

ELLIS

English Language Learning and Instruction System™



**Business Series™
Instructor Guide**

ELLIS Business Series™
Version 1 rev. a
Instructor Guide
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Introduction

Welcome to The ELLIS Business Series™. ELLIS products combine the technology of computer assisted instruction with established instructional theories to produce the most innovative ESL program available. ELLIS products effectively utilize the computer for language learning, giving students realistic situations and the opportunity to play an active role in the learning process.

Instructors can use this Instructor Guide as a resource tool. The Instructor Guide contains information and materials for each of the 12 themes in The ELLIS Business Series, and is divided into three main sections:

1. **Scope and Sequence Charts**, which provide immediate information concerning where Business Series teaches any item of instruction. The theme objectives show what is taught in Business Series. You may want to integrate the objectives of Business Series with those of any other curriculum materials your institution uses in addition to the ELLIS Business Series Learner Response Book.

2. **Scripts** give a complete text of Business Series' lessons and show which words are highlighted for definitions or more information. Much like a textbook, ELLIS is a resource that can help you design and meet course objectives. The entire conversation script for each lesson is included in this manual. The scripts will help you plan your lessons in the following ways:

- They include all the dialogue the learner sees from each lesson.
- The same words that are highlighted on the screen are highlighted in this book. This means that you don't have to go to the computer to know what vocabulary words or grammar structures are taught in each lesson.
- The scripts are organized in a user friendly format. Scripts are divided into themes. Themes have between 3 and 5 lessons. The scripts in this guide are marked as follows:
 - All vocabulary words are *italicized*.
 - All grammar structures are underlined.
 - All vocabulary phrases are **bolded**.
 - All pronunciation example words are in **red**.
- At the end of each theme's script are ideas for in-class activities, and activities the students can do outside of the classroom. Each lesson suggests practice activities for one or more of the following skills: grammar, communication skills, culture, or vocabulary items.

3. **Answer Keys** provide answers to all practice activities in the ELLIS Business Series Learner Response Book.

With the flexibility of ELLIS and the instructor's familiarity with the needs of each student, learners will not be faced with instruction that is too far above or below their ability.

For information on how to use the features on The ELLIS Business Series and Instructor Utilities, please refer to the Installation and Implementation Guide.

ELLIS Business Series	Theme 1 Airport
Lessons	1. Airline Check in 2. Dealing with Problems 3. Immigration 4. Customs 5. Exchanging Money
Grammar Focus	<ul style="list-style-type: none"> ◆ Perfect tense ◆ Past tense ◆ Progressive tense ◆ Present tense ◆ Future tense
Communication	Answering questions Dealing with problems Discussing where and how to exchange money Discussing exchange rates and exchange fees
Culture	Airline check-in procedures Dealing with problems Immigration and customs procedures Expressing dissatisfaction Exchanging money Using traveler's cheques
Pronunciation Focus	1.1 [ɛ] eh them 1.2 [ɪ] i miss 1.3 [a] ah document 1.4 [eɪ] ey place 1.5 [i] ee need

ELLIS Business Series	Theme 2 Ground transportation
Lessons	1. Rental Car 2. Making Transportation Arrangements 3. Taxi
Grammar Focus	<ul style="list-style-type: none"> ◆ Conditionals ◆ Gerunds and infinitives ◆ Prepositions review
Communication	Renting a car Asking for and giving directions Giving instructions Arranging for airport or hotel shuttles Arranging for and hailing a taxi
Culture	Driver's licenses Differences between rental cars Airport and hotel shuttles Advantages of taking a taxi
Pronunciation Focus	2.1 [aɪ] ai like 2.2 [j] y you 2.3 [ɪ] i in

ELLIS Business Series	Theme 3 Hotel
Lessons	1. Checking In 2. Concierge 3. Hotel Services 4. Checking Out
Grammar Focus	<ul style="list-style-type: none"> ◆ Yes/No questions ◆ Information (Wh-) questions ◆ Tag questions ◆ “How” questions
Communication	Checking into a hotel Ordering room service Calling housekeeping Arranging for a wake-up call Checking out of the hotel and discussing the bill
Culture	Hotel reservations Hotel concierge Using hotel services Checking out
Pronunciation Focus	3.1 [p] p help 3.2 [z] z is 3.3 [u] oo room 3.4 [s] s still

ELLIS Business Series	Theme 4 Food
Lessons	1. Breakfast 2. Lunch 3. Dinner 4. Reservations 5. Getting a Drink 6. Ordering Dessert 7. Paying
Grammar Focus	<ul style="list-style-type: none"> ◆ Articles ◆ Count and Non-count nouns ◆ Quantifiers ◆ Pronouns
Communication	Ordering food in a restaurant Asking for recommendations Asking about specials Ordering drinks and dessert Paying the bill Discussing questions about the bill
Culture	Common breakfast, lunch, and dinner foods Restaurant reservations Tipping the server Restaurant specials Common practices when paying the bill
Pronunciation Focus	4.1 [ð] dh that 4.2 [tʃ] ch cheese 4.3 [r] r garlic 4.4 [ʊ] uh just 4.5 [l] l lemon 4.6 [oʊ] o okay 4.7 [θ] th think

ELLIS Business Series	Theme 5 Business Social Skills
Lessons	1. Meeting the Receptionist 2. Meeting your Contact 3. Giving and Accepting Compliments 4. Making and Accepting Invitations
Grammar Focus	<ul style="list-style-type: none"> ◆ Common contractions ◆ Forming contractions in the perfect tense ◆ Forming contractions in the future tense
Communication	Greetings Small talk Giving and accepting compliments Making and accepting invitations
Culture	Appropriate greetings Small talk with new acquaintances Forms of non-verbal communication Giving and accepting compliments Invitations
Pronunciation Focus	5.1 [t] t ten 5.2 [ɔ] aw out 5.3 [ʒ] zh pleasure 5.4 [ŋ] ng going

ELLIS Business Series	Theme 6 Greetings, Introductions, and Farewells
Lessons	1. Making Introductions 2. Small Talk – Business 3. Small Talk – Personal 4. Saying Goodbye
Grammar focus	<ul style="list-style-type: none"> ◆ Equatives ◆ Comparatives ◆ Superlatives ◆ Parallel structures
Communication	Greeting acquaintances Making introductions Giving compliments to friends Making small talk Discussing jobs and hobbies Pre-closings Saying goodbye and making plans to meet in the future
Culture	Common greetings with acquaintances Common introductions –formal and informal Giving compliments in introductions Appropriate and inappropriate small-talk topics Complimenting others; occupations and hobbies Saying goodbye –formal and informal
Pronunciation Focus	6.1 [u] oo you 6.2 [ʊ] u good 6.3 [aʊ] ow doubt 6.4 [g] g give

ELLIS Business Series	Theme 7 Phone Skills
Lessons	1. Answering the Phone and Taking Messages 2. Making and Changing an Appointment 3. Placing an Order 4. Making Travel Arrangements and Reservations
Grammar Focus	♦ Modal auxiliaries ♦ Types of modals
Communication	Answering the phone Taking messages Asking for voice mail Making an appointment Discussing dates and times Paying for an order over the phone Asking for and giving the appropriate information
Culture	Common phone greetings and goodbyes Common introductions over the phone Methods of payment Making travel arrangements and reservations Confirming reservations
Pronunciation Focus	8.1 [b] b back 8.2 [w] w well 8.3 [h] h handle 8.4 [k] k king

ELLIS Business Series	Theme 8 Negotiations
Lessons	1. Clarifying Meaning 2. Handling Objections and Reaching Consensus 3. Seeking Assurances
Grammar focus	<ul style="list-style-type: none"> ◆ Active versus passive voice ◆ Forming the passive voice ◆ Stative passive voice ◆ Other forms of passive voice
Communication	Asking for repetition or explanation to clarify meaning Apologizing for mistakes or delays Making objections and expressing concerns Discussing solutions and resolving concerns Making commitments
Culture	Importance of asking questions to clarify meaning and obtain information Polite ways to express problems or concerns Methods of resolving concerns Commitments in business
Pronunciation Focus	9.1 [v] v five 9.2 [ʃ] sh share 9.3 [ʊ] u would

ELLIS Business Series	Theme 9 Contracts
Lessons	<ol style="list-style-type: none"> 1. Considering Options 2. Term and Termination 3. Territories 4. Legal Issues 5. Making, Accepting, and Declining Requests
Grammar Focus	<ul style="list-style-type: none"> ◆ Greek and Latin word roots ◆ Prefixes and suffixes ◆ Noun and adjective forms
Communication	<p>Methods of negotiating Discussing options with clients and customers Discussing terms of a contract Discussing legal issues Discussing territory and distributing issues Making and accepting requests Declining requests</p>
Culture	<p>Importance of negotiating Importance of commitment to customers Making requests Listening skills Terms of a contract</p>
Pronunciation Focus	<ol style="list-style-type: none"> 10.1 [g] g glad 10.2 [tʃ] ts that's 10.3 [d] d dealer 10.4 [f] f fire 10.5 [eɪ] ey days

ELLIS Business Series	Theme 10 Discussing Business
Lessons	1. Talking with Co-Workers 2. Finding Solutions 3. Discussing Opinions 4. Expressing Agreement and Disagreement
Grammar Focus	<ul style="list-style-type: none"> ◆ Personal pronouns ◆ General pronouns ◆ Possessive pronouns ◆ Reflexive pronouns ◆ Direct/Indirect object pronouns
Communication	Expressing concerns Giving suggestions/stating opinions Discussing and writing proposals Reaching an agreement
Culture	Coffee and lunch breaks Polite and impolite methods of sharing opinions Methods of giving suggestions in the workplace Expressing ideas with confidence
Pronunciation Focus	7.1 [ɔɪ] oy join 7.2 [s] s us 7.3 [r] r agree 7.4 [h] h hurt

ELLIS Business Series	Theme 11 Planning
Lessons	1. Planning a Meeting 2. Making Arrangements for a Trade Show
Grammar Focus	<ul style="list-style-type: none"> ◆ Meanings of prepositions ◆ Types of prepositions ◆ Phrasals (two-word and three-word verbs)
Communication	Making arrangements for a business meeting at a hotel Discussing meeting-room options Discussing catering options Discussing equipment rental Making arrangements for a booth and equipment at a tradeshow
Culture	Why companies host business conferences Importance of knowing important information when planning for a business meeting or tradeshow
Pronunciation Focus	11.1 [m] m meal 11.2 [ae] a laptop

ELLIS Business Series	Theme 12 Meetings
Lessons	1. Conducting a Meeting 2. Describing Trends 3. Reporting Results
Grammar Focus	<ul style="list-style-type: none"> ◆ Subject-verb agreement ◆ Subject-verb agreement with prepositional phrases ◆ Gerunds as subjects ◆ Singular pronouns ◆ Unusual non-count nouns
Communication	Making introductions in a business meeting Discussing the agenda for a business meeting Giving status reports Discussing the many factors that affect a business Discussing sales and financial reports Discussing different options to increase profits and sales
Culture	Conducting a business meeting Giving status reports in a meeting Asking and answering questions in a meeting Factors that can affect a business Business strategies to increase profits and sales
Pronunciation Focus	12.1 [n] n nice 12.2 [j] ɟ just 12.3 [a] ah profit

Volume 1

Airports and Transportation

Theme 1- Airport

Lesson 1

A: Airline Employee

T: Bill Thompson

A Good morning

T Good morning.

Branch 1 - Bag Check

A How many *bags* are you *checking* today?

T *Just* these two. This *case* will be a **carry on**.

A (And, did you *pack* these *bags* yourself?)

T Yes.

A Have these *bags* been in your *possession* since you *packed* **them**?

T Yes.

A Have you accepted any *packages* or *bags* from *strangers*?

T No.

Branch 2 - Itinerary Check

A Your *final* *destination* today is London's Heathrow?

T Wait. I've always flown into Gatwick.

A *Perhaps* it was another *airline*. We only *fly* into Heathrow, sir.

T **That'll be alright.**

A I'll need to see your *passport*.

T **Here you go.**

A **All right.** You're on *flight* 1546. That will *depart* out of D7. Boarding will begin 30 minutes before departure.

T OK. Thank you.

A Thank you.

Branch 3 - Changing Seat Assignments

A **You're all set.** They've already given you a *boarding pass* with a *seat assignment*.

T **I know.** Could I get an *aisle* or *window* seat closer to the *front* of the *plane*?

A The *flight* is *quite* full. **Let me check.** **Here's one,** 21A. Can I see your old *boarding pass*?

T **You bet.**

A **That's much better.** They had you seated in 43E.

T *Glad* I asked.

Lesson 2

A Airline Employee
E Emily

A **How can I help you?**

Branch 1 – Change Flights

E My *flight's* been *delayed*. I'm *concerned* that I'll *miss* my *connecting flight*.

A May I see your *ticket*? Oh, I'm *afraid* you won't be able to **make your connection** in Los Angeles.

E What are my *options*?

A There was a *flight* at 7:00pm. You *just missed* that. **Here's one** at 9:00.

