



Topics in Business

Lösungen

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Verlagslektorat

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Das vorliegende Buch wurde auf der Grundlage der neuen amtlichen Rechtschreibregeln erstellt.

1. Auflage 2005

Druck 5 4 3 2 1

Alle Drucke derselben Auflage sind parallel einsetzbar, da sie bis auf die Behebung von Druckfehlern untereinander unverändert sind.

ISBN 3-8085-79951

© 2005 by Verlag Europa-Lehrmittel, Nourney, Vollmer GmbH & Co. KG, 42781 Haan-Grutten
Satz, Grafik und Layout: tiff.any GmbH, Berlin
Druck: Druckerei Raimund Roth GmbH, 42655 Solingen

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Integration



Unit 1 Working abroad

Switch on: Open answer

Activity 1 Comprehension

Possible answers:

- 1 The EU is sponsoring him.
- 2 First he didn't know what to think.
- 3 He likes Business Administration and English and he dislikes Maths and Statistics.
- 4 He thought the experience might do him good.
- 5 He had to send a letter of application and his CV (to the company).
- 6 He is staying (with the Wilsons) in Walsall.
- 7 (He needs a dictionary because) Nobody in his host family speaks German.
- 8 Sheena (is so busy because she) is revising for her A-Levels.

Activity 2 Filling gaps

1 letter of application; 2 interested in; 3 CV; 4 disappointed; 5 as part of; 6 business students; 7 sponsor; 8 abroad; 9 opportunity; 10 experience; 11 dictionary; 12 look up

Activity 3 Describing house rules

Suggested answers:

- 1 I have to help with the washing up.
- 2 Do you have to take (your) shoes off?
- 3 Aren't you allowed to come home after 11 p.m.?
- 4 I mustn't leave cosmetics in the bathroom.
- 5 Do you have to keep the music down?
- 6 Are you allowed to get a tongue piercing?
- 7 Aren't you allowed to have friends round on Sundays?
- 8 We must put our bicycles in the garage.
- 9 Do you have to pay for (your) phone calls?
- 11 Do you have to iron your shirts?
- 12 Aren't you allowed to get a tattoo?

Activity 4 Translation

- 1 If one wants/you want/you would like to work abroad, one must send/has to send/you must have to send a letter of application to the firm/company.
- 2 Stefan does not have to eat with his hosts.
- 3 He does not need to pay anything as/since/because the EU sponsors pupils abroad.
- 4 Stefan must not come home/is not allowed to come home after 11 p.m. in the evening.
- 5 Sheena must revise/has to revise for the A-Level exam.
- 6 Stefan mustn't forget the dictionary.
- 7 Stefan must write/has to write a CV.

Activity 5 Packing your suitcase

Suggested answer:

Toiletries (toothbrush, toothpaste, comb, soap, shampoo, deodorant, shaver, face cream, etc.), facecloths, towels, clothing (underwear, socks, shirts, ties, gent's suit, trou-

ers, jeans, three pairs of shoes, sweaters, T-Shirts, shorts), camera, sunglasses, cap, dictionary, writing materials, address book, presents for hosts, photos of his family and friends, favourite snacks/chocolate bar

Activity 6 Defining words and phrases

1 founder; 2 logo; 3 presentation; 4 premises; 5 projectors; 6 expand; 7 employees

Activity 7 Finding departments

1 personnel; 2 canteen; 3 gymnasium; 4 goods-in; 5 accounts; 6 assembly; 7 sales; 8 purchasing; 9 warehousing; 10 despatch

Activity 8 Identifying tenses

(entries arranged in the order as they appear in the text)

simple present: welcomes, tells, welcome, put (imperative), (2x) it's (it is), can write, (can) save, presses, appears, (that)'s, give, (I)'m, employ, buy, is, (we)'re, help out, wear, have, eat, share, work, is, is exported (passive)

simple past: began, made

present perfect: have expanded

will-future: will have, will give, will diversify

Activity 9 Using tenses

1 will play; 2 phoned; 3 answer; 4 painted; 5 will move; 6 love; 7 will fish; 8 has (already) visited

Activity 10 Visiting a company

Open answer but here are some suggestions:

You can find the **MD's office** on the first floor next to the canteen.

