UNIT4 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

- 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



Global Training - Prague seminar Read Mark's email to Jan. Cross-cultural Training Seminar, Prague Saturday 19 September 9.00 - 10.45Cross-cultural training - What is it and why is it important? (Mark) To Jan Kirsten From Mark Grady 10.45 - 11.00 Coffee break Subject Prague seminar 11.00 - 12.45 Cultural differences (_ 1.00 - 2.00Lunch Intercultural communication lan Here are the programme topics for the Prague seminar. 3.30 - 4.00Coffee/tea break Workshop: Working with I'll phone you next week to give you the other details and multicultural teams (____ tell you about the plans for Sunday. Body language (____ See you in Prague. Mark

- 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.
- 4.2 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
- . 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
- · Are we going to demonstrate any of our materials?
- How much time are we going to spend on the videos and online courses?

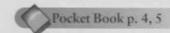
Write going to + infinitive or the Present Continuous.

- Use for fixed future arrangements.
- for future · Use 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?



Practice



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	Mar	
1 Marstay	Promitoy	
11.00 Andy Part - discuss sales	BM604 Brussels dep. 8.50	
figures.	pm - European managers'	
interviews - 3.15 Marie Nicolle	neeting	
4.30 Thomas Hesen		
1 Tarsity	friday	
new factory - whole day	back from Brussels BM607	
2.45 lunch with Chris Hunt	arr. 11.10	
	La Trattoria 8.30	
5 Wednesday	tennis - sports centre Sanday	
9.15 dentist	10.00-11.30	
om - prepare Brussels	Property the Day	
presentation	lunch - parents way	

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

					nents. Use the Pre
Continuo	us form	of the verbs	in the box. If	ie nrst	one is done as an
discuss	✓ eat	get hav	e interview	play	prepare
	s he disc	ussing_at	the meeting wi	th And	v Parr? The sales
	is he disc		the meeting wi		y Parr? The sales on Monday.

	Turion with the factority to the factority
What presentation.	on Wednesday afternoon? His Brussels
Which flight	on Thursday morning? BM604 to Brussels.
Where	on Friday evening? At La Trattoria.
What time	tennis on Saturday? From 10.00 to 11.30.
	Which flight Where

Pronunciation			
1 (2) 4.3 Listen to the two questions. N /tu:/ a Who are you writing to? b	otice the pronunciation of to. Which is the strong form? /ta/ Are you writing to Mark?		
2	to in the sentences. Which sound do you hear?		
a (sr	rong) 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 Q 4.4 Listen again and repeat the ser	ntences.		
When to is at the end of the sentence, of	lo 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?	THE WAS CONTROL OF THE CONTROL OF TH		
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	В	C
study have change buy travel take up make	any business trips anything expensive abroad a big family a new sport a holiday your job another foreign language a new sport or hobby ✓	soon in the next few weeks in the next three months next year in the near future

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





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!

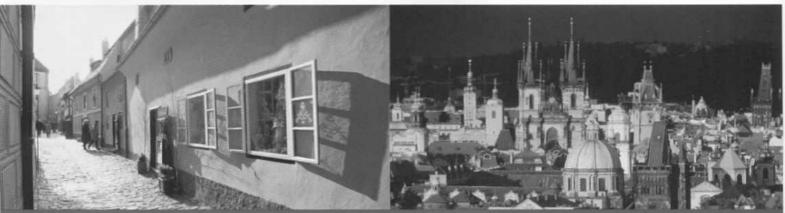
We have pleasure in enclosing details of your flights and hotel, and information on Prague.

Flights

Sunday 12 June

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

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



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.

Petřín 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.

Famous 14th-century Prague church with eighteen spires.

Nightlife

Drinking

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

Klášterní 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. DITTE

Wordpower

Hotel file. Words and symbols

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



Hotel facilities

cocktail bar

1----

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.
- Which of the hotel facilities in 2 are important for you a on a short city-break holiday? b on a business trip?
- Where in a hotel do you see these signs and notices? Explain in your own words what they mean.

Please vacate your room by 12 noon.

FIRE EXIT

In case of fire
break glass and
press bell.



Dial 5
for a wake-up call.

Dial 9 for an outside line.

