming at the time?

Can you recall ~? ~ ?

- Can you recall what you were doing at the time you received the error message?
- Can you recall the last time the machine worked properly?
- Can you recall when you first noticed the problem?

- 3 If there's a defect, we will gladly replace the parts needed.

We will gladly ~ ~

- We will gladly arrange for a free exchange of your product.
- We will gladly assist with recycling your old computer.
- We will gladly assist with transferring files from your old system to your new one.

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S \_\_\_\_\_ (*correctly*), you purchased a vacuum from our store, but it seems to be malfunctioning?

T Yes, that's right.

S Can you explain to me exactly what happened before the problem showed up and describe as accurately as you can what exactly didn't work?

T Well, it was working fine until the other day. It started to release smoke, and there was an odd burning smell.

S \_\_\_\_\_ (*recall*) what you were vacuuming at the time? Was it on a hardwood floor or on carpet? Did you open the unit to see if perhaps some hair got caught in the machine or if there was some other object inside?

T I was vacuuming my rug. I didn't notice any hairs or other objects inside.

S We do have a one-year warranty on parts for the vacuum. I will need to collect some information from you and then we can arrange to pick up your product for servicing. If there's a defect, \_\_\_\_\_ (*gladly*) replace the parts needed.

T Thank you.

S My pleasure. Please give me a few minutes to enter this data.

## Comprehension Check

1. What is the customer's complaint about?

2. How is the problem dealt with?

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ the last time the machine worked properly?

2 \_\_\_\_\_, your new computer won't boot?

3 \_\_\_\_\_ arrange for a free exchange of your product.

4 \_\_\_\_\_, the dress you received is the wrong size?

5 \_\_\_\_\_ assist with recycling your old computer.

6 \_\_\_\_\_ when you first noticed the problem?

## HINTS

if I understand correctly, can you recall, we will gladly



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work in finance at an office supply company. A customer called you to inquire about extra charges on their invoice.

### Memo

- Situation : Customer invoice has extra charges.
- Confirm nature of customer's problem.
- Ask customer about last purchased items.
- Tell customer you will refund extra charges, and as courtesy, will also give coupon for next purchase.

## Step 1 Comprehension Check

1. What is the customer's complaint about?

---

2. How will you deal with the issue?

---

## Step 2 Task

Collect information from the customer and tell the customer you will investigate further.

---

---

---

### Sample Answer

If I understand correctly, you are calling because there are extra charges on your invoice you'd like us to review? If that's the case, let me pull up your invoice. Can you recall the last items you purchased? If there are extra charges, we will gladly refund them right away, and as a courtesy, we will also provide you with a coupon for your next purchase.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you had to deal with customer complaints before? If so, which was the worst one, and why? How did you handle it?

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- 2 What do you think is the main reason why customers file complaints about your company's products or services? How do you think your company can prevent these types of issues?

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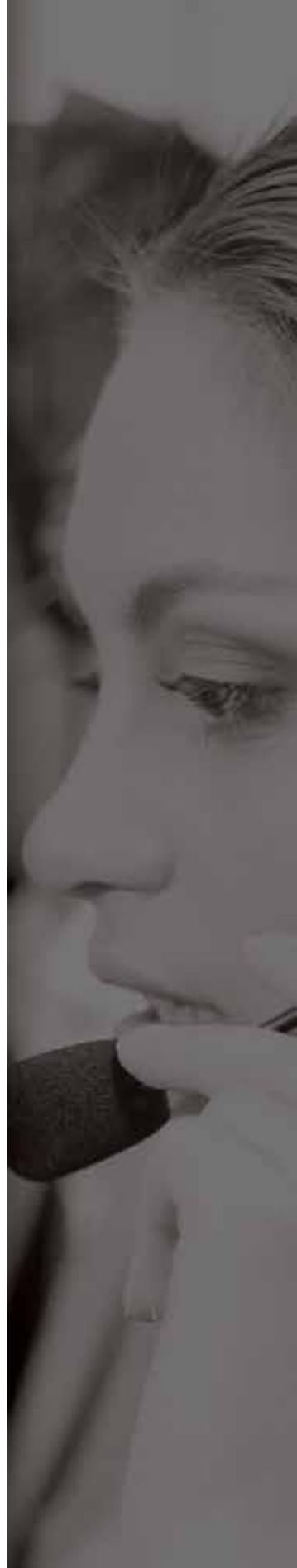
---

- 3 What is the general process for escalating a customer complaint at your company?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가 , 가 ?

---

2. ?

---

3.

---

## Sample Answer

1. If I understand correctly, you purchased a vacuum from our store?
2. Can you recall what you were vacuuming at the time?
3. If there's a defect, we will gladly replace the parts needed.

## Biz Plus - Terminology

Customer service :

front-line service provider

escalation

integrated ITSM solutions

IT

knowledge management system (KMS)

workaround

total quality management (TQM)

resolution data

multi-level model

## Biz Plus - Idioms

have/get a foot in the door

### Definition

to have an opportunity

### Example

The key to successful job hunting is getting a foot in the door; everything is easy once they give you a chance to talk to them.

# 28 *Delegating*

## Goal

By the end of this lesson, students will be able to delegate tasks to team members using new vocabulary and speech patterns.

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## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

delegate ( , )

control freak

micromanage

specific requirement

close of business

# Before class — 2

## Dialogue

Read the dialogue.

- T So, how's preparing for the expo next week coming along?
- S I've been so busy, I feel like I'm going crazy.
- T Oh? Do you need some help?
- S Well, I appreciate the offer, but sometimes delegating work can be difficult. I'm a bit of a control freak and like to micromanage people when they work on a task I give them.
- T Why's that?
- S Well, from past experiences, when I ask someone to do something for me, I end up having to redo a lot of the work. It's more efficient if I just do it myself.
- T That does happen sometimes, but still, if you need help, I am free.
- S The deadline is coming up soon, and **since I don't have much time on my hands, could you please** work on organizing the marketing materials **for me**, including designing the poster and brochure layouts?
- T Of course, I can. Are there any specific requirements for the layouts?
- S Please work with Mary. She has prepared expo posters for this product line in the past. She'll have some examples for you to follow. **Could you please report back to me** on the status of the layouts by the close of business on Thursday?

## Quiz

1. to manage or control with excessive attention to minor details: \_\_\_\_\_
2. the end of the business day: \_\_\_\_\_

ANSWERS      micromanage, close of business

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 Since I don't have much time on my hands, could you please work on organizing the marketing materials for me?

Since I don't have much time on my hands, could you please ~ for me?

가 , ~ ?

- Since I don't have much time on my hands, could you please take over this project for me?
- Since I don't have much time on my hands, could you please organize these files for me?
- Since I don't have much time on my hands, could you please finish checking the inventory for me?

- 2 Please work with Mary. She has prepared expo posters for this product line in the past.

Please work with ~

- Please work with Sally to finalize all the materials.
- Please work with Marcus to complete these diagrams.
- Please work with James to review these reports.

- 3 Could you please report back to me on the status of the layouts by the close of business on Thursday?

Could you please report back to me ~? ~ ?

- Could you please report back to me by the end of the week?
- Could you please report back to me with an update early next week?
- Could you please report back to me daily on how the project is coming along?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T So, how's preparing for the expo next week coming along?
- S I've been so busy, I feel like I'm going crazy.
- T Oh? Do you need some help?
- S Well, I appreciate the offer, but sometimes delegating work can be difficult. I'm a bit of a control freak and like to micromanage people when they work on a task I give them.
- T Why's that?
- S Well, from past experiences, when I ask someone to do something for me, I end up having to redo a lot of the work. It's more efficient if I just do it myself.
- T That does happen sometimes, but still, if you need help, I am free.
- S The deadline is coming up soon, and \_\_\_\_\_ (*time, hands*), \_\_\_\_\_ (*please*) work on organizing the marketing materials \_\_\_\_\_, including designing the poster and brochure layouts?
- T Of course, I can. Are there any specific requirements for the layouts?
- S \_\_\_\_\_ (*with*) Mary. She has prepared expo posters for this product line in the past. She'll have some examples for you to follow.  
\_\_\_\_\_ (*report*) on the status of the layouts by the close of business on Thursday?

## Comprehension Check

1. Why does S have trouble delegating work?

---

2. What work does S delegate to T?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 Since I don't \_\_\_\_\_,  
\_\_\_\_\_ take over this project for me?

2 \_\_\_\_\_ Sally to finalize all  
the materials.

3 Could you please \_\_\_\_\_ by  
the end of the week?

4 Since I don't \_\_\_\_\_,  
\_\_\_\_\_ organize these files for me?

5 \_\_\_\_\_ James to review  
these reports.

6 Could you please \_\_\_\_\_ with  
an update early next week?

## HINTS

have much time on my hands ~ could you please, please work with,  
report back to me

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You have a busy schedule, but it seems a problem arose at your company's bottling plant. You do not have time to go, so you ask a team member to visit the plant and provide an accurate report of the situation.

### Memo

- **Situation :** assembly line problem at the bottling plant.
- **Reason for delegating :** have meetings all day.
- **Delegated Task 1 :** visit plant today and assess the exact problem.
- **Delegated Task 2 :** report back by end of day.

## Step 1 Comprehension Check

1. What is the problem?

---

2. What do you ask your team member to do?

---

## Step 2 Task

Delegate the task to a team member. Explain what he has to do in detail.

---

---

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### Sample Answer

There seems to be a problem with the assembly line at the bottling plant, but I have a lot of meetings today and won't be able to go myself. Since I don't have much time, could you please visit the plant for me this afternoon and assess the problem? Once you visit, please report back to me by the end of the day with details on what the exact problem is.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 How often do you delegate tasks to others? If you do delegate, what type of work do you generally delegate and how?

---

---

---

- 2 Do you consider yourself a micromanager or do you let people handle delegated tasks with little supervision?

---

---

---

- 3 Do you think delegating work when you are busy is a timesaver or do you feel it better to do the work yourself?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가 , ?

---

2. .

---

3. ?

