

File cards 1B to 19B

FILE CARD
4B

You receive a visitor to the town where you now live, or to your birthplace. You agree to have a meal in a restaurant. *Either* use a menu from a local restaurant in your own language (explain in English what the various dishes are), *or* use the menu from a restaurant in the town where you now live. Comment on the restaurant, talk about what there is to eat, choose what to have, comment on the restaurant, talk about the number of visitors, tourism, places of interest, etc. If you like, develop small talk about business, work or the state of the country's economy or business prospects. Act out parts of the meal. Comment on the food. Finally, ask for the bill. *You* intend to pay – you are the host. Final comments on the meal. Decide what to do next.

<i>Menu</i>	
<i>Starter</i>	
Chilled Andalus Gaspacho A superb treat from Southern Spain. A cold soup rich in tomatoes, cucumber, parsley and garlic.	£3.50
Roasted Piedmont Peppers From Northern Italy. Two halves of red pepper filled with sun dried tomatoes and anchovies. Finished with basil and garlic.	£3.50
Fish Soup A rich broth of fish stock with whole prawns, squid and mussels.	£4.00
Deep Fried Squid Squid rings fried in a herb butter and served with a light salad.	£4.00
Field Mushrooms with Garlic An Italian speciality. A steaming hot dish of quality portobello in oil and garlic.	£4.50
Salmon and Dill A Norwegian treat. Smoked salmon from the northern fjords. Served with dill and a chunk of lemon.	£4.50
Cream of Vegetable Soup Fresh vegetables in a rich broth topped with cream.	£3.50
Tomato Salad with Garlic and Herbs Succulent tomatoes dressed in extra virgin olive oil with chives and basil.	£3.00
Mixed Basque Salad From the Basque region of Spain. Asparagus, lettuce, tomatoes, onion and queen olives topped with chunks of tuna fish and egg.	£4.00
<i>Main Course</i>	
Sea Bream Plaki A Greek speciality. A meaty white fish cooked in tomato and onion sauce with lemon and coriander. Served on a bed of rice.	£17.00
Rainbow Trout with Herbs Fresh trout baked in the oven with rosemary and thyme. Served with new potatoes or rice.	£15.00
Hake with Cockles Fresh hake steak fried in oil with cockles and parsley giving the typical salsa verde of the Basque region of Spain.	£15.00
Thai Fish Cakes with Curry Sauce A hot and spicy treat from Thailand. White fish cooked with lime, ginger and lemon grass and served with a spicy sauce.	£15.00
Grilled Seafood A mixture of grilled prawns, cockles, mussels, shrimps and squid, served with garlic bread and salad.	£17.00
<i>Meat</i>	
Sirloin Steak Grilled sirloin cooked to your specifications and garnished with butter and parsley. Served with new potatoes.	£15.00
Fillet Steak Grilled fillet steak cooked to your specifications and garnished with butter and parsley. Served with new potatoes.	£17.00
Roast Lamb Oven baked shoulder or leg of lamb with garlic and rosemary. Served with new potatoes.	£15.00
Spiced Lamb and Cashew Kebabs Barbecued chunks of lamb with onions, peppers and cashew nuts. Served with rice.	£14.00
Rabbit Hot Pot A superb stew of rabbit cooked in a rich broth of onions, stout and prunes. Served with baked potatoes.	£14.00
Chicken with Sherry Vinegar and Tarragon Sauce A classic French recipe, fried and served in a deep earthenware dish with new potatoes.	£14.00
Chicken Stir Fry Chicken breast lightly fried in a rich assortment of chopped vegetables.	£16.00
<i>Vegetarian</i>	
Rigatoni with Asparagus au Gratin Fresh pasta with asparagus and a cheese topping.	£14.00
Roasted Vegetables with Couscous A colourful assortment of fresh vegetables served with feta cheese on a bed of couscous.	£14.00
Spaghetti with Oil, Chilli Peppers and Parmesan A classic pasta dish from Italy, with a garlic-enhanced olive oil sauce, spiced with dried chilli. Served with fresh Parmesan cheese.	£12.00
Lasagne Bake The classic vegetarian lasagne with layers of fresh pasta in a white sauce with mixed vegetables, mozzarella and Parmesan cheese.	£14.00
<i>Dessert</i>	
All desserts £4.50	
Strawberry meringue with ice cream Apple and apricot tart Summer fruits cheesecake Chocolate cake with cream Caramel flan Fruit of the day Fresh fruit salad Ice creams	

