

Student B

Worksheets

Which one is different?

Student B

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?

| | | | |
|----------|-----------|----------|-----------|
| deposit | debit | withdraw | deduct |
| salary | pay | wages | bonus |
| currency | coin | check | bill |
| promote | advertise | customer | push |
| contract | discuss | deal | agreement |

What's the difference between...?

Student B

| | |
|------------------------------|----------------------------|
| Asset and liability | Employee and freelancer |
| Revenue and expense | Quantity and quality |
| Mass market and niche market | Area code and country code |

33 LATE PAYMENT OF INVOICE

Student B

(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. You have not paid the following invoice for services received in November. The creditor calls to ask about your intentions regarding the 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, Jelan Melaka 200, Kuala Lumpur, Malaysia. | |
| Terms: 30 days from date of invoice. | |

YOU note that:

- you have cashflow problems
- the report supplied by KWAN came two weeks later than they promised
- you have a policy of paying 60 days from invoice date (but sometimes you agree to pay before 60 days).

YOUR PARTNER WILL START.

10 BUYING AND SELLING

Student B

(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 the owner of a small company manufacturing computer games. You have just designed an exciting new game which you want to sell abroad. You have arranged a meeting with a potential agent (your partner), who operates in a region where there is a good market for new games. Using the table below, negotiate an agreement covering:

- the number of units that the agent will agree to take
- the terms of payment: you are a small company and have the usual cashflow problems
- the discount on the standard price which you agree to pay the agent.

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

The agent may also ask you to provide:

- a CD-Rom version of your software. The current version is on disk and is IBM-compatible, and, although you have begun the adaptation, you don't expect it to be ready for at least six months: score 15 points for delivery of a CD-Rom version in 6 months, 10 points for delivery in 4 months, 5 points for delivery in 2 months
- new packaging adapted to the local market: score 5 points if you resist
- promotional literature in the target language: score 5 points if you resist.

Negotiate an agreement with the agent. 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 then 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 your agent after the negotiation is finished.

YOU START.

19 COSTS AND REDUCING OVERHEADS

Student B

(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 in order 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:

- think the company can save money now before a major investment in new ventures in two years' time
- think your market share is very safe and that customer loyalty is high
- are sensitive to shareholders' opinions and wishes
- think that the company genuinely does need to reduce its workforce
- think using outside contractors could be useful for many (but not all) maintenance tasks
- think safety would not be affected
- realize you will have to compromise on some of these ideas.

YOU 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.

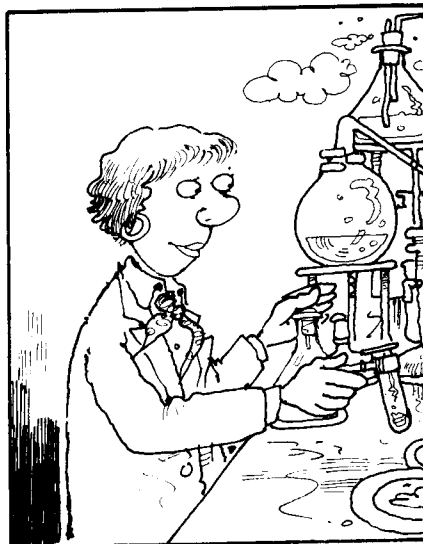
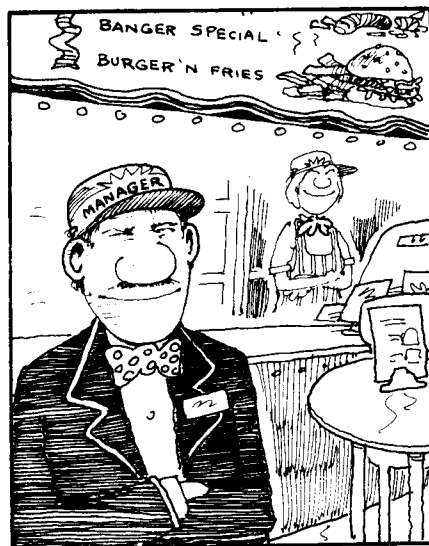
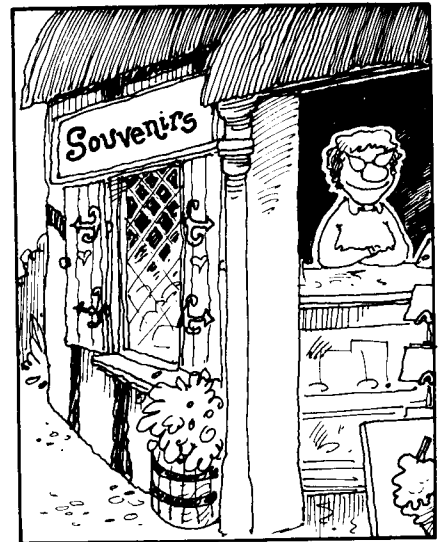
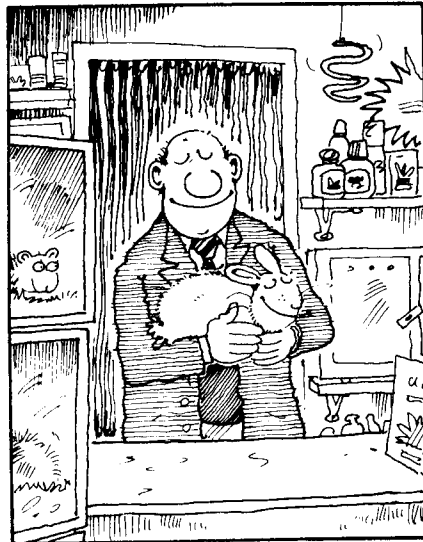
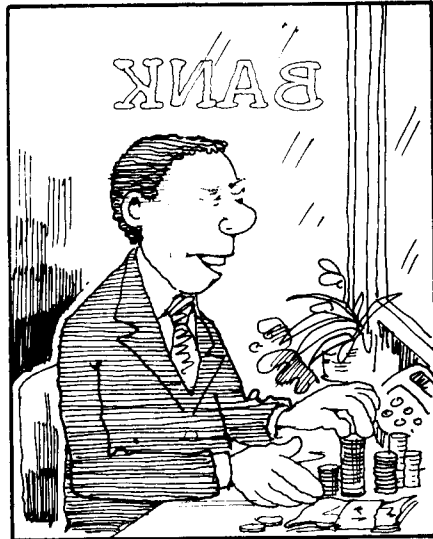
6. Do you have any questions?

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?

8b And where do you work?



57 SMALL TALK 2

Student B

(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.

YOUR PARTNER WILL START.