E **That's fine**. Just **book me** on that *flight*.

Branch 2 – Flight Canceled

E I was on **flight 860** to Los Angeles, but it was just *canceled*.

A **All right**. There *is another flight* at 9:30.

E But I *needed* to be **in** Rio *by morning*.

A I'm sorry, but you won't be able to get to Rio **until** tomorrow night.

E **You've got to be kidding me**. I have a 10:00 am meeting in Rio. **What am I supposed to do?**

A Well, you could spend the night here in Tokyo or go on to L.A. and stay there. Uh, we'll pay for all accommodations, of course.

E **I can't believe this**.

A There is a flight leaving for San Francisco at 6:00 am. Uh...you could **make a connection** there to Rio. You'll arrive at 9:15 **with** the time change.

E I'll be late for my *meeting*, but **I guess I have no choice**.

Branch 3 – Voicing your dissatisfaction

- E **I am very upset.** You *delayed* my *flight* for 4 hours, and now you tell me you *cancelled it*?
- A I'm sorry. Your airplane *had* *mechanical problems*. **We regret the inconvenience.**
- E Why *didn't you* just put me on one of the other *flights* that *went* to Hong Kong today?
- A The *ground crew* *tried* to *fix* the problem. We were *just told* that the plane can't be *fixed* today.
- E **I don't care what you do,** I need to be *in* Hong Kong by tomorrow.

Branch 4 – Problem gets resolved

- E **I hope so.** My plane *broke* down, and I have to get to *Sydney*.
- A **We'll figure something out.** We could *put* you on *another airline*.
- E I *already paid* for *this ticket*.
- A **Oh, don't worry.** You can use this *ticket*. *Pacific* Airlines has a *non-stop* flight to Sydney in 25 minutes.
- E Oh, **fantastic.**
- A Here's your ticket. I'll call Pacific for you. You need to go to *terminal A*, so you'll need to *hurry*.
- E **What about my luggage?**
- A **Don't worry.** I'll see *if* it can be transferred. Otherwise, unfortunately, it will be *delivered* to your hotel first thing.
- E Well, *at least* I'll be *in* Sydney on time. **Guess it's better than nothing.**

Lesson 3

T Bill Thompson
IO Immigrations Officer

T Hi

IO Hello. May I see your (*travel documents*) please?

T **Here you go.**

IO Thank you. How **long** will you be staying?

T I'll be here for one week. But I am thinking about staying a little **longer**.

IO And what is the *purpose* of your *visit*?

Branch 1 – Business

T Business.

IO And **what kind of** business are you in, Mr. **Thompson**.

T I am a *consultant*.

Branch 2 – Conference

T I'm attending a business *conference*.

IO Where will you be staying?

T: I was going to stay at the *downtown* Grand **Plaza**, but it's *full*.

Branch 3 - Visiting Friends

T Pleasure. I'm just visiting some friends.

IO May I see your *itinerary* and *return ticket*, please?

T Yes, **here they are**.

IO Your visa's *valid* for 30 days. Here's your *passport*.

T Thank you. Where do I go now?

IO You can pick up your *luggage* over there, and *Customs* is *through* those doors to your *left*.

T Thank you.

Lesson 4

CO Customs officer
T Bill

Branch 1 – Answering Questions

T Hi there.

CO Hello. (Are you bringing any *plants, fruits, or vegetables* into the *country*?)

T No, sir. **I'm not.**

CO (Are you *transporting* any live *animals* or animal *products*?)

T Um, not that I'm aware of.

CO Yes or no, sir?

T I'm sorry. No.

CO Could you *step* over here, please, and uh, *place* your *luggage* on the *table*?

T (Guess I *picked* the *wrong* time **to joke around.**)

Branch 2 - Checking a box

CO Uh, what do you have inside the *box*, sir?

T *Brochures* and *demonstration* CDs.

CO Could you *open* the *box* for me, please?

T Sure. I *always* bring these to shows.

CO **That's fine.** Thank you.

Branch 3 - Checking your garment bag

C Could you *open* your *garment bag*, please?

T **No problem.**

C What's is this?

T (It's a *gift* for my *business associate* who lives here.)

C **Okay.**

Branch 4 - Checking your briefcase

CO Could you *open* your *briefcase*, please?

T Sure. I *just* have my *laptop* and some *software*.

CO (Do you *intend* to *sell* this *software* during your *visit*?)

T No, I don't. It's only *demonstration* software.

CO **Thank** you. **Here you go.**

T **Thanks.**

Lesson 5

CL Clerk
T Bill Thompson

CL Hi, can I help you?

Branch 1 – Changing Money

T I want to exchange this *money*.

CL That's \$217 after deducting the *exchange fee*. (Do you want all small *bills*?)

T A few larger ones would be okay.

CL That's one hundred, *fifty*, seventy, *ninety*, two hundred, ten, fifteen, *sixteen*, seventeen. There you go.

T Thank you..

Branch 2 – Changing Traveler's Cheques

T Yes, I *need* to exchange a *traveler's* cheque.

CL May I *see* your *passport*?

T **Here it is.**

CL Excuse *me*, ma'am. **Do you mind** signing this?

T Oh, I'm *sorry*. Who should I make this out to?

CL You don't have to fill that in. (I have a *stamp*.)

T Okay.

CL Here's your money *minus* the *service fee*, here's your *receipt*, and here's your *passport*.

T **Have a good day.**

Branch 3 – Discussing Rates

T Are your *rates* the *same* as the bank's?

CL The bank's *rates* are better, but they're *closed* now.

T Which is better, changing *currency* or *traveler's cheques*?

CL (In this *country*, it doesn't matter. It's the *same* for *both*.)

T Thanks for your *help*.

Branch 4 – Where Can I Exchange Money?

T Where can I go to exchange *money*?

CL Here, at a bank, at your hotel, or some *major* stores.

T (Are all *exchange rates* the *same*?)

CL No, rates *vary* *greatly*. Try to go to a bank. Their rates are the best.

T Thanks, again.

CL Uh huh.

Theme 2- Ground Transportation

Lesson 1

H Hart
RA Rental Agent

H I have a car reserved for Hart.

RA Can I see your **driver's license**? Thank you. You have a *compact reserved*. **Would you like** to upgrade to a *larger vehicle*?

Branch 1 – No. What about extending the rental?

H No. **That'll be fine.**

RA You're reserved for 3 days.

H Is it a *problem if I extend* another day?

RA **No problem at all.** You can just call us **if you need** the car *longer*.

H **Great.** (Can you tell me how to get) downtown?

RA (Sure, turn **right** out of the *lot*. After about a *mile*, you'll see **signs** for the Midtown Expressway. **That'll take you** into downtown.)

Branch 2 – Yes. Would you like to pre-pay the gas?

H Yeah, **I'll** get the *mid-size*.

RA **Good choice.** (Do you want to *pre-pay* the gas?)

H **How does that work?**

RA **If you pay** us for a *full tank* of gas now, you can *return* the car *empty*.

H **No thanks.** I won't be using a *full tank*.

RA Okay. **Just make sure** the car is *returned full*. **Have a nice day.**

Branch 3 – Yes. Do you need insurance?

H I think I will upgrade to a *full-size* car **if it's not** too much money.

RA Sure. For the three days, the *incremental cost* is 33 dollars.

H Then **I'll** get a full size.

RA Okay. **Would you like** to *purchase collision insurance* that *covers any damage* to the car?

H **No.** **My** company has *insurance*. But I would like a *cellular phone*.

RA **Fine.** Uh, just *initial* here to (**decline the coverage**) and **sign** at the X's. Thank you for *choosing AVID*.

Branch 4 – Yes. How much is the drop-off charge?

H I need a *minivan*.

RA Will you be *returning* the car to this *location*?

H No, I'd like to leave it in Monroe, if that's okay.

RA Do you understand that there will be a \$50 *drop-off charge* if you don't return the car to this *location*?

H Yes, I do.

RA Do you need *directions*?

H Yes. And I'd like a *map* if you have one.

RA (Sure. Ah, you just turn left out of the lot and turn right on Madison. And take another quick **right** onto 101 West. And then go about 50 **miles** and take the Monroe exit.)

Lesson 2

T Bill Thompson
TA Transportation Agent

TA Hi. **Where're ya headed?**

Branch 1 – Take a Shuttle

B The Concorde Hotel?

TA The Concorde? (They have a *free shuttle*.) Go back in those doors and you'll see (a *panel to your right*.)

B Okay.

TA There's a *list* of hotels there. Pick up the phone and *dial* the number to the Concorde.

B **All right.**

TA Tell them what airline **you** came in on, and they'll come and get you.

B **How long does it take?**

TA **Not long at all.** The shuttle will stop at that blue sign, one aisle over.

B I see it. (**Thanks, man.**)

Branch 2 – Take a Taxi

T The McMillan Center. Will I have to take a taxi?

TA **Yes.** I can get you one.

T Great.

TA *Standard fare* from the airport to the Mac Center is 21 dollars.

T Do **you** take *credit cards*?

TA Sure. (Now that doesn't *include* the *tip*.)

T Okay. **Thanks for the heads-up.**

Branch 3 – Take a Bus

T I'm going to stay at the Quality Suites.

TA **Are you in a hurry?**

T **Not particularly.**

TA Then I'd *take* the Super Shuttle. You won't get there fast with all the stops they'll make, but it's a lot cheaper.

T Okay. Can I get tickets here?

TA Sure. **One way or round trip?**

T *Round trip.*

TA (Just call the number on the ticket the day before) you need to come back to the airport.

T Okay, thanks.

TA Sure.

Lesson 3 (no branches)

J Joe
T Taxi driver
L person on the street

J Where [can] I get a [*taxi*]?

L [At] the *end* of the *street*.

J *Taxi!*

T Do you want the [*bags*] in the trunk?

J Yes. Thanks.

T **Where to?**

J 129 **Madison** Street.

T 9 dollars.

J **Here you go.**

J **Thank you.**

T **Have a good day.**

Volume 2

Hotels, Restaurants, and Hospitality

Theme 3 - Hotel

Lesson 1

CL Good evening. May I help you?

Branch 1 - Standard Check In

B I need to *check in*. I have a *reservation*.

CL Ah, your name, sir?

B Bill **Thompson**.

T How do you **spell** your last name, Mr. Thompson?

B T H O M P S O N.

CL Thank you. Yes, here's your *reservation*, Mr. Thompson.
Do you want a non-smoking room?

T Yes.

Branch 2 - Trouble with your Reservation

B Yes, I **have a room reserved under the name Thompson**.

CL I'm sorry, Mr. Thompson. **I don't seem to have a reservation in your name.** Was it a confirmed reservation?

B **Yes, it was.** The *confirmation number* is 8675309. (says "zero")

CL **Ah, yes, here it is. Sorry for the inconvenience.**

B **That's all right.** Thank you. **Do you have a room with a king-size bed?**

CL Uh, **let me see. Yes, we do.** Uh, you are in room 713. The *elevators* are just **past** the *gift shop*, then to your left.

B Okay. Thank you.

Branch 3 - No Reservation

B Yes. I need a room for three nights, **please**.

CL **Do you have a reservation?**

B No, I don't.

CL I'll *check* to see what we have *available*. I can *offer* you a room with two beds. **Will that be all right?**

B Yes, thank you. (**Can you give me a business or corporate rate?**)

CL Yes, just *attach* your *business card* to this *registration form* after you *fill it out*.

B Okay. Thank you.

Branch 4 - Canceled Reservation

- B Yes. I need to *check in*. The *reservation* is for **Thompson**.
- C Yes. (Mr. Thompson, I'm sorry, **we were only able to hold your hotel room until 6:00 pm.**)
- B But I have a *reservation*.
- C I understand, sir, but your room was not *guaranteed* for a *late arrival*.
- B **Are you serious? I can't believe this!**
- C I'm sorry, Mr. Thompson. Um, **let me see what we can do.**
- B Two *layovers*, twelve hours in a **plane**, and now no hotel room. **It figures!**

Branch 5 – Getting another room

- T Hi, my name is Bill **Thompson**. I was told you would help me *find* a room.
- C **That's right**, Mr. Thompson. **We have made arrangements** for you to *stay* at the Grand **Plaza uptown**.
- B Is that far?
- C **Not at all**. Just ten minutes away. There's a driver outside *waiting* to take you there, and they've set aside a *suite* for you at no *extra charge*.
- T Oh. Thank you. **Sorry about all the trouble.**
- C **(No *problem*. Have a nice evening.)**
- T Thanks.

Lesson 2

T Emily
C Concierge

T **Is** this the *concierge desk*?

C Yes, it is. **What can I do for you?**

Branch 1 – Entertainment

T **What is there to do** *around* here at night?

C Well, **there's** a symphony **in town**. Or, would you rather **see a show**?

T **Which** shows are playing?

C There's Les **Mis**... and Phantom of the Opera.

T Oh, I'd like to see Phantom. Um, **where can I get tickets?**

C **(I can take care of that for you right here.** Would you like *orchestra, main floor, or balcony* seating?)

T I'd *rather* pay a little more to have better *seats*.

