

The Business Intermediate DVD ROM Video Scripts

Unit 1 Counselling

- Jeff: Good shot, Alberto! You're just too good for me today! I don't think I've ever seen you hit the ball so hard!
- Alberto: Thanks, Jeff. I had a little extra motivation tonight, look!
- Jeff: That's meant to be Janis, I suppose?
- Jeff: OK. So you've knocked Janis all round the court; but does it make you feel any better?
- Alberto: A bit better, maybe. I just can't believe the way she takes advantage of me! All because I'm an intern. She knows I can't say no; now she's insisting I work weekends. Maybe I should give it all up and go back to Barcelona.
- Jeff: Go back – what, to Barcelona?
- Alberto: No, I can't really I suppose. Have to stay here and teach you English how to play squash!
- Jeff: So what is it? You think Janis doesn't like you, doesn't respect you, is that it? Look, beating me 9-0, 9-0, 9-0 may give you a buzz, but it isn't going to solve the problem, so what are you going to do?
- Alberto: Well, I could refuse, I suppose.
- Jeff: What would happen if you did?
- Alberto: She'd make my life impossible, and she'd give me a bad report. So I suppose I have to give in, and say nothing.
- Jeff: Hm. Are there no other options?
- Alberto: What do you mean? Negotiate with Janis? I'm not in a very strong position.
- Jeff: So, you're saying your options are - a) stand and fight, b) give in to her, or c) explain how you feel and try to negotiate a solution?
- Alberto: They're all possibilities.
- Jeff: Which do you feel most comfortable with?
- Alberto: Stand and fight. But I hate to lose, and she's my boss, so I can't win. And if I give in, she won't stop there. So I guess that's it; option c) - negotiate. I'll tell her, I'm happy to work some extra hours, but not all day or every weekend. Thanks, Jeff.
- Jeff: Hope it works!
- Alberto: Now, about your forehead...

Unit 2 Customer care

- Mrs Hampton: Where's that helpline number? Ah, yes; 0870 - 724 - 24 - 24. I hope there's somebody there on a Sunday!
- Alberto: Way2Go Travel. Hold the line, please.
- Message: Thank you for calling Way2Go. We're sorry, but all our customer service executives are currently engaged. Please hold the line; your call is important to us. We are trying to connect you.
- Alberto: Good morning, Alberto speaking. Sorry to keep you waiting, I'm afraid we're rather busy for a Sunday.
- Mrs Hampton: Yes, well, I'm really sorry to bother you. My name is Mrs Hampton, and I'm calling about a Mediterranean cruise I booked for next June. It's really very difficult. You see, my niece has just decided to get married on the 22nd in Manchester, and I really would like to be there. It's just that if I go on this cruise I've booked, actually we'll be in Barcelona on that day.
- Alberto: Barcelona? Mm, yes, I see. Well I'm sure we can sort something out. Let me just speak with Reservations and see if we can change your booking for another date. I'll just put you on hold for a moment.
- Alberto: Hello Mrs Hampton? Bad news, I'm afraid. All our cruises are fully booked until September.
- Mrs Hampton: Oh, what a shame. I'd better just cancel, then. Would that be possible?
- Alberto: It would, but you'd lose your deposit, I'm afraid. But if you just hold on again please, I'll ask my supervisor if we can make an exception.
- Mrs Hampton: Oh, that's very kind of you, thank you.
- Alberto: Jeff? Hi, it's Alberto here. How're you doing? Great. ... Oh, very quiet here, yes. ... Did you see the match last night? ...Fantastic! 4-2, eh? What a game! ... Anyway, I was just ringing to check if you're still OK to play tonight? ... Great. See you at the club then? Seven thirty OK? ... Great. Bye.
- Alberto: Hello, Mrs Hampton? Bad news I'm afraid. My supervisor says it's not possible to refund your deposit ... but I do have another suggestion. What time is the wedding?
- Mrs Hampton: Well it's at one o'clock.
- Alberto: Ah that's good. There are direct flights from Barcelona to Manchester on the 22nd of June. You could fly over in the morning, go to the wedding, and be back on the cruise ship before it leaves for Palma that night. What do you think?
- Mrs Hampton: Yes, that's an excellent idea! Oh, well done, you are clever! And so helpful!
- Alberto: My pleasure, Mrs Hampton, I'm glad to be able to help. Now, would you like me to book you on the flight? Shall I put you in first class? It's a little more expensive of course, but so much more relaxing, don't you think? And it'll be a rather long day for you.
- Mrs Hampton: Yes; that's very good of you. Thank you.