Reception is on the first floor next to the MD's office and opposite the gents toilet.

The **canteen** is upstairs along the corridor opposite the MD's office.

The **gymnasium** is along the corridor from accounts and personnel.

You find **marketing** at the end of the corridor just past the gym(nasium).

Purchasing is next door to marketing opposite the ladies' toilet.

Accounts and **personnel** are on either side of the corridor leading to the sales department.

The **sales department** is at the end of the corridor next door to accounts and personnel.

Despatch is downstairs at the front on the ground floor next door to goods-in.

Assembly is at the back next door to warehousing.

Goods-in is on the ground floor as you come into the building.

Warehousing is on the ground floor past the goods-in department.

Activity 11 Writing a letter

Suggested answer:

Hi Sally,

Now it's already a week since I arrived in Walsall. Time is flying by!

Tonight is the first time that I am at "home" in my room at the Wilsons'. There was no time to write a postcard in between.

As for the Wilsons, they are my host family and apart from only speaking English to me ☺, they are really nice. Mrs Wilson is an excellent cook and treats me to all kinds of nice food.

On my first day I went to work by bus. When I arrived at the company I got to know many employees and I also met Paul Ferrier, the founder and MD of Paul Ferrier

Technologies Ltd. He spoke to me about the history and structure of the company. I had to take in a lot of information!

Later I saw parts of the production and then worked in the Purchasing department until 5 p.m. I particularly enjoyed my first day because I met so many nice people. How about you? Are you still learning for your exams at university and when does the term end? You should come over to Britain and visit me here! – Think about it. And I hope you'll write soon.

Love from
Stefan

Activity 12 Completing statements

Possible answers:

- 1 ... go shopping. 2 ... it is Saturday. 3 ... some postcards and maybe trainers.
- 4 ... is a shoe shop. 5 ... to find the disco. 6 ... because Sheena will go to the disco with him. 7 ... Sunday.

Activity 13 Positions and directions

A A - 7; B - 9; C - 5; D - 1; E - 4; F - 8; G - 2 ; H - 3; I - 6

B J - 13; K - 15; L - 18; M - 15; N - 11; O - 12; P - 10; Q - 17; R - 16

Activity 14 Role play

Suggestions for answers:

- 1 The nearest bus stop is across the road on the corner opposite the supermarket in front of the Chinese restaurant.
- 2 Turn left at the bus stop and the pub is over the road on the right (near the corner).
- 3 The Chinese restaurant is across the road by the bus stop.
- 4 Turn right by the bowling alley and the football ground is facing you on the left.
- 5 The ten-pin bowling alley is on this side of the road just after the supermarket, on the corner.
- 6 The supermarket is here on the right.

Unit 2

Spare time activities

Switch on: Open answer

Activity 1 Finding out about people

Noriko:

School: 8.30 to 4 p.m.
Sports: goes swimming
Hobbies: English club, meets boyfriend
Home: excursions at weekends, tired, does homework
Plans: wants to go to university

Jason:

School: class 10 at High School, lessons from 8.45 to 4 p.m.
Sports: basketball, Australian Rules football, member of basketball school team
Hobbies: going to movies, spending time with girlfriend, chatting online
Home:

Plans: wants to go overseas after finishing school

Mike:

School: sixth form college after having taken the GCSEs

Sports: plays football for a local team

Hobbies: people from different cultures and countries, likes reading books, going out for walks and writing poetry

Home:

Plans: wants to take a year off to work as a volunteer in an environmental or community project

Catherine:

School: finished school

Sports: has given up volleyball after an accident, does some aerobics

Hobbies: likes meeting friends, going dancing and going to the cinema

Home: does housework (lives in flat of her own)

Plans: wants to spend a year in Europe

Activity 2 Focusing on structure

Noriko:

Usually school starts ... and lasts

need to get up, ... it's a long way

traffic is bad

sometimes Dad takes me to school, ... has an appointment

twice a week I go, ... love English

It's one of the clubs

... student has to do one club ...

When I'm home, I'm often tired ...

I still need to do ...

Three times a week I attend ..., ... I must do well ...

As you can see I've little ...

my family sometimes goes ...