FILE CARD

1B

You have just arrived at D.F.M., a London-based pharmaceuticals company. You have an appointment to see Rowena Stanton in the Research Department.

You are very busy and have another appointment this afternoon and one in Manchester tomorrow. It would actually suit you to spend some time preparing for these appointments.

Note:

- Be prepared to engage in a few minutes' small talk with the person looking after you.
- You would like to prepare for your meeting this afternoon.
- You would like a recommendation on what would be a nice gift for your partner (male or female) back home.
- You would like to send and receive a confidential fax.

FILE CARD

2B

You are expecting a visitor from Caldos, a multinational company with a plant in Germany. You have arranged a meeting to talk about the products and services you offer. You have sent your visitor an outline plan for the day.

Welcome the visitor and spend a few minutes making him / her feel relaxed. There are at present strikes affecting trains and buses in your region of the country. The roads are likely to be congested.

Finally suggest that you go to meet one of your colleagues, Bert Trautman.

FILE CARD

3B

You are visiting your partner in the town where he / she lives and / or works. He / she wants to arrange some social event or entertainment for you. Make an arrangement with him/her.

FILE CARD

5B

Someone calls to talk to your boss, Andrea Koss. Ask the caller to spell his / her name / company name so you can write it down. Andrea Koss is not available – she is in a meeting and cannot be disturbed. Offer to take a message or say she will call back – later today.

If you plan to ask Andrea to call back, get a phone number.

FILE CARD

6B

Choose one of the identities given below. Call your partner to ask if you can visit him / her and try to make an arrangement today. You want to talk about his / her company's products.



Helge Viktor Koberg
Account Manager

Hamsun S.A.
P.O. Box 484
N-4085 Hundvåg
Norway
Tel. 47-4-863196
Mobile. 03770-41832196
Email. hvk2@hamsun.no

Chin Distribution Company

Peter Chang
Project Director

CDC (Malaysia)
Kota Kinabalu
Sabah
Malaysia
Tel (60 88) 243799
Email. chang.peter@cdc.net.my

FILE CARD
7B

You are the secretary to Robin Freeley, Production Controller at Hamwell Ltd. Your boss is busy and cannot be disturbed. Deal with the caller and do not disturb your boss!

FILE CARD
8B

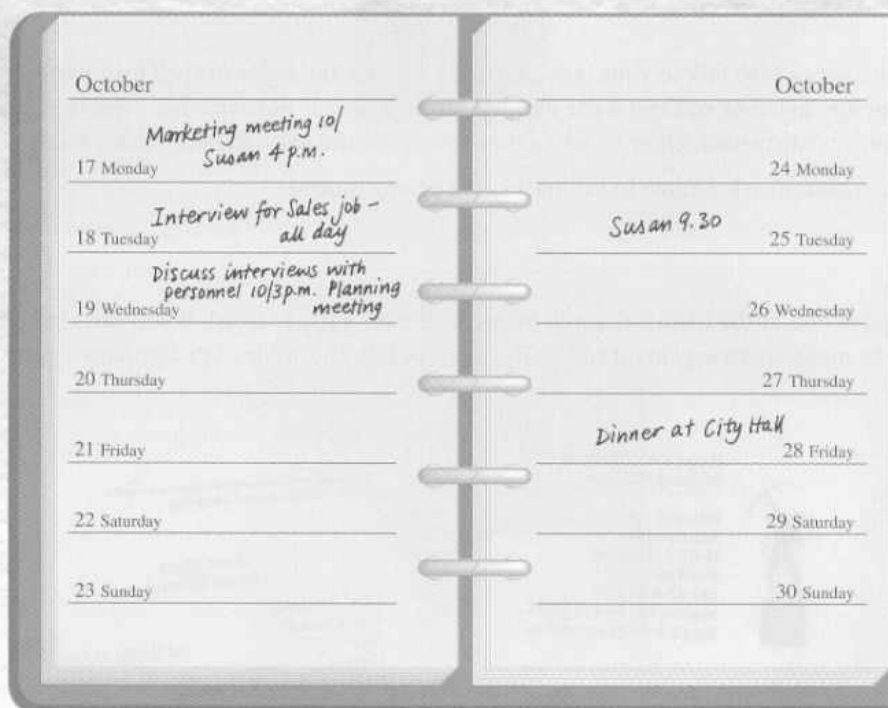
Choose one of the identities shown below:



Ring a Japanese contact called Ken Siam. You would like to meet him to talk about the potential of your products.

FILE CARD
9B

You are Production Manager at Salco Services. A supplier, Comcosol Ltd., telephones you. Here is an extract from your diary.



FILE CARD

11B

You have bought office equipment and stationery supplies from a company called Office Universe Ltd. Unfortunately there have been problems with the service. Here is a copy of the invoice they sent you for the last order:



Office Universe Limited

430-4 Upper Richmond Road
London SW15 5TY England
Telephone 0207 434 7272 Fax 0207 434 5286
www.officeuniverse.com
Email accounts@officeuniverse.co.uk

INVOICE

Angus Ltd
Galloway Industrial Estate North Side
Unit 15
Aberdeen AB24 5TR

Your ref: OOU22.10
Our ref: RG3472/5

Part ref	Qty	Item	Price
2356-1	100	A4 Zoom Copy Paper @ £2.20	£220.00
4563-1	2	packs Marker pens @ £5.80	£11.60
2156-2	1	Staples 5000 pack	£5.20
2134-8	20	Rulers @ £0.80	£16.00
3672-2	100	Coloured ring binders @ £2.10	£210.00
3482-1	100	Pack of dividers @ £0.56	£11.20

Sub-total £473.00

Less discount 5% £23.65

Sub-total £449.35

VAT @ 17.5% £78.64

Sub-total £527.99

+ Carriage and packing

£20 + £3.50 VAT @ 17.5% £23.50

TOTAL £551.49

Terms: 30 days from invoice date.

Thank you for your custom.

Telephone or fax your orders to Julie 24 hours a day, 365 days a year.

Notes:

- The company normally give you 10% discount and normal terms are 60 days from invoice.
- The OU catalogue offered ring binders at £1.50 and A4 copy paper at £1.45.
- They do not usually charge for carriage or packing on orders of over £200.00.
- You did not order any staples.
- You have used OU in the past and have had problems with wrong deliveries.
- Ask for your order to be despatched again and the wrong order taken away.
- Ask for a new invoice.
- Be prepared to say you will use other suppliers in future.

FILE CARD**10B**

You are still the Production Manager at Salco Services. A day after your conversation with Comcosol, you learn that you have to go to Japan on urgent business to discuss a legal problem. Unfortunately you must change your appointment with Comcosol.

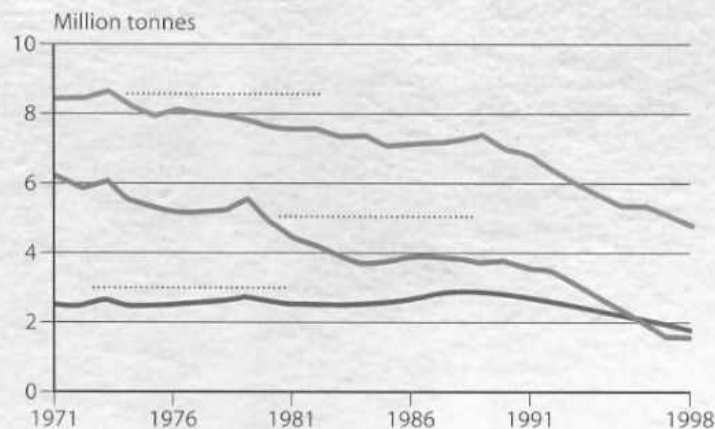
Telephone Comcosol. Try to fix an appointment for the following week – when you have no commitments.

