

UNIT 4

Plans and arrangements


▼ AGENDA

- Futures: Present Continuous, going to + infinitive
- Hotel file. Words and symbols
- Emails, faxes, and letters
- Staying at a hotel

Language focus

- 1 Look at the information about a company called Global Training. Answer the questions.

- 1 What kind of training does Global Training provide?
- 2 What training materials do they produce?
- 3 Who founded the company?




As more and more companies become part of the global market and employ international teams, cultural awareness is vital for success. Global Training provides cross-cultural training courses and consultation worldwide, and produces a wide range of training materials, including videos, online self-access courses, country briefings, and *Cross-culture Journal*.


Global Training was founded by Mark Grady, Jan Kirsten, and Vana Bell in 1997. They have extensive experience of living and working in different cultures, and of working closely with companies to identify and meet their training needs.

Examples of topics on some recent seminars:


- Understanding cultural differences
- Intercultural communication
- Negotiating worldwide
- Body language
- Building multicultural teams
- Culture shock



Jan Kirsten



Mark Grady



Vana Bell

- 2 Read Mark's email to Jan.

Global Training - Message

To: Jan Kirsten From: Mark Grady

Subject: Prague seminar

Jan

Here are the programme topics for the Prague seminar. I'll phone you next week to give you the other details and tell you about the plans for Sunday.

See you in Prague.

Mark

Global Training - Prague seminar

Cross-cultural Training Seminar, Prague

Saturday 19 September

9.00 – 10.45	Cross-cultural training – What is it and why is it important? (Mark)
10.45 – 11.00	Coffee break
11.00 – 12.45	Cultural differences (____ ¹)
1.00 – 2.00	Lunch
____ ²	Intercultural communication (____ ³)
3.30 – 4.00	Coffee/tea break
____ ⁴	Workshop: Working with multicultural teams (____ ⁵)
____ ⁶	Body language (____ ⁷)

- 3 4.1 Listen to the first part of the phone conversation between Mark and Jan. Complete the seminar programme in 2 with the information about times and speakers which Mark gives.
- 4 4.2 Listen to the second part of the phone conversation. Answer the questions.
- 1 Are they going to have a fixed programme on Sunday?
 - 2 What are they going to show?
 - 3 What are they going to do after 12.30?

Futures: Present Continuous, going to + infinitive

Read the examples. Complete the grammar rules.

Present Continuous

- I'm giving the first presentation on Saturday, from 9.00 to 10.45.
- You're not doing anything on Saturday morning.
- Is Vana doing the workshop on working with multicultural teams?
- What are we doing in the evening?

going to + infinitive

- We're going to show our training videos and our online courses.
- We're not going to have a fixed programme on Sunday.
- Are we going to demonstrate any of our materials?
- How much time are we going to spend on the videos and online courses?

Write *going to + infinitive* or *the Present Continuous*.

- Use _____ for fixed future arrangements.
- Use _____ for future plans, intentions, and decisions.

When we use the Present Continuous for future arrangements, we usually give the future time.

Look at Listening scripts 4.1 and 4.2 on p. 127. Find more examples of the Present Continuous and *going to + infinitive* and underline them. Do all the examples of the Present Continuous refer to future arrangements?

Do we normally use *going to* with the verbs *to come* and *to go*?



Pocket Book p. 4, 5

Practice 1 Look at Jon's diary for next week and complete the sentences. Use the Present Continuous form of the verbs in brackets. The first one is done as an example.

May	May
3 Monday 11.00 Andy Parr - discuss sales figures. interviews - 3.15 Marie Nicolle 4.30 Thomas Hesen	Thursday 6 BM604 Brussels dep. 8.50 pm - European managers' meeting
4 Tuesday new factory - whole day 12.45 lunch with Chris Hunt	Friday 7 back from Brussels BM607 arr. 11.10 La Trattoria 8.30
5 Wednesday 9.15 dentist pm - prepare Brussels presentation	Saturday 8 tennis - sports centre 10.00-11.30
	Sunday 9 lunch - parents

