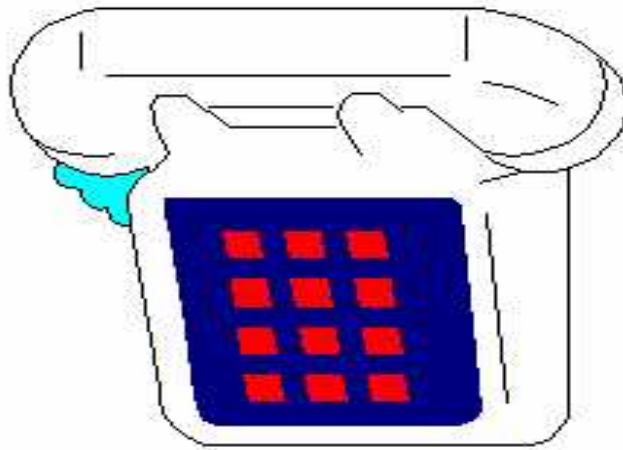


# **Business Listening 1**

**Workbook**



for internal use only

**STIKS Tarakanita**  
Kompleks Billy & Moon  
Jakarta Timur  
2016

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## SYLLABUS

SUBJECT	:	<b>Business Listening 1</b>
CODE	:	.....
SEMESTER / PROGRAM	:	I/Diploma III
CREDIT /HOUR	:	1 Sks / 2 Jam
LECTURER	:	
		1. Agustinus Rustanta, S.Pd., M.Si
		2. Adrianus t Santoso, M.Si
DAY OF MEETING	:	.....
ROOM	:	Room 307

### COURSE DESCRIPTION

Listening 1 is listening practices for the first semester students of STIKS Tarakanita. It consists of 14 topics and each topic consists of sup topics of listening conversations and talks in English concerning administrative assistant at basic level. They include spelling, telephoning, numbers or figures, greeting callers, scheduling, company organization, appointment, meetings, directions, and dealing with simple complaints. In the end they are able to explain the content of the conversations and talks.

### COMPETENCE UNIT

The end of the semester students are able to listen to English spoken discourses concerning clerical functions at basic level

### OBJECTIVES

- Write and spell words of phrases correctly
- Identify the meaning of certain expressions and idioms
- Identify the purpose of the conversations and talks
- Identify the detail information such as location, time, names, numbers, etc
- Retell the content of discourses to the class

<b>SCHEDULE</b>				
<b>Meeting</b>	<b>Lesson</b>	<b>Title</b>	<b>Source</b>	<b>Quiz/Homework</b>
1	Lesson 1	Names and Numbers		
2	Lesson 2	Dates & Addresses		
3	Lesson 3	Receiving phone calls		
4	Lesson 4	Making phone calls		
5	Lesson 5	Taking and Leaving Messages		
6	Lesson 6	Telephone Problems		
7	Lesson 7	Manage schedules		
<b>MID SEMESTER TEST (UTS)</b>				
8	Lesson 8	Managing Appointments		
9	Lesson 9	Meeting and Welcoming Guests		
10	Lesson 10	About Your Jobs in the Company		
11	Lesson 11	Meeting Face to Face		
12	Lesson 12	Directions		
<b>FINAL TEST (UTS)</b>				

<b>SOURCES</b>
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### 1. Main sources

Rosemary Palstra, 1987, *Telephone English*, Prentice Hall International (UK) Ltd  
 Jean,B, Naterop & Rod Revell, 1999, *Telephoning in English*, Cambridge University Press

### 2. References

David Riley,----, *Business Listening & Speaking*, Longman  
 David A Daniel, 1993, *American Business English Program (Elementary)*, Macmillan Publishers Limited.  
 Jeremy Comfort, Pamela Rogerson, Trish Stott & Derek Utley, 1994, *Speaking Effectively*, Cambridge University Press  
 Ian Bedger and Pete Menzies, 1995, *American Business English Program (Intermediate)*, Phoenix ELT, Prentice Hall Macmillan  
 Leo Jones & Richard Alexander, 2000, *New International Business English*, Cambridge University Press  
 Sarah Jones-MAcziola and Greg White, 2000, *Getting Ahead 2E*, Cambridge University Press  
 Sarah Jones-Macziola, 1999, *Further Ahead*, Cambridge University Press  
 Sweeney, Simon, 2002, *English for Business Conversation*, Cambridge University Press.  
 Zemach, E Dorothy, 2003, *Business venture*, Oxford University Press

## TASKS

Tasks are taken from some tasks in every unit. Students are given some recording in MP3 format and they have to do the task (homework) at home

## SCORING ELEMENTS

Scoring components :

1. Presence 5%
2. Quiz/Test 20%
3. individual task 15%
4. Mid test 25%
5. Final test 35%

## 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	Fail

**LESSON 1**  
**Names and Numbers**



**Practice 1**

**A. Listen and write the phone**

No	Telephone numbers
1	
2	
3	
4	
5	
6	
7	
8	

**B. Listen and write the phone numbers**

No	Telephone numbers
a	
b	
c	
d	
e	
f	
g	
h	
i	
j	
k	
l	
m	
n	
o	
p	

**Practice 2**

A. Listen to these flight announcements and choose which announcement is correct

- a. VS 900 / VS 901
- b. SQ 290 / SU 290
- c. NW 0939 / NW 0739
- d. NH 201 / NH 221

**Practice 3**

Listen and write the amount/money currency

No	Numbers
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

**Practice 4**

Listen and write the time

No	Numbers
1	
2	
3	
4	

**Practice 5**

*Listen and write the flight details*

No	Flight number	Departure time	Arrival time
1			
2			
3			
4			
5			
6			

**Practice 6**

*Listen and complete the chart*

Transportation	hours	minutes
a. bus	.....	.....
b. plane	.....	.....
c. car	.....	.....
d. foot	.....	.....
e. train	.....	.....
f. cab	.....	.....

