

English for the Business and Commercial World

CAREER

DEVELOPMENTS

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Unit 1

Making arrangements

Finance Weekly

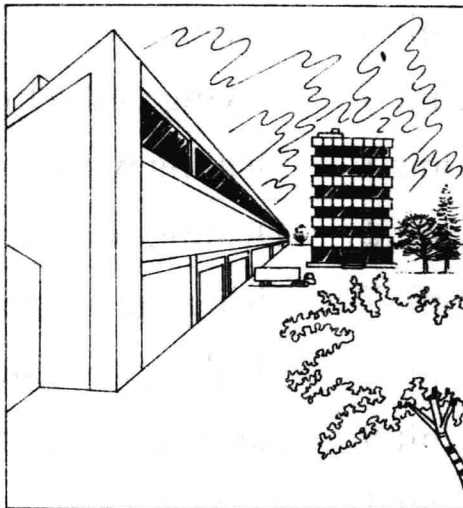
Top Solar Heating Company Expands

Mr T Tufnell, Director of Sunco Ltd. and Mr T Sharp, Sales Manager, inspected their new factory and offices at Bristol yesterday. The buildings will be operational in six weeks.

Sunco's London company make the well-known Sun-Q solar panels and now Sunco are expanding into the wind energy market. Their new complex will manufacture and distribute various types of aerogenerators (wind-powered electricity generators).

Among the new appointments at Bristol is Mr Piet van Hoven, the well-known Dutch expert on wind and solar energy, as Director of the Research and Development Department.

'The market is expanding for aerogenerators as well as solar panels', said Mr Tufnell.



Aerogenerator (windmill)

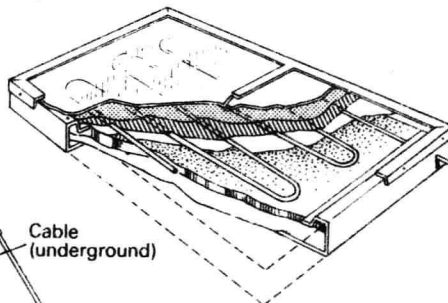
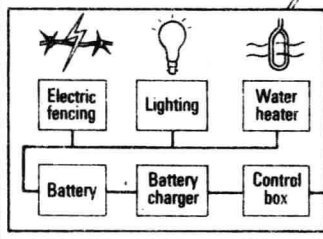
Blade or sail

Tail

Tower

* Electricity may be AC (alternating current) or DC (direct current)

Generator (of electricity) or alternator (generator of AC* electricity)



Solar panel (cross-section)

May	
3 Mon	Interview Mr Bonetti
4 Tues	Inspect Bristol site with Sharp
5 Wed	10.00 Meeting with SB etc. re. recruitment for Bristol
6 Thu	3.00 Mr Donaldson - Bristol Gazette - interview
7 Fri	T Sharp and M Delgado - Progress on Akiyama contract? Meeting 2.30
8 Sat	Golf - Peter 3.00
9 Sun	

Comprehension 1 Look at these notes on Sunco Ltd. Are they all correct? Correct them where necessary.

- 2 In April Mr Tufnell's diary for May looked like this. It is now May. What changes has he made? Refer to the more up to date diary on the last page.

May	
3 Mon	Mr Donaldson - 10.00
4 Tues	Inspect Bristol site with Sharp
5 Wed	9.30 Meeting with SB etc. re: recruitment for Bristol
6 Thu	
7 Fri	T Sharp progress on Akiyama contract? Meeting 2.00
8 Sat	
9 Sun	

- 3 Miguel Delgado made these notes before his interview with Mr Tufnell. Are they still correct? Refer to Mr Tufnell's letter to Miguel.

Workshop 1

Part 1

Study A as

We often use *as* for people's jobs:

I am writing to confirm your appointment **as** Assistant Sales Manager.

Say Look at this list of new appointments at Sunco.