---

### Sample Answer

1. Since I don't have much time on my hands, could you please work on organizing the marketing materials for me?
2. Please work with Mary. She has prepared expo posters for this product line in the past.
3. Could you please report back to me on the status of the layouts by the close of business on Thursday?

## Biz Plus - Terminology

### Payments :

electronic funds transfer (EFT)

card verification value (CVV)

automated clearing house (ACH)

payment card industry (PCI)

data security standard (DSS)

settlement ,

terminal

point of sale (POS)

## Biz Plus - Grammar & Usage

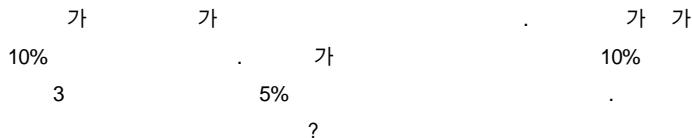
### "Even if" v. "Even though"

"Even if" suggests a possibility while "even though" is used in reference to a fact, e.g., "Even if it might snow, we'll continue with the show" and "even though it is snowing, the show will continue."

# 29 *Compromising*

## Goal

By the end of this lesson, students will be able to negotiate compromises using new vocabulary and speech patterns.



## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

renegotiate

price terms 가

gas price

doable      가

gradual increase      가

# Before class — 2

## Dialogue

Read the dialogue.

- S** If I understand you correctly, you want to renegotiate the price terms in our contract. Is that correct?
- T** Yes, that's right. We'd like a 10% increase.
- S** A 10% increase is significant. Could you please explain why the large increase?
- T** Well, cost for materials and gas prices have increased. We will lose money with our current price.
- S** **I see your point, but** I also have to consider what is best for our company. A sudden 10% increase in the contract price might not be doable. Also, materials and gas prices vary a lot. They may decrease again. Then we're at a loss. However, we do want to continue working with you.
- T** As do we.
- S** **How do you feel about** a gradual increase in price terms with some conditions?
- T** Can you please explain further?
- S** **If I agree to** an increase in the price by 5% for the next three months and then another 5% after that, **then would you be willing to** give us the option to buy additional products at a discounted rate?

## Quiz

1. to negotiate again in order to alter or change previously agreed terms: \_\_\_\_\_
2. a statement of the agreed price in a sales agreement or contract: \_\_\_\_\_

ANSWERS renegotiate, price terms

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

- 1 I see your point, but I also have to consider what is best for our company.

I see your point, but ~

~

- I see your point, but we have to think about other factors.
- I see your point, but that would strain our own budget.
- I see your point, but that would require many adjustments on our end.

- 2 How do you feel about a gradual increase in price terms with some conditions?

How do you feel about ~? ~

?

- How do you feel about reducing the unit price for these items?
- How do you feel about increasing our advertising budget?
- How do you feel about moving up the due date?

- 3 If I agree to an increase in the price, then would you be willing to give us the option to buy additional products at a discounted rate?

If I agree to ~, then would you be willing to ~? ~ ,  
~ 가 ?

- If I agree to lower the unit price, then would you be willing to purchase more products?
- If I agree to waive this penalty fee, then would you be willing to accept a slight increase in interest rate?
- If I agree to change the specifications on this product, then would you be willing to guarantee a larger purchase volume?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- S If I understand you correctly, you want to renegotiate the price terms in our contract. Is that correct?
- T Yes, that's right. We'd like a 10% increase.
- S A 10% increase is significant. Could you please explain why the large increase?
- T Well, cost for materials and gas prices have increased. We will lose money with our current price.
- S \_\_\_\_\_ (*point*) I also have to consider what is best for our company. A sudden 10% increase in the contract price might not be doable. Also, materials and gas prices vary a lot. They may decrease again. Then we're at a loss. However, we do want to continue working with you.
- T As do we.
- S \_\_\_\_\_ (*feel*) a gradual increase in price terms with some conditions?
- T Can you please explain further?
- S \_\_\_\_\_ (*agree*) an increase in the price by 5% for the next three months and then another 5% after that, \_\_\_\_\_ (*willing*) give us the option to buy additional products at a discounted rate?

## Comprehension Check

1. What is the problem?

2. What is S's alternative proposal?

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ increasing  
our advertising budget?

2 \_\_\_\_\_ we have to think about  
other factors.

3 \_\_\_\_\_ lower the unit price,  
\_\_\_\_\_ purchase more  
products?

4 \_\_\_\_\_ that would strain our  
own budget.

5 \_\_\_\_\_ moving up  
the due date?

6 \_\_\_\_\_ waive this penalty fee,  
\_\_\_\_\_ accept a slight  
increase in interest rate?

## HINTS

I see your point but, how do you feel about, if I agree to ~ then would you be willing to



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are trying to meet an internal deadline for a report before you go on vacation. Unfortunately, it looks like you will not be able to finish in time. You suggest a compromise with your boss so that you do not have to cancel your vacation.

### Memo

- **Situation :** deadline is Friday, but you leave for vacation then.
- **Suggestion :** push back deadline to next Monday.
- **Condition 1 :** willing to work remotely during your vacation to finish project.
- **Condition 2 :** willing to take on another project as soon as you return from vacation.

## Step 1 Comprehension Check

1. What is the problem?

---

2. What is your suggestion?

---

3. In what conditions do you make your suggestion?

---

## Step 2 Task

Compromise the deadline for the report with your boss.

---

---

---

### Sample Answer

I realize the deadline is Friday, but I don't think I'll make it since I leave for vacation then. How do you feel about pushing the deadline back to next Monday? If you agree to that, then I am willing to work remotely during vacation to finish the project and also take on another project as soon as I return from vacation.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Do you generally make compromises in negotiations or tend to not budge?

---

---

---

- 2 When making compromises, do you feel that you often give in too much?

---

---

---

- 3 What do you think are good strategies for making successful compromises?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. . , .

---

2. 가 가 ?

---

3. 가 가 , 가 가  
가 ?

---

### Sample Answer

- I see your point, but I also have to consider what is best for our company.
- How do you feel about a gradual increase in price terms with some conditions?
- If I agree to an increase in the price, then would you be willing to give us the option to buy additional products at a discounted rate?

## Biz Plus - Terminology

Insurance :

annuity

insurer / insured /

policy (policy owner, policy period, policy loan)

( 가 , , , )

copayment / premium /

underwriting

disbursement

loss ( , , )

## Biz Plus - Idioms

red tape

### Definition

a series of actions or complicated tasks that seem unnecessary but that an organization requires you to do in order to get or do something

### Example

There's a lot of red tape when trying to process insurance claims to receive disbursements.

# Review

## 30

### Specific Communication

#### Before class

##### Key Expressions

Read today's key expressions and sentence examples.

##### Goal

By the end of this lesson, students will be able to conduct a conference call via telephone using vocabulary and speech patterns studied during this chapter.

1

If I understand correctly, you purchased a vacuum from our store?

If I understand correctly, ~ 가 ~

- If I understand correctly, your new computer won't boot?
- If I understand correctly, the dress you received is the wrong size?
- If I understand correctly, you wanted the special edition of the software right?

2

Could you please briefly explain why you moved here and what you are hoping to achieve in Korea.

Could you please briefly explain ~? ~ ?

- Could you please briefly explain why you studied in Morocco for the past few years?
- Could you please briefly explain why you left your previous job?
- Could you please briefly explain why you want to switch industries?

3

If I agree to an increase in the price, then would you be willing to give us the option to buy additional products at a discounted rate?

If I agree to ~, then would you be willing to ~? 가 ~ , ~ 가 ?

- If I agree to lower the unit price, then would you be willing to purchase more products?
- If I agree to waive this penalty fee, then would you be willing to accept a slight increase in interest rate?
- If I agree to change the specifications on this product, then would you be willing to guarantee a larger purchase volume?

# 1:1 Practice — 1

## Role Play

Read the situation and role play the following tasks with the tutor.

### Situation

You work at a large real estate development company Shoparama Ltd. Your job is to negotiate obtaining a road access point for a new shopping mall development. Without this access point, customers would not be able to drive to your new mall. You call the owner of the adjacent property to discuss obtaining permission to build a road through her property.

### Roles

#### Student

Name: Your name  
Company: Shoparama Ltd. (real estate development company)

Title: Property Development Manager

#### Tutor

Name : Ms. Carlyle [Tasks 1 and 2];  
Secretary [Task 3]  
Company : Meditative Retreats Inc.

## Task 1

- Call Ms. Carlyle.
- Greetings; small talk (winter storm last week).
- Ask to discuss obtaining permission to build road through her property.
- Situation: Ms. Carlyle is concerned about pollution and traffic on her property.
- Offer to pay a nice fee for use and to work together to minimize traffic and pollution in area.

### Task 1

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## Task 2

- Call Ms. Carlyle.
- Situation: Ms. Carlyle picks up the phone but needs to step out to a meeting.
- Quickly explain why you called (to discuss road access through her property).
- Ask when to call back.

### Task 2

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## Task 3

- Call Ms. Carlyle.
- Situation: Ms. Carlyle is out of the office. Secretary answers.
- Ask when Ms. Carlyle will return and to leave a message with the secretary for Ms. Carlyle.

### Task 3

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# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 If you have a tight deadline, do you sometimes ask favors from your colleagues to help? If so, what kind of favors do you ask?

---

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---

- 2 Do you find some types of issues difficult to compromise? If so, what kinds and why?

---

---

---

- 3 What is your company's policy on offering compromises in situations of customer complaints?

