

DIKTAT BAHAN PENGAJARAN MATA KULIAH
INTRODUCTION TO BUSINESS ENGLISH



Disusun oleh:

Dra. Rahmi Dipayanti Andayani, M.Pd.

19640201 198803 2 002

PRODI PENDIDIKAN BAHASA INGGRIS
FAKULTAS BAHASA DAN SENI
UNIVERSITAS NEGERI YOGYAKARTA

1 Telephoning



Some useful phrases.

Listen to the recording and repeat.

Can I speak to Peter Safin, please?

Speaking.

Are you busy?

Can I call you back?

Please hold on.

Sorry to keep you waiting.

I'll transfer you.

What's the area code for Dublin?

Dial 9 to get an outside line.

Press the star key twice.

This is a very bad line.

You're breaking up.

The reception is very bad.

Would you like to leave a message?

Leave a message on my voicemail.

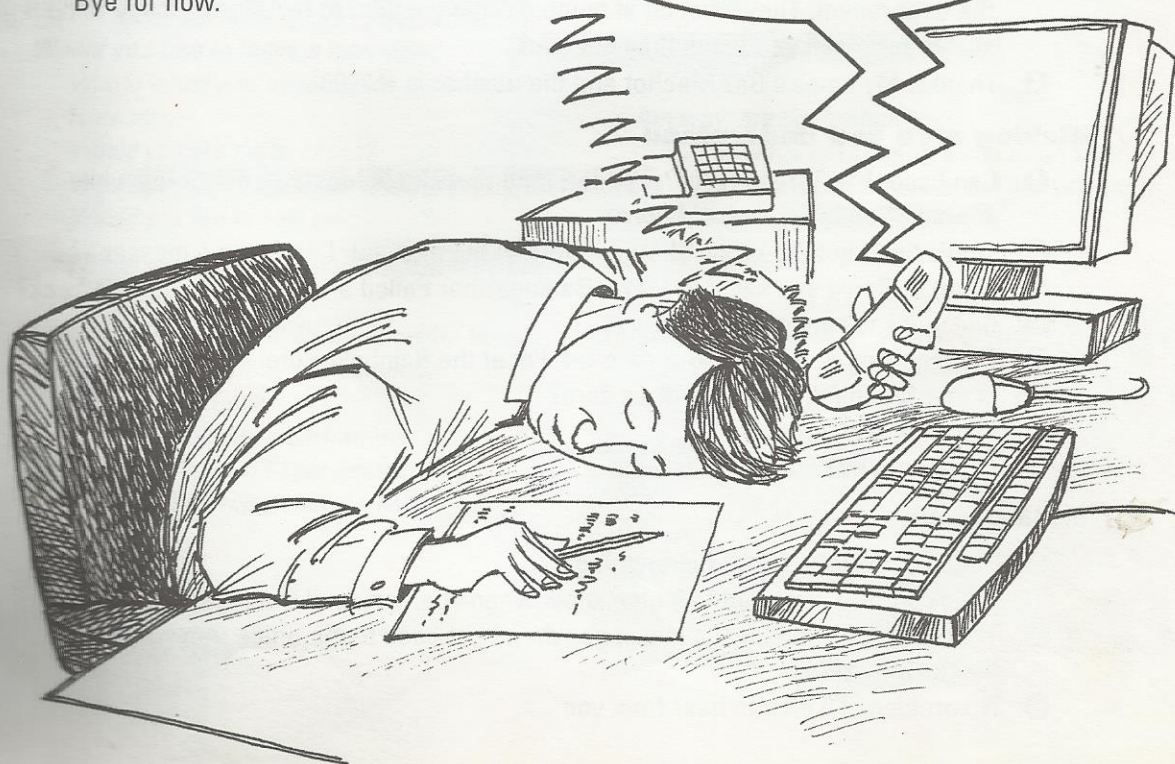
I'm in a meeting. I'll call you back.

I think we've covered everything.

Speak to you soon.

Bye for now.

SORRY TO KEEP YOU
WAITING SO LONG. ARE YOU
STILL THERE?



Dialogues 1

Beginning a call

- A:** I'd like to speak to Max Reed, please.
- B:** Just one moment. I'll connect you ... You're through now.
- C:** Max Reed speaking.
- A:** Hi, Max. Simon here.
- C:** Hi, Simon. How are you?
- A:** Fine. And you?

Checking information

- A:** Hello.
- B:** Hello, John. Sven here. Did you get my email?
- A:** Yes, it's right here in front of me.
- B:** Fine. I thought it would be quicker to phone than send you another message. I wanted to run through some of the arrangements for Tuesday...

Asking the caller to hold

- A:** Sorry to keep you waiting so long. Could you hold on a little longer? The network is very slow today.
- B:** How long do you think it is going to take to find the information?
- A:** It won't be long now. Right. Here we are. The figures you need are ...

Asking the caller to leave a message

- A:** I'm trying to get hold of someone in your sales department. Are you having problems with your phone system? I was cut off earlier and now there is no reply.
- B:** Just a moment, please. I'll try the number for you. Yes, I'm afraid there's no reply from the department. They must be at lunch. Would you like to leave a message and I'll get someone to call you when they get back.
- A:** Thanks. My name's Baz Mechat and the number is 453980.