My boyfriend and I usually go ..., or, occasionally, we go swimming

Jason:

I attend ..., I leave ..., we have beautiful weather ... and I cycle to ...

Lessons don't start ... last lesson finishes at ...

When it's hot ... we're allowed

... this only happens occasionally ...

... we do lots of sports ..., sports are considered ...

I love basketball ... I'm a member of ...

Three times a week the team meets ...

I like going to the movies and spending my time ...

Now I spend some evenings ...

On Saturdays, I usually work ..., I don't get much ...

Mike:

I'm interested in ...

I'm really keen on ...

I know I need ..., but I still prefer ...

I like reading ...

I play football ..., but I do it ...

Catherine:

I want to save up to spend a year ...

At the moment I've hardly any ..., ... twice a week I teach ..., there is all

..., I live in ...

I love meeting my friends ...

I still go to a gym regularly, because I want to stay ...

Activity 3 Talking about yourself

- 1 Examples: I hate doing homework, but I like surfing the internet.
I prefer horse-riding to sailing.
I don't like playing chess, but I quite like listening to music.
I loathe eating out, but I love going shopping.
I'm pretty keen on meeting friends, but I can't stand acting.
I'm not really keen on diving, but I quite like surfing.

2 and 3 open answers/similar sentence patterns

Activity 4 Writing about your best friend

My friend is called ... He/She likes to have a rest in the afternoon and to listen to music. He/She likes calling her friends to talk about things. Sometimes they meet in town to have a coffee or an ice-cream together. Once a week he/she goes to see friends and they play music together. Together with ... he/she surfs the internet. Once a week he/she goes to the gym to play handball/volleyball.

Activity 5 Focusing on structure

- 1 On a normal school day I leave the house at half past six.
- 2 Usually I work in a supermarket to earn some extra money
(or: I usually work in a supermarket to earn some extra money).
- 3 My family goes on excursions at the weekends
(or: At the weekends my family goes on excursions).
- 4 I used to play volleyball for a team a few years ago
(or: A few years ago I used to play volleyball for a team).
- 5 I go to a gym on Mondays to do some aerobics
(or: On Mondays I go to a gym to do some aerobics).
- 6 She takes the bus to the city at 7 o'clock every day
(or: At 7 o'clock every day she takes the bus to the city).
- 7 The English club is one of the many clubs at my school.
- 8 In the morning traffic is very bad in Japanese cities.
(or: Traffic is very bad in Japanese cities in the morning).

Activity 6 Translation

- 1 In Germany school begins between 7.30 and 8.15 (or: School begins between 7.30 and 8.15 in Germany).
- 2 My family goes on an excursion/a trip to France at the weekend (or: My family goes [on an excursion] to France at the weekend).
- 3 In Canada, many people play ice hockey (or: Many people play ice hockey in Canada).
- 4 Tony works in a supermarket every Saturday (or: Every Saturday Tony works in a supermarket).
- 5 The concert in the castle begins at 8 o'clock/at 8 p.m. in the evening (or: The concert begins in the castle at 8 o'clock in the evening/at 8 p.m./The concert begins at 8 o'clock in the evening/at 8 p.m. in the castle).
- 6 Tonight my parents are having visitors from Sweden (or: My parents will have visitors from Sweden tonight).
- 7 In many Japanese schools teaching/school finishes/classes finish in the afternoon.
- 8 In Australia pupils may/can go home early when it's very hot (or: When it's very hot pupils may/can go home early in Australia).

Activity 7 True or false?

- 1 false: Simon and Eric are looking for a scanner.
- 2 true
- 3 true
- 4 false: They met Michael who wanted to buy a digital camera.
- 5 false: They just ordered something to drink.
- 6 true
- 7 false: Simon didn't buy anything, but Eric found a scanner and bought two computer games.
- 8 false: Eric would rather try out his new computer games.

