



UNIVERSIDAD TECNOLÓGICA NACIONAL

# MÓDULO DE INGLÉS 2

Tecnicatura Universitaria en Programación

ESTUDIANTE:





## UNIT 1


# BUSINESS TRIPS AND PROBLEM SOLVING


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## BUSINESS TRAVEL



### Speaking

Have you ever traveled using any of the following means of transportation? Which one?

Boat	Bus	Car	Coach	Motorcycle	Plane	train	Taxi
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Have you ever stayed in any of the following types of accommodation?

Bed and breakfast (B&B)	Budget hotel	Business hotel	Holiday resort	Home of friend or family	Luxury hotel	Youth hostel
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**VIDEO 1.1.1** Watch the following video and tick the topics they talk about.

Why they travel	Where they travel who they travel with	Types of transportation accommodation	The cost of travel	Advice for travel	How to pack a suitcase	Sightseeing
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Watch the video again and choose the correct option for each question.

<b>1</b> Which type of travel do they talk about? <b>a</b> travel to cities in their own country <b>b</b> travel to other countries <b>c</b> going to and from work	<b>4</b> How does Amira feel about talking with local people? <b>a</b> She worries about it a lot. <b>b</b> She never tries it. <b>c</b> She likes it because they help her.
<b>2</b> What does Alex talk about? <b>a</b> using his laptop for video chats <b>b</b> problems with travelling a lot <b>c</b> travelling by plane	<b>5</b> What problem did Amira have at the airport? <b>a</b> She didn't arrive at the airport on time. <b>b</b> She made a mistake about the time. <b>c</b> The time of her plane was changed.
<b>3</b> For a hotel, what's important to Alessio? <b>a</b> It needs to be near his job. <b>b</b> It should have free breakfast. <b>c</b> He likes to be able to book it online.	<b>6</b> What does Alessio's advice include? <b>a</b> an idea for having more free time <b>b</b> an idea for saving money <b>c</b> tips for good communication

**Complete the sentences with the following words from the video**

*Flight – gate – location – lounge – public transportation – reservation – ridesharing app – stay – vehicle*

- 1 They made a \_\_\_\_\_ for two rooms, but when they arrived, only one was available.
- 2 I took a thirteen-hour \_\_\_\_\_ from Madrid to Buenos Aires.
- 3 We need to hire a \_\_\_\_\_ to take ten people from the airport to the conference centre.
- 4 He usually uses a \_\_\_\_\_ to get a car from one meeting to the next.
- 5 I arrived at the \_\_\_\_\_ five minutes after the plane had left.
- 6 We had a comfortable \_\_\_\_\_ in Vietnam because the resort was very modern.
- 7 They waited in the departure \_\_\_\_\_ until it was time to get on the plane.
- 8 The \_\_\_\_\_ of the apartment is perfect – near the office and the station.
- 9 I like to take \_\_\_\_\_ so I can see what life in the city is like.

**Match the following words with their opposites.**

Long-haul	Abroad
Take-off	Short-haul
Arrival	Delayed
On-time	Landing
local	departure

 **Work in pairs. Write an adjective in the first space and then complete the sentence with your own ideas.**

- Making a hotel reservation is \_\_\_\_\_ because \_\_\_\_\_
- Waiting in a lounge is \_\_\_\_\_ because \_\_\_\_\_
- Travelling abroad is \_\_\_\_\_ because \_\_\_\_\_
- Using a ridesharing app is \_\_\_\_\_ because \_\_\_\_\_
- A delayed train or flight is \_\_\_\_\_ because \_\_\_\_\_
- Driving when you are abroad is \_\_\_\_\_ because \_\_\_\_\_
- A long-haul flight is \_\_\_\_\_ because \_\_\_\_\_



**Final project. Helping a business partner.**

Roleplay a conference call with your colleague. Explain the plans for the visit to Mar del Plata. You need to talk about *travel, accommodation, travelling around the town* (transportation), *other useful information* (sights to see in your free time, the foods to try)

A: Good morning! How are you today?