---

---

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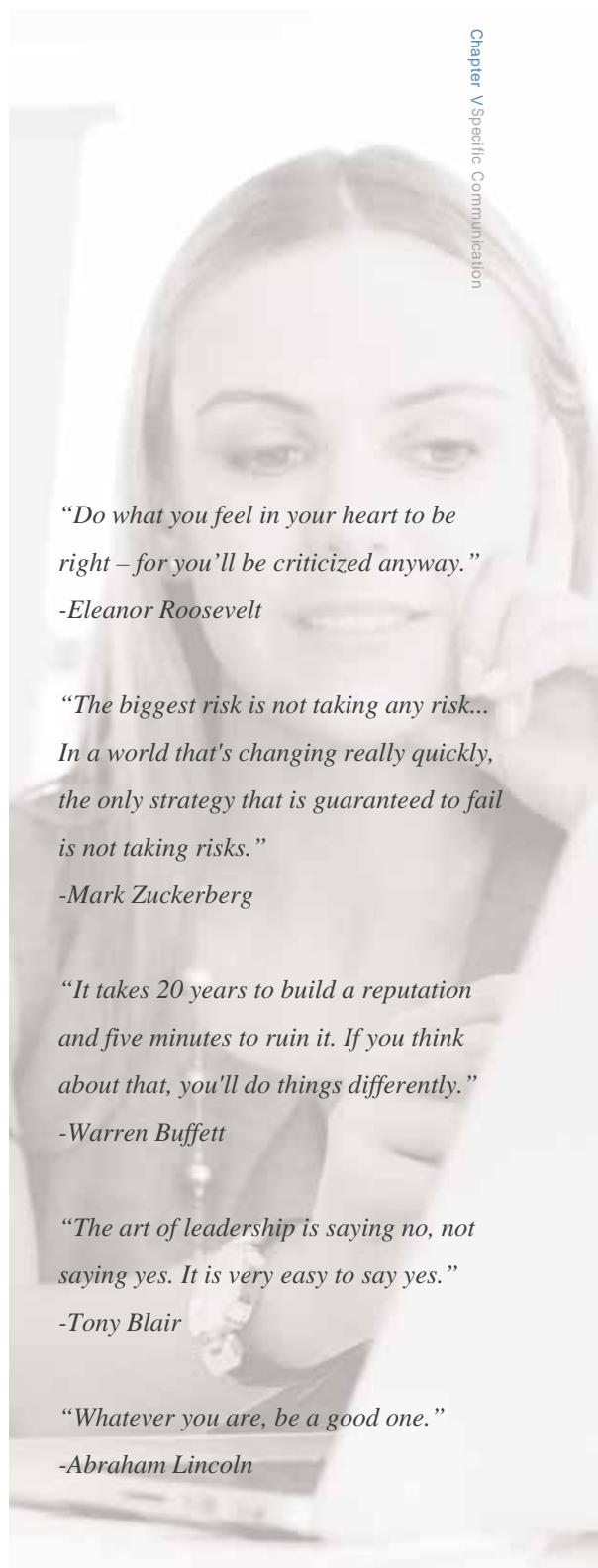
# After class —

## Biz Plus

### Grammar & Usage

#### People

“People” is always plural (*e.g.*, “People are happy today”). “Person” is singular (*e.g.*, “One person did all the work.”). While “peoples” and “persons” are used in very limited contexts, they should generally be avoided.



*“Do what you feel in your heart to be right – for you’ll be criticized anyway.”*

*-Eleanor Roosevelt*

*“The biggest risk is not taking any risk... In a world that's changing really quickly, the only strategy that is guaranteed to fail is not taking risks.”*

*-Mark Zuckerberg*

*“It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently.”*

*-Warren Buffett*

*“The art of leadership is saying no, not saying yes. It is very easy to say yes.”*

*-Tony Blair*

*“Whatever you are, be a good one.”*

*-Abraham Lincoln*



# *Business* *course* — **Pro**

Boost your global business communication skills starting today!  
Master everyday workplace conversations  
by focusing on real-life situations and practical expressions.

# *Chapter VI*

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## **Business Trips**

### **Unit 31**

*Checking In and Out*

### **Unit 32**

*Asking for Directions*

### **Unit 33**

*Adjusting Transportation*

### **Unit 34**

*Dining Out*

### **Unit 35**

*Reporting Back After a Business Trip*

### **Unit 36**

*Review – Business Trips*

# 31 *Checking In and Out*

## Goal

By the end of this lesson, students will be able to check in and out of accommodations using new vocabulary and speech patterns.

가

## *Before class — I*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

voucher

deluxe room

amenity

business center

complimentary continental breakfast

dining facility

# Before class — 2

## Dialogue

Read the dialogue.

- T Good morning. How can I help you?
- S Good morning. **I have a reservation** here and would like to check in.
- T What's your name?
- S My name and reservation number are here on this voucher.
- T Thank you. One moment, please. It says here you have a deluxe room, right?
- S Yes, that's right. **Is it possible to upgrade** my room? Also, **can you please make sure** it is a nonsmoking room?
- T All rooms at our hotel are nonsmoking. We have a special promotion for a free upgrade. Here's your key card for room 1122. Please return this at check out.
- S Thank you. Also, what amenities do you offer? Do you have a business center?
- T Yes, we do. You can fax and print in our main floor conference center. Here's a brochure listing all our amenities. Also, we have complimentary continental breakfast at our dining facilities on the main floor. We also have a selection of newspapers to be delivered in the mornings. Which would you prefer?
- S Any will do. Thank you.

## Quiz

1. a document serving as evidence for some claimed transaction, as the receipt or expenditure of money: \_\_\_\_\_
2. a useful or pleasant facility or service: \_\_\_\_\_

ANSWERS      Voucher, amenity

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 I have a reservation here and would like to check in.

I have a reservation ~

- I have a reservation under the name Thomas Lee.
- I have a reservation for a table at 7:00 p.m.
- I have a reservation for two this evening.

### 2 Is it possible to upgrade my room?

Is it possible to upgrade ~? ~ 가 ?

- Is it possible to upgrade to a seaside room?
- Is it possible to upgrade my service plan for my cellular phone?
- Is it possible to upgrade my membership status?

### 3 Can you please make sure it is a nonsmoking room?

Can you please make sure ~? ~ ?

- Can you please make sure to give me a ~~wake~~call at 6:00 a.m.?
- Can you please make sure that I'm not disturbed for the next few hours?
- Can you please make sure to have my suit pressed by this afternoon?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T Good morning. How can I help you?
- S Good morning. \_\_\_\_\_ (*reservation*) here and would like to check in.
- T What's your name?
- S My name and reservation number are here on this voucher.
- T Thank you. One moment, please. It says here you have a deluxe room, right?
- S Yes, that's right. \_\_\_\_\_ (*upgrade*) my room? Also, \_\_\_\_\_ (*make sure*) it is a nonsmoking room?
- T All rooms at our hotel are nonsmoking. We have a special promotion for a free upgrade. Here's your key card for room 1122. Please return this at check out.
- S Thank you. Also, what amenities do you offer? Do you have a business center?
- T Yes, we do. You can fax and print in our main floor conference center. Here's a brochure listing all our amenities. Also, we have complimentary continental breakfast at our dining facilities on the main floor. We also have a selection of newspapers to be delivered in the mornings. Which would you prefer?
- S Any will do. Thank you.

## Comprehension Check

1. What is the guest's request regarding the room?

- 
2. What kind of amenities does the hotel offer?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ to a seaside room?

2 \_\_\_\_\_ to give me  
a wake-up call at 6:00 a.m.?

3 \_\_\_\_\_ for a table at 7:00 p.m.

4 \_\_\_\_\_ my membership  
status?

5 \_\_\_\_\_ to have my suit  
pressed by this afternoon?

6 \_\_\_\_\_ for two this evening.

## HINTS

I have a reservation, is it possible to upgrade, can you please make sure



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are on a business trip in Chicago. You need to check into your hotel but wanted to ask for a wake-up call at 7:00 a.m. and ask about certain services and amenities.

### Memo

- Check in under your name.
- Ask for a wakeup call at 7:00 a.m.
- You need to fax documents sometime today and expect a response by fax.
- Ask for shuttle service to the airport on Friday at 1:00 p.m.

## Step 1 Comprehension Check

1. What do you ask the hotel to do in the morning?

---

2. Do you need to use the business center? Why?

---

3. How will you get to the airport on Friday?

---

## Step 2 Task

Check in to your hotel and ask about the services and amenities you need.

---

---

---

### Sample Answer

Good morning. I have a reservation under Jamie Kim for a double room and would like to check in. Could I also receive a wake-up call at 7:00 a.m. tomorrow morning? Sometime today, I have a few documents to fax and am expecting a fax in return. Do you have a business center I can use? Finally, could you please arrange for shuttle service to the airport on Friday at 1:00 p.m.? Thank you.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What types of amenities do you prefer at a hotel while on business trips?

---

---

---

- 2 What were the best and worst hotels you have visited? Why?

---

---

---

- 3 On business trips, some people prefer to have a hotel close to the airport, while others prefer a hotel downtown. Which do you prefer, and why?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

, .

2.

가 ?

3.

### Sample Answer

1. I have a reservation here and would like to check in.
2. Is it possible to upgrade my room?
3. Can you please make sure it is a nonsmoking room?

## Biz Plus - Terminology

Hospitality :

food and beverage (F&B)

full-service hotel

limited service hotel

occupancy ( )

average daily rate (ADR)

property improvement plan (PIP)

## Biz Plus - Idioms

see eye to eye

가

### Definition

to be able to come to an agreement

### Example

Even though people may not see eye to eye, people can still reach a compromise.

segmentation (by source of business and by revenue source)

lose-it rate

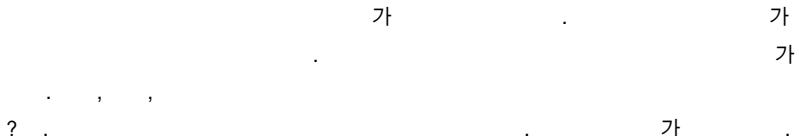
가

stay-pattern management

# 32 Asking for Directions

## Goal

By the end of this lesson, students will be able to ask and confirm directions to various locations using new vocabulary and speech patterns.



## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

porter

taxi stand

customary

concierge desk

# Before class — 2

## Dialogue

Read the dialogue.

