

The Business Intermediate DVD-ROM Video Script

Unit 1 Counselling

Script

1 music 'Eye of the tiger'

Jeff: Shot, Alberto!

2

Jeff: Well played! I've never seen you hit the ball so hard!

Alberto: Thanks, Jeff. I had a little extra motivation tonight, look!

J: That's meant to be Janis, I suppose?

3

J: So how are you feeling about Janis now you've hit her all round the squash court?

A: Well, it helps a little. But I can't believe the way she takes advantage of me! She knows I can't say no because I'm an intern. Perhaps I should give up and go back to Barcelona.

J: Go back to Barcelona?!

A: No, not really. I still have to teach you English how to play squash!

4

J: So you feel that Janis doesn't respect you? But beating me 9–0, 9–0 doesn't solve your problem, so what are you going to do?

A: Well, I could refuse, I suppose.

J: What would happen if you did?

A: She'd make my life impossible, and give me a bad report. So I suppose I should just give in, and say nothing.

J: Hm. Aren't there any other options?

A: (pause) You mean negotiate?

5

J: So, you're saying your options are a) to stand and fight, b) to give in, or c) explain your situation and try to negotiate a solution?

A: Yes.

J: So what feels best to you?

A: Stand and fight. But I hate losing, and she's my boss, so I can't win. And if I accept, she won't stop there.

6

A: So I guess that's it; option c) – negotiate. Tell her I'm happy to work some extra hours, but not every weekend. Thanks, Jeff. Now, what about you?

J: What do you mean?

A: Are you going to give in, or stand and fight? There's no room for negotiation in squash!

Unit 2 Customer care

Script

1 music - Blondie, Hanging on the telephone.

Customer: Now where was that helpline number? Ah, yes; 0800 ... (dials) ... 24 ... 24. I hope they're open on Sundays!

2

(phone rings several times) Alberto: Woodward Holidays. Hold the line, please.

3

voice over: Thank you for calling Woodward Holidays. All our operators are currently engaged; please hold the line; we are trying to connect you.

4

A: Good morning, Alberto speaking. I'm very sorry to keep you waiting, I'm afraid we're rather busy this morning.

C: Oh, well, I'm sorry to bother you. My name is Hampton. I'm calling about a Mediterranean cruise I booked next June. You see, my niece has just decided to get married in Manchester on the 22nd, but if I go on the cruise, I'll actually be in Barcelona that day.

5

A: Barcelona? Mm, yes, I see. Well I'm sure I can help you with that. Let me check with Reservations to see if we can change your booking to another date; hold on please.

6

A: I'm terribly sorry Mrs Hampton. I'm afraid everything is fully booked until September.

C: Oh dear. Would it be possible to cancel, then?

A: Well yes, but you'd lose your deposit, I'm afraid. But if you just hold on a moment, I'll ask my supervisor if we can make an exception.

C: Oh, that's very kind of you, thank you!

7

A: Jeff? Hi, Alberto here. How're you doing? ... Great. ... Oh, very quiet here. Yes. ... Did you see the match yesterday? ... Fantastic! 4-0, eh? What a game! ... Anyway, I was just ringing to check if you're still OK to play tonight. ... Good. OK. See you at the club then. ... Bye.

8

A: 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; there's a direct flight from Barcelona to Manchester. You could fly over for the wedding in the morning, and be back on the cruise ship before it leaves for Palma that night. What do you think?

9

C: Yes, that's an excellent idea! Oh, well done, you are clever! And so helpful!

10

A: It's my pleasure, Mrs Hampton, I'm happy 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, but so much more comfortable, don't you think?

Unit 3 Presenting

Script

1 music: James Bond theme

Kate (voice over) What do our younger customers want from a holiday? A comfortable flight with a reliable company? (shot of paragliding) A quiet hotel with a pool? (kite surfing) A room with a view (bungee jumping)

2

K: No! More and more young professionals want to go paragliding, kite surfing and bungee jumping; they're looking for adventure, excitement, and adrenaline! (screams and splashes water all over herself)

Janis: I'm sorry, Kate, did I scare you?

