

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways people greet each other in formal and informal situations?
- 2 What are some things foreigners might accidentally do that are offensive in your culture?



Conducting Business Overseas

Conducting business overseas is full of **pitfalls!** There are many different customs regarding **etiquette**. You may make a major social **gaffe** without realizing it! This guide outlines the areas where mistakes commonly occur.

Consider how you will address your business associate. It is polite to address someone by their **title** and **surname** in many places.

The handshake is recognized worldwide, but in the States and Britain people generally shake hands only once, when they first meet. Be **aware** that in Japan, it is rude to make **eye contact** when shaking hands, and in many Asian countries it is **customary** to bow.

If you are invited to someone's house, you should take a gift to thank them for their **hospitality**. But be careful! Your choice of gift is very important. **Avoid** giving white flowers in Japan or clocks in China because they symbolize death. Be **conscious** of eating customs. In Europe and the States, you may **offend** your **host** if you leave food on your plate. However, in Asia, a clean plate indicates you are still hungry.

In conclusion, the best way to conduct business internationally is by researching **manners** and customs. Only this way can you ensure that you won't make a terrible social **blunder!**

Reading

2 Listen and read this guide to business etiquette. Then, choose the correct answers. Say four things you have learned from the text.

- 1 What should you NOT do when visiting Japan?
 - A give your host a gift
 - B bow when you meet someone
 - C leave food on your plate after a meal
 - D look a person in the eyes during an introduction
- 2 What should business travelers do before doing business other countries?
 - A purchase reasonable gifts
 - B learn the country's language
 - C research the country's etiquette
 - D memorize new partner's surnames
- 3 According to the passage, when do British people shake hands?
 - A when greeting business partners in the morning
 - B when first being introduced to someone
 - C when accepting a gift
 - D when entering someone's house



gifts



Vocabulary

3 Choose the word which has the same meaning as the underlined word.

- 1 Looking his client in the eye when they shook hands was a major gaffe.
 - A blunder
 - B hospitality
 - C host
- 2 Her manners were typically British.
 - A pitfall
 - B etiquette
 - C hospitality
- 3 He was conscious that he must leave some food on his plate.
 - A aware
 - B customary
 - C eye contact

4 Choose the correct word pair to fill in the blanks.

- Mr. Sui thanked his ____ for the wonderful ____.
A title – surname B host – hospitality
C hospitality – pitfall
- ____ making eye contact because it may ____ the other person.
A Customary – avoid B Offend – host
C Avoid – offend
- It is ____ to call someone by their title and ____.
A aware – title B customary – surname
C avoid – hospitality
- There are a number of ____ people can fall into such as not using a correct ____.
A pitfalls – title B hosts – surname
C hospitality – eye contact

Listening

5 Listen to a conversation between two colleagues about a business trip. Mark the following statements as true (T) or false (F).

- ___ The speakers are taking a trip to Japan together.
- ___ The woman asks the man to explain parts of Japanese etiquette.
- ___ The woman plans to purchase a gift before she arrives in Japan.

6 Listen again and complete the conversation.

- Co-worker 2:** I've been reading up on Japanese 1 _____. It's got me worried.
- Co-worker 1:** What are you worried about?
- Co-worker 2:** It's full of 2 _____! I'm scared I'm going to make some terrible social 3 _____.
- Co-worker 1:** I'm sure that if you're careful of your 4 _____ you'll be fine.
- Co-worker 2:** That's not the point. Good manners in Japan are different from manners here. Sometimes they're the complete opposite!
- Co-worker 1:** Like what?
- Co-worker 2:** Well, here you make 5 _____ when you shake hands. In Japan that's rude.
- Co-worker 1:** Really? I wasn't 6 _____ of that.
- Co-worker 2:** And it's 7 _____ to give gifts to your hosts, but there are so many gifts that can be offensive!

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Are you ready for your business trip?

I'm scared I'm going to ...

It's customary to ...

Student A: You are going on a business trip to another country. Explain to Student B that you are worried about:

- greeting people
- giving gifts

Student B: Your colleague is going on a business trip abroad and is worried about etiquette. Help Student A plan for his or her trip.

Writing

8 You are writing a guide for business people visiting your country. Using the guide and the conversation from Task 7, write a guide to etiquette (100-120 words). Talk about:

- What is customary for people to do when they greet each other
- What people should be aware of during meals
- What sorts of gifts are appropriate



15 Travel Necessities

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What can a traveler do if he or she loses a passport?
- 2 What other things do you need to take with you on a business trip?

Information ?i ↻

Currency Exchange

PASSPORT

passport

map

TRAVEL ESSENTIALS

You're going on a business trip abroad. You're about to leave your house when you think 'Did I forget anything?' Does this sound familiar? Use this checklist to ensure you don't forget anything important!

- Don't forget your **passport**! Keep it with you at all times, but be careful that it doesn't fall out of your bag or pocket or get stolen.
- Do you have the **paperwork** relating to your **journey**? You'll need your flight number when you **check in**.
- Have you got any **foreign currency**? You don't want to be stuck abroad with no money!
- Do you take **medication** regularly? If so, don't forget it! Also remember that in some countries, you will need **inoculations** before you travel.