Name	Post	Responsibilities
Mr Antonio BONETTI	Marketing Manager	market research, advertising
Mr Piet van HOVEN	Director of R & D	solar energy research, wind energy research
Mr Miguel DELGADO	Assistant Sales Manager	UK sales, South American sales
Miss Sally BROWN	Assistant Personnel Manager	recruitment, training
Mr Mikio SATO	Far Eastern Sales Representative	sales in Taiwan, sales in Japan
Miss Suzie KLEIN	North European Sales Representative	sales in Scandinavia, sales in the EEC

Discuss each new appointment, like this:

A *What's Antonio Bonetti doing these days?*

B *He's working as Marketing Manager for Sunco.*

A *Good for him!*

Study B as well; as well as

The market is expanding for aerogenerators **as well as** for solar panels.

This means 'not only for aerogenerators, but for panels too'. Or you can say:

The market is expanding for aerogenerators, and for solar panels **as well**.

Say Now look at the list of appointments again. Discuss each person's job, like this:

A *What does the Marketing Manager do?*

B *He looks after market research.*

A *Only market research?*

B *No, advertising as well.*

OR: *No, he looks after advertising as well as market research.*

Write Now complete this note:

*Sunco have made the following six new appointments:
A Bonetti, as Marketing Manager (responsible for
advertising, as well as market research); P van Hoven
as ... responsible for ...)*

Part 2

Study

make; do

He **makes** a lot of **money** – half a million pounds a year.
But he doesn't **do** much **work** – only two or three hours a day.

Here are some more expressions with *make* and *do*:

I **made** him an **offer** of £10,000 per annum.

You can't just walk in like that – you'll have to **make** an **appointment**.

Ask her to **make the arrangements** for Mr Ali's visit next week.

He's started up in business. I hope he **makes a success of it**.

I'll **make a deal** with you – give us 10% discount and we'll buy 20,000 of them.

He's a very good worker – he never **makes** any **mistakes**.

I can't **make it** on Tuesday – I'm busy then.

She **made an excuse** and left the meeting.

I have to **make a phone call** to London.

We must **make a quick decision**.

Sunco **do** a lot of **business** with firms abroad.

He's improved sales by 30% in two years. He's **doing** a very good **job**.

I'm **doing my best** – I can't work any faster!

Write

Look at the three letters below. They are about Mr Bonetti's appointment as Marketing Manager (Bristol). Complete the letters, using seven of the expressions with *make* and *do*, above.

1 A friend advises Mr Bonetti about the financial aspects of the job.

Dear Antonio,

About this job with Sunco – I don't think you'll ~
enough ~. Ask them to ~ you a better ~. Ask for £10,000 p.a.!
They won't want to give it to you – but ~ your ~ to get it!

Yours,

Paul

- 2 Mr Bonetti has negotiated better terms with Mr Tufnell. Now Mr Tufnell writes him a letter of appointment.

Dear Mr Bonetti,

I am writing to offer you the post of Marketing Manager at a salary of £10,000 per annum.

The appointment will commence on 7 June 1982.

Would you please ~ an ~ with Sally Brown of our Personnel Department to discuss your relocation allowance? She will help you to ~ all the necessary ~.

Yours sincerely,
T Tufnell

- 3 Mr Bonetti's present boss writes him a farewell letter.

Dear Antonio,

I'd like to wish you luck in your new appointment. I know you'll ~ a ~ of it!

Thank you for all your work here. You've ~ a very good ~ for the company. We're sorry to lose you!

Yours,
James Wye

Part 3 Making arrangements to see people

Study Mr Tufnell has to go to Bristol for two days to inspect the new Sunco site. He is writing letters to arrange to see various people in the Bristol area about other matters. He can write his letters in different ways, like these:

Dear Mr Radcliffe,

I plan to come to Bristol on 17 May, in the morning.
I shall be in

Could we meet then to discuss the KD contract?
have a meeting
arrange a meeting

I leave it to you to suggest a time
Would you like ?