**Numbers in Context**

**Practice 7 (Homework)**

*A. Listen and write the numbers you listen. Number 1 is done for you*

No	Numbers	Function
1	245536	telling fax numbers
2		
3		
4		
5		
6		
7		
8		
9		
10		



*B. Listen and write the numbers*

No	Numbers	Function
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

**Practice 8**

*Listen and write the names*

No	Names
A	
B	
C	
D	
E	
F	
G	
H	
I	
J	
K	
L	
M	
N	
O	
P	
Q	

**Practice 9**

*Listen and write the names in the table below*

No	Names
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	

**Practice 10**

*Listen to the conversations and write their names*

No	Names
A	
B	
C	
D	

**LESSON 2**  
**Dates and Addresses**

**Spelling and Pronunciation**

Spelling date formal style: March 28, 2006

- **The** twenty eighth **of** March
- March **the** twenty eighth
- March twenty eighth

Spelling date in informal style: 4/2/06

- **The** second **of** April
- April **the** second
- April second

**Practice 1**

*1. Listen and write down the dates*

- a. ....
- b. ....
- c. ....
- d. ....
- e. ....
- f. ....
- g. ....
- h. ....
- i. ....
- j. ....
- k. ....
- l. ....
- m. ....
- n. ....

*2. Listen and write the dates you hear in formal style*

- a. ....
- b. ....
- c. ....
- d. ....
- e. ....
- f. ....
- g. ....
- h. ....

**Practice 2**

*Listen and complete the addresses below*

- a. .... Madison Avenue, .....
- b. .... King's Road,.....
- c. .... Ginza, Chuo-ku,.....
- d. .... Queen Victoria Street,.....
- e. .... ABC Way,.....
- f. .... Talayan Street,.....
- g. .... @.....
- h. .... West 98th Street,.....
- i. Name: .....
- j. Place: .....
- k. Place: .....
- l. Name: .....
- m. Name: .....

**Practice 3**

*Listen and fill in the gap*

- 1. This is Stephan Freund, .....wanting to .....to Ms Sanchez.  
Call me on .....or email me. The address is.....  
Its ..... Thank you.
  
- 2. Yes. My name's .....  
Address .....Broadway, .....
  
- 3. This is a .....for Mr Corradini from Sara Yorke. I'd like to  
.....with him from .....to.....at  
the same time, if possible. I think he has my number, but it's .....

**Practice 4 (Homework)***Listen and complete the addresses.*

No	Addresses
a	
b	.....JAMAICA DRIVE
c	.....ROOX 49Z
d	.....BADOX ROAD.....
e	
f	.....39 Merle Street,.....
G	
H	.....Tianjin Place.....

**Practice 5***Listen to the following three telephone conversations and fill in the table.**Telephone call 1*

Caller's name	
Company name	
Phone number	
Fax number	
Address	
Purpose of calling	
Others	

*Telephone call 2*

*Two persons are talking about a good restaurant in Boston. Complete the table below with the correct information given by Fran.*

Caller's name	
The purpose of the call	
Destination of trip	
Name of restaurant	
Phone number	
Address	

*Telephone call 3*

*Listen the telephone conversation and fill in the table.*

Caller's name	
Phone number	
Fax number	
Address	6 Rue St. Lazare 75011. Paris.

**LESSON 3**  
**Receiving Phone Calls**

**Practice 1.a**

Listen to four conversations. Write the number of the conversation next to the department mentioned in it.

- |                   |       |
|-------------------|-------|
| IT                | ..... |
| Customer Services | ..... |
| Human Resources   | ..... |
| Marketing         | ..... |
| Accounts          | ..... |
| Sales             | ..... |

**Practice 1.b**

Listen again and write what the woman (receiver) says when the called person is not available?

1. ....
2. ....
3. ....
4. ....

**Practice 2**

Listen and write the missing words or phrases.

1. Sorry, .....at the moment.
2. His line's ..... , .....
3. ....Lynn .....just now
4. ....you.....in five minutes.

**Practice 3**

Listen and write the caller's and the receiver's statements

- | Receiver | Caller |
|----------|--------|
| 1. ....  | .....  |
| 2. ....  | .....  |
| 3. ....  | .....  |

**Practice 4**

Listen to two conversations where the callers leave a message. Make a note of each message.

Message 1

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

Message 2

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

**Practice 5**

Listen to the following two telephone conversations and fill in the blank spaces.

1

Sheila Clark : (1).....

George Wenzel: Hello, is Harry there?

SC : I'll see if he's (2)... .. Who's calling?

GW : Wenzel, (3)..... Wenzel

SC : Hold the line, please. He's in a (4)..... with the .....  
.....at the moment, (5) I'm ..... Can I help you?

GW : Well, I met Mr Bild when we were both at the (6)..... trade fair. He  
suggested I should call him when I (7)..... to Europe. When  
(8).....him?

SC : I don't (9)..... Will go on much longer. Shall I ask him to call you  
(10).....?

GW : Yes, that (11).....

SC : (12)..... I have your ....., please?

GW : Ah yes, it's George Wenzel. WENZEL

SC : And the number?

GW : I'm in Hamburg. From England it's (13).....

SC : Right, you'll be (14)..... from Mr Bild later (15) ....  
.....then. Goodbye.

GW : Thank you for your help. Bye bye





2.

