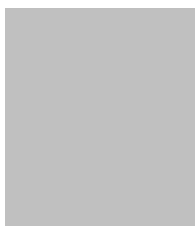


PERSONAL INFORMATION



Sex

| Date of birth

| Nationality

JOB APPLIED FOR

WORK EXPERIENCE

From to

Business or sector

From to

Business or sector

EDUCATION AND TRAINING

From to

From to

PERSONAL SKILLS

Mother tongue(s)

Other language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Communication skills

Organizational / managerial skills

Job-related skills

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving

Levels: Basic user - Independent user - Proficient user
Digital competences - Self-assessment grid

Other skills

Driving licence

ADDITIONAL INFORMATION

Publications

Presentations

Projects

Conferences

Seminars

ANNEXES

EUROPASS CV 2020 – Compilation Procedure

- 1) Go to: <https://europa.eu/europass/en/create-europass-cv>
- 2) Create your 'Personal Profile' by going to: <https://europa.eu/europass/eportfolio/screen/profile-wizard?lang=en>
- 3) Register online
- 4) Add your Personal Information / Work Experience / Education & Training / Personal Skills to your 'Personal Profile'.
- 5) Then go to 'Create Your CV' <https://europa.eu/europass/eportfolio/screen/cv-editor?lang=en>
Select 'Start From Your Profile'
Click on 'Select Your Entire Profile'
Edit your CV, if necessary, and then 'Choose Your Template'.
Then click on 'Next'
- 6) Then choose a name for your CV and download it as a PDF file by clicking on 'Download'.
- 7) You can update your Europass CV by returning to your 'Personal Profile' whenever you want.

VIDEO CV's

<https://www.youtube.com/watch?v=Mno7uJEhvSE>

1) Dacia Henzell

- a) How old is she ?
- b) Where was she born ?
- c) What is her job ?
- d) What are her qualifications ?
- e) What are her hobbies and interests ?

2) Yang Zeng

- a) Where was she born ?
- b) What subject did she study at university ?
- c) What are her hobbies and interests ?

3) Adam Cox

- a) How old is he ?
- b) Where was he born ?
- c) What was his first job ?
- d) What does he do now ?
- e) What are his hobbies and interests ?

4) Bryony Smith

- a) What is her job ?
- b) In which sector does she work ?
- c) Describe her personal skills:

- d) Describe her linguistic skills:

What to Include in a Video CV

Be professional: Dress as you would for an interview and act professionally throughout. Pay attention to the background of shots, make sure it looks tidy. Shoot the video CV with an HD digital camera and the best microphone you can find, then edit and enhance the images using software.

Prepare a script: Don't improvise your video completely. You want to seem natural and spontaneous but should have a sense of what you want to say and how you want to phrase it. Do not read directly from a script, or from your CV, since that leads to a dull video. The main points to express in the video are what you can offer the company, your major goals, skills, and accomplishments. Think of the video as an advertisement for yourself. Explain why the company should hire you. Most employers want to know about (i) your people skills (are you a team player?); (ii) how reliable you are; (iii) how strongly motivated you are; (iv) the most remarkable results you have obtained, so far; (v) any leadership skills you may have.

Keep it brief: Videos should be between one and two minutes. Anything longer than that is unlikely to be watched. However, there is a lot you can say in 60 to 120 seconds. Introduce yourself clearly and tell the viewer why you're the right person for the job. Remember you only have a few moments to engage them – then you have to keep them interested. Keep your sentences short, clear, simple and optimistic. End with something like, "Thank you in advance for taking the time to read my CV."

Body language is also important. Smile, maintain eye contact with the camera and have a happy, positive disposition.

Know your audience: As you plan your script and filming location, consider who will watch the video, and calibrate accordingly. A video prepared for a vacancy at a local bank might differ from a video intended for a dynamic international Public Relations company.

Show, don't tell: Try to use visuals to illustrate what you're saying in the video script and showcase your talents and skills. For instance, if you're applying for a job where presentations are a major part of the role, you can film yourself assembling a PowerPoint. Or, if any of your presentations were recorded, use that footage in your video resume.

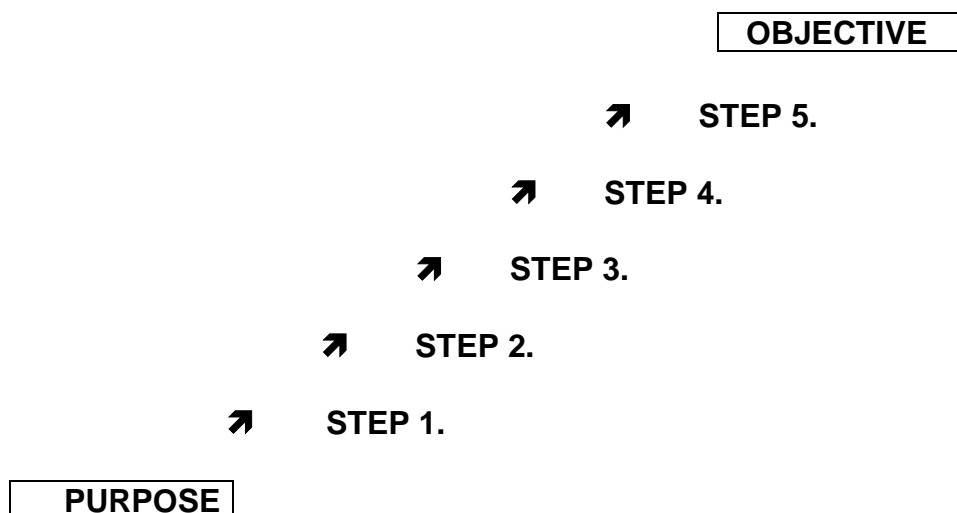
Share with friends and family: Getting feedback from others is an important step. Ask a few people to watch your video and make edits and changes based on their comments. Always keep in mind that once your video is on the Internet, you no longer have control over who sees it or how it's shared. Take feedback from friends and family seriously — if they think it's a mistake, do not share the video.

Share it via LinkedIn, Facebook, MySpace or send it directly to prospective employers as an MP4 file. Don't mix your personal life with your professional one. If you have information on your Facebook page that you'd prefer employers not to see, don't link your video CV to it.

Don't expect your video CV to replace your traditional CV. Not all employers are interested and others are worried about discrimination issues i.e. hiring candidates because of how they look and sound rather than for their qualifications. However, an effective video can improve your chances of employment.

ORGANIZING THE TEXT: FIVE STEPS FROM PURPOSE TO OBJECTIVE

Every video CV has a **purpose** (e.g. to obtain a job interview) and an **objective** or desired outcome (e.g. an invitation to a job interview). We can divide the progression from **purpose** to **objective** into five basic **Steps**. (See: <https://www.youtube.com/watch?v=pohk2OjsFaY>)



You can use this sequence of **Steps** as a guide for creating your own video CV.

Video CV's: Conventional Order of Steps

Step 1: INTRODUCTION: give a short, confident introduction about yourself including (i) your full name; (ii) your current location; (iii) your current occupation; (iv) your interests.

"Hello, my name is..." / "I'm from..." / "I live in..." / "I am currently working as... in..." / "I'm a graduate student at the University of Macerata" / "I like travelling" / "I enjoy learning foreign languages"

Step 2: ESTABLISHING CREDENTIALS (Bhatia 1993: 62):

(i) Describe your work experience and present situation. Never provide negative information.

