HANDOUT 1

UNIT 1: CORPORATE EVENTS

I. VOCABULARY: Words related to corporate events

- **attention** (n) /ə'tenʃn/
- **board meeting** /bɔ:d 'mi:tɪŋ/
- **business dinner** /'bɪznəs 'dɪnə(r)/
- **company foundation anniversary** /'kʌmpəni faʊn'deɪʃn ˌænɪ'vɜ:səri/
- **company milestone event** /'kʌmpəni 'maɪlstəʊn ɪ'vent/
- **conference** (n) /'kɒnfərəns/
- **convey** (v) /kən'veɪ/
- **corporate event** /'kɔ:pərət ɪ'vènt/
- **demo** (v) /'deməʊ/
- **engagement** (n) /ɪn'geɪdʒmənt/
- **event management company** /ɪ'vent 'mænɪdʒmənt 'kʌmpəni/
- **event planner** /ɪ'vent 'plænə(r)/
- **get across** /get ə'krɒs/
- **host** (v) /həʊst/
- **in-house** (adv) /ˌɪn 'haʊs/
- **keynote** (n) /'ki:nəʊt/
- **networking** (n) /'netwɜ:kɪŋ/
- **organize** (v) /'ɔ:gənaɪz/
- **outsource** (v) /'aʊtsɔ:s/
- **participant** (n) /pɑ:'tɪsɪpənt/
- **participate** (v) /pɑ:'tɪsɪpeɪt/
- **product launch** /'prɒdʌkt lɔ:ntʃ/
- **seating arrangement** /'si:tɪŋ ə'reɪndʒmənt/
- **seminar** (n) /'semɪnɑ:(r)/
- **session** (n) /'seʃn/
- **set up** (v) /'set ʌp/
- **set-up** (n) /'set ʌp/
- **shareholder meeting** /'ʃeəhəʊldə(r) 'mi:tɪŋ/
- **show of hands** /ʃəʊ əv hændz/
- **team building event** /ti:m 'bɪldɪŋ ɪ'vent/
- **workshop** (n) /'wɜ:kʃɒp/

Task 1: Complete each sentence with ONE suitable word based on the first given letter

Example: *Hanoi is very famous for Pho. It is a* **s**_ _ _ _ _ _ _ *of Hanoi.*

Answer: *specialty*

1. I am looking forward to the **t**_ _ _ **b**_ _ _ _ _ _ _ **e**_ _ _ _ next month to have a chance to know my colleagues better by participating in various outdoor activities.
2. I want the **s**_ _ _ _ _ _ **a**_ _ _ _ _ _ _ _ _ _ in a way that people can share table with someone from other departments.
3. Presenters have various techniques to **c**_ _ _ _ _ their message to the audience effectively.

LIVEWORKSHEETS

Ending a presentation	***Q&A section:***
▪ As a final point I'd like to…	▪ This is the time for Q&A section. Are there any questions for me?
▪ I'm now nearing the end of my talk.	▪ If you'd like to ask me any questions now then I will be happy to try and answer them.
▪ To sum up then, we should …	
▪ I'll end with…	
▪ So I've come to the end of my presentation.	

Task 1: Identify one error (A, B, C or D) in each of the following sentences and correct it

***Example**: He live (A) with his (B) parents near the (C) center of (D) the city.*

Answer: A – lives

1. First of all, let me to thank (A) you all for coming (B) here today. My name is (C) Susan Webster, the new human resources manager here at (D) Weston Ltd.
2. Let's now look (A) at the next slide which shows (B) the key role of manufacturing (C) in economic development and our business opportunity of (D) Asia.
3. It will (A) take about (B) 30 minutes covering (C) these issues (D).
4. In (A) this part of my presentation (B), I'd like tell (C) you about financial (D) situation.
5. To illustrate (A) this, let's (B) have a closer look at (C) the figures in (D) the slide.
6. Today's topic will to be (A) very important for (B) you as (C) department heads (D).
7. I've divided my presentation into (A) three main (B) parts. First of all, I give (C) you an overview of (D) our financial situation.
8. My talk should taking (A) about 20 minutes. Please feel free (B) to interrupt me at (C) any time with questions (D).
9. I'll end (A) with some ideas for reducing (B) labor costs that (C) we've been look (D) at.
10. Well, that bring (A) me to (B) the end of (C) my presentation (D).

Task 2: Choose the correct answer to complete the sentences

1. In this part of my presentation, I (will give/ am giving/ give) you an overview of our current safety measures.
2. First of all, let me thank you all (by coming/ for coming/ to come) here today for my presentation.
3. By the end of this talk you will be familiar (to/ at/ with) some policies of our company related to training.
4. (I've divided/ I am dividing/ I divide) my presentation into three main parts.