Skills focus

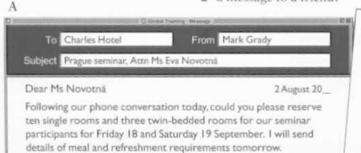
Emails, faxes, and letters

- 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

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



From Vana Bell

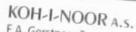
Best regards

To Mark Grady

В

Mark Grady Partner, Global Training

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



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Mr Mark Grady

Partner, Global Training

17 Barley Road, Chiswick

London W4 4GH

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

Subject Prague seminar Attachments: Presentation summaries & Workshop 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

D

Hi Barry

Subject Hello

30 August 20

From Marie Sirová

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.

To Barry West

Marie

UNIT 4 @ 37

C

28 July 20

	(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)
	Γm 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).
	omplete the fax, letter, and email on p. 39 with suitable phrases from the ble in 4 .
	ork in pairs. Look at the phrases in the table in 4. Think of alternatives to be phrases in brackets.
E	Kamples Following (our meeting last week) I am pleased (to inform you that) I attach (a translation).
W	/ork 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.



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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

"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.

F

Yours sincerely

Mark Grady

Mark Grady Partner, Global Training

enc.

FAX MESSAGE

Charles Hotel, Jungmannovo na'městi 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

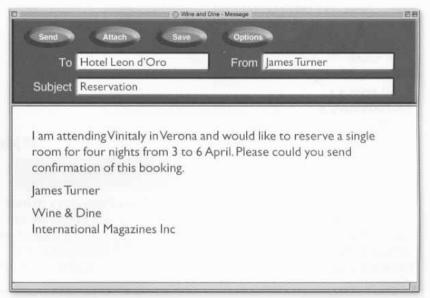
Send Attach	Save
To Vana Bell	From Mark Grady
Subject Prague seminar	
Hi Vana	
	your email and attachments yesterday
I know you're very busy a	
	and² to give
you more work but we n	and² to give eed a handout on the two training videos
you more work but we n you produced.	and² to give eed a handout on the two training videos

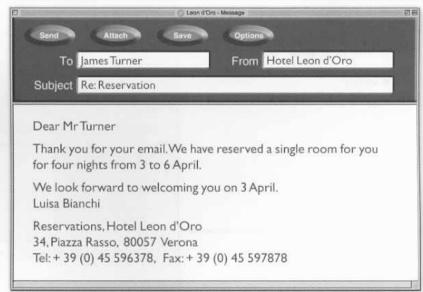
Focus on functions

Staying at a hotel

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







- 1 What does James want to do?
- 2 What is the problem?
- - R Let me see. Oh, _______2, Mr Turner, but we're fully booked on the 4th of April, because of Vinitaly.

 - R You could try the Hotel Europa.
 - J Yes, I'll do that. _______. Goodbye.

0	The state of the s	in at the hotel. Listen to his conversation with the $\langle \checkmark \rangle$ the phrases you hear.
	I'd like a room, plea	AND RECORD AS A SECURITION OF THE CONTRACT OF
	I have a reservation.	
		s form, please, and sign here?
	Here's your key.	
	Here's your keycard	i.
	Have you got a suite	
	The porter will take	
		ly morning call, at 6.30?
	Do you need anythi	ng else?
•	7 4.8 James check T (true) or F (false).	
		T F
		t accept credit cards.
	2 James wants to s	tay at the hotel again.
9	4.8 Listen agair	and complete this part of the conversation.
	J	my bill, please?
	by credit card?	
	R Yes,	*
	J Good.	
		your stay here.
	J Oh, yes,	\.
6	Work in pairs, Role	-play these situations.
Student A	F 200 - 1	Student B
You are a wine importer and war	nt to go to Vinitaly.	You are a receptionist at the hotel.
Situation 1		
Telephone the Hotel Due Torri in Ve a single room for 4 and 5 April.	rona to book	Answer the telephone. Accept the booking.
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.		Answer the telephone again. One guest cancelled this morning. You have one room available on 4 and 5 April.
You are now the receptionist at t	he hotel.	You are now a guest at the hotel.
Situation 3		- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1
Welcome your guest. Check the res	servation is for	Arrive and check in at the Hotel Due Torri in Verona.
a single room for two nights. Ask to complete and sign the registration room is number 43 on the second	he guest to form.The guest's	Ask for an early morning call. Ask about breakfast.
Situation 4		
Check out your guest. The hotel acc Wish your guest a good trip back.	cepts credit cards.	Check out of the hotel. Ask if you can pay by credit card.