Раздел 3. MODULE 3

Деловой визит BUSINESS VISIT

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

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

**Greetings and introductions** is one of the most important topics when you are learning a language.

We use greetings and introductions in our first-time interaction with people however it is important that we don’t forget that some greetings apply only to formal situations and other greetings are more suited to informal situation such when you meet a friend at school or university.

Learning how to introduce ourselves and how to show interest by asking personal information questions is also a goal to reach since most conversations tend to go beyond a simple greeting and introduction.

There are different ways to greet people in English, we usually categorize greeting into formal and informal situations.

**Study the following phrases.**

***Greetings / Приветствия***

|  |  |
| --- | --- |
| *Hello, My name is …* | *- Здравствуйте, меня зовут …* |
| *What’s your name?* | *- Как вас зовут?* |
| *Nice to meet you.* | *- Приятно познакомиться.* |
| *How are you? / How do you do?* | *- Как ваши дела? / Как поживаете?* |
| *I’m fine, thank you.* | *- Всё хорошо, спасибо.* |
| *Welcome to our company!* | *- Добро пожаловать в нашу компанию!* |
| *Where are you from?* | *- Откуда вы?* |
| *Who are you with?* | *- С кем вы приехали?* |

**Study the following words.**

***Job roles and company personnel / Должности и персонал фирмы***

|  |  |
| --- | --- |
| *boss* | *начальник* |
| *employer* | *работодатель* |
| *employee* | *сотрудник, служащий* |
| *colleague* | *коллега* |
| *sales representative* | *торговый представитель* |
| *consultant* | *консультант* |
| *manager* | *менеджер, управляющий* |
| *secretary* | *секретарь* |

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

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

**Study the following words.**

***Office equipment and facilities***

*office chair офисное кресло*

*desk письменный стол*

*printer принтер*

*laptop ноутбук*

*phone телефон*

*photocopier копировальная машина (ксерокс)*

*power socket электрическая розетка*

*flip chart флипчарт (доска с бумагой для записи)*

*multimedia projector мультимедийный проектор*

*reception area приёмная, стойка администратора*

*meeting room конференц-зал, переговорная комната, зал заседаний*

*breakout space зона для отдыха*

**There is / There are**

«**There is**» и «**there** **are**» используют, когда хотят сказать, что что-то существует или находится в конкретном месте.

«**There is**» указывает на наличие в определенном месте какого-то **одного** предмета (лица). «**There are**» указывает на наличие в определенном месте **нескольких** (многих) предметов (лиц).

There is a laptop on my desk. – У меня на столе есть ноутбук.

There are chairs in the meeting room. – В зале заседаний есть стулья.

**Обратите внимание**: слово «there» (там) в обороте «there is / there are» не имеет самостоятельного значения и составляет неразделимое целое с «is/are».

Вопросы формируются обычной перестановкой (подлежащее «**there**» меняется местами со сказуемым «**is/are**»):

Is there anybody in the office? – В офисе кто-нибудь есть?

Are there any power sockets here? – Здесь есть розетки?

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

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

**Study the following vocabulary.**

*a plane самолёт*

*a taxi такси*

*a train поезд*

*a coach междугородний автобус*

*a bus городской автобус*

*a tram трамвай*

*a platform платформа*

*a railroad station ж/д вокзал*

*an airport аэропорт*

*a ticket билет*

*a boarding pass посадочный талон*

*an aisle seat место у прохода*

*a window seat место у окна*

*a carry-on bag ручная кладь*

*a suitcase чемодан*

Your business may take you all over the city, country, or world. If you travel for business on a regular basis, you eventually learn what all good travelers learn: On the road, being self-reliant and having a routine are essential. Business travel doesn’t have to be drudgery, and although some stress is inevitable, it doesn’t have to make you miserable. Get used to preparing for your business trips using these tips:

* **Make travel and accommodation arrangements.** Car rentals, airline tickets, train reservations, and hotel rooms don’t get any cheaper the longer you wait, and they don’t become more available. When you’re planning the dates of a business trip, either nationally or internationally, consider religious and local holidays because businesses and restaurants could be closed.
* **Put together an itinerary.** In this itinerary, list flight information; ground-transportation information; the hotel name, address, telephone number, and reservation number; meeting times and places — with telephone numbers, if possible; host names, telephone and fax numbers, and e-mail addresses; meal arrangements; and scheduled entertainment.
* **Make sure someone knows your trip plan.** Give a copy of your itinerary to your assistant or an employee, and give another copy to a friend or relative. If something goes wrong, and you don’t arrive back when you say you will, someone will be able to initiate a search with accurate information about you.
* **Get your documents in order.** No matter where you go, take identification that allows you to drive. If you are a frequent overseas traveler, consider getting an international driver’s license.
* **Have the right currency on a business trip.** If you’re taking a business trip overseas, be sure to stop in at your bank ahead of time and get enough currency from your destination country to pay for small expenses before you get a chance to go to a hotel’s or bank’s exchange window. Also, ask your bank or host whether your ATM card is going to work for getting your destination currency at the hotel where you’ll be staying or at a nearby bank.
* **Pack only what you need.** Leave everything else at home. You have to take your laptop, cell phone, reports, contracts, brochures, clothes, and shaving kit or cosmetic bag. Don’t forget your medication and your lens prescriptions if you wear glasses or contact lenses. Take a credit card with an open balance and cash if you’ll be in a rural area. You may also want to bring traveler’s checks.

**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.**

Business and Conference Hotels (as you might have guessed!) are those that have been designed with business clients in mind. They are often located in [designated business areas](https://www.english4hotels.com/dictionary/popupShow/996) of large cities, with easy access to exhibition centers and city transport links. The main function of business and conference hotels is the provision of all the services and facilities related to the carrying on of 'business as usual', whilst key corporate executives and their staff are away from their regular workplace.