Yours sincerely,
T Tufnell

Write Now write two more letters (also from Mr Tufnell) to the other people on his provisional programme:

Visit to Bristol and area (provisional programme)

7 May a.m. Mr Radcliffe, Bristol, re:KD contract.
 p.m. Mr Peterson, Cardiff, re:aerogenerator contract.
 8 May a.m.
 p.m. Miss Annan, Bath, re:order from Radio Bath.

Dialogue

It's nine o'clock in the morning and Mr Tufnell is working at his desk.

MR TUFNELL Come in!

CHRISTINE GRUNDY Morning, Mr Tufnell.

MR TUFNELL Morning, Christine. Is that the mail? Thank you. Are there any important appointments today?

CHRISTINE GRUNDY Well, there's a meeting with Mr Sharp at two-thirty.

You wanted to see him about the Tokyo contract.

MR TUFNELL Ah, could we make that three o'clock? I'm expecting a call from Mr Akiyama at two-thirty.



CHRISTINE GRUNDY Right.

MR TUFNELL Oh, just a minute, is Miguel Delgado back from Bristol yet?

CHRISTINE GRUNDY I'm not sure.

MR TUFNELL Well, try and contact him before the meeting. He'll have some useful information.

CHRISTINE GRUNDY Right, Mr Tufnell.

MR TUFNELL And would you ring Mr Donaldson at the *Bristol Gazette* and make another appointment for him?

CHRISTINE GRUNDY Yes.

MR TUFNELL Oh, and that letter to Mr Bonetti. It must go today. Will you make sure? He was the best candidate and we don't want to lose him.

CHRISTINE GRUNDY Oh, so you've chosen a Marketing Manager. Yes, Mr Bonetti was definitely the best!

MR TUFNELL How do you know?

CHRISTINE GRUNDY Well, you spent two hours with him and only half an hour with the other candidates!

Comprehension Right or wrong?

- 1 Mr Tufnell wants to change the meeting from 3.00 to 2.30.
- 2 Mr Akiyama is going to telephone at 2.30.
- 3 Christine is going to try and contact Miguel Delgado after the meeting.
- 4 Mr Donaldson will be the new Marketing Manager.
- 5 Christine has to send a letter to the *Bristol Gazette*.
- 6 Mr Tufnell has lost the letter to Mr Bonetti.
- 7 Mr Tufnell has chosen the Marketing Manager.
- 8 Mr Bonetti was the best candidate.

Workshop 2

Part 1

Study A between; among

Among means 'one of this group of three or more'. For example:

Among the new appointments is Mr Piet van Hoven.

It can also mean 'in the middle of a group'. For example:

The office block is **among** those trees.

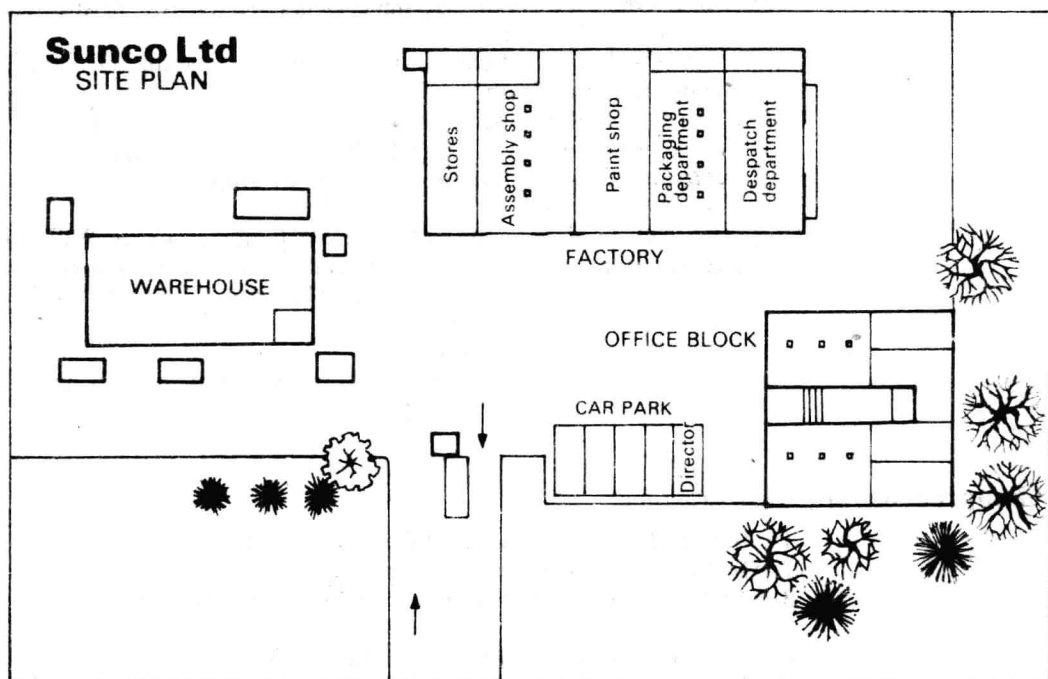
Between can mean 'one out of two things'. For example:

We can't decide **between** Bristol and Birmingham for the new site.

It can also mean 'in the middle of two things'. For example:

The factory is **between** the office block and the warehouse.

Say Look at this plan of the new Sunco site at Bristol.



Mr Tufnell is inspecting the site and asking questions. Ask and answer six of his questions from these tables:

A Where's the
 assembly shop?
 warehouse?
 paint shop?
 office block?
 packaging department?
 director's parking space?

B It's between the stores and the despatch dept.
 the assembly shop the paint shop.
 the paint shop the packaging dept.
 among those parking spaces over there.
 those trees.
 those small buildings.

Write Now write six sentences, like this:

The assembly shop's between the stores and the paint shop.

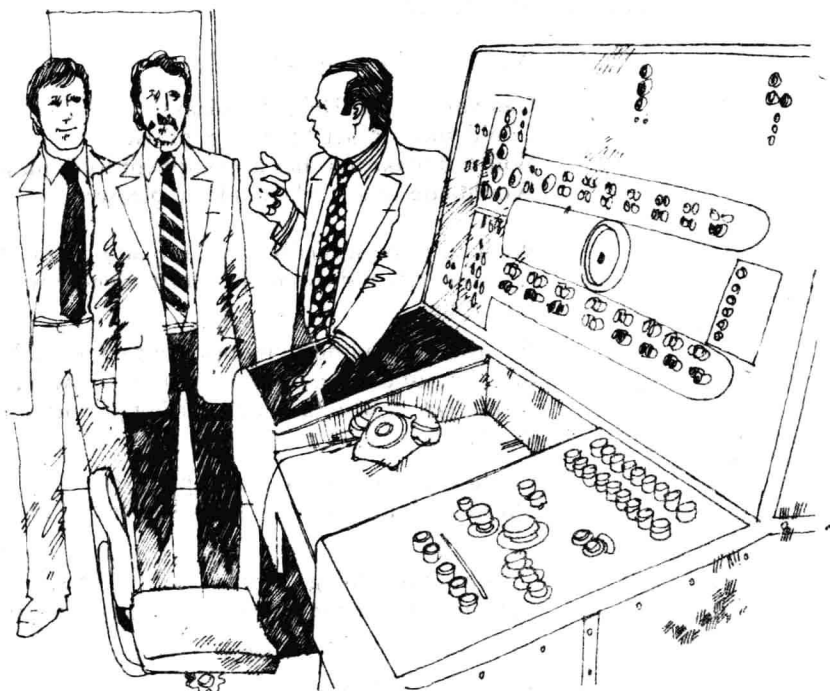
Study B go and ...; come and ...; try and ...

Instead of saying *Come here. Look at these sales figures*, we can say *Come and look at these sales figures*. Other expressions like this are:

Go and look at the new computer!

Try and contact Miguel – it's urgent.

