Diagnostic Exercise 10

Featured skills

Listening skills: **Listening for descriptions of cause and effect, problems and solutions, Listening for implied meanings, Understanding attitudes and implied meanings from a speaker's tone**

Integrated skills: **Identifying similar and contrasting ideas and opinions, Reading minutes, Writing press releases, Writing proposals**

Task 1: Listening for descriptions of cause and effect, problems and solutions *(12 marks)*

The management team of Toddlers, Tots & Tweens, a toy company, is having a meeting to discuss various issues. Listen and complete the meeting minutes below.

Management team meeting

Date and time: Monday 26 September at 2 p.m.

Venue: Meeting Room 2A, TT&T Main Office

Present:
Clara Hung (CH)
Eric Liu (EL)
Mandy Au (MA)
Simon Chin (SC)

1. Confirmation of minutes

2. **Updates**

EL provided an update on _____.

Tragically, _____, and, as a result, _____.

This presents a problem for us because _____ _____.

All agreed that TT&T should _____ in an attempt to solve the problem.

Next, MA updated the team on _____. She reported that due to the fact that _____ _____.

This is of course highly problematic as TT&T _____ _____.

All agreed that we should _____.

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END OF TASK 1

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LIVEWORKSHEETS

Task 2: Listening for implied meanings *(10 marks)*

Rita Tang has been asked to organize her company's annual team-building day. She is talking to two of her colleagues, Dan and Harriet, to get their input on the event. Listen and decide whether the statements below are True (T), False (F) or Not Given (NG) in the conversation. Blacken ONE circle only for each statement.

Answers written in the margins will not be marked.

	Statements	T	F	NG
1	Harriet enjoyed last year's team-building day.	○	○	○
2	Dan believes the team-building day is needed.	○	○	○
3	Both Harriet and Dan would prefer to have the team-building day on a workday.	○	○	○
4	Dan would prefer a different venue for this year's event.	○	○	○
5	Harriet wants the event to be held outdoors.	○	○	○
6	Dan thinks the activities should be less physical than last year's.	○	○	○
7	Harriet wants the activities to focus more on competition.	○	○	○
8	Dan wants the senior managers to be more involved in the event.	○	○	○
9	Harriet doesn't think the team-building day should be mandatory.	○	○	○
10	Rita thinks this year's team-building day will be better than last year's.	○	○	○

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LIVEWORKSHEETS

Task 3: Understanding attitudes and implied meanings from a speaker's tone *(9 marks)*

William Poon's company is sponsoring a charity swim in aid of World Whale Watch. He is trying to get some of his friends to sign up for the event. Listen to the conversations and complete the note sheet below.

1 What is Meg's attitude towards the charity swim when William first mentions it? *(Tick ONE box only)*

☐ angry ☐ curious ☐ dismissive ☐ supportive

2 Meg sounds (concerned / indifferent / uncertain) about the well-being of whales. *(Circle the correct option)*

3 Most likely, Meg (will / won't) take part in the charity swim. *(Circle the correct option)*

4 Meg (is / isn't) a morning person. (Circle the correct option)

5 At first, how does Mike feel about the charity swim? *(Tick ONE box only)*

☐ annoyed ☐ excited ☐ surprised ☐ unsure

6 Why does he feel this way?

_____

7 When William says 'So you're a whale lover too?', he expresses ... *(Tick ONE box only)*

☐ belief. ☐ joy. ☐ relief. ☐ surprise.

8 Most likely, Mike (will / won't) take part in the charity swim. *(Circle the correct option)*

9 How does William feel about Mike's attitude?

_____

Answers written in the margins will not be marked.

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Answers written in the margins will not be marked.

