

Information files

File 1

Student A

For the first conversation you are Pei Lin talking to Bob. For the second conversation you are Aleks talking to Bob. Use the notes to guide the conversation.

Conversation 1

You are Pei Lin. You make the call to Bob.

Start the conversation with some 'small talk'

Subject: Plan to do a tour of Latin music in Asia.

Thoughts?

Key question 1: which countries? Suggest: Japan, South Korea, China, Taiwan, Vietnam, Thailand, India and Pakistan. Thoughts?

Key question 2: Funding opportunities. Government sponsorship?

Key question 3: Suggest using regional organizers to help with detailed arrangements. Any contacts?

Close conversation.

Conversation 2

You are Aleks. You get a call from Bob.

Respond to Bob's opening

OK Japan and Taiwan.

Vietnam – Minh Phu Nguyen

China – Zhu Wei Wei

Korea – ??

Thailand – ??

Agree re India and Pakistan.

Six still too many – leave out South Korea or Thailand?

File 2

Student A

- 1 The computer analyst is going to explain the office network system. He's (_____) going to show the staff how to use it. (also)
- 2 (_____) the economic situation is improving, the company is going ahead with its downsizing programme. (although)
- 3 We could replace the item he bought. (_____) we could offer him a refund. (Alternatively)
- 4 (_____) everyone has been delayed by the flooding, let's postpone the meeting till tomorrow. (as)
- 5 The product launch wasn't a big success (_____) a big sales campaign. (despite)

File 3

Work in groups of four. You work for different branches of a multinational company. You are planning an Open Day at your headquarters to show your international clients what you do (the clients will be visiting a trade fair being held at the same time). You are holding a phone-conference to discuss:

- date and timing
- food, drink, and entertainment
- who to invite as guest speaker (celebrity?)

You should each take a different role: chair, plus a presenter for each of the three agenda items. Think of information to present about your item, and also questions to ask and points to make about the other items.

Hold the phone-conference, including small talk and beginning by checking everyone can hear properly.

File 4**Student A**

Welcome C (the regional organizer for Japan) who has just joined the meeting. Open this stage of the meeting by outlining the items to be discussed.

Introduce item 5 (final dates for itinerary): Are there any problems? Invite B to speak about them. Ask for C's opinion.

Move onto item 6 (publicity leaflet - see bottom of page 59): Ask for opinions about the design, layout, and photos. Ask for suggestions for a slogan. Some suggestions:

Experience the rhythms and sounds of Latin America.

A cultural experience to remember.

Get down to the Latin sound!

Close the meeting.

File 5**Optional activity**

You are organizing a special one-week international programme, inviting colleagues from around the world (Europe, Asia, South America, and North America). You are holding a meeting to discuss the events and activities programme for the week. Here is the agenda:

Agenda: Events and activities programme

- 1 Welcome reception – making the guests comfortable
- 2 Outdoor excursions and activities: two half-days and three evenings – something exciting and different!
- 3 In-house entertainment programmes – any suggestions?
- 4 Final evening party

Work in groups of three or four. Appoint one person to chair the meeting. Role-play the meeting. Ensure everyone is involved, and make notes of any decisions that are made. Use the phrases presented earlier in this section.

When you have completed the meeting, discuss in your groups how it went. Did you feel comfortable and involved? Did you use the phrases presented earlier in this section?

After your discussion, repeat the role-play of the meeting, changing roles if you want.

File 6**Chain 1**

A Introduce yourself – going to the conference?

B Good to hear from you – which conference? Product Promotion? – if so, yes

A Confirm Product Promotion – planning to get there a couple of hours early – meet and maybe do something? – opening speaker sounds interesting, so want to be there for that – free evening

B Ask for clarification on:

- arrival time
- meet: where? do what?
- opening speaker?

A Give clarification.

- Ask about B's arrival plans.

B Give information.

Chain 2

B Driving to airport – share cost? – and the driving?

A Ask for clarification on:

- whose car?
- what time depart?
- parking at airport?

