

Business Listening 3

Learner's Book

For internal use only

**D 3 Secretarial Study Program
STIKS Tarakanita
2016**

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Syllabus

Subject	: Listening 3	Semester	: 3
Code	:	Credit	: 1
Time	: 2 hours (2X 50 minutes)		
Lecturer	: 1. Agustinus Rustanta, S.Pd.		

Course description:

Listening 3 is designed for third semesters students who have listening 2 and have heard/listened about office procedures and all about the company. Listening 3 concentrates on listening practices to discourses concerning jobs and responsibilities of a secretary. The materials are ranging from office equipment, manage schedules, manage meetings or conferences, manage business trips, manage business transactions, deal with office supplies and deal with complaints and adjustments.

Goal

By the end of the semester, students are able to listen to spoken English concerning secretarial duties at intermediate level

Objectives

Students are able to:

1. Identify all about appointments
2. Identify the purpose, elements, requirements, results of meetings or conferences
3. Identify the purpose of developing agenda, itinerary, schedule
4. Identify the requirements, purposes, procedures of business trips
5. Identify the company's strengths and weaknesses
6. Recognize the company structure, procedures, and business activities
7. Identify the functions and purpose a teamwork
8. Identify the needs of managing enquiries and orders
9. Identify problems, causes of problems, and actions taken for complaints in services
10. Identify the needs and kinds of office supplies
11. Identify the company policy in terms of salaries and other benefits
12. Identify the company performance
13. Identify the purpose and the elements of mini presentation

Teaching Materials

Meeting	Topics	Sources
1	Manage Appointment	Getting Ahead unit 8 ABE (elm) unit 11,12,13
2	All about effective Meeting	Developing Business Contact unit 20 ABE Higher intermediate/unit 6B
3	Meeting and Discussion	Speaking Effectively Unit 10, 13 Further Ahead unit 17 Getting ahead unit 8 American Business English Program
4	Visits and travels	Getting ahead unit 8 American Business English Program
5	Manage schedule	Business listening and speaking unit 5 Business venture2 unit 3 ABE Elementary unit 37
6	Competitive advantage	Dev buss con unit 8 ABE Intermediate unit 2
7	Performance Analysis	Dev Business Contact unit 3 Business Venture 2 unit 4
8	Dealing with questions	Business Listening and Speaking unit 8. Telephoning in English unit 3
9	Taking orders	We mean business/page 132/unit 5 Telephoning in English unit 4/page 94 Further ahead\Unit 11.3\page 67
10	Dealing with complaints	Getting ahead unit 17 Telephoning in English unit 7 Executive Skills unit 9
11	Company organization	Developing business contact unit 14
12	Team working	Advance business contact unit 7 and 8
13	Working together	New International Business English unit 5
14	Fair Pay	Developing business contact unit 7

Teaching and Learning Process

Lecturing
Brainstorming
Question and answer

Evaluation

Daily score (tasks) : 40%
Mid Semester Test : 35%
Final Test : 25%

Final Score Conversion

Figures	Score	Quality	Category
80-100	A	4	Very Good
70-79,99	B	3	Good
55-69,99	C	2	Sufficient
45-54,99	D	1	Borderline
< 45	E	0	Failed

References

- Nick Brieger and Jeremy Comfort, 1995, *Early Business Contact*, Phoenix ELT
- Sarah Jones-Macziola, 1999, *Further Ahead*, Cambridge University Press
- Ian Bedger and Pete Menzies, 1993, *American Business English Program (Pre-Intermediate)*, Phoenix ELT, Prentice Hall Macmillan
- Ian Badger and Pete Menzies, 1995, *American Business English Program (Intermediate, Higher Intermediate)* Phoenix ELT, Prentice Hall International (UK) Ltd
- Nick Brieger & Jeremy Comfort, 1993, *Developing Business English*, Prentice Hall International (UK) Ltd
- Barnard Roger & Feff, cady, 2002, *Business Venture 1*, Oxford University Press
- Barnard Roger & Feff, cady, 2002, *Business Venture 2*, Oxford University Press
-, 2002, *Cambridge BEC Preliminary*, Cambridge University Press
-, 2002, *Cambridge BEC vantage*, Cambridge University Press
- David Cotton, David Falvey, and Simon Kent, *Market Leader*, Elementary Business English.
- David Cotton, David Falvey, and Simon Kent, *Market Leader*, Intermediate Business English.