- T Can I help you?
- S Yes, please. I need to go to the Expo Center but am not sure about how to get there. **What's the best way to** get to this location? Here's the address.
- T It's on the other side of town. It would be best to take a taxi.
- S I see. I'm not familiar with the taxi system here. **Approximately how long would it take by** taxi, and what should be the average cost?
- T It should take maybe 20 minutes, depending on traffic, and cost about \$15.
- S Okay, great. Thank you. I need to arrive at the Expo Center by 2:00 p.m. If I leave around 1:30, will that be enough time?
- T Around 1:30, we do have a bit of traffic. You might want to leave at 1:00.
- S Thank you. And can I just grab a taxi right outside of the hotel? And what about returning back to the hotel?
- T We have plenty of cabs that stop by at the hotel. You can simply ask the porter for assistance. For your return trip, there are many blue taxi stands near the center.
- S Also, **to confirm, do I need to** tip the taxi driver? If so, how much is customary?
- T Ah, yes. We usually tip drivers. \$1-2 should be plenty.

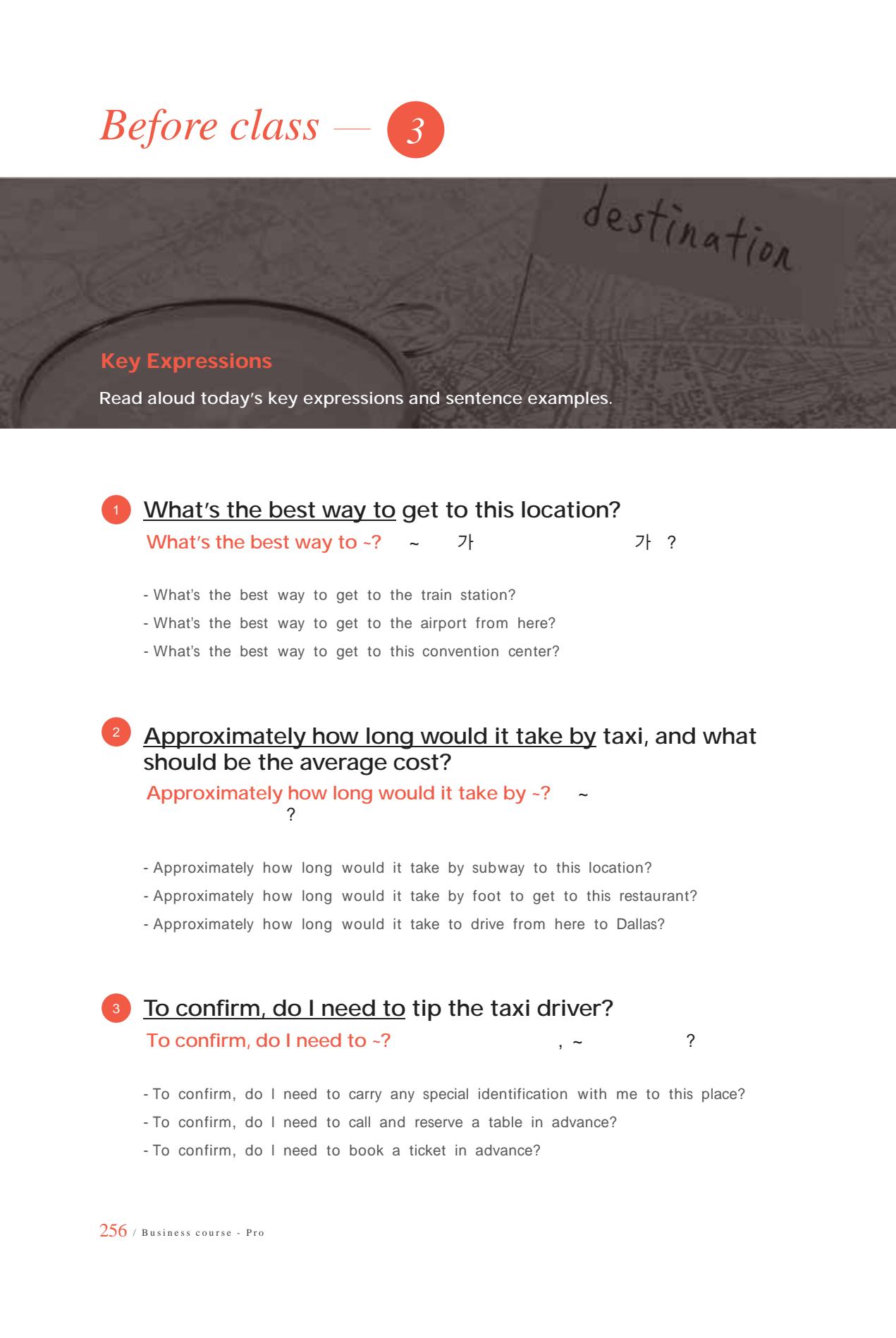
## Quiz

1. a person employed to carry luggage at a hotel: \_\_\_\_\_

2. in accordance with custom or habitual practice: \_\_\_\_\_

ANSWERS porter, customary

# Before class — 3



## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 What's the best way to get to this location?

**What's the best way to ~? ~ 가 ?**

- What's the best way to get to the train station?
- What's the best way to get to the airport from here?
- What's the best way to get to this convention center?

### 2 Approximately how long would it take by taxi, and what should be the average cost?

**Approximately how long would it take by ~? ~ ?**

- Approximately how long would it take by subway to this location?
- Approximately how long would it take by foot to get to this restaurant?
- Approximately how long would it take to drive from here to Dallas?

### 3 To confirm, do I need to tip the taxi driver?

**To confirm, do I need to ~? , ~ ?**

- To confirm, do I need to carry any special identification with me to this place?
- To confirm, do I need to call and reserve a table in advance?
- To confirm, do I need to book a ticket in advance?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T Can I help you?
- S Yes, please. I need to go to the Expo Center but am not sure about how to get there. \_\_\_\_\_ (*best way*) get to this location? Here's the address.
- T It's on the other side of town. It would be best to take a taxi.
- S I see. I'm not familiar with the taxi system here. \_\_\_\_\_ (*long*) taxi, and what should be the average cost?
- T It should take maybe 20 minutes, depending on traffic, and cost about \$15.
- S Okay, great. Thank you. I need to arrive at the Expo Center by 2:00 p.m. If I leave around 1:30, will that be enough time?
- T Around 1:30, we do have a bit of traffic. You might want to leave at 1:00.
- S Thank you. And can I just grab a taxi right outside of the hotel? And what about returning back to the hotel?
- T We have plenty of cabs that stop by at the hotel. You can simply ask the porter for assistance. For your return trip, there are many blue taxi stands near the center.
- S Also, \_\_\_\_\_ (*confirm*) tip the taxi driver? If so, how much is customary?
- T Ah, yes. We usually tip drivers. \$1-2 should be plenty.

## Comprehension Check

1. At what time should S leave and why?

\_\_\_\_\_

2. What should S do in terms of tipping?

\_\_\_\_\_

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 \_\_\_\_\_ get to the train station?

2 \_\_\_\_\_ subway to this location?

3 \_\_\_\_\_, \_\_\_\_\_ call and reserve  
a table in advance?

4 \_\_\_\_\_ get to the airport  
from here?

5 \_\_\_\_\_, \_\_\_\_\_ book  
a ticket in advance?

6 \_\_\_\_\_  
foot to get to this restaurant?

## HINTS

what's the best way to, approximately how long would it take by,  
to confirm - do I need to

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are in New York City on a business trip. You ask the concierge desk at your hotel for directions to a restaurant downtown where you will be meeting a client.

### Memo

- **Situation :** Meeting with client at a restaurant downtown tomorrow at 7:00 p.m.
- **Question 1 :** Best transportation method.
- **Question 2 :** Time and cost for transportation.
- **Question 3 :** Whether reservation required for a table.

## Step 1 Comprehension Check

1. Where are you going and why?

---

2. What do you ask about the transportation?

---

3. What do you ask about the restaurant?

---

## Step 2 Task

Ask the concierge desk about the directions to the restaurant downtown.

---

---

---

### Sample Answer

Excuse me. Could you help me, please? I am meeting my client at a restaurant downtown tomorrow at 7:00 p.m. and had a few questions. What's the best way to get to this restaurant? Also, approximately how long would it take, and how much would it cost? Finally, to confirm, do I need to reserve a table? If so, could you please help me with this? Thank you.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Are you the type of person who likes to ask directions ahead of time or just venture out on your own? Why?

---

---

---

- 2 Have you had an experience where you got lost while traveling? What happened, and how did you find your way to your destination?

---

---

---

- 3 Foreigners are often worried about whether someone will help them with directions. Have you ever had difficulties getting directions? What types of people have helped you? Hotel staff? A random person on the street? A police officer?

---

---

---



# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가 가 가 ?

---

2. , , 가 ?

---

3. , ?

---

### Sample Answer

1. What's the best way to get to this location?
2. Approximately how long would it take by taxi, and what should be the average cost?
3. To confirm, do I need to tip the taxi driver?

## Biz Plus - Terminology

**Construction :**

**scheme/schematic** /

**bid bond**

**contract bond**

**surety** , ,

**furniture, fixtures and equipment (FF&E)**

가 ,

( )

**improvement**

**hard costs and soft costs**

**slack time**

## Biz Plus - Grammar & Usage

### "All" & "All the" v. "All of the"

In truth, the English language changes a lot. "All + noun" is used to talk generally about a group of things as a whole. "All the + noun" is used to talk about a specific group of things. The use of "of" is actually optional. In spoken language, people use it frequently; however, in writing, it is best to delete "of" to be more concise because the preposition is unnecessary.

E.g., "All New Yorkers are kind" and "All the students loved the ice cream party" are both acceptable. Alternatively, "All of the students loved the ice cream party." But do not say, "All of the New Yorkers are kind." Why? "New Yorkers" is a proper noun and not a general noun, so "the" should not be used.

# 33 *Adjusting Transportation*

## Goal

By the end of this lesson, students will be able to discuss transportation arrangements using new vocabulary and speech patterns.

(Economy Comfort)

가

200

?

## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

change fee

on record

economy comfort

aisle seat

window seat 가

# Before class — 2

## Dialogue

Read the dialogue.