*Listen and fill in the blank spaces.*

Mary Wilson : (1)....., Mary Wilson

Ahmed Mansour : Ah, good morning Mrs Wilson. My name is Ahmed Mansour, MANSOUR. I'd like (2) .....  
..... to your (3)....., if I may.

Mary : I'm afraid (4)..... He's at a (5)..... in Manchester all day. Can I  
give him a (6).....?

Ahmed : Well, when we met in (7)....., he asked me to call him when I was in  
(8)..... I'm flying back (9)..... Will he be at home (10).....  
.....?

Mary : Yes, he'll be back at about (11).....

Ahmed : Fine, I'll (12)..... him at about nine then

Mary : Right, I'll tell him you (13)..... Bye bye

Ahmed : Goodbye, Mrs Wilson

### **Practice 6**

*Listen and fill in the blank spaces*

Operator : Garston Motors. (1).....?

Mr Hoshino : Good morning. (2)..... here. I'd like to speak to (3).....about an order.

Operator : Right. I'll (4)..... to Mr Wayne

Hoshino : Thank you

Wayne : Wayne speaking

Hoshino : IBD Industries. Mr Hoshino here. Good morning, Mr Wayne. Can I ask you to bring forward  
our order?

Wayne : Well, we'll see. What's the (5)....., please?

Hoshino : Ah yes, I've got it, (6).....

Wayne : Right. You ordered (7)..... KS pump motors and a series of (8).....

Hoshino : That's it. Could. ....could you possibly bring forward (9)..... to next month? We need  
them sooner than we thought.

Wayne : Next month. And ummmmm you originally specified delivery at the (10).....  
I'll see what we can do. Can I (11)..... you back, Mr Hoshino?

Wayne : Yes, I'd be very glad if you would. We thought May would be OK, but we've been given  
shorter (12)..... ourselves. We'd very much like to have the order in (13).....  
at all possible.

Wayne : Right. Could you give me your (14).....? Or is it the one on the order?

Hoshino : Yes, that's the number. Let me give you my (15)....., too. It's 319

Wayne : OK. You'll be hearing from me by tomorrow at the (16).....

Hoshino : Ah, that's fine. Thanks very much. Goodbye



## LESSON 4 Making Phone Calls

### Practice 1

*Listen to the two telephone conversations and decide if the statements are true or false.*

1

*Listen to the two conversations and decide if the statements are true or false.*

1. Mr John Shackleton is calling the Journal of Commerce.
2. John Shackleton tried to make a call directly to Mrs Atkins.
3. The caller and the called persons have the appointment before.

2.

*Listen to the phone call and answer these questions*

1. Who is the caller?
2. Who is the called person?

### Practice 2

*Listen to the telephone conversation and fill in the table.*

The caller's name	
The called person's name	
Company name	
Reason for calling	

### Practice 3.a (7.1)

Listen to five conversations where callers leave messages. In which conversation does the message contain:

A request to receive something?

The name of a department?

A place where the caller is going?

A telephone number?

An order to finish something?

**Practice 3.b**

Listen again and note the following:

- 1. The phone number .....
- The person to speak to .....
- 2. What the caller offers to do .....
- The name of the company .....
- 3. What the caller wants to receive .....
- Where the warehouse is .....
- 4. Where the caller is going .....
- The e-mail address .....
- 5. The name of the department .....
- The total .....

**Practice 4**

*Listen and fill in the blank spaces*

- A   Operator       : Blair Associates. Good morning  
   Beth Hogan     : (1)..... .. Anna Blair, please?  
   Op             : Just a moment, please. (2)..... .. ?  
   BH             : Yes, it's Beth Hogan  
   OP             : (3)..... .. ?  
   BH             : Ram Ltd. That's (4)..... RAM. It's (5)..... ..  
   .....  
   OP             : Thank you, Ms Hogan. I'll (6)..... ..
- B   Operator       : Blair Associates. (7)..... ..  
   Roland Lancy   : Anna Blair, please.  
   OP             : (8)..... .., please. Who's calling?  
   RL             : It's Roland Lancy from Brel, that's BREL. I'm (9)..... ..  
   ..... .. next week.  
   OP             : Thank you, Mr Lancy. I'll (10)..... ..
- C   Operator       : Blair Associates. Good morning  
   Barbara Ledermau : (11)..... .. to Anna Blair?  
   OP             : Who's calling, please?  
   BL             : My name's Barbara Lederman  
   OP             : (12)..... .. ?  
   BL             : IKAL, that's IKAL. I'm (13)..... ..  
   ..... .. Miami  
   OP             : Just a moment, please. I'll put you through.

**Practice 5 (7.4)**

Listen and note down some specific information about the conversations.

- 1. The call is about .....
- Time of checking in .....
- Flight number .....
  
- 2. Address .....
- Name of town .....
  
- 3. The ref number of new model .....
- The availability of the item .....
- The price .....

**Practice 6**

*Listen and fill in the blank spaces.*

1

Antonia Mendico : (1)....., please?  
Mrs Kosicki : Speaking  
AM : Hello, Mrs Kosicki. My name's Antonia Mendico. I'm  
(2)..... for your TX machines.  
(3)..... next week? I'm going to be in  
New York for two days  
Kosc : Sorry, I didn't (4).....name.  
AM : It's Mendico, MENDICO  
Kosc : Ah, yes, thank you for calling. I'm afraid I'm in the (5).....  
AM : Could you call me back later this afternoon, at half past three? We  
can talk more then.  
Kosc : Yes, of course. Goodbye.