- 1 Jon is meeting Andy Parr at 11.00 on Monday. (meet)
- 2 He _____ all Tuesday at the new factory. (spend)
- 3 At 9.15 on Wednesday he _____ to the dentist. (go)
- 4 He _____ to Brussels on Thursday morning. (fly)
- 5 The European managers _____ a meeting on Thursday afternoon. (have)
- 6 Jon _____ back from Brussels at 11.10 on Friday morning. (arrive)
- 7 Jon's parents _____ to lunch on Sunday. (come)

- 2 Complete the questions about Jon's other arrangements. Use the Present Continuous form of the verbs in the box. The first one is done as an example.

discuss ✓ eat get have interview play prepare

- 1 What is he discussing at the meeting with Andy Parr? The sales figures.
- 2 When _____ Marie Nicolle? At 3.15 on Monday.
- 3 Who _____ lunch with on Tuesday? Chris Hunt.
- 4 What _____ on Wednesday afternoon? His Brussels presentation.
- 5 Which flight _____ on Thursday morning? BM604 to Brussels.
- 6 Where _____ on Friday evening? At La Trattoria.
- 7 What time _____ tennis on Saturday? From 10.00 to 11.30.

Pronunciation

- 1 4.3 Listen to the two questions. Notice the pronunciation of *to*. Which is the strong form?

- a Who are you writing ^{/tu:/} to? b Are you writing ^{/tə/} to Mark?

- 2 4.4 Listen to the pronunciation of *to* in the sentences. Which sound do you hear?

Tick (✓) a or b. The first one is done as an example.

- | | a (strong) | b (weak) | | a (strong) | b (weak) |
|--------------------------------------|------------|----------|-------------------------------------|------------|----------|
| 1 Is he going to Japan? | _____ | ✓ | 5 Which companies is he writing to? | _____ | _____ |
| 2 He's going to change his job. | _____ | _____ | 6 Where are you going to stay? | _____ | _____ |
| 3 Which country is he travelling to? | _____ | _____ | 7 Which airport are you flying to? | _____ | _____ |
| 4 Are they coming to see us? | _____ | _____ | | | |

- 3 4.4 Listen again and repeat the sentences.

When *to* is at the end of the sentence, do we pronounce it as the strong form or the weak form?

- 4 Match the questions with the answers. Then practise the pronunciation in pairs.

- | | |
|--------------------------------|---------------------------|
| 1 Who did you talk to? | a I drove to work. |
| 2 What did you listen to? | b I talked to Maria. |
| 3 Where did you drive to? | c I went to Brazil. |
| 4 Which country did you go to? | d I listened to the news. |

- 3 Match words and phrases from A, B, and C to make seven questions. Use the *going to* + infinitive form as in the example.

Example *Are you going to take up a new sport next year?*

A	B	C
study	any business trips	soon
have	anything expensive	in the next few weeks
change	abroad	in the next three months
buy	a big family	next year ✓
travel	a new sport	in the near future
take up ✓	a holiday	
make	your job	
	another foreign language	
	a new sport or hobby ✓	

- 4 Work in pairs. Ask your partner the questions you prepared in 3. Answer your partner's questions. Give reasons for your answers.

- 5 Work in different pairs. Every year your company offers its most successful employees a four-day holiday. This year the destination is Prague and you and your partner are the winners! Look at the information on Prague. Make a detailed plan of what you are going to do each day. Then present your plan to another pair.



Congratulations!

We have pleasure in enclosing details of your flights and hotel, and information on Prague.

Flights

Sunday 12 June OK 0649 dep. 09.00 arr. 11.55
Thursday 16 June OK 0651 dep. 15.50 arr. 18.40

Hotel

Half-board accommodation at the Four Seasons Hotel, Prague, from Sunday 12 June until Thursday 16 June.



WHAT TO SEE AND DO IN PRAGUE

Prague is an easy city to explore on foot. Three districts popular with tourists are Hradčany, the Castle District, high above the rest of the city; Malá Strana, the Little Quarter, dating from the 13th century; and Staré Město, the Old Town, with beautiful renaissance, gothic, and baroque buildings.

THE CASTLE DISTRICT

Not a castle but a group of buildings – houses, palaces, and churches, dating from different centuries. Today the historical and political centre of the Czech Republic.

St Vitus' Cathedral

Largest cathedral in the Czech Republic, started in 1340, finished in 1929. Daily 9 a.m. to 4/5 p.m.

