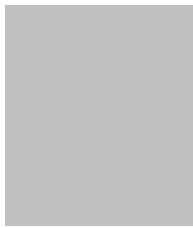


PERSONAL INFORMATION



- 
- 
- 
- 
- 



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

2 Synonyms – adjectives

Write down a synonym for each of the words on the left. Choose from the ones on the right. Number 1 has been done for you.

- 1 glad *happy*
- 2 nice
- 3 wonderful
- 4 awful
- 5 strange
- 6 very big
- 7 optimistic
- 8 funny
- 9 handsome
- 10 dull
- 11 impolite
- 12 intelligent
- 13 quiet
- 14 easy
- 15 cheap

- silent
- happy
- amusing
- boring
- rude
- inexpensive
- good-looking
- terrible
- marvellous
- hopeful
- simple
- huge
- peculiar
- clever
- pleasant

46 Opposites – more adjectives

Write down the opposite of each of the words on the left. Choose from the ones on the right. Number 1 has been done for you.

- 1 strong *weak*
- 2 generous
- 3 exciting
- 4 innocent
- 5 quiet
- 6 simple
- 7 hard-working
- 8 careful
- 9 deep
- 10 rough
- 11 sharp
- 12 wealthy
- 13 ugly
- 14 happy
- 15 drunk

- depressed
- noisy
- lazy
- mean
- poor
- smooth
- sober
- boring
- attractive
- complicated
- weak
- careless
- shallow
- guilty
- blunt

Put the adjectives in brackets in the correct position.

- 1 a beautiful table (wooden / round)
- 2 an unusual ring (gold)
- 3 an old house (beautiful)
- 4 black gloves (leather)
- 5 an American film (old)
- 6 a long face (thin)
- 7 big clouds (black)
- 8 a sunny day (lovely)
- 9 an ugly dress (yellow)
- 10 a wide avenue (long)
- 11 a lovely restaurant (little)
- 12 a red car (old / little)
- 13 a new sweater (green / nice)
- 14 a metal box (black / small)
- 15 a big cat (fat / black)
- 16 long hair (black / beautiful)
- 17 an old painting (interesting / French)
- 18 an enormous umbrella (red / yellow)

a beautiful round wooden table

ADJECTIVE / COMPARATIVE / SUPERLATIVE

1) SPELLING: adjectives fall into six categories

i	High	Higher	The Highest
	Clean	Cleaner	The Cleanest
ii	Large	Larger	The Largest
	Late	Later	The Latest
iii	Big	Bigger	The Biggest
	Hot	Hotter	The Hottest
iv	Dirty	Dirtier	The Dirtiest
	Shiny	Shinier	The Shiniest
v	Good	Better	The Best
	Bad	Worse	The Worst
	Far	Farther	The Farthest
		Further	The Furthest
	Some	More	The Most
		Less	The Least
	Few	Fewer	The Fewest
vi	Expensive	More Expensive	The Most Expensive
	Famous	More Famous	The Most Famous

2) Video Comprehension:

Watch the Top Gear video: <https://www.youtube.com/watch?v=h8R7kZGvAUk>

It's petrol vs petrol vs petrol vs electric as the new Tesla Model 3 Performance takes on the BMW M3, the Mercedes C63 S and the Alfa Romeo Giulia Quadrifoglio in a drag race and handling tests.

The Tesla Model 3 Performance

The BMW M3

The Mercedes C63 S

The Alfa Romeo Giulia Quadrifoglio

3) Now compare the four cars above using the adjectives shown below:

Fast, noisy, manoeuvrable, comfortable, good handling, quick, far, stylish, good-looking, beautiful, nice to drive, agile, nimble, lazy, soft, ugly, economical, good/bad for the environment.

MAKING COMPARISONS

Adam	Bill	Charles	David
20	30	20	15

Adam is **older than** David

Charles is **younger than** Bill

Bill is **the oldest**

David is **the youngest**

Adam is **as old as** Charles

David is **not as old as** Bill

Now make comparisons between the TESLA Model X and the Dodge Challenger Hellcat using adjectives like:

fast clean economical good-looking expensive fashionable heavy spacious
cool far technologically advanced noisy large family-friendly big

'Top Gear Top 40: #45 - Parkour vs Peugeot'

