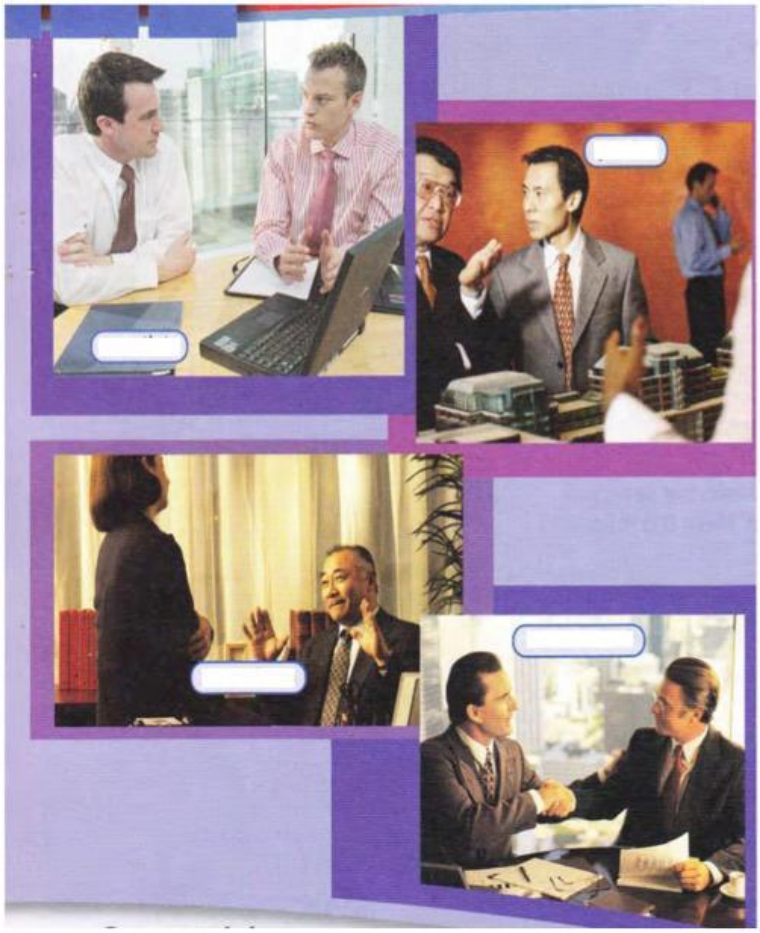
ESP 8 – BUSINESS – PART 2

UNIT 3. NEGOTIATIONS



GET READY

1. The pictures show different elements in a negotiation.
Look and match the given words with the pictures.

back down *parties*
close a deal *negotiate*

2. Discuss with your friends about the following questions.

a. How can negotiations help or harm a business?

b.What are some qualities of a good negotiator?

READING

Listen and read the article in the business magazine below. Then mark the sentences as true (T) or false (F). When should you not negotiate?

1. A good negotiator wins each part of a negotiation. _____
2. Successful negotiations do not always end with deal outcomes. _____
3. Changing negotiation times can help people compromise. _____

LIVEWORKSHEETS

TIPS for Better Negotiations

by Helen Robert

Your working life is full of negotiations. You don't just **negotiate** with other companies. You negotiate whenever there are two **parties** with different needs. And even though everyone involved wants to find **compromise** that is **mutually acceptable**, many people dislike negotiating because of the **conflicting interests**.

But negotiations need not be **confrontational**. Don't try to win a negotiation. If you treat it as a contest, you will create a **hostile** atmosphere. Respect the other person and try to understand his or her needs. This way, you can create a spirit of cooperation.

Sometimes, the other party may reject your suggestions, and you need to **anticipate** this. A negotiation is a **trade- off**, and sometimes you will need to **back down**. So prepare alternative options in case your preferred solution is unacceptable. Finally, don't negotiate if you are tired or stressed. You will never **close the deal** when negotiations are too **intense**. Reschedule to another time.

