



# Communicating in BUSINESS 01

TODAY'S ENGLISH FOR YOUR  
SUCCESSFUL BUSINESS COMMUNICATION

## *Table of Contents*

1	Boarding a plane.....	4
2	On the plane.....	6
3	Which one would you prefer? .....	8
4	After snack.....	10
5	At the customs.....	12
6	At the arrival .....	14
7	Confirming a reservation .....	16
8	Ordering breakfast .....	18
9	Cashing in .....	20
10	Product presentation .....	22
11	At the business center .....	24
12	Keeping in touch.....	26
13	Long time no see .....	28
14	Can you say that again, please? .....	30
15	Going to the white house.....	32
16	At the subway .....	34
17	Finding a rest room.....	36
18	Info, please .....	38
19	Making a hotel reservation .....	40
20	Make a call.....	42

# Boarding a Plane

A: Good morning, sir. How may I help you?

B: Is it possible for me to upgrade my flight from economy to business class?

A: Let me check the availability first. May I see your ticket and passport so I can validate it in our system?

B: Oh, sure. Here you go.

A: Please give me a couple of minutes to check.

B: No problem. Go ahead.

A: Thank you for waiting. There is one more vacant seat in the business class, but you will be charged an additional of \$300 for the transfer. Would that be okay with you?

B: Sure. That would be perfect.

A: Will it be Visa or a MasterCard, sir?

B: Just charge it to my Visa. Here it is.

A: Thank you, sir.

## SMALL Talk

1. What are the things that you should remember before getting or buying a plane ticket?

*Sample answer:*

When getting a plane ticket, I usually inquire about the availability of the flight schedule that fit mine. After checking the flights, that is when I start considering the cost and packages that the airline company offers.

2. Have you had any bad experience in booking a flight?

*Sample answer:*

I have an unforgettable experience. It is when I signed up for an overbooked flight. I was really hoping that I could get on that flight because it suited my schedule. Unfortunately, I was not able to get on board, and the airline company could not do anything about it. Therefore, I was so late for my business trip.

3. Have you ever canceled a ticket or rescheduled a flight? If so, what did you say to the booking agent?

*Sample answer:*

Yes, I have. I told the booking agent that I would like to cancel my ticket and asked for the next available schedule of the same month.



## LONG Talk

1. You are explaining to a booking agent that you want to travel to the following places at the given time and day of departure.

- |    |                |    |                |         |           |
|----|----------------|----|----------------|---------|-----------|
| a. | United Kingdom | TO | Spain          | 1700hrs | Monday    |
| b. | Spain          | TO | France         | 1500hrs | Wednesday |
| c. | France         | TO | Germany        | 0900hrs | Friday    |
| d. | Germany        | TO | United Kingdom | 0700hrs | Monday    |

### Sample answer:

I want to book a United Kingdom-to-Spain flight that will depart at 5 o'clock in the afternoon on Monday. Then from Spain, I will leave for France at 3 o'clock in the afternoon on Wednesday. From there, I will leave for Germany at 9 o'clock on Friday morning. Finally, I will be going back to the United Kingdom from Germany at 7 o'clock on the following Monday morning.

2. You are explaining to a booking agent that you need to change your flight schedule and details using the following:

- Change Departure Time from 0700hrs to 1500hrs.
- Find a flight that will make a stopover in Barcelona, Spain before going to Brazil.
- Change economy ticket to first class.

### Sample answer:

I would like to change my Friday flight schedule to Rio de Janeiro, Brazil. Instead of leaving Greece at 7 o'clock in the morning, I would like to leave at 3 o'clock in the afternoon. I prefer a flight that includes a stopover in Barcelona, Spain over a non-stop flight to Rio de Janeiro. I would also like to have my ticket changed from economy to first class.





# Communicating in **BUSINESS** 08

TODAY'S ENGLISH FOR YOUR  
SUCCESSFUL BUSINESS COMMUNICATION

## *Table of Contents*

1	He told me that being prepared both mentally and emotionally is important .....	4
2	We have a long-term relationship with this company ...	6
3	I could see that they appreciated the effort I made to make them feel more at ease .....	8
4	Agreeing on the agenda .....	10
5	Clarifying Positions.....	12
6	Are you concerned about the content or the structure? Maybe I can help you .....	14
7	We don't want more room for bargaining.....	16
8	You're having a conflict on how the business should be run?.....	18
9	We Learn to speak our mind and take sides .....	20
10	After all the arguing and bargaining, we can all finally relax .....	22
11	If both parties are not willing to compromise, negotiations won't hammer out .....	24
12	Initially, they drive a hard bargain .....	26
13	You can also take the opportunity to introduce them to the nuances of our culture.....	28
14	I'll look into their business practices, on my end. We don't want our wires crossed again. ....	30
15	How would I write a proper business proposal? .....	32
16	I'm finding it hard to organize my thoughts.....	34
17	I'm trying to customize my resume to fit for that particular job.....	36
18	Sometimes, sentences that appear clear to the writer May actually be ambiguous to another person. ....	38
19	I have always had some trouble with the use of commas.....	40
20	Your invaluable inputs have really helped improved this proposal .....	42