END OF TASK 3

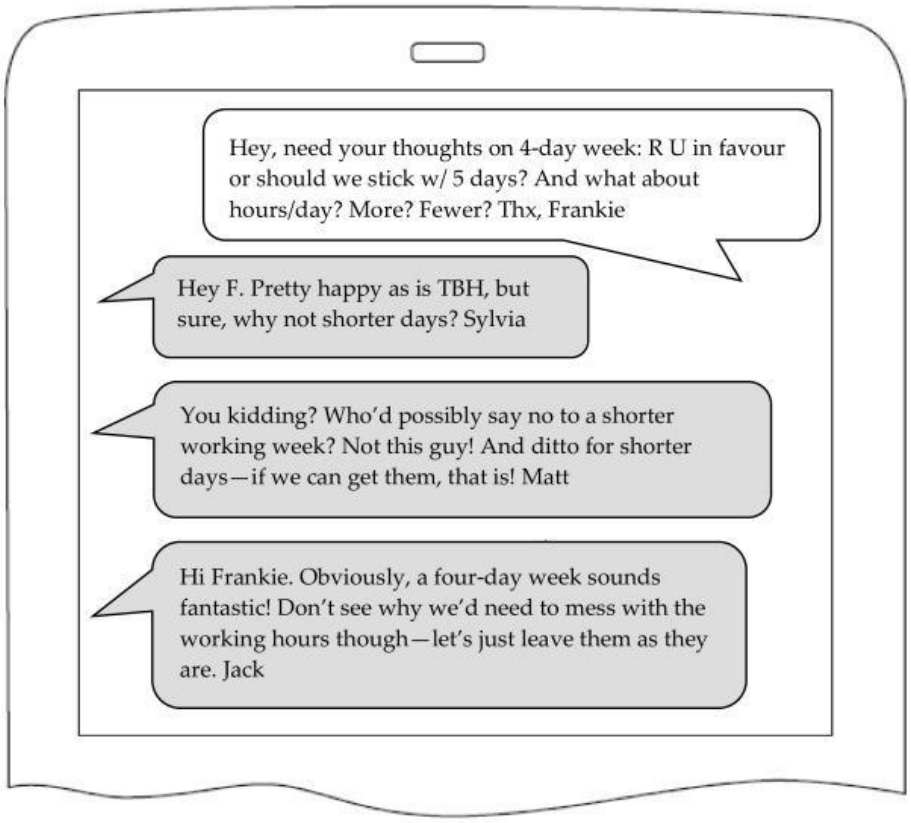
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LIVEWORKSHEETS

Task 4: Identifying similar and contrasting ideas and opinions *(8 marks)*

You are Frankie Lau, and you work for an IT company. Your boss is considering making a proposal to introduce a four-day working week for the company's staff. He has asked you to survey your colleagues to get their opinions on this idea. Refer to the text messages and notes you have received and write each person's name in the correct space in the Venn diagram on page 5. Note that some people's opinions will fall into more than one category.

