UNIT 5: PRODUCTS AND SERVICES

MODULE 5.4: TALIKING ABOUT SERVICES

A Who do you work for?
B A company called Kwintessential. We run training courses.
A Really? What kind of courses are they?
B They are cultural training courses – basically we teach people how to work and live in different .
A That's interesting. What do you do?
B I run courses for people moving abroad. Nowadays there are lots of business people who with their families for maybe or three years.
A Where do they go?
B Places like India and .
A But why do people need to take a course? I mean, a job in China or India sounds nice. What's the problem?
B Well, some people have problems when they move to a new country. Everything is new – new people, new food, new language. I mean, I love the from that area but not everyone does.
A Do you languages too?
B Yes, we usually give them lessons for a few weeks – it's not much, I know. But even speaking a little of the local language helps a lot. But what we really look at, is the new country's culture, their history, the way they do all kinds of things.
A Are the courses effective?
B Yes, very effective – and we also teach the wives or husbands as well, because that is very
A That's interesting … tell me – do you have a card?
B Sure … here you are.
A Thanks. Look, I'd like to keep in touch because maybe we could use you in our company some time.

B Oh, I see. Do you have offices
A Not at the moment, but next year we're opening a new office in

a. teach
b. Seoul
c. abroad
d. countries
e. business
f. China
g. move
h. two
i. food
j. important

LIVEWORKSHEETS