Making sure you understand

- A:** Can I speak to Teresa Riller? I understand that she is looking after Sales while Marco Stam is on parental leave.
- B:** That's right, but I'm afraid she's not here at the moment. Can I take a message?
- A:** Thanks. Could you say that Pieter Baumgartner called and ask her to call me back?
- B:** Can you spell your name, please?
- A:** Baumgartner is B-a-u-m-g-a-r-t-n-e-r. I'm at the Rainbow Hotel in room 13.
- B:** Is that 13, one three, or 30, three zero?
- A:** Thirteen, one three.
- B:** Thanks. I'll pass on the message.

Ending a call

- A:** ... OK. Have we covered everything?
- B:** I think so. You just need to let me know when you can send the report.
- A:** That's right. I'll send you a message when I get back to the office. Anyway, thanks for calling.
- B:** No problem. I'll wait to hear from you.

2

A company visit



Some useful phrases.

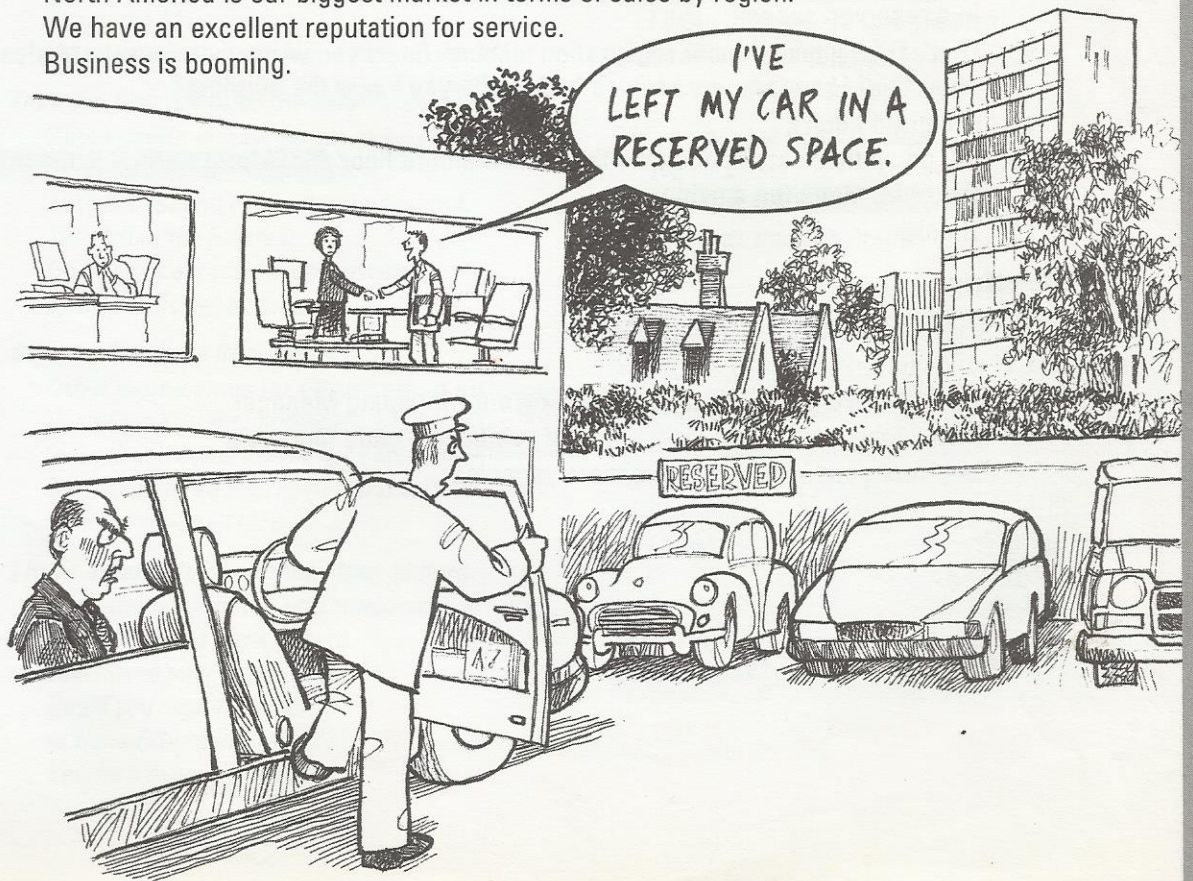
Listen to the recording and repeat.

Could you give me directions to your office?
Just follow the signs.
Go past the station and take the first turning on the left.
You'll see the office on the right-hand side.
I've left my car in a reserved space

I have an appointment with Hans Ekburg.
Take the lift to the fourth floor.
His office is the fifth on the right, along the corridor.
Hello Hans, I'd like you to meet our Marketing Manager.
Pleased to meet you.

Tell me something about the company.
What does the company do?
We're in the transport business.
We employ just under 5 000 people worldwide.

The company was set up five years ago.
We're the largest manufacturer in the country.
North America is our biggest market in terms of sales by region.
We have an excellent reputation for service.
Business is booming.





Dialogues 1

Directions to the office

- A:** Hi, Rosa. It's June here. I'm in the town centre outside the bus station. **Could you tell me how to get to your office from here?**
- B:** Sure. Follow the signs for Frankfurt. **After about two kilometres, you'll see a garage on your right.** Carry on for another 200 metres and then turn left. Our office is on the left-hand side, just before a railway bridge. When you arrive, **park in one of the visitors' spaces** just outside the main building.
- A:** Thanks, Rosa. See you soon.

Getting lost

- A:** Hi, Carla.
- B:** Hello, Bob. Is everything all right?
- A:** Not really. I'm lost. **I'm calling from a service station** on the E7 just south of a place called Melton. I don't have a map with me so could you direct me to the factory.
- B:** Sure. **Take the first left after the service station** and follow the road to Porlock. Pass the shopping centre on your right and then take the first left. **Carry on for three kilometres** and you'll see the factory.
- A:** Thanks.

