

# File cards 1A to 19A

FILE CARD

4A

You are a visitor to your partner's hometown. He / She has invited you to a restaurant. Either use a menu from a local restaurant, written in your own language, or use the menu below. Talk about it, choose what you would like to eat, talk about the restaurant. Ask questions about the town and what there is to see and do here.

If you like, develop small talk about business, work or the state of the country's economy and / or business prospects.

When you have finished, reverse roles. Talk about your birthplace or hometown.

Finally, when the bill arrives, offer to pay. Final comments on the meal. Decide what to do next.

## Menu

### Starters

<b>Chilled Andaluz Gaspacho</b>	£4.50
A superb treat from Southern Spain. A cold soup rich in tomatoes, cucumber, parsley and garlic.	
<b>Roasted Piedmont Peppers</b>	£4.50
From Northern Italy. Two halves of red pepper filled with sun-dried tomatoes and anchovies. Finished with basil and garlic.	
<b>Fish Soup</b>	£5.00
A rich broth of fish stock with whole prawns, squid and mussels.	
<b>Deep Fried Squid</b>	£5.00
Squid rings fried in a herb butter and served with a light salad.	
<b>Field Mushrooms with Garlic</b>	£5.50
An Italian speciality. A steaming hot dish of quality porcini in oil and garlic.	
<b>Salmon and Dill</b>	£5.50
A Norwegian treat. Smoked salmon from the northern fjords. Served with dill and a chunk of lemon.	
<b>Cream of Vegetable Soup</b>	£4.50
Fresh vegetables in a rich broth topped with cream.	
<b>Tomato Salad with Garlic and Herbs</b>	£4.00
Succulent tomatoes dressed in extra virgin olive oil with chives and basil.	
<b>Mixed Basque Salad</b>	£5.00
From the Basque region of Spain. Asparagus, lettuce, tomatoes, onion and queen olives topped with chunks of tuna fish and egg.	

## Main Course

### Fish

<b>Sea Bream Plaki</b>	£18.00
A Greek speciality. A misty white fish cooked in tomato and onion sauce with lemon and coriander. Served on a bed of rice.	
<b>Rainbow Trout with Herbs</b>	£16.00
Fresh trout baked in the oven with rosemary and thyme. Served with new potatoes or rice.	
<b>Hake with Cockles</b>	£16.00
Fresh hake steak fried in oil with cockles and parsley giving the typical salsa verde of the Basque region of Spain.	
<b>Thai Fish Cakes with Curry Sauce</b>	£16.00
A hot and spicy treat from Thailand. White fish cooked with lime, ginger and lemon grass and served with a spicy sauce.	
<b>Grilled Seafood</b>	£18.00
A mixture of grilled prawns, cockles, mussels, shrimps and squid, served with garlic bread and salad.	

## Meat

<b>Sirloin Steak</b>	£16.00
Grilled sirloin cooked to your specifications and garnished with butter and parsley. Served with new potatoes.	
<b>Fillet Steak</b>	£18.00
Grilled fillet steak cooked to your specifications and garnished with butter and parsley. Served with new potatoes.	
<b>Roast Lamb</b>	£16.00
Oven baked shoulder or leg of lamb with garlic and rosemary. Served with new potatoes.	
<b>Spiced Lamb and Cashew Kebabs</b>	£15.00
Barbecued chunks of lamb with onions, peppers and cashew nuts. Served with rice.	
<b>Rabbit Hot Pot</b>	£15.00
A superb stew of rabbit cooked in a rich broth of onions, stout and prunes. Served with baked potatoes.	
<b>Chicken with Sherry Vinegar and Tarragon Sauce</b>	£15.00
A classic French recipe, fried and served in a deep earthenware dish, with new potatoes.	
<b>Chicken Stir Fry</b>	£17.00
Chicken breast lightly fried in a rich assortment of chopped vegetables.	

