

Asking for and giving an update. Making and responding to suggestions.

Context

The Tech-Tariff project is a collaboration between MMT-Tec (service provider) and Anvikon (mobile phone manufacturer). The aim is to launch a high-tech phone with new advanced features from Anvikon in combination with MMT-Tec's new tariff which includes free videophoning and multimedia message services. Sarah and Michelle from MMT-Tec and Ian from Anvikon are meeting to discuss the progress of the project.

- Who is involved into the Tech-Tariff project?
- What's the aim of the project?
- How many people are taking part in the meeting?
- Who represents MMT-Tec?
- Who represents Anvikon?
- What's the purpose of the meeting?

Listen and make notes about the items on the agenda:

Tech-Tariff Update Meeting – 2 Sept

Agenda

- 1 Update on marketing activities (MMT-Tec):
 - Launch date ¹ Set for 15th November
 - Advertising campaign ² _____
 - Launch party: Venue ³ _____
 - Catering ⁴ _____
- 2 Update on Anvikon activities:
 - Handset ⁵ _____
- 3 Project schedule ⁶ _____

Listen again:

- What 4 phrases does Sarah use **to ask for an update** on the project?

- What 3 phrases do Sarah and Michelle use **to clarify** the problem with the battery?

- Write down phrases Michelle and Ian use **to give an update** on the project

10► Listen to Part 2 of the meeting and answer questions 1–3.

- 1 Why didn't Ian like the idea of finding another battery supplier?
- 2 Why didn't Sarah like the idea of not mentioning the battery life?
- 3 Which proposal did they finally decide on?

10▶ Listen again.

1 Complete these suggestions made by the speakers.

- a _____ another battery supplier?
- b _____ keep the same battery but not mention its lifespan.
- c _____ and see what the technicians suggest ...?
- d Using a different phone for the launch _____.
- e _____ look at what we can reschedule.

Listen to track 10 again. What do speakers say to respond to each of the suggestions? Write down phrases.

Business communication skills

- 1** Sondra is discussing progress of a HR project with Dimitri. Choose the best answer from 1–8 below to complete their conversation.

Sondra OK, Dimitri. What's the current ¹_____ of the staff satisfaction survey?

Dimitri Well, on the whole, we're ²_____. We've received replies from the questionnaires but we haven't collated the answers yet.

Sondra You do know the regional HR conference date ³_____ for next month, don't you?

Dimitri Yes, but we've ⁴_____ with IT. They haven't set up the database for us yet, to collate the results.

Sondra So the real problem ⁵_____ IT's time management?

Dimitri Partly, yes.

Sondra How about ⁶_____ as much of the report as you can?

Dimitri That's ⁷_____, but until we have results from the survey, there's nothing to put in the report.

Sondra So what you're really ⁸_____ is, without the database you can't continue?

Dimitri Err, yes.

- 1 a stand b status c state d view
2 a in time b up to scratch c in the lane
d on track
3 a set b has been already set
c has already been set d had set
4 a hit a stop b knocked a problem
c came to a problem d hit a problem
5 a lies with b stands with c sits with d lays with
6 a to prepare b you're preparing c preparing
d prepared
7 a likely b possible c probable d possibility
8 a saying b telling c talking about d explaining