

Student A

Worksheets

Which one is different?

Student A

Read the four words on one line. Your partner must choose one word which is not the same and give a logical reason. Do you have a different answer?

bill	invoice	repair	statement
expenses	revenue	costs	overhead
lay off	fire	terminate	hire
reduce	cut	eliminate	expand
improve	lower	develop	increase

What's the difference between...?

Student A

Memo and letter	Marketing and sales
Revenue and earnings	Transport and logistics
Gross profit and net profit	Wholesaler and retailer

33 LATE PAYMENT OF INVOICE

Student A

(Urging; emphasizing; negotiating)

Cashflow considerations may sometimes create difficulties where naturally one company wants immediate payment but the other prefers to delay as long as possible.

It is now January 7th. Your company sent the following invoice five weeks ago, plus a reminder a week ago. You have still not received payment.

KWAN SERVICES	
450-58 Jalan Bukit Bintang 55100 Kuala Lumpur, Malaysia Telephone (03) 77878779 Fax (03) 77878562	
<hr/>	
INVOICE	
Arndale Promotions 112 Depot Row PO Box 4567 Auckland, New Zealand	
2 December 199-	
Ref. Your order dated 24 September Singapore Market Analysis Consultancy Report	
Fee:	\$US4,000
Expenses:	\$US 567
<hr/>	
TOTAL NOW DUE	\$US4,567
Bank details: KWAN Services Current account No. 70852406 Branch Sorting Code: 20-99-56 Credit Bank International, Jalan Melaka 200, Kuala Lumpur, Malaysia.	
Terms: 30 days from date of invoice.	

Telephone Arndale Promotions.

YOU:

- have a serious cashflow problem
- urgently need payment
- remind your partner of the terms stated on your invoice.

YOU START.

10 BUYING AND SELLING

Student A

(Negotiating; urging; declining; rejecting)

Buying and selling a product or service, especially abroad, often involves negotiation – an agreement through discussion of the terms of the buying and selling arrangement.

You are an import-export agent specializing in high-tech consumer products. You want to negotiate an agreement with the foreign manufacturer of an exciting new computer game. You are now going to have a meeting with this person (your partner). Using the table below, negotiate an agreement covering:

- the number of units that you will agree to take: although you think it's a good product, you are careful about committing yourself too much to a small, unknown company
- the terms of payment
- your discount on the standard price.

Quantity	Terms	Discount
10,000 <i>Score: 25 points</i>	90 days <i>Score: 25 points</i>	30% <i>Score: 25 points</i>
20,000 <i>Score: 20 points</i>	60 days <i>Score: 20 points</i>	20% <i>Score: 20 points</i>
30,000 <i>Score: 15 points</i>	30 days <i>Score: 15 points</i>	15% <i>Score: 15 points</i>
40,000 <i>Score: 10 points</i>	Half in advance Half within 30 days <i>Score: 10 points</i>	10% <i>Score: 10 points</i>
50,000 <i>Score: 5 points</i>	In advance <i>Score: 5 points</i>	5% <i>Score: 5 points</i>

YOU would also like the manufacturer to provide:

- a CD-Rom version of the software as soon as possible. There is huge demand for CD-Rom-based games in your country. Score 5 points for delivery of a CD-Rom version in 6 months, 10 points for delivery in 4 months, 15 points for delivery in 2 months
- new packaging adapted to the local market: score 5 points if the manufacturer agrees
- promotional literature in the main language of your region: score 5 points if the manufacturer agrees.

Negotiate an agreement with the manufacturer. Aim to get as many points as possible but do not reveal your scoring system to your partner. At the end of the negotiation, summarize your agreement under all six headings (quantity, terms, discount, adaptation, packaging and literature) and compare your score with your partner's. Remember: your objective is to get as many points as possible but also to carry on doing business with the manufacturer after the negotiation is finished.

YOUR PARTNER WILL START.

19 COSTS AND REDUCING OVERHEADS

Student A

(Judging; emphasizing; forecasting)

Costs include production costs and the costs of selling. All aspects of a company's expenditure should be recorded as costs and good management aims to keep costs to a minimum within an agreed budget.

You work for a subsidiary of an international company. Your head office has sent instructions that costs should be reduced by 10% next year.

Discuss the following options with a colleague and decide which options you would introduce to meet the required savings.

- lay off 100 workers out of a total of 1,000 (5% saving)
- lay off 50 workers (2.5% saving)
- import more raw materials instead of buying from domestic suppliers (2% saving)
- use low energy lighting in non-essential areas of the plant (1% saving)
- reduce heating from 25°C to 22°C (2% saving)
- abandon plans to upgrade existing successful product range (3.5% saving)
- cut dividend to shareholders by 1% (2% saving)
- employ contractors to maintain equipment (2% saving).

YOU:

- are very keen to develop the company in the medium and long term
- know that the market is very competitive and customers are easily attracted to competitors' products
- are sensitive to employees' opinions and wishes
- think that the company should not reduce its workforce
- think the company should not change to using contractors for routine work, especially where maintenance is concerned and safety could be affected
- realize you will have to compromise on some of these ideas.

YOUR PARTNER WILL START.

English interview Practice Questions

New grads aren't usually expected to have impressive job skills. But you need proof that you have some skills and qualities that employers find valuable, like these:

- Team work
- Leadership
- Initiative
- Decision making
- Time management
- Language
- Creativity
- Determination
- People skills

So, adapt your answers to provide proof of these abilities, when appropriate.

Section A: About You

1. Tell me about yourself.

Be short, positive and clear. Focus on skills and accomplishments. Ignore hobbies and family. Have a knockout 30 second to 2 minute *elevator speech* ready to go.