## He told me that being prepared both mentally and emotionally is important.

**Mika:** I'll be attending my first negotiation tomorrow. I am a little anxious since I'll be in the spotlight this time. Would you be able to help me? I'm so desperate.

**Mel:** Heading the negotiation for the first time can be daunting. What will you discuss?

**Mika:** Honestly, I have a lot, but they are going in circles at the moment.

**Mel:** Of the top of your head, you need to stay in control of your emotions and mental activity.

**Mika:** Yeah, right. I am perfectly fine. It is just that I really wanted to make a successful negotiation.

**Mel:** I know. You have my full confidence. Going back, what shall you tackle?

**Mika:** I would be discussing the revision of our current contract with AMT Incorporated. The company is not open to amending the contract.

**Mel:** Mike will be there and he is heading our project with them. I'm sure he will do everything in his power to make them amenable.

**Mika:** He has lots of experience with this particular company, so I'm looking forward to seeing him in action tomorrow.

**Mel:** He actually gave me some pointers when I was just starting. You would probably know about them. For instance, he told me that being prepared both mentally and emotionally is important.

**Mika:** That's also what he told us during our briefing. It's also important to have clear objectives before the negotiation.

**Mel:** Additionally, one of the things that helped was his advice to listen attentively to what everyone else is saying.

**Mika:** I will keep that in mind, it might come in handy during the negotiation. I'll learn even more tomorrow. Thank you Mel.

**Mel:** Just keep the pointers Mike gave you during the briefing and I'm sure you'll be great. Good luck!

### SMALL Talk

#### 1. How do you determine if a negotiation has been successful?

*Sample answer:*

I think that, ideally, a negotiation has been successful if both parties come out feeling good about the decisions made during the negotiation. After the presentation and discussion of the points of view of both parties, a compromise has been reached. However it is not very easy to satisfy both parties.

#### 2. Could you give an instance when you were able to make a successful negotiation?

**Sample answer:**

Once, I had to negotiate for a fairer price for supplies for my company. Initially, the supplier was adamant about retaining the cost of the supplies for a larger profit margin. We discussed the matter at length, and we were able to agree on a package that was amenable to both of us. It was very difficult but at the end of the negotiation, both of us were happy so it was quite successful.

**3. What do you think is an important thing to remember in order to have a successful negotiation?**

**Sample answer:**

I think it is important to have a clear idea of what you want to achieve. You must have minimal requirements for the agreement to push through; however, you should also have some flexibility to allow for bargaining.

**LONG Talk**

**1. You are negotiating a deal to rent a space to house a new office branch. During the negotiations, it seems that the owner of the building is becoming argumentative. How could you cool down the atmosphere?**

**Sample answer:**

I would maintain my temper and try to talk in a conciliatory tone. Establishing rapport and identifying our common grounds is also a good way to connect. If I see that the other person seems to be calming down, only then will I proceed with the negotiation. It is best to learn when to stop and proceed with a talk. It may seem hard to control such temper when someone raises his tone on you, but to arrive at a good negotiation, both parties should learn how to listen and talk at the right time. If the discussion is too argumentative, it is also a good idea to take a break and come back to discuss the issue again when both parties are ready to negotiate.

**2. During the negotiation, you notice that arguments are going back and forth without anything being resolved. How could you get things back on track to the main topic, which is Collective Bargaining Agreement?**

**Sample answer:**

I would try to direct the conversation to the main points for discussion, but at the same time I would be very careful not to bother the other party. I would remind everyone to recall the points where we had already agreed and then the points of contention, as well as reiterate the importance of resolving the matter as soon as possible. Also, I would try to summarize the suggestions made, along with their pros and cons. Then, everyone can probably discuss the topic in a calmer and more orderly way. If both parties concentrate on finding a solution to clearly defined problems, then time and effort will not be wasted. I will politely inform everyone that the discussion is going in circles. I will say, "It was nice talking about other topics; however, it is nice to move back to the topic about the Collective Bargaining agreement." In this way, people would realize that they were talking something else and it's time to discuss the main topic to solve the issue.