HOTEL LINDLEY

Some people travel to Perth for business, others come here on holiday: all of them keep special memories of the Hotel Lindley. The hotel is on the beach front at Cottesloe on the Sunset Coast and has spectacular views of the Indian Ocean. Why not sit and read in the lounge, enjoy a meal in the fine restaurant offering international food, or just relax by the pool? We are 15 minutes from the centre of Perth, and it's easy to get to Hillary Boat Harbour and Rottnest Island. There are 60 deluxe rooms and suites in the hotel. Most of them have a fine view of the sea.

HOTEL FACILITIES

60 rooms and suites
restaurant
bar/lounge
24 hour room service
swimming pool and fitness centre
3 meeting rooms
business centre with computers and fax machines
free parking

ROOM FACILITIES

air conditioning
mini bar
satellite TV

RATES

Deluxe $215.00
Suite $305.00

All room rates include breakfast and new films on the TV in your room. A newspaper is also available. If you need to make a phone call outside the hotel, call reception and we'll put you through straight away. All rates are in Australian Dollars and are valid until 30th December, 2007.

READING

Before you read

1 **Look at the photo. Where do you think the hotel is?**

While you read

2 **Find:**

a name of a beach _____
a name of an ocean _____
a name of a harbour _____
a name of an island _____

After you read

3 **Write *True* or *False*. Correct the false statements.**

1   The hotel is in the centre of Perth.
2   The restaurant has food from different countries.
3   You can see the sea from all of the rooms.
4   You can order a meal from your room.
S   You can send a fax from the meeting rooms.
6   You have to pay for breakfast separately.

LISTENING

4 **Look at *Effective listening*.**

EFFECTIVE LISTENING

Preparing to listen
Before you listen, read all the information you have in the question. This will help you to recognise the words when you hear them.

5 **Listen to the telephone conversation and complete the table.**

Name of client:	*Joseph*
From:	*Elton*
Model:	
Quantity:	
Fax:	

6 **Now listen again and complete the phrases with the missing word or words.**

1 _____ can I help you?

2 Can you put me _____ to sales, please?

3 Hello, Marcus _____

4 I would like to _____ an order and an account.

5 If you could _____ your details, I'll send you a quote.

WRITING

7 **Look at *Effective writing*.**

<table>
<tr>
<td rowspan="2">**Effective Writing**</td>
<td>

Writing numbers and currency

Remember how to write numbers in English. A comma (,) separates thousands, and a point (.) separates decimals.

We say the currency after the number, but we write the symbol first. We write: £56,934.23. We say: "Fifty-six thousand, nine hundred and thirty-four pounds, twenty-three (pence)."
</td>
</tr>
</table>

8 **Transform the numbers into words, and words into numbers.**

£88.50 *eighty-eight pounds, fifty pence.*
two thousand, two hundred *2,200*

1 15,862

2 ten thousand and ninety-one.

3 £999.99

4 sixty-nine euros, twenty cents

5 262,781

SPEAKING

9 **Complete the dialogue with the words. in the box.**

How many people   I'd like to book
That's fine then

Sandra Portmeirion camping, Sandra speaking. How can I help you?

Michael Hello, (1) _____ some camping spaces please.

Sandra Certainly, sir. When is that for?

Michael The second week of August.

Sandra Yes, we still have spaces available that week. (2) _____ ?

Michael Five of us. In three tents.

Sandra OK, I'll book you three spaces together. Do you have a car?

Michael No, we'll be coming by coach.

Sandra (3) _____ . Can I take your name?

Michael Yes, it's Michael Johnson.

Sandra And may I just ask how you'll be paying, Mr Johnson? Cash, or by credit card?

Michael Er, we'll pay in cash, I expect.

Sandra That's lovely, then. Bye!

Listen and check. Now repeat.

USEFUL PHRASES ▼▼▼
Making a booking
Can I take your name?
How will you be paying?
May I just ask…?
I'd like to book…

10 **Look at the words in grey. Write two more words or phrases for each one.**

11 **Write the dialogue for new people with your ideas. Practise the dialogue in your class.**

VOCABULARY BUILDER

1 Find and circle these words.

advertisement
distribution
brand
goods
competition
invoice
competitor
market
costs
order
customer
payment
debt
price
delivery
sales

K	B	F	C	O	G	P	R	I	C	E	S	H
Y	J	B	R	A	N	D	N	D	O	A	I	R
A	D	V	E	R	T	I	S	E	M	E	N	T
Q	E	S	A	L	E	S	T	L	P	M	V	G
L	B	P	E	I	B	T	F	I	E	S	O	Z
Y	T	C	K	X	D	R	H	V	T	E	I	R
M	K	U	O	P	W	I	A	E	I	G	C	D
C	X	S	J	A	J	B	C	R	T	P	E	M
Q	G	T	L	Y	N	U	V	Y	O	B	F	A
E	O	O	W	M	I	T	V	O	R	D	E	R
C	O	M	P	E	T	I	T	I	O	N	A	K
G	D	E	P	N	C	O	S	T	S	U	L	E
Z	S	R	D	T	V	N	O	H	N	I	T	T