Text messages from colleagues



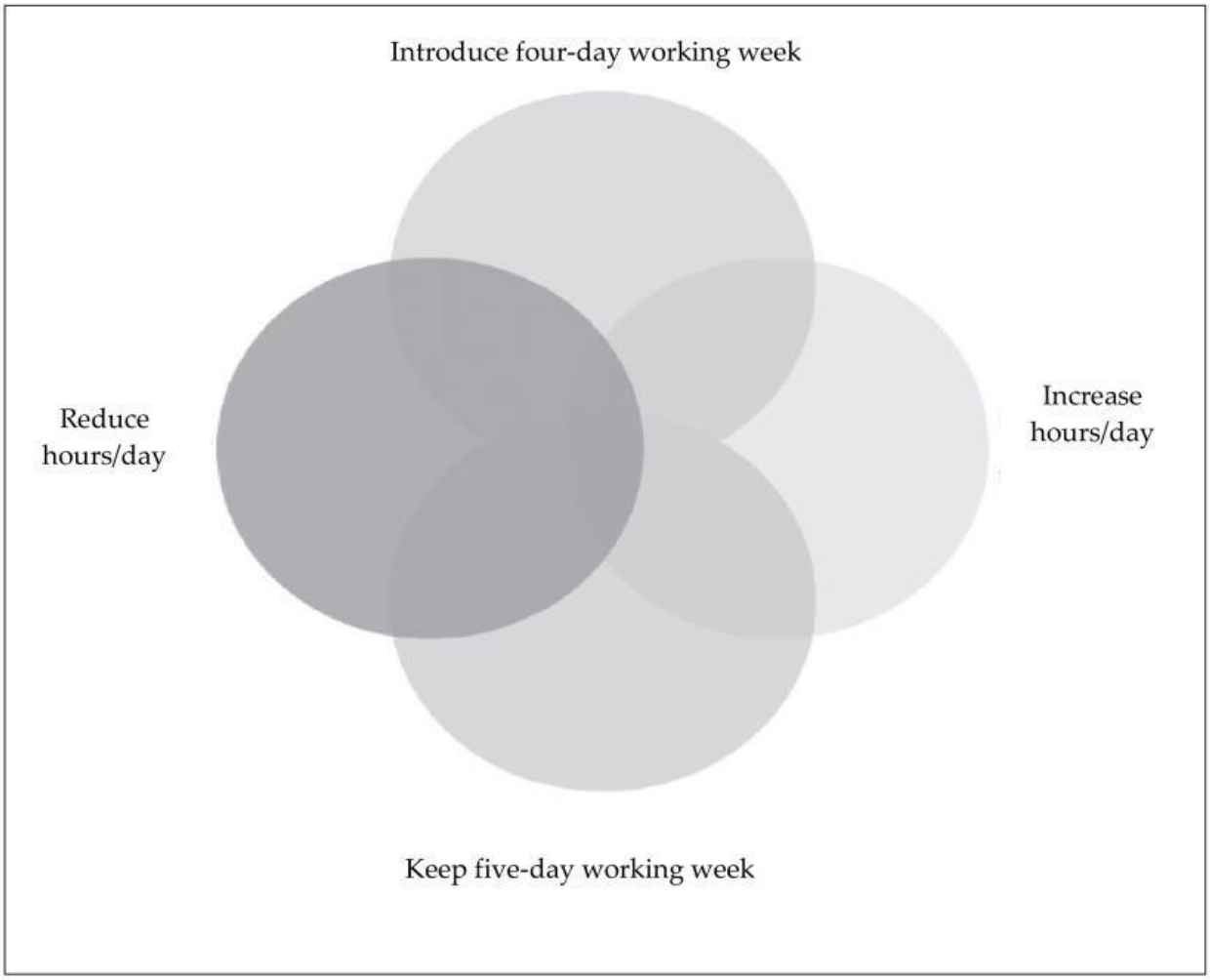
Note from Peggy

Hey Frankie! Good to hear from you. I've asked around among my team members and can tell you that Geoff reckons colleagues should be allowed to choose for themselves: they could either do four days with longer hours or five days with shorter. Jackie, on the other hand, is entirely against the whole idea of the four-day working week. She doesn't see why there would need to be any changes whatsoever made to the working hours, either. However, when my personal assistant, Leila, echoed Jackie's opinions, I know for a fact that she wasn't completely honest. You see, I've heard from others that she's all in favour of the 4-day idea, even if it means longer hours. As for me, you know my thoughts: let's just work shorter days. See you soon.

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LIVEWORKSHEETS

Note from Chris

Seriously Frankie, do you really need to ask me about this? You know how much harder I work than everyone else in this office! I'm hardly going to support a proposal that would allow everyone to slack off even more than they already do, am I? If we have to make any changes around here, I'd say let's give everyone MORE working hours, not fewer!



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LIVEWORKSHEETS

Task 5: Reading minutes *(22 marks)*

You are Charlie Chen, and you work for a music company called XS Recordings. Your boss, Sheila Tan, XS Recordings' CEO has asked you to do three tasks: write a press release, write a profile and write a proposal. Read the meeting minutes below and answer the questions on page 7.

Staff meeting of XS Recordings

Date:	Fri, 20 September
Venue:	Meeting Room 2
Chairperson:	Sheila Tan, CEO
Members:	Malcolm Quinn, Talent Manager
	Patty Watson, Marketing Manager
	Zoe Yung, Operations Manager
Secretary:	Charlie Chen

New signings

Mr Quinn reported that he had signed a new female vocalist, Hannah Martens, to XS Recordings. He explained that Ms Martens, aged 24, is also an accomplished harpist and writes all her own songs. Mr Quinn approached Ms Martens last month and offered her our standard three-album contract. After negotiations, Ms Martens accepted a fee of HK$380,000 and signed the contract on Wednesday, 18 September. All agreed that the signing of Ms Martens was a sensible investment.

