Parador this is Andrew at Crown Academy

of English today's video is an English

speaking video so in this video you will

hear a business meeting between two

native English speakers so the first

person is mrs. Jones who is American and

she works for a company called Venus

Systems and she is the CEO the chief

executive officer and the second person

is mr. Lewis who is British he works for

ABC solutions and he is the sales

director the meeting is at Venus Systems

New York office and mr. Lewis has a

business proposal for Venus Systems

after the meeting I explained some

useful vocabulary okay so that is the

context get ready here is the meeting

good morning mr. Lewis pleased to meet

you I'm mrs. Jones CEO of Venus systems

please take a seat

good morning mrs. Jones I'm pleased to

meet you - thank you very much

did you find us ok yes thank you the map

and directions you sent me were a big

help that's good to know did you have

any trouble finding a parking space no

it was fine

by the way I really like your offices

what an amazing view yes I never get

tired of that view it's one of the

advantages of working on the 50th floor

have you been to New York before

no this is my first visit it's

incredible how big everything is I know

what you mean I've lived here for five

years and I still feel very small well

thank you very much for agreeing to meet

me today you're welcome

I have read the email you sent us so you

would like us to sell your products in

the USA please tell me a bit more about

your company ABC Solutions is a British

software company founded in 2010 our

head office is in London and we have a

second sales office in Manchester in the

north of England so you have two offices

how many employees do you have in total

we currently have 143 employees across

both offices and we expect that to grow

to 160 before the end of the year it

sounds like you're growing very quickly

what positions are you recruiting for

those new positions are in sales IT

developments and tech support

tell me briefly about your company's

products we develop and sell accounting

software to small businesses the product

which is called ABC accounts tracks

expensive sending Reuters managers

income generates balance and income

statements and other reports and how

convene as systems help

we would like Venus Systems to sell our

software in the USA

we understand that you already sell

networking products and services to

small businesses we believe your clients

would also be interested in our products

I see you've done your research it's

true that we have a lot of existing

clients who could be interested in some

accounting software

I would like to schedule another meeting

with you mr. Lewis to discuss this in

more detail in fact this will probably

need several meetings how long are you

in New York for I'm here for at least a

week although I could extend my stay if

necessary how about tomorrow morning at

10 a.m. yes that's fine for me what

would you like to discuss I'd

particularly like to discuss prices

payment terms technical support and

training that's fine I agree that we'll

probably need several meetings to

discuss all of let's have the first

meeting tomorrow and then we can play it

by ear after that good idea well thank

you very much for your time mrs. Jones I

look forward to seeing you tomorrow well

thank you for coming all the way from

London I'll see you tomorrow good bye

goodbye

okay now let's look at

vocabulary so mr. Lewis says those new

positions are in sales IT development

and tech support so IT what does this

mean well it is in fact an abbreviation

and it means information technology IT

is information technology and it simply

means it's the field of computing so the

subject of computing example we can say

I work in IT so this means I work in the

computing department or I work in the

field of IT my job is in computers

another example mark is studying IT at

university okay

so IT development here this in fact

means computer development which means

computer programming so they were

recruiting some computer programmers

tech support tech support this is an

abbreviation for technical support and

if you have a problem with a computer

awesome software then you call tech

support to help

so sometimes called a hotline or a

helpline example my computer won't start

I'm going to call tech support

okay

another word was said by mrs. Jones so

she said I would like to schedule

another meeting with you mr. Lewis

schedule and in fact this has two

different types of pronunciation and

this is the American pronunciation

schedule schedule okay but there is also

a British English pronunciation schedule

schedule okay so here we are using it as

a verb to schedule and it means to

organize the date and time of an event

or appointment example let's schedule

the interview for next week and schedule

can also be a noun and it means so your

diary or your availability the manager

says let's have a meeting when are you

available and Mark replies I will check

my schedule

and call you okay so this was the

British English pronunciation I will

check my schedule and call you and with

the American pronunciation mark would

say I will check my schedule and call

you okay and finally play it by ear

let's have the first meeting next

Tuesday and then we can play it by ear

after that so play it by ear is an idiom

it's an expression

so it's not a literal meaning and the

real meaning is to decide how to manage

a situation as it develops so in other

words we are flexible we are not

following a strict plan let me give you

a better example so the context is Jane

and Mark are going to the cinema before

the film they have this conversation

mark asks would you like to go for a

meal after the film

Jane replies I don't know let's watch

the film and then play it by ear so Jane

is saying let's not follow a strict plan

let's not decide now we will decide

later okay so play it by ear and the

origin and literal meaning of play it by

ear well it comes from music so to play

a musical composition without reading

the music so without reading the music

if someone plays the piano or the violin

without reading music then they are

playing it by ear okay so that's the end

of the video I hope it was useful here

are some other videos which you might be

interested in