C **No problem.**

Branch 2 – Food

T **(How about** *recommending a restaurant*?)

C **Formal or casual?**

T **Something in between, I guess.**

C Well, **what kind of** food do you like? Italian, **Chinese**, Mexican, American?

T **I feel like steak. Maybe some fish.**

C Well, **then I would go** to the Black Angus. They have *great steaks* and *seafood*.

T **Sounds perfect.**

Branch 3 – Guided Tours

T How can I *best see* the city?

CL Well, **there's so much** to see that I would *recommend* a *guided tour*.

T Any *particular* one, or are they all **about the same**?

CL Well, there's *walking tours*, *bus tours*, and *boat tours*. When would you like to go?

T (Tomorrow, but I *only* have three hours. **What do you recommend?**)

CL Well, there's a two-hour *bus tour* in the morning and then *one* in the afternoon. **Here's information on each one.**

T **Thanks for your help.**

Lesson 3

T Thompson
CL Front Desk
RS Room Service (VO)
H Housekeeping (VO)

T **Looks like I'm going to need** some *help*.

Branch 1 - Housekeeping for an Iron

H *Housekeeping.*

T (Yes, I need to have an *iron* brought up to my **room**.)

H An *iron* to room 713.

T **When** do you think that will *get here*?

H I'll send someone up **right away**.

T **And could you send** up a *few* more *towels* please?

H **Absolutely.**

T **That's great.** Thanks.

Branch 2 - Room Service

RS **Room** Service

T (Yeah, I know it's late.) I *just need* a *light snack*.

RS You can order anything from the *24-hour menu* .

T Great. I'll **have** the *chicken wings*.

RS **Anything to drink?**

T A big Coke. And **why don't you** send up *some onion rings*, **too**?

RS So that's a *light snack*, huh?

T **I deserve it.**

Branch 3 - Leaving a wake up call

CL *Front desk.*

T **(I need to have a wake-up call.)**

CL When would **you like** your **wake-up call**?

T Six o'clock.

CL **Room** 713 at 6:00 am. **Have a good night's sleep**, Mr. Thompson.

T Thank you.

Branch 4 - Where's the business center?

CL *Front Desk.* How may I help **you**?

T Yes. I'm *expecting a fax.* Has it *arrived*?

CL Uh, **let me check.** No, sir, it hasn't. But **when it does**, we'll call your **room** or **leave a message.**

T Okay. And I need **to send** one *as well.*

CL (We have a *business center* here at the hotel.)

T Great. **Where is it?**

CL **It's on the second floor.**

Lesson 4

T I can *check out* here, can't I?

CL **Certainly.** Was everything **satisfactory**?

Branch 1 – Payment

T **Yes.**

CL **Would you like to leave **this** on your credit card?**

T I *already* paid, didn't I?

CL Your VISA *imprint* was taken to cover *incidentals*. You **still** need to **settle your account**.

T Okay.

Branch 2 – Review the Bill

T I don't **understand** all these *charges*.

CL *Which ones* would you like me to *explain*?

T I *thought* my *rate* was one hundred a night. But, **this is much more.**

CL **This** is the room rate, this is an *occupancy* or *room tax*, this is our *city tax*, and this is the *sales tax*.

T **It sure adds up, doesn't it?**

Branch 3 – Frequent Traveler Points

T The room was great. **Can you make sure** I get my *frequent traveler points* for **this stay**?

CL **Would you like to leave it on** your Grand Plaza Hotel Rewards *program*?

T No, I *prefer* Pacific Air miles, please.

CL **I'll make sure your **account's** credited.**

T **I'd appreciate it.**

Branch 4 – Bag Storage

T **Everything was wonderful. Can you **store** my luggage for a few hours?**

CL **No problem. Let me call the bell captain.**

T Great.

CL And **make sure** you keep the *claim tickets* that he gives you.

T All right.

Theme 4 – Food

Lesson 1

W Waitress

E Emily

W Good morning. **What can I get you?**

Branch 1 - I'll get the buffet

E **I'm not sure**, but I'm *starving*.

W If you're **that hungry**, **then** you should get the buffet.

E **What do they have** in the buffet?

W The chef can make you an *omlet, French toast, waffles, or pancakes*.

E **That sounds great**.

W Plus, **there** are *hash browns, meats, cereals, breads...* pretty much any breakfast food you'd want, and it's **all you can eat**.

E (You sold me. **I'll have the buffet**.)

Branch 2 – I'd like the special.

E **I feel like** some *eggs*.

W (**Then** I'd get the special.) How would you like your *eggs cooked*?

E **Over easy**.

W Do you want *sausage, bacon, or ham*?

E *Ham*, please.

W *White* or *wheat toast*?

E Wheat, thank you.

Branch 3 – Something light

E What do you have **that's** light?

W **We have** a number of *light choices*. Maybe a *bagel* or some *fruit*?

E **Do you have** any *yogurt*?

W Yes. *Strawberry, banana, and blueberry*.

E **I'll have** *blueberry*.

W Just the yogurt, **then**?

E No, **I'll have both**, please.

W (*Yogurt* and the bagel or *yogurt* and the fruit.)

E Sorry, I *meant*, uh, *yogurt* and the fruit.

Lesson 2

T Thompson
W Waitress

W Have you decided what you'd like?

Branch 1 – Salad

T I'll have a salad.

W Would you like a caesar or a chef's salad?

T I'll have the chef's *salad*. What *dressings* do you have?

W We have many kinds of *dressings*. **Ranch**, Bleu **Cheese**, Thousand Island, Russian, Italian, and our **house dressing**.

T What's the house dressing?

W (*Raspberry vinaigrette.*)

T Wow. **That sounds fabulous**. I'll have that.

Branch 2 – Sandwich

T I'm going to have a **sandwich**.

W We have **lots of** *sandwiches*. Are you **in the mood** for a *hot* or *cold* sandwich?

T **Cold**, I guess. I can't decide between the turkey and roast beef.

W Do you like *chicken salad*? It's the *best* sandwich we have.

T (**No, I don't**. **Thanks, though**. I'll have the *turkey*.)

W White, wheat, rye, or sourdough?

T **Excuse me?**

W What kind of *bread* do you want?

T Oh, **I'm sorry**. White.

Branch 3 – Soup

T What's the soup of the day?

W (We have a couple of soups. *Chicken noodle* and *clam chowder*.)

T What would you recommend?

W We're known for our *clam chowder*.

T That sounds good. I'll have that.

W Do you want a cup or a bowl?

T I'm pretty hungry. I'll have a bowl. Can I get some bread?

W It comes with a basket of rolls.

T Great.

Branch 4 – Hamburger

T Just a *cheeseburger*.

W What do you want on that?

T *Lettuce, tomatoes, pickles* --(everything but onions.)

W One *cheeseburger*, everything, hold the onions. Do you want *fries* or *onion rings*?

T *Fries* would be great. I like lots of salt on my **French fries**.

W I'll bring *ketchup* and *mustard* with your burger.

T Oh, great, and **could you bring** some mayo, too, please?

W **You got it.**

Branch 5 – Drinks

T What do you have **to drink**?

W Uh, *soda, lemonade, juices, milk*, and *ice tea*.

T I'll have a *diet cola*.

W **Do you want** a slice of *lemon* in that?

T **No, thanks.**

W (Okay. **That comes with** *free refills*.)

T **Great.**

Lesson 3

E Emily
T Thompson
W Waitress

W (Here are your *drinks*. Have you *decided* what you'd like to *order*?)

Branch 1 - Specials

T Could you tell us about the specials?

W **Sure. We're featuring** a *roasted leg of lamb*. That's **served with** *garlic mashed potatoes*.

E **Do you have** any fish?

W Our *fresh fish* is Pacific *swordfish*. That's simply *grilled* and is **served with** *wild rice* with *mango chutney* **on the side**.

T **That sounds** *delicious*.

W It is. And we also have an *excellent prime rib*.

E **I think I'll have** the lamb, **medium rare**.

T **I'll have** the swordfish.

Branch 2 – Steak and Fish

E Yes. **I'd like** the oriental salad.

W A good choice. (And you, *sir*?)

T **I'll have** the fillet mignon.

W And how would you *like* that *prepared*?

T **I'll have it** *medium*, please.

Branch 3 – Pasta

T **I'll have** the spaghetti with *meat sauce*.

W **Would you like** *soup* or *salad*?

T **(Does it come with** the meal?)

W Yes, **it does**.

T **I'll have** the salad, with a *light Italian dressing*.

E **Same for me**. Thanks.

Branch 4 – Chicken

E **(Could I have** the chicken cordon bleu and a *salad* with *thousand island dressing*?)

W **Sure. Do you want** a *baked potato*, *fries*, or *rice*?

E *Baked potato*, please.

W **Would you like** *sour cream*, *butter*, or *chives* on your *potato*?

E Yes. **All three.**

W Okay. And what **can I get you** this evening?

T **I'd like** the *veal picatta* with *rice*, and **I'd like** the *soup*.

Lesson 4

E Emily
T Thompson
M Maitre' D

M Good evening. **Do you have a reservation?**

Branch 1 – Yes

T Yes. We had a table reserved for **Thompson**.

M **Here we are. I have you down** for four. Will *others* be *joining* you?

T No. (**They couldn't make it.**)

M Okay. Well, **let me check** for *another* table. **Here we go. This way**, please.

Branch 2 – No.

T No. **How long** is the wait?

M Well, there are quite a few people **in front of you**. *Perhaps 40 minutes*.

T Do you want to wait **that long**?

M **That's just an estimate**. It'll probably be *less than* that. (**You can wait in the bar** if you'd like.)

E **Let's do that**.

B Okay.

Branch 3 – Smoking or Non-Smoking?

E Yes. I have a reservation for Hart, **party of** two for 8 o'clock.

M Ah, yes, **here it is**. (**I can seat you in the smoking or non-smoking section.**) **Which would you prefer?**

E *Non-smoking*.

M **Right this way**, please.

E Thank you.

Branch 4 End Piece (Getting Seated)

M **Will this table** be all right?

T Fine.

M **Mary will be your server this evening. Enjoy your meal**.

B Thank you.

Lesson 5

T Thompson
E Emily
W Waiter

W Can I get you *something* to drink *while* you're **looking over** your menus?

Branch 1 – Yes

T **I'll take** a martini.

W How would you *like* that?

T *Very dry*, two olives. Emily, what do you want?

E Gin and tonic for me, please.

W (Lemon or lime with that?)

E Lime, please.

Branch 2 – Wine

T Do you have a wine list?

W Yes. *Here you are*.

E **I'll have**, um, a glass of merlot.

T Make that two glasses.

W (Do you want me to bring a bottle?)

E *Sure*.

Branch 3 – Beer

T What do you have on draft?

W We have a cream stout, a pale ale, a lager, and a light beer.

E Do you have any local beers?

W **You know**, we have a great, raspberry wheat brew.

E **Mmm, that's what I'll have**, thank you.

T I'll have the lager.

Branch 4 – Nothing, thanks

T (*Nothing for me, thanks.*)

E **I'll just have** a little water.

W Would you *like mineral* water?

E No. *Tap water* is *fine*.

Lesson 6

E Emily
T Thompson
W Waitress

W **Here's *some* dessert menus.** I'll take these plates for you and **be right back**.

W **So, what can I get you for dessert?**

Branch 1 – Pie

E (What's *better*, the chocolate cake or the apple pie?)

W **I'd get the apple pie.** It's *incredible*.

E Then that's what I'll have.

T **I'll take the cheesecake.**

W **Would you like *cherry* topping?**

T **No**, thanks. *Just plain*.

Branch 2 – Just coffee

E **Nothing for me. *Just some coffee*.**

W (*Regular, decaf, or espresso?*)

E **Cappuccino**, please.

T **I'll have some tea.**

Branch 3 – After dinner drink

T **No dessert for me, *thanks*.** But **I'll have an amaretto.**

E **I'll have a cognac.**

W ***Okay***, I'll **be right back** with your *drinks*.

T (And **we'd each like coffee, *too***.)

W **Okay**, I'll *bring* coffee for *both* of you.

Branch 4 – No thanks.

T (**No dessert for me, *thanks***.)

W *Nothing looked good, huh?*

T No, it *all* **looked great**. **I'm satisfied**.

E Me, *too*. **I'll pass**.

T ***Just the* check, please.**

Lesson 7

E Emily
T Thompson
W Waitress

W **Here you are. (I'll be your cashier this evening.)**

T **Thank** you.

Branch 1 – Bill Pays

T **I'll get that**, Emily.

E No, Bill. (Let's *split* it.)

T *Please*, Emily. **Let me take care of this.**

E All right. **Thank you**, Bill.

T **It's my pleasure.**

E **The next one's on me**, *though*.

T *Okay*.

Branch 2 – Emily Pays

E **That was my treat**, Bill.

T Emily, I can't let you *pay* for that. (At least let me get the tip.)

E **I think it's included**. Oh, no, that's just the tax.

T What's the amount?

E The total is fifty-one sixty-four.

T I'll *leave about* eight then. **That should be plenty**.