"So far, I have worked at/for ..." / "In ... I joined / I was offered / I accepted..." / "While I was... I ..."
/ "During my time as ..." / "I also have experience in..." / "At the moment, I am ..."

(ii) Describe your educational background, qualifications and relevant skills.

"As for my educational background..." / "I have a degree / diploma in... from..." / "I graduated from ... in ... with a degree / diploma in ..."
/ "I completed a degree / diploma in ... in ..." / "As part of my degree course, I ..." / "I am currently..."

(iii) Describe your most impressive achievements so far.

"There are one or two things I am particularly proud of..." / "For example, ...in ... I..." / "From ... to ..., I..."
/ "In ... I obtained..." / "In... I was awarded..." / "In... I won..."

Step 3: SELF PROMOTION: Explain why you want the position and/or why you would be a suitable candidate in terms of (i) your people skills (are you a team player?); (ii) how reliable you are; (iii) how strongly motivated you are; (iv) any leadership skills you may have.

“I am particularly interested in... / “I am sure I would be...” / “I think I would be...” / “I feel I could...” / “I consider myself...” / “I work well in a team. In fact, in... I... and, as a result, we...” / “I am reliable, precise and trustworthy...” / “I work well under stress...” / “I am strongly motivated to achieve my goals. For example, in ... I ...” / “I am self-confident and quite capable of leading a team. For example, in... I ...”

Step 4: REQUIREMENTS: Conclude by requesting an interview.

“So, I am available for interview at any time...” / “I am available for interview from... to...” / “I would really appreciate the opportunity to discuss my application with you at interview” / “If you’d like to arrange an interview, please contact me at the address and telephone number shown on my Curriculum Vitae ...”

Step 5: CONVENTIONAL ENDING:

“Thank you in advance for taking the time to read my CV.”

APPENDIX 3: PREPOSITIONS

1) PREPOSITIONS OF PLACE

Look at the prepositions of place shown below. Then put a ● in the right position to illustrate each preposition. (the first one has been done for you).



ABOVE
OVER

ON

IN

UNDER
BELOW

NEXT TO
BESIDE

NEAR

BEHIND



IN FRONT OF

BETWEEN

OPPOSITE

INSIDE

OUTSIDE



ON THE LEFT

ON THE RIGHT

2) PREPOSITIONS OF MOVEMENT

Look at the prepositions of movement shown below. Then put a → going in the right direction to illustrate each preposition (the first five have been done for you).



UP

DOWN

TO THE LEFT

TO THE RIGHT

AROUND

ONTO



OFF

OVER

UNDER

INTO

OUT OF

THROUGH

ACROSS



ALONG

FROM

TOWARDS / TO

PAST

3) IN, AT, ON & BY

IN	<i>the world / the solar system / the galaxy / the universe Asia / Europe / America / Australia / Antarctica / Africa Italy / England / the United States / the EU / the Eurozone Tuscany / Sicily / Lombardy / Piedmont / Sardinia / Apulia / the Marche Venice / Milan / Rome / Turin / Naples / Genoa / Florence / Padua / Mantua Downing Street / Via Don Minzoni a house / an apartment / a block of flats / a hotel / a palace the attic / the cellar / the basement / the kitchen / the toilet / the living room prison / hospital / court / the police force / the air-force / the army / the navy a car / a Fiat 500 / a van / a caravan / a camper-van</i>
AT	<i>school / college / university home / work / the office 10 Downing Street / Via Don Minzoni 11 / Buckingham Palace / the White House the seaside / a disco / a party the cinema / the restaurant / the theatre / the stadium / a gallery / a museum the station / the airport / the bus station / the bus stop Platform 4 / Gate number 10 / Bay 12 / the next stop</i>
ON	<i>holiday / the beach / an island / a farm the ground floor / the first floor / the second floor / the top floor TV / Facebook / You Tube / DVD / CD-ROM / video / the radio / stage / the screen / the monitor a bicycle / a motorbike / a horse / a camel / an elephant / foot</i>
BY	<i>lorry / truck / road / train / rail / plane / air / ship / sea / car / motorbike / bicycle</i>

4) PREPOSITIONS OF TIME

IN	<i>the spring / the summer / the autumn / the winter the morning / the afternoon / the evening January / February / March 2015 / the 1990's / the nineteenth century / the Middle Ages / prehistoric times "See you in two weeks' time" "The train arrives in five minutes"</i>
AT	<i>night / the weekend / the time four o'clock / 5.30 / midday / noon / midnight / breakfast time / lunchtime Christmas / New Year / Easter</i>
ON	<i>Monday / Tuesday / Wednesday Christmas Eve / New Year's Eve / Easter Sunday May 1st / my birthday / our wedding day / our honeymoon</i>
FOR	<i>ten minutes / two hours / three days / a long time</i>
SINCE	<i>last night / 1973 / I was a child / we were married</i>
WHILE	<i>you were out / I was watching TV / they were having breakfast</i>
BY	<i>"Your car will be ready by tomorrow / by Friday / by five o'clock."</i>
FROM TO / UNTIL / TILL	<i>from 9.00 to / until / till 12.00</i>
BEFORE / DURING / AFTER	<i>"He wrote during the 1920's, after WWI but before WWII"</i>

4 Prepositions of place

Look at the drawings and fill in the missing prepositions in the sentences below. Use each of the following once only:

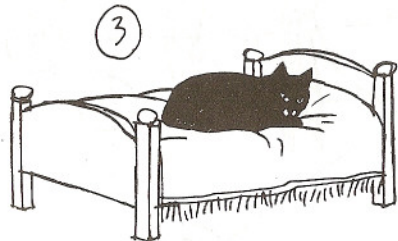
in	through	inside
on	in front of	under
next to	opposite	outside
behind	over	between



The post office is the bank and the library.



The lion is the cage.



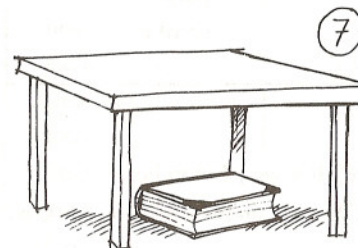
The cat is the bed.



The car is parked the phone box.



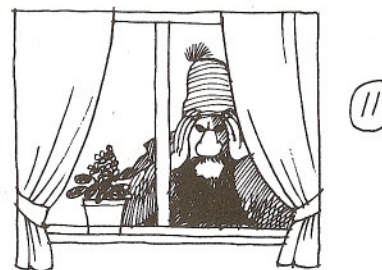
He is standing a tree.



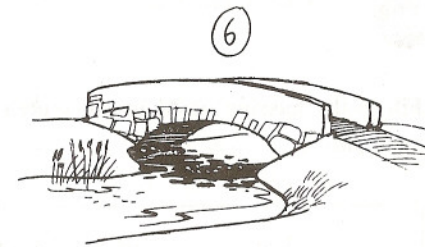
The book is the table.



The flowers are a vase.



There's a man the window.



The bridge is the river.



The dog is lying down the fire.