## Vegetarian

<b>Rigatoni with Asparagus au Gratin</b>	£15.00
Fresh pasta with asparagus and a cheese topping.	
<b>Roasted Vegetables with Couscous</b>	£15.00
A colourful assortment of fresh vegetables served with feta cheese on a bed of couscous.	
<b>Spaghetti with Oil, Chilli Peppers and Parmesan</b>	£13.00
A classic pasta dish from Italy, with a garlic-enhanced olive oil sauce, spiced with dried chilli. Served with fresh Parmesan cheese.	
<b>Lasagne Bake</b>	£15.00
The classic vegetarian lasagne with layers of fresh pasta in a white sauce with mixed vegetables, mozzarella and Parmesan cheese.	

## Dessert

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

1A

You work for D.F.M., a London-based pharmaceuticals company. You are expecting an overseas visitor with an appointment to see your colleague, Rowena Stanton. Ms Stanton has just used her carphone to tell you that there has been an accident on the motorway – she will be delayed for perhaps an hour.

Explain the problem. Say that another colleague, Karen Pochard, can show the visitor around your laboratories – if he / she would like.

Make small talk – Karen Pochard has not yet arrived either (but you do not have to tell your visitor this). She should be along in a few minutes.

Offer to help your visitor in various ways.

FILE CARD

2A

You work for Caldos, a multinational company. You have arranged to visit a potential partner in a German company. You have received an outline programme for the day, finishing at 5 p.m.

When you arrive, introduce yourself and say you have an appointment.

Also:

- You would like to make a telephone call.
- Unfortunately – you only discovered this yesterday – you need to leave at 4 p.m. as you have a plane to catch (to Paris) at 5.30. You would like to have a taxi to take you to the airport.
- You have heard there are train strikes. Ask if this will affect reaching the airport.

FILE CARD

6A

Someone calls you about a visit to your company. You would like to meet the caller but cannot make any arrangements today – offer to call back tomorrow. Find out who the caller is and how you can reach him / her.

FILE CARD

14A

**Team A: Coen Brothers.** You are representatives of Coen Brothers, manufacturers of prefabricated industrial buildings. You are planning to launch a major sales drive in Italy, a new market for your company.

**The market.** The Italian market for prefabricated industrial buildings is very competitive, and since you are based in London and the Netherlands you have transport costs to add to your manufacturing costs. However, you know that on average your prices are 10% lower than Italian competitors, though at the top of your product range, your prices are a little higher than the average, but the quality is also better.

**The product.** Your buildings are highly functional, and can be adapted to a range of industrial needs. They are built according to strict Scandinavian design quality and use the best available materials.

You supply all materials.

You also take care of the actual construction, including connections for electricity, water systems, insulation and heating.

You can also supply the buildings at finished quality, in other words, fully decorated according to the customer's wishes.

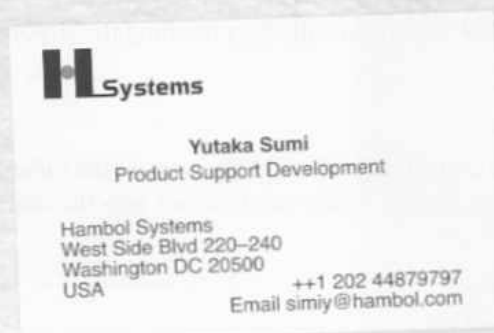
Different qualities are available: basic, standard and ultra, which includes a full range of services at residential quality.

FILE CARD  
5A

Select one of the business cards from those presented below. You are the person on the business card. You have been invited to a conference in San Diego, California. You need to speak to Andrea Koss, who is arranging the conference. You want to talk about the programme.

FILE CARD  
7A

Select one of the two identities below and call Hamwell Inc. You want to speak to the Production Controller, Robin Freeley. Introduce yourself and your company. You want to arrange an appointment to talk about your products.

FILE CARD  
13A

Your position in the discussion is basically to support investment in public transport. Do this by referring to:

- environmental benefits
- improvements in quality of life
- public transport is cheaper
- cars are heavy consumers of raw materials
- people want improved transport.

In the discussion:

- accept some interruptions but make sure you get all your arguments across
- defend your arguments
- be polite but firm
- repeat if necessary.

You start.