B Give clarification.

- Ask about dress code – clothes to take (and is there a gym/pool at the hotel?)

A Give information.

B Thank A.

- Ask for clarification on what you're expected to do at the conference, and who else is going.

A Give clarification.

File 7**Student C**

You are concerned about the arrangements for the Japanese part of the tour, particularly the day of arrival.

The concert venue is Club Quattro Shibuya, which is located in central Tokyo and has a capacity of 700. In the *Time Out Guide to Tokyo* it is described as: 'One of the pleasantest venues in Shibuya, located inside a department store. Has the feel of a TV studio, with the band only slightly raised from the mostly standing crowd.' (ideal for the Latin Goes East tour).

The journey from the airport will take at least an hour, and setting up for the concert could take another two hours.

The scheduled start for the concert is 20:00.

You are also arranging a welcome reception for the bands on the same night – if possible, before the concert.

File 8**Student B**

You have the itinerary for the tour (see below).

You are worried about the tightness of the schedule, i.e. arriving in Tokyo from Seoul and having to get from the airport to the venue in time for the concert.

Same for Shanghai to Bangkok.

You hope that C, as regional organizer for Japan, will be able to advise on the Tokyo schedule.

Latin Goes East Tour

7th May to 28th May

South Korea → Japan → Taiwan → China → Thailand

Wed 10 May	Concert 2 – Seoul	
Thu 11 May	Fly to Tokyo; Concert 3 – Tokyo Welcome reception (before or after concert?)	Only available flight KE5701 arrives Tokyo Narita 16.10. Time to venue??
Sat 20 May	Fly to Beijing; Concert 9 – Beijing	Early morning flight
Sun 21 May	Day off (Beijing); evening flight to Shanghai	
Mon 22 May	Concert 10 – Shanghai	
Tue 23 May	Fly to Bangkok; Concert 11 – Bangkok	Morning flight, but is there enough time to set up for concert?

File 9**Student B**

- The computers were recalled (_____) batteries catching fire.
(due to)
- Sainsbury's delivery costs are lower. (_____), more people shop online with Tesco.
(Even so)
- You could write to the sales manager (_____) wasting your time with a call centre.
(instead of)
- (_____) with other companies in this sector, Global Services has a more multinational staff.
(In comparison)
- The company will have to offer an attractive salary, (_____) graduates will go elsewhere.
(otherwise)

File 10**Student B***Conversation 1*

You are Bob. You receive a call from Pei Lin.

Respond to opening 'small talk'

Give opinion on the proposal

Respond to question about countries to visit – eight too many, six better, drop India and Pakistan

Respond to question about funding – try governments, but also suggest record companies.

Respond to question about regional organizers – good idea, you and Aleks will contact people.

Say goodbye

Conversation 2

You are Bob. You call Aleks.

Explain the reason for calling, deciding regional organizers:

Japan - Will contact Hana Fujimoto in Japan (old friend)

Taiwan - Will contact Pamela Wang (knows friend of mine)

China, South Korea, Vietnam, Thailand - Aleks to contact. Any contacts?

Suggest leaving out India and Pakistan.

Six OK? Your thoughts?

File 11**Student A**

You are holding a meeting to discuss the situation and some problems you have with the Latin Goes East tour in one of the countries.

You are a member of IntEx staff. You have two pieces of bad news to tell the others. You also have proposed solutions, but wait to see if the others have a solution before you present yours.

Bad news

- 1 One of the bands is not able to perform tonight.
- 2 Flights have changed and the bands will have to finish without encores.

Proposed solutions

- 1 Ask some local musicians to perform a guest spot.
- 2 Start the concert earlier.

File 12**Student B**

You are holding a meeting to discuss the situation and some problems you have with the Latin Goes East tour in one of the countries.

You are a regional organizer. You have two pieces of bad news to tell the others. You also have proposed solutions, but wait to see if the others have a solution before you present yours.