Unit 3 Preparing presentations

- Kate: What do our younger customers want from a holiday? A comfortable flight with a reliable company? A quiet hotel with a pool? A room with a view? No! More and more young professionals want to go paragliding, kite surfing and bungee jumping; they're looking for adventure, excitement, adrenaline!
- Janis: Sorry, Kate, did I scare you?
- Kate: My goal today is to show you why this is exactly the new product that Way2Go Travel needs. I'm confident that at the end of this presentation, you'll agree that extreme sports holidays will increase market share, improve profitability, and put us in ex ...
- James: ... put us in hospital, I should think Kate, if you don't look where you're going!
- Kate: I intend to begin by explaining why our current product offer doesn't engage the under 30s. Then I'll be talking about our competitors' plans for sports like snowboarding and mountain biking; and finally I want to outline the product and the marketing mix that we propose.
- Jeff: Oh Kate, listen, I know this presentation is really important to you, but wouldn't it be safer for all of us if you practised in your office?
- Kate: So, let me just summarize what I've told you. In the first part of my talk, we looked at the need for exciting new products like white water rafting and base jumping in our catalogue. In the second section, I showed you how the competition is changing, and why we need to move quickly to capture new customers. And in the third and final...
- Janis: I just ... Oh, sorry, you alright? I just wanted to ask if you'd thought about the insurance implications?
- Kate: Look, Janis, that's a very interesting question, but can I get back to that at the end of my presentation?
- Kate: ...and this is why we cannot afford to miss this opportunity. OK, that's all I want to say for now. In a few minutes I'm going to ask you to approve my proposals, but first, if you have any questions, I'll do my best to answer them. Yes, Jeff?
- Jeff: Um, great presentation, Kate! Just a thought; could we include a new extreme sport in the programme? Um, preparing presentations?!

Unit 4 Job interviews

- Janis: Sorry to keep you, I'm Janis McIlroy.
- Jonathan: Jonathan Howard, pleased to meet you. I've just been looking through your new advertising campaign. It's very impressive!
- Janis: Yes, it is, isn't it? I'm glad you like it.
- Jonathan: It's really excellent...
- Jon: Ms McIlroy?
- Janis: McIlroy. Yes?
- Jon: Jon Howard. Sorry I'm late. I got a bit lost.
- Janis: Well, let's not waste any more time then. Apart from finding my office, what would you say has been your greatest achievement?
- Jon: Hm, the classic questions, eh? Um, I don't know, let me think about it...
- Janis: Can you tell me about a time when you were under pressure, and how you dealt with it?
- Jonathan: Sure. While I was at university, I was the assistant editor of the student magazine. I have a copy here actually. One week before publication, the editor and half the staff went down with 'flu, leaving me and a colleague to produce the whole thing...
- Jon: Yeah, that would, that would be it, I suppose.
- Janis: Yes, I see. Alright, Jon, are there any questions you'd like to ask me?
- Jon: Um, no. Oh yes. How much, ... um, perhaps not. No, no questions. Thank you.
- Janis: Oh no, thank you.
- Jonathan: Does that answer your question Ms McIlroy?
- Janis: Yes, thank you, that's very clear. Well now Jonathan, when would you be able to start?

Unit 5 Making deals

- Jeff: Hello, Jeff here.
- Kate: Hi Jeff. It's Kate. I'm calling to ask you a favour.
- Jeff: Yes?
- Kate: Well, I wondered what you'd think about swapping offices with me. Mine has a much nicer view, but there's not enough room for all my stuff, especially now I've got all the new activity holidays to promote.
- Jeff: Well, they were your idea! A good one, though. Well, I'd like to help, Kate, but, swapping offices would take a lot of time - I'm pretty busy at the moment. What I'd advise is, if you need more space, talk to James.
- Kate: He's in Spain all week. Look, Jeff, would you mind if I popped over to talk about it? It's a bit difficult on the phone.
- Kate: Wow, there's so much more room in here, it'd fit all my extra stuff. And you really don't need it, everything you handle is on the computer. Ah, now, how about this. IT have just given me a new, top-of-the-range laptop, but I don't use it much, I prefer my desktop. How about if I got them to allocate it to you? If you had my laptop, would you think about swapping offices with me?
- Jeff: Well, it's true that my PC is a little slow. But it's not really a problem. And while I agree that I probably don't need as much space as you, I do like this office; it's very convenient for the coffee machine!
- Kate: I see. Look, we're not making much progress; why don't we get a cup of coffee?
- Kate: I know I'm asking a lot Jeff, but everybody says how nice you are. If you could help me out, I'd really appreciate it. Look; what if I gave you my parking space too?
- Jeff: Your parking space? But I haven't even got a car! I use a pool car when I need one.
- Kate: I know. But Janis said you were thinking of buying one.
- Jeff: Yes, but...
- Kate: Well, I was thinking of selling mine, actually. Now, if you were prepared to swap offices with me, I could probably give you a much better deal on the car than you'd get at a garage. Anyway, I've got a meeting now. Shall we talk again after work? Say, six o'clock, in the bar?
- Jeff: Give me your car keys later, I'll take a look at it.
- Kate: OK then Jeff, I think we're getting somewhere. If you agree to swap offices, I'll let you have the car for £5000.
- Jeff: No I'm sorry Kate. I couldn't agree, unless you went down to £4500.
- Kate: Oh come on Jeff, that's robbery and you know it. Listen, I'll get my new laptop assigned to you; I'll give you my parking space, and on the car, let's split the difference. Say, £4750? Is that a fair compromise?
- Jeff: £4750? Sounds good to me.
- Kate: Great! It's a deal. Provided you buy me another drink!
- Jeff: Kate, now that we've done the deal, there's one thing that's puzzling me; were you really so desperate to get a bigger office that you had to sell your car?
- Kate: Oh, I was desperate, alright. But not to get your office. I've just bought a motorbike.
- Jeff: A motorbike?
- Kate: Yes. A brand new Harley Sportster actually. I was desperate to sell the car!