2

Antonia Mendico : Is that Mrs Kosicki?  
Secretary : No, it's her (6)..... Can I help you?  
AM : Yes, it's Antonia Mendico here. I called (7).....  
Secr : Sorry, (8)..... again?  
AM : Yes, it's Mendico, MENDICO. I'd like to meet Mrs Kosicki to discuss the contract for the TX machines  
Secr : I'm afraid she's (9)....., but do you have time to come here (10)....., say, at a quarter to three?  
AM : Can we make it quarter past three?  
Secr : Yes, (11)..... We'll see you here at a quarter past three then. Goodbye.

3

Kosicki : Hello  
Antonia Mendico : Hello, Mrs Kosicki  
Kosc : Yes  
AM : Hello, it's Antonia Mendico. I'm (12)..... I'm sorry but I'm going to be late. The (13).....  
Kosc : When do you (14).....?  
AM : At about (15)....., I hope  
Kosc : That's fine. I'll be here until half past seven.  
AM : I'll (16)..... Bye

**LESSON 5**  
**Taking and Leaving Messages**



**Practice 1.a (11.2)**

Listen to three pieces of recorded information and choose each one is about.

- 1.a. train times from Brussels to Amsterdam  
b. train times from Amsterdam to Brussels
- 2.a. special offers on computer equipment  
b. a telephone message service
- 3.a. opening hours  
b. an emergency service

**Practice 1.b**

Listen again and look at the notes someone has made for each piece of information. Correct the mistakes.

1. *Train info-Amsterdam to Brussels, every hr on the hr from 5 am, 7:30, 8:30, 9:30.*

*Journey time 2 hrs 40 mins (approx.)*

2. *Message Plus-pay next 9 days receive 2 weeks free + 2 months @£33.99 per mth. Prize draw -£2,000 worth of computer equipment.*

3. *TVT-closed till mon, Feb 7<sup>th</sup> then open Mon to Sat 8 am to 6 pm + Sun at 8 am to 4 pm. In emergency, call 08000 276 923*

**Practice 2**

*Listen to the four telephone conversations and fill in the table.*

No	Receiver's company name/number	Caller's name/number	Called person's name	Message
1			Fabrizzi	
2			Dylon	
3			Danton	
4			Gildert	
5			Ankowa	

**Practice 3**

*Listen to the telephone conversation and take notes in the box provided.*

Message 1

**EASTERN BANK**

Date : .....  
Time : .....  
From : .....  
For : .....  
Message is taken by:.....

Message:

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



Message 2

**TILE RESEARCH**

Date : .....

Time : .....

From : .....

For : .....

Message is taken by: Janet Navarro.

Message:.....

.....

.....

.....

.....

.....

Message 3

**VENICE CATERING SERVICE**

Date : .....

Time : .....

From : .....

For : *Giovanna Luglio*

Message is taken by:.....

Message:.....

.....

.....

.....

.....

.....

**Practice 4**

*Listen to four telephone conversations and take note. What are the messages?*

No	To.....	From.....	Message
a			
b			
c			
d			
e			
f			
g			
h			
i			
j			

**Practice 5**

*Listen and complete the note for Lindy*

*Greta Hass rang Lindy Cohen at home and left a message on her answering machine.*

Greata rang. She'd like to meet  
for.....next week  
on.....Call her any evening  
after.....telp:.....



**Practice 6**

*Listen and write a message for Lindy*

Date: ..... Time:.....  
Message for:.....  
From:.....  
.....  
.....  
.....  
.....  
.....

**Practice 7**

*Listen and complete this answering machine message..*

Date: ..... Time:.....  
Message for:.....  
From:.....  
.....  
.....  
.....  
.....  
.....

**LESSON 6**  
**Telephone Problems**

**Practice 1 (9.1)**

Listen to extracts from five telephone conversations. What did the speakers say when they couldn't understand? Fill in the gap!

1.a. I'm sorry, but.....what you're saying.

b. I....., I'm afraid.

2.a. Can you ....., please? I can't hear you very well.

b. I .....hear ..... I think .....got.....

3.a. Would you ....., please?

b. No. I still .....

4.a. ...., please?

b. I'm sorry, but.....for me.

5.a. Sorry, .....

b. No, sorry,.....

**Practice 2 (9.3)**

Rewrite these sentences from the conversations, putting the words in the correct order. Then listen again and check.

1. in- there- your- Italian- who- anyone- office- speak- is?

.....

2. you- call- back- I'll

.....

3. with- send -an- I'll- details -e-mail -the -all -you

.....

4. for- it- slowly- I'll -out- you -spell

.....

5. going -off- again- later -and -now- I'm -to- try -ring

.....

**Practice 3***Listen to four telephone conversations and fill in the table.*

Speaker	Problems
A	
B	
C	
D	

**Practice 4***Listen to the conversations and fill in the table*

Dialog	Telephone problems
1	
2	
3	
4	
5	
6	

**Practice 5***A. Listen and fill in the table.*

No	Caller	Messages
1	Steve Parr	
2	Rosa Vega	
3	Marcia	

B. You will listen to someone telling about her/his experiences of making calls. Listen and complete the table.

No	Time of making calls	Telephone problems
1		
2		
3		
4		

### Practice 6

Listen to five telephone conversations and fill in the table

No	Caller	Called person	Telephone problems
1			
2			
3			
4			
5			

### Practice 7

Listen to the call and answer the questions.

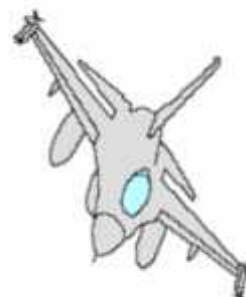
1. Who is calling?
2. What does Bill do for calling?
3. What does Bill do first when he does not know Susan's phone number?
4. Can Bill right away speak to Susan, his friend? Why? Why not?
5. How many times does Bill try to call Susan? Mention!
6. When can Bill successfully call Susan?
7. What is wrong with the phone machine?