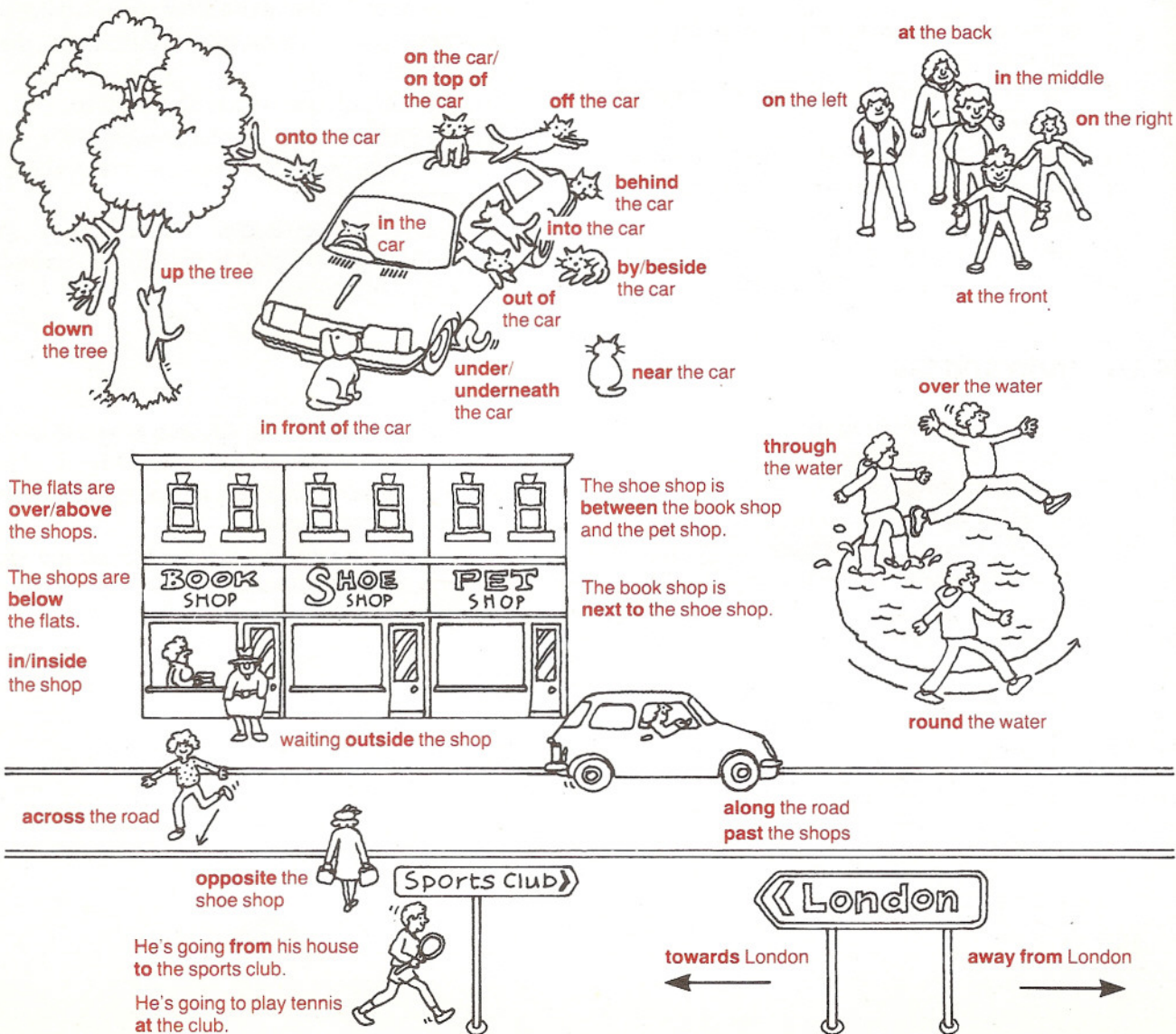


The cinema is the restaurant.



They walked home the park.

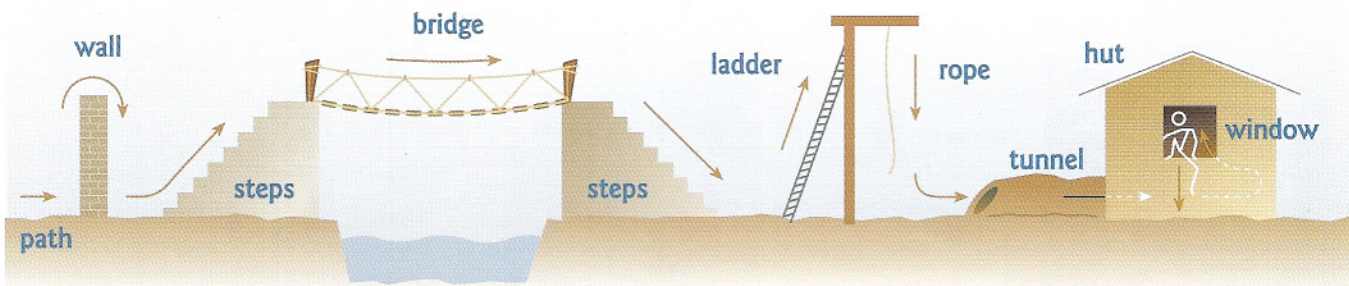
25.1 Prepositions of place and movement



1 From A to B

1 Where does the person go? Use words from the box.

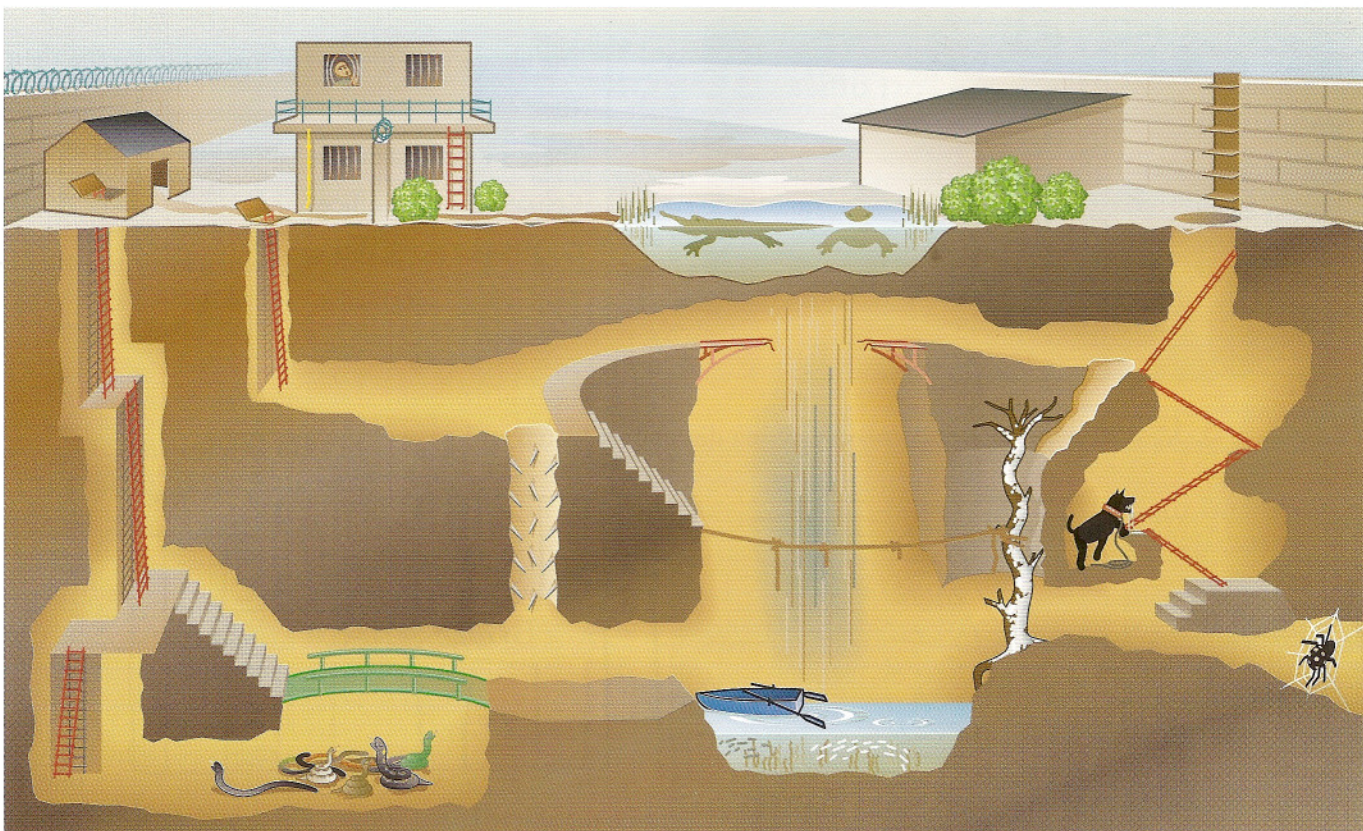
up	into	over	through
down	out of	across	along



