**SPEAKING TASK 1**

**You are Student A, a sale representative for a computer company. Try to persuade your manager to let you have an expensive new car**

**You are Student B, a sales manager. Try to persuade Student A to have an expensive new car until next year.**

A: I’ve got a problem with my old car. It’s too slow.

B: I understand you want a different car, but I don’t to give you a new car at the moment.

A: But I was the top salesperson last year.

B: I know, but no other salesperson in the team has a new car in this year.

A: However, I often travel thousands of miles each year.

B: Yes, I see, but the company needs to save money this year.

A: Don’t you know that an expensive car makes the company looks good?

B: Yes, the fact is that I want to spend any extra money on bonuses.

A: Let me tell you that our competitors often call me to offer me a job at a higher salary, but I always refuse.

B: In fact, I don’t want you to leave the company. Ok. I’ll think over about it.

A: Thanks. I’m looking forward to hearing good news from you. Goodbye.

Speaking task 2: Negotiating

**You are Student A, a project manager. Try to persuade Student B to give you your own office.**

**You are Student B, the project director. Try to persuade Student A to share an office with the assistant.**

A: I share an office with the designer and my assistant. It’s too small

B: I understand you want a new office, but there is only one empty office available in the department.

A: There isn’t enough space for three people.

B: The empty office is big enough for two people.

A: But it is in a noisy location.

B: No, it’s in a quiet location.

A: However, the designer and my assistant work together on a lot of projects.

B: You need to know that all the other project managers share their offices with an assistant.

A: Yes, but my assistant makes a lot of telephone calls and it’s difficult for me to work.

B: But the designer needs a larger offer.

A: OK. I’ll think over about it.

B: Yes, I hope that you understand the company’s situation. Goodbye.

**SPEAKING TASK 3**

**Student A: prepares an introduction to a presentation. Then introduce the presentation to student B.**

**-**Good morning, everyone. My name…LAN….

-I’d like to talk about “The launch of our company’s new product”

-There are three parts to my presentation.

-Firstly, the background to the launch; secondly, the features of the new product. And finally, the advertising and marketing plans.

-By the end of my presentation you will have a clear idea about the sales potential of the product.

**Student B: prepares an introduction to a presentation. Then introduce the presentation to student A.**

**-**Good morning, everyone. My name…HOA….

-I’d like to talk about “Our company’s new e-mail system”

-There are three parts to my presentation.

-Firstly, the background; Secondly, why the company needed to change the system. And finally, how to use it and to report faults.

-By the end of my presentation you will have a clear idea about how the new e-mail system improves communication in the company.

Speaking task 4: Starting a presentation

Student A: **prepares an introduction to a presentation. Then introduce the presentation to student B.**

* Good morning, everyone. My name’s …HUONG…………..
* I’d like to talk about “The launch of our company’s new product range”.
* There are three parts to my presentation. Firstly, some details of each of the five new products in our range. Secondly, some information about what our competitors offer in the area. And, finally, marketing plans.
* By the end of my presentation you will have a clear idea about the unique feature of our product and of our sales potential.

Student B: **prepares an introduction to a presentation. Then introduce the presentation to student A.**

* Good morning, everyone. My name’s …ANH…………..
* I’d like to talk about “Our company’s new marketing strategy”.
* There are three parts to my presentation. Firstly, the background of the strategy. Secondly, how you want to change our current operations. And finally, the details of the costs and the effect of the change on staff.
* By the end of my presentation you will have a clear idea about our future plans.

**SPEAKING TASK 5**

**You are Student A, the MD (Managing director). You call a supplier and tell that you can’t arrive on time.**

**You are Student B, a supplier. You suggest meeting one day next week.**

A: Hello. It’s ……ANH……. here. I’m very sorry. I know we have arranged to meet at 9 o’clock, but I won’t make it on time.

B: I see. Well, what’s the matter?

A: The traffic is bad. Can we meet at 10 o’clock?

B: I’m sorry I’m busy at 10 o’clock. How about later next week?

A: What day suits you?

B: Thursday or Friday morning is fine.

A: I think Thursday is OK?

B: Yes, it’s good. What time is good for you?

A: 8 o’clock is best.

