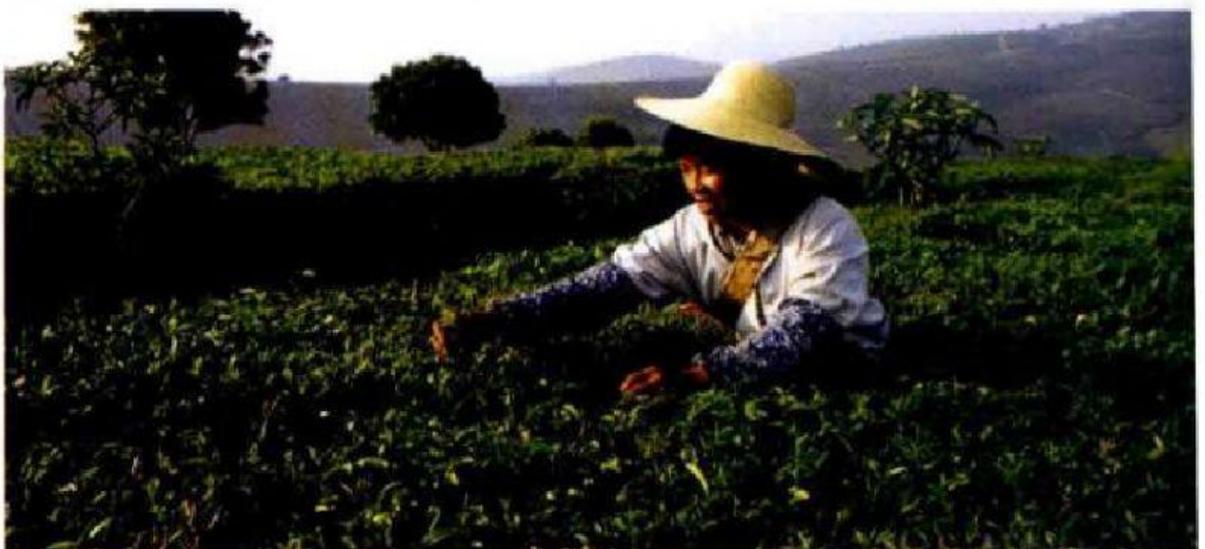


Context

Hummingbird Teas sells speciality teas from China, India and South Africa. The unique selling point of the business is its ethos. It sources teas from small, local farmers and supports fair trade. It has recently brought in Clare, from a PR company, to help raise its profile. Clare has been organizing a trip for reporters from ethical consumer magazines to see Hummingbird's operation. She is meeting with the reporters to give details of the trip.



Listen to the recording and make any necessary changes to the notes

1. Trip planned to China or South Africa (to be confirmed)
2. Five days travelling around different tea plantations
3. Opportunities for sightseeing will be provided
4. Two possible dates for trip: February or March
5. Two internal flights

2 24▶ Listen again. Complete these phrases for explaining the plans and arrangements for the trip.

- 1 We _____ once you've decided what you'd like to see
- 2 So, _____ how Hummingbird's operation works in China.
- 3 The _____ spend four days at one of the sites where the tea is grown.
- 4 You _____ accompany the workers in their daily work
- 5 We've looked at all the options, and _____ two dates

Listen to part 2. Answer the questions.

1. What activities and visits can reporters take part in?
2. What advice does Clare give about the guide?

4 25▶ Listen again and complete these phrases.

- 1 We _____ watch the tea being prepared.
- 2 English isn't spoken so _____ with our guide.
- 3 On the subject of language – _____ a project set up to promote schooling in the Tibetan language.
- 4 That _____ really interesting.
I _____.
- 5 ... as it _____ travel with our interpreter.
- 6 A visit to the site _____.
- 7 I was there for the first time last month ... It's _____.
- 8 Mmm ... _____ I'm looking for.
- 9 Well, alternatively, _____ introduce you to the team who work for Hummingbird in China.
- 10 That would be great – _____.

Key expressions

Explaining plans and arrangements

We'll email you the (final) itinerary.

We're planning to ...

The idea is to ...

We're going to arrange ...

You'll get the opportunity to ...

The flight leaves on ...

Inviting

We'd like to invite you to ...

You're welcome to ...

Alternatively, we'd be delighted to ...

Recommending

We strongly recommend you ...