Stop and think about it for a moment – it's very complicated.



Say Mr Tufnell, Terry Sharp and Miguel are inspecting the new Sunco warehouse. First read the dialogue. Don't say the words in brackets. Then practise it, but instead of the words in brackets use *go and ...*, *come and ...*, *try and ...*. For example:

MR TUFNELL Look at this new control panel, Miguel. *(It's over here!)*
Come and look at this control panel, Miguel.

MR TUFNELL Look at this new control panel, Miguel. *(It's over here!)*

TERRY SHARP Everything's automated. You press a few switches, and it all works automatically.

MR TUFNELL Find the switches, Miguel. *(It won't be easy!)*

MIGUEL There they are!

MR TUFNELL Press them. *(They're over there!)*

Miguel presses the switches. The warehousing machinery starts to work.

MR TUFNELL Look at these machines, Miguel, Terry! *(They're over here!)* Wonderful! Right. Ring the contractors, Terry. *(The phone's over there!)* Speak to the managing director. *(It won't be easy!)* Just say one word: 'Congratulations!'

Write Write two sentences from the dialogue with *Come and ...*, two with *Go and ...* and two with *Try and ...*.

Part 2 Making requests

Study We often make requests like this:

Can you ask Mr Delgado, please?

Could you contact Mr Sharp, please?

Will you make another appointment for him, please?

Would you ring Mr Donaldson, please?

We have to be specially careful to add *please* after *will you ...?* and *can you ...?*, and to say them in a friendly way – or they can sound very rude!

We usually respond to requests in two ways. We either say *yes*, like this: *Yes, of course*, or *Yes, certainly*; or we say *no*, like this: *I'm sorry, but ...*, with a reason for not performing the request. For example:

Could you contact Mr Sharp, please?

I'm sorry, but (*reason:*) I think he's out of the office today.

Look at these dialogues between Mr Tufnell and a temporary secretary. Ignore the words in brackets () for the moment.

MR TUFNELL I want this letter to go to Mr Bonetti. (*send*)

SECRETARY Yes.

MR TUFNELL I want ten photocopies of this report. (*make*)

SECRETARY The photocopier's out of order.

MR TUFNELL I want the Radcliffe file. (*find*)

SECRETARY Yes.

MR TUFNELL I want a meeting tomorrow with Terry Sharp. (*arrange*)

SECRETARY Yes.

MR TUFNELL I want Sally Brown to come and see me – now! (*ask*)

SECRETARY She's gone home.

MR TUFNELL I want some coffee. (*make*)

SECRETARY There isn't any!

Of course, Mr Tufnell and the secretary don't usually talk like that to each other! They usually use polite requests, and polite responses to requests.

Say and Write Change the dialogues above to make them more polite. Use *Can/Will/Could/Would you ... please?* and *Yes, certainly/Yes, of course/I'm sorry, but ...*. Now use the verbs in brackets (). For example:

MR TUFNELL (A) *Can/Will/Could/Would you send this letter to Mr Bonetti, please?*

SECRETARY (B) *Yes, of course.*

Part 3 Making travel arrangements

Study The Sunco R & D Director, Piet van Hoven, has to fly to Amsterdam. An assistant telephones a travel agent. Read the dialogue.

TRAVEL AGENT ABC Travel, can I help you?
 ASSISTANT I'd like to book a flight to Amsterdam for the afternoon of July the twenty-second, please.
 TRAVEL AGENT Yes, how many seats?
 ASSISTANT One seat. Economy class.
 TRAVEL AGENT OK, we can do that for you. Flight KL 123 leaving at 15.20, arriving at 16.20. What's the name?
 ASSISTANT van Hoven, V-A-N-H-O-V-E-N.
 TRAVEL AGENT Yes, and the telephone number.
 ASSISTANT 0272 71617.
 TRAVEL AGENT OK, then, that's confirmed.
 ASSISTANT Thank you. Bye.