3

K: My goal today is to show you why this is the new product that Woodward Holidays needs. I am confident that at the end of this presentation, you will agree that extreme sports holidays will develop market share, improve profitability, and put us in ...oh!

James: ... put us in hospital, Kate, if you don't look where you're going!

4

K: I intend to begin by explaining why our current product offer doesn't interest 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 are proposing ... (screech as cars almost collide)

Jeff: 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?

5

K: 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. In the third and final part, I talked about ...

Alberto: Kate, I just ... Oh, are you alright? I'm sorry! I just wanted to ask if you'd thought about insurance?

K: (somewhat dazed) Look, Alberto, that's a very interesting question, but can I come back to that at the end of my presentation?

6

K: ...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, James?

James: Great presentation, Kate! Just a thought; could we include a new extreme sport in the programme? Preparing presentations?!

Unit 4 Interviews

Script

1 music: "Mission Impossible" theme

2

Janis: Sorry to keep you waiting.

Jonathan: Oh, no problem! I was just reading about the new campaign. It's fascinating!

Janis: Yes, isn't it? I'm Janis McIlroy.

Jonathan: Jonathan Howard. Pleased to meet you.

Janis: Come in and have a seat. So, you like our new ads then?

Jonathan: Oh, yes, I think they're really excellent...

3

Jon: Ms McIlroy?

Janis: Yes?

Jon: Jon Howard. Um, I'm sorry I'm late. I, um, got a bit lost.

Janis: Well, let's not waste any more time then. Apart from finding my office, what would you say is your greatest achievement?

Jon: Aha, (laughs) the classic questions, eh? Um, (scratches his head) well, I don't know really, I'd have to think about it...

4

Janis: Can you tell me about a time when you were under pressure, and how you handled it?

Jonathan: Yes. While I was at university, I was the assistant editor of the student magazine. I have a copy here actually. (pulls a magazine out of his briefcase and passes it to Janis) A week before the publication date, the editor and half of the staff went down with 'flu, leaving me to manage...

5

Janis: Yes, I see. Alright, Jon, are there any questions you'd like to ask?

Jon: Um, no. I mean, yes. (pause) How much is ... um, no perhaps not. No, no questions. Thank you.

Janis: (Showing him the door) Oh no, thank you. We'll let you know our decision in a day or two. Goodbye.

6

Jonathan: Does that answer your question?

Janis: Yes, thank you, that's very clear. Well now Jonathan, when would you be able to start?

7

Mission impossible theme.

Unit 5 Making deals

Script

1 *Anna's small office.* music: Close to you, The Carpenters

2

on the phone

Jeff: Jeff here.

Anna: Hi Jeff. It's Anna. I'm calling to ask you a favour.

J: (suspicious) Yes?

A: Well, I was wondering whether you would consider swapping offices with me. Mine has a much nicer view, but there's not enough room for all my stuff.

J: Oh I see. Well, I'd like to help, Anna, but, swapping offices would take a lot of time - I'm pretty busy at the moment. I'd advise you to talk to James if you need more space.

A: He's in Spain all week. Look, Jeff, would you mind if I came over to talk about it? It's difficult by phone.

3

Jeff's office. Jeff is behind his desk, Anna is sitting opposite him.

A: What about this? You obviously need a new computer. If I got you a new, top-of-the-range laptop, would you swap offices with me?

J: Well, it's true my PC is getting old. But it's not a problem. And I agree that I don't need as much space as you, but I like this office; besides, it's closer to the coffee machine!

A: Yes, I see. Look, we're not making much progress, why don't we get a cup of coffee?

4

At the coffee machine, Anna is standing close to Jeff

A: 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.

J: Well, I really would like to help. But it would be very difficult; (*pause*) unless perhaps you were prepared to give me your parking space?

A: My parking space! That would mean I'd have to come to work by bus. (*thinks*) Well, I might just be able to agree to that, if you were prepared to, um, drive me home sometimes? Anyway, I've got a meeting now. Shall we finish our "negotiation" after work? Say, six o'clock, in the pub?