Arrival

- A:** Good morning, can I help you?
- B:** Yes, **I have an appointment with Hans Ekburg.** Could you tell him I'm here? I've left my car in a reserved space.
- A:** That's OK, I'll take the car registration number. Could you write your name here please and wear this? [*hands over a visitor's badge*]. **Do you know the building?**
- B:** I'm afraid I don't.
- A:** OK, go up these stairs and take the lift to the third floor. **Mr Ekburg's office is the fifth on the right, along the corridor.**
- B:** Thanks.

Meeting

- A:** **Hello, John. Good to see you again.**
- B:** And you.
- A:** John, **I'd like you to meet Lera Berman,** our Marketing Manager.
- C:** Hello, John. Pleased to meet you. **Did you have a good journey?**
- B:** Yes, very good. The directions were very clear.

3

Job information



Some useful phrases.

Listen to the recording and repeat.

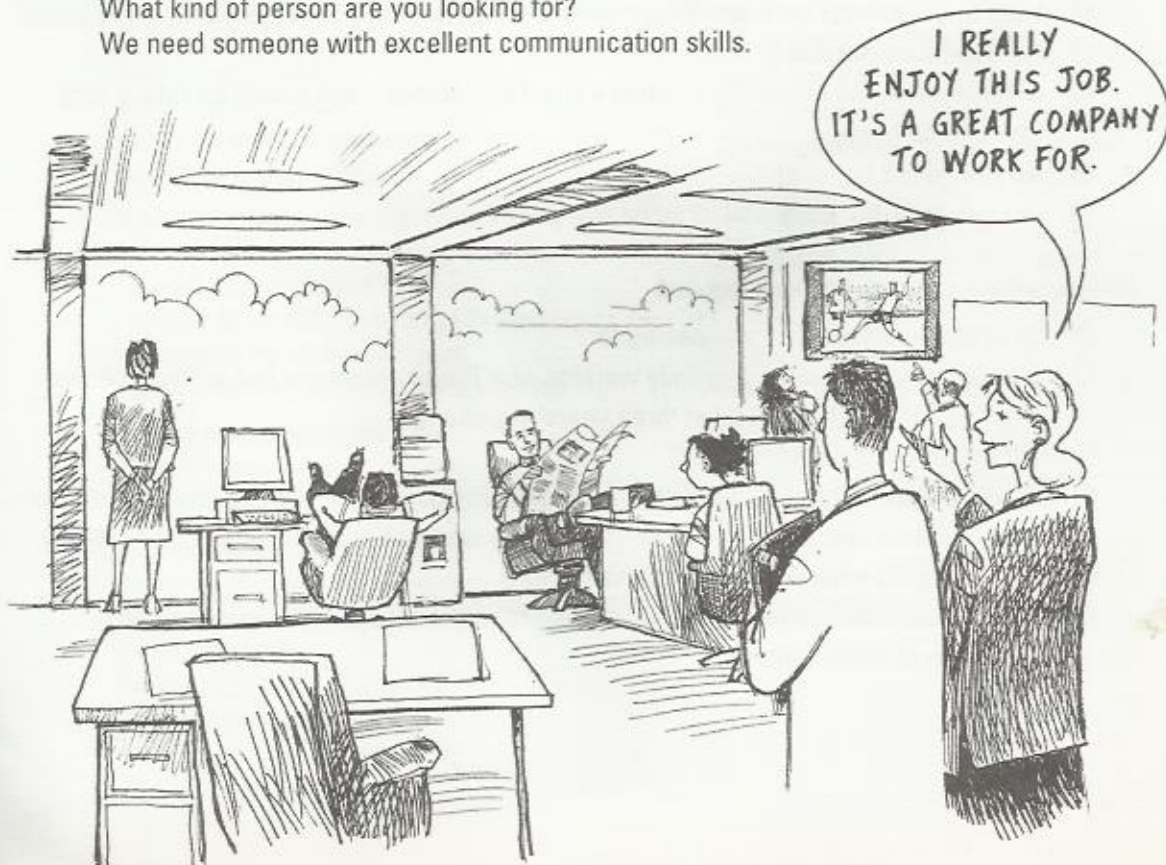
I work for a software company.
I'm responsible for the development of new products.
It's a very challenging job.
I report directly to the Managing Director.

The job involves a lot of travelling.
I usually start work at 8 o'clock in the morning.
Do you usually drive to work?

How's the new job?
I really enjoy it.
The salary is good.
I'm very pleased I moved here.

How has the takeover affected you?
Some people are going to lose their jobs.
Some will take early retirement.
There won't be any compulsory redundancies.

We need to recruit a new training manager.
What kind of person are you looking for?
We need someone with excellent communication skills.



Dialogues 1

Responsibilities

- A: So, what exactly do you do in the company?
B: **I'm responsible for new product development. I report directly to the CEO.**
A: **What does that involve?**
B: I supervise a team of designers. We all have to think of new ideas, test them and develop the ones that we think will succeed.
A: **It sounds challenging.**
B: It is, but I really enjoy it.

Qualifications for the job

- A: **I hear you studied in Finland.**
B: That's right. **I did a degree in Engineering** at Tampere Technical University and then I worked in a small software company in Helsinki.
A: Why did you decide to stay in Finland?
B: **I was very interested in the job.** I wanted to put my training into practice. The experience was very good and certainly helped me to get this job.