2 Look at this picture. How does the prisoner escape?

He goes ...

He climbs ...

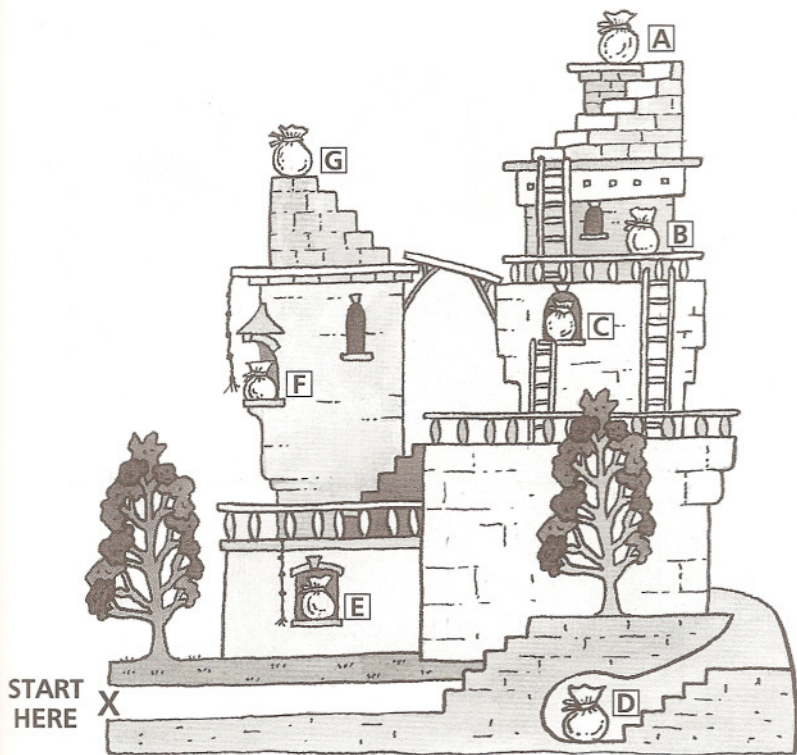


Listening: *Bags of gold*



Listen to the directions and find the bags of gold.
Which bags are they?

1 = 2 = 3 = 4 =



THE IMPERATIVE

FORM:

+ **Sit** down

Be quiet

Please **wait** here

Please **follow** me

— **Don't** **talk**

Don't **smoke**

Please **don't** **touch**

Please **don't** **go**

USE:

We use the imperative

(i) to give instructions, e.g.

“**Insert** your card, **enter** your PIN number, **collect** your money”

(ii) to give advice, e.g.

“**Don't** **keep** your PIN number with your card”

(iii) to give warnings, e.g.

“**Be** careful ! **Look** out!”

(iv) to give orders, e.g.

“**Sit** down, **be** quiet and **don't** **move**”

Watch Shia LaBeouf's Motivational Speech:

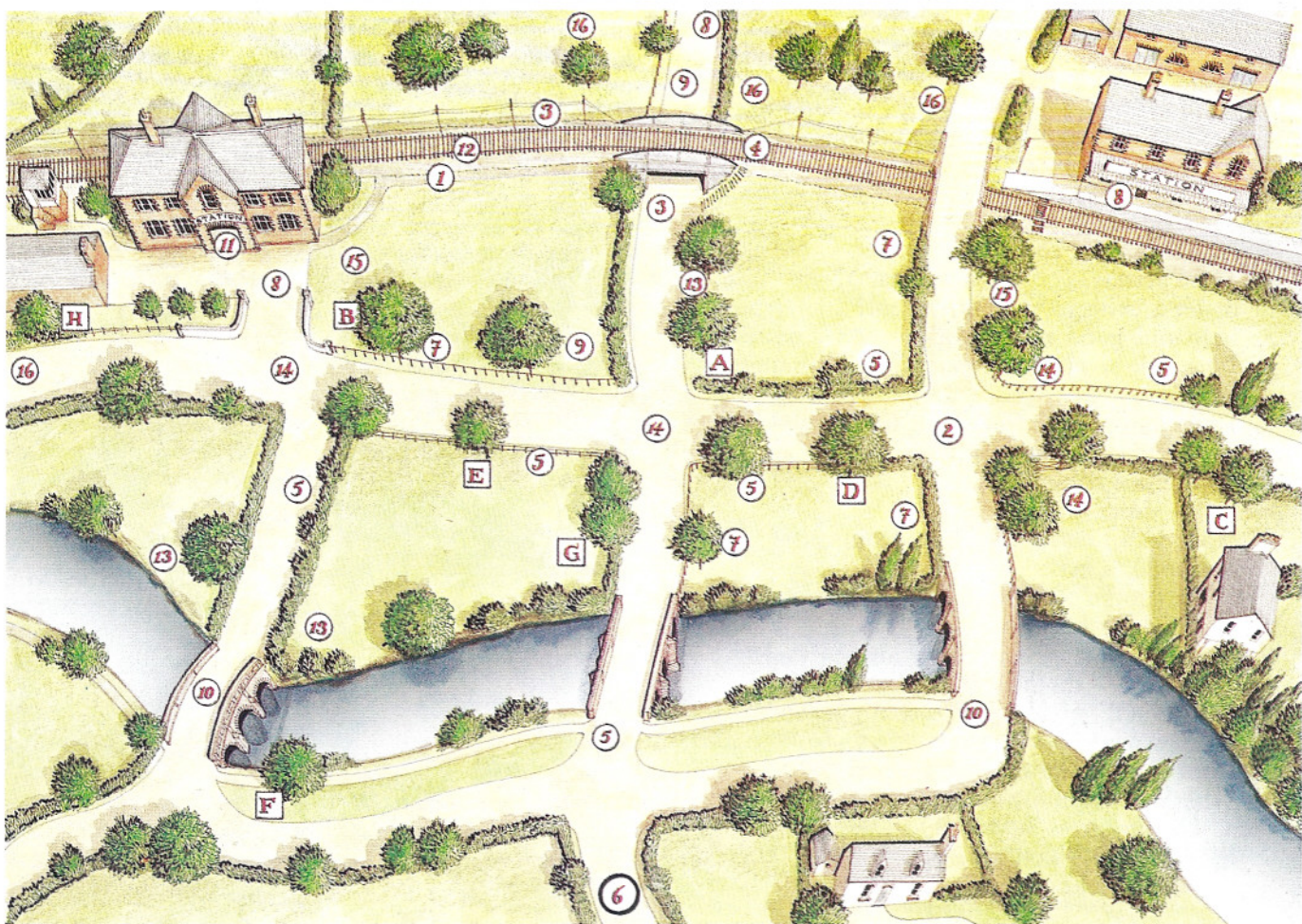
Shia LaBeouf "Just Do It" Motivational Speech