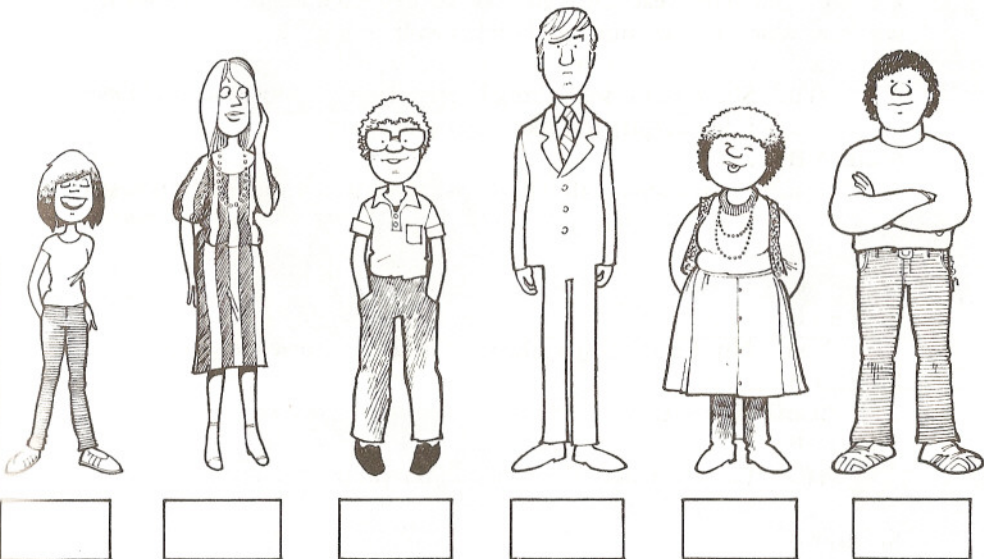
<https://www.youtube.com/watch?v=FMh7hw5Kkco>

- 1) Which sport do the 'two young men in silly trousers' practise ?
- 2) How does James May describe the new Peugeot 207 ?
- 3) How does it differ from the previous version of the 207 ?
- 4) How far is it from the edge of Liverpool to the Liver Building in a car ?
- 5) What was James May's average speed throughout the race ?
- 6) Who won the race ?

5 A Who's who?

Here are six people plus some information about them:

		Peter			
--	--	-------	--	--	--



Peter is a year older than Sally.
Mary is fatter than both Julie and Sally.
John is twenty-one next birthday.
The tallest person is a year younger than John.
Julie is the oldest – she is three years older than Mary.

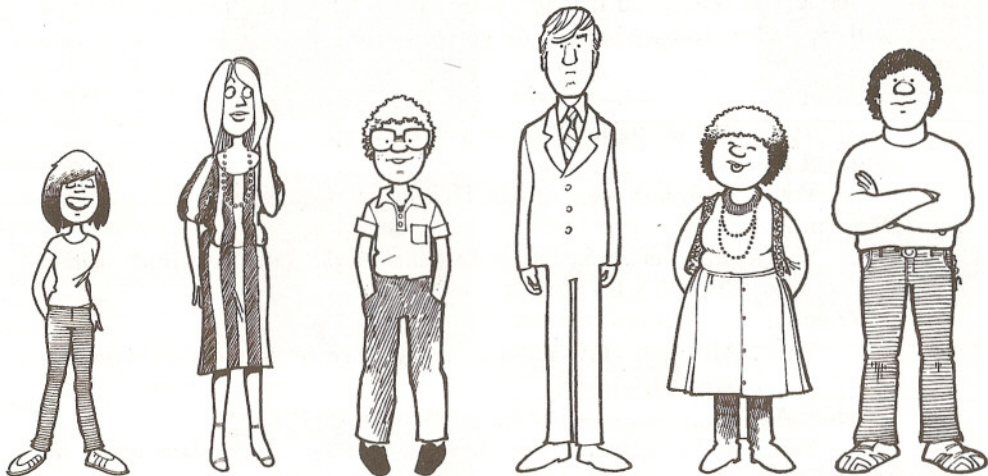
Student B also has information about the six people. Work together to see if you can work out their names and their ages. (Write them in the boxes.)

You are allowed to read out the information you have about the six people but you must not let Student B see your book.

5 B Who's who?

Here are six people plus some information about them:

--	--	--	--	--	--



				18	
--	--	--	--	----	--

Sally is the youngest.

Peter is taller than Mary but shorter than Mike.

Mary is fatter than both Sally and Julie.

Julie's hair is longer than Sally's.

The thinnest person is only 16.

Student A also has information about the six people. Work together to see if you can work out their names and their ages. (Write them in the boxes.)