Bad news

- 1 Concert clashes with a big football match on the same night.
- 2 Haven't sold many tickets.

Proposed solutions

- 1 Do some extra last-minute leafleting.
- 2 Give free tickets to local music club or university students.

File 13**Student C**

You are holding a meeting to discuss the situation and some problems you have with the Latin Goes East tour in one of the countries.

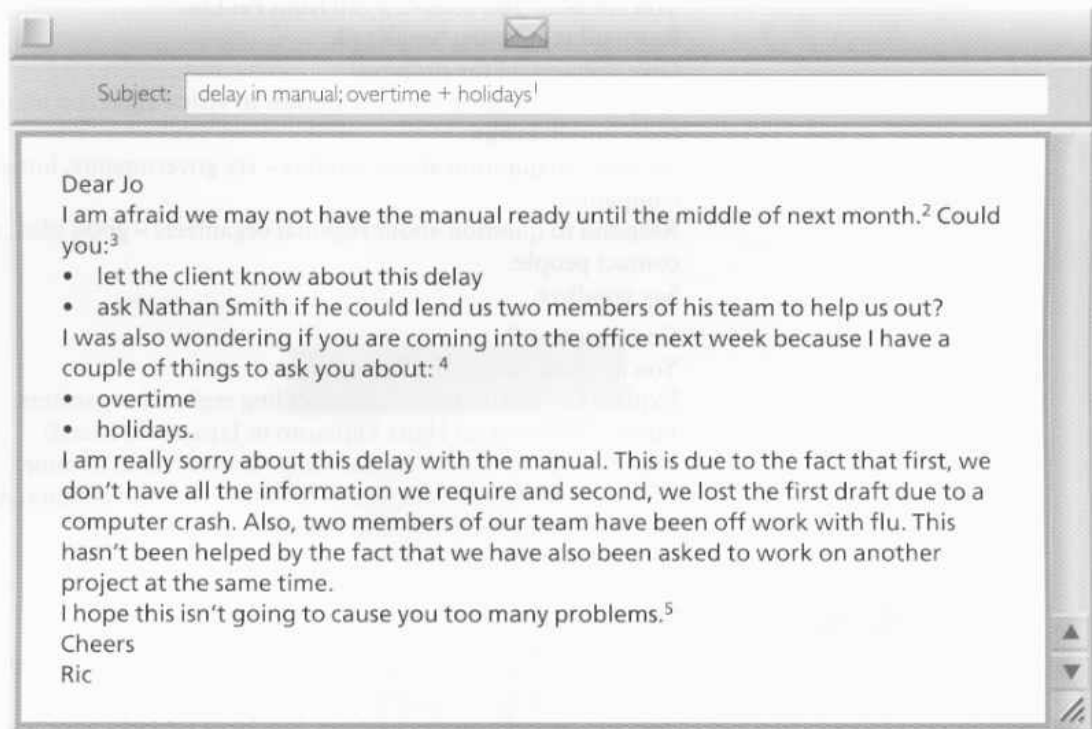
You are a venue manager. You have two pieces of bad news to tell the others. You also have proposed solutions, but wait to see if the others have a solution before you present yours.

Bad news

- 1 Have to close half the hall because of safety problem.
- 2 Not enough security staff available.

Proposed solutions

- 1 Reduce the ticket allocation.
- 2 Hire university students as extra staff.



- 1 This gives recipient a clear idea of what to expect in the message – this is also known as the topic sentence. Note that some experts say that if you have two important points to make, then it may be better to send two different messages.
- 2 The key information is now in the first line (which is the line that the recipient is most likely to read). The explanation of why the manual has been delayed is of secondary importance and so appears towards the end of the email.
- 3 The recipient now has clear instructions about what to do. These points can either be bullets or numbers.
- 4 The writer now introduces the second main point. In the original email no indication was given regarding what the writer wanted to talk about. By providing this information the recipient has a chance to think about the problem beforehand.
- 5 The writer shows empathy towards the recipient.