It would be a good idea to ...

... is highly recommended.

It's well worth a visit.

Responding

That would be great.

That sounds really interesting.

Good idea.

That makes sense.

I'd like to take you up on that.

It's just the kind of thing I need.

That's not really what I'm looking for.

Look at the invitation below. Imagine you're one of the hosts. Invite me to the event and provide all the necessary information and arrangements.

B

Hummingbird Teas

Invitation: Informal visit day, including presentation – The man behind Rooibos tea

Recommended activities on the day:

- Hummingbird Teas helps to make a difference – Slide show of tree replanting in the Himalayas
- Tea-making workshop – How to make the perfect cuppa

Advice: Taste teas at workshop before buying

Working with words

1 Someone is talking about their colleagues. Match these adjectives to statements 1–8.

| | | |
|--------------|------------|------------|
| conventional | creative | determined |
| impulsive | indecisive | methodical |
| outgoing | thoughtful | |

- 1 First Su Li said she was going to apply for the job; then she said she would stay where she was. So I don't know what she's planning. _____
- 2 Tony isn't boring but ... he always wears a suit and tie. He wants to get married and have two children, work from nine to five and retire at 65. _____
- 3 Everyone loves Bob – he's always in a good mood, and he likes chatting to new people and making friends. _____
- 4 I asked Bill what he was doing at the weekend. He said 'nothing'. Then, driving home, he decided to go skiing. So he drove to the airport, got a ticket and went! _____
- 5 When Jane has made her mind up about something, nothing will stop her. So, if she says she wants to become Sales Director, that's what she'll do. _____
- 6 I couldn't find the mistake in the figures, so I asked Arturo to look. He started at the beginning, read every page, and finally worked out what the problem was. _____
- 7 She'll be a great art editor – she's very talented. She's a musician *and* a painter. She's got good fashion sense and she's always full of bright ideas. _____
- 8 If you ask Jonas something, he doesn't suggest a solution straightaway. He goes away and considers it quietly, but when he does give an answer, it's usually right. _____

2 Choose the correct answer from the words in *italics*.

- 1 I need to show this to my line manager to get a different *perspective / attitude* on the project.
- 2 Let's not reject anything – we need to *think / consider* all the options and then make a choice.
- 3 I need time to *balance / weigh up* the information and work out what to do.
- 4 It's hard when you have to *decide about / between* two very good candidates.
- 5 In business you have to be rational and logical. You can't just *rely / trust on* feelings.
- 6 You're very experienced and you should have more *assurance / confidence* in your own judgement.
- 7 If I don't have enough information, I usually *wait / delay* my decision until I've done more research.

Business communication skills

1 Put these words in the right order to make phrases.

- 1 white / black / here / they're / in / and ...

- 2 think / be / it / to / crazy / I / would ...

- 3 me / should / if / we / ask / you ...

- 4 us / detail / you / please / could / some / give?

- 5 Clare / to / let's / what / on / has / hear / hang / say.

- 6 right / says / is / John / what.

- 7 facts / look / the / if / we / at / we'll / see ...

2 Abigail, John and Bettina are discussing offers for language training at their company. Complete their discussion with these phrases.

| | |
|----------------------------------|--------------------|
| let's draw up some action points | in other words |
| I don't want to spend too long | I don't think we |
| what you're getting at is | it'll mean we |
| as far as I'm concerned | that's my view |
| what's your position | today, I'd like to |
| I'm not convinced | the fact is |

- A ¹ _____ discuss the three offers for Spanish training. John, ² _____ on this?
- J ³ _____ there are two very fair offers and one that seems expensive.
- B ⁴ _____ should only consider price. ⁵ _____, the more expensive course includes all materials plus holding the training here.
- A So ⁶ _____ the more expensive option also includes more?
- B Exactly.
- J ⁷ _____ We don't know the quality of these courses – have we received any recommendation?
- A The more expensive course is offered by an established institute, but the cheaper options have good marketing.
- B But if we take an all-inclusive package, ⁸ _____ won't have any unforeseen costs.
- J True, but we should meet with the three companies first – ⁹ _____.
- B ¹⁰ _____ we need to discuss the offers with the provider before a decision is made?
- J Yes, ¹¹ _____ on what we've discussed so far.
- A OK, but ¹² _____ on this point. We have other items still to discuss.