Branch 3 – Disputing the Bill

T **Excuse me**. (I *think* there's a mistake on the bill.)

W **I'm sorry**, sir. **Let me check that for you**.

T We didn't order an appetizer.

W **I beg your pardon**. **That's my fault**. I'll *fix* it **right away**.

T **That's fine**. *Thanks*.

Branch 4 – How will you pay?

T **Here you go**.

W **I'm sorry**, sir. We don't *accept* that card here.

T I don't have enough cash on me.

W Are you *staying* here at the hotel, sir?

T (Of course, I'll *just* put it on my room.)

W If you could *just* complete the bottom portion and *sign* it, I'll take care of the rest.

T Thank you.

W You're welcome. Have a pleasant evening.

Volume 3
Office and Social Skills

Theme 5 – Business Social Skills

Lesson 1

B Bill
R Receptionist

R Hello. **May I help you?**

Branch 1 – Introducing Yourself

B **Good morning.** I'm Bill **Thompson** with Oracom. I have an *appointment* with Jake **Roberts**.

R It's nice to meet you, Mr. Thompson. **I've heard a lot about you.** I'm Kindra.

B **My pleasure,** Kindra.

R **I'll let him know** that you've arrived.

B **Thank you.**

R Mr. Thompson is *here to see* you. (Pause) *Okay.* **He'll be out shortly.**

B **Thanks.**

Branch 2 – Making Small Talk

B **Good afternoon.** My name is Bill Thompson. I'm here to see Jake **Roberts**.

R He's on the phone right now. But **I'll let him know you're** here when he's done.

B Hasn't the *weather* been *awful lately*?

R **I'd say.** **I take it you're** not **used to** the *cold*?

B Not at all. **It rarely** gets *below 10* **where I'm** from.

R *10 degrees?* That's freezing!

B No, *10 degrees Celsius.* That's about *50 degrees* **Fahrenheit.**

Branch 3 – You'll have to wait

B I'm here to see Mr. **Roberts**.

L **May I have** your *name*, sir?

B Bill **Thompson**.

L Mr. Roberts is **running a little late.** It'll be about ten minutes. Won't you have a seat?

B *Actually, I need to use the* **restroom?**

L It's down the hall, **third door on the left.** Can I get you a *cup of coffee* or some *tea*?

B That'd be great. *Coffee. Black, please.*

Branch 4 – Signing In

B My *name* is Bill **Thompson**. Jake Roberts is *expecting* me. **Here's my card.**

R **Thank you**, Mr. Thompson. (Bill starts to move forward) **Excuse me**, sir. You *need to sign in*.

B **I'm sorry. There you go.**

R You need to *wear* this *badge* where **it's** *visible*.

B **I'll do **that**.**

Lesson 2

B Bill
R Receptionist
J Jake

R (hangs up phone) Mr. Roberts **will be right out.**

Branch 1 – Bill Introduces Himself

B Mr. Roberts. Bill Thompson.

J Bill. *Please, call me Jake.*

B **All right.**

J **I take it you've met Kindra?**

B Yes. We had a *nice chat.*

Branch 2 – Jake Introduces Himself

J You must be Bill. I'm Jake.

B It's great to finally meet you.

J *Likewise. We've talked so much on the phone, it's good to put a face with a voice.*

B I always prefer to **do business** in person. And it's given me a *chance* to visit this beautiful city.

J Haven't you visited here before?

B Not this **part of the country**, and I'm really enjoying my time here.

Branch 3 – Greeting an Acquaintance

C Bill. **How** are you?

B Great, Jake. **How've** you been?

C I haven't *seen* you in, how *long's* it been?

B Five years.

C Five! **How's** Carolyn and the kids?

B They're great. Carolyn *sends* you and Marjorie her best.

C **Sorry about the wait.** How was your *flight*?

B **Don't get me started.**

Lesson 3

B Bill
J Jake

J *Thanks again for coming **all this way**.*

B **It's my *pleasure*.**

Branch 1 – Compliment the Company

B I must *say*, I'm *impressed* with your *company*.

J **Thank you**, Bill.

B Your *staff* is *always so courteous* and *willing to go the extra mile*.

J Well, we're *lucky* to have **such a great team**.

Branch 2 – Compliment the Country

B I *really enjoy visiting* your *country*.

J Is that *right*?

B The *people* are *so friendly*, the *food* is *incredible*, and I've *never seen such beautiful scenery*.

J I'm *glad* you *think* so. I can *say the same thing* about your *country*.

Branch 3 – Compliment the Person

B I must *tell* you what a *pleasure* it is *working with someone* of your *experience* and *reputation*.

J **Thank you**, Bill. That's *very nice* of you to *say* that.

B Well, it's *true*. **You know**, *everyone agrees*. *Things* have *improved dramatically* since you've been *running the company*.

J I *appreciate* the *compliment*, but I should **give credit** to *all the great people* here at HMI.

Lesson 4

B Bill
J Jake

Branch 1 – Accept an Invitation

J Do you have *plans* for this *evening*?

B No, I was *hoping* we could **get a bite together**.

J That's *wonderful*. I know a *great place just a couple blocks from here*.

B I'll have **to make some calls** from my *hotel first*. Should we *say* 7:00?

J *Perfect*. Now, Bill, do you have a *rental car* or should I **pick you up** at your *hotel*?

B I don't *want* you to have **to go out of your way**.

J Oh, **it's really no trouble**. I'll pick you up at 6:45.

Branch 2 – Decline an Invitation

J If you're not *busy*, I *thought* we might get *something* to eat later.

B *Thanks*, Jake, but I can't. I'm **going out** with *some friends* from *here*. I'm sorry.

J Oh, don't be. It was *last minute*. I'm *sure* we'll **have a chance** *some other time*.

B I'll **take you up on that**.

Branch 3 – Decline, but reschedule

B We're *hosting* a *conference* for our *top clients* in this *region*. Would you be *interested* in *attending*?

J **I'd love to**. When is it?

B We're *planning* it for the *last week* in February.

J Aw, **you know what?** I can't that week. We're *having* a *big conference*.

B Be *nice* to have you *there*. **Could you make it** the *following week*?

J Yes, I can be there *then*.

B I'm *pretty sure* that'll work. I'll *call* you if we can *reschedule*.

Theme 6 – Greetings, Introductions, and Farewells

Lesson 1

L Lee
P Phil
D Diana

L: It's *just about time* for the *mayor* to *arrive*. I *hope* we *get to shake hands* with her.

P: **I do, too.** She *seems to be a little more interested* in *meeting* the *voters* than her *opponent* was.

L: *Maybe* that's why she *got twice as many votes* as he did.

D: Lee? Is that **you**?

L: Diana! **Wow, great to see** you. **How are you?**

D: **Better than ever.**

Branch 1 – Let me introduce my friend

L: Diana, let me *introduce you to* my *friend* and *neighbor*, Phil Foster. Phil, this is Diana Appleton. She's Mayor Wilson's administrative assistant. And she's one of the *best tennis players* in the *state*.

P: Miss Appleton, **I'm very pleased to meet you.**

D: **Likewise.**

Branch 2 – It's a pleasure to meet you.

L: Phil, **I'd like you to meet** Diana Appleton. She *worked* with me at the *computer center*. Diana, this is Phil Foster. He's my *supervisor* at Green Electronics.

D: **It's a pleasure to meet you,** Mr. Foster.

P: **The pleasure is mine,** Diana. **Call me Phil.**

Branch 3 – It's nice to meet you, too.

L: Diana, this is my *brother-in-law*, Phil Foster. Phil, this is Diana Appleton. We went *to high school together*.

P: **It's nice to meet you,** Diana.

D: **It's nice meeting you, too,** Phil.

Lesson 2.

L Lee
P Phil
D Diana

D: It's so **good to see you** again, Lee. How *long* has it been? Two or three *years*?

L: **Oh, at least** that *long*. What's it like *working* for the *mayor*, Diana?

Branch 1 – It's a great job.

D: **Oh**, it's the best *job* in the *world*! The *hours* are *long*, and it's the *hardest* I've *ever* had *to work*, but it's *also* the *most rewarding job* I've *ever had*.

Branch 2 – The mayor is terrific

D: It's a *wonderful experience*. It isn't as **nerve-racking** as my *last job*.
Everything is **well-organized** and **thought out**. And the *mayor* is *terrific*. She's *much more responsive* to the *voters* than Mayor Garfield was.

Branch 3 – She's a tremendous improvement

D: Mayor Wilson is a *tremendous improvement* over Mayor Garfield.
She's more of a *communicator* than he was, she's *better organized*, and from **what I've been told**, she's *much easier to work with* than he was.

Lesson 3

L Lee
P Phil
D Diana

P: **Sounds exciting.**

L: **No doubt about it.** It's a lot *more exciting* than what we do.

D: **Oh, enough of that. So, how's your tennis game,** Lee?

Branch 1 – It's not as good as yours

L: It's *better* than it was, but it's not as *good* as yours, Diana.

Branch 2 – It's not as good as it used to be

L: It's not as *good* as it used to be. I've *developed a little tennis elbow.*

Branch 3 – My net game is getting worse

L: My *serve* is *better* than *last summer*, but my **net game** is *getting worse.*

Lesson 4 (no branches)

D: **Well, I need to be going.** The *mayor* should be **getting here any second**, so it's *time* for me to **go** to work.
It was nice meeting you, Phil.

P: **You too**, Diana.

D: And it was **great seeing you again**, Lee. **Give me a call** and we'll **go to lunch**.

L: **Okay**, I will.

D: **See ya**.

L: **Great to see you**, Diana.

Theme 7 Phone Skills

Lesson 1

T Bill
R Receptionist
CW Courtney Woods voice mail
M Machine

Branch 1 – Directing a call

R *Good morning*, Digisoft. **How may I direct your call?**

T Yes, I'd like to speak with Courtney Woods, *please*.

R **Who should I say is calling?**

T This is **Bill** Thompson.

R **What company do you represent?**

T I'm with Oracom.

R **I'll connect you now.**

Branch 2 – Taking a Message

R Digisoft. **Can you hold?**

T Yes.

R **I apologize for the wait. How can I help you?**

T This is **Bill** Thompson *calling* for Ms. Woods.

R Ms. Woods is in a *meeting* **right now**. **May I take a message** for you?

T Yes. **You'd better**. Please *tell* her that Bill Thompson from Oracom *called*. I'm *staying* at the Grand Plaza *downtown*. My room *number* is 713.

R **Very well**, Mr. Thompson. **I'll have her call you as soon as she *becomes available*.**

Branch 3 – Asking for Voice Mail

R Hello. Digisoft. This is Kindra.

T Hi, Kindra. **Courtney Woods, please.**

R I'm sorry, that *line* is **busy** *right now*. **Would you like her voice mail?**

T Yes. Please.

CW This is Courtney Woods. **Please leave a message with your name and phone number and I will get back to you as soon as *possible*.**

T Hi, Courtney. **Bill** Thompson with Oracom. **Sorry I missed you.** I'm at 555-9846, *extension* 713 if you *want to discuss* when we might get *together*. Thanks. **Bye-bye.**

Branch 4 – Arranging a call back time

- R Digisoft. Kindra *speaking*.
- M Yes, is Courtney Woods *there, please*?
- S Ms. Woods is *out of the office*. Shall I have her *return your call*?
- M Yes. If she could *call me back* *within an hour*, I'd *really appreciate it*.
- R Does she have your *number*?
- T *I think so, but I'll give it to you anyway*.
- R All right.
- T I can *be reached* at 555-9846. *Just have her ask for me*.

Branch 5 – Don't leave a message. Call back later.

- K **Thank you for calling** Digisoft. This is Kindra. Can I help you?
- M Hello, this is **Bill** Thompson. Is Ms. Woods *still* in her *meeting*?
- K *Unfortunately*, yes. The *meeting* won't *be over until* 3:00. Can I have her call you?
- T I must *speak* with her. **It's quite urgent**. Can you *interrupt* the meeting?
- K **I'll see what I can** do.
- K Mr. Thompson. She *asked* me to *apologize*, *but* she can't *leave* her meeting. Should I give her a message?
- M **No, that's all right**. I'll call **back** at 3:00. Thanks.

Lesson 2

T Bill Thompson
C Courtney Woods

T Hello.

C Yes, is Bill *there*?

Branch 1 – Changing an Appointment

T This is he.

C Bill, Courtney **Woods** here. Sorry I couldn't call earlier.

T **No problem.** Are **we** still on for tomorrow?

C Yes. But I need to reschedule. Would you mind if we *moved it up* an hour.

T So, 9:00 *instead* of 10:00.

C **That's right.**

T Okay. **Well**, we'll see you *first thing* in the morning. **Bye now.**

Branch 2 - Making an Appointment

T *Speaking.*

C Hello, Bill. This is Courtney **Woods with** Digisoft.

T Oh, hi, Courtney. **Thanks for calling back.** I *wanted* to set up a time to *go over* the contract. Does **Tuesday the 27th** **work** for you?

C *Next* Tuesday? Yeah, that's *fine*. **What time is best** for you?