https://www.youtube.com/watch?v=ZXsQAXx_ao0

Now watch the auto-tuned version

https://www.youtube.com/watch?v=gJscrxxl_Bg

1 Treasure hunt. The treasure is buried under one of the trees, at A, B, C, D, E, F, G or H. Follow the clues and find it. Start by reading clue number 6.



1. Go to the nearest railway station. Go into the station.
2. Keep straight on until you see the next clue.
3. Climb up on to the railway line.
4. Turn left and walk along the railway line until you see the next clue.
5. Turn right. Go to the nearest crossroads and turn right. The treasure is under the second tree on the right.
6. Go straight on over the bridge to the crossroads.
7. Walk back and read the last clue again.
8. Go into the nearest field. The next clue is under the first tree on the right.
9. This clue says the same as number 13.
10. Walk along the river bank to the next bridge.
11. Get on the next train; get off at the other station.
12. There's a train coming. Turn to your left and get off the railway line.
13. Go under the bridge. The next clue is just on the other side.
14. Turn left and go to the second tree on the right.
15. Go straight out of the field and take the shortest way to the river by road. The next clue is at the crossroads.
16. You're lost.

Fill in the missing words in the sentences. There are several possibilities for some of them.

1



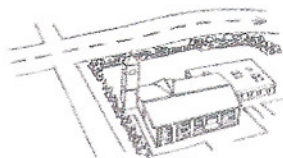
Turn right the bridge.

2



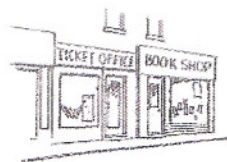
The newsagent is the bank.

3



Follow the road the school.

4



The ticket office is the book shop.

5



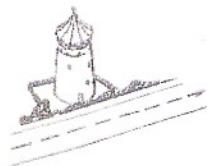
Go straight at the crossroads.

6



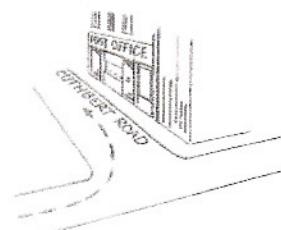
Walk the square.

7



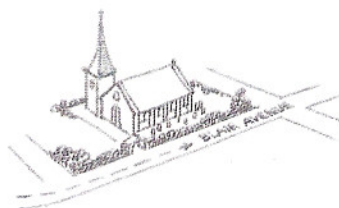
You will see the tower your left.

8



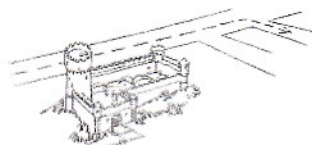
Turn left Cuthbert Road.
The Post Office is a little way
..... the right.

9



Go Blair Avenue you see the church.

10



Take the second the right
..... the castle.

Section 1: Routine tasks

4 Dates and times

Fill in the missing prepositions in the sentences below. Choose from the following. Sometimes, more than one preposition can be used.

at	by	during	for	in	on	until
----	----	--------	-----	----	----	-------

- I have an appointment to see Mr Clark 2 o'clock Friday 16th.
- Mr Frost is in New York the moment and I'm unable to make any arrangements he returns.
- She's due back in the office a few minutes if the meeting ends time.
- He's away two weeks, but Ms Brunnel is dealing with the matter.
- I'm afraid the office will be closed Christmas four days but this time you can ring our emergency number.
- I'll confirm the details Tuesday morning the latest.
- Could you send me details of the conference the same time?
- I'm sorry Barry can't make it the morning but the afternoon would be possible.
- They would like you to speak the beginning of the conference.
- Mrs Charme doesn't work Tuesdays.
- You'll receive the papers the next few days and then we can arrange a meeting a week's time.



Cardinal Points



1) Use prepositions and the names of the cardinal points to describe the location of the following:

Where is Cingoli? *Cingoli is right in the centre of the Marche region.*

Where is Urbino? *Urbino is in the north of the Marche region.*

Where is Ascoli Piceno?

Where is Ancona?

Where is San Benedetto del Tronto?

Where is Fabriano?

Where is the Monti Sibillini National Park?

Where is Pesaro?

Where is Sant'Angelo in Vado?

2) Use prepositions and the imperative to answer the following questions:

How do you get to Senigallia from Urbino?

How do you get to the Monti Sibillini National Park from Ancona?

How do you get to Ascoli Piceno from Falconara airport?

3) How would you translate these words into your own language?

A university town	A port	A seaside resort	A skiing resort
A cultural centre	A ferry terminal	A religious centre	A historical town
A village	A town	A city	An airport
			An industrial town

4) How would you describe the following places and their location?

- (a) Loreto (b) Ancona (c) Urbino (d) Pesaro (e) Macerata (f) Ascoli Piceno
(g) San Benedetto del Tronto (h) Fabriano (i) Fano (j) Falconara

FROM POLE TO POLE

Speakout Pre-intermediate Unit 5 with text

www.youtube.com/watch?v=Z4AvWqY_K5s&list=UUP6px6Y2N4lyCRkdI7dW5aA&index=115

- 1) Where did Michael Palin's journey start ?
- 2) How long did it take the rail-bus to get from sea level to 10,000 feet ?
- 3) How did the passengers feel at this point ?
- 4) How long did it take the rail-bus to get to Bolivia ?
- 5) What was the rail-bus's final destination ?
- 6) What was its average speed on the journey ?

NOW WRITE A DESCRIPTION OF MICHAEL PALIN'S JOURNEY USING THE INFORMATION ABOVE PLUS APPROPRIATE PREPOSITIONS OF PLACE, MOVEMENT & TIME

PREPOSITIONS OF PLACE, MOVEMENT & TIME

1) Complete this passage using appropriate prepositions.

Marco Polo was born Venice 1254 and is famous for travelling the city now known as Beijing his father and his uncle. The three-year journey involved going the Pamir mountains on foot and riding the Gobi Desert on camels. When they finally arrived the court of Kublai Khan, Marco became the Mongol Emperor's envoy and, the next twenty years, travelled all over South East Asia on imperial business. His career in China lasted 1292, when the three Venetians decided to return home. His story is still well-known today because he composed an account of his travels, 'A Description of the World', with the help of Rustichello of Pisa a long period of imprisonment by the Genoese. Legend has it that, lying on his death bed, his final words were: "I have not told you half of what I saw and what I did !"