Activity 8 Some/any; something/anything; somebody/anybody; someone/anyone

- 1 some
- 2 anything
- 3 any
- 4 someone/somebody
- 5 anybody/anyone
- 6 Some
- 7 anybody/anyone, someone/somebody, something
- 8 some, anything
- 9 some, any(thing)
- 10 anything, something, some

Activity 9 Translation

- 1 She wants to buy some books in London.
- 2 His father doesn't/won't give him any money for his new car.
- 3 We don't buy any alcohol in Denmark because it's so expensive.
- 4 And don't forget anything, we need the things for the party.
- 5 Are you planning to buy something to read?
- 6 May I offer you something to drink? (Would you like something to drink?)
- 7 I need a new printer. Could you give me some money, please?
- 8 Have you had any fruit today? - No, we haven't had anything yet.

Activity 10 Role play

Open answer

Unit 3 Gender issues

Switch on:

Open answer

Activity 1 True or false?

- 1 false: The EU has created more career opportunities, but has also increased competition and stress.
- 2 false: Modern forms of communication allow women to work from home.
- 3 true
- 4 true

- 5 true
- 6 false: Kathy Masterson is on renewable contracts.
- 7 true
- 8 false: Women are still underrepresented at top management level.

Activity 2 Matching terms and definitions

1 - h, 2 no answer; 3 - j, 4 - i, 5 - g, 6 - b; 7 - d; 8 - f; 9 - c; 10 - e; 11 no answer; 12 - a

Activity 3 Finding headlines

Suggestions: The modern working woman
Opportunities and problems
Kathy Masterson
Equal opportunities
Changing roles

Activity 4 Writing a summary

The text from Newsweek deals with the career opportunities of women today. Modern forms of communication make women more independent. And it is easier to work part-time or to find childcare, but harder to get a pension or maternity leave. Today women have more opportunities than a generation ago. This is shown by the example of Kathy Masterson, an IT consultant at an international bank. Although flexitime and part-time work make work easier for women, they are still underrepresented in top positions. However, there is a gradual change in the traditional roles of men and women.

Activity 5 Discussion

Open answer

Activity 6 Comprehension

- 1 Experts believe that it was childcare vouchers that made it easier for mothers to return to work.
- 2 Childcare vouchers enable companies to help employees pay for a nursery place or a child-minder.
- 3 ... because they can keep good quality staff who remain loyal to the company.
- 4 It can pay for nurseries, after-school care and care during the holidays.
- 5 It costs £6000 a year, which seems quite a lot when compared to the money spent on food or housing.
- 6 In 1989 only 28% of mothers of young children returned to work. Now the rate is over 70%.

Activity 7 Filling gaps

1 childcare; 2 valued; 3 staff; 4 vouchers; 5 maternity; 6 system; 7 nursery; 8 attends; 9 loyal; 10 skilled; 11 leaving

Activity 8 Explaining words

- a A person who knows a great deal about a topic.
- b A piece of paper used as a substitute for money.
- c A person who looks after children.
- d Someone who works for a company.
- e Someone who works fewer hours than normal.
- f People who work for a company.

- g To make possible.
- h A way of thinking or an opinion.

Activity 9 Learning about word formation

the belief; 2 believing; 3 believed

to increase; 2 increasing

the introduction; to introduce, 1 introducing

flexibility

2 payer; 3 payment; to pay; 1 payable; 2 paying; 3 paid

the inclusion; to include; 2 including

2 employer; 3 employment; to employ; 2 employable; 3 employing

to change, 1 changeable; 2 changing; 3 changed

1 friend; 2 friendship; friendly

Activity 10 Finding opposites

illiberal; inflexible; non-financial; impossible; misguided; irregular; unemployment; unfriendly; non-smokers; illogical; misfortune; discourage; unable; disable (vb); disagree; mismanagement; illegal; irresponsible; dislike; disability; non-existent

Activity 11 Expressing opinions

- 1 Journalisten vertreten die Meinung, dass Firmen einerseits hochqualifizierte Frauen suchen, andererseits aber nicht immer bereit sind, deren Bedürfnisse zu berücksichtigen.
- 2 Meiner Meinung nach können Fragen zur/Probleme mit der Arbeitszeit in einem Gespräch mit dem Personalchef geklärt werden.
- 3 Ärzte und Psychologen jedoch drücken ihre Zweifel daran aus, ob es für die Frauen gut ist, Beruf, Haushalt und Kinder gleichzeitig zu haben.
- 4 Die Einstellungen der Journalisten unterscheiden sich in dieser Frage.
- 5 Meinungsforscher weisen darauf hin/sagen, dass laut Meinungsumfragen in Zukunft mehr Frauen beschäftigt/berufstätig sein wollen.
- 6 Viele Frauen, vor allem solche, die berufstätig sind, vertreten auch die Meinung, dass es noch eine Zeit dauern wird, bis die volle Gleichberechtigung erreicht ist.