Write a fax to confirm the new arrangement.

FILE CARD**12B**

Listen to your colleague describing this graph. Write the missing information. Ask any questions you want.

Fig. 1

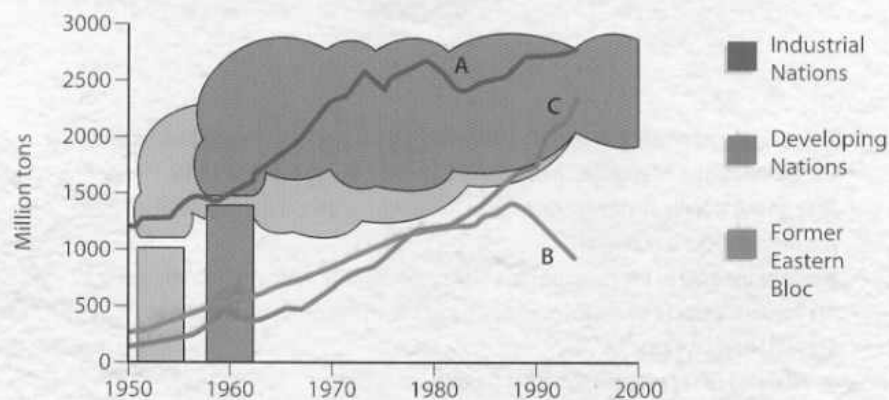


Source: *Social Trends 2001*. Crown Copyright 2001.

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Now you describe this graph. Begin by saying what the picture represents, then explain the details. Highlight any especially important information.

Fig. 2 Carbon emissions from fossil-fuel burning by economic region, 1950-95



FILE CARD

13B

Your position is to defend the freedom of private car ownership. You think:

- quality of life depends on freedom of choice
- people want personal space – cars make this possible
- people want to leave and to arrive when they want
- public transport is massively expensive, through taxation
- the car industry employs many thousands of people.

In the discussion:

- oppose simplistic arguments for the expansion of public transport
- interrupt when you think your colleague says something simplistic or wrong
- present the arguments above
- be polite, but firm.

Your partner will start.

FILE CARD

14B

Team B: Fratelli Taviani. You are representatives of Fratelli Taviani, an Italian agricultural feeds manufacturer. You have a meeting with Coen Brothers, a London-based Anglo-Dutch company.

Your requirements. You need to build a new office and storage buildings at your Asti plant in Piedmont, in Northern Italy. There are many suppliers of prefabricated industrial buildings.

You need two standard-quality storage buildings with electricity, water and air-conditioning systems. You also need an office building of the highest quality. You expect to have the buildings decorated at extra cost by a local decorator.

You want the buildings to be supplied and erected within 30 days, but you could allow 60 days.

The market. You would like to use a local supplier, Daniele Edili, who supplied some of your existing buildings. Unfortunately they are on average 10% more expensive than Coen Brothers. Coen products are also better quality. On the other hand, Coen is a new company and you need assurances on their quality and ability to meet deadlines.

FILE CARD

18B

Situation 1

You want a legal contract translated into English:

- it is 6,000 words long
- you expect to pay between \$1,200 and \$1,500
- you need it in two days – three days maximum.

Situation 2

You are a car and van rental company in Hamburg:

- van rental costs €120 per day
- 10% discount for orders over €1,000
- no vans are available today and only two tomorrow.

Situation 3

You want to rent conference space at the Lake View Hotel:

- find out the cost for ten people for your two-day sales conference in eight months' time
- ask for a discount
- ask if you have to pay a deposit
- insist that it is refundable.