2) Complete this passage using appropriate prepositions.

..... five o'clock the morning September 8th 2010, two armed robbers entered the BP petrol station Edinburgh, locked the cashier the basement and drove with £400. Since they came Glasgow, they did not know their way around Edinburgh and twenty minutes driving in circles, arrived back the same petrol station ask directions. The attendant, who had just escaped the basement, was alarmed to see the two criminals coming the cashier's window once again. "They obviously didn't recognise me or the petrol station," he remembered. "They wanted me to tell them the way Fort William, so I asked them wait a couple of minutes I found them a road map." the two men sat patiently, the attendant went the manager's office and phoned the police. Both robbers were sent prison and will remain there 2026.

3) Complete this passage using appropriate prepositions.

..... September 2008, the New York bank robber, Eugene Peabody parked his car the Chase Manhattan bank Wall Street and ran the building a scarf his face and a revolver his hand. Unfortunately he was wearing the wrong shoes and, as his foot hit the edge the carpet, he tripped and slid the marble floor. As he did so, his scarf fell, revealing his face. Scrambling hastily his feet, he ran the cashier's desk but slipped again the polished floor and had to hang the counter to keep his balance. he was doing this, he dropped his gun and the customers and staff burst laughing. He then ran, slipped and crawled of the bank to find a policeman waiting him his car. Apparently, he had left it a no parking zone.

PERSHING FERRETTI

Go to this website: <https://www.pershing-yacht.com/en-us/>

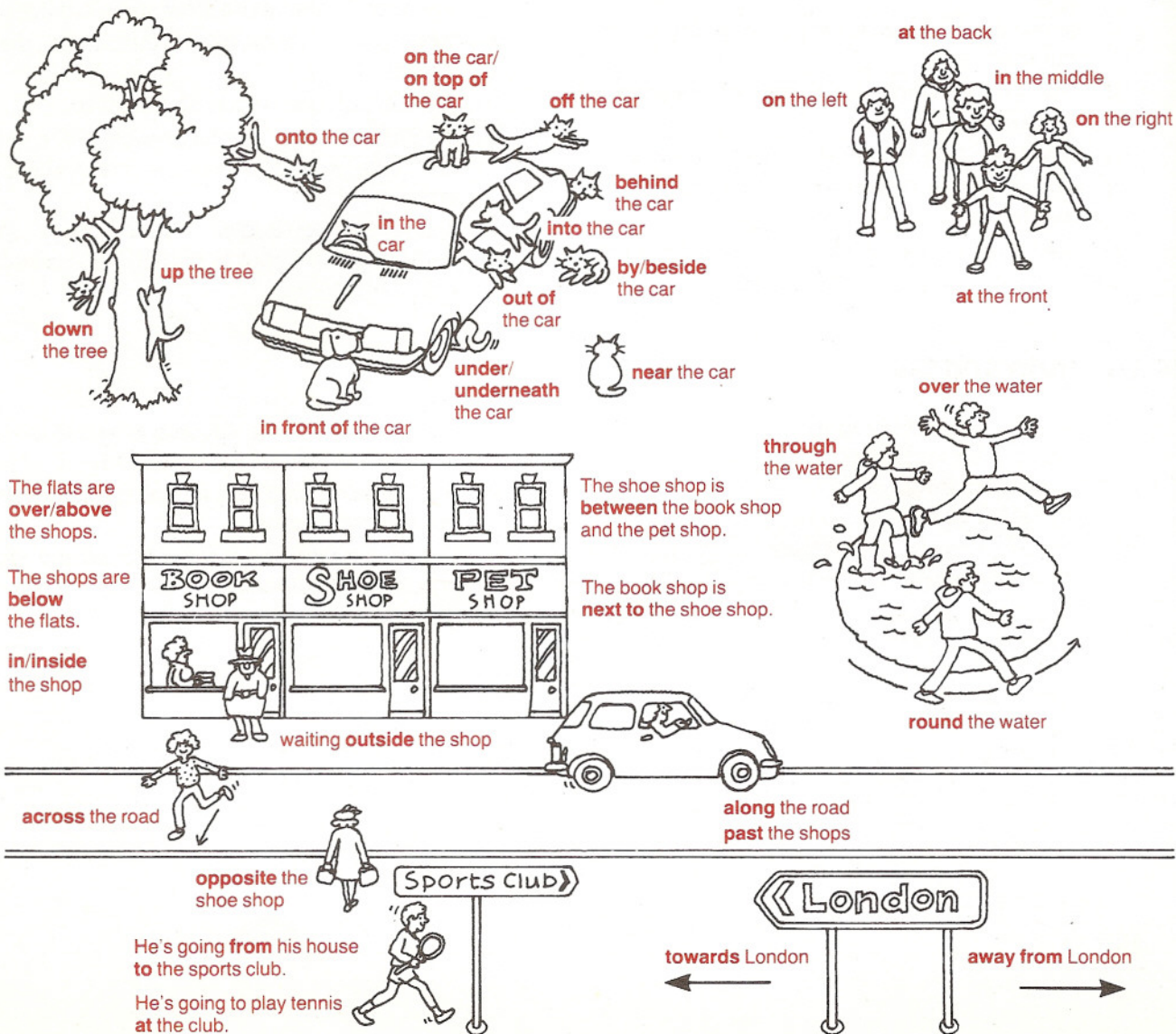
- 1) What does Pershing Ferretti make?
- 2) Where is their head office?
- 3) Where is their nearest shipyard?
- 4) How do you get there from Falconara airport?

“When you get the plane Falconara airport, get your hire car and take the E55 motorway Chiaravalle Pesaro. Turn the motorway Marotta. Then turn left and take Via Valcesano Pergola. The Pershing Ferretti showroom will be your left. If you park your car the car park, come the reception desk the ground floor and ask Mr Massimo Bongusto, he will be delighted to take you a tour the premises and show you our latest models. I should warn you that Mr Bongusto is usually very busy the mornings 9 a.m. 11.30 a.m. Mondays and Tuesdays, so it might better to arrive lunch. He would then be free a couple of hours to take you the showroom and answer all your questions, in which case, I imagine that your visit will be over 5 p.m. If you could possibly email me let us know when your flight lands Italy, and phone me just you leave the airport, I can make all the arrangements this end.”