You are allowed to read out the information you have about the six people *but you must not let Student A see your book.*

15.3 Outstanding features

large	long	wet	old	famous
high	deep	warm	great	important

Fill the gaps with superlative forms.
Use words from the box.

The mountain in Britain is Ben Nevis (1343 m).

Britain's football stadium is Hampden Park, in Glasgow. It can hold around 65,000 people.

The place in Britain is the Lake District. It has about 440 cm of rain a year.

Britain's place name is Llanfairpwllgwyngyllgogerychwyrndrobwllllantysiliogogoch. It's a small village in Wales.

The River Severn is the river in Britain (354 km).

Chepstow Castle is the castle in Britain. It was built in 1067.

Penzance, in Cornwall, is the place in Britain. The average temperature is 11.5°C.

The lake in Britain is Loch Ness (229 m). It's also the , because of the 'Loch Ness monster'.

The red deer is the wild animal in Britain. It lives mainly in the Highlands of Scotland.

Scotland's poet was Robert Burns (1759–96). He wrote many poems in Scots dialect.

The English writer, William Shakespeare, was born in Stratford-on-Avon in 1564. His play is probably Hamlet.

The university in Britain is Oxford. It was founded in 1167.

JOB INTERVIEWS

DISCUSSION:

- 1) How should you prepare for a job interview?
- 2) What sort of questions do they ask candidates at a job interview?
- 3) How should you behave at a job interview?

Man at Work

'John Peter Sloan - Speak Now! For Work 2/20' 3'.48"-10'.50" only
<https://www.youtube.com/watch?v=EvsYd9zydEg>

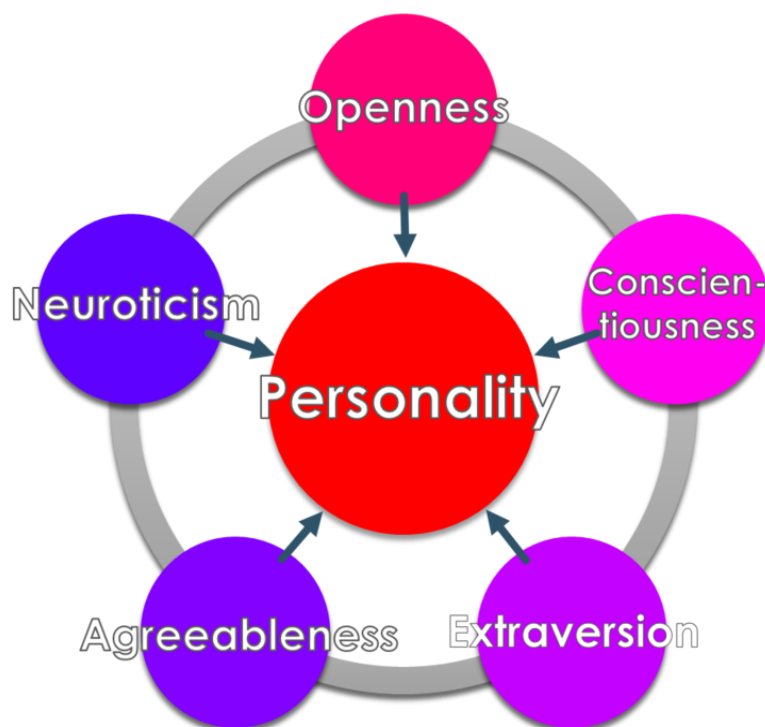
- 1) What sort of job is Andrea Lanza applying for?
- 2) What experience does he have?
- 3) Why did he leave his last job ?
- 4) How did Andrea find out about the job vacancy?
- 5) What questions does Andrea have?
- 6) What is the salary that Andrea asks for?

How to describe yourself
in an application letter
and/or a job interview:

- Accomplished
- Accountable
- Adaptable
- Adept [at something]
- Ambitious
- Analytical
- Articulate
- Assertive
- Attentive
- Authentic
- Balanced
- Bilingual
- Brave
- Calm
- Candid
- Capable
- Careful
- Cheerful
- Collaborative
- Committed
- Communicative
- Community-minded
- Compassionate
- Confident
- Conscientious
- Consistent
- Constructive
- Cooperative
- Courageous
- Creative
- Cultured
- Curious
- Customer-focused
- Daring
- Decisive
- Dedicated
- Dependable
- Detail-oriented
- Determined
- Diligent
- Diplomatic
- Direct
- Discerning
- Driven
- Dynamic
- Easygoing
- Efficient
- Encouraging
- Energetic
- Enterprising
- Entrepreneurial
- Ethical
- Experienced
- Extroverted
- Fair
- Fast
- Fearless
- Flexible
- Friendly
- Genuine
- Goal-oriented
- Hardworking
- High-achieving
- Honest
- Imaginative
- Impartial
- Independent
- Innovative
- Integrity
- International
- Introverted
- Inventive
- Judicious
- Knowledgeable
- Leader
- Level-headed
- Loyal
- Mature
- Mediator
- Methodical
- Meticulous
- Mindful
- Motivated
- Multilingual
- Objective
- Observant
- Open-minded
- Optimistic
- Organized
- Outgoing
- Particular
- Passionate
- Patient
- Perceptive
- Perfectionist
- Persevering
- Persistent
- Personable
- Persuasive
- Positive
- Practical
- Pragmatic
- Precise
- Proactive
- Problem solver
- Productive
- Professional
- Punctual
- Quick
- Rational
- Receptive [to criticism]
- Reflective
- Reliable
- Resolute
- Resourceful
- Respectful
- Responsible
- Results-driven
- Revenue-focused
- Self-disciplined
- Self-reliant
- Self-starter
- Sensible
- Serious
- Skilled
- Strategic
- Successful
- Tactful
- Team player
- Tech-savvy
- Tenacious
- Thorough
- Tidy
- Tolerant
- Trustworthy
- Understanding
- Unique
- Upbeat
- Versatile
- Visionary
- Worldly

The Big Five Factors Governing Your Personality

Five factors which describe how you interact with the world, who you are and how you live.



Openness to experience: (*inventive/curious* vs. *consistent/cautious*). Appreciation for art, emotion, adventure, unusual ideas, curiosity, and variety of experience. Openness reflects the degree of intellectual curiosity, creativity and a preference for novelty and variety a person has. It is also described as the extent to which a person is imaginative or independent, and depicts a personal preference for a variety of activities over a strict routine. High openness can be perceived as unpredictability or lack of focus. Moreover, individuals with high openness are said to pursue self-actualization specifically by seeking out intense, euphoric experiences, such as skydiving, living abroad, gambling, etc. Conversely, those with low openness seek to gain fulfillment through perseverance, and are characterized as pragmatic and data-driven—sometimes even perceived to be dogmatic and closed-minded.

0	1	2	3	4	5	6	7	8	9	10
<i>dogmatic</i>	<i>consistent</i>	<i>cautious</i>	<i>curious</i>	<i>inventive</i>	<i>unpredictable</i>	<i>unfocused</i>				



Conscientiousness: (*efficient/organized* vs. *easy-going/careless*). A tendency to be organized and dependable, show self-discipline, act dutifully, aim for achievement, and prefer planned rather than spontaneous behavior. High conscientiousness is often perceived as stubbornness and obsession. Low conscientiousness is associated with flexibility and spontaneity, but can also appear as carelessness and lack of reliability.

0	1	2	3	4	5	6	7	8	9	10
<i>careless</i>	<i>spontaneous</i>	<i>easy-going</i>	<i>flexible</i>	<i>organized</i>	<i>efficient</i>	<i>stubborn</i>	<i>obsessive</i>			



Extraversion: (*outgoing/energetic* vs. *solitary/reserved*). Energy, positive emotions, assertiveness, sociability and the tendency to seek stimulation in the company of others, and talkativeness. High extraversion is often perceived as attention-seeking, and domineering. Low extraversion causes a reserved, reflective personality, which can be perceived as aloof or self-absorbed.

0	1	2	3	4	5	6	7	8	9	10
<i>self-absorbed</i>	<i>solitary</i>	<i>reserved</i>	<i>outgoing</i>	<i>energetic</i>	<i>attention-seeking</i>	<i>domineering</i>				



Agreeableness: (*friendly/compassionate* vs. *challenging/detached*). A tendency to be compassionate and cooperative rather than suspicious and antagonistic towards others. It is also a measure of one's trusting and helpful nature, and whether a person is generally good-tempered or irascible. High agreeableness is often seen as naivety or submissiveness. Low agreeableness personalities are often competitive or challenging people, which can be seen as argumentative or untrustworthy.