T I have *meetings* in the *morning*. Will later in the *day* be **all right**?

C **Say 3:00?**

T *Perfect.*

Branch 3 – Confirming

T I'm Bill.

C Bill, Courtney from Digisoft. You *called earlier*.

T Hi, Courtney, **how are you**?

C *Just fine.* Are **we** still on for *tomorrow*?

T **Yes.** I'm open all afternoon.

C **How does 1:00 suit** you?

T **Why don't I stop by** at *noon* and **we'll talk over lunch.**

C Great idea. See you then.

Lesson 3

Op Operator
E Emily

Op Comnet Computers, this is Mitch. **What can I do for you?**

Branch 1 – Place an Order

E **I'd like to place an order** for a *ten-station license* of Easy E-mail Suite.

Op Do you **have** the *item number*, ma'am?

E Yes. It's on *page 52* of your *catalog*, item number SW1321.

Op *Okay*. (**How do you plan to handle** this *purchase*?)

E **I'd like to pay** by *credit card*.

Branch 2 – Set up an account

E (**What do I have to do** to *open an account*?)

Op You'll need to *complete a credit app* and *give us two credit references*.

E **How** long will that **take to process**?

Op One, *maybe* two days.

E Can we *return the merchandise* if it doesn't **meet our specifications**?

Op Yes, but there is a *ten-percent restocking charge* on *all special-order equipment*.

Branch 3 – Check Order Status

E (*I'm calling to check on the status of my order.*)

Op Do you **have** a *customer ID number* or an *order number*?

E **I sure do**, my *order number* is 554524B.

Op That will **take just a second to pull up**. *Okay*. That's for a *ten-user license* of Easy E-mail.

E **That's correct**. When and **how** was that *shipped*?

OP I *show* that it was *shipped* on the 23rd which was *yesterday*. It **went out next day**.

E So I should get it *today*. **That's great**. **Thanks so much**.

Lesson 4

TA Travel Agent
E Emily

TA Worldwide Travel, this is **Connie, can I help you?**

Branch 1 – Flight Reservations

T I *need* to fly to Toronto *tomorrow evening*?

TA There's a *flight* at 3:50. **Will that work?**

T No, I'm in *meetings until* 5:00. Is there a flight at 8:00?

TA Well, **Here's one** at 7:45.

T Well, **that will be fine.**

Branch 2 – Car Rental

T **I have to be** in Toronto *tomorrow* and I'll *need* to get a *car* for two days.

TA Which *agency do* you *prefer*?

T I'd *like* to use AVID.

TA Would you like an *economy, mid-size, full-size, or luxury*?

T **I hear** the *weather up there* is *pretty bad*. Could I reserve a *4-wheel-drive vehicle*?

TA **No problem. Are you familiar with** the *location* of AVID in the Toronto *airport*?

T No. I've *never* been *there before*. **Is it on the airport?**

TA No, it's not. There is an AVID *shuttle* that will **pick you up** *just outside* of the *baggage claim*.

T **I appreciate it.**

Branch 3 – Hotel Reservations

T I'll be *arriving* in Toronto on November 14th and I *need* a *hotel room*.

TA Do you have a *specific location* or **hotel in mind**?

T I *need* to be *downtown*. **I don't care** which hotel, but *something under* \$100 a *night*.

TA The Mayfair is *right downtown*. It's a *4-star, fairly new*, and I can get you a *great rate*.

T **I'll take it!**

TA What *kind* of *room would* you *like*?

T *Non-smoking, for sure*, and *preferably* a *king-size bed*.

TA **You've got it.**

Branch 4 – Confirming your reservation

T Hi, Connie. My *name* is Bill Thompson. **Can you look up** the *details* on my *hotel reservation* for *tomorrow please*?

TA *Surely*. You have *reservations* for 2 *nights* at the Mayfair Hotel in Toronto?

T I might *arrive very late*. I want **to make sure** I have a *room*.

TA **That's no problem**. I can **guarantee you** for *late arrival* with a major *credit-card* number.

T *Okay*.

TA *Credit card* number?

T VISA. 5478 6132 0009 7521 (triple zero)

TA And the *expiration date*?

T Eleven, 99.

TA **You're all set**.

Volume 4
Contracts and Negotiations

Theme 8 -- Negotiations

Lesson 1

B Bill
J Jake

B So, that's *all you need to know* about our *product*.

Branch 1 – Asking for repetition

J I didn't *catch* the *minimum order* that is required.

B Fifty.

J **I'm sorry.** Did you *say* fifteen or fifty?

B Fifty. **Five**, zero.

J **Oh, I see.**

Branch 2 – Asking for explanation

J Could you *explain again* how your *product* is warranted?

B Our *product* **comes with** a **twelve** month *limited warranty*.

J What do you *mean* when you *say limited*?

B We will *replace any manufacturer's defect* within 90 days. The **remainder of the warranty** will **cover** *parts and labor on repairs*.

J **What's the difference?**

B **Up to 90 days**, the *item* will be replaced **at our cost** within 24 *hours*. *After* 90 days, it *needs* to be sent to us for repairs.

J Do I *pay the shipping*?

B Yes, you do.

Branch 3 – Asking for definition

J Can you *clarify* the *laptop specifications* for me?

B *Sure*. They're shipped with 3.2 gig *hard drives* and 48 meg of RAM.

J **Excuse me.** I don't *understand* what RAM *means*.

B Oh, that's the *amount of memory* the *computer* has.

J So the *hard drive* is the *storage capacity* of the computer?

B *Exactly*.

Lesson 2

B Bill
C Courtney

Branch 1 – Apologizing

C Bill, I have a *problem* with the **length of time** it's *taking to complete* this *project*.

B I'm *very sorry*, Jake. I won't try to **make excuses**.

C I'm *just concerned* that we're not going to **make our goal** of April 1.

B **I share your concern**.

C What do you **plan to do about it**?

B We're *doubling our staff* and a *new project manager* has been hired.

C *Okay*.

B *Again, I apologize for the delays*. We will *deliver on time* and **under budget**.

C I *believe* you.

Branch 2 – Making an objection and reaching an agreement

B Jake, this *project* can't be finished without *additional resources*.

C Bill, we have a *contract* with an *agreed price*.

B I *understand*, but **we didn't account for** the *delays on your end*. They've been *very costly*.

C **That's true**, but it's your *responsibility* to give an *accurate time and cost estimate*.

B Which **I feel we did**. Jake, **I'm sorry**, but we're just not getting *timely input* from your SMEs.

C Bill, **I'll tell you what**. If you're *committed to getting this done on time*, I will *personally see to it* that you get the *information you need* when you need it.

Branch 3 – Reaching a consensus

B Jake, we *need* to discuss how HMI is going to *react* to the *recent market changes*.

C *Prices could be lowered*.

B I *disagree*. Prices **should stay constant**. We could *offer other incentives*.

C **That could work**. What are you *suggesting*?

B *Perhaps we offer aggressive financing accompanied by an advertising campaign*.

C I *see where you're coming from*. **That might be** the *answer*.

B Yes, I *feel strongly* this is **what you should do**.

Lesson 3

B Bill
J Jake

J **Thank you** for *meeting* with me *again today*. There are *just* one or two *things* that *some reassurance* is needed on.

Branch 1 – Delivery Time

J I need **to feel confident** that your *company* can *deliver* the 20,000 *chips* **on schedule**.

B That's a *reasonable concern*, but *remember* these *chips* are *standard products* that have been shipped and improved for years. We've *filled orders* **three or four times larger** than yours.

J I *really* didn't *doubt* that you **could deliver**. I *just needed* to *hear* a *commitment* from you **in person**.

Branch 2 – Assuring Payment

B This is a *substantial purchase* and we were *wondering* how you were going to **fund payment for it**. *Just to set my mind at ease*, **could** you have your *bank confirm* your **line of credit**?

J You're not **getting cold feet on me**, are you Bill? (Laughing) *Sure*, I can do that. I *understand* your *concern*. I'll have the *bank* get a *confirmation* of our **letter of credit** to you *within* forty-eight *hours*.

B *Thanks*, Jake. That **would** be *appreciated*.

Branch 3 – Quality control

J I'm *worried* that *quality* will *suffer* with an *order* of this *size*.

B Our *quality-control standards* are *very strict*. **Less than .2 percent** of our *chips* *fail*.

J **I know**. It's *just* that with that many *chips*...

B Jake, **would** you feel better if *production* and *shipment* were supervised by me personally?

J **You read my mind**.

Theme 9 – Contracts

Lesson 1

B Bill
J Jake

J Bill, we've **received a bid** from *another company* that's *considerably* lower than yours. **Is there some way you can work with us?**

B **I can't beat that price**, Jake. Our *margins* on that *item* are *too low*.

Branch 1 – Terms

B If you could *accept terms* of **net 15**, we could *give* you a *better discount*.

J That's not *going to help very much*. Your *competitors* are *already offering* 30 days.

B **I'd hate to lose this deal**, but **my hands are tied on this one**.

J Well, *money isn't everything*. Our *relationship weighs heavily in my consideration*.

B **I'm glad you think so**. We *pride ourselves* on our *commitment* to our *customers*.

J **Let's me think about it** for a day or two. **I'll get back to you**.

Branch 2 – Warranty Extension

B What would you *say* to a 2-year *warranty* on *parts* and *labor*?

J **Now you've got my attention**.

B That's *double the industry standard*, but we can *offer that warranty* with *confidence* *given* the *quality* of our *product*.

J **I can't make any promises**, but **I'll check with headquarters** for their *approval*.

Branch 3 – Decrease the down payment

B **Well**, we could *lower the down payment* from 25% to 15%.

J **That might work**. Could you *eliminate the down payment altogether*?

B **I can't do that**. **How about** 10% down?

J *Excellent*.

B **Of course**, the *balance* would *need to be paid* 30 days *after delivery*.

J *Sure*. Looks like we've **got ourselves a deal**.

Lesson 2

B Bill
J Jake

J So, **let's review** what we've *discussed*.

Branch 1 – Term

B *We both agree* the contract will remain **in force** for 2 years?

J **That's right.** What about a *renewal clause*?

B How about a *renewal option* **60 days** before the contract expires?

J Is that *mutual*?

B Yes. *Either party* can **extend the contract**.

Branch 2 – Termination

J I *think* the *termination clause* is *too flexible*.

B **How do you mean?**

J **Right now**, it **states** that *either party* can terminate given **90 days notice**.

B **That's right.**

J Well, what *protection* do I have *against termination* if I'm *complying* with the *contract*?

B Jake, *ultimately* your *performance* will be *measured* **in terms of your sales**. If you **meet your quotas**, you don't have **anything to worry about**.

Lesson 3

B Bill
J Jake

J There are *some issues regarding the territory* that *concern* me.

B I'm *listening*.

Branch 1 – Exclusivity

J I *need* an *exclusive arrangement*.

B We *don't offer territorial exclusives* without *licensing fees*.

J Then I could *buy* an *exclusive*?

B **To a certain degree**, yes. You would *still* have to *meet performance criteria*.

J But I would be the *sole source* for your *product* in this *area*?

B That's *correct*.

Branch 2 – Discounts

J **You know**, Bill, it's *very expensive doing business* in this *region*.

B Yes, I'm *aware of that*.

J **Well, frankly**, the *discount* you're *offering* us is *so low*, that I don't *see* how we can *make a profit*.

B Jake, our *discounts* are *very generous* for this *industry*.

J Yes, but *import costs* are *extremely high* in this *country*. I *need at least* an *additional* 10% discount *just to break even*.

Branch 3 – I'd like to expand our territory

J Bill, I'd *like to expand our territory*.

B **Where to?**

J We *see a lot of potential* in the *Western provinces*.

B I *agree*, and we *currently don't* have a *dealer there*.

J So, can we *draw up an addendum* to *reflect the change*?

B *Sure*.

Lesson 4

B Bill
J Jake

J Let's *discuss some of the finer details* of the contract.

B **Fire** away.

Branch 1 – Jurisdiction

J My legal department doesn't want *foreign jurisdiction*.

B **Well**, Jake, you are *buying* our product. **Where else** could jurisdiction be?

J They suggested that we *leave it open*. **Are you all right with that?**

B **I'll have to check** with our lawyers and **let you know**.

Branch 2 – Non Compete

J **I need you to clarify** the *non-compete clause*.

B I know the wording is *confusing*, but the concept is quite simple.

J **I'm all ears**.

B *Basically*, you agree that you will not *sell any product* that is so similar to our product that it could *confuse* the customer.

J So, the *other lines* we carry in automotive supplies **don't apply here**.

B No. **Not at all**.

Lesson 5

B Bill
J Jake

J *Because of the size of the order that we're **placing**, we'll need sixty **days** to **pay** for it *instead* of thirty.*

Branch 1 – Accept

B Can you *give* me *some assurance* your company has sufficient financial resources **to draw on**?

J What *kind* of *assurances* do you *need*?

B Could you provide some credit references and *perhaps* a *letter* from your **bank**?