B: I'm fine, thanks. I'm anxious about my business trip to Mar del Plata. I have some questions about your city.

A: Perfect! Let's organize the trip.

B: Sure! How do I get to your city?

A: Take a flight from London to Buenos Aires. Then, once you arrive at the airport, you can take another flight to Mar del Plata (MDQ), or you can take a coach.

B:

## Vocabulary Transport, accommodation and travel

### 1 Match the questions (1–8) with the answers (a–h).

- |  |   |
|--|---|
| 1 Is your flight on time?                                | a I used a ridesharing app because public transport isn't great.            |
| 2 Where are you staying when you go to Madrid?           | b I think they said we have to go to gate three.                            |
| 3 How long will it take to get from Rome to Miami?       | c No, it's delayed by half an hour.   |
| 4 Are you going to hire a vehicle when you get there?    | d I have a meal or do a bit of shopping, then wait in the departure lounge. |
| 5 Our flight leaves in half an hour. Where do we go now? | e I think it's a ten-hour flight.   |
| 6 What's his apartment like?                             | f I've got a reservation at a hotel in the centre.                          |
| 7 How did you get around when you were in the city?      | g It's really small, but it's in a great location, near all the shops.      |
| 8 What do you do when your flight is delayed?            | h No, we're going to use public transport.                                  |

### 2 Complete the sentences with the words in the box.

abroad arrival departure landing local long-haul short-haul take-off

- I've never been to another country. This is my first trip \_\_\_\_\_.
- The \_\_\_\_\_ flight from Milan to Los Angeles takes almost fourteen hours.
- We will arrive in Lisbon in about ten minutes. Please return to your seats for \_\_\_\_\_.
- Pablo's \_\_\_\_\_ is at 10.30, so he needs to go to the airport now.
- When you're on the plane, you can't get up or use the toilets during \_\_\_\_\_ or landing.
- Their \_\_\_\_\_ time was 9.30 but they were twenty minutes early, so they had to wait for me to pick them up.
- When I travel abroad, I like to try the \_\_\_\_\_ food.
- It's a \_\_\_\_\_ flight from Rome to Naples. I often go and come back the same day.

### 3 Choose the correct option in italics.

- Did you have a nice *abroad* / *stay* in New York?
- Rita works in a *holiday* / *youth* resort near the beach.
- Marco could only afford to stay in a *budget* / *business* hotel.
- Tom always stays in a *rented* / *resort* apartment when he goes abroad.
- The youth *hostel* / *apartment* was full of students from the USA.
- The bed and *breakfast* / *budget* is cheaper than the hotel.
- We're going to travel by *coach* / *plane* because our flight was cancelled.
- Mr Tanaka would like to stay in a five-star *luxury* / *lounge* hotel during his visit.



What is a “Small Talk”?

Small Talk is an unimportant conversation about unimportant topics, usually with people you don’t know very well.

Your colleague has arrived in Mar del Plata, and you meet him/her face to face for the first time. What small talk topics would you choose to break the ice?

family health home town music personal finances the place you are in  
politics religion sports travel the weather

I definitely would talk about this...	I definitely wouldn't talk about this...



**1.3.2 Watch part A of the video and answer the following questions.**

Which topics from the previous exercise do Orla and Azra talk about?

Where is Azra from originally? Where does she live now?

What do we learn about Shaun’s typical journey home and Shaun’s trips to Los Angeles and Bangkok?