FILE CARD
15B

You represent an international fashion house with a major youth market, especially in Italy and Spain. You want to advertise at Italian Serie A (first division) football matches. You have a budget of \$10,000. You would like the following:

- electronic advertising at matches on live television only
- a minimum of ten flashes in every game (a flash = one minute)
- you prefer halfway line positions (they are most often seen by the TV cameras)
- you don't want behind the goal unless you get a good discount
- you would like to advertise at between four and six matches in the early part of the year (January–March).

FILE CARD
16B

You represent an international property company. You are selling luxury apartments in Tokyo.

Costs: Shinjuku district	Y100m to Y200m
Ueno	Y70m to Y80m
Hachioji	Y60m
Chofu	Y80m



Notes:

- Apartments in Tokyo are small: land is very expensive.
- 70 sq.m is normal, 100 sq.m is large by Tokyo standards.
- It is virtually impossible to provide a swimming pool or tennis courts.
- You have two new apartments in Shinjuku:
 - 100 sq.m at ¥120m
 - 150 sq.m, near the Shinjuku Gyoen Park, ¥200m.
- Shinjuku is one of the most famous and prestigious districts in downtown Tokyo.
- Prices are negotiable – but no more than 20% less.
- Hachioji is a suburb, about 40 minutes by train from the centre.
- You have an excellent apartment in Chofu (nearer the centre) for sale at ¥120m.
- The apartments could be ready in 5 to 6 weeks.
- Special interior designs can be arranged – cost about ¥20m.

FILE CARD

17B

Team B: Fratelli Taviani

The negotiation. You would like to buy all three buildings from the one supplier, but if you do this you expect a good discount and favourable delivery and payment terms.

You have received the following confidential information:

○ fratelli taviani s.p.a. ○

INTERNAL MEMO—CONFIDENTIAL

To: Purchasing Dept

From: DA

Daniele Edill prices are up 10% on last year – a common trend in the Italian prefabricated building sector. Consider buying outside Italy – quality guarantees must equal those available in Italy – i.e. 3 years' free maintenance.

Suggest looking for this in any contract agreed with Coen Brothers.

Discount	2%	1 point
	5%	2 points
	8%	3 points
	10%	<u>4 points</u>
Delivery and completion of work	30 days	3 points
	60 days	1 point
	90 days	<u>0 points</u>
To pay all of delivery costs		0 points
To pay half of delivery costs		1 point
To pay no delivery costs		<u>2 points</u>
Payment over 12 months		3 points
Payment over 6 months		2 points
Payment on completion		<u>-1 point</u>
1-year warranty		0 points
2-year warranty		1 point
3-year warranty		2 points
10-year warranty		3 points

FILE CARD

19B

Team B: HBT Short Ltd. – a subsidiary of HBT Inc.

Your colleagues in a sister subsidiary, HBT Rexis Ltd., have asked you to participate in the development and marketing of a new drug to treat arthritis.

You:

- are experienced in this sector of the drug industry
- presently market *Arpan*, which has 25% of the domestic market and a growing export market
- would like to cooperate with Rexis, because you do not want to compete with them in the arthritis drug market
- need to be flexible in negotiating with them
- do not believe a single Project Team is required. You think there should be one team in charge of the tests, based at Rexis, and one team in charge of marketing, based at Short
- think that \$500,000 is the *absolute maximum* that should be spent on developing the drug
- are sceptical about its market potential. You feel that it could simply take sales away from *Arpan*. The following memo was written following a meeting of your Product Development Executive:



HBT Short Ltd.: Internal Memo

CONFIDENTIAL

Re. Arpan / New Rexis anti-inflammatory drug

This Rexis product could be a threat to ARPAN.

Development should avoid high investment, especially by Short.

Some commitment is acceptable, but ... keep costs down!

Product Development Executive

- think further tests will take at least three years before the American Food and Drug Administration give approval
- would prefer that Short take responsibility for the trials and in exchange you will provide information about potential markets once the tests have been completed.