J *Sure*, if that would *help*. **So**, can I **count on sixty days net** if I *provide* you with a **letter of credit**?

B If your *credit rating's* acceptable, **we can do net 60**.

Branch 2 – Not acceptable

B I can't do that, **Jake**. **I can work with you** in *other areas*, but we're fairly insistent on *terms* of net 30.

J **All right**. But you should *know* that we're looking at *bids* from two *other vendors*.

B **I hear you**, Jake, but **there's nothing I can do**.

Branch 3 – It's not my decision

B **I can't commit to those terms**.

J **Come on**, Bill. This is a substantial order. **You need to work with me**.

B **Jake**, I *understand*, but the decision is not mine to **make**. I'll *check* with my credit department, and **I'll have to get back to you**.

J **How long will that take?**

B **No more than a week**. **How's that sound?**

J **Guess it'll have to do**.

Volume 5

Business Meetings and Discussions

Theme 10 – Discussing Business

Lesson 1 - (no branches)

B Bob
A Anita
D Adrienne

B: Anita. **Why don't you join us?**

A: **Oh, thanks,** Bob. I will.

D: Did you **make it to** the *sales meeting today?*

A: **Yes,** I was there. I'm not *happy* with our *newest products*.

B: **What's the matter** with them?

A: They may be *popular* in your *region*, but I'll **have a hard time** *selling* them in mine.

D: I have to **agree with** you, Anita. I'm *afraid* that our *salespeople* won't **put a lot** of their *resources* into *selling* the *product*.

B: They just can't *excuse* themselves from *selling* it, can they?

A: They might if they don't *think* it'll *help* them *meet* their *sales goals*.

Lesson 2

B Bob
A Anita
D Adrienne

B: So what can we do *about* it?

Branch 1 – Find an alternative plan

D: We should **come up with** an *alternative plan* **ourselves** and *present* it to the *general manager*. He'd **listen** to **us**.

Branch 2 – We can fight it

A: We can fight it. I think if *enough people* **voice** their *opinions* about **this**, we can get the *manager* to **change his mind**.

Lesson 3

B Bob
A Anita
D Adrianne

B: I *already* talked to my *supervisor*.

D: What did she *say*?

Branch 1 – I gave her my opinion

B: She *asked* for my *opinion*, so I *gave* it to *her*.

A: Did she *agree with* you?

B: **Not exactly**, but she did **see my point**.

B: How would your *manager react*?

A: **Not too well**. Our *manager's* pretty *excited* about the *product*. He *thinks* it'll *practically sell* itself.

D: We'll have to *convince* him *otherwise, then*.

A: It's not going to be *easy*.

Branch 2 – She wasn't pleased

B: She wasn't *pleased*.

D: Why do you *say* that?

B: I said that the *marketing division* is *just looking after* its own *interests*.

A: Didn't she used to *work* in *marketing*?

B: **Yeah**, that was the *problem*.

B: How would your *manager react*?

A: **Not too well**. Our *manager's* pretty *excited* about the *product*. He *thinks* it'll *practically sell* itself.

D: We'll have to *convince* him *otherwise, then*.

A: It's not going to be *easy*.

Lesson 4

B Bob
A Anita
D Adrienne

B: We need to *explain* our *plan* to them **in the right way**. If we *offend* anyone, we could *really hurt* ourselves. Well, don't you *agree*?

Branch 1 – We'll get back to you

D: Yes, but if we're *too careful*, our *proposal* might *lack* the *strength* it *needs* to *convince* them.

B: You're right. I'll **draw up** the *proposal*, and you can *both make comments* and *revisions*.

A: Should we **have anyone else take a look at it**?

B: No, **I think** you should do it yourselves.

D: Okay, Bob. We'll **get back to you**.

Branch 2 – I see what you mean

A: **I don't**, Bob. **I think** we **need** to *propose* our *plan* to them with *confidence*.

B: **I do, too**. But **I think** we can do it without **making us look bad**.

A: **I see what you mean**.

Theme 11 – Planning

Lesson 1

E Emily
HM Hotel Manager

E I need to **make arrangements** for a **meeting** here at the hotel.

HM I'm sure I can help with that. **Where would you like to start?**

Branch 1 – Scheduling a date and time

B I'm planning a **business meeting** for (about twenty-five people.)

T **All right. What date did you have in mind?**

B Saturday from six until seven-thirty.

T **It looks like** we don't have any **meeting rooms** available on Saturday evening. Is there any *other* day you could **hold your meeting**?

B **What about** Friday evening? Do you have *any rooms available* then?

T Yes, we do. Shall I *reserve* one for you?

B Yes, let's do that.

Branch 2 – I'm not sure. What are my options?

B What *kind of* meeting rooms do you have here at the hotel?

HM We have an **auditorium** that can *seat* up to 130 people. (a hundred and 30)

E **Oh**, we don't need that *much* space.

HM (*Maybe* the conference room would be *best*.) It **accommodates** 60 people.

E *Even smaller*. There will be *only* 20 people attending.

HM Oh, **in that case**, we have *meeting rooms* that'll be *perfect* for you.

Branch 3 – Catering

E I need to *arrange catering* for a *meeting* I'm having here on June 14th.

HM **Would you like** a sit-down meal, *finger foods*, or *just some drinks*.

E *Actually*, the **meeting** will last *only* until noon. *Some* donuts, coffee, juice and fruit would be nice.

HM *Fine*. When does your meeting *start*?

E Between 8:00 and 8:15. (eight and eight fifteen)

HM The *food* will be **set up** in the back of the **room** by 7:30.

Branch 4 – Audio / Visual Needs

E I need to **make sure** an *overhead projector* will be in the *room*.

HM All *rooms* are equipped with *microphones*, *overhead projectors*, and *screens*.

E (*Actually, I'm going to need a video projector. Is that doable?*)

HM Yes, but the *projector rents* for \$200 a day.

E **Well, it's worth it.**

Branch 5 – Seating Arrangements

E I need to make *seating arrangements* for my meeting in the Navajo Room.

HM What did you **have in mind?**

B (*I need six tables, **facing front**, with four chairs at each table. And I'd like to have an aisle down the middle of the *room*.)*

T Do you need a *head table* or a *lectern*?

E **I'm sorry.** What's a *lectern*?

HM **Oh, a *podium*.**

B Oh, *lectern*. Yes I do. And a *white board* at the front of the *room*.

T Will you need *markers* and an *erasure*?

HM **That, too.**

Lesson 2

B Bill Thompson
HM Hotel Manager

B I need to rent some equipment for the tradeshow at the hotel this weekend.

HM Okay. What **can** we get for you?

Branch 1 – Computer Equipment

B Can I rent a computer?

HM Sure. What *specs* do you need?

B **At least** a Pentium 200, with 32 megs of RAM, and 500 megs of free hard-disk space.

HM And the monitor?

B SVGA. Do you **have** a 17" inch or a 21" inch monitor?

HM We *only* have 17" inch displays this weekend.

B **No problem.** I'm in booth 321.

HM Okay. We'll have the equipment delivered to your booth by 8:00 a.m. tomorrow. (eight a.m.)

Branch 2 – Electrical

B I need to have electricity brought to my booth.

HM How many *amps* will you need?

B **I have no idea.**

HM What will you have **running off the power**?

B My *laptop*, a monitor, and some speakers.

HM Okay. Twenty *amps* will be fine. Will two outlets be enough?

B Yes, I have a power strip.

HM Do you need any *adaptors*?

B No. I have some.

Branch 3 – Booth

B **Do you have** any booth displays for rent?

HM How large is your booth space?

B It's a single booth, **eight by ten feet**.

HM Are you looking for a free-standing booth or something **to go on top** of the table?

B A table-top display will be fine. What colors do you have?

HM We have gray, dark blue, and **black**.

B **I'll take** the blue.

Theme 12 – Meetings

Lesson 1

C Courtney
B Bill Thompson
E Emily
J Julie
M Maria
K Kenny
P Paul

C **All right, everyone. Let's get started.**

Branch 1 – Introductions

C (Some of you had a *chance* to *meet* our visitors today.) This is Bill Thompson and Emily Hart.

B **It's nice to be here.**

E Hi.

C Bill and Emily are *senior consultants* with Oracom. And they're here to *tell* us how we can *better manage* our corporate growth.

C This is Kenny Yung, *vice president* of marketing.

K Hello.

C This is Paul Giacomo, *vice-president* of operations.

P ***Glad to be here.***

C And *seated next to Ken* is our *CFO*, Maria de Silva.

C And I'm *Courtney* Woods, *president* and *CEO* at Digisoft.

Branch 2 – Discussing the Agenda

C ***First, I'd like to thank you all*** for *joining* us on *such short notice*.

C You should have each *received* a fax of the *agenda*. My assistant is printing and *making copies* of the *quarterly report* we'll be ***going over***.

C ***As is customary***, we'll start with the *status reports* from the *departments*.

C Then we'll ***turn the time over*** to Bill and Emily who have *flown in* to *discuss some exciting developments*.

C (Oh, we ***won't*** have a *formal Q&A*, so ***feel free to ask questions*** as they *pertain* to the topic ***at hand***.)

Lesson 2

C Courtney
B Bill Thompson
E Emily
J Julie
M Maria
K Kenny
P Paul

E **As you know**, there are many factors that can *affect your success worldwide*. Which would you *like to discuss*?

Branch 1 – Currency

C The *strength* of our currency and *fluctuating exchange rate* has caused many people to buy imported substitutes for our product. This caused a 5.8% drop in domestic sales last quarter.

M **At the same time**, the sharp increase in the price of our currency in overseas markets has made our product more expensive. So international sales have fallen an *average* of 2.3% a month.

C **What can we do?**

Branch 2 - Stock Markets

C **How do you see** the *substantial fall* in the Nikkei Index and the New York Stock **Exchange** influencing our business?

B I predict the *demand for domestic goods will fall* because of the *economic slow-down overseas*. This may lead to a *dramatic decline* in your sales.

E *There are real risks being a global player aren't there?*

C Yes, but **the higher the risk, the higher the expected return**.

Branch 3 – Technology

K I'd **like to know** how we can improve our distribution channel.

E I'd **make better use** of *technology*

K How so?

E A solid IT infrastructure will enhance more than *just* your distribution. Use the internet to increase communication with your dealers and customers.

K **I don't follow you**.

E **For instance**, a website will advertise to your customers, improve communication with your dealers, and help you control inventories worldwide.

B And, **of course**, Oracom is the world leader in implementing these solutions.

Branch 4 – Political

C How might *some of the recent political changes* affect our company? **What should we expect?**

B *Domestically*, the rumored shipping strike and union tension could be disastrous.

P **What about** the trade talks?

- B *I think that the new open-trade policies of your government will create many opportunities for expansion into foreign countries.*
- E *Plus, the regional conflicts seem to be on the decline. Overall, the global economy is recovering.*
- C **What's your long-term prediction?**
- E **I see your market growing by no less than 200 percent by the year 2005. If you can make it through the next few years, your potential is staggering.**

Lesson 3

C Courtney
B Bill Thompson
E Emily
J Julie
M Maria
K Kenny
S Paul

C Bill, Emily, what can we *tell* you about **Digisoft** that will *help* you *most* with your *analysis*?

Branch 1 – Let’s discuss your financial report

B Let’s *discuss* your *financial report*. Maria, could you *summarize* the *report* for us?

M Gladly. **Digisoft’s** balance sheet *doesn’t look as good as last quarter’s*, but there are many variables at play here.

E **How’s that?**

M (*Sales are as steady as ever*, but our net profit *has decreased* this quarter. *Customers have been demanding longer credit periods*, our **cost** of sales *have increased*, and the interest rates **are up** again.)

Branch 2 – Let’s review sales.

E Kenny, **what can you tell us about sales** this year?

K **The competition is getting tough.** They’ve been *slashing prices*, trying to **flood the market**. **Of course**, we *feel* that our **product** is *superior* and worth the *price we charge*.

E But **I’m sure** that their *sales volume* is *cutting* into your *market share*.

K **That’s right. This is why** we’re *investing more* into *intense marketing* of our *product*. **We feel that** if customers get a chance to *compare* our *product* with *others* in the *market*, that the value we offer will be *apparent*.

E Yes. (*Educating* the customer about the *product’s benefits* is a *smart move*. **You don’t want them comparing apples to oranges**.)

Branch 3 – Let’s talk about overall productivity

B Paul, **how would you rate** the **overall** *productivity* and **cost** *effectiveness* of your *operation*?

P (Well, we’re going to have to **cut costs** to **keep out of the red**.)

B **Have you considered** how you might do this?

P We can *streamline administration* and *outsource more* of our *production*. **That should make a real difference** to the **bottom** line.

E Have you *considered* *downsizing*?

P (Yes, **that’s a reality we’re facing**. But **at the same time**, I want to **offer** more *incentives* for those *employees who stay*, to *keep the company morale high*.)

