

## Outcome 2: Business Documents

### Introduction:

Some international visitors will be visiting your workplace for a few days later this year. They have asked if they may also see some of the local area. You and some co-workers have been asked to discuss and recommend places that could be suitable for an afternoon of sightseeing.

Choose an enjoyable or interesting place for visitors to spend an afternoon. Each member of the group should agree in advance to investigate a different local attraction. Each person will give information to the group, answer any questions and discuss the ideas presented by everyone.

Research more about the place/activity you have chosen. You can talk to people, look at books and leaflets and look on websites for tourists. As you carry out your research, make notes, keeping a careful record of your sources of information.

### Assessment:

1. Write an e-mail to your co-workers reminding them of the task and giving the location, time and date of the discussion. (100–150 words)

#### *Sample Email*

Good morning everyone,

As you know, a group of six of our international company co-workers will be in China soon. While here, they have asked to visit a local place of interest in order to learn more about our local culture. Their visit will take place in the afternoon on 29<sup>th</sup> May.

I invite you to a discussion on possible places to visit. Please find out as much information as you can on the place that you would recommend. Come prepared to share your ideas with the group.

Date: 14<sup>th</sup> January

Time: 9:00 am

Place: Room 2

Purpose: To discuss and evaluate local places of interest to visit.

Please let me know if you can attend.

Sincerely,

David Smith, Office Logistics Manager

Telephone: 12345678900

E-mail: [dsmith@InternationalCompany.com](mailto:dsmith@InternationalCompany.com)

Words:122

2. Write a proposal (at least 500 words) for your manager in which you present and analyze information on a local outing suitable for international visitors. Explain why you would recommend it. Remember to list your sources of information.

### ***Sample Proposal***

To: Mr. McGregor, Area Manager

From: May Scott

Proposal for a trip for international visitors on 29 – May – 2022

#### **A visit to Loch Lomond**

Loch Lomond is the largest freshwater loch in Great Britain. It is a favourite place for people from all over the world who visit Scotland. It is 23 miles long and five miles wide and the scenery is very beautiful. The wildlife to be seen includes red deer, golden eagles and rare wading birds. There are interesting wild plants on the woodland shores.

##### ***1. Travel:***

A minibus could be hired to take a group of up to eight visitors and two local staff to and from Glasgow city centre. The cost for an afternoon would be about £200. The scenic journey would take less than half an hour and would pass several places of interest with opportunities for photographs to be taken.

##### ***2. Boat trip***

There are water boats that run several times a day for a one-hour round trip. There are views of Ben Lomond and several ruined castles including the 12<sup>th</sup> Century Lennox Castle where Mary Queen of Scots once stayed. Live commentary in English is provided and headphones or written commentaries in eight different languages can be made available. There is a discount for an advance group booking, although tickets can be bought just before the boat sails. A smaller cruise boat can be hired for short tours for small groups. The costs for both trips start at £150.

##### ***3. Other things to do:***

If the weather is too wet or windy for a boat trip there are other attractions nearby. Some people may prefer to walk in the woodland by the shores of the loch. At Balloch pier people are able to go on board The Maid of the Loch; it was the last paddle steamer built in Britain in 1818 and is being restored by volunteers. There is a small golf range with 72 all-weather heated bays and a floodlit course. There is also a large shopping centre where good quality Scottish goods can be purchased.

##### ***4. Afternoon tea:***

Scottish afternoon tea may be booked at the Thistle Tearoom on the banks of the loch. Afternoon Tea is served from 2:30pm to 5:30pm. The views of the loch and the hills from the tearoom are amazing. A selection of scones with jam and cream, cakes, and a pot of tea or coffee can be provided at a cost of £15 per person. Fresh local food can also be prepared to order. There is a 25% discount for group bookings.

#### **Conclusions and recommendations:**

- Loch Lomond is an interesting and famous place.
- International visitors will enjoy seeing the unique scenery and hearing about the history of Scotland.

- There are boat trips and many other things to do even if the weather is not good.
- The costs could be reasonable (no more than £800 for the afternoon, with a discount if group bookings are made in advance). A detailed schedule with costs can be prepared if the proposal meets with your approval.
- I would strongly recommend Loch Lomond as an ideal place for international visitors.

Words:515

**Sources of information:**

- Loch Lomond and the Trossachs: the Guide Book
- Visit Scotland leaflets and maps
- [www.lochlomond-trossachs.org/](http://www.lochlomond-trossachs.org/)

3. Take part in the group discussion and then write a record of the main points discussed/agreed. (150–200 words)

***Discussion Requirements***

During the discussion each person should present their findings to the group (approximately 2 minutes) and answer questions, listen to ideas from other group members and discuss points made.

Each group member has to speak for a total of at least 5 minutes.

The group could investigate (for example):

- ◆ tours of local factories
- ◆ bus tours of the local area
- ◆ visits to Sites or Museums
- ◆ sporting opportunities
- ◆ shopping opportunities
- or any other interesting things that visitors could do.

By the end of the discussion the group should reach some conclusions and agree some recommendations on a schedule for the visitors.

***Sample Meeting Record on the next page . . .***

## Sample Meeting Record

### Record of Discussion

Subject: Places of Local Interest in Yinchuan, Ningxia

Date: 14 – January – 2021

Participation: Each person spoke about one local activity.

#### Summary:

**Anna:** Riverside Museum tour with afternoon tea in the Tearoom. Entry is free. Many interesting old cars and buses, also the Tall Ship moored on the river; Scottish food is available in the tearoom.

**May:** Boat trip on Loch Lomond. Scenery is amazing. A commentary and a live guide provided. A disadvantage is that the weather is not reliable — it might rain. There would be a group discount.

**Rosa:** Travel on the Underground train to look at the historic buildings in the city centre followed by shopping in Buchanan Street. There is no cost, and it is listed as one of the top city attractions in visitor reviews.

**Lee:** Visit to the shipyard. The company would provide a tour and a guide and the group could be interested in seeing local industrial practice.

**Mike:** Visit to Stirling and Stirling Castle. An historical centre. It might take some time to travel there by train but the countryside is interesting and there are photo opportunities. Mike showed leaflets and pictures.

**Jon:** A round of golf at the world-famous course Turnberry. The par-72 Kintyre course is 6,921 yards long on the seacoast. This is expensive but can be booked for groups of four people and has been very popular with visitors willing to pay their own fees. Other cheaper golf courses can be booked.

Decision: The group will recommend hosting our international guests on a sightseeing trip to enjoy a visit to Stirling Castle followed by a boat trip on Loch Lomond.

Further Action: None at this time.

Words:281

### General Requirements

In total you must write at least 800 words. It must be your own work and you must not copy material directly from other sources. Your tutor will advise you on the format and layout to be used for each document.

#### **Remember that:**

- the information must be accurate and relevant to your purpose and intended reader
- the structure must be effective and present ideas clearly
- layout, structure and format must support effective communication
- your language and style should be appropriate to your purpose and intended reader
- your spelling, punctuation and grammar must be consistently accurate
- **you should list any information sources used**