Activity 12 Comment writing

Here are two suggestions:

- 1 A lot depends on the family situation. Returning to work means that you spend a lot of time away from your child and especially at a period in a child's life when it develops very fast and needs the care of parents. Parents cannot easily be replaced by child-minders. It is good when grandparents are nearby. But they may not want to be burdened with the task of looking after a child on a regular basis. If, however, for financial reasons, it is necessary for the mother to return to work fairly early after the birth of the child there may be no alternative. On the other hand it may be important for the mother to return to work to ensure her career does not suffer.
- 2 When both partners work, it is important to share the workload fairly in terms of time and also the volume of work. And this goes for both household and other responsibilities. So men could do the washing and cleaning, while women look after the car and do repair work in the house. As long as the load is shared evenly, it does not matter so much who does what and when. Of course, the question has to be considered of who has the chances to make a career and therefore possibly works full-time while the other partner might opt for a part-time job.

Activity 13 Finding examples

Past Tense: said (2x); - was introduced; - returned

Present Perfect: has helped; - has started

Activity 14 Using the correct tense

1 were responsible; 2 learned; 3 attended; 4 led; 5 has begun; 6 have changed; 7 put; 8 has developed; 9 have achieved; 10 have taken on; 11 have learned

Activity 15 Discussing a statement

Here are some suggestions:

for: men and women are equal in law; they have access to education and jobs and there is no discrimination.

against: equality can never be achieved because of biological reasons; career prospects for women are less positive than for men; the career break for family reasons means women cannot catch up afterwards; women are still in a minority in top jobs, although female employment is very strong in education; some industrial sectors are dominated by one sex, usually male (steel, car manufacturing, raw materials - farming, mining). Female domination can be found in nursing, childcare and education, the textile industry and hotel and catering. Women often work in lower paid jobs or are paid less than their male colleagues. As a result of legislation there may be positive discrimination in favour of female employment.

Unit 4 Pollution

Switch on: Open answer

Activity 1 Matching words and definitions

1 (the) Industrial Revolution; 2 exhaust gases; 3 sick of; 4 sewage; 5 polluted; 6 domestic; 7 asthma; 8 choked; 9 sewers

Activity 2 Understanding the text

Possible answers:

1 ... by exhaust gases/cars/car exhausts/fumes from cars. 2 ... eat salmon.

3 ... polluted water. 4 ... were installed. 5 ... into the Thames. 6 ... of cholera (19th century)//of smog (20th century). 7 ... salmon swam in it.

Proper order: 7-2-5-6-3-4-1 or 7-2-5-3-4-6-1

Activity 3 Translation

1 Die Luft der Stadt wird durch Schwefel verunreinigt/ist (stark) schwefelhaltig.

2 Trinkwasser wird aus dem schmutzigen Fluss genommen.

3 Tausende von Fischen sind durch verunreinigtes/verseuchtes/infiziertes Wasser getötet worden.

4 Vor kurzem wurden Lachse in der Themse gesehen/hat man ... gefunden.

5 Kinder erlitten gesundheitliche Schäden durch Autoabgase.

6 Im 19. Jahrhundert wurden keine Fische im Fluss gefangen.

Activity 4 Transforming sentences

- 1 The air is polluted by car exhausts.
- 2 Fish are killed by mercury.
- 3 Waste was thrown into the river by tourists.
- 4 Coal was burnt by factories and (in) homes.
- 5 The air is poisoned by smoke.
- 6 The birds were killed by garden chemicals.
- 7 Many problems in cities have been caused by cars.
- 8 Emissions have been reduced by industry.

Activity 5 Future plans

1 Possible answers:

- ICI ...
- ... will use less water;
- ... will get rid of 20 % less hazardous waste in landfill;
- ... is planning to take out 25 % less oxygen from water;
- ... will clean up emissions from its chimneys;
- ... will collect waste paper;
- ... will attempt to cut down acid gases by 50 %;
- ... is planning to introduce modern technology;
- ... will reduce the noise level in its factories;
- ... will improve the use of heat.