For more information about the Ferretti company, check out this website:

<https://www.ferrettigroup.com/en-us/Corporate>

25.1 Prepositions of place and movement



BUSINESS: I Apologize for the Inconvenience

VOCABULARY

“off the top of my head”

“...are on their way”

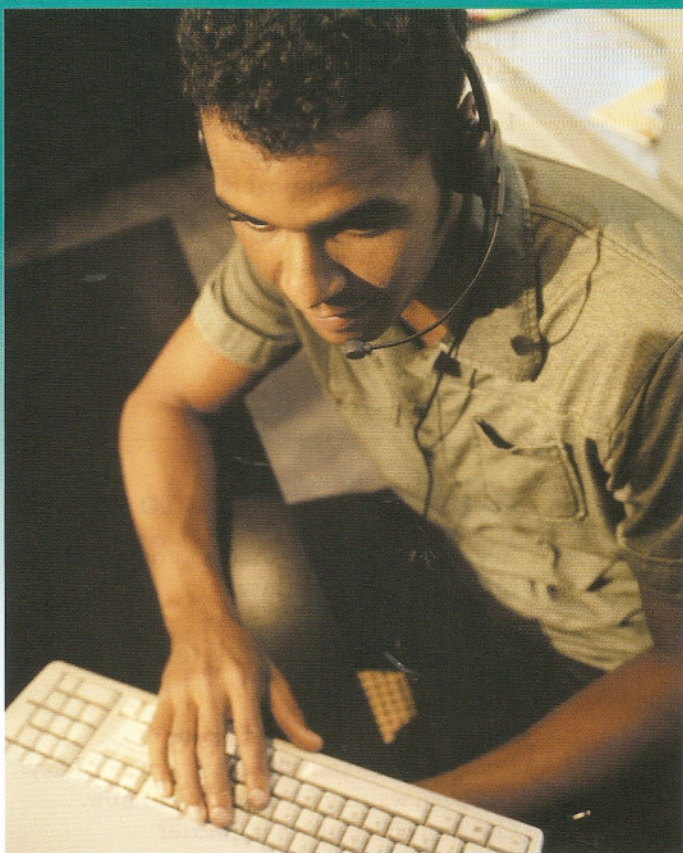
“shortly”

COMPREHENSION QUESTIONS:

- 1) Who has complained ?
- 2) What is her room number ?
- 3) What has she complained about ?
- 4) What does Miss Adams promise to do about it ?
- 5) What else is wrong with the room ?
- 6) What does Miss Adams promise to do about it ?

NB. When handling complaints (i) Say, “I’m sorry to hear that.” (ii) invite the caller to explain what has happened (do NOT interrupt them); (iii) express sympathy; (iv) accept responsibility (if appropriate); (v) apologize (if appropriate); (vi) promise action.

7 What's the problem?



Listening

Task 1



Listen to two phone conversations and take notes on the message pads.

1

Caller _____
Address _____

Notes _____

Penta Magazines

2

City Pizzas

Caller _____
Order no: 10964/32 (Monday 17 July)
pizzas
Delivery: 21 July, 12.30,
Downtown Studio
Notes _____

Task 2



Listen to the calls in Task 1 again. Decide if the statements about the calls are true (T) or false (F).

- 1 The customer adviser checks the caller's postcode. T/F
- 2 The magazine comes out every month. T/F
- 3 The magazine probably got lost in the post. T/F
- 4 The caller hoped the missing pizzas were about to arrive. T/F
- 5 The caller couldn't understand how the mistake had been made. T/F
- 6 City Pizzas won't charge the caller for the total number of pizzas delivered. T/F

You will find the tapescript on page 101.

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Checking up on problems

Person calling

I still haven't received the order.
I can't understand why there's been a delay.
I've been waiting for seven weeks now.
Can you check up on it, please?

Person called

What seems to be the trouble?
Let me check the records.
It's obviously our mistake.
I'm very sorry about that.



Task 3

Complete the sentences with words from the list below. Use each word once only.

- 1 I'm phoning you about a matter.
- 2 You can't have packed it properly; the package was already when it was to us.
- 3 We expected a much higher standard of
- 4 I'm ringing to say how I was by the final result.
- 5 I can only on behalf of the company.
- 6 I'm afraid there's been a ; your order was dispatched to the wrong address.
- 7 We haven't received the parts from our supplier, so there's inevitably a in your order.
- 8 We're very sorry for the

processing
apologise

mix-up
delivered

inconvenience
disappointed

delay
serious

service
damaged

Task 4

Choose the best responses.

- 1 Can you explain why the consignment has got stuck at customs?
 - a So we can collect it, can we?
 - b We're not sure yet why it has been delayed.
 - c You mean they've stamped it.
- 2 It will be delivered by the courier company we always use.
 - a It's very fragile.
 - b Will they be here soon?
 - c Are they reliable?
- 3 I'll have to make a complaint.
 - a Yes, please do.
 - b When can you make it?
 - c If you see them, tell them.
- 4 I'm sorry to have to report that it isn't acceptable.
 - a Who's done it?
 - b We need better service.
 - c You'll have to put in a complaint.

- 5 There's been a bit of a mix-up.
 a Why did you disturb it?
 b I'm sorry everything is in the wrong place.
 c What's the problem?
- 6 I'll try to get things moving as quickly as I can.
 a The sooner you go, the better.
 b I'd appreciate that.
 c Don't move things without telling me.

Task 5



Listen to the phone conversation in Part 1 and complete the table. Then listen to the phone conversation in Part 2 and complete the notes on the message pad.

Caller	Reason for complaint	Next step

Quicklink Couriers

Fast Fax Central Service Department - Complaint (9 March)

Ref. No. RZ2984/W56

We collected fax machine from Fast Fax Central on: (1) _____

Driver tried to deliver fax machine on: (2) _____

Did driver leave card for customer? (3) _____

Now we must ring customer to arrange convenient time for

(4) _____

You will find the tapescript on page 103.

What to say – what to expect

Read these useful sentences and make sure you understand them. Use a dictionary to help you if necessary.

Making and handling complaints (1)

Person calling

I'm afraid I have to make a complaint.

It's very inconvenient.

The standard of service was unacceptable.

We should have been warned there was a problem.

I think we'll have to ask for a refund.

What are you going to do about it?

Person called

I'm very sorry to hear that.

I'm very sorry about the delay.



I'll find out what has happened and ring you back.

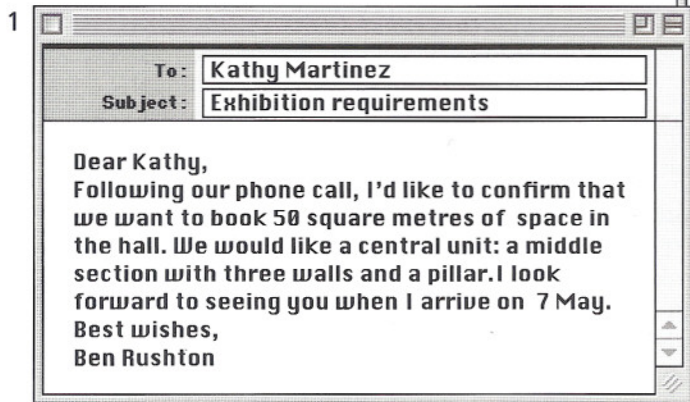
I shall make a full investigation into what went wrong.

I appreciate your position.

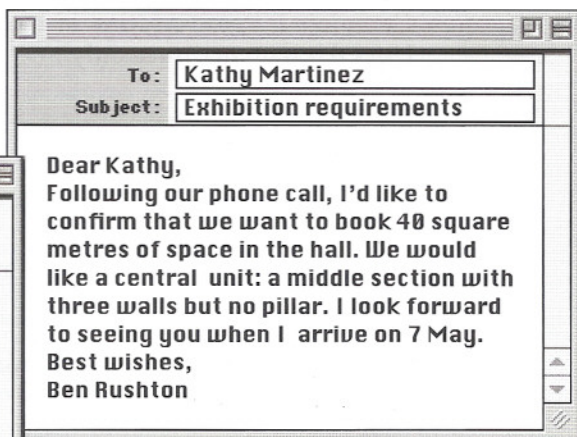
I can only apologise.