Golden Lane

Picturesque row of little 16th-century houses. Franz Kafka worked at no. 22. Walking tour of Prague Castle daily at 11 a.m. Duration 90 minutes.

THE LITTLE QUARTER

18th-century baroque palaces, houses, and gardens, used today as embassies and consulates.

Wallenstein Palace and Gardens

17th-century palace created by Italian architects and artists.

Petrín Hill

Observation Tower – copy of Eiffel Tower. Great views of Prague.

Charles Bridge

Prague's most famous landmark. Wonderful views of river and castle – illuminated at night.

THE OLD TOWN

The heart of Prague – markets, shops, restaurants, and pubs.

Old Town Hall

Superb views from 14th-century clock tower. Mechanical figures of the Astronomical Clock come to life every hour.

Tyn Church

Famous 14th-century Prague church with eighteen spires.

Nightlife

Drinking

Traditional beer halls, wine cellars, cafés and romantic terraces on the river.

Eating

Klášteří Restaurace – in-house brewery, Bohemian specialities in 12th-century monastery.

Le Café Colonial – French brasserie, popular with locals.

Jazz and rock

AghARTA Jazz Centrum – Prague's best jazz club. Open until 1 a.m.

Classical, opera, ballet

Rudolfinum – classical music.
(Czech Philharmonic)

Estates Theatre – plays, opera, and ballet.

Classical concerts at Prague Castle, and in churches and palaces.

- 1 Work in pairs. Do the hotel quiz.

Hotel quiz

What is the difference between

- 1 a double room and a twin room?
- 2 a bath and a shower?
- 3 a suitcase and luggage?
- 4 half-board and full-board?
- 5 a key and a keycard?
- 6 a bill and a receipt?
- 7 a lift and an elevator?

- 2 What do the symbols show? Find the words in the lists.



Hotel facilities

restaurant
cocktail bar
lounge
nightclub
swimming pool
sauna
fitness room
car park
business centre
conference facilities

Guest rooms

satellite TV
multi-line phone
computer/fax point
air-conditioning
minibar
tea- and coffee-making facilities
24-hour room service
safe
hairdryer

- 3 4.5 Listen to a telephone conversation between a secretary and the receptionist at the Meridiana Hotel. Tick (✓) the hotel's facilities in the list in 2.
- 4 Which of the hotel facilities in 2 are important for you
a on a short city-break holiday? b on a business trip?
- 5 Where in a hotel do you see these signs and notices? Explain in your own words what they mean.

1 Please vacate your room by 12 noon.

2 **FIRE EXIT**

3 In case of fire
break glass and
press bell.

4 Please
clean my
room

5 Please
**DO NOT
DISTURB**

6 **Dial 5**
for a wake-up call.

7 **Dial 9**
for an outside line.

- 1 Do you write emails, faxes, or letters in English? If so
 - 1 what do you write about?
 - 2 do you have problems writing in English? If so, what problems?
- 2 Do the quiz in pairs.

CORRESPONDENCE QUIZ

- 1 What are these dates in British English and American English?
 - a 11/4/03 b 12/8/02 c 3/5/04
- 2 Which is correct?
 - a Dear Mr John Hunter
 - b Dear Mr Hunter
- 3 In correspondence with a woman, when do we use
 - a Miss? b Ms? c Mrs?
- 4 What do these abbreviations mean?
 - a info. b nos. c attn d asap e enc.
- 5 Match the beginnings and endings.

a Dear Mrs Marzan	i Best wishes/Best regards
b Dear Sir/Madam	ii See you soon.
c Dear Marco	iii Yours sincerely/Yours/Best regards
d Hi	iv Yours faithfully

- 3 Read the emails and the letter. Which is
 - 1 an apology and a request for information?
 - 2 a message to a friend?
 - 3 a reply to a colleague?
 - 4 a hotel booking?

A

Global Training - Message

To: Charles Hotel From: Mark Grady

Subject: Prague seminar, Attn Ms Eva Novotná

Dear Ms Novotná 2 August 20__

Following our phone conversation today, could you please reserve ten single rooms and three twin-bedded rooms for our seminar participants for Friday 18 and Saturday 19 September. I will send details of meal and refreshment requirements tomorrow.