2 open answer

Activity 6 Writing a policy

Possible answers:

We will: improve our technology; ... clean up our factory; ... introduce filters for chimneys; ... improve working practices, ... reduce waste; ... recycle paper, ... save electricity

Activity 7 Understanding recycling

paper: drinks carton, magazines, serviettes

hazardous: car battery, motor oil

plastic: TV remote control, video cassette

glass: empty bottles, light bulb, old window

garden: branches, dead flowers, grass cuttings

metal: lemonade tin, old saucepan

Activity 8 Defining environmental terms

1 - a; 2 no solution; 3 - f; 4 - h; 5 - b; 6 - d; 7 - e; 8 no solution; 9 - g; 10 - c

Activity 9 Recovery rates: paper and cardboard

Possible answers:

Austria is better than Switzerland in/at recovering paper and cardboard.

The recovery rates in the Netherlands, Germany, Austria, and Switzerland are higher than in Finland. They are better than those of Sweden, Spain, Denmark Norway and the UK.

The Netherlands are the best/The UK is the worst recycler of paper.

Norway recycles far less than Germany.

The average percentage rate of these countries is 54.9 percent. The Netherlands are way above/The UK is way below average.

Activity 10 Answering questions

- 1 Cycling is unsafe because there is so much traffic.
- 2 If you can't park you won't be able to take your car into town!
- 3 It should increase.
- 4 Park 'n Ride would persuade motorists to park outside town and get the bus.
- 5 The air is bad on hot days.
- 6 Railways can carry more freight, meaning fewer heavy goods vehicles (HGVs) on the road.

Activity 11 Role Play

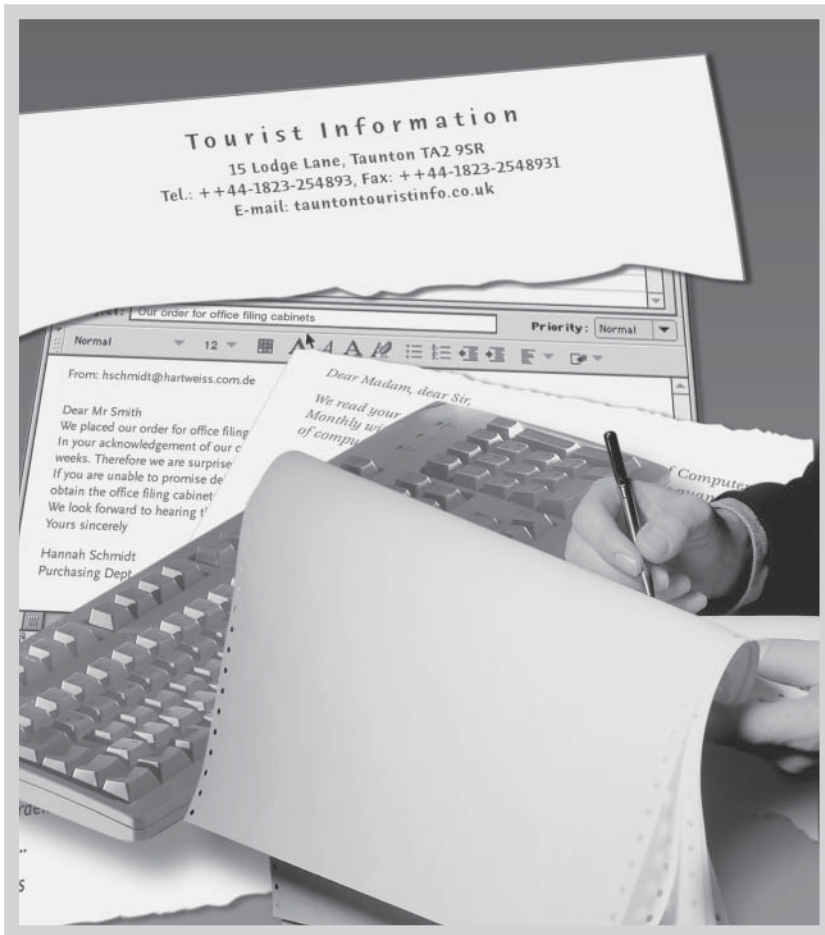
Open answer

Activity 12 Writing a comment

Points to be considered:

- 1 individual freedom, quick and easy access may be reduced; but many people use cars for short trips only; fewer such trips mean fewer cars and as a result traffic can roll more freely, less congestion – therefore less pollution from car exhausts, less noise, better use of public transport systems (prices might come down) and as a result improved service.
- 2 increase of fuel prices may influence and even reduce the number of trips and the distances travelled by car; as a result there will be less traffic and noise in built-up areas, roads get safer for children to play; environmental pollution is reduced; such a measure may hit people who need the car for their job, but may also persuade some not to commute to work over long distances and consider moving house closer to the place of work or using public transport.
- 3 the use of the Bahncard makes rail travel cheaper, the transport capacity of the rail system is more fully used; one also has to consider the relative inflexibility of the rail system.
- 4 high parking charges make people think about taking the car into congested town centre areas leading to pollution from car exhausts and also noise; a lot of fuel is wasted in the search for parking facilities.

Communication



Switch on:

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

1 code; 2 message; 3 directory; 4 mobile; 5 switchboard; 6 extension;
7 receiver; 8 operator; 9 ansaphone; 10 enquiries

Activity 1 Filling gaps

1 clearly; 2 fetch; 3 answering; 4 repeat; 5 receiver; 6 directory; 7 mobile; 8 slowly

Activity 2 Matching up

a - 5; b - 6; c - 8; d - 3; e no answer; f - 2; g - 4; h - 7

Activity 3 Role play**Possible answer:**

1 (2, 3 and 4 can be similar)

JM: Excuse me, can I talk to Mr Sims, please?

You: I'm sorry, but Mr Sims is busy. Would you like to leave a message?

JM: Well, the problem is that I'll leave/I'm leaving for a business trip this afternoon and the matter is rather urgent.

JM: But Mr Sims should be back in a few minutes. Can you give me your name and phone number so that Mr Sims can call you back immediately?

You: Sure. My name is Joachim Meyer from Wackelbrett KG in Dortmund.

My phone number is 0-2-3-1 for Dortmund and then it's 44 37 28.

You: Thanks, Mr Meyer, and have a nice day.

JM: Same to you. Bye.

Activity 4 Completing sentences

1 ... to leave out the zero. 2 ... directory enquiries. 3 ... the number/line was engaged.
4 ... the receptionist. 5 ... extension number. 6 ... he wanted to call him directly.
7 ... no-one was in. 8 ... contact him.

Activity 5 Completing a dialogue

1 speak to; 2 repeat; 3 extension number; 4 hold the line; 5 engaged/busy; 6 put me through; 7 in the office; 8 urgent; 9 despatch; 10 mobile number; 11 phone her directly; 12 take a message; 13 call me back; 14 calling

Activity 6 Receiving phone calls

- 1 XX (name of the company), XX (name of the person) speaking. What can I do for you? / How can I help you?
- 2 I'm sorry/Sorry, I didn't get/catch your name. Could you repeat it and spell it for me, please?
- 3 My colleague isn't in. Could you call back later, please?
- 4 I'll put you through to Herr Geyer, Frau Fritz's assistant. Please hold (the line).
- 5 I'm sorry, but Herr Geyer is speaking to a customer. Would you like to leave a message?
- 6 OK. No problem. Could you just give me your phone number and your extension please, and we'll call you back. ... Thank you for calling. Bye!

Activity 7 Filling gaps

1 reserve; 2 let's meet; 3 don't put; 4 let's go; 5 call back; 6 replace; 7 hold; 8 try; 9 let's discuss; 10 don't send

Activity 8 Making arrangements over the phone

Possible answers:

- 1 Dialogue with Mr Beavis
(Suggested introduction)

Switchboard: Hamilton Ltd, London, Sue speaking, what can I do for you?

You: Spantex Düsseldorf, Baumeister speaking. Can I talk to Mr Beavis, please?

Switchboard: I'll put you through, please hold.
(Waiting)

Mr. B: Beavis speaking.