2 Now translate these words.

1 advertisement _____
2 brand _____
3 competition _____
4 competitor _____
5 costs _____
6 customer _____
7 debt _____
8 delivery _____
9 distribution _____
10 goods _____
11 invoice _____
12 market _____
13 order _____
14 payment _____
15 price _____
16 sales _____

6 order — to order
7 payment — to pay
8 sales — to sell
9 invoice — to invoice

4 Match the verbs and nouns concerning different business activities.

1 to place   a) advice
2 to deal with   b) a conference
3 to give   c) an email
4 to organize   d) an invoice
5 to attend   e) a meeting
6 to provide   f) a new employee
7 to issue   g) an order
8 to hire   h) a phone call
9 to send   i) on a price
10 to make   j) a problem
11 to agree   k) a service

3 Listen to the pronunciation of the nouns and verbs.

1 advertisement   to advertise
2 competition   to compete
3 costs   to cost
4 delivery   to deliver
5 distribution   to distribute

COLLABORATIVE PROJECTS

1 **Work in small groups. Look at your role card. Invent a slogan and price for your product. You need to buy three things from the other companies. Make a telephone call to each company to open an account and negotiate** a discount. Use the telephone conversation in exercise 5 as an example.

2 **Prepare an invoice for the goods you have sold. Which company has spent the most money? Who has sold the most goods?**

You run a hotel in Italy.

Your main competitors are:

- Belvedere (overnight stay euro 150 incl. VAT)
- Hotel Class (overnight stay euro 250 incl. VAT)

You need:

- 35 computers for your staff and conference centre
- a 6-month supply of cheap sandwiches for the conference centre bar (70 per day)
- 40 return flights for your staff to train abroad

You are a UK computer company. You sell computers all over Europe.

Your main competitors are:

- Moon Pooters (PC euro 500 incl. VAT)
- ZKI (PC euro 900 incl. VAT)

You need:

- a 6 month contract for a regular weekday supply of lunchtime sandwiches (100 per day)
- flights and hotel rooms in Italy for a 3-day sales conference of 40 people

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You run a Dutch airline.

Your main competitors are:

- Italian Airways (all Italian return flights euro 450 incl. VAT)
- Air Europe (all Italian return flights euro 750 incl. VAT)

You need:

- 35 computers for your office staff
- a month's supply of sandwiches for in-flight meals (420 per day)
- a deal with a hotel in Italy for 60 overnight stays for stranded passengers

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You are a German catering company, specialising in packaged food.

Your main competitors are:

- Euroblandwiches (sandwich euro 1.50 incl. VAT).
- Litebites (sandwich euro 2.50 incl. VAT)

You need:

- 35 computers for your employees
- regular flights to Italy for your sales team (40 return flights in 6 months)
- hotel rooms in Italy for 2 months for two managers setting up a new office

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CONSOLIDATION

1 **Read the sentences and write questions for the underlined parts as in the example.**

We really like the Zabra.

Which model do you like?

1 We'd need about fifteen cars to start with.
_____

2 My fax number is 01789 2233251.
_____

3 We'll be coming by car.
_____

4 We'd like to pay by credit card.
_____

5 It's Michael Johnson.
_____

2 **Choose the correct word.**

1 This (brand / goods) of pasta is the best. I always buy it.
2 It is important to (deliver / delivery) on time.
3 Do you mind if I (do / make) a phone call?
4 There is a lot of (competitor / competition) in the car market.
5 I'd like to (pay / sell) my computer. I want £600 for it.

BUSINESS

Answer Key

Reading

2 Cottesloe Beach; Indian Ocean; Hillary Boat Harbour; Rottnest Island.
3 1 false – it's 15 minutes from the centre; 2 true; 3 false – only from most of them; 4 true; 5 true; 6 false – it's included.

Listening

5 **Receptionist:** Hello, Hilton Motors. How can I help you?
Joseph: Hello. Can you put me through to sales, please?
Receptionist: Certainly, one moment please.
Marcus: Hello, sales. Marcus speaking.
Joseph: Ah hello. I'm Joseph Banks, Purchasing Manager from Elton Communications. I would like to place an order and open an account with you, if possible.
Marcus: Of course, Mr Banks. Now which model are you interested in and how many would you like?
Joseph: We really like the Zabra. What kind of price can you offer us? We'd need about fifteen cars to start with.
Marcus: Right, well if you could fax or email your details and explain your needs, I'll send you a quote.
Joseph: That sounds good. What's your fax number?
Marcus: It's 01789 2233251.
Joseph: Right I'll do that straight away. Could I take your telephone number in case I need to contact you?
Joseph: It's 071 992 7765. Thanks for your help.
Marcus: Not at all. Bye.
Joseph: Goodbye.

