

A Business Meeting & Telephoning



Part 1: VOCABULARY

Fill in the gaps with some of the new words/expressions you learnt in lessons 7&8:

- We will _____ (*celebrar*) the AGM next month to announce the year results to the company shareholders.
- The _____ meeting (*reunión del consejo de admón.*) had to be _____ (*cancelar*) because many directors were ill.
- We went _____ (*analizar*) all the different points in the _____ (*orden del día*) and agreed to vote before making any decisions.
- I can't hear you properly. You are _____ (*falla la conexión*).
- The phone has been ringing all morning in the office but nobody _____ it _____. (*contestar*).
- Give me a _____ (*llamar/dar un toque*) when you have a minute, will you?
- Jerry said he'd call me _____ (*devolver la llamada*) as soon as the meeting is over.
- A: Can I speak to Mr. Harris, please?
- B: Mr Harris _____. (*Soy yo/al habla*) How can I help you?

Part 2: READING



Read the article below and replace the underlined sections (1-8) with the expression at the bottom:

I don't know how to chair a meeting!

I've been asked to chair a meeting about the Christmas office party, but I'm incredibly nervous as I've never chaired one before. Is there a secret for success?

You may never have chaired a meeting but as you've probably been to lots you'll have seen it done well and badly. Think about the things that please and annoy you and build on them. (1) Make sure everyone has the agenda well in advance, and check that you know enough about the participants and issues to be discussed. Arrange for the (2) room to be cool rather than warm; people will be less likely to go to sleep.

See yourself as a referee whose job it is to ensure fair play through careful watching and listening. You must ensure that the timid have a chance to (3) say what they want; deal (4) in a diplomatic way with the argumentative and to be kind to the (5) person you have asked to take notes. Getting that individual on your side is essential if you want the record to reflect your desired outcomes. It's normal to suggest

what should be left out of the minutes and how any difficult bits should be phrased. Make sure you stick to the (6) time you have allowed for each point and keep things moving by not letting people (7) wander off the subject. Get decisions made and recorded, even if it's only to postpone matters until the next meeting. If someone is being difficult, defuse things by offering to continue the discussion personally at a more appropriate time.

If the meeting is likely to be more than a couple of hours long, try to include a break at the mid-point; it acts as a marker and stops people getting restless.

Aim to leave everyone feeling they have had a chance to say what they wanted to say and gain lasting and well-deserved popularity by finishing (8) when you said the meeting would finish. ■

timetable - on time - make their point - circulate the agenda - tactfully - minute-taker - venue - make digressions

Part 3: LISTENING



Now listen and fill in the gaps.

1.

Sarah: Right then, Alex, let's _____ to business. On the _____ today for our public relations meeting are the research project, the launch of the _____, the _____ for press releases, and the executory of the year award. Are you quite happy with those _____?

Alex: Yeah, that's _____. If you could go _____ them in _____, that'd be great.

2.

Alex: OK everybody, thanks for coming. Let's keep this meeting fairly _____, really just a _____ of things on the agenda. First of all, as you can see, the news on the book re-launch; and secondly, the _____ move; and finally, we will have a little _____ of time for any _____ business.



3.

Sean: First of all, the book re-launch. I just wanted to _____ everybody that we will be re-launching the fairy-tales range with new modern covers, and that this is going to happen at the _____ of next month. It's important that we get this right and there have been quite a few...

4.

John: Actually Sean, can I just ask you – sorry to _____ the meeting __ – can I ask you about those _____, because I thought that this was going to be published the month after next, and I understand that everybody has got their _____, but I do ___ quite _____ that we’re bringing this out too soon.

Sean: Well, any other _____ before I _____ on that?

Carrie: I don’t think we’ve got any _____ at all about it. If the radio programmes are going out at the beginning of next month, we’ve got to _____ the book at the same time if we’re going to have any _____ impact.

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Part 4: WRITING



Write a short dialogue between two people on the phone. **A** is trying to speak to **B** but can't get through. **C** explains that **B** is not available and takes a message. Use the phrases learned in class.

A: *Good evening,*

B:

A:

B:

A:

(...)

Part 5: GRAMMAR- Phrasal Verb Review

Match the following phrasal verbs to their corresponding verbs:

- | | |
|-------------------------|--|
| 1. put through | a. to telephone |
| 2. call off | b. to postpone |
| 3. hang up | c. to cancel |
| 4. ring up | d. to raise (a number) to the nearest whole number |
| 5. turn down | e. to refuse, reject |
| 6. bring forward | f. to spend time with |
| 7. put off | g. to answer |
| 8. pick up | h. to connect |
| 9. hang out with | i. to terminate the connection |
| 10. round up | j. to move to an earlier date |

ANSWER KEY

Part 1: VOCABULARY

- hold
- board
- called off
- through
- agenda
- out
- call/buzz
- back
- speaking

Part 2: READING

1. circulate/distribute the agenda
2. venue
3. make their point
4. tactfully
5. minute-taker
6. timetable
7. make digressions
8. on time

Part 3: LISTENING

1. get down / agenda / website/ timeline / points/
fine / in order
2. brief / couple / office / bit / other
3. remind / beginning
4. hold / up / dates / dates / feel / strongly /
thoughts / comment /
choice / launch / sales

Part 5: GRAMMAR

1. **h**
2. **c**
3. **i**
4. **a**
5. **e**
6. **j**
7. **b**
8. **g**
9. **f**
10. **d**