**1.3.3 Watch part B of the video and tick the things the speakers do as they make small talk.**

	Thiago	Jasmine	Alex	Azra
Ask a question				
Answer the question				
Add new information				
Show interest (lean forward, use eye contact, smile)				



**Making Small Talk. Match the questions with the answers.**

- |  |  |
|--|--|
| 1 Where do you come from?                  | a It's very nice.  |
| 2 What do you think about this restaurant? | b Not much.  |
| 3 How long was your trip?                  | c Yes, I met her at the interview.                         |
| 4 What do you know about working at TGC?   | d About an hour.   |
| 5 Do you know Turkey?                      | e I'm starting a new job on Monday.                        |
| 6 Which do you prefer, London or Istanbul? | f A little. I went there on holiday about three years ago. |
| 7 Do you know Orla?                        | g I'm from Turkey.   |
| 8 What are you doing in Dublin?            | h I love them both.  |



### 1.3.4 Watch the Conclusions section of the video. Answer the following questions.

How should we choose the topic of conversation?

Can we be too negative?

Is it recommendable to talk about finance, politics or religion?

How can we show interest in the other person's talk?

What is the AAA model?

### EXTRA PRACTICE: Making Small Talk

#### 1 Complete the questions with the words in the box.

about (x2) come doing know live long prefer you

- 1 How \_\_\_\_\_ was your flight?
- 2 What are you \_\_\_\_\_ in Brussels?
- 3 What do you know \_\_\_\_\_ Coimbra?
- 4 Do you \_\_\_\_\_ Madrid?
- 5 Where do you \_\_\_\_\_ from?
- 6 Where do you \_\_\_\_\_?
- 7 What do you think \_\_\_\_\_ this café?
- 8 Which do you \_\_\_\_\_, Rome or Milan?
- 9 Do \_\_\_\_\_ know Vasily?

#### 2 Match the answers (a-i) with the questions in Exercise 1 (1-9).

- |   |  |       |
|---|--|-------|
| a | Egypt. I was born in Cairo.                                | _____ |
| b | It's difficult to say. I like them both.                   | _____ |
| c | It was quick and easy - just over two hours.               | _____ |
| d | No, I haven't met him yet. I'm going to meet him tomorrow. | _____ |
| e | I'm giving a presentation at a conference.                 | _____ |
| f | I like it. The coffee is good and the food is OK.          | _____ |
| g | No, I've never been to Spain, but I'd like to visit.       | _____ |
| h | In Toulouse. I've lived in France for a year.              | _____ |
| i | Well, I know it's a very old university city in Portugal.  | _____ |



Small Talk. Practice making Small Talk using the AAA model. Remember to show interest as you speak. You are at a staff canteen, and you meet a colleague for the first time. You can talk about foods, holidays, home town, music, sports, the weather, etc.

## DEALING WITH PROBLEMS AT WORK



**Listening 1.2.** It's Jakob's first day at a new job. Laura, the HR Manager, is explaining the schedule. Listen and number Jakob's tasks in the correct order (1-4).

Set up his email account	Go to the induction briefing
Do the health and safety training	Meet the team



**Listening 1.3.** Jakob is speaking to Sue, the IT technician. Listen and tick the things Jakob is having problems with. Then answer the questions.

- |  |   |
|--|---|
| 1 his password <input type="checkbox"/>      | 4 the company phone number <input type="checkbox"/>           |
| 2 his user name <input type="checkbox"/>     | 5 connecting to the company intranet <input type="checkbox"/> |
| 3 his email address <input type="checkbox"/> |   |

- What is Jakob's username?
- Why couldn't Jakob log on to the intranet?
- How do you spell Jakob's family name?
- What is Jakob's extension number?



Listen again (1.3) and complete the expressions from the audio using the phrases in the box.

a company email address   connect to the intranet   finding my extension number  
'intern32'   log on   logging on   set that up   set up my email account  
the IT   use your login details

- |  |                              |
|--|------------------------------|
| 1 I'm having problems with <u>the IT</u> . | 6 Try _____.                 |
| 2 I can't _____.                           | 7 I need to get _____.       |
| 3 I don't know how to _____.               | 8 How do I _____?            |
| 4 You need to _____.                       | 9 I'll _____ for you.        |
| 5 Can you try _____ again?                 | 10 I'm having trouble _____. |

Now, write the expressions (1 – 10) in the correct column.

