



LINE
IDIOMAS

Business

Student's Workbook



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Unit 1

Starting a Business



Unit 1: Starting a Business



Speaking: Warm up questions for the upcoming dialogue

What is an entrepreneur?

What is an investor?

Do you need a college degree to start your own business?

What are the risks of starting your own business?

What is a business loan?

Do you need a business plan before starting your own business?

Is being self employed the same as being an entrepreneur?



Listening: Business meeting between two business partners who are starting their own business together.

Listen to the dialog and answer the questions below:

What is Susan and Pauls conversation regarding?

Who was Paul talking to in the morning?

Where will Paul be going next week? And why?

Reading: Read and listen to the dialog and then check your answers.

Susan: Hi Paul, did you hear back from the bank regarding our business loan?

Paul: Yea, I was talking to the branch manager this morning. He said that we need to be patient as they do their checks on all our predicted figures to make sure everything is in order. But I have to say I had a good feeling talking to him and I know our business plan is impeccable after all we wouldn't be going into business if we didn't believe in ourselves.

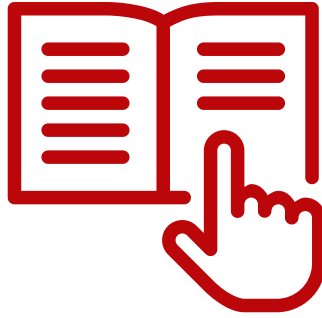
Susan: Of course, but we need them to believe in our business plan as well. Although it shouldn't be too hard to find an investor for the money, we need to get started but I rather not talk too much about plan B right now.

Paul: When this business with the bank is finished, we need to publish our advertisements online for the upcoming roles we have. I think it will be easier if we are both involved on the interviewing process and we conduct the interviews together to save time.

Susan: I think we can both agree we are looking for young hungry, charismatic, and hard-working employees. People who share our core values but who also aspire for more. Because as we both know this company needs to grow and for it to grow the employees will need to grow with it. I am very eager to see what sort of potential there is out there.

Paul: Well now that you mention that I am going down to the local university next week to see if there is anyone interested in joining us on an internship now. I think it's a good idea to get some people interested to work with us who are desperate for experience and are eager to learn don't you agree?

Susan: 100%. I think that is a fantastic idea. Anyway, I must go to meet up with our future landlord. She is going to show me around the property and later I will contact the contractor to get a quote on how much it will cost for all the renovations to be complete.



Reading: Common business phrases:

Stay on top of it – this means to stay ahead and do not let your work pile up.

Think outside of the box- this means to be creative and try to come up with a solution or an idea as opposed doing something usual or normal.

Let's get the ball rolling – this could be in relation a project or even a process and it means to start the process or project. You could also use to ask, “how do we get the ball rolling?” when you have an idea but do not know how to begin.

Don't bite off more than you can chew – this could refer to taking on more responsibility than you can handle or taking on too much work that you may not be able to complete or even produce your best work.

Keep me in the loop – this means to keep someone informed and updated on the developments of a project.

Cut corners – this means to rush your work and to try to finish a project quickly in a careless fashion by not paying close attention to details.

Call it a day – this one can have multiple meanings. It can be mean to take a break on a project for the day as you have made enough good progress. You can use it more literally to say to a colleague “let’s call it a day” at the end of a working day. You can use this expression negatively or positively.

Let’s cut to the chase – this means to get to the point without wasting anytime.

Streamline – streamlining is the process of getting rid of unnecessary work. If referenced to staff or to the team it implies that certain employees are not non-essential.

Micromanage – this refers to management that manages its employees on a micro level. Someone who doesn’t let their employees be too creative and pays close attention to unnecessary things.



Writing: Fill in the blanks.
Starting a Business.

Sam who is the entrepreneur and Bill who is the investor are having a business discussion regarding why Bill should invest in Sam’s company. Fill in the blanks below.

Bill: Hi Sam, how are you doing? I am glad we could meet today.

Sam: I’m doing very well Bill thanks for _____. So, shall we get down to business straight away.

Bill: Sounds good to me Sam, lets _____straight into it.

Sam: Great, well I would like to start of by saying that I am happy you came here today and basically the reason I want you to be an investor is for your experience. I realise you are a very hands-on type of investor and as I am new to being a CEO, I could really use your _____ and guidance helping in the background.