Say Now make up two more dialogues like this. Use this information:

Travel Agent

1 London (Heathrow)		Tokyo
<i>depart</i>	<i>flight</i>	<i>arrive</i>
1025	JL 456	2140 (next day)
2 London (Gatwick)		Zurich
<i>depart</i>	<i>flight</i>	<i>arrive</i>
1620	SR 789	1750

Assistant

- 1 Flight to Tokyo, morning, 30 July, 2 seats (econ.), for Mr Sharp, tel. 01 636 7355.
- 2 Flight to Zurich, 13 August, p.m., for Miss Hernandez (first class seat), same tel. no. as Sharp.

Drills

Drill 1 Here are some instructions that Mr Tufnell has given on various occasions to his secretary.

- 1 Shall I make an appointment with Mr Donaldson?
Yes, go and ring him now!

- 1 ~ go ~ ring ~ now!
- 2 ~ try ~ finish ~ before five!
- 3 ~ go ~ ask ~ now!
- 4 ~ come ~ check ~ now!
- 5 ~ try ~ speak to ~ now!
- 6 ~ go ~ find ~ now!
- 7 ~ come ~ look at ~ now!
- 8 ~ try ~ contact ~ today!

Drill 2 Instructing and requesting

Remember that when we request, our voice rises at the end of a sentence; but when we instruct, it falls. Begin with *Could you ...?*

1 *Could you meet Mr Akiyama at five o'clock?*

2 *Could you send the Bonetti letter tonight?*

1 ~ meet Mr Akiyama at five o'clock?

(request)

2 ~ send the Bonetti letter tonight?

(instruct)

3 ~ check the Toshiba files?

(request)

Now begin with *Will you ...?*

4 ~ make an appointment with Donaldson?

(instruct)

5 ~ contact Miss Brown?

(request)

6 ~ type this contract, please?

(instruct)

Now begin with *Would you ...?*

7 ~ ring Mr Sharp?

(request)

8 ~ finish the Bristol report this evening?

(instruct)

Activity**Making arrangements**

You are trying to arrange a meeting over the phone with an important business contact. First, copy out this diary. Your teacher will tell you how to fill it in.

Week 20	MAY
Mon 17	
Tue 18	
Wed 19	
Thu 20	
Fri 21	
<hr/>	
Week 21	
Mon 24	
Tue 25	
Wed 26	
Thu 27	
Fri 28	

Say Now work in pairs. Don't let the other person see your diary.

	A	B
1	Greet B	Greet A
2	Say: <i>Can we arrange a day to discuss the TZ contract?</i>	Agree
3	Comment on each day in Week 20, day by day. (First Monday, then Tuesday, etc.) Say either: <i>(Day) the (date's) no good for me. I'll/I have to/ I'm going to (what it says in your diary) that day.</i> Or: <i>I'm free on (day), the (date).</i>	React to A's comments. Say either: <i>No, I can't make it then (, either)</i> Or: <i>Ah, I'm free then (, too).</i>
4	React to B's comments. Say either: <i>No, I can't make it then (, either)</i> Or: <i>Ah, I'm free then (, too).</i>	Comment on each day in Week 21, day by day. (First Monday, then Tuesday, etc.) Say either: <i>(Day) the (date's) no good for me. I'll/I have to/ I'm going to (what it says in your diary) that day.</i> Or: <i>I'm free on (day), the (date).</i>
5	Say: <i>So let's meet on ... day, the (date).</i>	Agree.
6	Suggest a time.	Disagree. Suggest another time.
7	Agree. Ask where you will meet – at his office or yours.	Say where you will meet.
8	Agree.	Say: <i>Shall we have lunch together?</i>
9	Answer. (If yes, say where. If no, say why not.)	Agree.
10	Say goodbye.	Say goodbye.

Write Write a letter to the other person to confirm the arrangements. Use these or similar expressions:

This is just to confirm the arrangements we recently made.

We will meet on (date) at (time) at your/my office to discuss the TZ contract.

I look forward to seeing you then.