

FILE CARD

1A

You work for D.F.M., a London-based pharmaceuticals company. You are expecting an overseas visitor with an appointment to see your colleague, Rowena Stanton. Ms Stanton has just used her carphone to tell you that there has been an accident on the motorway – she will be delayed for perhaps an hour.

Explain the problem. Say that another colleague, Karen Pochard, can show the visitor around your laboratories – if he / she would like.

Make small talk – Karen Pochard has not yet arrived either (but you do not have to tell your visitor this). She should be along in a few minutes.

Offer to help your visitor in various ways.

FILE CARD

2A

You work for Caldos, a multinational company. You have arranged to visit a potential partner in a German company. You have received an outline programme for the day, finishing at 5 p.m.

When you arrive, introduce yourself and say you have an appointment.

Also:

- You would like to make a telephone call.
- Unfortunately – you only discovered this yesterday – you need to leave at 4 p.m. as you have a plane to catch (to Paris) at 5.30. You would like to have a taxi to take you to the airport.
- You have heard there are train strikes. Ask if this will affect reaching the airport.

FILE CARD

6A

Someone calls you about a visit to your company. You would like to meet the caller but cannot make any arrangements today – offer to call back tomorrow. Find out who the caller is and how you can reach him / her.

FILE CARD

14A

Team A: Coen Brothers. You are representatives of Coen Brothers, manufacturers of prefabricated industrial buildings. You are planning to launch a major sales drive in Italy, a new market for your company.

The market. The Italian market for prefabricated industrial buildings is very competitive, and since you are based in London and the Netherlands you have transport costs to add to your manufacturing costs. However, you know that on average your prices are 10% lower than Italian competitors, though at the top of your product range, your prices are a little higher than the average, but the quality is also better.

The product. Your buildings are highly functional, and can be adapted to a range of industrial needs. They are built according to strict Scandinavian design quality and use the best available materials. You supply all materials.

You also take care of the actual construction, including connections for electricity, water systems, insulation and heating.

You can also supply the buildings at finished quality, in other words, fully decorated according to the customer's wishes.

Different qualities are available: basic, standard and ultra, which includes a full range of services at residential quality.