ANSWER KEY

Theme 1 – Airport

Vocabulary Practice 1A

1. B
2. C
3. D
4. A
5. E
6. F

Vocabulary Practice 1B

1. well
2. belief
3. consultant
4. country
5. stamp
6. airport
7. stranger

Vocabulary Practice 1C

1. checking
2. just
3. pack
4. possession
5. strangers

Grammar Practice 1A

1. We are taking three cars to the meeting in Bryan.
2. I am thinking. . .(answers will vary)
3. I am visiting. . .(answers will vary)
4. They are going to. . .(answers will vary)
5. She is going with you.

Grammar Practice 1B

1. We're going to the garden to plant corn.
2. His employers were angry with him last week.
3. John has not turned the reports in yet.
4. Ten months ago, my supervisor decided to change company policy.
5. We didn't stop until the last of the weeds had been pulled from the garden.
6. Did you live in Sri Lanka eight years ago?
7. I'm just in town to see my parents.
8. He needs another computer to replace the one that broke down last week.
9. How long to we plan on staying/to stay?
10. We used to drive a gray Excalibur.

Grammar Practice 1C

1. to live
2. played
3. have written
4. met
5. say
6. have been listening
7. was watching
8. wasn't working
9. left; was coming
10. will have been working

Culture Practice 1A

Answers will vary.

Culture Practice 1B

1. travel documents
2. Here you go.
3. How long; staying
4. couple of weeks
5. purpose
6. for pleasure
7. itinerary

Culture Practice 1C

The following are the correct answers: 1,2,3,6,7,9

Culture Practice 1D

1. Tom's Trading Post
2. Ed's Exchange
3. \$165
4. Kirtland Security with a \$10 exchange fee; Ed's Exchange with a \$7.50 exchange fee
5. Kirtland Security –the exchange fee is \$225 for \$750 in traveler's cheques

Theme 2 – Ground Transportation

Vocabulary Practice 2A

1. no
2. rental
3. tank
4. lot
5. shuttle
6. luxury
7. less
8. schedule
9. damage
11. phone

Vocabulary Practice 2B

1. G
2. E
3. D
4. A
5. C
6. F
7. B
8. H

Vocabulary Practice 2C

1. after
2. work
3. collision
4. cover
5. think
6. directions
7. take; quick left
8. to get
9. credit card
10. a tip

Vocabulary Practice 2D

1. Taxi
2. Where to
3. bags
4. Thank you
5. a tip
6. Have a nice day

Grammar Practice 2A

1. their
2. my
3. our
4. mine
5. his
6. its
7. his; other
8. yours
9. their
10. hers; his
11. our

Grammar Practice 2B

	Adverbs	Adjectives	Possessive adjective
1.	sure	new	your
2.	quickly	old, office	
3.	quietly	broken, sad	his
4.	rapidly	intelligent, aggressive, college	
5.	desperately		Our
6.	violently	blue	
7.	quickly, poorly	large	
8.	often	best, certain	Our
9.	rickety, old		
10.	sweetly		
11.	fashion		our
12.	very quickly		your
13.	very, crookedly	ugly	
14.	Silently	big	
15.	frequently	great, music	your
16.		nine, one, three	

Grammar Practice 2C

Answers vary

1. If I get her a birthday present...
2. if we get it a new battery
3. If you give me the money
4. Will she let us use her car...
5. Mr. Jenkins will fire me
6. If you add dressing...
7. if we promise to pay for gasoline
8. if you would add a little more Tabasco
9. I would be able to sign the contract
10. She would wash the dishes

Culture Practice 2A

1. F
2. T
3. T
4. F
5. T
6. T
7. F
8. T
9. F
10. F
11. T
12. T

Culture Practice 2B

Answers vary

1. I need to reserve a car for three days.
2. I'd like to rent a four by four.
3. None, I'm a safe driver.
4. I'll need to return it in Seattle.
5. Thank you very much.

Culture 2C

Answers vary

1. Go North on Caroline St, until you come to Martin Blvd. Turn left onto Martin Blvd, and go straight until Calvin Dr. Turn left at Calvin Dr. and go straight until Moore St.; Turn right on Moore St. and go straight until you come to Indira St. Turn left on Indira St. Corptech is on the right side of the road, at the corner.
2. Head West on Martin Blvd, until you come to Calvin Dr. Turn left and go straight until you come to Moore St. Turn right and go straight. Ottavio's is the first building on the right after you cross Maple St.
3. Go North on Main Street until you see Dogwood Ave. (it's the second street on the left) and turn left. Go straight until you cross Maple St. Service Inc. is the first building on the right.
4. Go North on Telluride Ave and turn left onto Moore St. Take the first left onto Argentina St and the warehouse is the first building on the left.
5. Go East on Dogwood Ave and turn right onto Main St.; Go south until you reach Moore St, and turn left. Take the first left onto Calvin Dr, and go straight until you reach Martin Blvd. Turn right. Shogo's house is the first building on the left.

Theme 3 – Hotel

Vocabulary Practice 3A

1. C
2. J
3. F
4. I
5. H
6. A
7. B
8. E
9. D
10. G

Vocabulary Practice 3B

1. want; king-size
2. attach
3. under
4. made arrangements
5. uptown; only
6. extra charge

Vocabulary Practice 3C

C	E	A	G	U	A	R	A	N	T	E	E	F	P
O	P	S	T	P	H	L	I	Y	O	N	M	I	E
R	S	E	V	O	S	A	R	R	I	V	A	L	S
R	E	D	E	O	V	Y	M	V	F	A	I	L	R
O	R	S	M	N	P	O	N	A	E	R	N	O	L
R	I	R	E	L	O	V	T	G	L	T	C	U	T
A	O	V	L	R	L	E	U	N	T	S	O	T	C
T	U	T	E	L	V	R	G	I	U	K	N	I	N
E	S	S	V	A	N	A	Q	R	A	P	V	S	E
R	B	I	A	S	I	P	T	U	T	L	E	I	C
A	H	L	T	T	O	O	G	I	R	L	N	C	E
T	O	E	O	N	O	N	S	M	O	K	I	N	G
E	L	A	R	A	P	L	V	N	U	N	E	M	B
V	D	B	E	M	T	Y	R	F	B	E	N	R	A
I	E	N	I	E	R	S	A	Y	L	A	C	S	I
N	Y	G	A	K	U	K	Y	N	E	B	E	D	O
D	S	A	Q	R	T	V	B	P	W	E	A	L	M

Vocabulary Practice 3D

1. town
2. show
3. casual
4. city

Vocabulary Practice 3E

1. C
2. E
3. G
4. H
5. F
6. D
7. B
8. A

Vocabulary Practice 3F

1. F
2. A
3. E
4. D
5. C
6. B
7. H
8. G

Phrases Practice 3A

1. E
2. A
3. B
4. C
5. D

Phrases Practice 3B

1. D
2. C
3. F
4. E
5. A
6. B

Phrases Practice 3C

1. in town
2. something in between
3. sounds perfect
4. There's so much
5. to see a show
6. about the same

Grammar Practice 3A

1. Are; Aren't
2. Do; Don't
3. Are; Aren't
4. Does; Doesn't
5. Is; Isn't

Grammar Practice 3B

1. D
2. E
3. F
4. G
5. C
6. B
7. H
8. A

Grammar Practice 3C

1. When will you finish the project?
2. Where will she be staying?
3. When will he be back?
4. Where are they going?
5. Where is the computer?
6. When did you go to bed?

Culture Practice 3A

Answers will vary.

1. Yes. I'd like to make a reservation for two under the name Chan.
2. I would like a non-smoking room, please.
3. Yes, I would like a suite.
4. Yes. The confirmation number is 157293.

Theme 4 – Food

Vocabulary Practice 4A

1. C
2. L
3. I
4. K
5. G
6. E
7. H
8. D
9. F
10. A
11. B
12. J

Vocabulary Practice 4B

Breakfast: cereal, pancakes, waffles, bagel, eggs, sausage, omelet

Lunch: spaghetti, hamburgers, French-fries, soup, cheeseburger, chicken salad, chef's salad, turkey sandwich, caesar salad, clam chowder

Dinner: prime rib, roast lamb, swordfish, mashed potatoes, veal picatta, chicken cordon bleu, wild rice, filet mignon

Vocabulary Practice 4C

1. join, bar
2. check
3. wait, probably
4. non-smoking, section
5. menu
6. server
7. less
8. estimate
9. While

Phrases Practice 4A

1. what can I get you
2. What would you recommend?
3. we're known for
4. sounds great; all you can eat
5. served with
6. going to have; on the side
7. Could you bring

Phrases Practice 4B

Answers may vary

Patrick: Hi, O'Conner, party of seven.

Maitre'D: Smoking or non-smoking?

Maria: Non-smoking please.

Maitre'D: Right this way. I can seat you near the windows if you'd like.

Brian: Oh, let's do that.

Maitre'D: Here are some menus to look over. Janice will be your server tonight.

Janice: Can I get you something to drink while you decide what to order?

Patrick: We'd each like a glass of Coke, please.

Grammar Practice 4A

1. a, a; The, the
2. a, the, a; The, the, the
3. the; a
4. a, a
5. an
6. The
7. an/the
8. The
9. The, a/the, the
10. the
11. the, the
12. a; the

Grammar Practice 4B

1. much
2. many
3. a few
4. much; little
5. a little
6. much
7. a lot
8. many; a lot
9. a lot
10. many

Grammar Practice 4C

1. a few, several, many
2. every, a couple
3. both, two, each
4. much, a little
5. a few, many

Grammar 4D

1. Correct
2. Do you have an address?
3. I have the information you need.
4. Correct

5. Correct
6. We don't have any money left.
7. The car in the garage is red.
8. What do you think of the news?
9. Correct
10. Correct

Culture Practice 4A

Answers vary

Writing Practice 4A

Answers vary

Theme 5 – Business Social Skills

Vocabulary Practice 5A

1. A
2. E
3. H
4. C
5. B
6. D
7. G
8. F

Vocabulary Practice 5B

1. call me
2. chance
3. part of
4. phone
5. met
6. chat
7. beautiful
8. given
9. finally
10. enjoy
11. prefer
12. country

Phrases Practice 5A

1. last minute
2. Here's my card
3. get a bite
4. all this way
5. I'd love to
6. make it
7. make some calls
8. I take it
9. going the extra mile
10. in person
11. pick you up

Phrases Practice 5B

1. going out
2. I'd love to
3. last minute
4. Oh, you know what
5. have a chance some other time
6. take you up on that

Grammar Practice 5A

1. A,B
2. A,C
3. D
4. B
5. D
6. B
7. C

Grammar Practice 5B

1. B
2. D
3. H
4. F
5. A
6. E
7. A
8. G

Culture Practice 5A

1. T
2. T
3. F
4. F
5. T

Writing Practice 5A

Answers will vary

Writing Practice 5B

Answers will vary

Writing Practice 5C

Answers will vary

Theme 6 – Greetings, Introductions, and Farewells

Vocabulary Practice 6A

1. interested
2. hope
3. seems to be
4. about time
5. votes
6. mayor
7. arrive
8. supervisor

Vocabulary Practice 6B

1. opponent
2. improvement
3. organized/well-thought-out
4. supervisor
5. nerve-racking
6. rewarding
7. communicator
8. organized

Vocabulary Practice 6C

1. organized
2. weekend
3. vote
4. baseball
5. See ya later
6. nerve-racking

Phrases Practice 6A

1. Oh, enough of that.
2. There's no doubt about it.
3. I've got tennis elbow.
4. Sounds exciting.
5. Well, my net game is okay.
6. It was last weekend.

Grammar Practice 6A

1. John can do that job quicker than I can.
2. Nancy types faster than Jill can.
3. I am more fluent than she is.
4. You got there quicker than we did.

Grammar Practice 6B

1. More difficult, most difficult
2. Taller, tallest
3. Stronger, strongest

4. Heavier, heaviest
5. Better, best
6. More beautiful, most beautiful
7. More intelligent, most intelligent
8. Easier, easiest
9. Worse, worst
10. More interesting, most interesting
11. Hotter, hottest
12. Farther, farthest
13. More expensive, most expensive

Grammar Practice 6C

1. better than
2. hotter, than
3. cheaper than
4. more friendly or friendlier, than
5. more interesting than
6. more serious than
7. thinner than
8. more expensive than
9. noisier than
10. farther than

Grammar Practice 6D

1. He ate not only his own cookie, but hers also.
2. We both have cars and boats.
3. Neither Greg nor Chris has graduated yet.
4. Not only do we have red ones, but blue ones too.

Culture Practice 6A

Answers will vary. These are just example sentences. Each student will have his/her own response.

1. Hi, I'm Kristen's sister. My name is Joanne.
2. Good morning. My name is Joanne Johnson. How are you today?
3. Hello. My name is Joanne Johnson. It's nice to meet you.
4. Good evening. My name is Joanne Johnson and this is my husband Greg.

Culture Practice 6B

Answers will vary. These are just example sentences. Each student will have his/her own response.

1. Dan, this is Jane. She works with me at the factory.
2. Sue, I'd like you to meet my friend Mike who I went to school with.
3. Dad, this is my biology teacher, Mr. Green.
4. Kent, meet Bill. Bill and I just met.
5. Paul, this is my neighbor, Neal.