LIVEWORKSHEETS

Task 2: Complete each sentence with one suitable word basing on the first given letter

1. At present, they only **f**_ _ _ _ on reducing prices so the company can gain a competitive advantage.
2. We all know that our emotions **a**_ _ _ _ _ our decisions in the company.
3. Cross culture refers to the **i**_ _ _ _ _ _ _ _ _ _ of people from different backgrounds in the business world.
4. **V**_ _ _ _ is considered as the importance or worth of something for us or a company as well.
5. We all know that there are three levels of **o**_ _ _ _ _ _ _ _ _ _ _ _ culture such as Artifacts, Values and Beliefs, and Underlying Assumptions.
6. It's clearly seen that the Sony's **v**_ _ _ _ _ is to create exciting new digitals entertainment for consumers.
7. Because **c**_ _ _ _ _ _ _ _ culture has a strong influence on a company's economic performance, it plays a very special role in the company.
8. We are **c**_ _ _ _ _ _ _ _ _ _ _ _ on giving quality service this year so that we can get more attention of customers.

II. GRAMMAR

Grammar/ Language focus: Relative Clauses

1. Uses: We can use relative clauses to join two simple sentences into a complex one, or to give more information about something. We use relative pronouns to make relative clauses.

Example:

You'll need to speak to Mr. Adams. Mr. Adams is in charge of vacation and sick leave requests.

→ You'll need to speak to Mr. Adams *who* is in charge of vacation and sick leave requests.

2. Relative Pronouns:

	Person	Thing	Place	Time	Reason
Subject	who	which			
Object	whom	which	where (in/ at which)	when (in/ on which)	why (for which)
Possessive	whose				

3. Defining relative clauses: Give necessary information and it is essential to the meaning of the main sentence.

LIVEWORKSHEETS

Task 2: Identify one error (A, B, C or D) in each of the following sentences and correct it

1. Do (A) you know when (B) so many (C) companies set (D) their own corporate culture?
2. It's (A) important to create (B) an environment that (C) the values are demonstrated and become (D) the expected behaviour.
3. For anyone which (A) are moving to (B) a new country, the different cultural (C) values always cause a few (D) surprises.
4. The revenue from (A) our new product is (B) low, that (C) surprises me a lot (D).
5. Please (A) let me know (B) the time where (C) the conference is held (D).
6. Thompson, that (A) you met at (B) the conference in New York 4 months ago (C), is the CEO of (D) Hapro Corporation.
7. Reverse culture shock is often experienced (A) by people whom (B) spend lengthy times abroad for (C) business and have difficulty readjusting (D) upon their return.
8. In an organization which (A) the culture energizes its (B) employees, people feel good about (C) what they do to advance (D) the strategic and operating priorities of the company.

III. LISTENING

Task 1: Listen to the talk about culture in Germany and answer the questions with NO MORE THAN TWO WORDS from the recording

1. Where do people make jokes when first meeting the others?
2. What do German people dislike apart from sudden changes of schedule?
3. What should you follow at meetings?
4. What should you do to answer questions you may be asked after your presentation?

Task 2: Listen to the woman talking about differences between Multi-active, Linear-active and Reactive cultures, then complete the sentences with NO MORE THAN TWO WORDS from the recording

1. When doing business, you may face some _____ because of differences between the groups.
2. According to people following Linear-active and Reactive cultures, it's _____ if you are

LIVEWORKSHEETS

HANDOUT 3

UNIT 3: CUSTOMER SERVICE

I. VOCABULARY

❖ **acknowledge** (v) /ək'nɒlɪdʒ/	❖ **faulty** (adj) /'fɔ:lti/
❖ **comment** (v) (n) /'kɒment/	❖ **feedback** (n) /'fi:dbæk/
❖ **concern** (n) /kən'sɜ:n/	❖ **generate** (v) /'dʒenəreɪt/
❖ **consider** (v) /kən'sɪdə(r)/	❖ **guarantee** (n) /ˌgærən'ti:/
❖ **consideration** (n) /kənˌsɪdə'reɪʃn/	❖ **lifetime** (n) /'laɪftaɪm/
❖ **corrective** (adj) /kə'rektɪv/	❖ **limited** (adj) /'lɪmɪtɪd/
❖ **cover** (v) /'kʌvə(r)/	❖ **malfunction** (v) (n) /ˌmæl'fʌŋk.ʃən/
❖ **coverage** (n) /'kʌvərɪdʒ/	❖ **offensive** (adj) /ə'fensɪv/
❖ **credit note** /'kredɪt nəʊt/	❖ **prospective** (adj) /prə'spektɪv/
❖ **defect** (n) /'di:fekt/	❖ **recall** (v) (n) /rɪ'kɔ:l/
❖ **defective** (adj) /dɪ'fek.tɪv/	❖ **resolve** (v) /rɪ'zɒlv/
❖ **defensive** (adj) /dɪ'fensɪv/	❖ **review** (n) /rɪ'vju:/
❖ **error** (n) /'erə(r)	❖ **survey** (n) /'sɜ:veɪ/
❖ **expire** (v) /ɪk'spaɪə(r)/	❖ **sympathize** (v) /'sɪmpəθaɪz/
❖ **extended** (adj) /ɪk'stendɪd/	❖ **sympathy** (n) /'sɪmpəθi/
❖ **fail** (v) /feɪl/	❖ **warrant** (v) /'wɔ:rənt/
❖ **failure** (n) /'feɪljə(r)/	❖ **warranty** (n) /'wɒr(ə)nti/
❖ **fault** (n) /fɔ:lt/	❖ **workmanship** (n) /'wɜ:kmənʃɪp/

Task 1: Complete the sentences using suitable words.