- T Hello, how may I help you?
- S Hello. I need some help changing my reservation. I **was originally scheduled to fly** out tomorrow at 9:00 a.m., but I need to change it to around the same time, the day after tomorrow.
- T Sure, I can help you with that.
- S **Will there be any additional charges** for the change?
- T Yes, let me look that up for you. There's a \$200 change fee plus the difference in ticket price, if there is any.
- S Okay. My company booked this ticket on their account. Could these fees be charged to that account?
- T Since we have the information on record at our travel agency, yes we can.
- S Great, thank you. Also, **would it be possible to** upgrade from economy to economy comfort?
- T Sure. Would you like an aisle seat or window seat?
- S Window would be perfect, thank you.

## Quiz

1. charge levied on making a material change in a concluded arrangement: \_\_\_\_\_
2. a seat in a train, plane, etc, next to an aisle: \_\_\_\_\_

ANSWERS      change fee, aisle seat

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

1 I was originally scheduled to fly out tomorrow at 9:00 a.m.

be originally scheduled to ~

- She was originally scheduled to drive out on Monday morning.
- Joe was originally scheduled to take the train at 2:40 p.m.
- They were originally scheduled to arrive at 6:25 a.m. this morning.

2 Will there be any additional charges for the change?

Will there be any additional charges ~?      가      ?

- Will there be any additional charges for the upgrade?
- Will there be any additional charges for the cancellation?
- Will there be any additional charges for extending our stay at the hotel?

3 Would it be possible to upgrade from economy to economy comfort?

Would it be possible to ~?      ~      가      ?

- Would it be possible to change my hotel room?
- Would it be possible to check in oversized baggage?
- Would it be possible to order an additional drink with this set menu?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T Hello, how may I help you?
- S Hello. I need some help changing my reservation. I \_\_\_\_\_ (*schedule*) fly out tomorrow at 9:00 a.m., but I need to change it to around the same time, the day after tomorrow.
- T Sure, I can help you with that.
- S \_\_\_\_\_ (*charges*) for the change?
- T Yes, let me look that up for you. There's a \$200 change fee plus the difference in ticket price, if there is any.
- S Okay. My company booked this ticket on their account. Could these fees be charged to that account?
- T Since we have the information on record at our travel agency, yes we can.
- S Great, thank you. Also, \_\_\_\_\_ (*possible*) upgrade from economy to economy comfort?
- T Sure. Would you like an aisle seat or window seat?
- S Window would be perfect, thank you.

## Comprehension Check

1. What changes does S want to make to his/her flight schedule?

---

2. Are there additional charges for the change of schedule?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 She was \_\_\_\_\_ drive out  
on Monday morning.

2 \_\_\_\_\_ for the  
upgrade?

3 \_\_\_\_\_ change  
my hotel room?

4 Joe was \_\_\_\_\_ take the train  
at 2:40 p.m.

5 \_\_\_\_\_ for the  
cancellation?

6 \_\_\_\_\_ check in oversized  
baggage?

## HINTS

originally scheduled to, will there be any additional charges, would it be possible to

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are on a business trip in Miami and decide you would like to extend your stay for a few days for vacation before returning back home.

### Memo

- Situation : Extend your trip by four days.
- Request 1 : Add three nights to hotel room.
- Request 2 : Change room to seaside view.
- Request 3 : Change flight to Monday afternoon.

## Step 1 Comprehension Check

1. What is the purpose of the call?

---

2. Which view do you want to change the room to?

---

3. When would you like to change the flight schedule to?

---

## Step 2 Task

Contact the travel agency to adjust your accommodations and transportation.

---

---

---

### Sample Answer

I was originally scheduled to check out of the hotel tomorrow, but would it be possible to extend for three more nights? If so, could I also have my room changed? Will there be any additional charges for a seaside view? Also, could you please adjust my flight to next Monday afternoon? Thank you.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 Have you ever had to adjust transportation and accommodations while on a business trip? What was the reason for the adjustment? Work-related? Personal?

---

---

---

---

- 2 Have you ever had a travel agent make a mistake when booking your reservation? If so, what happened, and how was it resolved?

---

---

---

---

- 3 If you could improve your company's travel arrangement policies for business trips, how would you change them, and why?

---

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---

# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 9 .

---

2. 가 ?

---

3. 가 ?

---

### Sample Answer

- I was originally scheduled to fly out tomorrow at 9:00 a.m.
- Will there be any additional charges for the change?
- Would it be possible to upgrade from economy to economy comfort?

## Biz Plus - Terminology

Currency trading :

**currency pair**

가

**base currency**

**quote currency**

**bid**

**ask**

**spread**      가              가

**fractional pip/pipette**

가

5              3

fractional pip

pipette              (pip = price)

interest point)

**position (opening, closing, entry, exit)**

( \*              /              )

## Biz Plus - Idioms

grey area

### Definition

a topic that is clearly not one thing or the other

### Example

There's a lot of grey area on this issue, so there's no clear right or wrong method to handle this problem.

# 34 Dining Out

## Goal

By the end of this lesson, students will be able to discuss menus and cuisines using new vocabulary and speech patterns.

가

가

가

## Before class — 1

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

dietary restriction

be allergic to ~

가

hot spice

marinated ( , )

# Before class — 2

## Dialogue

Read the dialogue.

- S Is this your first time visiting Seoul?
- T Yes, it is.
- S It's a great city with so many restaurants and activities to do. I particularly love this restaurant and wanted to bring you here because it **has a great selection of** traditional Korean dishes to choose from.
- T I'm quite excited. Thanks for inviting me.
- S My pleasure. Do you have any dietary restrictions? Are you allergic to any foods? **Can you handle** hot spices?
- T Oh, I like just about everything and will try anything once. I don't have any food allergies.
- S Perfect. In that case, why don't we order some *pajeon*, which are Korean pancakes, *bulgogi*, a marinated beef dish, and some spicy tofu stew? Would that be okay? Is there anything else on the menu that **catches your eye**?
- T I trust your judgment. It all sounds great.
- S Okay. Korean meals are served with many side dishes, so I suggest we start with these and then we can order something else later if we're still hungry.

## Quiz

1. limitation of nutrient intake, food intake or food choices: \_\_\_\_\_

2. to be soaked in a liquid mixture of vinegar or wine with various herbs and spices:

ANSWERS      dietary restriction, marinated

# Before class — 3

## Key Expressions

Read aloud today's key expressions and sentence examples.

### 1 It has a great selection of traditional Korean dishes to choose from.

**have a great selection of ~** | 여러 가지 다양한 ~가 있다

- The café has a great selection of teas.
- This supermarket has a great selection of vegetables and fruit.
- This restaurant has a great selection of fish.

### 2 Can you handle hot spices?

**Can you handle ~?** | ~는 괜찮으신가요?

- Can you handle these types of curries?
- Can you handle eating raw fish?
- Can you handle the taste of strong cheeses?

### 3 Is there anything else on the menu that catches your eye?

**catch one's eye** | 눈길을 끌다

- Is there a particular drink on the menu that catches your eye?
- Take a look around and let me know if there's something here that catches your eye.
- Is there anything here that catches your eye?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

S Is this your first time visiting Seoul?

T Yes, it is.

S It's a great city with so many restaurants and activities to do. I particularly love this restaurant and wanted to bring you here because it \_\_\_\_\_ (*selection*) traditional Korean dishes to choose from.

T I'm quite excited. Thanks for inviting me.

S My pleasure. Do you have any dietary restrictions? Are you allergic to any foods? \_\_\_\_\_ (*handle*) hot spices?

T Oh, I like just about everything and will try anything once. I don't have any food allergies.

S Perfect. In that case, why don't we order some *pajeon*, which are Korean pancakes, *bulgogi*, a marinated beef dish, and some spicy tofu stew? Would that be okay? Is there anything else on the menu that \_\_\_\_\_ (*eye*)?

T I trust your judgment. It all sounds great.

S Okay. Korean meals are served with many side dishes, so I suggest we start with these and then we can order something else later if we're still hungry.

## Comprehension Check

1. What does S particularly like about the restaurant?

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2. What kind of food do they choose to order?

---

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 The café \_\_\_\_\_ teas.

2 \_\_\_\_\_ these types of curries?

3 Is there a particular drink on the menu that  
\_\_\_\_\_?

4 This restaurant \_\_\_\_\_ fish.

5 \_\_\_\_\_ eating raw fish?

6 Is there anything here that \_\_\_\_\_?

## HINTS

have a great selection of, can you handle, catch your eye



# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You are on a business trip in New York, and your colleague from the New York office of your company invites you to dinner and asks if you have any preferences. You want to try a local Italian restaurant that a friend recommended to you.

### Memo

- **Situation :** Dining at an Italian restaurant recommended to you.
- **Reason 1 :** Many kinds of pasta dishes.
- **Reason 2 :** Lobster pasta dish looks appetizing.
- **Condition :** Will try anything, but do not like too much cream.

## Step 1 Comprehension Check

1. Where do you want to go for dinner?

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2. Why are you interested in that restaurant?

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3. Are you willing to try anything there?

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## Step 2 Task

Tell your colleague about the restaurant and explain why you would like to go there.

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### Sample Answer

I heard about this Italian restaurant nearby that I would like to try. I heard it has a great selection of pastas, and from the website, the thing that really catches my eye is the lobster pasta dish. To be honest, I'll try anything there, but I just can't handle too much cream.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What is your favorite restaurant, and why?

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- 2 If you would recommend a restaurant to a foreigner visiting Korea, which would it be, and why?

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- 3 When traveling abroad, how do you decide what types of restaurants to visit?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1. 가

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2. 가 ?

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3. ?

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### Sample Answer

1. It has a great selection of traditional Korean dishes to choose from.
2. Can you handle hot spices?
3. Is there anything else on the menu that catches your eye?

## Biz Plus - Terminology

### International trade :

**ad valorem**

가 ( 가 )

**bill of exchange**

**consignment**

**force majeure** 가

**air waybill**

**delivered duty paid (DDP)**

( )

**consular invoice**

**confirmed letter of credit**

## Biz Plus - Grammar & Usage

### The order of adjectives

The order of adjectives is sometimes difficult to figure out. Most native speakers follow by ear, but here's the official rule :

- Determiners — articles (a, an, the) or possessive words (your, my, their, etc.)
- Observation — opinion words (beautiful, silly, etc.)
- Size and Shape (large, round, small, etc.)
- Age (old, new, ancient, etc.)
- Color (red, blue, light, pale, etc.)
- Origin (American, Korean, British, etc.)
- Material (wooden, metallic, plastic, etc.)
- Qualifier (often part of the noun, e.g., lunch box, work phone, etc.)

