Раздел 3. MODULE 3

Деловой визит BUSINESS VISIT

**ПР09. Greetings and introductions. Business cards. Company personnel.**

**ПР09. Приветствие и знакомство. Визитные карточки. Персонал фирмы.**

***Exercise 1. Complete the conversation.***

a) Nice to meet you, too.

b) this is

c) What's your name?

d) Where are you from?

e) Who are you with?

**Mark:** Hello, My name is Mark Schultz. 1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**James:** I'm James Percy, from Microsoft.

**Mark:** Nice to meet you James. And welcome to our company!

**James:** Thank you.

**Mark:** 2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**James:** I'm from the United States. And you?

**Mark:** I'm from Berlin. 3.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**James:** I'm with my boss, Mr Gray. He isn't here at the moment. He's in the conference room.

**Mark:** James, 4.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Maria. She is our marketing manager.

**James:** Nice to meet you, Maria.

**Maria:** 5.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Exercise 2. Read a description of a job role and match it with one of the words above:***

1. Emma advises and helps people who want to start a business. She is a business \_\_\_\_\_\_\_\_\_\_.

2. James is the owner of the company I work for. James is my \_\_\_\_\_\_\_\_\_\_.

3. Alex works for Ms Brown. He answers her phone calls and helps her with paperwork. He is her \_\_\_\_\_\_\_\_\_\_.

4. As a marketing assistant, I report to Mr Edwards, the Head of Marketing. He is my \_\_\_\_\_\_\_\_\_\_.

5. Andrew and Ellen work together in the same department. Andrew is Ellen’s \_\_\_\_\_\_\_\_\_\_.

***Exercise 3. Complete the conversation with correct pronouns and forms of the verb TO BE.***

**A:** Excuse me, Mr Fox?

**B:** No, 1.\_\_\_\_\_\_. I'm Richard Jones from Tesco Ltd.

**A:** I'm Jenny Evans from Sainsbury's. How do you do?

**B:** Pleased to meet you.

**A:** Welcome to our company!

**B:** Thank you.

**A:** Where 2.\_\_\_\_ from?

**B:** 3.**\_\_\_\_\_** from Luton. And you?

**A:** 4.\_\_\_\_\_ from London. Who 5.\_\_\_\_\_ here with?

**B:** I'm with my boss. He 6.\_\_\_\_\_ here at the moment. He's in the conference room.

**B:** Richard, this 7.\_\_\_\_\_ Gavin. Gavin is our marketing director.

**A:** Nice to meet you, Gavin.

**C:** Nice to meet you, too.

**ПР10. First meeting. In the office.**

**ПР10. Знакомство и рекомендации. В офисе.**

***Exercise 4. Match the questions/remarks with the answers:***

1. How do you do? a) Pleased to meet you.

2. Are you here on business? b) Nice to meet you, too.

3. Welcome to our company! c) Yes, I am. / No, I'm on holiday.

4. Excuse me, are you Mr Fox? d) I am from the UK.

5. Where are you from? e) Thank you.

6. Nice to meet you. f) Yes, I am. / No, I'm not. I'm Mr Sanders.

***Exercise 5. Complete the sentences with* there is / there are*.***

1. \_\_\_\_\_\_\_\_\_\_ many offices in this building.

2. \_\_\_\_\_\_\_\_\_\_ no space left for another chair.

3. \_\_\_\_\_\_\_\_\_\_ a laptop in the conference room, no need to bring your own.

4. I don’t think \_\_\_\_\_\_\_\_\_\_ flip charts here.

5. \_\_\_\_\_\_\_\_\_\_ a telephone I could use?

6. \_\_\_\_\_\_\_\_\_\_ enough desks for all employees?

***Exercise 6. Read a text on office design. Then choose which of the statements below are true or false.***

**Open-plan vs. closed offices**

**Which are better?**

For most companies, the design of the office space is very important. The office space should help employees to work more efficiently, concentrate on their work and work better in a team. There are two common designs – closed offices and open offices.

Open offices are good for companies for a number of reasons. Firstly, they cost less because they use less space and use less electricity to heat or cool. In addition, businesses can save on equipment because people are sharing resources such as printers and photocopiers. Since there are no walls or barriers between desks, staff can learn from each other and interact more efficiently. For example, when you work in an open office you can get feedback on your work instantly and you can ask questions without needing to knock on doors. Increased collaboration between employees can also result in business innovation.

On the other hand, many employees prefer closed offices, mainly because there is less noise and it's easier to concentrate. With a busy open-plan office, the high level of noise can make it difficult for employees to focus on their work. Another advantage for business is lower absenteeism. When people work in an open environment, there is a greater risk of catching a disease when somebody is ill. And when employees are absent, the company is less productive.

1. Open-plan offices are generally good for business. True / False

2. Open-plan offices are cheaper. True / False

3. People communicate better in closed offices. True / False

4. Closed offices make businesses more innovative. True / False

5. It's easier to concentrate on your work in a closed office. True / False

6. Employees who work in closed offices are absent more often. True / False

**ПР11. Transport. Preparing for a business trip.**

**ПР11. Транспортные средства. Процедура подготовки к деловой поездке.**

***Exercise 7. Listen to the dialogues and put 1, 2 or 3.***

a. At the train station \_\_\_\_\_\_\_

b. At the airport \_\_\_\_\_\_\_

c. In a taxi \_\_\_\_\_\_\_

***Exercise 8. Listen again and answer the questions.***

|  |  |  |
| --- | --- | --- |
| 1. What time is the next train to Brighton? | a.10:05 | b. 12:05 |
| 2. How much is a single ticket to Brighton? | a. £ 10 | b. £ 20 |
| 3. Which platform does the train leave from? | a. Platform 3 | b. Platform 2 |
| 4. How long will the taxi journey take? | a. 30 min | b. 40 min |
| 5. Does Claire want a window seat or an aisle seat? | a. an aisle seat | b. a window seat |
| 6. What bags does she have? | a. one | b. two |
| 7. Did she pack her bags herself? | a. yes | b. no |

**ПР12. Hotels. Facilities for conferences and meetings. Making a hotel reservation.**

**ПР12. Гостиница и гостиничное обслуживание. Гостиница и услуги для проведения конференций и деловых встреч. Выбор и заказ гостиницы.**

***Exercise 9. Сhoose which of the statements below are true or false.***

1. Mr Bridewell wants to check out of the hotel. True / False

2. He has a single room reserved for two nights. True / False

3. The hotel knows his credit card number. True / False

4. Mr Bridewell’s employer is paying for the hotel. True / False

5. Breakfast is not included in the cost. True / False

6. His room is to the left from the elevator. True / False

***Exercise 10. Match the questions/remarks with the answers:***

1. How can I help you? a) Room 206.

2. Can you please spell your name, sir? b) A breakfast buffet and use of the hotel's safe.

3. What's included in the cost? c) At 11 am.

4. What room am I in? d) J-O-N-E-S.

5. Here is your key. e) I have a reservation for today.

6. What time is check-out? f) Great, thank you.