FILE CARD  
8A

You are the Personal Assistant to your boss, Ken Siam. A caller rings to speak to him. Take down any details you need and promise to call back next week. Your boss is on holiday but you do not want to say this.

FILE CARD  
11A

You are an Order Processor for Office Universe Limited, a London-based stationery and office equipment company. A customer rings with a problem over an invoice.

Here is a copy of the invoice:



### 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:

- You have checked with the original telephoned order and can find no mistake: the customer did order all the goods you have sent. You do sell cheaper copy paper and cheaper ring binders, but with different part reference numbers.
- You accept the customer should have received a 10% discount and free carriage and packing – offer to send a new invoice.
- Your company recently altered its terms to 30 days for all customers and all were notified in a separate letter.
- You cannot take back the order but if the customer is unhappy he / she can return the goods and no fee will be charged.
- Offer to send different quality (standard, not laser quality) copy paper and different ring binders (plain coloured).

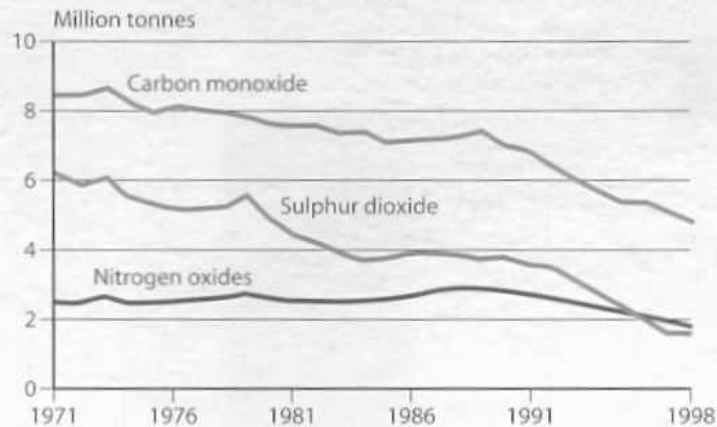
FILE CARD  
10A

You are the same Quality Control Manager for Comcosol. You are in your office when the telephone rings.

FILE CARD  
12A

Describe this graph to a colleague. Say what the subject of the picture is, then explain the details of the graph and highlight one or two key facts.

Fig. 1. Air Pollutants: emissions of selected gases

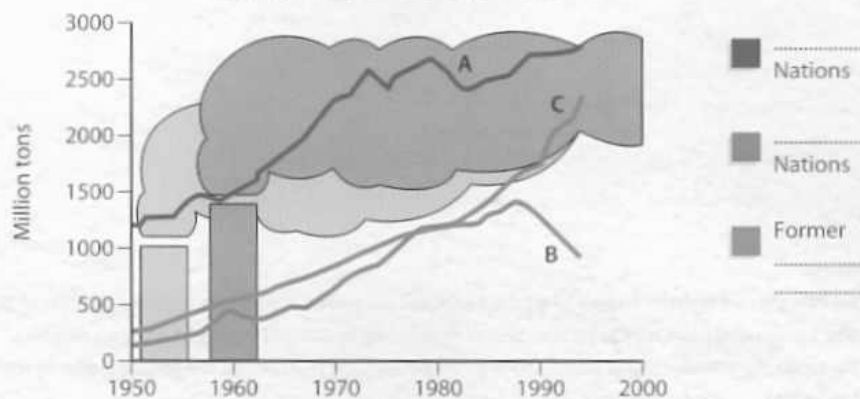


Source: *Social Trends 2001*. Crown Copyright 2001.

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Later your partner will describe the graph below for you. You complete the missing details, asking questions if necessary.

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



FILE CARD

3A

Your partner is a visitor to the town where you live and / or work. You would like to invite him / her to a social event or provide some entertainment. Think about the possibilities, then find out his / her preferences and make an arrangement with him / her.

Suggestion: Look in a local *What's On* guide or newspaper to see if there are any special attractions on now.

FILE CARD

9A

You are a Quality Control Manager for Comcosol, a software engineering company that supplies manufacturers with control systems. Ring one of your clients, Salco Services – and ask to speak to the Production Manager. You want an appointment to discuss some design modifications.