0	1	2	3	4	5	6	7	8	9	10
<i>challenging</i>	<i>suspicious</i>	<i>detached</i>	<i>cooperative</i>	<i>friendly</i>	<i>compassionate</i>	<i>submissive</i>				



Neuroticism: (*sensitive/nervous* vs. *secure/confident*). The tendency to experience unpleasant emotions easily, such as anger, anxiety, depression, and vulnerability. Neuroticism also refers to the degree of emotional stability and impulse control and is sometimes referred to by its low pole, "emotional stability". A high need for stability manifests itself as a stable and calm personality, but can be seen as uninspiring and unconcerned. A low need for stability results in a reactive and excitable personality, often very dynamic individuals, but they can be perceived as unstable or insecure.

0	1	2	3	4	5	6	7	8	9	10
<i>confident</i>	<i>secure</i>	<i>calm</i>	<i>stable</i>	<i>sensitive</i>	<i>nervous</i>	<i>insecure</i>	<i>excitable</i>	<i>unstable</i>		



Now, try this Big Five personality test: <https://www.outofservice.com/bigfive/>

The Silent Three

OFF THE DEEP END



On hot afternoons, Jocasta Wright, (an art student), & Belinda Weber (taking A Levels in French & Spanish), frequent swimming baths....



Jocasta SWIMS:

I'm a **STRONG** swimmer - I **LOVE** being out of my **DEPTH**...



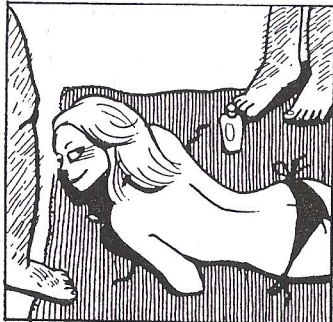
Belinda sunbathes:

I can't **SWIM**... I **HATE** getting my **HAIR** wet and my **MASCARA** runs & the **CHLORINE** makes my eyes all **RED**.



Whilst Jocasta sports herself in the pool.....

...Belinda lies blissfully:



And she does **LIE** too! Belinda's always telling **MEN** she's an **ACTRESS** ...or a **COURIER**....



..or, sometimes, she pretends to be **FRENCH**: "*Ai dunt spik Eengteesh ver waal!*" **THAT** really turns the blokes on!



But what really **BUGS** me - she always pretends to be **THICK** ...she thinks it's **ATTRACTIVE** ...never lets on she's **INTELLIGENT**...always **COOING** and **SIMPERING**. **ARTIFICIALLY DUMB** blondes make me want to **THROW-UP!**



Today, Belinda is a **MODEL**....



Yeah, I've just been doing a modelling job in **Martinique**

My left foot!

All over-tan, eh?

But just **after** she got back from **Martinique**, she began taking **2 A Levels**... & she's got **8 O-Levels**... & she's probably going to university....

and they say her translations of **Heberto Padilla** are highly competent...



You **COW**, Jocasta! I don't want them to know I'm a **SWOT!** ...it's so **UNSEXY**.



I just think it's time you learnt to **SWIM**....

..otherwise you'll spend your whole life in the **SHALLOW END**.



CONDITIONAL SENTENCES: TYPES 1 & 2

FORM: Type 1

If + **Present** , **Will / Shall** + **Infinitive without 'to'**

USE: Type 1 describes the real, probable or likely consequence of a present and/or future action.

If you **leave** before ten o'clock, you **will catch** the eleven o'clock train.
Se esci prima delle dieci, prenderai il treno delle undici.

If you **don't hurry**, you **will miss** it.
Se non ti sbrighi, lo perderai.

The vase **will break** **if** you **drop** it.
Il vaso si romperà se la lasci cadere.

I **will get** some more milk **if** there **isn't** enough.
Prenderò dell'altro latte se non basta.

Si usa il primo tipo quando ci si riferisce a situazioni future che chi parla ritiene probabili. "If you leave before ten o'clock" significa che è abbastanza probabile che tu esca prima delle dieci.

FORM: Type 2

If + **Simple Past** , **Would** + **Infinitive** without 'to'

USE: Type 2 describes the hypothetical consequences of a present and/or future action which is either unreal or contrary to the known facts.

If we **saved** £5000, we **would have** enough money for a holiday.
Se risparmiassimo £5000, sarebbero sufficiente per una vacanza.

Si usa il secondo tipo quando si riferisce a situazioni che chi parla ritiene possibile ma non probabile. "If we saved £5000" significa che è possibile che noi risparmiamo questa somma, ma non è molto probabile.

If I **were** rich, I **would travel** around the world.
Se fossi ricco, farei il giro del mondo.