### Example

- A silly fat old black cat.
- My American wooden rocking chair.
- The worn old plastic bag.

# 35

# *Reporting Back After a Business Trip*

## Goal

By the end of this lesson, students will be able to discuss the ~~details~~ of business trips using new vocabulary and speech patterns.

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가

## *Before class — 1*

### Vocabulary

Check the definitions of today's key terms and phrases before practicing the dialogue.

supplier

sort out

potential client

written report

business development

reimbursement

# Before class — 2

## Dialogue

Read the dialogue.

- T Welcome back. How was your trip?
- S It was tiring, but went well. Thank you.
- T How was the meeting with the supplier?
- S It was quite productive. We had a chance to sort out several issues, and I was able to negotiate a better price. I also got to meet with a potential client on my last day before returning home. I'll **provide you with** a full written report this week.
- T That sounds great. I look forward to reading it. Also, don't forget it's almost the end of the month. Make sure to do your expense reports.
- S Yes, I will make sure to **submit my expense report** this week. I did have a question about it, though.
- T Sure, what's up?
- S **To which account should I bill** this particular dinner? It was with a potential client and not our supplier. Should I bill this to business development?
- T Yes, that's right.
- S Great, thank you.

## Quiz

1. a person or agencies whom you expect to become your clients in the near future:

\_\_\_\_\_

2. a written document describing the findings of some individual or group:

\_\_\_\_\_

**Answers** Potential client, written report

# Before class — 3



## Key Expressions

Read aloud today's key expressions and sentence examples.

1 I'll provide you with a full written report this week.

**provide someone with** ~ - ~ ,

- I'll provide you with the details of the trip tomorrow morning.
- Joe will provide you with the coordinates in his ~~notebook~~
- She will provide you with the information you requested.

2 I will make sure to submit my expense report this week.

**submit one's expense report** ( )

- I need to submit my expense report by the end of the month.
- Do we need to submit our expense reports tomorrow?
- If I forget to submit my expense report for this month, can I still turn it in for payment next month?

3 To which account should I bill this particular dinner?

**To which account should I bill ~? ~ ?**

- To which account should I bill my trip to Tokyo?
- To which account should I bill today's lunch?
- To which account should I bill these holiday cards?

# 1:1 Practice — 1

## Dialogue

Practice the dialogue with your tutor and answer the questions below.

- T Welcome back. How was your trip?
- S It was tiring, but went well. Thank you.
- T How was the meeting with the supplier?
- S It was quite productive. We had a chance to sort out several issues, and I was able to negotiate a better price. I also got to meet with a potential client on my last day before returning home. I'll \_\_\_\_\_ (*provide*) a full written report this week.
- T That sounds great. I look forward to reading it. Also, don't forget it's almost the end of the month. Make sure to do your expense reports.
- S Yes, I will make sure to \_\_\_\_\_ (*expense*) this week. I did have a question about it, though.
- T Sure, what's up?
- S \_\_\_\_\_ (*account*) this particular dinner? It was with a potential client and not our supplier. Should I bill this to business development?
- T Yes, that's right.
- S Great, thank you.

## Comprehension Check

1. Was the meeting with the supplier productive? Why?

- 
2. What does S have to do before the end of the month?
-

# 1:1 Practice — 2

## Practice

Complete the following sentences by filling in the blanks using the expressions in the hints.

1 Joe will \_\_\_\_\_ the coordinates in his next e-mail.

2 I need to \_\_\_\_\_ by the end of the month.

3 \_\_\_\_\_ my trip to Tokyo?

4 She will \_\_\_\_\_ the information you requested.

5 Do we need to \_\_\_\_\_ tomorrow?

6 \_\_\_\_\_ today's lunch?

## HINTS

provide you with, submit my expense report, to which account should I bill

# 1:1 Practice — 3

## Mission

Read the situation, answer the comprehension check questions, and then complete the task. Try to use the key expressions in your response.

### Situation

You work in the financial department of your company and process expense reports for employees. An employee recently went on a business trip. Remind the employee about your company's reimbursement policies.

### Memo

- **Situation :** Expense reports due Wednesday before noon.
- **Issue 1 :** Billing code for taxi fare has changed.
- **Issue 2 :** Expenses for dinner cannot exceed \$25 per person.
- **Issue 3 :** Flight upgrades are personal expenses, so will be charged to personal accounts.

## Step 1 Comprehension Check

1. What is the issue with the taxi fare?

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2. What is the issue with the expenses for dinner?

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3. What is the issue with the flight upgrade?

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## Step 2 Task

Tell the employee about the issues in the expense report that need to be adjusted.

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### Sample Answer

Welcome back from your trip. Please make sure to submit your expense report by Wednesday at 12:00 p.m. for processing this week. Note that the billing code for taxi fares has changed. Here's the new code. Also, dinner expenses cannot exceed \$25 per person. Finally, if you have any flight upgrades, that will be a personal expense, so we will charge that to your personal account.

# 1:1 Practice — 4

## Further Discussion

Discuss the following topics with the tutor.  
Try to use the key expressions in your response.

- 1 What type of expense reimbursement policy does your company have? Do you like it? Why or why not?

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- 2 In the United States, many companies are restricting expense reimbursements. What do you think are reasonable policies?

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- 3 What is your company's protocol for preparing status updates regarding your business trips?

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# After class —

## Practice Sentences

Practice saying the following key sentences in English.

1.

2.

3.

?

### Sample Answer

1. I'll provide you with a full written report this week.
2. I will make sure to submit my expense report this week.
3. To which account should I bill this particular dinner?

## Biz Plus - Terminology

Printing :

dots per inch (DPI)

raster image processor (RIP)

bleed v. printable area

/ 가

pantone / mono / duotone

/ 가

ink type (solid, pigment, dye)

( , , )

paper type (coated, uncoated, matte,  
glossy)

( , , , )

CMYK (cyan, magenta, yellow, black –  
four-color (or plate) process printing)

4

overprint

## Biz Plus - Idioms

no strings attached

### Definition

without conditions or restrictions

### Example

As part of our advertising campaign, we will give our clients a free product, no strings attached.

# Review

# 36

## Business Trips

### Goal

By the end of this lesson, students will be able to discuss via telephone various matters related to taking business trips using vocabulary and speech patterns studied during this chapter.

### Before class

#### Key Expressions

Read today's key expressions and sentence examples.

1 **I have a reservation here and would like to check in.**

**I have a reservation** | ~에 예약하였습니다

- I have a reservation under the name Thomas Lee.
- I have a reservation for a table at 7:00 p.m.
- I have a reservation for two this evening.

2 **Would it be possible to upgrade from economy to economy comfort?**

**Would it be possible to ~?** | ~하는 것이 가능할까요?

- Would it be possible to change my hotel room?
- Would it be possible to check in oversized baggage?
- Would it be possible to order an additional drink with this set menu?

3 **It has a great selection of traditional Korean dishes to choose from.**

**have a great selection of ~** | 여러 가지 다양한 ~가 있다

- The café has a great selection of teas.
- This supermarket has a great selection of vegetables and fruit.
- This restaurant has a great selection of fish.

# 1:1 Practice — 1

## Role Play

Read the situation and role play the following tasks with the tutor.

### Situation

You work at a specialty paper distribution company. You went on a business trip to Washington State to work on negotiations with a paper manufacturer. Before you update your boss on your business trip, you want to contact the suppliers to thank them for their hospitality and confirm the terms of the negotiation.

### Roles

#### Student

Name: Your name  
Company: Specialty Papers Ltd. (paper distribution company)

Title: Senior VP, Distribution

#### Tutor

Name : Ms. Carmichael [Tasks 1 and 2];  
Secretary [Task 3]  
Company : Senior VP, Sales – PulpMaker Co.  
(paper manufacturing company)

## Task 1

- Call Ms. Carmichael.
- Greetings; small talk (flight home was long, but pleasant).
- Thank her for her hospitality (dinner at Italian restaurant).
- Ask her to confirm that the term sheet reflects terms agreed upon.
- Ms. Carmichael tells you one typo on term sheet. You will correct and resend.

### Task 1

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## Task 2

- Call Ms. Carmichael.
- Situation: Ms. Carmichael picks up the phone but needs to step out to a meeting.
- Quickly explain why you called (to discuss finalizing term sheet and signature).
- Ask when to call back.

### Task 2

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## Task 3

- Call Ms. Carmichael.
- Situation: Ms. Carmichael is out of the office. Secretary answers.
- Ask when Ms. Carmichael will return and leave her a message.

### Task 3

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# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Does your company plan training sessions outside of the office? If so, what types of social activities does your company provide? How are the lodgings and meals?

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- 2 Sometimes employees are required to go on business trips for weeks or even months at a time. How long was your longest business trip? If you had to take a trip for a couple of weeks or even months, how would you feel about it? How would you prepare for such trips?

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- 3 Do you think that foreigners have an easy time navigating the streets of Seoul and finding landmarks? What do you think the city could do to make traveling to Seoul easier for foreigners?

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# After class —

## Biz Plus

### Grammar & Usage

“*Try to*”

Using “try to” suggests an idea of having attempted to do something, but having failed. Thus, when discussing a completed task, instead of using “I tried to do X,” it is better to say “I did X,” or “I decided to do X” to avoid confusion.

“A dream doesn’t become reality through magic; it takes sweat, determination and hard work.”

-Colin Powell

“Keep your fears to yourself, but share your courage with others.”