Name of client:	Joseph Banks
From:	Elton Communications
Model:	Zabra
Quantity:	(about 15)
Fax:	01789 223 3251

6 1 How; 2 through; 3 speaking; 4 place/open; 5 fax (or email)

Writing

8 1 fifteen thousand eight hundred and sixty-two;
2 10,091; 3 nine hundred and ninety-nine pounds, ninety-nine (pence); 4 € 69.20; 5 two hundred and sixty-two thousand, seven hundred and eighty-one

Speaking

9 1 I'd like to book; 2 How many people; 3 That's fine then

Vocabulary

K	B	F	C	O	G	P	R	I	C	E	S	H
Y	J	B	R	A	N	D	N	D	O	A	I	R
A	D	V	E	R	T	I	S	E	M	E	N	T
Q	E	S	A	L	E	S	T	L	P	M	V	G
L	B	P	E	I	B	T	F	I	E	S	O	Z
Y	T	C	K	X	D	R	H	V	T	E	I	R
M	K	U	O	P	W	I	A	E	I	G	C	D
C	X	S	J	A	J	B	C	R	T	P	E	M
Q	G	T	L	Y	N	U	V	Y	O	B	F	A
E	O	O	W	M	I	T	V	O	R	D	E	R
C	O	M	P	E	T	I	T	I	O	N	A	K
G	D	E	P	N	C	O	S	T	S	U	L	E
Z	S	R	D	T	V	N	O	H	N	I	T	T

3

1 ad**vert**isement	to **ad**vertise
2 compe**ti**tion	to com**pete**
3 costs	to cost
4 de**liv**ery	to de**liv**er
5 distri**bu**tion	to dis**trib**ute
6 **ord**er	to **ord**er
7 **pay**ment	to pay
8 sales	to sell
9 **in**voice	to **in**voice

4 to place and order; to deal with a problem; to give advice; to organize a conference; to attend a meeting; to provide a service; to issue an invoice; to hire a new employee; to send an email; to make a phone call; to agree on a price

Consolidation

1 1 How many cars would you need?; 2 What's your fax number?; 3 How will you be coming?; 4 How would you like to pay?; 5 What's your name?

2 1 brand; 2 deliver; 3 make; 4 competition; 5 sell

Teacher's Notes and Answer Key

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BUSINESS

Collaborative Projects

- The class divides into 4 groups. One group will be the hotel, one the airline, another the computer company and one the sandwich makers. It does not matter if each group sees the role cards of the other groups.
- Each group chooses a name for their company and decides on the price of their product. If they want, they can justify a slightly higher price by inventing a promotional slogan in English.

You run a hotel in Italy. Your main competitors are: • Belvedere (overnight stay euro 150 incl. VAT) • Hotel Class (overnight stay euro 250 incl. VAT) **You need:** • 35 computers for your staff and conference centre • a 6-month supply of cheap sandwiches for the conference centre bar (70 per day) • 40 return flights for your staff to train abroad	You are a UK computer company. You sell computers all over Europe. Your main competitors are: • Moon Pooters (PC euro 500 incl. VAT) • ZKI (PC euro 900 incl. VAT) **You need:** • a 6 month contract for a regular weekday supply of lunchtime sandwiches (100 per day) • flights and hotel rooms in Italy for a 3-day sales conference of 40 people
You run a Dutch airline. Your main competitors are: • Italian Airways (all Italian return flights euro 450 incl. VAT) • Air Europe (all Italian return flights euro 750 incl. VAT) **You need:** • 35 computers for your office staff • a month's supply of sandwiches for in-flight meals (420 per day) • a deal with a hotel in Italy for 60 overnight stays for stranded passengers	You are a German catering company, specialising in packaged food. Your main competitors are: • Euroblandwiches (sandwich euro 1.50 incl. VAT). • Litebrites (sandwich euro 2.50 incl. VAT) **You need:** • 35 computers for your employees • regular flights to Italy for your sales team (40 return nights in 6 months) • hotel rooms in Italy for 2 months for two managers setting up a new office

- The class completes the above table with their new names, prices and slogans.
- Each group consults their role card and decides who they want to buy from.
- Groups who have decided to buy from another group may begin discussions to negotiate prices (it is not possible to bargain for higher or lower prices).
- If there is enough time, the groups write orders for the products they have decided to buy, and deliver them. When a group receives an order they should reply with an invoice. The orders and invoices need only be very simple, with the date, a reference code, the quantity and price of the product and the total amount payable.
- Each group records how much they spend in order to obtain the goods they require and how much they receive for the products they sell to the other groups.
- The competition ends by calculating which company has made the most profit.