A typical day

- A: What time do you start in the mornings?
B: I aim to get to work by 8 a.m. That means leaving home at 7:30. **I usually cycle to work.**
A: **Are the hours flexible?**
B: In theory, yes, but I normally finish at 4 p.m. I sometimes finish earlier if I take a very short lunch break.
A: Do you go out for lunch?
B: Occasionally, but **I like eating in the company canteen.**

Discussing a new appointment

- A: What kind of person are we looking for?
B: We want someone who is already working as a Project Manager in a software house. He or she should have at least three years' experience.
A: What sorts of skills are needed?
B: **Excellent communication skills are essential.** The person we appoint will have a lot of direct contact with clients – we need someone who can present the company clearly.
A: **Absolutely.** So where can we find this person?
B: I think **we should advertise with an on-line recruitment agency** but we may have to use a firm of head-hunters.

4

Presentations



Some useful phrases.

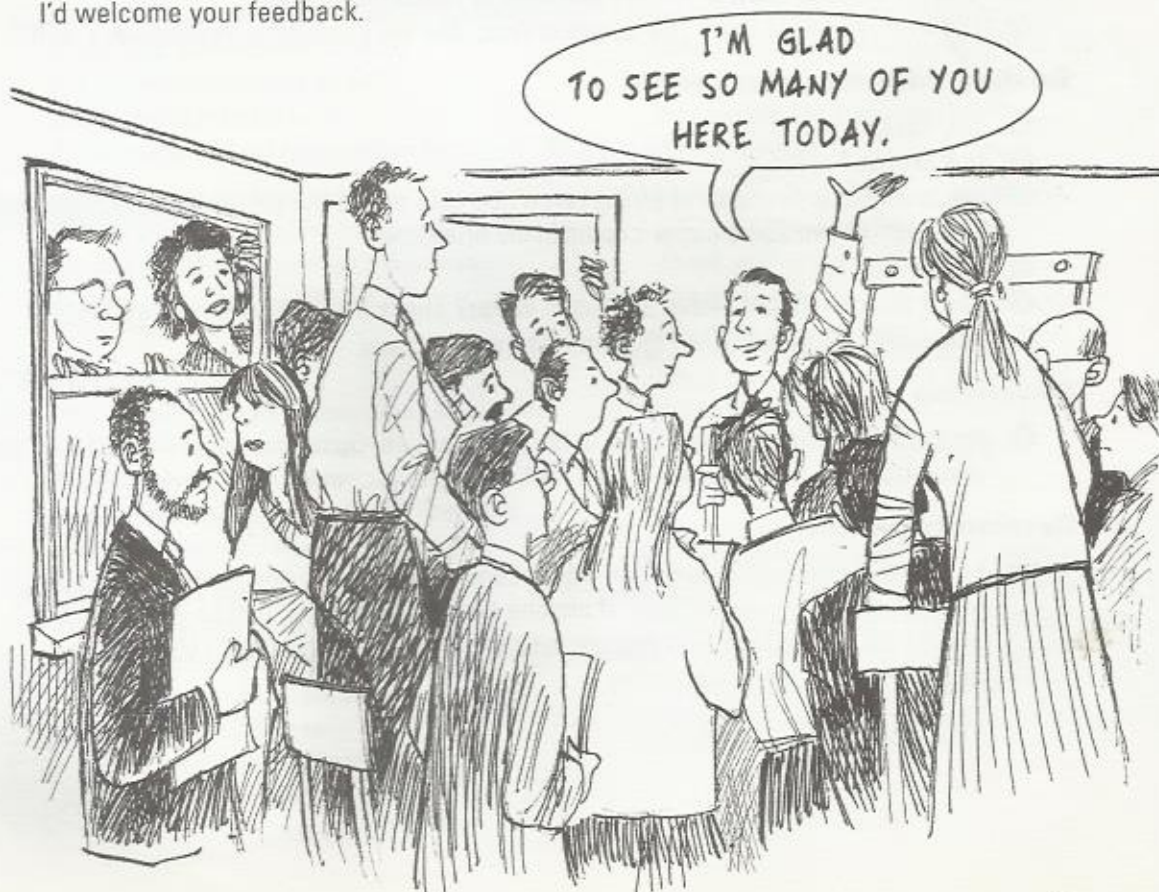
Listen to the recording and repeat.

I'm glad to see so many of you here today.
I'd like to talk about how we organise things in this department.
First I'll describe our organisation.
Finally, I'd like to discuss some future plans.

That's all I wanted to say about training.
Moving on to my next point ...
Excuse me, can you tell us when the report will be ready?
Sorry, I didn't catch the question.
Could you bear with me?

Turnover rose by 12 per cent last year.
We are predicting a slowdown next year.
As you can see from the graph, sales have increased dramatically.
Sales reached a peak in December.
They have declined since then.
These are difficult times for the company.

I'd like to finish by thanking you all.
I'd welcome your feedback.





Dialogues 1

Setting the scene

- A: Hello everyone. **It's good to see you all here** so early in the morning. My name's Hiro Rosado and **I'd like to talk about** how we organise language training here. **First I'll describe** how English has become the company language, then I'll outline our study programmes. Finally I'd like to say something about some of our plans for the future.

Moving on

- A: ... so **that's all I wanted to say** about the budget for next year. I'd now like to move on to the question Rosa raised earlier.
... **That leads me to my next point.** We need to look carefully at how we plan for next year
... **So, next year's budget.** I'd now like to talk about the action we are taking to reach our targets.