Products

Ms Watson announced that the Splice Girls vinyl box set is ready for release. The set consists of four vinyl records and a limited-edition poster signed by all four members of the group. Ms Watson suggested 12 October as a release date and a retail price of HK$888. Ms Tan reminded Ms Watson that the new Katy K album is scheduled for release on 12 October and proposed that the box set be released on the 19th instead. All agreed.

Operational matters

Ms Yung presented the two options for the office relocation: Wagyu Tower in Kowloon Bay and Island South 101 in Aberdeen. Ms Yung outlined the advantages as well as the drawbacks of the two options. The space in WT is slightly larger, at 2,900 square feet (vs 2,400 ft² in IS101, but the rent is also considerably higher, at HK$86,000/month (compared with HK$75,000 for IS101). Ms Tan pointed out that a distinct advantage of the Aberdeen location is that it would shorten the commute for the majority of our employees. It was decided that we should give this matter further thought before making a decision.

Other business

Ms Watson reported that the plans for the annual team-building weekend are all finalized, except for a few small details. The venue for this year's activities will be the Ma On Shan Adventure Camp and the event will be held on 26–27 October.

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LIVEWORKSHEETS

Answers written in the margins will not be marked.

1 How many people were at the meeting in total?

_____

2 What was 'your' role in the meeting?

_____

3 Which part of the minutes is most likely to be relevant for the press release you've been asked to write?

_____

4 Which specific details do you think should be included in the press release? *(5 marks)*

_____

_____

5 Which part of the minutes is most likely to be relevant for the profile you've been asked to write?

_____

6 Which specific details do you think should be included in the profile? *(5 marks)*

_____

_____

7 Which part of the minutes is most likely to be relevant for the proposal you've been asked to write?

_____

8 What specific details do you think should be included in the proposal? *(6 marks)*

_____

_____

_____

_____

9 Which part of the minutes is most likely to be irrelevant to the tasks you need to do?

_____

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END OF TASK 5

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LIVEWORKSHEETS

Task 6: Writing press releases *(11 marks)*

You are Chris Liu, and you work for a toy company called Toddlers, Tots & Tweens. You have been asked to write a press release about the opening of the company's new showroom. Read the draft advertisement and the meeting minutes extract below and then write the press release on page 9.

Draft advertisement

Come and visit the first-ever …

… Toddlers, Tots & Tweens showroom!

—Try it before you buy it!

★5,800 sq. ft of toys!
★Convenient location in Causeway Bay!

GRAND OPENING on 31 March, with …
25% discount on ALL purchases!
Stop by any time between 10 a.m. and 9 p.m.!

info@ttt.com.hk

Extract from meeting minutes

3 Showroom

CH confirmed that the showroom will stock all the products from the TT&T online store. She also provided an update on the grand opening, informing the team that it has been decided that it should start one hour later than previously announced, and that it should be an event exclusively for Club TT&T members. CH also shared the good news that the event will feature a guest appearance by Karen the Clown.

SC pointed out that the advertisement will need to be updated not only to reflect these changes, but also to correct the mistake regarding the discount, which is supposed to be for purchases above HK$500 only. He further recommended asking Chris to write a press release, with information both about the new shop and about the grand opening. MA suggested that we try to incorporate the slogan from the ad into the press release. All agreed.

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LIVEWORKSHEETS

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LIVEWORKSHEETS

Task 7: Writing proposals *(10 marks)*

You work for eMax Cinema as a marketing assistant. The cinema has a membership programme, and you have recently conducted a survey of the members to learn about their concerns. Read the research findings and then complete the 'recommendations and rationale' section of the proposal below.

Research findings

- 98% said they would recommend the membership programme to their friends
- 82% think the HK$80 ticket price is too high
- 96% believe the annual membership fee should be increased to allow for complimentary tickets
- 76% said they would be satisfied with ten complimentary tickets per year
- 4% want us to introduce a DVD library for members
- 19% have been able to attend at least one of our member-exclusive events
- 79% said they would attend if events were held at weekends rather than on weekdays
- 97% are happy with the discounts on snacks and drinks
- 8% have hired Cinephile Studio for private screenings
- 68% were unaware that this theatre could be hired by members for private screenings

Recommendations and rationale

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LIVEWORKSHEETS