Bill: Well, I must say I am _____ you consider me in such high regard. I believe I could bring a lot of knowledge and experience you currently lack to your operation here. But I never jump to _____ quickly. So, as I expressed to you before I came here today, if you let me run through your predicted numbers and let me study this companies' potential, I will be getting o board. I only work with people who I trust, and I have a good feeling about you. Unfortunately, if the numbers don't add up, I'm out if everything looks good to me then I'm in. It's as simple as that Sam. I think that is all I have to say to you currently. Hopefully by tomorrow I will have some good news for you.

Sam: Well Bill, I think you will be pleasantly surprised when you are done looking at things. But I can't wait to _____ back from you already.

Bill: Ok, so we are all good here I will call you tomorrow before noon to give you my decision.

Sam: Great, looking _____to it Bill. See you around.

Bill: Ok, take it easy Sam.

Answers on the next page.

Unit 2

Job interview



Unit 2: Job interview



Speaking: Warm up questions for the upcoming dialogue

What is an interview?

Is a CV the same as a resume?

Do you need to write a cover letter when applying for a job? What is a cover letter?

How do interviews make you feel?



Listening: Job interview between John and Sandra.

Listen to the dialog and answer the questions bellow:

What are Johns skills and strengths?

Why did John leave his previous job?

Is an interview a formal or informal setting?

Reading: Read and listen to the dialog and then check your answers.

Sandra: Hello John, please take a seat. My name is Sandra, and I will be interviewing you today.

John: Hello, nice to meet you.

Sandra: Likewise, how are you doing?

John: I am doing well thanks, and yourself?

Sandra: Great thanks, so let's start. I should formally introduce myself. My name is Sandra Rock, and I am the operating manager here for the past 10 years. We need someone to start ASAP and we are looking for someone who is enthusiastic and has a good work ethic. Do you think you fit the bill?

John: I believe I would be a good fit here as I am dedicated and hard working.

Sandra: I was looking over your CV and I must say I am impressed. You are highly qualified and have good experience in the role we are looking for. This is a role that will allow you to grow within the company. When I first started here, I was in your position. You may have to become more qualified to rise through the company, but you seem to have a lot of what we are looking for.

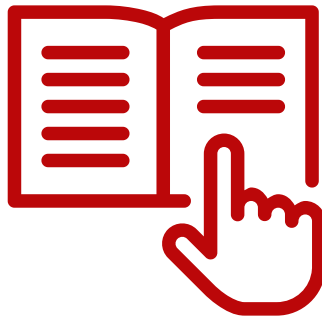
John: That sounds great. I think the experience that I have in my previous employment will stand to me in my future career. The reason I decided to leave my last role was to further my career elsewhere. I didn't believe I could achieve my goals at my last employment.

Sandra: Away from your experience what else do you offer to our team here? What are your best skills and strengths?

John: Well, I believe that I am well organised, energetic, team player and a good problem solver.

Sandra: Well, it was nice meeting you today John. I will be getting back to you soon to let you know where you stand in the running for the job.

John: Thanks very much Sandra, I look forward to hearing back from you!



Reading: Common business phrases:

Common business phrases that could be used for an interview.

- Pleasure to meet you sir/miss.
- I graduated from
- I am hard working, focused, team player, organised and proactive.
- I studied at
- One of my strengths is communicating well with others.
- I am ambitious.
- I have previous experience working for (company name) where I worked for (length of time worked).
- I have a proven track record.
- I am self- motivated.
- I perform well under pressure.
- I speak English confidently and have previous experience working in an English-speaking environment.



Writing: Fill in the blanks.

Steve: Good morning, I am here for my _____ with Jack Roberts.

Secretary: Yes, and your name is?

Steve: Steve Michaels. The interview is for 9:00 am

Secretary: That's perfect I see your name here. I would just ask you if you could take a _____ Mr. Roberts will be with you _____. I will just let him _____ that you have arrived.

Steve: Ok that's _____, thank you.

Secretary: Steve Michaels! Mr. Roberts has _____ now, you can go through he is _____ in his office.

Steve: Ok thank you.

Secretary: No problem, good _____ Mr. Michaels.

Unit 3

Office Conversation



Unit 3: Office Conversation



Speaking: Warm up questions for the upcoming dialogue

What is the difference between working full-time and a part-time?

What is an hourly rate?

What is a “Casual Friday”?

Should you speak formally or informally when speaking with your colleagues?



Listening: Two colleagues Brian and Andrew having a conversation at the office.

Listen to the dialog and answer the questions bellow:

What did Andrew ask his boss at his previous job?

What department will Andrew be working in?

What floor does Brian work on?

Reading: Read and listen to the dialog and then check your answers.

Brian: Hi, I haven't seen you around here before. Are you new around here?

Andrew: Yea I just started yesterday. My name is Andrew. I am working in the marketing department.