Dealing with questions

- A: How much is the project going to cost?
B: **I'm afraid I can't say** at the moment.
C: Can you tell us when the report will be ready?
B: I'm hoping to have it ready by the end of the week.
D: Are you planning to recruit more staff?
B: Sorry, **I didn't catch the question.** Could you repeat it, please?
D: Sorry, I'd like to know if you are planning to recruit more staff.
B: Did everyone hear that? The question was: 'Are we planning to recruit more staff?'

Dealing with the unexpected

- A: Oh, dear.
B: Is it broken?
A: Yes, the bulb is broken. I'm afraid I won't be able to use the projector. **Could you bear with me,** I have some paper copies in my briefcase.
B: Are you OK?
A: Yes, I think so. Could I have a glass of water? That's better. **Sorry, where was I?**
B: **You were just about to tell us** some interesting news.

Recapping

- A: **As I mentioned earlier,** we hope to finish the project by the end of the year. I said that we were on schedule. Having said that, there are a couple of potential problems ...

Coming to an end

- A: **I'd like to finish by thanking you all** for coming here today and I look forward to seeing you in two weeks' time. If anyone has any questions, please ask. I will be around for coffee later and **you are very welcome to contact me** if you have any queries before the next meeting.

5 Meeting



Some useful phrases.

Listen to the recording and repeat.

I'm trying to arrange a meeting for next week.
Can you make Thursday afternoon?
I don't think we need more than two hours.
I've booked the conference room for 2 o'clock.
I'll send you my draft proposals by Monday midday.

Who would like to take the minutes?
I'd like to leave item three until the next meeting.
What are your thoughts on this?
I'd like to make a point.
Of the fifty people I asked, only one did not agree with the idea.
Does everyone agree?

We made a very good case for changing the system.
Unfortunately they rejected nearly all of our proposals.
Only one of our proposals was accepted.

Here are the main points covered during the meeting.
I've attached the draft minutes of the meeting.
Please check if I have left anything out.
These are your action points.



Dialogues 1

Setting up a meeting (by phone)

- A: Hi, Anna. **I'm trying to arrange a meeting for** next week. **Can you make Tuesday or Thursday** afternoon?
- B: Tuesday would be fine. What time?
- A: What about 3 o'clock? I don't think we need more than two hours.
- B: I agree. **Is Juan coming, by the way?**
- A: I hope so – but I haven't asked him yet.

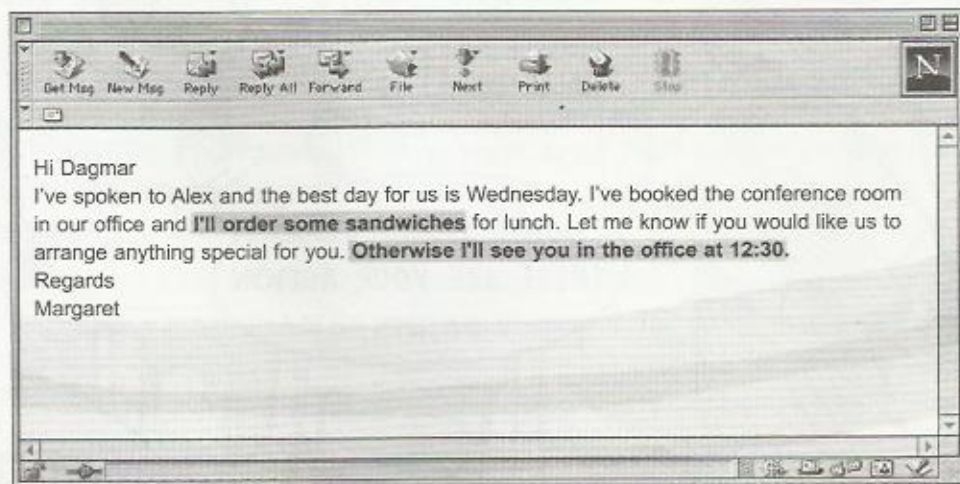
Postponing a meeting (by phone)

- A: Hello again. I hope this won't cause you any problems, but I've just spoken to Juan and he can't make Tuesday. Could we make it Thursday instead?
- B: Just a moment. I'll just check my diary. Right, I've got another meeting on Thursday but **it should be finished by 3:15**. But, could we meet at 3:30 **just in case the meeting overruns?**
- A: Of course. I know Juan will be pleased because **he didn't want to miss the meeting**.
- B: Fine. See you on Thursday afternoon. I'll send you my draft proposals by Monday midday.
- A: Thanks Anna. Bye.

Setting up a meeting (a voicemail message)

- A: I'm sorry I can't take your call at the moment. Please leave your message after the tone and I'll get back to you as soon as I can.
- B: Hello, Margaret, it's Dagmar here. **I'd like to come over to Poznan next week** to see you and Alex. There are some things we need to discuss relating to the arrangements for the conference. **Any day next week except Friday would suit me. Could you check with Alex and get back to me?** I think we'll need about three hours. Look forward to hearing from you.

Confirming a meeting by email



6

Entertaining and socialising**Some useful phrases.****Listen to the recording and repeat.**

Would you like tea or coffee?

How do you like your coffee?

Can I have a soft drink?

Could you translate the menu for me, please?

Do you have an English menu?

We're ready to order.

That was delicious.

Can I have the bill please?

So where do you live?

In a small town not far from Milan.

Did you watch the match on TV last night?

Where are you going for your holidays this year?

We're planning to go to Italy.