## LESSON 7 Manage Schedules

Are you familiar with these words?

*One way ticket*  
*Return ticket/ round ticket*  
*Ticket connecting flight*  
*Take off*  
*Taxiing*  
*Baggage claim area*  
*Embarkation*  
*Disembarkation*  
*Traveler's checks*  
*Duty free shop*  
*Passport*  
*Visa*  
*Fiscal*  
*Boarding pass*  
*Dayly/weekly/fortnight/monthly/annualy*



### Practice 1

You will hear Jill Warburton, a director of a British publishing company talking about this schedule. Listen and fill in the table below

Name of activities	Dates
Annual General meeting	
Regional Sales meeting	
Budapest Book Fair	
Marketing Meeting (Paris)	

### Practice 2. a

In the New Products Division at Q and A Software, Peter Dressler (head of New Products), Janet Shields (head of Marketing) and March de la Tour (Marketing Executive) are meeting to decide who is going to these trade fairs.

Fair	Dates	Representative
Expotec, Casablanca		
Technology Fair, Frankfurt		
AI Fair, Sydney		
ComIn Tech, Geneva		
InfoTech, San Francisco		

**Practice 2. b**

Listen to the conversation in Practice 2.A again and decide if the sentences below are true or false

1. Janet was the representative to Casablanca last year.
2. Janet will go to Casablanca this year too
3. Janet will also go to Australia and Geneva.
4. Before going to the Comin Tech, she will go to Switzerland on the second of July.
5. All of the speakers will go to Frankfurt except March.
6. Info Tech in San Francisco was not really good.
7. Peter was attending the Info Tech in San Francisco.
8. They decided to attend the Info Tech together this year.

**Practice 3**

Diane Stone is a publicity manager for a large insurance company. She calls a colleague, Ken Ito, to arrange a meeting.

1. Listen to the dialogue. What time do they agree to meet?
2. Listen again and check (v) the correct answer and write the time of each appointment.

No	Diane Stone	Ken Ito	Appointment	Time
1			Make a presentation to the board	.....
2			Meet someone from the printers	.....
3			Have a working lunch	.....
4			Visit a client	.....
5			Leave for San Diego	.....

When/what time do they agree to meet?

**Practice 4**

Listen and fill in the blank spaces. What you've just listened is already paraphrased below. Reat it first.

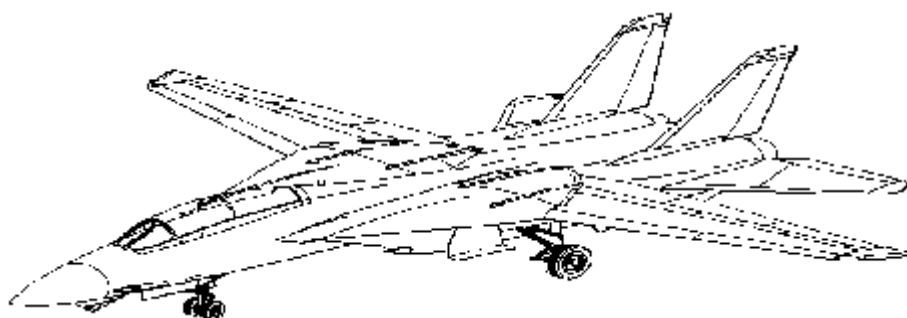
1. They are talking about.....for Orangey's new CD.
2. Andrew will have a meeting with .....on Wednesday at.....in the .....to discuss.....
3. On Monday at.....the band is coming to the office to.....After that, they .....at Luigi.
4. Recording session starts at.....on .....
5. The meeting to discuss .....is a week from next Friday
6. The final cover design is..... a week from ..... that is by.....
7. Demo CDs to .....is at the beginning of .....while the tour begins in .....
8. The launch party will be on .....and CDs could be found in store.....
9. They have to send stock to .....in .....because the Asian tour will begin at.....



**Practice 5**

*Listen to the conversation and complete the itinerary below.*

No	Flight	Flight no	Depart from	Time	Destination	Time
1			New York		Manila	June 19 <sup>th</sup> at 11:40
2			Manila			7:10 pm
3			Jakarta			
4					Bangkok	July 1 <sup>st</sup> at 1:55pm
5					New York	July 5 <sup>th</sup>



**Practice 6 (Homework)**

*Listen and fill in the table*

No	Flight	Flight Number	Destination	Times
A			Naples	Dep: Arr :
B			Johannesburg	Dep: Arr :
C				Dep: Arr :
D				Dep: Arr :
E				Dep: Arr :
F				Dep: Arr :

## LESSON 8

### Managing Appointments

**Practice 1**

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

Day, date, month	Agenda
Monday, .....	
Tuesday,.....	
Wednesday, .....	
Thursday, .....	
Friday, .....	
Saturday, .....	

**Practice 2.a (10.1)**

Fill in the blanks with phrases from the conversations.

1. To say you want to meet/see someone

.....  
 .....

2. To suggest a time and day

.....  
 .....

3. To confirm a time and day

.....  
 .....

4. To ask about the subject of the meeting

.....  
 .....