Brian: I'm Brian nice to meet you Andrew, I work up on the fifth floor in the legal department.

Andrew: I really like the look of the place here; I have only heard good things about working here.

Brian: yea it is a great place to work. We are kept pretty busy around here, but better to be busy than not am I right?

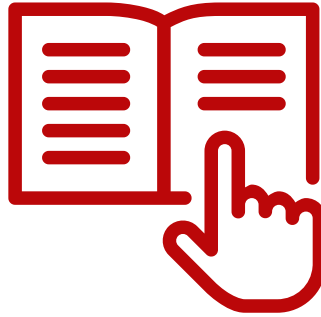
Andrew: yea for sure, I am especially busy myself this week with a lot of various trainings to get through on top of my new assignments.

Brian: Well, don't worry too much because we do get time to unwind around here. Working hard is essential but being stressed over our work isn't right. That's why we have casual Fridays here and its always a nice way to end the working week as it is way to make the workers feel more comfortable and less stressed of course.

Andrew: I hadn't heard about that and actually I am glad you told me instead of embarrassing myself by coming in my suit on Friday. At my old job I always asked the boss if we get Casual Fridays, but she was never interested.

Brian: Well Andrew I better be getting back up there, I'll see around. I work closely with your department so you will be seeing more of me for sure.

Andrew: that's great, nice meeting you Brian. I'll catch you around.



Reading: Common business phrases:
common phrases that could be used around the office.

- I have a lot on my plate right now – This can be used when you are busy and responding to someone who has asked for your help or for you do perform a task.
- Let's circle back to this – this refers to coming back to an idea or an issue at a later time.
- It's in the pipeline – this means something is being processed or in a queue.
- Benchmark – point of reference which things can be measured against or assessed to.
- It's a no brainer – something that is obvious and easy to understand with little to no effort.
- Read between the lines – to understand something difficult and not obvious that is not being directly communicated.
- Take it with a grain of salt – this means to take information that you have heard from someone lightly. It may not be 100% true.
- You hit the nail on the head – this means being exactly right about something.
- The ball is in your court – it is up to you to take the next step or make a decision.



Writing: Fill in the blanks.

Tom: Hey Phil, I am _____ a problem with the printer. Do you know what is _____ with it?

Phillip: I'm not sure Tom, I had the same _____ with it yesterday. I think you should _____ the IT department. They should have it _____ in no time.

Tom: Do you have the _____ for the IT department?

Phillip: Yea, I have it written down here somewhere. Let me just see where I _____ it. Ah here it is. Ask for David, he normally _____ care of these things.

Tom: Ok will do, thanks a million Phil.

Phillip: No problem Tom.

Unit 4

Signing Contracts



Unit 4: Signing Contracts



Speaking: Warm up questions for the upcoming dialogue

Is a contract legally binding?

What is “fine print” in relation to a contract?

What is a breach of contract?

What is a contract clause?

What is bargaining power?



Listening: Contract signing between Melissa and Anthony.
Listen to the dialog and answer the questions below:

When will Anthony renew his contract?

What does entry level mean?

How many signatures did Anthony have to put on the contract?

Reading: Read and listen to the dialog and then check your answers.

Melissa: Good morning Anthony, thanks for coming in today.

Anthony: Good morning Melissa, how are you doing?

Melissa: Great thank you, so, shall we get straight into this.

Anthony: Yes, let's start.

Melissa: Well, you can run down through the ins and outs of the contract yourself. I will just say that as an entry level candidate you will be receiving the same as any other entry level employee for your first 2 years. Your contract is only for a 2-year period and from there we can have contract renewal talks and discuss a potential raise in your pay at that time. Apart from your pay everything else is more of a formality but I will leave you to it and any questions you may have please feel free to ask me.

Anthony: I have read through the fine print and I am ready to sign.

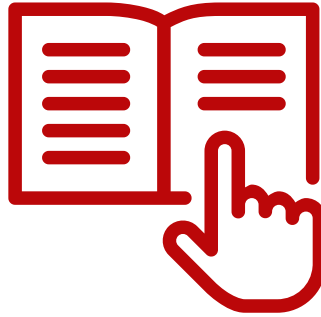
Melissa: Are you sure you are happy with everything?

Anthony: Yes, I am pleased with everything, it looks great to me.

Melissa: Ok great, I will just ask for your signature here and here. And I would like to officially welcome you aboard the team here.

Anthony: Thanks very much Melissa, I am really excited to be part of this great company and I am very eager to begin working here.

Melissa: I believe you will do very well here Anthony.