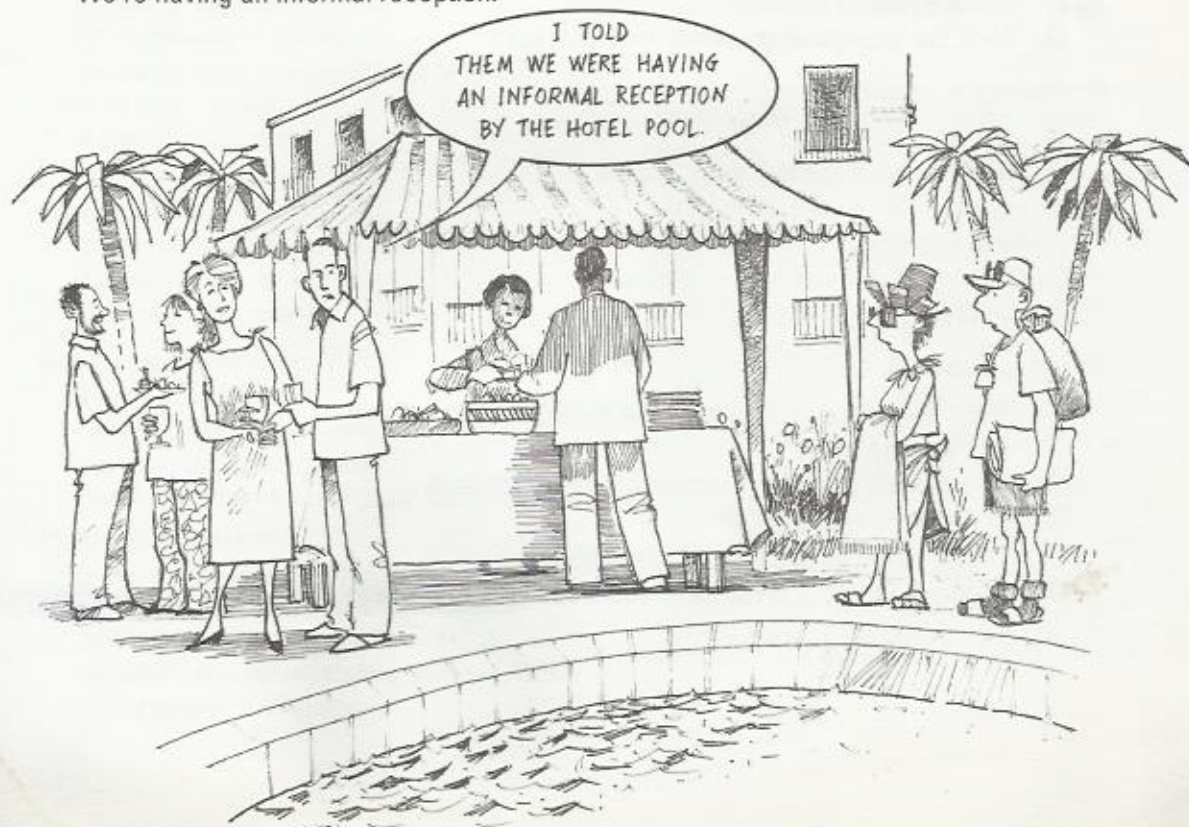
I've been invited to dinner with the Managing Director this evening.

I'd like to take a small present. Do you have any suggestions?

I'm sure she'd like some flowers.

It's a formal dinner.

We're having an informal reception.



Dialogues 1

Coffee or tea?

- A: **Would you like some coffee?**
B: Do you have any tea?
A: Yes, we do. **Do you take milk and sugar?**
B: No thanks.
C: **Can I have a soft drink, please?**
A: Yes, of course. We have some orange juice and some sparkling water.
C: I'll have an orange juice, please.

Translating the menu

- A: I hope you like Russian food. **Let me translate the menu for you.** I recommend the set menu which is 'borsch' – **that's beetroot soup**, followed by 'buglama', which is a kind of lamb stew cooked in spices – it comes with mashed potato and salad.
B: Sounds good. What about dessert?
A: There's a choice of ice cream.
B: I'm happy with that. Let's order.

Ordering a meal (1)

- A: **We're ready to order.** To start, I'd like chicken soup and my colleague would like the grilled sardines.
B: Thank you. **And for your main course?**
A: **I'd like fried chicken** and French fries and, was it roast duck and boiled rice?
C: That's right. With a green side salad, please.
B: Thank you. And to drink?
A: We'd like a bottle of sparkling water, please?


Ordering a meal (2)

- A: Are you ready to order?
B: Yes please. I'd like the steak, please.
A: How would you like it cooked?
B: **Medium rare.**
A: Thank you. Are you having a starter?
B: No thanks. I'm in rather a hurry.

Paying the bill

- A: That was very good. **Can we have the bill, please?**
B: Here you are, sir.
A: **Excuse me, but could you tell me what this is for?**
B: It's for the bread.
A: Oh yes, I see. **Do you take credit cards?**
B: I'm sorry, we don't. If you need some cash, **there's a cash machine just across the road.**

7 Travel

 **Some useful phrases.**
Listen to the recording and repeat.

I'd like an aisle seat, please.
I'd like to sit next to my colleague.
I only have one bag to check in.

I'd like to book a hire car for three days.
Do I need an international driving licence?
How would you like to pay?
Do you take credit cards?

A single to Munich, please.
Do I need to reserve a seat?
Is the seat reservation included in the price of the ticket?

Do you have a double room for two nights?
A non-smoking room please, with a bath and a balcony.
We need your credit card number to hold the reservation.