**Practice 2. B (10.1)**

- A : Hello. Tom Pink's desk
- B : Oh, hello, Tom. It's Susan here. (1).....
- A : Not bad, but (2) .....
- B : OK. How about (3).....?
- A : Yes, fine. Let's meet in the (4).....
- B : OK, fine. See you then
- 
- A : Good morning. ISI Bank
- B : (5).....Mr Fisher, please?
- A : He's in a (6).....Can I help?
- B : It's Imran Shah here. (7).....  
this week?
- A : Just a moment. I'll check his (8).....What  
about.....?
- B : Yes, that's fine. (9).....
- A : (10).....?
- B : I'd like to (11).....?
- A : OK, fine. We'll see you then.
- B : Thanks very much
- A : You're welcome. Goodbye
- 
- A : Good afternoon. Ray Cohen's office
- B : Hello. This is Kumiko Chen from (12).....I need to  
(13).....with Mr Cohen as soon as possible.
- A : Just one second, Ms Chen. (14).....?
- B : In the morning if possible. This (15).....
- A : What about (16).....?
- B : That's perfect.
- A : Can (17).....?
- B : Yes, it's about (18).....
- A : All right, (19).....  
So that's (20).....
- B : Thank you very much

### Practice 3

Listen the conversation between Mr Alberti and Asad Latif and answer the questions.

1. Where is Mr Asad Latif calling from?
2. What is the purpose the call?
3. Are Mr Alberti and Mr Latif planning to meet?
4. Is Mr Alberti free on Wednesday morning? Why? Why not?
5. When do they agree to meet?

### Practice 4

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

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 16<sup>th</sup>.
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 16<sup>th</sup>.
8. Mr Shaw still meets someone else in the afternoon after meeting Mr Dombradi.
9. Mr Shaw will fly to Prague on Thursday.

### Confirming an appointment

#### Practice 5

Listen to the conversation about a secretary confirming her boss' visit, Mr Coots, and fill in the form below.

No	Time	Agenda	Venue
1	9:30		
2			
3			
4			
5			

**Practice 6**

*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 7.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 7.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 8**

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

No	Purpose and Time	Venue
1		
2		
3		
4		

**Practice 9**

*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 is : 4.....
- The woman decided to meet in : 5.....
- Date : 6.....
- Time : 7.....
- For : 8.....

**LESSON 9**  
**Meeting and Welcoming Guests**

**Practice 1**

*Listen to some conversations and answer the questions*

NO	Questions	Answers
a	What was the trip like? Where's the car?	
b	How was the weather when he left Chicago? What was the temperature like?	
c	Why were they getting worried about John? What happened to him?	
d	Why did they have to change the schedule?	

*Listen and summarize the travel experience*

e	
f	
g	The trip is awful, the train is late, the weather is terrible, the hotel is not OK
h	

*How does this person spend his time? Listen and write down his possible activity to do.*

	Day	Agenda /plan	Reasons
i	Tuesday		

*Listen to the following conversation and write down their agenda.*

	Plan	Time	Remark
j			

**Practice 2**

Listen to the recording in which Klaus Ervald arrives for a meeting with Lars Elstrom and Louis Scott of Evco S.A, a Swedish advertising agency and answer the questions.

1. Where does the conversation take place?
2. Is the meeting between Klaus and Evco formal or informal? Give reasons for your answer.
3. Do they know each other quite well?
4. Klaus has a problem. What is it?

**Practice 3**

Listen to the following conversations and answer the questions

A. Listen to any situation how a person is spending his/her time to greet a guest and fill the table.

Kinds of guests	Activities or actions to do
Foreign visitors	

B. What to do to be with guest/someone special for the first time?

Occasions	Appropriate actions
Introduction	
Dress code	
Gift	
Time	
Others	

**Practice 4**

Listen to the recording of Peter Marwood's arrival at SDA Ltd, in Sydney Australia. He has to wait a few minutes and asks Stephanie Filed for some assistance. Identify two things he needs and three things he does not need.

Needs	Does not need



**LESSON 10**  
**About Your Jobs in the Company**

**Practice 1**

*Listen to the following 2 interviews and take notes.*

*Interview 1*

Interviewee 1 (Yuki)	
Year	Description
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....

*Interview 2*

Interviewee 2 (Narin)	

**Practice 2**

*Listen to the following two conversations and fill in the table.*

	<b>Veronique</b>	<b>Daniela</b>
Position		
Place of work		
Duties		
Good things in work		
Bad things in work		

**Practice 3**

*Listen and fill in the table*

<b>Name</b>	<b>Position</b>	<b>Good things about the job</b>	<b>Bad things about the job</b>
Lee			
Jan			
Ute			



**Practice 6**

*Listen to the eight numbers of spelling and write them down*

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....
7. ....
8. ....

## LESSON 11

### Meeting Face-to-Face

#### Practice 1.a

*Listen to three conversations. Where are the speakers? Check ( ) the correct answers.*

	Conversations		
	1	2	3
At a cocktail party			
In a plane			
In a hotel			

#### Practice 1.b

*Listen again the conversations in Practice 1.a and check ( ) the expressions you hear.*

	Conversations		
	1	2	3
Please to meet you			
Have you been waiting long?			
Do you work here in Chicago?			
Well, why don't we get going?			
Would you excuse me?			
Is this your first trip to London?			
It was nice talking with you?			

#### Practice 2

*Listen to the conversation between Allan Swales, his friend Jane Hallam and Peter Nicholson, a friend of Janes'.*

1. Have Peter and Allan met before?
2. How does Jane greet Allan?
3. Which of the following topics do they talk about: food, work, weather, money, recent activities, clothes, health?
4. How does Jane introduce Peter?
5. How does Allan greet Peter?