Reading: Common business phrases:
common phrases used regarding a contract/contract-negotiations.

- Let's put pen to paper – refers to signing the contract.
- Highball or Lowball – this refers to the amount of money being offered in a contract negotiating. Highballing refers to asking for a large sum of money to test the waters and likewise for lowball. For example, “my boss lowballed me on my new-contract, but we negotiated a reasonable raise”.
- Deadlock – this refers to when an agreement cannot be agreed upon and the negotiation stalls.
- Counter proposal/offer – when an alternative offer or proposal is offered instead of the initial offer.
- Reaching consensus – this is when an agreement is made on something that was initially being disagreed upon.
- Bargain (to bargain) – to bargain is to negotiate. Bargain can also refer to something being sold for a good price, e.g., “wow that's a great bargain”. And in the same way you bargain/negotiate a deal for yourself better than what is being offered to you.



Writing: Fill in the blanks.

Employee 1: Hey did you hear there are 2 supervisor contracts ups for grabs soon?

Employee 2: Yea I heard about that; I think they might start the _____ process for that soon.

Employee 1: The thing is you don't get to earn much more than we already get but it is a lot more _____. I am not sure if it would be worth it. We already earn a good _____.

Employee 2: I know what you mean, but becoming a supervisor goes nicely on the CV and could give you a chance to be _____. We are much further away from being promoted than a supervisor would be. And plus, there are some definite _____ to being a supervisor. I know I will be applying. And a supervisory contract has got more holidays than our contracts as well.

Employee 1: Maybe your right it is a good _____ to progress through the company a little more responsibility can't hurt.

Unit 5

Writing an email



Unit 5: Writing an email



Speaking: Warm up questions for the upcoming dialogue

Should emails be formal or informal?

Are emails considered an important form of communication in the business world?

For what reason would you use an email for professional reasons?

The structure and the subject of the email are the same thing?



Listening: Email responding to a job advertisement.

Listen to the dialog and answer the questions below:

Where was the job advertised?

What degree did the applicant achieve at college?

What was the previous job of the job applicant?

Where did the applicant complete their management course?

Reading: Read and listen to the dialog and then check your answers.

Subject: Bank Manager Position.

Dear Sir/Madame,

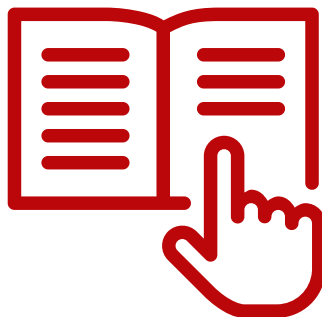
I am writing to you in response to your job ad posted online. I would like to submit my application for the role of bank manager as advertised online.

I have ten years-experience working as a bank clerk and I have recently completed a management course from my local college. I have a bachelor's degree in accounting and believe I have the perfect amount of experience and the skills required for this role. I hope to see you at an interview soon for you to be able to evaluate me personally.

Please find a copy of my CV attached below.

Kind Regards,

....



Reading: Common business phrases:
common phrases/terminology used for business emails.

- Dear Sir/Madame.
- Dear Mr/Mrs/Ms
- I am writing to you regarding.....
- I am writing in connection to/ I am writing in reference to.....
- I am writing in response/reply/to thank you for.....
- I look to hearing back from you soon.
- Best Regards/Kind regards/ Yours Faithfully/Yours Sincerely/Regards.



Writing: Fill in the blanks.

-----: Meet and greet with new staff member.

Hey team,

I am pleased to ----- you to Sophie Long who will be ----- today as a new market analyst. She is coming to us straight from ----- . She may lack some ----- but she is eager to ----- and is very enthusiastic. I am sure you will get along great with her.

Feel free to swing by and ----- Sophie on her new role here and wish her the best of luck.

Regards,

Team Leader.

Unit 6

Meeting – Agreeing and disagreeing



Unit 6: Meetings – agreeing and disagreeing



Speaking: Warm up questions for the upcoming dialogue

What is the purpose of a business meeting?

Should business meetings be formal or informal?

Do you know any of the different roles involved in conducting a meeting?

What is brainstorming?



Listening: An example of a basic business meeting.

Listen to the dialog and answer the questions below:

When will they start the recruitment drive?

What was on the agenda for their meeting?

When will they meet up for the brainstorming session?

Reading: Read and listen to the dialog and then check your answers.

Chairman: Hello everyone, I think everyone is here so we can get started. I would like to introduce to you our new assistant manager, Stewart Peters.

Stewart Peters: It is great to be here and thank you for having me. I am excited to be here.