Task 6

-   Listen to the phone conversation in Part 1 and decide which email is the best record of what was said. Then listen to the phone conversation in Part 2 and answer the questions.



2



- 1 Where is Ben Rushton calling Kathy Martinez from?
- 2 What is wrong with the space Ben has been given?
- 3 Whose fault is it that the mistake was made?
- 4 How does Kathy resolve the problem?
- 5 By way of an apology, Kathy offers to help Ben in two ways. What are they?

You will find the tapescript on page 104.

Task 7

-   Listen to the phone conversation and complete the table.

Caller	Place called	Complaint 1	Complaint 2	Complaint 3

Listen again and answer the questions.

- 1 How long was the conference held by City Management Services at the hotel?
- 2 How many people from City Management Services stayed at the hotel?
- 3 Which of the three things the caller complains about was the most important and why?
- 4 Did the conference manager know about the problems City Management Services had experienced before the caller rang to complain?
- 5 By how much will the invoice be reduced by way of an apology?

You will find the tapescript on page 106.

Task 8

Complete the conversation with sentences from the list below.
Use each sentence once only.

A: 1 _____

B: Hello. Could you put me through to Oliver Chan, please?

A: 2 _____

B: Oh dear. Do you know when he'll be back?

A: 3 _____

B: Well, I'm afraid we're having problems with some of the parts you've sent us.

A: 4 _____

B: Yes, that sounds like the right department.

A: 5 _____

C: Technical Services. Jorge Casso speaking.

B: 6 _____

C: Good morning, Ms Peuser. How can I help you?

B: 7 _____

C: Do you have the code numbers for them, Ms Peuser?

B: 8 _____

C: Yes, that's a specially designed range, I think.

B: 9 _____

C: What seems to be the problem with them?

B: 10 _____

- a I'll put you through to Jorge Casso then.
- b I'm afraid he's away from the office.
- c Yes, they're all from the DE1065 range.
- d Oh, hello, my name's Claudette Peuser, I'm from Tyson-Scotts.
- e Well, I'm afraid they're not exactly the right dimensions.
- f CTK Electronics. Good morning.
- g Not until next week, I'm afraid. Can somebody else help you?
- h That's right.
- i Well, we bought some special parts from you and ...
- j I see. Technical Services should be able to help you.

Language study

Task 9 Apologising

It is sometimes necessary to apologise because someone has not done something that they *should have done*. Study this example.

The consignment was delayed at the customs. (send/more documentation)

*I'm sorry. We **should have sent** more documentation.*

Now apologise in a similar way in these situations.

- 1 The hotel rooms weren't clean when the guests arrived. (check/ready)
- 2 Nobody told us there was a problem. (we/warn you/about delay)
- 3 You sent our parcel to the wrong address. (check/your order)
- 4 Two of the three boxes arrived damaged. (pack/properly)
- 5 There was no instruction manual. (put/in the box)
- 6 The contract wasn't included with everything else. (check/envelope/before sending it out)

Task 10 Getting things done

You will often need to say that you will get another person to perform a service for the person you are talking to. Study this example.

The room you put me in isn't clean.

*I'll **have it cleaned** for you.*

Now change these sentences in a similar way.

- 1 Are you sure this invoice is correct? (check)
- 2 The photocopier isn't working properly. (fix)
- 3 There may be some letters for me. (forward)
- 4 I'd like some information about the latest model. (send)
- 5 We need the parts as soon as possible. (dispatch at once)
- 6 I've left my luggage in the conference room on the 10th floor. (bring down)

Task 13 Role play

Work with another student when you do this exercise. Agree which of you is Student A and which is Student B. Student A has information on this page, Student B on page 76. Sit back to back. Student A should now 'call' Student B. When you have done the calls once, change roles.

A1 You are a colleague of Tony Martin at Fast Fax Central Service Department. Tony has had to go home suddenly and has asked you to make an urgent call on his behalf. He had promised to ring Vera Steiner back as soon as possible to explain why there had been such a delay in receiving her repaired fax machine. Tony had discovered that it was Quicklink Couriers' fault. You know Ms Steiner is very angry and has been very inconvenienced. Explain that Quicklink Couriers will call her to apologise and fix a convenient time for delivery.

A2 You work at Quicklink Couriers, and are in charge of customer liaison. You have learnt about the problem when one of the new drivers forgot to leave a card saying he'd tried to deliver a repaired fax machine to a customer of Fast Fax Central over a month ago. You now have to ring the customer, Vera Steiner, to apologise for the driver's mistake, and to arrange a convenient time for the fax machine to be delivered.

A3 You are a colleague of Ben Rushton, who is busy with a customer at the moment. It's the second day of the exhibition, and Ben has asked you to ring Kathy Martinez, of Exhibition Organisers, who have made all the arrangements. Ben had ordered a buffet lunch for 35 people at the stand, to be ready at 12.30. It is now 1 p.m. and there is still no sign of any food or drink, or any waitresses. You are getting increasingly concerned, as you have invited several important clients to the buffet, and they have already arrived.

7 What's the problem?

B1 You are staying in Vera Steiner's apartment all this week. Vera has had to go out for a short time to send some faxes and post some parcels. You overheard the phone call when Vera rang Fast Fax Central to find out why her fax machine was taking so long to be repaired. She has already explained to you how frustrated she is at not having a fax machine at the moment.

B2 You are the same person as in B1, and Vera is still out. Make sure the caller knows how inconvenient it has been for Vera not having her fax machine for so long. Explain to the caller that Vera is self-employed and that she is dependent on technology in order to earn her living. You know that Vera will be away for the next two days, and you have made arrangements to do several things this week yourself. You will need to look in your own diary to arrange a time for delivery.

B3 You are a colleague of Kathy Martinez, at Exhibition Organisers. It is the second day of the exhibition, and you are all working flat out. You don't know where Kathy is at the moment (1 p.m.). You know the catering staff have been under a lot of pressure, and that some of the exhibitors have not received exactly what they ordered. Your job is to try to sort out all the problems and apologise for anything that has gone wrong.

8 Handling complaints

B1 You are Marina Donato, and you are furious that Flyfast Airlines lost your luggage after your flight from Genoa. When they ring you, make sure they understand how inconvenient it is for you not having your luggage. You have had to buy some toiletries, and have borrowed clothes from a colleague. You don't intend to use Flyfast Airlines again.

B2 You are a friend of Bettina Seitz, who is out at the moment. You know all about the problems Bettina has had getting her computer monitor repaired, and the inconvenience it has caused her. She has had to rent a monitor in order to work, and you think she should get some compensation for the expenses she has incurred. Arrange a time for the monitor to be delivered.

B3 You are Mr Wainwright. Superior Accommodation advertise an apartment you own and rent it out to visitors. The income you receive from them is very important to you. You have had a lot of problems recently.

- You had forgotten which day the American visitors were due to arrive.
 - The cleaner didn't clean the apartment because she was ill. She didn't ring you to explain the problem until this morning.
 - You didn't know what a dreadful mess the previous visitors had left the apartment in.
- You are very apologetic.