1. Comment boxes placed at the end of pages are considered creative ways to **g**_ _ _ _ _ _ responses from customers.
2. When buying products from our store, we promise to repair any **d**_ _ _ _ _ _ _ one or refund the full purchase price to the buyer.
3. This warranty will **e**_ _ _ _ one year from the date of the purchase.
4. Only the original purchaser of the product is **c**_ _ _ _ _ under this warranty.
5. Since this mobile phone has a one-year **l**_ _ _ _ _ warranty, would you like to buy an extended warranty?
6. Apple **w**_ _ _ _ _ _ this Apple-branded hardware product against defects in materials and workmanship under normal use for one year.
7. Successfully utilizing customer **f**_ _ _ _ _ _ is a must for any business looking to provide users with the products they need.

LIVEWORKSHEETS

8. As a service customer staff, you should show that you **s**_ _ _ _ _ _ _ _ _ with customers so that they can rely on you.

9. A **p**_ _ _ _ _ _ _ _ _ _ customer wants information about your new services and is requesting a price list.

10. Some shops may offer a refund or a **c**_ _ _ _ _ **n**_ _ _ as part of their own in-store policies when a customer returns a product.

Task 2: Complete the paragraph with the correct form of word from the box

defect (x4)	warrant (x3)	cover	workmanship

WARRANTY LETTER

We, Rockworth Public Company Limited, hereby _____ (1) that the products manufactured are merchantable and free from _____ (2) in material and _____ (3) and in conformity with our standard specifications in effect at the time such products were manufactured for a period of 10 years, from the date of delivery and installation. Our exclusive remedy for a _____ (4) product that fails under normal commercial office use will be repaired or replaced with a comparable product or component, free of charge.

The warranty is subject to the provisions that some natural variations occurring in wood, leather or other natural materials are inherent to their character and not considered _____ (5). We do not _____ (6) the color-fastness or matching of colors, grains or textures of these materials. Additionally, a Customer's Own Material (COM) selected by, and used at the request of a buyer, is not _____ (7). Normal commercial office use is defined as the equivalent of a single-shift, 40-hour workweek usage.

II. GRAMMAR

1. Review the first con

- **Form**

In first conditional sente
not important which clau

If clause (
If + simple present
If this thing happens,

Example: If you *buy* th

- **Use**

We use the first condit
Example: If your produ

Note:

In first conditional ser
tense to express the
Exam

LIVEWORKSHEETS

7. Customers can still ask the suppliers for partial refunds for the losses in value if the product _____ (not replace).

8. If you _____ (be) unsure whether a reseller is an authorized reseller, you can visit their web site.

9. What should I do if I _____ (not find) the warranty certificate?

10. If my warranty _____ (expire or lose), I _____ (not have) my laptop fixed at no cost.

Task 2: Identify one error (A, B, C or D) in each of the following sentences and correct it

Example: He live (A) with his (B) parents near the (C) center of (D) the city.

Answer: *A → lives*

1. The warranty expired and the model is (A) out of (B) date and we cannot found (C) the parts to replace (D).

2. If your product has (A) a minor failure, the supplier can give (B) you a free repair instead of (C) a replace (D) or a refund.

3. Some warranties (A) may provide (B) coverage only if you maintained (C) or use the product as directed (D).

4. If a salesperson will make (A) a promise orally, such as that the company will provide (B) free repairs, you must get (C) it in writing (D).

5. 'What should I have done (A) if I can't find the warranty (B) certificate?' – 'We will still fix (C) the machine for you but you have to pay for (D) the repair.'

6. If your freezer breaks (A) and the food spoils (B), the company will not paid (C) for the lost (D) food.

7. If the product damages (A) or defective, companies which offer (B) a full warranty must repair or replace (C) it within a reasonable (D) time.

8. The seller can't make you accept (A) a credit note (B) or replacement if you will prefer (C) to take (D) the refund.

9. I'm sorry (A) for keep (B) you waiting (C) but I need to check (D) the warranty certificate.

10. If this (A) problem happen (B) again, you can send (C) it back to us for (D) repair.

III. LISTENING

Task 1: Listen to a phone conversation about computer repair and answer the questions

LIVEWORKSHEETS