Chairman: Ok so now we have been acquainted let us begin proceedings by reviewing the report from our last meeting. I will turn you over to Michael Anderson. Go ahead Michael.

Michael Anderson: Thank you Bill. I will just quickly summarise the main points of the last meeting. We agreed that we need to hire three new entry level employees and that we will commence the recruitment drive on the 25th of March. We then proceeded on to a brainstorming session where we tried to tackle some of our customer complaints and solutions to solve them. You can all find a copy of these solutions in front of you. The meeting was adjourned at 10:30am on the 25th of February.

Chairman: Thank you Michael. So, if there are no comments on last week, let's move on to today's agenda. Have you all received a copy of today's agenda? As, we are all a bit stuck for time today I'd like to skip item 1 and move on to item 2: Sales improvement in during easter weekend. Samantha has kindly agreed to give us a report on this matter. Samantha?

Samantha Andrews: Well, let me begin with this Power Point presentation (Samantha presents her report). As you can see, the trend is that our sales have been increasing over the past 5 easter weekends. In keeping with this trend, we must follow the similar sales tactics as to the previous 5 years. If anyone has any suggestions as to how we could improve even more, you are more than welcome to share your opinion.

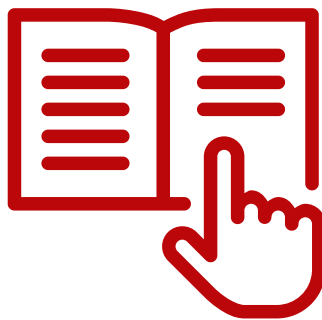
Gillian White: I think it could be a good idea for us to schedule a brainstorming session after lunch to come together for potential

improvements in the sales tactics. We can include some of the other members of staff.

Chairman: All in favour of that idea? (everyone agrees) well then it is settled we will meet back here after lunch and invite some other members of staff. I will leave it to you Stewart to pick a few members.

Stewart: No problem.

Chairman: Well than I will adjourn this meeting as we have run out of time and covered the main topic. Thank you all for coming in today you will all be informed on the date of our next meeting and I will see everyone back here after lunch for the brainstorming session. The meeting is closed.



Reading: Common business phrases:

Common phrases/ expressions and terminology used in business meetings.

- The chairperson – leads the meeting.
- Timekeeper – manages the time.
- Participants – people who attend and participate in the meeting.
- Secretary – records the minutes of the meeting. Also makes the arrangements for the meeting.
- Present- used to signify the presence during the roll call of the various participants.
- Adjourn – used to end the meeting, e.g., “the meeting is therefore “adjourned”.
- Agenda – This is the list of topics or objectives to be covered in the meeting.
- AGM – Annual general meeting.

- Address – to deal with a topic or to speak on something, e.g., “I would like to address the topic of...”
- AOB – Any other business refers, used on the agenda to look into any topics that have not been listed on the agenda.
- Ballot – a vote which is normally conducted anonymously.
- Boardroom – a room which is typically used for meetings. Where the board of directors sit.
- Minutes – this is a written record of everything that was said at the meeting. Recorded by the secretary.



Writing: Fill in the blanks.

Colleague no1: Did you hear they are having a big meeting upstairs now. I think they will finally decide if we will get a Christmas _____ or not. What do you think about it?

Colleague no2: I wasn't aware about the _____. I guess you're right. I'm sure they are discussing whether there will be a bonus or not. They _____ let us know around the end of _____. I hope we find out today.

Colleague no1: Yea, I think we are definitely getting a bonus, the companies' _____ this year has been better than ever. I hope it is as good as last years.

Colleague no2: I'm sure we are going to hear the outcome today then. It is pretty _____ to keep things like this quiet around here. I will let you know if I hear anything.

Colleague no1: Ok likewise, talk to you later.

Unit 7

Talking about economy



Unit 7: Meetings – Talking about economy



Speaking: Warm up questions for the upcoming dialogue

Do you know what the public sector and private sector are?

What is inflation?

Do you know what a budget is? Why are budgets important to have?

What is economic growth? What is GDP?

What is a recession?



Listening: General conversation on an economy.

Listen to the dialog and answer the questions below:

What does Ryan think will happen to the economy?

What did Rachels husband do to save his business?

Why did Ryan feel sorry?

Reading: Read and listen to the dialog and then check your answers.

Rachel: Hey Ryan, what do you think about all these lockdowns and quarantines, surely it will take a heavy toll on the economy.

Ryan: For sure a lot of people have already gone bust and there will be a lot more going bankrupt because of everything that has happened with COVID-19. I think we will be heading for a big recession when things turn around.