You: Hello Mr Beavis, this is Jürgen Baumeister from Düsseldorf. The reason I'm calling is to check some details concerning your trip to Düsseldorf on 25 October.

Mr. B.: Excellent. Please let me know the arrangements.

You: Well, your plane will arrive at 11.30 a.m. German time if everything goes according to plan. Our driver, Mr Dirk Moos, will pick you up. He'll meet you in the arrival hall.

Mr. B.: Great, what does Mr Moos look like? – How do I recognise him?

You: No need to worry, because he'll have a big cardboard card with your name on it.

Mr. B.: That's all right then.

You: We suggest that we meet for lunch at the Hilton Hotel at about 12.30 p.m. Mr Kraft will be there and after lunch he'll take you on a river boat trip on the Rhine and show you something of Düsseldorf. The trip will last from about 3.30 p.m. to 5 p.m.

Mr. B.: That sounds like an excellent idea, because I've never been to Düsseldorf.

You: That's fine then! After the trip we thought you might want a short break to rest for an hour at the hotel before we take you out for dinner with our Managing Director at the Westfälischer Hof at 7.30 p.m. Is that OK with you?

Mr. B.: Sure, that sounds perfect. I'm really looking forward to coming to Düsseldorf.

You: And we are looking forward to having you with us. Have a nice trip.

Mr B.: Thanks. Thank you very much indeed. Bye.

You: You're welcome. Bye.

2 Informing Mr Beavis about the changes

Mr. B.: Hamilton Ltd., London, Beavis speaking. How can I help you?

You: Hello, Mr Beavis, this is Jürgen Baumeister from Spantex Düsseldorf again.

Mr. B.: Hello, Mr Baumeister, nice to hear from you again.

You: Well, after checking yesterday's arrangements concerning your trip to Düsseldorf in October I'm sorry, but I have to inform you about a few slight changes.

Mr. B.: No problem. Just go ahead.

You: I told you that lunch with Mr Kraft would be at the Hilton at 12.30 p.m. Unfortunately he can't make it before 1.30 p.m., because he has to attend another meeting.

Mr. B.: Don't worry. I'll just have a drink and simply wait until he turns up.

You: As for the river boat trip, all the tickets for 25 October were sold out. Therefore I bought tickets for 26 October.

Mr. B.: I see, but the first day will be exhausting enough anyway. And it's no problem to postpone the river boat trip.

You: And then there is a last change. I said that dinner that day would be at the Westfälischer Hof. But I didn't manage to reserve a table for us. Therefore dinner will be at the Hilton at 7.30 p.m.

Mr. B.: That's all fine with me, Mr. Baumeister. But could you please send me a fax with the changes?

You: No problem. And thank you, Mr. Beavis, for your understanding.

Mr. B.: You're welcome. Bye.

You: Bye.

Switch-on:

...
 Augustastraße 10
 ... Konstanz

PC-Software Ltd
 254 Liverpool Road
 Manchester M15 1CB
 England

23rd October 20..

Dear Robert
 Thank you for your ... our enquiry.
 Your computer games look fabulous ... prices are fantastic.
 ... make use of ...
 Please send 200 copies of ... immediately.
 ... We need them as soon as ..., ... are selling like hot cakes.
 Best wishes

Activity 1 British and American usage

- 1 GB: A Dear Ms Hancock, Dear Sir or Madam, Dear Customer, Dear Sirs
 B Yours faithfully, yours sincerely (if you know the person's name)
 USA: A Gentlemen, Ladies and Gentlemen, Dear Customer
 B Yours sincerely, Sincerely yours, Truly yours
- 2 A Dear Jane, Hello, Hi
 B Best wishes, With best regards, All the best, Yours, With love

Activity 2 Studying the letter

- 1 The letter is addressed to the "Tourist Information" in Taunton, Great Britain.
- 2 The writer doesn't know the person he is writing to.
- 3 He is from Houston, Texas in America.
- 4 He is interested in general information about sights and tourist facilities in Europe.
- 5 He wants information about accommodation for four people and he prefers bed and breakfast.
- 6 He finishes the letter with "Sincerely yours", because it's a formal letter addressed to a tourist information office in Europe which he obviously had not contacted before.