

7 What's the problem?

B1 You are staying in Vera Steiner's apartment all this week. Vera has had to go out for a short time to send some faxes and post some parcels. You overheard the phone call when Vera rang Fast Fax Central to find out why her fax machine was taking so long to be repaired. She has already explained to you how frustrated she is at not having a fax machine at the moment.

B2 You are the same person as in B1, and Vera is still out. Make sure the caller knows how inconvenient it has been for Vera not having her fax machine for so long. Explain to the caller that Vera is self-employed and that she is dependent on technology in order to earn her living. You know that Vera will be away for the next two days, and you have made arrangements to do several things this week yourself. You will need to look in your own diary to arrange a time for delivery.

B3 You are a colleague of Kathy Martinez, at Exhibition Organisers. It is the second day of the exhibition, and you are all working flat out. You don't know where Kathy is at the moment (1 p.m.). You know the catering staff have been under a lot of pressure, and that some of the exhibitors have not received exactly what they ordered. Your job is to try to sort out all the problems and apologise for anything that has gone wrong.

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6 A change of plan

B1 You are a friend of Henri Julien. He has recommended Professor Stephanie Odermatt as a speaker at the conference you are helping to organise. The conference will last from Wednesday 9th to Sunday 9th November, and you would like her to speak to the delegates one day. The maximum fee that can be paid for a speaker is €1,750 plus travel expenses. Call Professor Odermatt to arrange for her to speak at the conference.

B2 You are a colleague of Amanda Walters. Amanda has told you that David Harper will probably call to arrange a meeting for next week. She's asked you to arrange it. Here is Amanda's diary for next week.

Monday
Holiday
Tuesday
2 p.m. onwards - Interviewing candidates for sales job
Wednesday
a.m. Must keep free to prepare talk
2 p.m. Dentist appointment
3 p.m. Ring Mexico office
Thursday
12.30 Lunch with Sam
p.m. Working at home
Friday
1 p.m. Meeting with Sales Team

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student A has information on this page. Student B on page 75. Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

A1 You are Professor Stephanie Odermatt, a specialist in company management. You regularly give speeches at conferences and dinners. Your normal fee is €2,000 plus travel expenses. You already have several bookings in November, and you will be away on holiday for the last week, but you would be prepared to fit in one more speech.

Here is a summary of your availability in November:

Monday 3, Friday 7, Wednesday 12, Tuesday 18, Thursday 20.

A2 You are a colleague of David Harper, who has asked you to arrange a meeting with Amanda Walters. Call her to ask her what day next week is suitable for a meeting. Here is David's diary for next week.

Monday

3 pm Frank Kaufman here

Tuesday

9-12 meeting with Mb

Wednesday

12-2 lunch with area manager

Thursday

10 am team meeting
2 pm video conference

Friday

2 pm finish report for Monday's meeting