Rachel: You think so? I guess you could be right I haven't been putting a lot of thought into it but there are more people than ever receiving welfare payments than we have had in recent years. And if more and more people keep being made redundant than I guess we are heading for some dark economic days ahead.

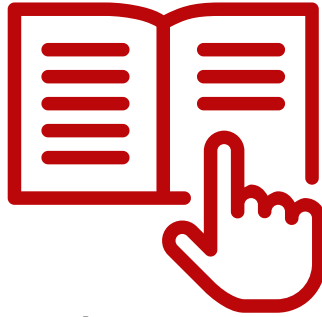
Ryan: Yea that is my point exactly. Don't forget how much money the economy is losing, and the global economic market is struggling big time. With the lack of tourism and people spending far less nowadays the money being generated throughout the world isn't what it was. I feel sorry for those who have lost their businesses in this tough time. Have you been hit really hard by all of this?

Rachel: Yes, my earnings are down 50% and my husband has also been hit big time. He works in the tertiary sector which has been one of the biggest hits. But he has tried to get his business going online. That seems to be the modern trend for everyone these days to take everything online.

Ryan: We all need to survive and that's what people are doing. It's great to see people taking the initiative in such a hard time and going online. It can be daunting sometimes to change and start new things, but I suppose when your back is up against the wall as they say.

Rachel: Well, I better be getting back to work now so I will talk to you soon Ryan, see you later.

Ryan: Ok take care Rachel, hope to see you soon.



Reading: Common business phrases:
common phrases and expressions used to discuss the economy.

- Financial/fiscal year – sometimes referred to as a tax year. Refers to a period of 12 months or 52 consecutive weeks, which financial reports are then prepared. It doesn't have to be concord with the calendar year. In the U.S.A it is referred to as the fiscal year.
- Income tax – tax levied by governments on the total income earned by companies and individuals.
- PAYE – pay as you earn tax. A tax which is deducted before you receive your wage or salary.
- Boom – economic boom refers to increased activity in a sector, industry, or particular market. Can also be referred to as “growth period or upturn”.
- Bust – informal term used for when a company or even an economy goes bankrupt.
- Deficit – refers to when no profit is made, and the expenditure is more than the income.
- Surplus – refers to when profits are made. If a company makes a surplus it is deemed “liquid”.
- Stagnation – refers to the lack of growth, movement, or development.
- Currency – system of currency in use in a general country, e.g., “the euro is a strong currency”.
- Exchange rates – the value of one currency with the purpose of converting to another.



Writing: Fill in the blanks.

An _____ refers to the wealth and resources of a country or region, _____ more specifically to production and consumption of goods and services.

A _____ is a period of temporary economic decline during which _____ and industrial activity are _____, it can also be identified by a massive decline in _____.

A _____ is used for as an estimate for expenditure and income, also can be used for money for a period of time.

Unit 8

Office Telephone Conversation



Unit 8: Office telephone conversation



Speaking: Warm up questions for the upcoming dialogue

Name some various scenarios where you will have to communicate using a telephone in business.

Is talking on the phone necessary in the modern day?

What do you think is important when communicating when speaking on the phone?



Listening: Example telephone conversation.

Listen to the dialog and answer the questions below:

Why did Kevin Inquire about his electricity bill?

Q. When should the problem be resolved?

Q. Who will take care of Kevin's inquiry?

Reading: Read and listen to the dialog and then check your answers.

Buzz Electricity: Good morning, Buzz Electricity Paul speaking, how may I help you today?

Kevin Silverman: Good morning, my name is Kevin Silverman, I am calling in relation to my electricity bill which I received last Friday.

Buzz Electricity: Yes, I would be more than happy to help you with any queries you may have sir. Can I have your account number please?

Kevin Silverman: Yes, just bear with me I have it here somewhere. Ok are you ready?

Buzz Electricity: Yes Mr. Silverman.

Kevin Silverman: Ok it is 782490178345BE.

Buzz Electricity: Ok I am looking at your account details what is your query?

Kevin Silverman: The Bill in which I received last Friday seems to be abnormally high, I have never received a bill so high before. I would like to know why?

Buzz Electricity: Yes, it does seem to be exceedingly high sir in comparison with your previous readings. Are you sure you haven't just been using more electricity?

Kevin Silverman: No, I think we haven't been using any more electricity than usual.

Buzz Electricity: Well, I will have my supervisor who is head of inquiries take a look at this. We should be able to get back to you on the matter by the end of the week. I have to give you an inquiry number. Are you ready to take it down?

Kevin Silverman: Yes, I am.