5

In the pub. Anna moves closer to Jeff.

A: OK then Jeff. We're almost there. If you agree to swap offices, I'll get you a new laptop; I'll let you have my parking space, if you drive me home when it's raining - and I'll speak to James about your pay rise. Is that an acceptable compromise?

J: OK. Sounds good to me.

A: Alright. It's a deal. (*pause*) Providing you take me out to dinner on Friday! (*Jeff smiles as the penny finally drops*)

Unit 6 Meetings

Script

1 music over discovery shot 'As time goes by' from *Casablanca*

James: ... which would represent a saving of approximately 0.4%, and as such, a substantial improvement over 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?

2

Jeff: Thank you, Janis, I thought he was never going to stop.

Kate: Well you shouldn't complain, Jeff; you were asleep!

Jeff: I was not! I was thinking.

Janis: Thinking about how to reduce costs?

Jeff: No, thinking about how we could improve these awful monthly meetings!

Janis: That's why I called this meeting, actually.

Kate: Which meeting? This isn't a meeting, it's a coffee break!

Jeff: Sorry Kate, but I can't agree: it's an informal meeting, but it's still a meeting.

3

Kate: Well, it had better be more efficient than the monthly meeting. What a waste of time! They're far too long.

[flashback] James: That brings us to item eleven on the agenda...

Jeff: I fully agree with you about that!

Kate: James was twenty-five minutes late! It's totally unacceptable.

[flashback] James: Sorry I'm late, I was in a meeting.

Kate: And Anna! Taking calls in the middle of the meeting!

[flashback] Anna: (answering mobile) Sorry about this, it's rather important...

Jeff: And what about you Kate! You were answering your emails!

Kate: Well at least I got some work done! Nobody else did!

4

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 how much those meetings actually cost! So, how can we improve them? Jeff, any views?

Jeff: Well, first of all, only invite the people we really need. The more attendees you have, the longer it takes, and the less you achieve.

Janis: (taking notes) Good. Kate?

Kate: Have a clear agenda - not too many points. Manage the discussion, keep it short, and don't get side-tracked. And have a time limit.

Jeff: How about not having chairs? If you're standing up, you want to be brief!

Kate: Well I agree up to a point, but maybe that's a bit extreme ...

5

Janis: ... Alright, that's great. So, we all agree; if we implement these ideas, we can cut meeting time and cost by 50%.

Jeff/Kate: Yes!

Janis: Right. Any other business?

Jeff/Kate: No.

Janis: Alright. So let's close the meeting here. Thank you for coming; I'll email you my notes and an action plan later today.

Unit 7 Presenting visuals

Script

1

Janis' bedroom. music: Help! The Beatles

Janis smiles as she hears the music in her sleep. The phone rings. Janis wakes up - she looks at the alarm clock. It's 8.15.

Janis: Oh no!!

She picks up the phone.

Hello?

2

Janis' office.

Alberto: Janis? It's Alberto. Are you alright? (pause) 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.

3

Janis' office.

J: (Looking at her watch) We've got 5 minutes. I'll just get a coffee and my laptop, and ... oh my God!

A: What's the matter?

J: I've left my laptop at home.

A: It's alright, you can use mine. I made a back-up of all the slides yesterday.

4

conference room

J: ...so I'll start by reminding you of the reasons why we want to take over Alicante Tours.

(Alberto passes her a cup of coffee)

I'd like you to look at this slide, which shows Alicante's turnover by segment for the ...

Oh. Sorry, I seem to have a slight technical problem.

(Alberto solves the problem and the slide is displayed)

As you can see, Alicante are strongest in the 18 to 25 segment; whereas if we look at our own figures, oh, ... Alberto?

(Alberto solves the problem and the slide is displayed)

As you will notice, we are strongest in the senior and young senior segments. So, the merger with Alicante will definitely provide know-how and expertise in a segment where we have little or no experience.

5

conference room

James: Can you give us some more details about Alicante's fall in profits last year?

J: Yes. The figures show that, um, um ... Alberto, would you like to take this question?

