A. Vocabulary: Write sentences related to meetings.

- To say hello and introduction

- To welcome participants to a meeting

- Saying who can't attend the meeting

- Starting what the meeting's about

- Saying that it's time to close a meeting

- Confirming what the meeting has decided

- Thanking everyone for coming

- Making a suggestion – Responding to a suggestion

- Saying you didn't hear

- Keeping to the right subject

- Changing the subject

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B. Reading: Managing meetings. Meetings are essential for team working and getting things done. But done badly, they can feel like a waste of time and energy. Read on for six tips for successful meetings. Read the article below and complete the task.

Managing meetings

We've all been in badly managed meetings: meetings that seem to go round in circles without any decisions being made; meetings that are dominated by the same few voices; meetings where people talk and talk with no clear purpose; meetings that seem to go on forever ...

A European survey found that the typical staff member spends 187 hours a year in meetings. The report suggested that 56 per cent of those meetings were considered unproductive. In a survey of office workers across the UK, it was found that each employee cost their company an average of £38.50 for every meeting they attended.

So how can we have more efficient, effective and even inspiring meetings? Here are six tips.

1. Set a clear agenda.

An agenda is a list of points to be dealt with at the meeting, in the order in which they will be discussed. If you have a long list of bullet points, consider prioritising the items and breaking each topic down into its key issues.

Indicate on your agenda how much time you'll be spending on each topic, who will be presenting or leading it and whether a decision or some kind of solution will be needed. Also, remember to send out the agenda a few days before the meeting so that participants have time to prepare.

2. Review the attendee list.

When we are busy, the last thing we need is an invitation to a meeting we don't really need to attend. So, consider carefully who needs to be there. Invite someone to a meeting if:

- the points on the agenda are relevant and the decisions will affect them
- they have expertise to contribute
- they have the authority to make the decisions required.

3. Keep the meeting focused on the agenda.

Follow the agenda and politely redirect participants back to it if you find that they have gone off-topic. Introduce the idea of 'parking' ideas and discussions that are not strictly relevant or urgent. This gives you the chance to acknowledge ideas and issues that might be important to the participants but which are not a priority right now. You can then follow up by including 'parked' ideas in the meeting minutes and exploring them at a different time.

4. Encourage participation and be sensitive.

The most vocal participants might not be the ones with the best ideas. Give everyone a chance to speak and encourage participation from quieter colleagues. However, avoid putting anyone on the spot. Also, be sensitive to underlying issues and emotions and help the group deal with conflict in a productive way.

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5. Clarify, check and record.

Don't assume that everyone understands each other, especially when the meeting language isn't everyone's first language. Ask for clarification, summarise each time a point is made, check that the participants agree and ensure that decisions are made. Ask someone to take notes of what is being discussed and ensure that action points – tasks to be done and who will do them – are recorded in the minutes.

6. End the meeting on time.

Meetings that don't end on time can leave participants feeling tired, frustrated and stressed. So, assure your participants that the meeting will end on time and set the timer on your phone to ring about five to ten minutes before the end. Use the last five to ten minutes to summarise and bring the meeting to a close.

1, Which of these are examples of badly managed meetings?

A. Meetings that don't finish when they are supposed to
B. Meetings where only the loudest people get to give their opinions
C. Meetings where no decisions are needed
D. Meetings where discussions go off-topic.

2, Which of these are true?

A. The average European office worker spends nearly 200 of their annual working hours in meetings.
B. According to the survey report, the majority of meetings were productive.
C. A meeting with ten participants would cost a UK company about £385.
D. Unproductive meetings are a waste of time and money.

3, Which of these should you do when creating an agenda for a meeting?

A. Consider which of the items are more important.
B. Create subheadings or a list of smaller points for each topic.
C. Show which items need to be resolved during the meeting.
D. Send the prepared agenda to the participants an hour before the meeting.

4, Who should be invited to the meeting?

A. People who will be affected by the decisions made in the meeting
B. People who can follow the conversation via email or the minutes
C. People who have the knowledge to deal with the issues on the agenda
D. People who have the power to make the required decisions

5, What should you do when someone goes off-topic?

A. Tell them they've gone off-topic and they should be quiet
B. Suggest they 'park' their thoughts in the 'parking lot'
C. Record their thoughts or ideas in the minutes
D. Follow up on their thoughts or ideas at a different time

6, What should you do during a meeting?