Practice 2

Listen the conversation between Dombradi and Frank Shaw and decide if the statements are true or false. Here are some strange words or phrases that you will listen in the conversation: Gabor, Budapest, Prague, Warsaw

1. The people on the phone are talking about marketing.
2. There are three places mentioned in the conversation.
3. Mr Shaw is visiting Budapest in September.
4. Mr Dombradi is now in Budapest.
5. The two persons are planning to meet in the morning on Wednesday 16th.
6. According to the plan, Mr Shaw will arrive in Budapest on Tuesday.
7. Finally they make a deal to meet at 10:30 on Wednesday 16th.
8. Mr Shaw still meets someone else in the afternoon after meeting Mr Dombradi.
9. Mr Shaw will fly to Prague on Thursday.

Practice 3

Listen to the conversations and complete the table. Here are names you will hear: Jan Nordin, Marilyn Vine, Carla, Luke, Galis, Ben Bradley

No	Time	Appointment	Venue
A			
B			
C			
D			

Practice 4.a

Look at the chart. Which visitor is seeing which manager at what time? Here are some names: John Morgan, Andrew Moncourt, Irene Tate, Eileen Wade, Simone Canning, Jeff Hartley, Mark Roberts, and Jenny Saunders.

Time	Visitor's name	Manager
10:30		
12:00		
15:00		
16:30		

Practice 4.b

Listen and write down where their offices are

Where are these offices?

1. Simone Canning's office
2. Jeff Hartley's office
3. Mark Robert's office
4. Jenny Saunders' office

Practice 5

Listen to the conversation about a secretary confirming her boss' visit , Mr Coots, and fill in the table bellow. Here are names you will hear on the conversation: Coot, Bob Fosse, Peter Sallis, and Andy Rich.

<i>No</i>	<i>Time</i>	<i>Purpose</i>	<i>Venue</i>
1			
2			
3			
4			
5			

Practice 6

Listen to a person confirming an appointment and fill in the table

<i>No</i>	<i>Purpose and Time</i>	<i>Venue</i>
1		
2		
3		
4		

Practice 7

Listen to the telephone conversation and complete the information.

- Mariluz Rivera called from : 1.....
- To Andrea Thompson in : 2.....
- The conference is in : 3.....
- Participant from London office : 4.....
- The woman decided to meet in : 5.....
- Date : 6.....
- Time : 7.....
- For : 8.....

Lesson 2
All about Effective Meetings

Practice 1

Listen to a group of new employees at a training session discussing how meetings should be organized. As you listen, complete the notes on the element of the meetings.

The essential elements of meetings

1. A purpose

.....
.....
.....
.....
.....

2. An.....showing the list of items to be covered

3.

The(or.....) to control the meeting

Theto keep a record of the proceedings

The other participants

4.

.....

5. A.....normally theof the meeting

Practice 2

Preparation of a meeting

1. What is the conversation about?
2. What is the motto mentioned by the speaker?
3. What are the tips of a successful meeting? At least 5
4. What are the other important aspects of a meeting?

Lesson 3 Meetings and Discussions

Practice 1

Listen to the telephone conversation and complete the form below

1.is receiving a phone call from.....
2.is calling to inform that she'd like to.....to discuss.....
3. The woman proposes the time to meet on.....,.....but David does not agree to make it because he.....
4. He suggests that the meeting is on.....
5. The place of the meeting is.....
.....

Practice 2

Listen to this management meeting called to discuss the problem of culture shock caused by the turnover of a Spanish company by an American company. The chairman is Sr. Gonzalez, the President of Duo S.A. Spain. John Banks represents the American company, Delco. The other participants are Maggie Seabrook and Teresa Navarro. As you listen to the cassette, note whether the information below is true or false.

1. Both companies feel that Duo has no financial control.
2. Everyone agrees to a working party on financial management.
3. Production planning is the next item on the agenda.
4. The Production Manger of Duo explains the position.
5. Teresa Navarro speaks for Duo's Human Resources Manager.

The actions of the Chairman are summarized below in seven points. Put them in the correct order.

1. He invites Mr. Banks to speak.
2. He calls for a decision to be noted down.
3. He asks for comment on item 3
4. He calls the meeting to order.
5. He asks someone to introduce the second item on the agenda.
6. He establishes the tone.

7. He moves on to the next item.

Practice 3

Listen to an extract from a meeting and decide if the statement is true or false.

1. Laura found out that their present supplier can supply glass bottles.
2. The glass bottles are now a little bit more expensive than they were in the past.
3. Laura proposes to keep the supplier which can provide glass bottles cheaper than other suppliers.
4. James said that supplying glass bottles is wrong.
5. The other alternative to replace glass bottles is using plastic bottles.
6. The present supplier is ready to recycle the empty glass bottles.
7. Plastic glass is more competitive because it can be recycled.