Explaining a problem	Solving a problem





### Tip

Explain a problem using *I'm having problems/trouble (with) + the -ing form of a verb*, OR *with + a noun*. *I'm having problems connecting to the intranet / with the intranet.*

Solve a problem using *You can try / Try + the -ing form of a verb*, OR *You need to + the infinitive form of a verb*. *Try logging on again. / You need to log on again.*



**Final project. You need to solve an IT problem. You are working on an important document but are experiencing some IT problems. Choose three problems from the list below and call your colleague for help.**

You have incorrect login details.  
Your password has expired.  
You can't connect to the network printer.  
You can't connect to the internet/intranet.  
You are locked out of your computer.  
Your computer screen freezes every few minutes.



**WRITING PART. Email. Asking for information. Read the email asking for information from the hotel. Complete it with the words and phrases in the list.**

- Book
- City center
- Conference facilities
- Desk
- Five nights
- Lunch
- Price
- Two large rooms
- Walk
- 50 people

To:	Hotel Manager
From:	Ananya Chadha
Subject:	Conference facilities

Dear Sir/Madam,

I am writing to ask for information about the  
1 \_\_\_\_\_ at your hotel.

We are looking for a venue which has at least  
2 \_\_\_\_\_ and which can each  
accommodate 3 \_\_\_\_\_. We need to  
have a hotel near the 4 \_\_\_\_\_ so  
please can you confirm how long it takes to  
5 \_\_\_\_\_ to the centre from your hotel?

We would like to 6 \_\_\_\_\_ 100 rooms  
for all the delegates for 7 \_\_\_\_\_ and  
we would also like each room to have a  
8 \_\_\_\_\_ and wi-fi. We are planning  
to have breakfast and 9 \_\_\_\_\_ at the  
hotel each day. The conference lasts for five  
days so could you tell me what your best  
10 \_\_\_\_\_ for this is?

I look forward to hearing from you.

Kind regards,

Ananya Chadha, Conference Manager

Now, complete the email with phrases from the precious email.

<b>Greeting/Opening</b>
1 _____ Dear Mr Zhao,
<b>Reason for writing</b>
2 _____ information about ... I am writing to enquire about ...
<b>Giving information</b>
3 _____ for a venue ... 4 _____ to have a hotel near the city centre. 5 _____ book 100 rooms. We 6 _____ each room to have a desk and wi-fi.
<b>Asking for information</b>
7 _____ how long it takes ... ? 8 _____ me what your best price is? Please can/could you let me know what/if ... ? Can/Could you confirm that you have my booking, please? I would like to know how far it is to the city centre. We would also like more information about ...
<b>Concluding email</b>
9 _____ hearing from you. I hope to hear from you soon.
<b>Closing</b>
10 _____ All the best,

Match and complete the phrases for an email asking for information.

- |                               |                        |
|-------------------------------|------------------------|
| 1 Dear                        | a needs wi-fi ...      |
| 2 I am writing to ask for     | b there is a ...       |
| 3 We are looking              | c regards,             |
| 4 We need to                  | d Sir/Madam,           |
| 5 Please can you confirm that | e hearing from you     |
| 6 We would also like          | f have enough room ... |
| 7 Each conference room        | g how far ...          |
| 8 Could you let me know       | h for a venue ...      |
| 9 I look forward to           | i to book ...          |
| 10 Kind                       | j information ...      |

Choose the correct options in *italics*.



**Final project.** You are the Events Manager for your company. Write an email of approx. 120 words to a hotel asking for information about venues for a conference dinner. Use the notes below.



Company celebrating 10th anniversary – 200 guests

Need:

- drinks and snack food in garden
- round tables inside, 10–12 people at each table
- three-course meal, with vegetarian and vegan options
- band and space for dancing
- microphone and good sound system for speeches

Ask about: best price per person