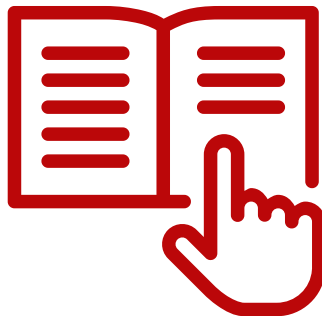
Buzz Electricity: Ok, 5688BE. I will repeat it 5-6-8-8-B-E. Did you get that right?

Kevin Silverman: 5688BE, got it.

Buzz Electricity: Great, call back by the end of the week and use your inquiry number.

Kevin Silverman: Great, thanks for your help.

Buzz Electricity: No problem, have a nice day.



Reading: Common business phrases:

Common phrases and expressions used for speaking on the phone.

- May I/Could I ask who is calling?
- How may I help you today?
- Do you mind if I put you on hold?
- I am calling on behalf of...
- I am calling to clarify...
- Would you like to leave a message?
- I would be happy to take a message for him/her.
- Hello, good morning/good afternoon (company name) (your name) here, how may I help you today?
- (Company name) (Your name) speaking.
- Hi its (your name) from (company name).
- I would like to speak to (name). (May I please speak to Mr/Ms/Mrs...)
- I am calling in relation to/ discuss/ clarify/ about...
- I'm afraid he/she isn't in/ is not here today, may I take a message/

I can take a message if you would like?

- May I ask who is calling? / Could I ask who is calling?



Writing: Fill in the blanks.

Caller1: Good afternoon, my name is Joe Cooper, May I
_____ to Mrs. Harper?

Secretary: May I ask what it is _____?

Caller1: I would like to inquire about the job _____.

Secretary: Ok, I will put you through to her direct line. I will put you on
_____ for a moment.

Caller1: That's great, thank you.

Mrs. Harper: Hello, Joanne Harper operating manager. To whom am I
speaking?

Caller1: Hello my name is Joe Cooper I am calling in regard to the
vacant sous chef job that I saw _____. I wanted to know if it
was still available.

Mrs. Harper: Yes, the position is still available. If you would like to come
by with your CV for an _____ today or tomorrow that would be
great.

Caller1: Yes, that is no problem I could come by 4pm if that is ok, I live quite close.

Mrs. Harper: Yea that is perfect. If you could actually send me your CV by _____ so I can look over it before you get here that would be great.

Caller1: Yes of course.

Mrs. Harper: My email is XXXX.

Caller1: Ok, I will send it to you know and see you at 4pm.

Mrs. Harper: Ok great, see you Joe.

Unit 9

Business problems and solutions



Unit 9: Business problems and solutions



Speaking: Warm up questions for the upcoming dialogue

What is problem solving?

What is a solution?

What are the best ways to come up with solutions?

What types of problems do we encounter in business daily?



Listening: Example telephone conversation.

Read the following dialogue discussing a problem at work and how a solution was reached.

What is the problem that Greg and Alan are having in their restaurant?

When will the owner hire new staff?

What advice did Alan give to Greg?

Reading: Read and listen to the dialog and then check your answers.

Greg: So, Alan How do you suggest we go about fixing this rostering problem? This is the third time in last week we have been understaffed. Its already hard enough here when the bar restaurant is full up but being understaffed is crazy.

Alan: well, I would like to obviously say that we should be hiring some new staff, but the owner has clearly explained we can't hire anyone at the moment until at least after the summer in preparation for Christmas.

Greg: I know I don't know how we are going to come up with a reasonable solution. The main problem is a lot of these college kids can only work weekends and nights and this is leaving our team stranded during the afternoon rush.

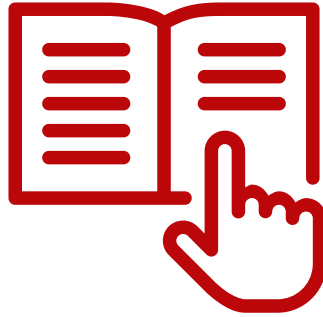
Alan: Well, one thing I did notice was that there are a lot of people only working their contract hours. How about we get some of them to start working more than their contracted hours?

Greg: It sounds very doable Alan; I will have to a chat with some of the guys. The problem with some of them is that they are happy just doing their contracted hours and prefer not to do extra shifts. But I maybe I can try putting an added incentive in there for some of them because this cant keep going on like this.

Alan: Yea you're right Greg this needs taking care of soon because its starting to affect morale.

Greg: Anyway, good chatting to you Alan, thanks for the words of advice.

Alan: Anytime Greg, no problem.