Lesson 4 Visits and Travels

Practice 1

Listen to a conversation between Susan and a man. Here are the names you will listen in the conversation: Wong, Goh and Hu

Day, date, month	Agenda
Monday, October 14	
Tuesday, October 15	
Wednesday, October 16	
Thursday, October 17	
Friday, October 18	
Saturday, October 19	
Sunday, October 20	

Practice 2

Complete the plan for a visit

No	Visit	Details
a		
b		
c		

Practice 3
Recording a

Name :

Purpose of visit :

Date :

Length of stay :

Contact person :

Recording b
Complete the itinerary below:

Date	Time	Venue	Business activities

Recording c
A person is dictating an itinerary. Complete the itinerary below

Destination	Flight number	Time of arrival

Travel problem

Practice 4

What seems to be the problem with the visit?

	Problems
Speaker a	
Speaker b	
Speaker c	
Speaker d	
Speaker e	

Practice 5

Listen and complete the agenda.

Name : Carlos Pena; Mario; Senor Rochas; Juegos;

Monday	Agenda
Tuesday	Agenda
Wednesday	Agenda
Thursday	Agenda

Lesson 5
Free Topic

Lesson 6 Competitive Advantages

Practice 1

Listen to a presentation given by a Director of Netcount Software Ltd, a supplier of accounts software to small business users. He outlines the competitive position of the company. As you listen, complete the table below.

Netcount	Stirling
Strengths	Strengths
Weaknesses	weaknesses
Opportunities	Opportunities
Threats	Threats

Further questions:

These questions are based on your own opinion, not always based on the recording you listened.

1. What is going on with the company, why does the company conduct this kind of presentation?
2. What is the advantage of the presentation for the company?
3. What is ideally going to be done after the company knows its weaknesses?
4. What is going to be done after the company knows the strengths of products or services?
5. Do you know your strengths and weaknesses?

Practice 2

Listen and find what the competitive advantages of these companies are.

A Korean computer sales executive	
An English production director	
A Brazilian consulting engineer	

Lesson 7 Performance Analysis

Practice 1

In this section you will listen to a call between a European Sales Manger and her French Area salesman in which they discuss quarterly results. As you listen complete the table.

No	Product	Forecast	Last quarter
1	Zellon Range		
2	Artemis		
3	Hedon Aftershave		
4	Minos Face-cream		

Practice 2

1. Listen to the information on sales of imported Japanese cars in the USA and complete the chart.

	TOYOTA	HONDA
1992		293,127
1993	373, 773	
1994		297, 620
1995		229, 443
1996	237, 846	

2. Circle the correct answers

- a. Toyota sold more/fewer cars that Honda in 1992
- b. Honda's sales were higher/lower in 1993 than in 1992
- c. 1992 was Toyota's best/worst year for import sales
- d. Honda's sales were highest/lowest in 1996

Lesson 8

Dealing with Questions

Practice 1

Listen and answer the questions

1. Who are the speakers?
2. Where does the conversation take place?
3. What are they discussing about?
4. What does the woman want?
5. What is the customer looking for?
6. What does the customer want to know?

Practice 2

Listen to the conversation between Carol Parry and the Executive Education program Officer and note the answers to Carol Parry's questions.

Questions:

1. Timetable?
2. Course content?
3. Price per participant?
4. Special price for companies?
5. Discount for three participants?
6. Terms of payment?
7. Arrangements for accommodation?
8. Dates of the next courses?
9. Deadline for reservation?

Now listen again and complete these questions. You will need to write more than one word in each space.

1.timetable of the course?
2.the content of the course?
3.the price per participant?
4.include VAT?
5.a price for company clients?
And if I send three participants on the course.....a discount?
6.your terms of payment?
7.accommodation?.....arrange that?
8.the dates of the next course?
9.still places?
10.deadline for reserving places?

Flight schedules

Practice 3

Listen to a message left on an answering machine and a telephone conversation, and fill in the table.

Call	Caller	Called person/company	Caller interested in
1			
2	Fusako Matsumoto		

Listen the call again and take notes on the note pads.

PARKER INVESTMENT SERVICES

.....

.....

.....

.....

.....

.....

GLOBE TRAVEL

.....

.....

.....

.....

.....

.....

Practice 4

Listen to the telephone conversation and complete the e-mail.