**Practice 3.a**

*You'll hear the beginning of one to one business meeting. Pam Ross has called to see Paul Fisher in his office. Which details are discussed? Give a tick ( ) on the following details.*

1	Agenda of the meeting between Pam Ross and Paul Fisher	
2	The topic of the presentation	
3	Snack and drink	
4	Time and date of the presentation	
5	Lunch	
6	Names of participants	
7	Name of hotel	
8	Number of participants	
9	Chairs for display	
10	Capacity of hotel room	
11	Table for the presenter	
12	Kinds of equipment	

**Practice 3.b**

*Listen again Practice 3.a and answer the questions..*

1. Where are the two persons meeting?
2. Who are the speakers? Are they close friends? Business partners?
3. What is the purpose of the meeting?
4. What are they discussing about?
5. Are they at the same position? Superior? Subordinate?
6. What happened at the end of the meeting?
7. How is it different from a social meeting between friends?

**Practice 4**

*Can you share these questions to your friends?*

1. What were the differences between the internal meeting about travel arrangements and the meeting between supplier and customer?
2. How was the meeting different from a meeting between friends?
3. What impression did you get of the effectiveness and efficiency of the meeting? Give your reasons.
4. How would the meeting have gone differently if more people had been involved?

## LESSON 12

### Directions



#### Practice 1

*Listen and fill in the table. Where is it?*

Building	Location
Paint shop	
Training department	
Testing area	
Rest room	

#### Practice 2

*Listen and write the location of each department*

No	The guest wants to meet.....	His/her office is.....
1		
2		
3		
4		
5		

### Practice 3

Listen and circle the correct answers.

1. Mr Yoshihara is (a friend/ a business acquaintance).
2. Mr Yoshihara invites Mr Weiss to (have lunch/have dinner)
3. He knows a good (Thai/ Chinese restaurant) near the trade show.
4. It takes (two/five minutes) to get to the restaurant on foot.
5. Mr Yoshihara offers to (draw/fax) a map.
6. They plan to meet at (7:00/7:30) pm.
7. The passer-by (gives directions to the restaurant/can't help).
8. Mr Wiess apologizes for (getting lost/being late).
9. Mr Weiss (calls/ doesn't call) the restaurant.
10. Mr Yoshihara arrives (late/on time) to the restaurant.
11. Mr Yoshihara (has just drunk/hasn't drunk) some drink.

Listen again the conversation on Practice 3 and answer these questions

1. What does Mr Weiss show Mr Yoshihara? Menu? Map?
2. How does Mr Yoshihara go to the restaurant?
3. Where is exactly the restaurant? Write the direction/route.
4. Can Mr Yoshihara find the restaurant?
5. How does he find the restaurant?
6. Can Mr Yoshihara arrive on time? Why? Why not?

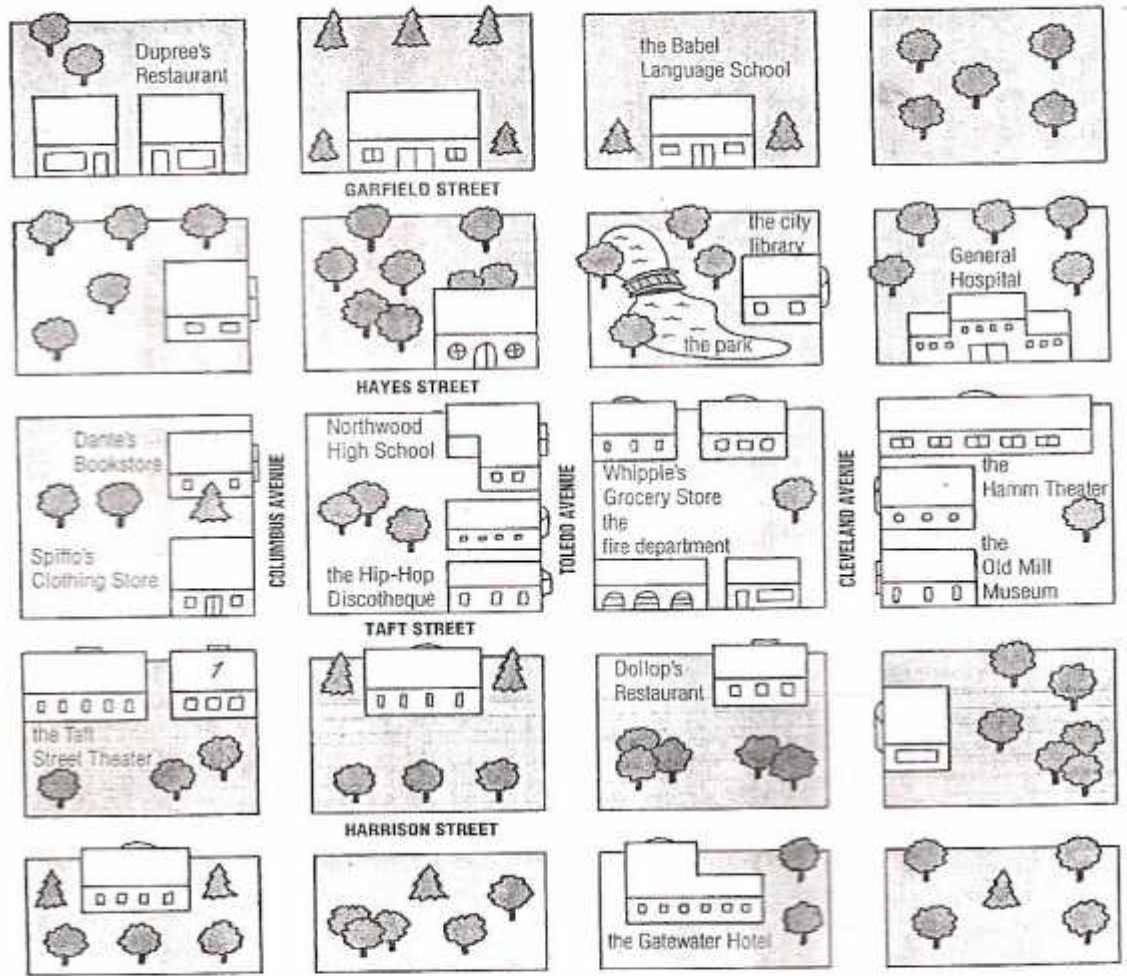
### Practice 4

Vernon Linkblatter is in New York but he can't find Glick and Warburg. He calls Leanne on his mobile phone. Listen and answer these questions.