A. Insist that everyone speaks

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B. Remember that some people might be unhappy about certain discussions

C. Clarify and summarise each point

D. End the meeting on time

C: Listening: Listen to the presentation about a new product design and complete two tasks below. *You can listen 3 times.*

Task 1: Are the sentences true or false?

	Answer	
1. They have redesigned an old product.	True	False
2. The product is aimed at men and women aged 18–40.	True	False
3. The new design means you don't need two hands to use it.	True	False
4. There's only one size now. Another one will follow in a few months.	True	False
5. They will make a Gantt chart for the project next month.	True	False
6. He finished the presentation with enough time to take some questions	True	False

Task 2: Write the useful phrases next to the tips..

I'd like to talk you through the following (three) points.	Firstly, ... / Next, ...	Finally, I'm going to talk to you about ...
As you can see ..., / You'll notice that ...		I'd now like to tell you about ...
As you know, ...	Do you have any questions?	In summary, ...

1. Refer to the audience's knowledge .....
2. Refer to what images you are showing .....
3. Tell them the structure of your presentation .....
4. Use signal words to help them follow you .....
5. Tell them when you're moving on .....
6. Show them when you're near the end .....
7. Tell them the main points one last time .....
8. Open up the discussion .....

D. Writing: Translate the following presentation into English.

Task 1: Translate these sentences into English.

1. **Greetings**

   Cảm ơn vì đã liên hệ với tôi / chúng tôi / ABC.

   Cảm ơn vì đã dành thời gian quí báu của ông/ bà hôm trước.

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Tôi hy vọng ông/ bà/ v.v. đã có một tuần tuyệt vời.

Cảm ơn vì đã phản hồi tôi.

2. **Opening sentences**
   Tôi viết thư này tới ông liên quan đến …
   Tôi liên hệ với anh/chị để thông báo về…
   Tôi đang viết để thắc mắc về …
   Liên quan đến…, tôi muốn…
3. **Attachments**
   Vui lòng xem các tài liệu đính kèm sau.
   Vui lòng tìm bản sao của báo cáo kèm theo.
   Tôi đã đính kèm một bản sao của báo cáo.
   Hãy xem bên dưới một số: câu hỏi tôi dành cho bạn. / thêm thông tin. / những gợi ý của tôi.

4. **Contact**
   Để biết thêm thông tin chi tiết, vui lòng liên hệ với tôi qua email hoặc gọi số 0984 867 1xx.

   Nếu bạn cần bất kỳ sự giúp đỡ hay hỗ trợ gì, hãy đừng ngần ngại mà liên lạc với tôi nhé.

   Nếu chúng tôi có thể giúp gì thêm, vui lòng cho chúng tôi biết.

   Nếu tôi có thể giúp gì được cho bạn, xin đừng ngại liên lạc với tôi.

5. **Conclusion**
   Mong sớm nhận được phản hồi từ anh/chị.

   Cảm ơn bạn đã xem xét vấn đề này.

   Chúng tôi hy vọng bạn hài lòng với sự sắp xếp này.

   Cảm ơn bạn một lần nữa vì sự giúp đỡ của bạn trong vấn đề này.

   Tôi mong chờ những liên hệ kinh doanh trong tương lai với bạn.

6. **Provide information**
   Cám ơn sự quan tâm của bạn.

   Cảm ơn bạn đã gửi email/yêu cầu của bạn.

   Tôi xin gửi đến bạn …

   Tui đang gửi đến bạn … (trong tệp đính kèm)

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Vui lòng tìm thông tin được yêu cầu đính kèm.

Chúng tôi hi vọng bạn tìm thấy điều này thỏa đáng/ hài lòng.

Cảm ơn vì đã chọn …

Xin vui lòng liên hệ với chúng tôi nếu bạn cần hỗ trợ thêm.

Nếu chúng tôi có thể hỗ trợ gì thêm, vui lòng cho chúng tôi biết.

Task 2: Write an email. You met Brian at an international trade fair. He emailed you to send his some information about your product. Write an email back to him. The email should include your name, position, and follow parts of an email (subject line, salutation, greeting, opening, body, contact, conclusion, closing)

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