From	:	Prossi@vtex.co.hk
Date	:	Tue, 29 November 1997 09:40:53+0800
Subject	:	XL 20 Transformers To
	:	kdsg@peach.co.ger Organization : VTEX
	:	Electronics, Hong Kong

Dear Konrad

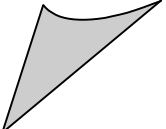
Just to confirm what we discussed today. The price for (1).....XL 20s is US\$ (2).....per piece, (3).....

I look forward to receiving your order.

I will also forward a sample XL (4).....

Best regards

Paolo



Listen again and answer the questions.

1. Which transformer model has Mr Duensing's company been using up to now?
2. Why is Paolo Rossi going to send an XL 20M to Germany?
3. How much is the total price that Konrad should pay if he really places an order?

Practice 5

Listen to the telephone conversation and complete the e-mail

From : encheng@vtex.co.hk
Date : Wed, 30 November 1997 11:28:07-0300
Subject : Miniature Transformers
To : jhmpton@minicomp.co.aus
Organization : VTEX Electronics, Hong Kong

Dear Mr Hampton

I'd like to confirm what we discussed today. The (1).....price for the XL 20M is US\$ (2)..... If you buy (3).....per year as you plan, we could offer a (4).....quantity with further 2% discount for (5).....

I look forward to hearing from you.

Yours sincerely

Ella Cheng

Listen again and answer the questions

1. What does Minicomp need miniature transformers for?
2. Why does Mr Hampton call?
3. Does Minicomp use other transformer suppliers?
4. Who will take the next action?
5. How much is the discount altogether?

Lesson 9 Ordering Goods

Practice 1

Listen to the conversation between Charlie Alexander and Janet Elvin and fill in a copy of this order form with the information you hear.

<p>Order Number:</p> <p>Date : 21 November</p> <p>To: BOS Warehouse Mallary Street Croydon</p> <p>Please supply and deliver:</p>	<p>Brighter Office Supplies, Ltd 13 Mill Street Harlow Essex CM 20 2 JR</p>																														
<table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th style="width: 15%;">Quantity</th><th style="width: 60%;">Description</th><th style="width: 25%;">Unit price</th></tr></thead><tbody><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr></tbody></table>		Quantity	Description	Unit price																											
Quantity	Description	Unit price																													

Practice 2.1

Listen to two telephone conversations and fill in the table.

Call	Company called	Caller	Reason for calling
1			
2			

Practice 2.2.

Listen to the calls again. Decide if the following statements about the calls are true or false.

1. Ms Lee will wait for the taxi on the ground floor.
2. She wants to catch a train to Bangkok.
3. The taxi will be ready at 10.50
4. The customer made a mistake about the price.
5. Mr Bronson thinks he has a customer reference number with Reliance.
6. Mr Bronson lives on 16 Bryant Road
7. He normally uses his credit card when he pays.
8. The delivery takes 28 days from the time of order.