VOCABULARY

A. Choose the word that is closest in meaning to the underlined part.

1. Just stop demanding what you want.
   A. anticipate
   B. back down
   C. close a deal

2. The parties are very eager to argue with each other.
   A. intense
   B. mutually acceptable
   C. confrontational

3. Mr. Brown will offer a deal, so try to think about it beforehand.
   A. anticipate it
   B. close a deal
   C. negotiate

LIVEWORKSHEETS

4. Try to discuss and change the contract terms.
   A. close the deal
   B. anticipate
   C. negotiate

5. Give up something in order to get something more important if you have to.
   A. trade-off
   B. party
   C. interest

B. Match the words (1-7) with the definitions (A-G)

1. hostile	A. an agreement
2. intense	B. being competitive and eager to argue
3. conflicting interest	C. a person or group in a negotiation
4. mutual acceptable	D. being satisfactory to both sides of a negotiation
5. deal	E. a solution in which both sides of a negotiation give up something
6. compromise	F. a point of a negotiation which both sides consider very important
7. party	G. being extremely stressful

PRACTICE QUIZ 3

Listen to a phone call between two employees. Then answer the questions.

1. What can you infer about the woman?
   A. She has not negotiated before.
   B. She will not accept the current prices.
   C. She has offered several trade-offs.
   D. She did not anticipate higher prices.

2. What compromise does the man suggest?
   A. purchasing the paper at full price
   B. allowing suppliers to delay delivery
   C. buying a large amount of paper at once
   D. paying a portion of the transportation costs

LIVEWORKSHEETS

UNIT 4. MAKING TRAVEL ARRANGEMENTS

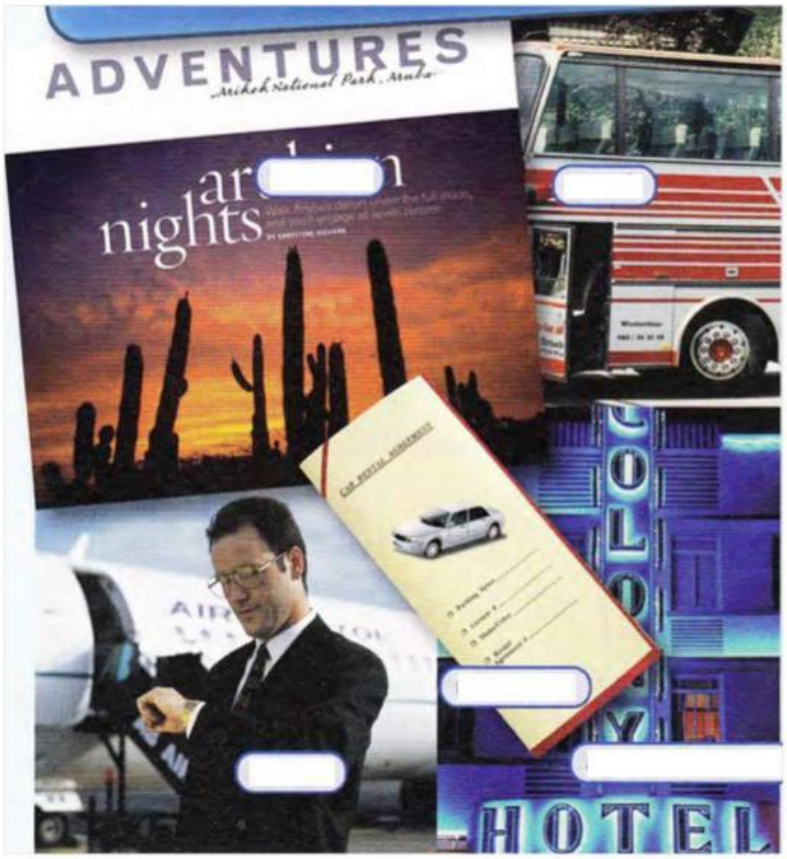


GET READY

1.Do you think the Internet will make business travel unnecessary? Why or why not?
2.What are the benefits and challenges of business travel?







The pictures show different elements related to travel arrangements.

Look and match the given words/ phrases with the pictures.

- *accommodation*
- *arrival*
- *coach*
- *itinerary*
- *rent a car*

LIVEWORKSHEETS

READING

Listen and read the email message from a travel agency. Then choose the correct answers. What should Mr. Tyler do if he has any queries?