Culture Practice 6C

1. That was a great presentation!
2. You did a wonderful job writing this term paper.
3. This fish tastes fabulous.
4. You have a beautiful apartment.
5. Your hair looks great!
6. What a beautiful painting! You have such talent.
7. I think you are a fabulous actor!
8. Wow! Your car looks great!

Culture Practice 6D

1. I've got to go. I'll see you tonight.
2. It was nice seeing you again. Take care.
3. It was good to see you again. Keep in touch.
4. It was nice meeting you. So long.
5. Nice talking with you. Goodbye.

- 1.

Theme 7 – Phone Skills

Vocabulary Practice 7A

E	G	A	G	G	A	B	A	D	M	A	Y	N
X	J	G	E	C	A	T	I	U	S	R	L	R
T	Y	E	L	A	V	A	I	L	A	B	L	E
E	C	N	L	O	R	E	T	A	L	E	A	S
N	H	C	A	T	A	L	O	G	S	C	C	C
S	E	Y	C	O	E	C	I	P	S	O	I	H
I	K	X	S	O	H	P	R	E	U	M	T	E
O	H	A	T	U	S	P	C	B	R	E	C	D
N	Y	T	S	E	B	O	R	A	E	L	A	U
A	R	A	I	D	N	U	M	B	E	R	R	L
S	Q	U	W	D	T	N	E	X	P	L	P	E
D	U	M	T	Y	C	R	E	D	I	T	L	I
P	E	R	C	E	N	T	T	R	H	A	S	T
F	H	C	A	E	R	A	V	B	S	S	I	M

Vocabulary Practice 7B

1. line
2. expiration date
3. wait
4. together
5. right
6. urgent
7. instead
8. office
9. purchase
10. handle
11. equipment

Phrases Practice 7A

1. I'd like to speak with Jenny, please.
2. Kathy will pick you up.
3. No, he's out of the office.
4. I'll connect you now.
5. I'm familiar with the new policies.
6. I can guarantee you a fair price.
7. Let's move it up to Tuesday.

Reading Comprehension Practice 7A

Answers will vary slightly.

1. He wanted to try to reschedule their meeting.
2. Fran, Terry's secretary, is going to leave a message for Terry to call Darren back.
3. Terry's secretary's name is Fran.
4. She took a message for Terry while she was gone.
5. Darren would like to move the meeting up to Tuesday.

Grammar Practice 7A

1. would
2. can, had better, has to, must, has got to
3. can, should, ought to, had better, has to, must, has got to
4. will, might, would
- 5.
6. could, might, would, have got to
7. would
8. should, ought to, had better, might, have to, would, must, have got to
9. can, had better, will, has to, must, has got to
10. can, should, will, has to, must, has got to

Grammar Practice 7B

1. C
2. E
3. B
4. G
5. B
6. D
7. A
8. F

Grammar Practice 7C

1. F,A
2. D
3. H
4. H
5. A,C,F
6. A
7. B
8. E,G

Culture Practice 7A

Answers will vary slightly.

1. Good morning, Kim. My name is Mr. Reynolds with Oracom. I'd like to speak with Ms. Engle, please.
2. Yes. Could you have her call me at 534-6787? She can ask for Joe. I'll be there until 5:00 p.m.
3. Thank you. Goodbye.

Culture Practice 7B

Answers will vary slightly.

1. Your name, who you'd like to speak with, what company you represent (if applicable).
2. The company name, your name, and ask how you can help them.
3. Your name, telephone number, and time you can be reached.
4. Tell the caller the person cannot be reached and ask if you can take a message.
5. The caller's name, phone number, and when they can be reached.

Culture Practice 7C

Answers will vary slightly.

1. He was in a meeting.
2. That they got the Delgrado account.
3. Details about the Delgrado account deal.
4. Because Hanna said she might be late if traffic is bad.
5. Before she could sign the contract, Hanna needed approval on giving Delgrado eight months to pay the down payment.

Theme 8 – Negotiations

Vocabulary Practice 8A

1. C
2. D
3. N
4. F
5. B
6. I
7. J
8. M
9. A
10. H
11. L
12. K
13. G
14. E

Vocabulary Practice 8B

1. manufacturer
2. shipping
3. hard drive
4. specifications
5. gig; meg
6. laptop
7. parts
8. repairs

Vocabulary Practice 8C

1. T
2. F
3. T
4. T
5. F
6. T
7. F
8. T

Phrases Practice 8A

1. all you need to know
2. I don't understand what
3. What's the difference
4. remainder of the warranty
5. at our cost
6. Oh, I see

Phrases Practice 8B

Answers will vary

Grammar Practice 8A

1. passive
2. active
3. active
4. passive
5. active
6. passive

Grammar Practice 8B

1. The project was worked on all day long.
2. The used car was sold to us for a really good price.
3. Our flight to Chicago was delayed (by the pilot).

Grammar Practice 8C

1. Thomas Jefferson wrote much of the Declaration of Independence.
2. Who wrote this note?
3. The Jesse James gang robbed many trains.
4. The chairman called the meeting to order.
4. El Greco must have painted the painting.
5. The labor committee negotiated the contract.
6. Ghosts must have done this then.

Culture Practice 8A

1. F
2. T
3. T
4. F
5. F
6. F
7. F
8. F

Culture Practice 8B

1. 1
2. 3
3. 2
4. 5
5. 4
6. 6

Theme 9 - Contracts

Vocabulary Practice 9A

1. potential
2. to dislike
3. player; rival
4. addendum
5. to write up; to create
6. to show
7. department
8. to be a very
9. to check with
10. an expression which shows someone that you are ready to listen to what they have to say
11. to have available
12. so
13. I understand
14. up to or less than
15. come on
16. an offer; a proposal

Vocabulary Practice 9B

Across:

2. certain
3. headquarters
5. net
7. renewal
9. relationship
11. approval
13. heavily

Down:

2. territory
4. quota
6. degree
8. notice
10. hate

Vocabulary Practice 9C

1. arrangements
2. exclusive
3. get back to you
4. to check with
5. break even
6. Fire away
7. to draw on
8. count on
9. I hear you
10. Come on

Vocabulary 9D

- | | | |
|------|-------|-------|
| 1. N | 6. M | 11. G |
| 2. K | 7. I | 12. A |
| 3. J | 8. B | 13. F |
| 4. O | 9. E | 14. H |
| 5. C | 10. L | 15. D |

Vocabulary Practice 9E

Answers vary

1. speak, predict, to foretell
2. picture, photographer, person who takes pictures
3. heat, thermometer, measures heat
4. write, telegraph, a message
5. earth, terrace, raised mountain of earth
6. send, transmit, send from one place to another
7. born native, born in the country
8. mind, psychology, the study of the mind
9. mind, memory, facts stored in the brain
10. time, chronology, the order of events in time

Grammar Practice 9A

1. J
2. D
3. H
4. J
5. B
6. G

Grammar Practice 9B

1. C
2. I
3. E
4. G
5. B
6. D

Grammar Practice 9C

1. H
2. A
3. J
4. M
5. E
6. K
7. L
8. N

Culture Practice 9A

Answers vary

1. It is important to understand what the other person is saying so you can communicate with him or her better.
2. Flexible businesspeople often make better deals.
3. Politely decline his offer, and make him one that you think will be beneficial to both of you.
4. Lawyers make sure that any contracts or other legal documents that are made or offered to the company are legal and will benefit the company.
5. Many businesspeople do not have the authority to sign contracts containing certain details.

Culture Practice 9B

1. Sille, Inc and Porta, Inc.
2. 1700
3. January 19, 2000
4. Either party may terminate the contract at any time before May 15, 1999.
5. If both parties are satisfied with the product and services, they may renew the contract for an additional five years.

Writing Practice 9A

Answers will vary

Theme 10 – Discussing Business

Vocabulary Practice 10A

1. C
2. D
3. G
4. A
5. F
6. E
7. B

Vocabulary Practice 10B

1. opinion
2. change his mind
3. voice
4. alternative
5. present
6. come up with

Vocabulary Practice 10C

1. react
2. not exactly
3. otherwise
4. Not too well
5. practically
6. look after
7. already
8. excited

Grammar Practice 10A

1. I
2. She, it
3. They, it
4. us, We
5. I
6. me, we
7. They
8. me
9. They, it
10. She

Grammar Practice 10B

1. mine
2. their
3. yours
4. my, yours
5. Their, ours
6. His
7. their, ours
8. hers, his

Grammar Practice 10C

1. themselves
2. myself
3. herself
4. himself
5. ourselves
6. myself
7. himself
8. yourself/yourselves
9. ourselves
10. yourselves

Grammar Practice 10D

1. Have you shown it to her?
2. Could you pass it to me?
3. You should send one to them.
4. We'd be grateful if you could lend it to us.
5. Liz turned it in to him/her.

Culture Practice 10A

Answers will vary.

Culture Practice 10B

Answers will vary.

Culture Practice 10C

1. 5
2. 2
3. 4
4. 1
5. 7
6. 6

Theme 11 – Planning

Vocabulary Practice 11A

1. meter
2. kilo
3. kilometer; meter; centimeter
4. millimeter; gram
5. meter

Vocabulary Practice 11B

1. Catering
2. Electricity
3. \$375
4. \$200
5. \$800

Vocabulary Practice 11C

Across

1. juice
3. donut
5. equipment
7. booth
1. rent
11. until
13. tradeshow

Down

2. computer
4. monitor
6. electricity
8. sure
10. hotel
12. okay

Phrases Practice 11A

1. G
2. E
3. I
4. J
5. H
6. L
7. C
8. D
9. F
10. A
11. K
12. B

Phrases Practice 11B

Answers will vary.

Grammar Practice 11A

2. between
3. before
4. until
5. down
6. on
7. from
8. behind
9. After

Grammar Practice 11B

1. of/about; dancing
2. with; lying
3. about; saving
4. on; joining
5. in; exporting
6. in; raising
7. of; fighting
8. on; seeing
9. about; losing
10. about; taking
11. with; budgeting
12. with; driving
13. with; helping
14. on; seeing
15. of; working

Grammar Practice 11C

1. F, H
2. D
3. B
4. C, E
5. A
6. F
7. D
8. C

Culture Practice 11A

1. F
2. T
3. F
4. T
5. F
6. F
7. T
8. F
9. T
10. F
11. T
12. F
13. F
14. F
15. F

Theme 12 – Meetings

Writing Practice 12A

Answers will vary.

Vocabulary Practice 12A

L	U	R	Q	P	R	I	N	T	A	V	N	T	I	O	M
F	A	X	D	W	Y	G	B	Z	X	K	L	H	J	E	Q
I	S	G	U	D	U	F	L	S	O	R	D	S	C	L	U
P	S	P	E	R	T	A	I	N	Z	E	Q	I	H	M	A
G	I	A	D	N	E	G	A	B	E	T	T	K	X	U	R
S	S	L	U	R	D	E	V	E	L	O	P	M	E	N	T
T	T	K	X	A	I	A	C	P	N	P	W	C	X	L	E
N	A	E	B	O	S	B	D	O	C	I	D	O	C	R	R
E	N	O	L	N	C	K	I	A	M	C	B	P	I	I	L
M	T	F	S	C	U	S	T	O	M	A	R	Y	T	L	Y
T	B	Y	B	D	S	C	P	S	O	R	U	Q	I	X	K
R	Z	Q	U	E	S	T	I	O	N	S	P	G	N	I	H
A	R	U	P	Y	A	G	H	F	W	A	B	G	G	D	C
P	Q	J	E	B	F	C	J	R	X	F	E	K	J	C	Y
E	S	T	A	T	U	S	R	E	P	O	R	T	S	W	N
D	N	A	P	N	L	M	G	E	M	L	N	H	U	I	O

Vocabulary Practice 12B

1. Summer
2. March
3. 6500
4. August
5. 5000 or 50% drop
6. 3000

Vocabulary Practice 12C

1. tennis shoes
2. 14%
3. dance shoes
4. 4%
5. dance shoes
6. tennis shoes

Vocabulary Practice 12D

1. 1999
2. 1.1 million
3. 1.43 million
4. 1.1 million
5. 1997
6. 1995
7. 2.7 million

Vocabulary Practice 12E

1. downsize
2. analysis
3. summarize
4. flood
5. profit
6. demand
7. competition
8. market share
9. morale
10. interest rates
11. invest
12. tough
13. variables
14. incentive
15. credit

Grammar Practice 12A

1. is
2. grows
3. goes
4. has
5. has
6. cares
7. eats
8. are
9. want
10. needs
11. breaks

Grammar Practice 12B

1. reading
2. helping
3. Preparing
4. Asking
5. growing
6. Managing
7. Cleaning
8. discussing
9. starting
10. noticing
11. Receiving

Grammar Practice 12C

1. knowing
2. couldn't
3. be taken
4. would/could
5. wouldn't
6. to sign
7. have
8. were

Culture Practice 12A

1. F
2. F
3. F
4. T
5. T
6. F
7. T
8. F
9. F
10. F
11. F
12. F