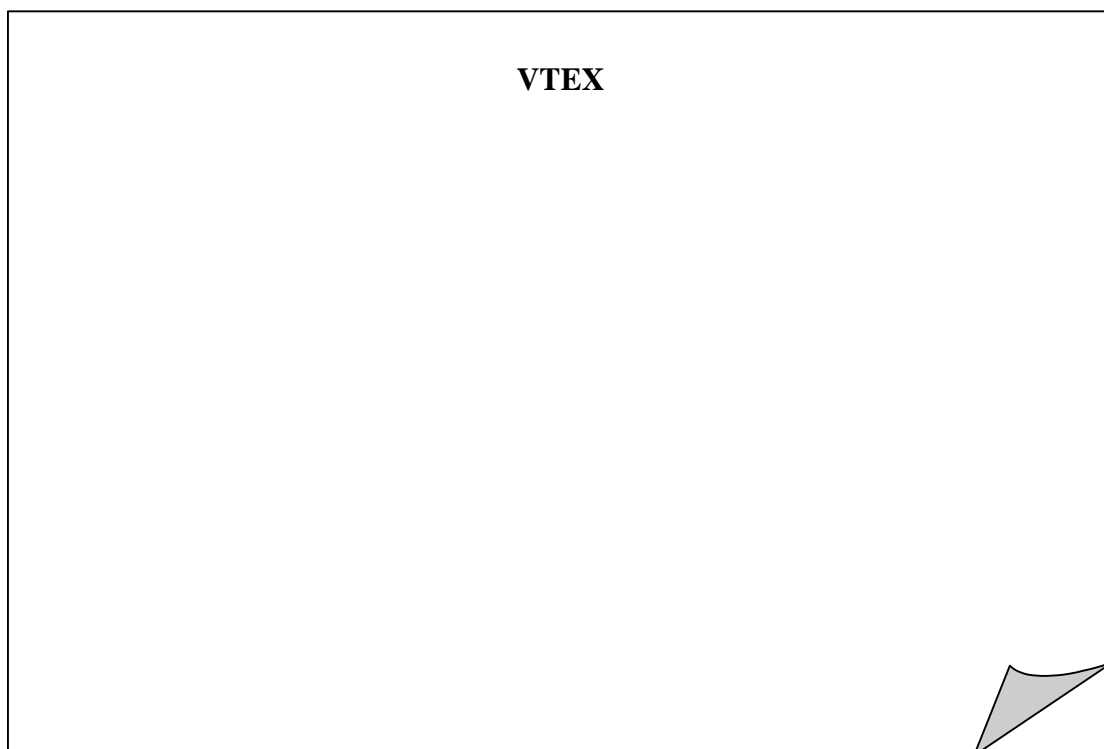
Practice 3

Listen and complete the table

No	Name	Quantity

Practice 4

Listen to the following conversation and make a note of the order.



Listen again and answer the questions.

1. What quantity was Konrad Duensing originally interested in?
2. What must Peach Computers send before they receive the goods?
3. How does Paolo pay for the goods he ordered?

Lesson 10
Dealing with Complaints

Practice 1

Listen and answer the questions

1. Where does the conversation take place?
2. What is the conversation about?
3. What seems to be the matter? List down!
4. What can the woman do to solve the matter? List down!

Practice 2

Listen and answer the questions

1. Who are speaking?
2. What are they talking about?
3. Where does the conversation take place?
4. Who is Noor?
5. What is Noor's responsibility?
6. What is the woman calling for?
7. What seems to be the matter?
8. What can the man offer to the woman?

Practice 4

Complete the sentences with words and phrases from the box. Use each word or phrase only once.

1. I can hardlyyour voice. It's as if you're miles
2. My visitor couldn't keep to his....., and now I must change my.....
3. Let me just look at my.....Yes, I could come next Monday.
4. So sorry, I'll be.....then.
5. I'm afraid I can'tthe meeting we'd arranged.
6. Theof the conferences are to.....our new products and explain our.....

7. No, I'm not the chairman, but I'll act as his.....
8. You arranged things so well that everything ran.....
9. Can you see that the.....are installed for us?
10. Make sure you remember everything: it's best to make a

appointment describe recognize attend diary service
 away itinerary smooth checklist loudspeakers tied up
 stand-in objectives

Practice 5

Complete the sentences with words and phrases from the box.

1. I'm phoning you about amatter; in fact, it's extremely.....
2. Thehasn't reached us yet.
3. It must have been.....during transport.
4. You don't need to do anything. Theare dealing with the delivery.
5. Surely it's your department thatthe orders beforehand?
6. Yes, but certain things may go.....in any business.
7. Of course, we do everything we can, to avoid athough there may be difficulties sometimes.
8. We're very.....toyou.

consignment	delayed	forwarding agents	inconvenience
mix-up	processes	serious	sorry
			urgent
			wrong

Practice 6

Listen to the telephone conversation and fill in the table.

Caller	Person called	Company called	Reason for complaint

Listen again and answer these questions

1. What is the topic of the telephone conversation?
2. Who are speaking in the telephone conversation?
3. Who is Mrs Sullivan?
4. Which department does the operator connect the caller to?
5. Why is the caller angry?
6. What is the matter being complained?
7. How/why did the mistake happen?
8. What can Mrs Sullivan do to help the caller?
9. What does Mrs Sullivan do after listening to the complaint?
10. According to the conversation, what personality traits does Mrs Sullivan have?

Choose the following options: friendly, nervous, low profile, coward, spoiled, irresponsible, careless, bad-tempered, down-hearted, confident, straight forward, calm, polite, wise,