B: That’s great. See you on Thursday at 8 o’clock.

A: OK. Goodbye!

Speaking task 6: Making arrangements.

**You are Student A, the MD (Managing director). You call a customer to arrange a meeting next week.**

**You are Student B, a customer. You discuss a time and date for the meeting with the MD.**

A: Hello. It’s ……ANH……. here. Let’s meet one day next week.

B: Hello. It’s ….LAN…here. What’s a good day for you?

A: How about Tuesday or Wednesday?

B: I can make Tuesday.

A: Yes, it’s good. Is 9 o’clock OK?

B: I’m afraid. I’m busy on Tuesday at 9 o’clock.

A: Is Tuesday afternoon OK for you?

B: Yes, what time is good for you?

A: I can make it 13:30.

B: That’s fine. See you on Tuesday at 13.30 o’clock.

A: Thank you. Goodbye.

**SPEAKING TASK 7**

**You are Student A, an employee. You go to the HR manager to discuss the problem.**

**You are Student B, the HR manager. Student A comes to your office. Find out what his/her problem is.**

B: Hello. So you wanted to talk to me about something urgent, didn’t you?

A: That’s right. I think I’m very unhappy in my Admin department. Sometimes I haven’t got enough work to do, and I feel bored.

B: Yes, you know, January is always quiet. Next month there will be new contracts.

A: I think that’s good news. But the real problem is I don’t like my boss.

B: Why don’t you talk to him?

A: I think he is difficult to work with.

B: Ok. So what do you want?

A: I want to move to a different department.

B: OK. I’m going to transfer you to Accounts.

A: Thank you. I will be very happy when I’m in Accounts.

B: I hope so. Goodbye.

Speaking task 8: Identifying problems and agreeing action.

**You are Student A, an employee. You go to the HR manager to discuss the problem.**

**You are Student B, the HR manager. Student A comes to your office. Find out what his/her problem is.**

A: Hello. So you want to talk to me about something urgent?

B: That’s right. I’m very unhappy in Admin. There isn’t much to work to do.

A: February is always quiet. In a month’s time, the company will be very busy because of new contracts.

B: But I don’t like my office manager. That’s the real problem.

A: Why you don’t like your office manager?

B: I don’t think he can listen to other people.

A: Why don’t you talk to him?

B: I can’t talk with my office manager.

A: Ok. So, what do you want?

B: I want to do most of my work from home.

A: Ok. You can bring most of the work home.

B: Thank you. Goodbye.

**SPEAKING TASK 9**

**You are Student A, hotel manager. Find out this information about the candidate.**

**You are Student B, a candidate for the job of receptionist. Answer the hotel manager’s questions.**

A: Good morning. Have a seat, please.

B: Thank you. My name’s ……LAN…………..

A: Can I ask you some questions?

B: Yes, of course.

A: Why do you want this job?

B: I like working with people. Besides, I want to work in the city.

A: What did you learn from your last job?

B: I learned how to deal with people and how to work well in a team.

A: What strengths do you have?

B: I’m good with numbers and I’m fluent in English.

A: What do you want to do in the future?

B: I want to be a manager.

A: What do you often do in your spare time?

B: I like cycling and watching sports.

A: OK. That’s all. Thank you for coming

B: Yes, thank you for your time.

Speaking task 10: Interview skills

**You are Student A, a sales manager. Find out this information about the candidate.**

**You are Student B, a candidate for the job of sales representative. Answer the sales manager’s questions.**

A: Good morning. Have a seat, please.

B: Thank you. My name’s ……MINH…………..

A: Can I ask you some questions?

B: Yes, of course.

A: Why do you want this job?

B: I like travelling and using foreign languages.

A: What didn’t you like about your last job?

B: Well, I didn’t like people who didn’t meet their deadlines.

A: What special skills do you have?

B: Well, I’m fluent in English, Italian and Spanish. Moreover, I can organize seminars for customer.

A: What do you want to do in the future?

B: I’d like to be a Sales manager.

A: What are your main interests?

B: I spend a lot of time reading travel books and playing aerobics.

A: OK. That’s all. Thank you for coming

B: Yes, thank you for your time.