-Robert Louis Stevenson

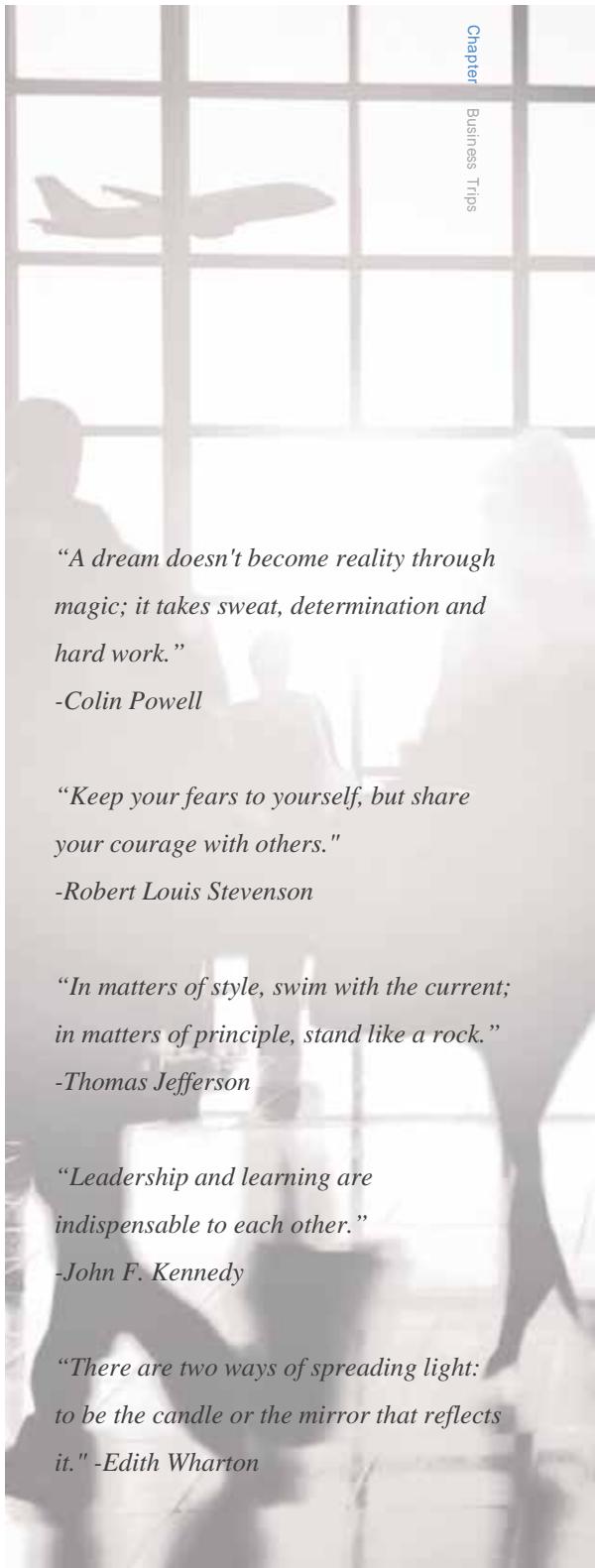
“In matters of style, swim with the current; in matters of principle, stand like a rock.”

-Thomas Jefferson

“Leadership and learning are indispensable to each other.”

-John F. Kennedy

“There are two ways of spreading light: to be the candle or the mirror that reflects it.” -Edith Wharton



A close-up photograph of two people. On the left, a man in a dark suit jacket and white shirt is looking down at a smartphone held in his hands. On the right, a woman with dark hair, wearing a light-colored top with vertical stripes, is looking towards the man. The background is blurred.

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Master everyday workplace conversations  
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# *Chapter VII*

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## **Business Culture & Etiquette**

### **Unit 37**

*Starting a Business Conversation*

### **Unit 38**

*Avoiding Faux Pas*

### **Unit 39**

*Handling Embarrassing Situations*

### **Unit 40**

*Vague Versus Direct Speech*

# 37 Starting a Business Conversation

## Goal

By the end of this lesson, students will be able to better understand the general etiquette used when starting a business conversation with English speakers.

## *Before class —*

Most business relationships are based on an element of trust and a sense of comfort with the counterparty. Thus it is important for business professionals to understand the culture and customs of the people with whom they conduct business. To develop a strong business relationship, invest time in establishing a personal bond before diving into business. In short, small talk goes a long way. Most people start business meetings with casual conversation, whether in person or on the phone. Appropriate topics can range from discussing the weather and

sports to travel. When meeting someone for the first time, do some research beforehand and find out what school they might have attended or where their hometown is. Light conversation about those topics shows your interest in the person and also the fact that you did some research.

There are, however, some topics to avoid in business conversations. In particular, controversial subjects like religion, marital status, salary and politics should always be avoided.

## **Etiquette Tips**

Check the following tips before discussing the dialogues.

### **Examples of faux pas to avoid in the United States :**

1. I believe you are from Kansas, right? I have never been there. What's it like?
2. How's the weather in Detroit?
3. Did you watch the World Cup match last night?
4. I heard you went to UCLA, right?
5. This winter has been very cold in Korea, how about in the United States?
6. I visited Los Angeles once last year. I had such a good time.

# 1:1 Practice — 1

## Dialogue

The two dialogues below describe inappropriate behavior in terms of global business manners. Read the dialogues and suggest ways to improve the situations.

### Dialogue\_1

- S I heard that America is thinking to start a new war. That could potentially create a mess. What do you think?
- T Well, I served in the military for a short while and support our troops, so....
- S Ah, I see.... Shall we turn to discussing the pricing terms of this contract? Have you had time to review them?
- T Yes, I took a quick look at your proposal, but I'm not sure I agree with your valuation method.
- S Oh? Could you please explain what concerns you?

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

### Dialogue\_2

- S Yes, I just came back from a wonderful vacation in San Diego with my spouse and children. The kids really enjoyed visiting the zoo in particular. Are you married?
- T No, not exactly. It's a long story.
- S Oh? If you're not married, you should get married soon. Children are so great to have around, even though they can be a handful.
- T Well, I'm not particularly fond of children.

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Have you ever had any awkward conversations where a controversial topic was raised?  
How did you try to ease the tension? Did it work?  
Why or why not?  

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- 2 Sometimes stereotypes can have negative effects on business relationships. As seen in the examples from the dialogue, assuming that someone has a certain perspective or preferences can lead to uncomfortable situations. What types of stereotypes of foreigners do you think Koreans should avoid assuming? What about assumptions foreigners make of Koreans in business transactions?  

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- 3 Being aware of cultural differences is important for understanding how to carry on a conversation. In particular, what might be rude in one country might not be the case in another. What types of subjects are generally rude to discuss in Korea? What about in the United States?  

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# After class —

## Biz Plus - Idioms

rock the boat

### Definition

to cause trouble where none is welcome

### Example

Let's not make matters worse and rock the boat by talking about this controversial topic.

## Culture Tips

Topic : Meeting and Greeting

Country/Region	Culture Tip
United States	<ul style="list-style-type: none"> <li>Greetings tend to be quite informal.</li> <li>Light handshakes are not preferred. Use a firm grip.</li> <li>Eye contact is important when shaking hands.</li> <li>People often address business partners by first name, but do not call a person by first name unless invited to do so.</li> </ul>
United Kingdom	<ul style="list-style-type: none"> <li>Handshakes are generally light, not firm.</li> <li>Many British people say "cheers" very often. It means "thank you" and can be used in many situations.</li> </ul>
China	<ul style="list-style-type: none"> <li>The oldest person is always the first to be introduced.</li> <li>Guests are introduced with their full titles and place of employment.</li> <li>Handshakes are gentle.</li> </ul>
South America	<ul style="list-style-type: none"> <li>A handshake, hug, or kiss on the cheek is a common way of greeting.</li> </ul>
Middle East	<ul style="list-style-type: none"> <li>An individual is addressed by his or her first name and any title he or she possesses.</li> <li>Avoid asking personal questions about spouses and family.</li> </ul>

# 38 *Avoiding Faux Pas*

## Goal

By the end of this lesson, students will be able to better avoid making faux pas when conducting business with English speakers.

## *Before class —*

In addition to exercising care with asking questions or raising controversial topics, body language and other actions play a major role in determining the outlook of a business relationship. What might seem like customary practices in one country might be unacceptable in another. For example, in some countries, gifting items might seem customary and a goodwill gesture, but in other countries, gifts can be viewed as bribes, leading to serious consequences.

Additionally, greetings, whether they are

handshakes or a bow, can be of utmost importance. In the United States, for example, it is important to shake hands firmly, giving two pumps, but not too strongly or too weakly. People often judge a person's character by the way a person shakes hands with others. Ultimately, be prepared and read up on the business etiquette of other countries. It may make the difference between opening the door to more opportunities or having the door slammed shut.

## Etiquette Tips

Check the following tips before discussing the dialogues.

### Examples of faux pas to avoid in the United States :

1. Do not avoid eye contact when talking with people. You should establish direct eye contact (but not staring) when speaking with others.
2. When dining out and acting as host for the dinner, do not let your guest pay.
3. At restaurants, do not tip cheaply – 15%-20% is acceptable, and if service was exceptional, 20%. People judge character by how much someone tips.
4. Introduce colleagues to your clients and someone more junior to a person of more senior ranking in a corporate organization. Never the other way around.
5. Do not put someone else on hold when you initiated the call.
6. Do not ask for favors without first offering to do something for someone else.

# 1:1 Practice — 1

## Dialogue

The two dialogues below describe inappropriate behavior in terms of global business manners. Read the dialogues and suggest ways to improve the situations.

### Dialogue\_1

- S Hi, George. How are you doing? I just wanted to touch base on the terms we negotiated in our contract.
- T Hi. Sure thing.
- S Let's read through the term sheet together if that's okay. Let's start from the beginning. Sorry, can you hold on for a second? I have a call on the other line.
- T Oh, okay.

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

### Dialogue\_2

- S It was really nice to meet you the other day.
- T Likewise. Did you enjoy your stay here in San Francisco?
- S Yes, I did. Thank you. Actually, I was wondering if I might ask you for a favor. I was hoping to have the chance to meet with your general manager but wasn't able to at the meeting. Would you mind setting up a call with her for me?
- T Oh, I suppose I could. I'll have to check and get back to you.

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Have you ever interacted with a foreigner visiting Korea who failed to notice local customs and did something you felt was rude? What happened, and how did you handle the situation?