Reading: Common business phrases:

Common phrases and expressions used when discussing solutions or business problems.

- It's our best bet –
- We would all be better off –
- Why don't I –
- How about –
- I think the best course of action is to –
- By far the most sensible/feasible option available –
- I'm glad we are all on the same page here –
- Don't even go there/ Don't even think about it –
- There isn't much point in it –
- The chances are –
- The odds are stacked against us –
- Let's draw a line in the sand –



Writing: Fill in the blanks.

Ms Stevens: Thanks for coming in today Mr Scott, please take a
-----.

Mr Scott: No problem at all. So, I believe you wanted to discuss some
issues you were having with one of our clients.

Ms Stevens: Yes, our client Rodgers & Sons are -----
switching suppliers.

Mr Scott: WHAT? I can't believe that. They have been with us since the
very beginning. Looks like something Mr Rodgers lacks is -----
which he is so renowned for. What are his reasons for this?

Ms Stevens: Well sir, he hasn't left yet but he claims he has made
several complaints of late as to the quality of product in which he is
----- and claims that he is ----- to switch
supplier if the problems continue.

Mr Scott: Ok, well this isn't turning out to be as bad as I thought. I want
to know what exact problems he is having and please
----- me a meeting with the ----- so that I
can take this up with them. I won't accept poor quality products.

Ms Stevens: Ok Mr Scott I will schedule a meeting for you with the
manufacturer tomorrow and I will contact Rodgers & Sons and see
exactly what his ----- are as he wasn't specific with me
prior on the phone.

Mr Scott: Ok Great thanks very much Ms Stevens.

Unit 10

Hiring people



Unit 9: Hiring people



Speaking: Warm up questions for the upcoming dialogue

Is it difficult to get hired? Why?

What are some things to increase your chances of being hired?

Why might it be difficult to hire someone? How important are first impressions in the interviewing process?



Listening: Example telephone conversation.

Discussion amongst two managers who are deciding to hire new staff.

What was the strength that made the managers decide on their candidate which they would hire?

Was it an easy or difficult choice for the managers to make on which candidate to hire?

Reading: Read and listen to the dialog and then check your answers.

Manager1: Well, I am glad that we have finally got down to our last 2 candidates. It's been a long process, but I feel we definitely have got down to the best two for the job. Unfortunately, we are only permitted to hire one.

Manager2: Yea, I completely agree with you that we have the best two options for the job here. And seeing as I interviewed candidate A and you interviewed candidate B I have jotted some of the main points from Candidate A here which I consider her main strengths and skills. I think you should stop me if we get to anything that candidate B doesn't possess.

Manager1: Sounds good to me.

Manager2: ok here we go, organised, highly qualified, enthusiastic, versatility is one of her most impressive strengths.

Manager1: How so? I am just wondering as I wouldn't deem candidate B very versatile.

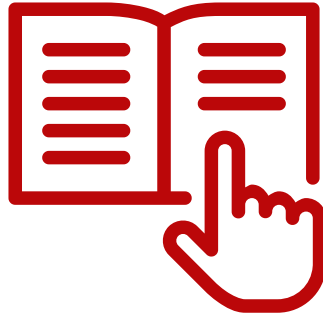
Manager2: Well in her last job she had to balance various responsibilities and tasks and constantly had to face change and dealt very well with it.

Manager1: I would have to say, that is a big advantage to her. As you well know we are constantly changing here and having someone who is so experienced with dealing with change really is a big plus. They are so evenly matched that I think that could be the key to picking the winner.

Manager2: So are we settled then. We will go with candidate A.

Manager1: it sounds good to me. I have nothing to defend candidate B with that candidate A hasn't already got but now that you bring up the versatility it must be her.

Manager2: that's great, I will contact her now before lunch.



Reading: Common business phrases:

Common phrases and expressions used when hiring someone.

- What did you do at your last job?
- Why did you leave your last job?
- (hypothetical situation) what would you do if your manager asked you to do something you didn't agree with?
- Panel interview – the person is interviewed by a panel.
- Sequential interviews with several managers.
- Interview with a HR rep.
- Interview with a direct manager.
- Interview with manager and HR rep.
- Job Seeker / job hunter / applicant/ candidate/ interviewee/ contender/ prospect.
- Staff / workforce / employee / personnel / labourer.
- Applicant pool.
- Transferable skills – skills which a candidate possesses which may be able to be utilised across various job types.



A person who applies for a job is a _____.

A _____ is a skill which may be utilised across various job types.

A _____ consists of being interviewed by _____.

Hiring staff can be done by _____ internally and _____.



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