I'm calling from room 21.
The TV doesn't work.
The bed hasn't been made.
I'd like to change my room.

I don't have any cash on me.
That's OK. You can pay by credit card.



Dialogues 1

Checking in for a flight

- A:** Can I have your ticket and passport, please? Thank you. **Would you like an aisle or a window seat?**
- B:** I'd like an aisle seat if possible.
- A:** OK. I have given you a seat in the exit row. Is that all right?
- B:** Yes, that's fine. Thanks. And I'd like to sit next to my colleague if possible.
- A:** I'm sorry. We don't have any more seats together. Could you talk to the cabin attendant when you board the plane?

Hiring a car

- A:** Hello, **I'd like to book a hire car** for three days from March 14th -17th, please. Do I need an international driving licence to drive here?
- B:** No, but there is a charge for an extra driver.
- A:** So how much will it cost in total?
- B:** \$300. **How would you like to pay?**
- A:** By credit card, please.

Taking the train

- A:** **A single to Munich, please.**
- B:** First or second class?
- A:** First class, please.
- B:** OK. That will be 70 euros. Please sign here.
- A:** **Do I need to reserve a seat?**
- B:** No, the seat reservation is included in the price.

Booking a hotel

- A:** Wellington Hotel. Can I help you?
- B:** Yes, I've been trying to book a room on your hotel website but I can't complete the booking.
- A:** Sorry, sir. I can do the booking for you.
- B:** Thank you. **I'd like to book a twin room** for two nights, the 12th and 13th of June.
- A:** Just one moment. I'll check our availability. Can I have your name please?
- B:** Yes, it's Cook. **I won't be arriving until 11:00 p.m.** Do you need my credit card number to hold the reservation?
- A:** Yes, please.

Checking into a hotel

- A:** Hello, **I have a reservation in the name of Perry.**
- B:** I'm sorry, I cannot find a booking in that name. Did you book the room yourself?
- A:** No, my company, Carditis, booked it.
- B:** Ah yes, here it is. **Could you fill in this form, please?** Would you like a smoking or non-smoking room?
- A:** A non-smoking room, please, with a bath and a balcony if possible.
- B:** We have a non-smoking room with a balcony on the 10th floor. Enjoy your stay.

8 Emailing



Some useful phrases.

Listen to the recording and repeat.

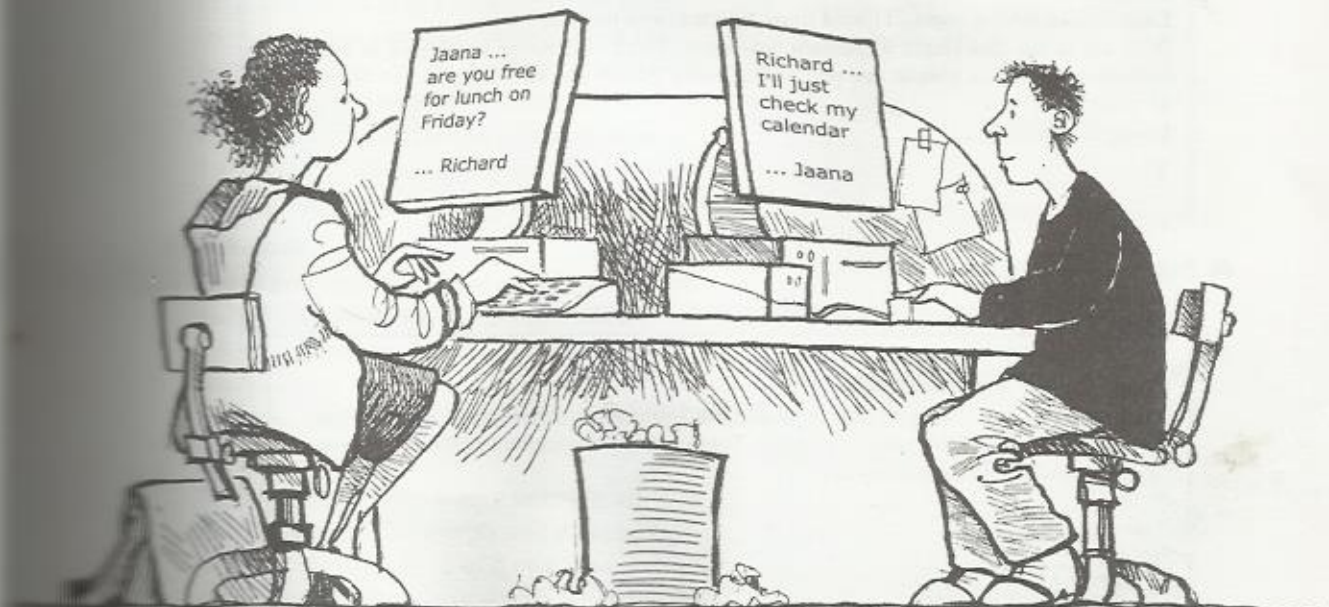
Hi, Jaana. Hope you're feeling better.
I'm afraid I won't be able to see you on Thursday.
Let me know when you're next going to be in town.
Look forward to hearing from you.
Speak to you later.

Your training manager has asked me to write to you.
It's about organising language training.
I'll call you at the end of the week.
If you have any queries, please call me.

Many thanks for helping out with the conference.
I would like to apologise for the problems we had.
Let's hope we have better luck next time.