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- 2 Have you ever traveled abroad and felt like you committed a faux pas? What happened, and did you realize at the time what you did was wrong? If so, what did you do to try to fix the situation?

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- 3 What types of faux pas do you think are most unacceptable in the United States? How about in Korea? Why, and what do you think happens in situations when these faux pas are committed during a business meeting?

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# After class —

## Biz Plus - Idioms

### Wish v. Hope

"Wish" is used when expressing a desire for something that is most likely impossible, while "hope" is used to describe possible outcomes, e.g., "I wish this project could end tomorrow," "I wish I could turn back time," "I hope you get better soon" or "I hope you finish the project quickly."

There are a few exceptions, however. People do say, "I wish you a Merry Christmas" and "I wish you good luck."

## Culture Tips

### Topic : Body Language

Country/Region	Culture Tip
United States	<ul style="list-style-type: none"> <li>Americans need a certain amount of personal space. Keep your distance.</li> <li>Americans smile a lot, even at strangers. Smile back.</li> <li>Avoid pointing with your middle finger. It is offensive.</li> </ul>
United Kingdom	<ul style="list-style-type: none"> <li>Making a V sign with your palm facing yourself is considered to be an offensive gesture.</li> </ul>
China	<ul style="list-style-type: none"> <li>Except for shaking hands, avoid any body contact.</li> <li>It is considered rude to point with your index finger.</li> </ul>
South America	<ul style="list-style-type: none"> <li>South Americans stand very close when speaking.</li> <li>You shouldn't use the "okay" sign or thumbs up gesture.</li> </ul>
Middle East	<ul style="list-style-type: none"> <li>People in the Middle East also tend to stand closer to one another when engaged in conversations.</li> <li>Crossing your legs is considered rude.</li> </ul>

# 39

# *Handling Embarrassing Situations*

## Goal

By the end of this lesson, students will be able to better handle embarrassing situations when conducting business with English speakers.

## *Before class —*

Sometimes it is unavoidable. You are meeting with potential clients, and someone forgets another person's name. Or perhaps, you are at dinner, and your client has food stuck in his or her teeth. Admittedly, these are embarrassing scenarios, but they happen. What is the best way to handle these types of situations? Be brief and discreet. The last thing anyone wants is to call more attention to the situation, which might cause further embarrassment.

In these cases, avoid being blunt as it

often bruises feelings. For example, if you forget someone's name, state a fact you recall about the person and then simply mention that the person's name has temporarily slipped your mind. If someone else has forgotten your name, speak up and mention your name and then quickly switch topics to save the person from further embarrassment. In short, rules on courtesy and respect for other people's feelings are universal, regardless of cultural barriers.

## **Etiquette Tips**

Check the following tips before discussing the dialogues.

### **Example phrases for addressing embarrassing situations :**

1. I'm sorry. Could you excuse me for a moment please? (It is generally obvious why you are being excused, so no need to draw more attention to it.)
2. (Leaning over to whisper) Joe, I believe you have something stuck in your teeth.
3. Please, don't worry about it. I'll call the waiter. (In a situation where food or drink is spilled.)
4. It's okay. This is an old bag anyway. (Downplay how bad a situation is if someone accidentally damages your belongings.)
5. I'm sorry. I remember that we met last week at the conference and discussed your latest software X, but your name seems to have temporarily slipped my mind.

# 1:1 Practice — 1

## Dialogue

The two dialogues below describe inappropriate behavior in terms of global business manners. Read the dialogues and suggest ways to improve the situations.

### Dialogue\_1

- T Hi, Thomas. It's good to see you again.
- S Hi...umm. How have you been?
- T Great, thanks. How'd the rest of your business trip go?
- S It was quite productive. We landed a new client, so I can't complain. Hey, I'm sorry. I've completely forgotten your name.
- T Oh. It's John.

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

### Dialogue\_2

- S I'm sorry Mr. Thompson, but your credit card has been declined.
- T Really? Why? That can't be possible.
- S I can try again, but it still might not go through. You should call your financial institution.
- T I know I have enough money in this account. Please give me a minute. Let me call my bank.

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Have you ever been in an embarrassing situation at a business meeting? What happened, and how did you handle the situation?

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- 2 Being sensitive to other people's disabilities or inability to do some particular action is rather tricky to navigate. Someone might be injured or have a disability that prevents them from doing certain activities. In these situations, you assist them without embarrassing the other person. What would you do if someone seems to be struggling with using chopsticks at a business lunch?

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- 3 It is not only important to be gracious to your business partner, but also to anyone around while you are with your business partner because he or she will be observing your personality. If you are at a restaurant, and a server spills wine all over your clothes, how should you handle the situation?

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# After class —

## Biz Plus - Idioms

in a nutshell

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### Definition

in a few words; concisely

### Example

In a nutshell, it looks like we negotiated very favorable terms for this contract.

## Culture Tips

Topic : Corporate Culture & Dress

Country/Region	Culture Tip
United States	<ul style="list-style-type: none"> <li>Silence is generally avoided during business meetings.</li> <li>Americans are comfortable with discussing issues over the phone.</li> <li>Casual Friday is common in many companies.</li> </ul>
United Kingdom	<ul style="list-style-type: none"> <li>Meetings should be scheduled well in advance.</li> <li>During business meetings, the British tend to get right down to business after a brief amount of time for small talk.</li> </ul>
China	<ul style="list-style-type: none"> <li>Meetings can be lengthy.</li> <li>Phone calls on cell phones should not be received during business meetings.</li> <li>Business attire is generally conservative.</li> </ul>
South America	<ul style="list-style-type: none"> <li>Develop personal relationships before dealing with business.</li> <li>During business meetings, small talk is minimal, but the meeting may proceed slowly.</li> <li>South Americans are quite fashion conscious. Dress smartly and conservatively.</li> </ul>
Middle East	<ul style="list-style-type: none"> <li>It is unlikely for negotiations to be finalized without face-to-face meetings.</li> <li>Meetings are conducted at a leisurely pace.</li> <li>Avoid wearing visible gold chains.</li> </ul>

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## *Vague Versus Direct Speech*

### Goal

By the end of this lesson, students will be able to better understand when it is better to use vague speech versus direct speech when conducting business with English speakers.

### *Before class —*

Generally speaking, people prefer directness and honesty. However, there are situations in which people must be aware of handling a matter delicately. In some cases, when a person speaks too directly, other people can be offended. Likewise, in other cases, when a person is not clear about what the person wants, the other person can be confused or left feeling frustrated.

Knowing when to soften the tone of speech is most important in negotiations,

as people are more likely to agree to proposals if they feel that they have a choice and are also gaining from the bargain. However, a balance must be maintained to ensure you are protecting your interests in the discussion. The best way to achieve this equilibrium is through practice using phrases containing words like “would,” “could” or “might” rather than blunt phrases that include strong negative phrases of rejection or unwillingness to be flexible.

### **Etiquette Tips**

Check the following tips before discussing the dialogues.

#### **Examples of phrases with softer tone :**

1. If we were to consider your proposal, would you consider...?
2. Your suggestions are great; however, we would like to....
3. That would create some difficulties for us. Why don't we...?
4. It might be difficult for us to accommodate your request. Would it be possible to...?
5. We would appreciate it if you could....
6. I'm afraid that our current situation will not give us enough wiggle room to....

# 1:1 Practice — 1

## Dialogue

The two dialogues below describe inappropriate behavior in terms of global business manners. Read the dialogues and suggest ways to improve the situations.

### Dialogue\_1

- S If I understand correctly, you would like us to purchase your products at a higher price and in larger volumes to keep our sole distribution right?
- T Yes, that is what we would like.
- S That's not possible.
- T Well, can you tell me your reasoning?

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

### Dialogue\_2

- S I reviewed the report you sent me yesterday.
- T Did you find everything satisfactory?
- S Your description of our business is completely wrong. That section will need to be completely rewritten.
- T I see. Can you please clarify?

### Questions

1. What do you think went wrong with the conversation above? Why?
2. What would you change about it? With your suggested changes, how do you think the conversation might have continued afterwards?

# 1:1 Practice — 2

## Further Discussion

Discuss the following topics with the tutor.

- 1 Sometimes it is necessary to be blunt in conversation. In what situations do you think this is appropriate? Why?

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- 2 What might seem too direct and forward in one culture might not be in another culture. In a situation where you are critiquing someone else's work, how direct would you be, and why?

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- 3 Have you ever been the recipient of blunt remarks? If so, how did you feel and how did you handle the situation so that the conversation can continue more smoothly? Do you feel sometimes it may be necessary to let the other party know that they are being too blunt, particularly if they are foreigners who might not understand Korean customs?

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# After class —

## Biz Plus - Grammar & Usage

"Me, too" v. "Me, neither"

When agreeing with a positive statement, "me, too" is appropriate, while "me, neither" is to show agreement with a negative statement.

For example :

A: I like coffee.

B: Me, too. (You like chocolate)

A: I don't like chocolate.

B: Me, neither. (You don't like chocolate.)

## Culture Tips

Topic : Dining & Entertainment

Country/Region	Culture Tip
United States	<ul style="list-style-type: none"> <li>Business can be conducted over breakfast, lunch or dinner.</li> <li>Avoid discussing business during meals. Casual conversation during actual mealtime is preferred.</li> <li>Tip generously for service in an American restaurant. Do not let your guests pay.</li> </ul>
United Kingdom	<ul style="list-style-type: none"> <li>During a meal in formal restaurants, you shouldn't put your elbows on the table.</li> </ul>
China	<ul style="list-style-type: none"> <li>It is rare for guests to be invited to a Chinese home. When invited, bring a small gift for the hostess.</li> <li>Business is usually not discussed during meals.</li> <li>People usually leave the last piece of food on the serving tray.</li> </ul>
South America	<ul style="list-style-type: none"> <li>Meals are for socializing. Business should not be discussed.</li> <li>Guests usually tend to arrive a few minutes later than the stated time for social events.</li> </ul>
Middle East	<ul style="list-style-type: none"> <li>Avoid putting your left hand on the table.</li> <li>You shouldn't ask for alcoholic beverages.</li> </ul>