Unit 6 Meetings

- James: ... which would represent a saving of approximately 2.4%, and as such, a substantial improvement on last year's budget. As I was saying,
- Janis: Sorry to interrupt you James, but would this be a good time to take a break? I think some of us need a coffee rather urgently.
- James: Oh, well, yes, alright Janis. Shall we say fifteen minutes?
- Jeff: Thanks for that, Janis. I thought he was never going to stop.
- Kate: Well you can't complain, Jeff; you were asleep!
- Jeff: I was not! I was thinking. Deeply
- Janis: About how to reduce costs?
- Jeff: No, about how to improve these awful monthly meetings!
- Janis: That's why I called this meeting, actually.
- Kate: What meeting? This isn't a meeting, it's a coffee break!
- Jeff: I'm sorry Kate, I'm with Janis: it may be an informal meeting, but it's still a meeting.
- Kate: Well, it had better be more efficient than the monthly meeting. What a waste of time! I mean they're far too long for a start.
- James: That brings us to item eleven on the agenda...
- Jeff: I agree with you completely about that! How many items?
- Kate: And James was twenty-five minutes late. That's totally unacceptable!
- James: Sorry I'm late, I was in a meeting.
- Kate: And Anna was taking calls in the middle of the meeting!
- Anna: Sorry about this, it's rather important. Hello?
- Jeff: And what about you Kate! You were answering your emails! That's rude!
- Kate: Well at least I got some work done! Nobody else did!
- Janis: Could I just come in here? Kate is absolutely right. Our monthly meetings are a total waste of time - and money! You wouldn't believe just how much they actually cost the company! So, what can we do to improve them? Jeff, any thoughts?
- Jeff: Well, first of all, we should only invite people who really need to be there. The more people you have at a meeting, the longer it takes, and the less we achieve.
- Janis: Good point. Kate?
- Kate: Have a clear agenda - not too many items. And someone has to control the discussion, keep it short, and to the point. We keep getting side-tracked. Also I think meetings should have a time limit.
- Jeff: How about not having chairs? When you're standing up, you tend to be brief!
- Kate: Well I agree up to a point, but maybe that is taking it a bit far.
- Janis: ... Alright, that's great. So, we're all agreed; if we implement these ideas, we can cut meeting time and costs significantly.
- Jeff: Yes!
- Janis: Right. Any other business?
- Jeff/Kate: No.
- Janis: Good. So let's close this meeting, and put the ideas to James.
- Jeff: That's if we can get on the agenda!