Best regards
Mark Grady
Partner, Global Training

PS. Please can you fax me a map of the city centre.

B

Global Training - Message

To: Mark Grady From: Vana Bell

Subject: Prague seminar

Attachments: [Presentation summaries & Workshop](#) 12 August 20__

Hi Mark

Thanks for your email and all the programme details. Sorry I didn't get back to you yesterday - too much work!

I attach two files with everything you asked for. Let me know if you need anything else - I'm away for the next two days.

See you in Prague.
Vana

C

KOH-I-NOOR A.S.
F.A. Gerstnera 3
CZ 703 00 Ostrava
Ceská Republika
tel. +420 69 000 200
fax +420 69 000 808
e-mail sovakp@koh-i-noor.cz
www.koh-i-noor.cz

Mr Mark Grady
Partner, Global Training
17 Barley Road, Chiswick
London W4 4GH

28 July 20__

Dear Mr Grady

This letter is to thank you for the invitation to your Cross-cultural Training Seminar in Prague on 19 and 20 September. Unfortunately I will not be able to attend as I will be away on business. Would you please tell me if you are planning to repeat the seminar at a later date as I would be very interested to attend.

Yours sincerely
Petr Sovák
Petr Sovák
Personnel Manager

D

Global Training - Message

To: Barry West From: Marie Širová

Subject: Hello

Hi Barry 30 August 20__

This email is to get in touch again after a long time. How are you? Are you enjoying your new job in Prague? I'm going to be in Prague soon, attending a seminar and staying at the Charles Hotel 18-21 September. I'd love to see you. Any chance of meeting on Sunday 20 after 1 p.m., or any time on Monday 21?

Hoping to see you soon.
Marie

4 Complete the table with phrases from the correspondence in **3**.

1 Starting

_____ (*our phone conversation today ...*)

In reply to (*your fax received ...*)

Thank you for (*your fax of ...*)

_____ (*your email ...*)

2 Saying why you're writing

I am writing (*to enquire about ...*)

I am pleased (*to confirm ...*)

_____ (*to thank you ...*)

This fax is (*to give you details of ...*)

_____ (*to get in touch ...*)

3 Requesting

_____ (*reserve ...*)

_____ (*tell me ...*)

Please fax/email me (*your mobile phone no.*)

4 Attaching documents (email)

_____ (*two files ...*)

5 Enclosing documents (letter)

I enclose (*a copy of ...*)

6 Giving bad news

I am sorry (*to inform you ...*)

_____ (*I will not be able to ...*)

7 Apologizing

I apologize for (*the delay ...*)

I'm sorry about (*the mistake ...*)

_____ (*I didn't get back to you earlier ...*)

8 Ending

Please contact me again (*if you need any more information*).

_____ (*if you need anything else*).

I look forward to (*welcoming you ...*).

_____ (*to see you soon*).

_____ (*in Prague*).

5 Complete the fax, letter, and email on p. 39 with suitable phrases from the table in **4**.

6 Work in pairs. Look at the phrases in the table in **4**. Think of alternatives to the phrases in brackets.

Examples *Following (our meeting last week ...)*

I am pleased (to inform you that ...)

I attach (a translation).

7 Work with a different partner.

1 Write a fax to Mark Grady. Request a copy of Global Training's brochure and information about cross-cultural seminars in your country.

2 Write Barry's email reply to Marie. Answer the questions in her email and say you'd love to meet her in Prague. Suggest a time and place to meet.



17 Barley Road, Chiswick
London W4 4GH

Tel: +44 (0)20 8735 6654

Fax: +44 (0)20 8735 4420

Email: info@globaltraining.co.uk

Mr P. Sovák
Personnel Manager
Koh-i-noor a.s.
F.A. Gerstnera 3
CZ 703 00 Ostrava
Czech Republic

29 July 20__

Dear Mr Sovák

_____ ¹ your letter of 28 July. I was sorry to hear you
will not be able to attend our seminar in September but I hope we can
welcome you at a later date. _____ ² a copy of our
company brochure and our programme of future seminars in Central
European countries. _____ ³ if you need any more
information.

Yours sincerely

Mark Grady

Mark Grady
Partner, Global Training

enc.