Here is a page from your diary. If possible you want to visit Salco the week of October 17th.

October	October
17 Monday <i>10am-12pm Sales meeting</i>	24 Monday <i>Budget meeting 9.30</i>
18 Tuesday <i>Marketing - all day seminar</i>	25 Tuesday
19 Wednesday <i>Trip to Bristol to see Mike</i>	26 Wednesday
20 Thursday	27 Thursday
21 Friday <i>Tour of factory 10/ New projects 2pm</i>	28 Friday <i>Planning meeting (all day)</i>
22 Saturday	29 Saturday
23 Sunday	30 Sunday

FILE CARD

15A

You are a sales representative for an advertising consultancy. You are responsible for selling perimeter advertising for sports arenas in Italy. You sell 25 metre electronic advertising at Italian Serie A (first division) football matches.

- Price: on live television:
  - corner position: \$120 per flash (one minute)
  - halfway line or behind the goal \$240 per flash (one minute)
- You can offer discounts of up to 20%, but only for deals of three matches or more.
- You can offer two free flashes at non-televised games instead of a discount.

**Notes:**

You have no space on the halfway line (middle of the playing area) in January and February.

A deal must be for a minimum of 10 flashes per match.



FILE CARD

16A

You represent an international company with business links in Tokyo. You urgently need to buy a brand-new luxury apartment in Tokyo's Shinjuku district.

You could spend up to ¥250m, but you would prefer to spend only about ¥150m because you would also like to buy a second, smaller apartment in Hachioji – but this is not essential.



#### Notes:

- Shinjuku is one of the most famous and prestigious districts in downtown Tokyo.
- You would like the apartment to be near Shinjuku Gyoen Park, or close to Shinjuku station.
- Hachioji is a suburb – you are not sure exactly where.
- You need the apartment to be ready in less than three weeks.
- You want the inside decorated to your specific requirements – you will pay extra for this.
- You would like an apartment with a swimming pool and tennis courts.
- You want a large apartment – about 200 sq.m.
- If you cannot have any of the above, you would like to pay less.

FILE CARD

19A

Team A: HBT Rexis Ltd – a subsidiary of HBT Inc.

Your company has recently developed an anti-inflammatory drug to treat arthritis. You plan to market the drug within two years. You want to include your sister company, HBT Short Ltd., in the project because they have more experience in testing and marketing this type of drug. They already produce *Arpan*, an anti-arthritis drug with a large market share.

You:

- would like to set up a Project Team, based at Rexis. You think the team should consist of three members from Rexis and two from Short.
- expect the final development of the drug, including the trials and salaries (calculated in employee-hours) of Project Team members, will cost \$900,000.
- have to apply for a patent for the drug and for it to be licensed by the American Food and Drug Administration. You expect approval within two years.

#### Note

If you cannot reach agreement, you plan to develop the drug alone.

FILE CARD

17A

**Team A: Coen Brothers**

**The negotiation.** Clearly you would like to supply all three buildings to Fratelli Taviani, but be sure not to give away too much in terms of discount. Against this, it is very important that you enter the Italian market.

There are certain extras that you can provide at little extra cost: you can decorate the finished buildings and you can agree to an extended warranty of up to ten years. This means total building replacement in the event of structural faults developing. Ordinary maintenance and wear and tear is not included.

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

FILE CARD

18A

**Situation 1**

You work for a translation agency. You can translate legal contracts into any language:

- cost: \$300 per 1,000 words
- a job of more than 5,000 words will take a week
- if it is more urgent than a week, the cost will be a lot higher.

**Situation 2**

You are in Hamburg. You urgently need to rent four vans from a local car and van rental company:

- you expect to pay about €100 per day per van
- you have to have the vans today or tomorrow.

**Situation 3**

You are the Conference Organiser for Lake View Hotel. You rent conference space:

- cost: normally \$1,000 per day for facilities for five people
- 50% non-refundable deposit six months before the conference date (this is negotiable)
- bed and breakfast conference rate – another \$1,000 per day for five people
- no deposit required for bed and breakfast.