Unit 7 Presenting visuals

- Janis: Oh no! Hello?
Alberto: Janis? It's Alberto. Are you alright? OK, don't worry. I'll come and pick you up. If I leave now, there's a good chance we'll be back in time for your presentation at nine.
- Janis: We've got 5 minutes. I'll get a coffee and my laptop, ... oh my God!
Alberto: What's the matter?
Janis: I've left my laptop at home.
Alberto: It's alright, you can use mine. I made a back-up of the slides yesterday.
- Janis: James has asked me to apologize for his absence today. As many of you already know, Way2Go plans to take over Turismo Alicante. Now James is fully behind this proposed takeover, and he's asked me to present the case to you all. Let's start by running through the major reasons why we want this takeover. I'd like you to look at this slide, which shows Alicante's turnover for the ... Ah. Sorry, I seem to have a slight technical problem.
As you can see, Alicante are strongest in the 18 to 30 segment; whereas if we look at our figures, ah, ... Alberto? As you will notice, we are stronger in the senior and young senior segments. So, the merger with Turismo Alicante will definitely bring know-how and expertise in a segment where we have little or no presence.
- Jeff: Janis, there's one thing that worries me. Their profits took a real fall last year. Why was that?
Janis: They did indeed. I've got the figures here. They show that, they show that, um, ... Alberto, would you like to take this question?
Alberto: Sure. As this graph shows, profits fell because the cost of sales rose sharply last year. This was due to the Spanish government's new legislation on travel insurance. As a result, Turismo Alicante had to make provision for much higher premiums. Costs they couldn't pass on in the current year. But with a new pricing structure now in place, we fully expect their profitability to return to previous levels next year. Does that answer your question?
James: Thank you, Alberto, yes. That was very clear.
- James: Well. You made a very good case for the takeover.
Janis: Thanks Jeff. Of course, Alberto helped a lot.
James: Yes he did, didn't he? You know, when this merger goes ahead next year, we're going to need someone reliable on site in Alicante. Someone with good Spanish, someone who knows the business, and who knows how we work.
- Janis: Alberto!
- Alberto: Oh, sorry, I didn't realize there was a meeting...
Janis: That's alright, Alberto.
Alberto: It was just to see if there was anything else I could do to help?
James: Well, as a matter of fact, there may be something. Come in and sit down, Alberto.
Janis: I know you're from Barcelona, but how do you feel about Alicante?
Alberto: They're civilized – they speak Catalan!

Unit 8 Negotiating

- Jeff: Any news of Luigi?
Kate: Afraid not. I phoned his hotel - they said he left an hour ago.
Jeff: That man is impossible! How are you supposed to do business with someone who doesn't understand the word "late"? Time's money!
Kate: It's probably just a ploy - his idea of negotiating tactics.
Jeff: Well, if it is, we can match his tactics. Remember what we agreed?
Kate: Good cop, bad cop?
Jeff: Right.
- Kate: Luigi! How are you?
Luigi: *Ciao bella!* Such a pleasure to see you again!
Jeff: Hello Luigi. Good to see you - at last.
Luigi: And how are you, Jeff? In a hurry as usual, I see! You should spend more time in Italy and learn to relax!
Jeff: Yes, well, we have quite a busy schedule, so, shall we?
Luigi: Kate, I hear you were in Rome last month - you really should have called me, we could have had dinner.
- Jeff: So that's our position in a nutshell. Unless you can improve the package our clients get - more activities, better meals, and so on - we'll have to look for a bigger discount - or go elsewhere.
Luigi: Now, have I got this right? Are you saying you'll go to my competitors? After all we've done for you?
Kate: I'm afraid there seems to be a slight misunderstanding, Luigi. What Jeff was trying to say is that at current price levels, we're just not competitive - so we need to find a way either to bring the price down, or to improve the package we're offering.
Luigi: I'm sorry, Kate, we can't do anything - your payment terms are impossible. Until Jeff starts paying us more quickly, we have no cash available to improve services. We can sit here all day and all night, it's not a problem for me, but I simply cannot move on price.
Kate: Why don't I get some coffee?
- Jeff: There's another thing, many British customers want beer with their meals. Why can't you just give them what they want?
Luigi: Are you saying you have a problem with Italian wine?
Jeff: You know that's not what I mean. Now come on, stop wasting time!
Luigi: Oh, I have plenty of time, Jeff - plenty of time, but I don't have money to waste on English beer.
Kate: Here we are. Oh, Jeff, Janis needs to see you urgently, if you can spare a few minutes.
Jeff: Oh, thanks. Will you excuse me, Luigi?
- Luigi: Thank you Kate. Mm, that's good coffee - Italian? Mm, I don't know how we move on this Kate, Jeff wants lower prices and better services. But he refuses to accept there is a problem with payment times.
Kate: Well, perhaps he didn't make himself very clear. Jeff's not, what shall I say, very diplomatic. Let me put it another way. Jeff doesn't want to discuss payment terms until he's sure there's been some movement on the other issues. So, if you could possibly make some concessions, say on the drinks question, I think he'd be prepared to make an effort. Do you think you could do that?

- Luigi: OK Jeff. How's this? If I agree to serve English beer to your customers, will you pay me 30 days from invoice?
- Jeff: No, sorry, I couldn't possibly agree to 30 days.
- Luigi: So would I be right in thinking that 60 days is your best offer?
- Kate: Actually, Luigi, that's not quite right. We can't agree to 30 days. But if you could give us a further discount on stays of more than two weeks, and serve English beer in the bar, then we can guarantee payment within 45 days.
- Luigi: And you agree I can reduce lunch to two courses instead of three?
- Jeff: Yes. Providing you don't serve pizza every day!
- Luigi: Alright. It's a deal. Now, come along, we don't have much time. If we hurry, we'll just make it. There's a new Italian restaurant I've just discovered. I've reserved a table for us.