Where will you go when you arrive? Take a **travel guide** or a **map** of your **destination**. It's also a good idea to have your hotel's **contact information** handy. You may need it when filling out forms.

currency

medication

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 You need several injections that prevent the spread of disease. _ n _ _ l _ _ o _ _
- 2 Be sure that you bring any drugs prescribed by a doctor. _ _ d _ _ _ i _ _
- 3 The airline recommends that passengers arrive early to register for their flight. _ _ e _ _ - _ n
- 4 Visitors may not enter without a document that provides identification. _ _ s _ _ o _ _
- 5 Keep the hotel's phone number and address with you. c _ _ t _ _ _ i _ _ _ m _ _ _ o _ _
- 6 Do you have a paper displaying streets and major attractions of the city? _ a _
- 7 The trip across the ocean is much faster than it used to be. j _ _ r _ _ y
- 8 Read a book with information about an area before leaving. _ r _ _ e _ _ _ i _ _

Reading

2 Listen and read the extract from a travel guide. Then, mark the following statements as true (T) or false (F). What should you have with you while on a business trip?

- 1 ___ Important documents should be stored in baggage.
- 2 ___ Travelers should change money before leaving.
- 3 ___ Some countries require visitors to get shots when they arrive.

4 Read the sentence and choose the correct meaning of the underlined words.

- Traveling to another country involves a lot of paperwork.
A problems **B** documents **C** identification
- John finally reached his destination.
A the place where someone lives
B the place someone is traveling to
C a town which has an airport
- Tina needs some foreign currency.
A money from another country
B information about the area
C help from the airport staff

Listening

5 Listen to a conversation between a businessman and his personal assistant. Choose the correct answers.

- Where is the man's map?
A in his bag **C** in his travel guide
B in his jacket **D** in his pocket
- What is the man likely to do next?
A take a taxi to the airport **C** purchase a travel guide
B get foreign currency **D** check in for his flight

6 Listen again and complete the conversation.

Businessman: Yes, they're 1 _____ somewhere.

Assistant: You should take them out. It will make your 2 _____ - _____ a lot faster.

Businessman: Good thinking. I'll keep them 3 _____.

Assistant: Also, I put the 4 _____ in your travel guide.

Businessman: Great, thanks.

Assistant: And did you ever grab any 5 _____?

Businessman: I don't need any. I have my credit card. I'll 6 _____ when I arrive.

Assistant: Are you sure about that? Don't you need to take a taxi from the airport?

Businessman: I was planning on it. Why do you ask?

Assistant: Well they only accept cash.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Do you have everything you need?

You should take them out.

Don't you need to ...?

Student A: Your boss is taking an international trip. Make sure Student B has:

- necessary paperwork
- information about destination
- currency

Student B: Talk to Student A about what items you have or need for the trip.

Writing

8 You are a personal assistant. Use the conversation from Task 7 and the travel guide to write a list of items your boss needs for a trip. Include:

- paperwork
- information about the destination
- money
- medicine

Glossary

- accomplish** [V-T-U14] To **accomplish** a task is to complete or do it successfully.
- accountant** [N-COUNT-U12] An **accountant** is someone whose job is to keep or check financial records.
- applicant** [N-COUNT-U15] An **applicant** is a person who answers an advertisement for a job vacancy.
- appointment** [N-COUNT-U7] An **appointment** is a meeting arranged in advance.
- approximately** [ADV-U6] If someone gives a number **approximately**, the number or amount given is close to the exact amount, but could be a little more or less.
- avenue** [N-COUNT-U5] An **avenue** is like a street. It's a hard surface where cars and bikes often drive.
- avoid** [V-T-U3] To **avoid** something means to stay away from it.
- bank clerk** [N-COUNT-U12] A **bank clerk** is someone who works in a bank and is responsible for general office duties.
- basic price** [N-COUNT-U10] The **basic price** of a product or service is the price without taxes or fees.
- block** [N-COUNT-U5] A **block** is a square piece of a city that is built on a grid, such as New York City.
- book a table** [V- U8] To **book a table** means to reserve a table in a restaurant.
- bow** [V-I-U1] To **bow** means to bend your waist and lean forward.
- break** [N-COUNT-U8] A **break** is a time when people stop work for a period of time.
- building** [N-COUNT-U5] A **building** is a structure such as a house or factory that has walls and a roof.
- busy** [ADJ-U4] To be **busy** is to have a lot to do, such as work.
- calendar** [N-COUNT-U7] A **calendar** shows all the days, weeks and months of the year.
- carpool** [N-COUNT-U14] A **carpool** is a group of people that travel to work together in one car, taking turns driving or sharing the cost of gas.
- catch the bus** [V PHRASE-U14] Another way to say people go somewhere on a bus is to say that they **catch the bus**.
- catch up on** [PHRASAL V-U14] To **catch up on** something means to do something which one had intended to do earlier.
- cheek** [N COUNT-U1] The **cheek** is part of the face. People have two cheeks, one on each side of the mouth.
- colleague** [N COUNT-U2] A **colleague** is someone with whom a person works.
- commission** [N-COUNT-U11] A **commission** is a percentage of a sale that a salesman earns as a reward for arranging the sale.
- commute** [V-I-U14] To **commute** means to travel to and from work.
- compatibility** [N-UNCOUNT-U12] The **compatibility** of two things is how well they fit together.
- contract** [N-COUNT-U13] A **contract** is a written agreement that people sign when starting work that states rules and pay.
- currency** [N-COUNT-U6] **Currency** is the type of money that a country uses.
- custom** [N COUNT-U1] A **custom** is an action that people traditionally do in a country or region.
- day off** [N-COUNT-U9] A **day off** is a day when a person does not have to go to work.
- deadline** [N-COUNT-U7] A **deadline** is the day or time before which something must be completed.
- degree** [N-COUNT-U15] A **degree** is a title awarded by a university after a person has completed a program of study.