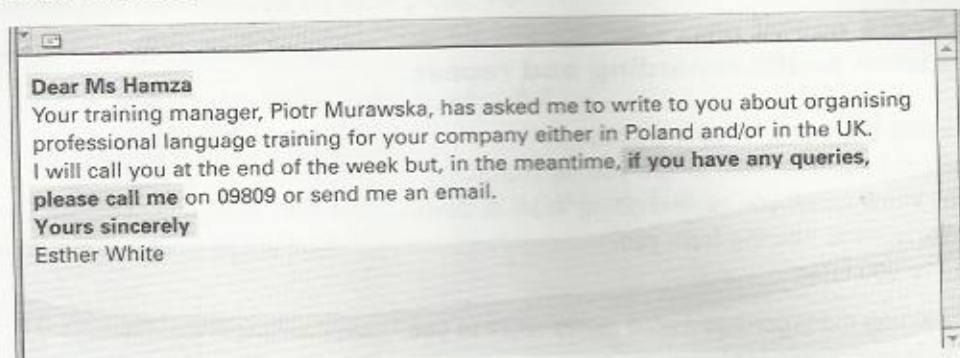
I would like to invite you to lunch next week.
Are you free for lunch on Friday?
Let me know if you can come.
Many thanks for the invitation.
I'd love to come.

We are sorry to inform you that Raj Singh has left the company.
I was very sorry to hear about Raj.
Please pass on my best wishes.



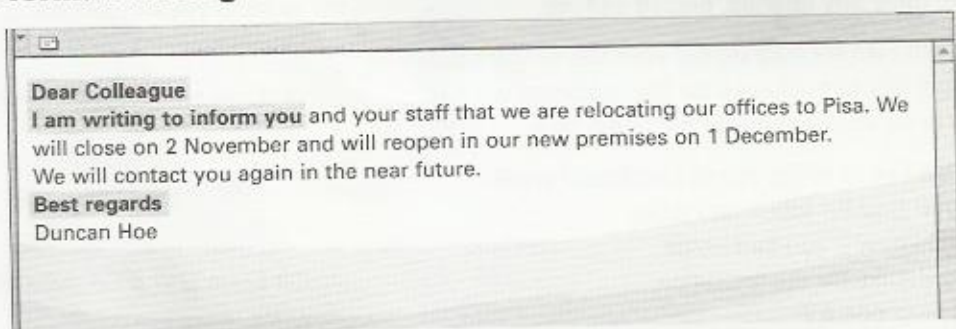
Messages 1

A first contact



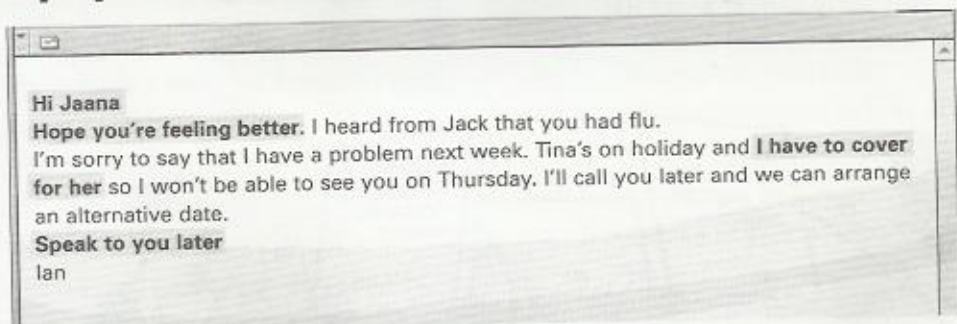
Dear Ms Hamza
Your training manager, Piotr Murawska, has asked me to write to you about organising professional language training for your company either in Poland and/or in the UK. I will call you at the end of the week but, in the meantime, **if you have any queries, please call me** on 09809 or send me an email.
Yours sincerely
Esther White

A formal message



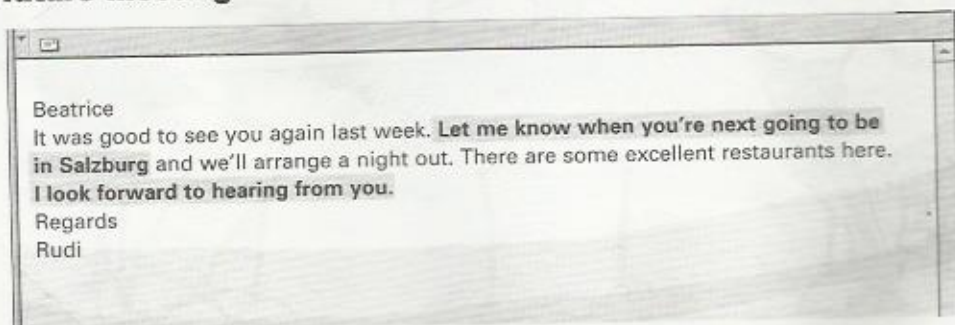
Dear Colleague
I am writing to inform you and your staff that we are relocating our offices to Pisa. We will close on 2 November and will reopen in our new premises on 1 December. We will contact you again in the near future.
Best regards
Duncan Hoe

Everyday matters



Hi Jaana
Hope you're feeling better. I heard from Jack that you had flu. I'm sorry to say that I have a problem next week. Tina's on holiday and **I have to cover for her** so I won't be able to see you on Thursday. I'll call you later and we can arrange an alternative date.
Speak to you later
Ian

A future meeting



Beatrice
It was good to see you again last week. **Let me know when you're next going to be in Salzburg** and we'll arrange a night out. There are some excellent restaurants here. **I look forward to hearing from you.**
Regards
Rudi