1. Which of the following is **NOT** on Mr. Tyler's itinerary?
   A. a layover in Singapore
   B. a flight from Sydney to London
   C. accommodation in a luxury hotel
   D. a coach ticket to central London

2. What is the main idea of the passage?
   A. the details of an upcoming trip
   B. a description of destination options
   C. the estimated cost of a vacation
   D. services provided by a travel agency

3. What is included with the email?
   A. a flight ticket
   B. a hotel booking form
   C. a train schedule
   D. a list of car rental agencies



Dear Mr. Tyler,

I am pleased to **confirm** your **itinerary** for your trip from Sydney to London.

I have booked you on a **business class** flight SQ174 from Sydney Airport to London Heathrow. Departure is at 8:05 am on August 19th. This includes a 19-hour **layover** in Singapore.

I arranged **accommodations** at the Singapore Orchid Hotel, which has a wide range of luxury **amenities**. You will arrive at London Heathrow at 3:55 pm on August 20th. Your **e-ticket** is attached to this mail.

On arrival at Heathrow you can reach the center of London either by train or **coach**. **First class** train **fares** start at £26. Alternatively you can **rent** a car at the airport. Please let me know your preference so I can make the necessary **reservations**.

Thank you once again for choosing Merit Travel. If you have any other queries, please do not hesitate to get in touch.

Jana Lemon
Merit Travel

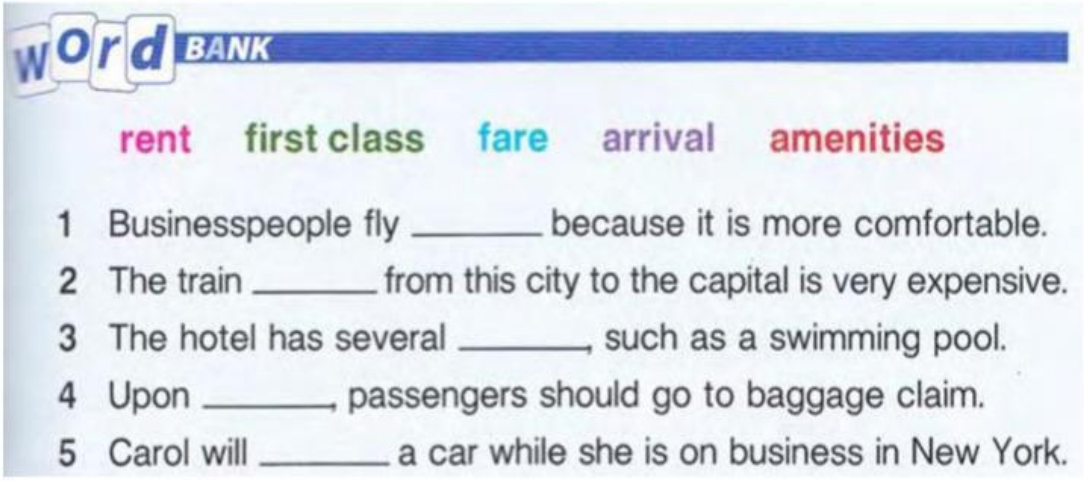
LIVEWORKSHEETS

VOCABULARY

A. Match the words (1-7) with the definitions (A-G).

1. itinerary	A. a comfortable bus for longer journeys
2. layover	B. a place where travelers can stay
3. e-ticket	C. an electronic pass to board a plane
4. accommodations	D. an agreement that something will be held
5. reservation	E. a stop mid-way through a journey
6. coach	F. a detailed plan of a journey
7. business class	G. a large, expensive seating area

B. Fill in the blanks with the correct words and phrases from the word bank.



PRACTICE QUIZ 4

Listen to a phone call between a travel agent and a businessman. Check the costs that the travel agent must investigate.

1. business class flights to London	☐
2. accommodations in Singapore	☐
3. coach fares from Heathrow to London	☐
4. renting a car in London	☐
5. accommodations in London	☐

LIVEWORKSHEETS