Practice 7

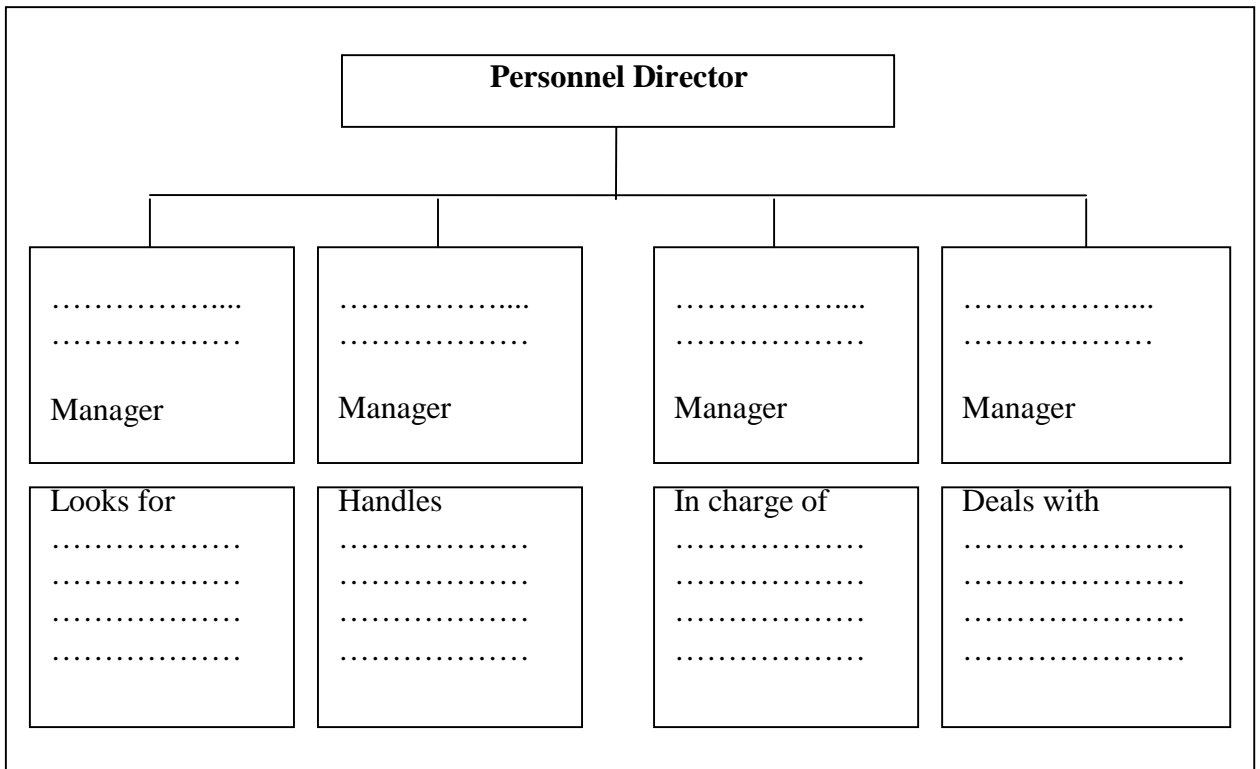
Listen to the tape recording of five conversations and fill in the table.

	Complaints	Excuses given	Resolution of problems
1			
2			
3			
4			
5			

Lesson 11 Company Organization

Practice 1

Listen to the Personnel Director of Rassomon plc explaining the structure and organization of the department to a new member of team. As you listen, complete the chart.



Practice 2

1. Who is the speaker?
2. What is she doing?
3. What is her responsibility?
4. Who must reports to her?
5. Who are the second levels on the charts?

Practice 3 Extras

Lesson 12

Team working

Preparation

What makes a good team?

Look at the following characteristics of a good team. Choose the five most important and put them in order.

1. The members work towards a common objective.
2. They discuss roles and allocate them to team members.
3. They co-operate fully with each other.
4. They help individuals develop within the team.
5. The members trust each other.
6. Everyone makes an equal contribution to the team.
7. The members share information effectively within the team.
8. They listen to different point of view.
9. They talk openly and honestly within the team
10. When people are under pressure, others offer help

Practice 1

Peter Harrington has been voted the Young Entrepreneur of The Year. His Company, PH Industry produces a new generation of voice activated computers VACs. In this interview he talks about his work with Samantha Evans, a reporter from Business World. As you listen fill in the activities in Peter’s planner.

Listen to the interview and fill in the form below

Speaker :
Company :
Position :
Topic of interview :
Business filed :

Here are Peter’s activities.

Monday

	Activities
Morning	
Afternoon	

Tuesday

	Activities
Morning	
Afternoon	

Wednesday

	Activities
Morning	
Afternoon	

Thursday

	Activities
Morning	
Afternoon	

Friday

	Activities
Morning	
Afternoon	

1.2 Second listening practice

1. Who are in this team working?
2. What does being voted as the young entrepreneur of the year mean to Peter?
3. Which company does Peter represent?
4. What product are they producing?
5. How does Peter see the company's vision?
6. Where is Peter going to be on Tuesday morning?
7. Why is he going to be there?
8. What is his market goal for Zurich?

Practice 2

In this section you will hear a group of four managers talking about themselves and each other. Classify each manager according to one of Carl Jung's type.