FAX MESSAGE

Charles Hotel, Jungmannovo náměstí 30, 110 00 Praha 1

Tel: +420 222 333 444 Fax: +420 222 333 445

www.charleshotel.com email: info@charleshotel.com

To	Global Training	From	Eva Novotná
Attn	Mark Grady	Date	4 August
Subject	Room reservations	No. of pages	2

Dear Mr Grady

_____ ¹ your email received today.
_____ ² the delay in replying.
_____ ³ to confirm we have reserved ten
single rooms and three twin-bedded rooms as requested, for
Friday 18 and Saturday 19 September.
_____ ⁴ welcoming you to our hotel.

Best regards
Eva Novotná

PS I hope the map on page 2 of this fax is clear.

G

Global Training - Message

Send Attach Save Options

To Vana Bell From Mark Grady

Subject Prague seminar

Hi Vana

_____ ¹ your email and attachments yesterday.
I know you're very busy and _____ ² to give
you more work but we need a handout on the two training videos
you produced. _____ ³ do a short one by the
end of this week?

See you soon
Mark

Staying at a hotel

- 1 4.6 Read the emails. Then listen to the phone call James makes to the hotel. Answer the questions below.



Wine and Dine - Message

Send Attach Save Options

To Hotel Leon d'Oro From James Turner

Subject Reservation

I am attending Vinitaly in Verona and would like to reserve a single room for four nights from 3 to 6 April. Please could you send confirmation of this booking.

James Turner
Wine & Dine
International Magazines Inc

Leon d'Oro - Message

Send Attach Save Options

To James Turner From Hotel Leon d'Oro

Subject Re: Reservation

Dear Mr Turner

Thank you for your email. We have reserved a single room for you for four nights from 3 to 6 April.

We look forward to welcoming you on 3 April.

Luisa Bianchi

Reservations, Hotel Leon d'Oro
34, Piazza Rasso, 80057 Verona
Tel: + 39 (0) 45 596378, Fax: + 39 (0) 45 597878

- 1 What does James want to do?
- 2 What is the problem?

- 2 4.6 Listen again and complete this part of the conversation.

R Oh, yes, Mr Turner. I remember.

J I'd like to book a _____¹, for a colleague, for the 4th of April.

R Let me see. Oh, _____², Mr Turner, but we're fully booked on the 4th of April, because of Vinitaly.

J Oh, _____³.

R You could try the Hotel Europa.

J Yes, I'll do that. _____⁴. Goodbye.

- 3 4.7 James checks in at the hotel. Listen to his conversation with the receptionist and tick (✓) the phrases you hear.

I'd like a room, please.

I have a reservation.

Could you fill in this form, please, and sign here?

Here's your key.

Here's your keycard.

Have you got a suitcase?

The porter will take your luggage.

Could I have an early morning call, at 6.30?

Do you need anything else?

- 4 4.8 James checks out of the hotel. Listen to the conversation and tick (✓) T (true) or F (false).

T F

1 The hotel doesn't accept credit cards. _____

2 James wants to stay at the hotel again. _____

- 5 4.8 Listen again and complete this part of the conversation.

J _____¹ my bill, please? _____²
by credit card?

R Yes, _____³.

J Good.

R I hope _____⁴ your stay here.

J Oh, yes, _____⁵.

- 6 Work in pairs. Role-play these situations.

Student A

- You are a wine importer and want to go to Vinitaly.

Situation 1

Telephone the Hotel Due Torri in Verona to book a single room for 4 and 5 April.

Situation 2

You want to bring two colleagues with you so you need two more rooms. Telephone the hotel again and try to change the booking.

- You are now the receptionist at the hotel.

Situation 3

Welcome your guest. Check the reservation is for a single room for two nights. Ask the guest to complete and sign the registration form. The guest's room is number 43 on the second floor.

Situation 4

Check out your guest. The hotel accepts credit cards. Wish your guest a good trip back.

Student B

- You are a receptionist at the hotel.

Answer the telephone. Accept the booking.

Answer the telephone again. One guest cancelled this morning. You have one room available on 4 and 5 April.

- You are now a guest at the hotel.

Arrive and check in at the Hotel Due Torri in Verona. Ask for an early morning call. Ask about breakfast.

Check out of the hotel. Ask if you can pay by credit card.