2. Can you tell me about a previous experience at work or school when you ?

Questions like this ask about behavior. Answer with specific examples, for instance, by talking about how you:

- fixed a problem
- used creativity to find a way to resolve a negotiation conflict
- helped a customer and generated a large sale
- handled multiple tasks

3. What's your most notable accomplishment?

Make a list of 3 or 4 things you have accomplished. Something meaningful to a business. Forget about school, unless you went to Harvard. Think about things like:

- Helping people - customer service
- Using creativity – found a better/faster/cheaper way to do something
- Organized a project – leadership skills and initiative

4. What are your weaknesses?

Don't reveal your dark secrets. The trick here is to change the question into the past tense and show how you fixed a problem. For example:

"I used to be a shy person. To solve the problem, I got a part time in a clothing store because it forced me to learn social skills. I had to talk to new people every day. Now, I am very comfortable talking with new people."

Here is another answer but it's only for the brave and the right moment.

"I have a weakness for chocolate, travel and good books."

5. Other questions to think about:

- What skills have you acquired from your internships and part-time jobs?
- How would you describe your leadership skills?
- Describe a situation where you worked in a team.

Section B: About the company

Here are a few questions which you will need to research in order to make a clear and impressive answer.

1. Why do you want to work for this company?

The more detailed the answer, the better the impression you will make. You could start your answer with a sentence like:

"The position is a really good fit for me because ... "

2. How would you be an asset to this company?

Confidence is the key. Give a clear two-sentence explanation on how you could help the company by talking about one or two of the skills described at the top of this section.

3. What do you know about this company?

A hard questions because many jobseekers don't research the company, its management, products, etc.

4. What do you see yourself doing in five years?

Make sure it's relevant to the company.

5. What do you know about our competitors?

Research this.

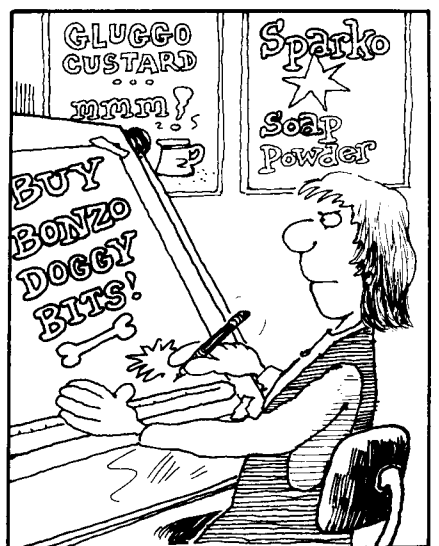
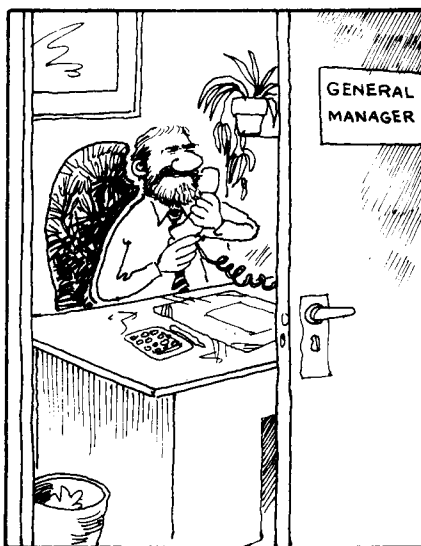
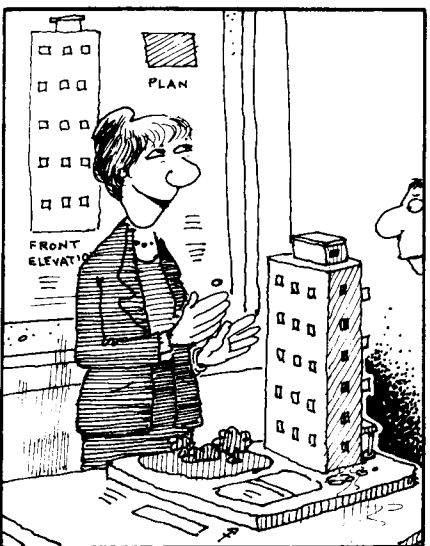
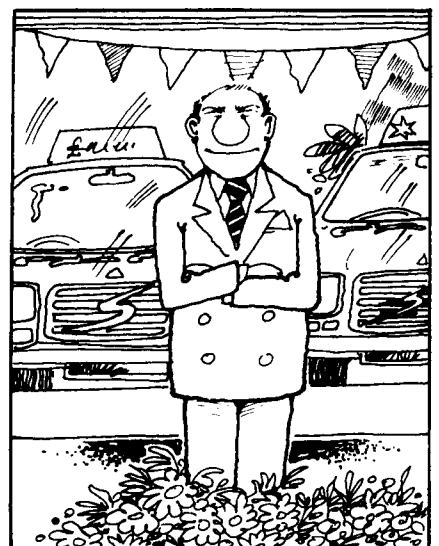
6. Do you have any questions?

Ask a couple of questions about the job to see how it matches your needs and skills. Don't ask questions about salary or vacation. Here are some examples:

How often are employees evaluated?

Can you tell me about career path and future promotions?

8a And where do you work?



57 SMALL TALK 2

Student A

(Introducing self; questioning; expressing amazement)

Fill in the form below to invent a new identity for yourself!

Name:
Nationality:
Age:
Address:
Company:
Company activity:
Position:
Responsibilities:
Length of service:
Current trip to:
Reason:
Family:
Interests:
Other information:

Now imagine that the 'new you' is sitting in a plane next to another business traveller and that you begin to talk. Tell the other person (your partner) as much as possible about yourself. And find out as much as possible about your partner.

YOU START.