Names	Descriptions	Type
Maggie		
Ian		
Pam		
Stephen		

Lesson 13

Working Together

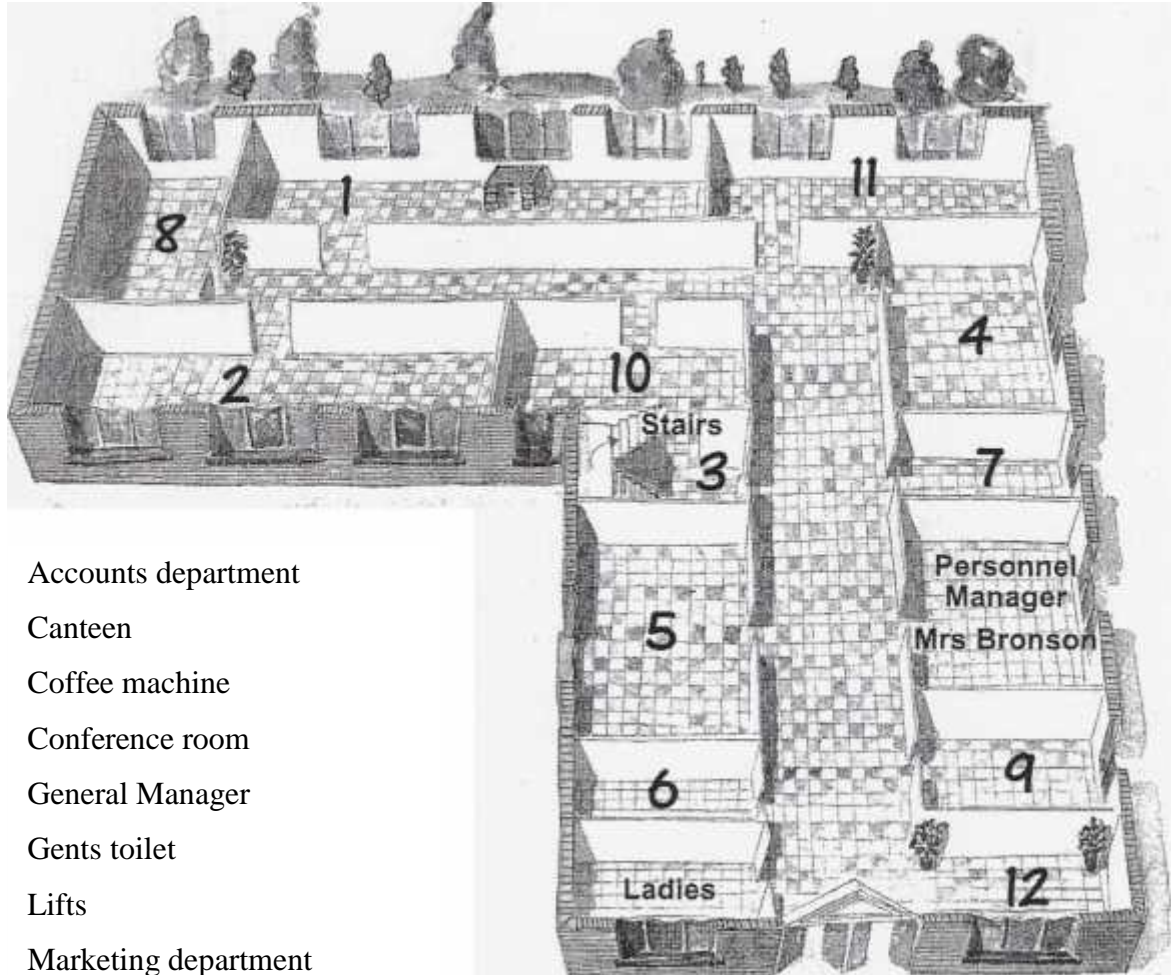
Practice 1.1

Listen to the conversation and answer the questions.

1. What is the name of the new man?
2. Where is he from?
3. What is the name of the Personnel Manager?
4. When is the canteen open?
5. Is there anything special about the office the newcomer will be working in?