1. Where is Vernon exactly?
2. Which floor is Glick and Warburg on?
3. Mark the position of Glick and Warburk on this floor plan.



Picture



**Practice 5**

*Find the place*

*Where are these buildings?*

1. Elena's Coffee Shop
2. Drucker's Grocery Store
3. Sharp's Clothing
4. Lou's Restaurant
5. The Museum of Modern Art
6. Scribbler's Bookstore

**Practice 6**

People at the Gateway Hotel are asking a couple for directions. Look at the map in Practice 4 and decide (give a tick) which one (the man or the woman) is giving the correct direction.

- 1. Man  woman
- 2. Man  woman
- 3. Man  woman
- 4. Man  woman

**Practice 7 (homework)**

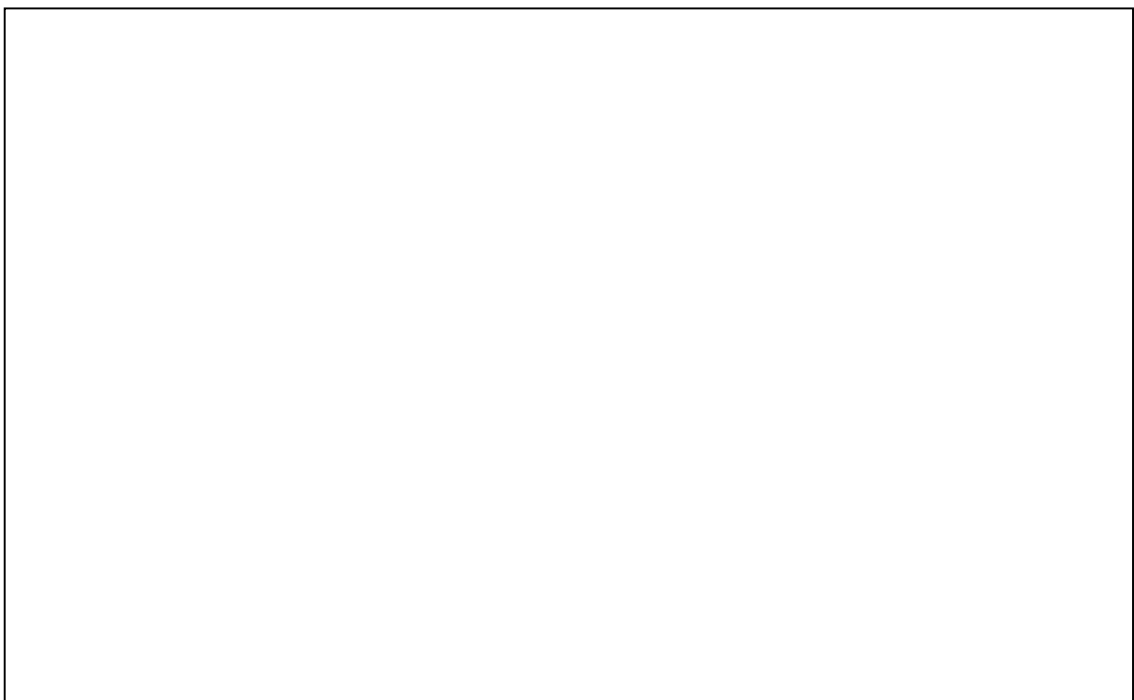
Listen and draw the map

**Picture 1**

Name of places:

- 1. ....
- 2. ....
- 3. ....
- 4. ....
- 5. ....
- 6. ....
- 7. ....
- 8. ....

**Picture**



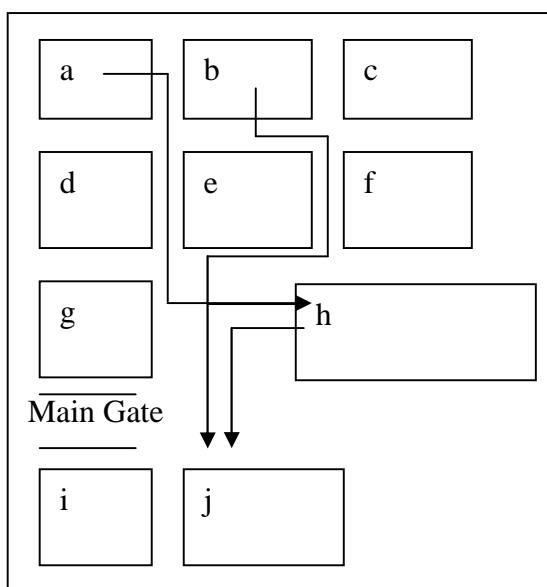
**Picture 2**  
**Name of places**

Administration building  
Conference center  
testing area  
employee parking lot  
paint shop

workshop and maintenance  
production building  
rest room  
warehouse  
showroom

**Picture**

*Put the names above in the picture below*



*The end of basic business listening 1*