Si usa il secondo tipo quando ci si riferisce a situazioni irreali nel presente. "If I were rich" significa che non sono ricco.

ENGLISH FITNESS 22

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 ?

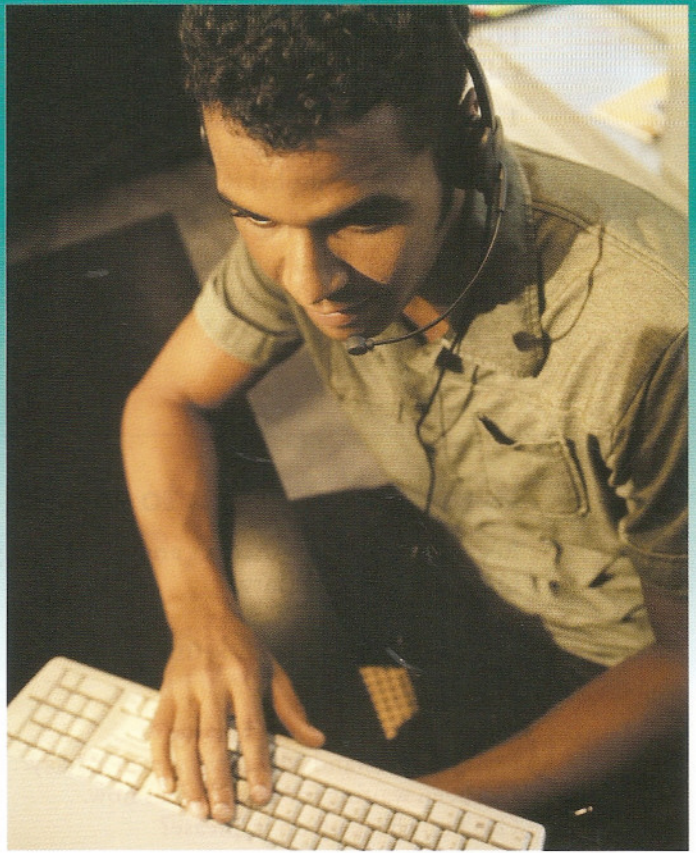
- 4) What does Miss Adams promise to do about it ?

- 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	mix-up	inconvenience	delay	service
apologise	delivered	disappointed	serious	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.
- Why did you disturb it?
 - I'm sorry everything is in the wrong place.
 - What's the problem?
- 6 I'll try to get things moving as quickly as I can.
- The sooner you go, the better.
 - I'd appreciate that.
 - 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.

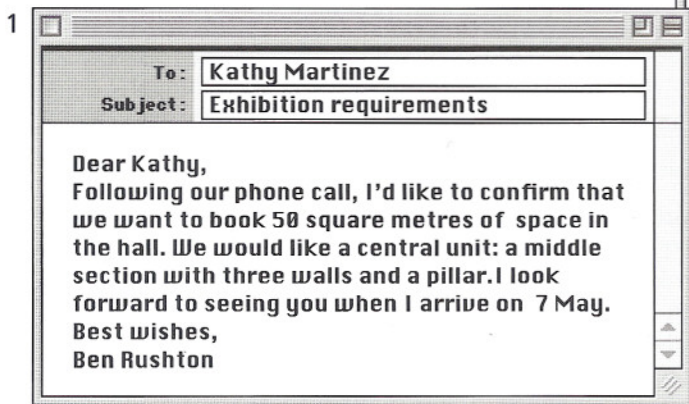
I shall make a full investigation into what went wrong.

I appreciate your position.

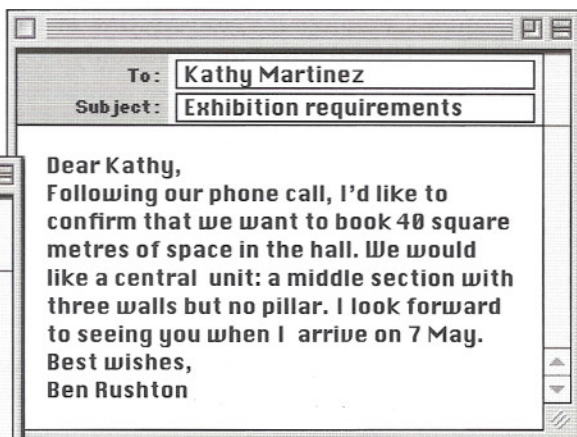
I can only apologise.

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.