The growth of global business has led to an increasing demand from [corporate clients](https://www.english4hotels.com/dictionary/popupShow/997) for accommodation tailored specifically to the needs of busy executives and management teams. Large corporations often choose to hold their annual general meetings, or stage training sessions or exhibitions in locations that are convenient and accessible to large numbers of national and international company employees. Business and Conference hotels are expected to satisfy both the work and the leisure needs of their guests for the duration of such events.

Rooms in this type of hotel are designed with businessmen and women in mind and always provide, along with all the expected comforts, work areas with office supplies and wi-fi connections. Common areas in these hotels are likely to include large meeting rooms, with all the latest audio-visual technology installed, staffed office spaces for the sending and receiving of faxes, or for photocopying and distribution of documents, as well as access to external courier services, such as FedEx, UPS or DHL.

Other facilities and services include: [banquet halls](https://www.english4hotels.com/dictionary/popupShow/998) for large formal dinners, provision of snacks during breaks in meetings, and the availability of fully equipped fitness centers – in which business guests may burn off excess calories from the previous day's 'Informal Business Lunch'.

Business and conference hotels depend, more than any other hotel type, on establishing ongoing relationships with their clients and are often fully booked, well ahead of important local exhibitions and Trade Fairs. Such events can fill even the largest of cities to bursting point, and make the finding of even a single hotel room a virtual impossibility.

**Study the following dialogues.**

### *DIALOG 1. Hotel Reservation / Бронирование отеля*

RECEPTIONIST: Hello, Waterside Hotel.

CLIENT: Hello. I'd like to make reservations for 3 nights beginning March 6.

RECEPTIONIST: Yes, of course. What kind of room would you like?

CLIENT: I'd like a double room. How much would that be?

RECEPTIONIST: A double room is $42.00 a night.

CLIENT: O.K. I'll take it.

RECEPTIONIST: What is the name, please?

CLIENT: The name is Scott, Nil and Susan.

RECEPTIONIST: And what time are you arriving?

CLIENT: We're planning to arrive around 8:00 in the evening.

RECEPTIONIST: Very well. We'll have your room ready for you.

CLIENT: OK. Thank you.

RECEPTIONIST: Thank you for calling Waterside Hotel.

### *DIALOG 2. Checking-In / Регистрация заезда*

|  |  |
| --- | --- |
| **Receptionist:** Good afternoon. Welcome to the Grand Woodward Hotel. How can I help you?  **Guest:** I have a reservation for today. It's under the name of Bridewell.  **Receptionist:** Can you please spell that for me, sir?  **Guest:** Sure. B-R-I-D-E-W-E-L-L.  **Receptionist:** Yes, Mr. Bridewell, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?  **Guest:** Yes, it is.  **Receptionist:** Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.  **Guest:** Whoa! Five hundred and ninety dollars a night!  **Receptionist:** Yes, sir. We are a five star hotel after all.  **Guest:** Well, fine. I'm here on business anyway, my company is paying the bill. What's included in this cost anyway?  **Receptionist:** A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included. **Guest:** So what's not included in the price?  **Receptionist:** Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.  **Guest:** Hmm. Ok, so what room am I in?  **Receptionist:** Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.  **Guest:** Great. Thanks.  **Receptionist:** Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.  **Guest:** Ok, and what time is check-out?  **Receptionist:** At midday, sir.  **Guest:** Ok, thanks.  **Receptionist:** My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel. | **Администратор:** Добрый день. Добро пожаловать в отель "Гранд Вудворд". Чем могу помочь?  **Гость:** У меня заказан номер на сегодня. На имя Брайдвелла.  **Администратор:** Можете ли вы, пожалуйста, произнести это по буквам, сэр?  **Гость:** Конечно. Б-Р-А-Й-Д-В-Е-Л-Л.  **Администратор:** Да, мистер Брайдвелл, мы зарезервировали для вас двухместный номер с видом на океан на две ночи. Всё верно?  **Гость:** Да, верно.  **Администратор:** Отлично. У нас уже есть данные вашей кредитной карты. Просто подпишите квитанцию внизу, пожалуйста.  **Гость:** Ух ты! Пятьсот девяносто долларов за ночь!  **Администратор:** Да, сэр. В конце концов, мы пятизвездочный отель.  **Гость:** Ну, ладно. Я все равно здесь по делу, моя компания оплачивает счет. А что входит в эту стоимость?  **Администратор:** Полный шведский стол на завтрак каждое утро, бесплатный трансфер в аэропорт и пользование сейфом отеля включены в стоимость.  **Гость:** Что не включено в стоимость?  Администратор: Ну, в вашем номере есть мини-бар. Его использование будет включено в ваш счет. Кроме того, отель предоставляет обслуживание в номере, за дополнительную плату, конечно.  **Гость:** Хм. Хорошо, так в каком я номере?  Администратор: Номер 487. Вот ваш ключ. Чтобы добраться до своей комнаты, поднимитесь на лифте справа на четвертый этаж. Поверните налево, как только выйдете из лифта, и ваша комната будет с левой стороны. Посыльный скоро поднимет ваши вещи.  **Гость:** Отлично. Спасибо.  Администратор: Если у вас есть вопросы или пожелания, пожалуйста, наберите "О" из своего номера. Кроме того, в фойе отеля 24 часа в сутки доступен интернет.  **Гость:** Хорошо, и во сколько выезд?  **Администратор:** В полдень, сэр.  **Гость:** Хорошо, спасибо.  **Администратор:** Не за что, сэр. Приятного пребывания в отеле "Гранд Вудворд". |