Practice 1.2

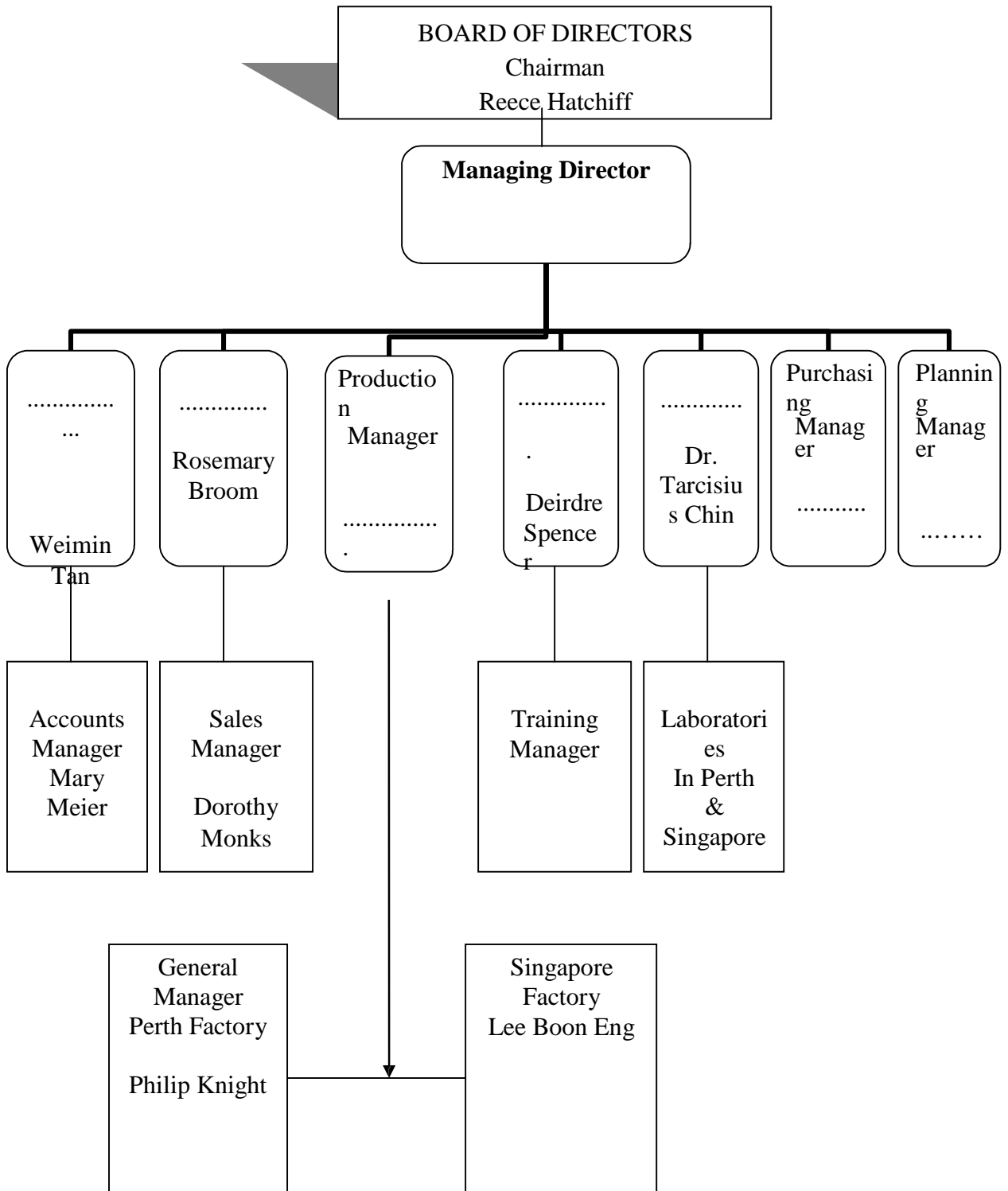
Listen again and number the rooms that Michael is shown started at the PM.



- Accounts department
- Canteen
- Coffee machine
- Conference room
- General Manager
- Gents toilet
- Lifts
- Marketing department
- Photocopying room
- Purchasing department
- Sales department
- Reception

Practice 2

Listen to the recording and fill in the names and titles that are missing.



Lesson 14
Fair Pay

In this extract, you will hear three company directors, the Managing Director, the Personnel Director and the Operations Director, discussing how pay policy can affect the reputation of their company.

Speakers : Managing Director
Personnel Director
Operations Director

Practice 1

Listen and fill in the table

<i>Negative assumption</i>	<i>Positive assumption</i>
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

Practice 2

Listen again the discussion and answer the questions

- a. What is the main point of the discussion?
- b. What does the Managing Director say about the increase of pay rates?
- c. What is the reason of increasing pay for the job?
- d. Is best rate of pay will make the company best employer? Why? Why not?
- e. What does best pay mean for Personnel Manager?
- f. What is meant by balance spoken by Personnel Director?
- g. From the point of view of Operation, how is it possible to rise wages?
- h. What is the conclusion of the discussion?