A: Sure. As this graph shows, *(types several keystrokes to display his own graph)* cost of sales rose sharply last year. This was due to the Spanish government's new legislation on travel insurance. As a result, Alicante had to make provision for much higher premiums. But with a new price structure now in place, we fully expect profitability to return to previous levels next year. Does that answer your question?

James: Thank you, Alberto. That's very clear.

6

Janis' office

James: Well. You made a very good case for the takeover.

Janis: Thank you James. Of course, Alberto helped a lot.

James: Yes he did, didn't he? When the merger goes ahead next year, we're going to need someone reliable on site in Alicante. Someone with good Spanish, who knows the business, and who knows how we work.

Alberto knocks and puts his head round the door.

A: Oh, sorry, I didn't realize there was a meeting...

Janis: That's alright, Alberto.

A: It was just to ask if there was anything else I could do to help?

James: Well, as a matter of fact, there is something. Come in and sit down, Alberto.

Unit 8 Negotiation

Script

1 music: Time is on my side - The Rolling Stones

Anna's office. Anna is working at her computer. James bursts in, very annoyed.

James: Any news of Roberto?

Anna: No. I phoned his hotel - they said he left an hour ago.

J: The man's impossible! How are you supposed to do business with someone who doesn't understand the word "late"? Time is money!

A: Perhaps it's a negotiating tactic.

J: A tactic? Well, we'll see about tactics. Remember what we agreed?

A: Good cop, bad cop?

J: Right.

2

Reception. Roberto waltzes through the main door.

A: Roberto! How are you?

Roberto: Ciao bella! (kisses her hand) Such a pleasure to see you again!

J: Hello Roberto. Good to see you - (aside) at last. (offers R his hand)

R: And how are you, James? (Holds J's hand between both of his) Always in a hurry, I see! You should come to Italy more often, and learn to relax!

J: (pulling away, embarrassed) Yes, well, we do have a busy schedule, so shall we ...

R: (ignoring him and not moving) Anna, I hear you were in Roma last month - you really should have called me, we could have had dinner ...

3

Conference room

J: So unless you can improve the package - better meals, more activities, and so on - we'll have to look for a bigger discount.

R: Have I got this right? Are you saying you'll go to the competition?

A: I'm afraid there seems to be a slight misunderstanding, Roberto. What James 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.

R: Well I'm sorry, Anna, but until James starts paying more quickly, there's no cash available to improve services. And we can sit here all day and all night if you want, it's not a problem for me, but I simply **cannot** move on price.

(uncomfortable silence - James nods at Anna)

A: Why don't I get some coffee? (leaves)

4

J: (tough) And another thing, British customers want beer with their meals. Why can't you just give them what they want?

R: Are you saying you have a problem with Italian wine?

J: No Roberto, that's not what I mean, and you know it. (glares at Roberto) Now come on, let's stop wasting time!

R: Oh, I have plenty of time, James - plenty of time, but not so much money to waste on English beer.

5

A: (comes back with coffee) Here we are. Oh, James, Jeff needs to see you urgently, if you can spare a few minutes.

J: Oh, thank you. Excuse me, Roberto.

R: Mm, Italian coffee! So, Anna, James wants lower prices and better services. And he refuses to accept there's a problem with payment times.

A: Well, perhaps he didn't make himself very clear. James isn't very ... diplomatic. Let me put it another way. James doesn't want to discuss payment terms until he's sure there's some movement on the other issues. So, if you could possibly make a small concession, say on the drinks question, I think he would be prepared to make an effort. Could you do that - for me?

6

J: No, I'm sorry, I couldn't agree to 30 days.

R: So would I be right in thinking that 60 days is your best offer?

A: Well, no, Roberto, I'm sorry, that isn't quite right. We can't agree to 30 days. But if you can give us a further discount on stays of more than two weeks, **and** serve English beer in the bar, then we will guarantee to pay within 45 days.

R: And you agree I can reduce lunch to two courses instead of three?

J: Yes. Providing you don't serve pizza **every** day!

R: Alright. It's a deal. (they shake hands and Roberto looks at his watch) 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 three ... (hurries out of the room)