

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 <sup>1</sup> Set for 15th November
- Advertising campaign <sup>2</sup> \_\_\_\_\_
- Launch party: Venue <sup>3</sup> \_\_\_\_\_  
Catering <sup>4</sup> \_\_\_\_\_

**2** Update on Anvikon activities:

- Handset <sup>5</sup> \_\_\_\_\_

**3** Project schedule <sup>6</sup> \_\_\_\_\_

*Listen again:*

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

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

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

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**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.**

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## 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 <sup>1</sup>\_\_\_\_\_ of the staff satisfaction survey?

**Dimitri** Well, on the whole, we're <sup>2</sup>\_\_\_\_\_. We've received replies from the questionnaires but we haven't collated the answers yet.

**Sondra** You do know the regional HR conference date <sup>3</sup>\_\_\_\_\_ for next month, don't you?

**Dimitri** Yes, but we've <sup>4</sup>\_\_\_\_\_ with IT. They haven't set up the database for us yet, to collate the results.

**Sondra** So the real problem <sup>5</sup>\_\_\_\_\_ IT's time management?

**Dimitri** Partly, yes.

**Sondra** How about <sup>6</sup>\_\_\_\_\_ as much of the report as you can?

**Dimitri** That's <sup>7</sup>\_\_\_\_\_, but until we have results from the survey, there's nothing to put in the report.

**Sondra** So what you're really <sup>8</sup>\_\_\_\_\_ 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