

Business Result Intermediate

Student's Book Answer Key

6 | Guests and visitors

Working with words

1

- 1 Overall, business travellers seem to be more positive than negative about business travel, with 78% saying they enjoy it, although many business travellers also point out the obvious drawbacks of being away from home (55% say it affects their personal life).
- 2 Answers will vary.

2

	Traveller 1	Traveller 2
Reason for visit	research trip (to find somewhere for a conference)	a trade exhibition
Where they are staying	The Patio Hotel	Hotel Dona Maria
Plans (professional / personal)	- find out about venues and entertainment - excursion to Cordoba - try some local specialities - do some shopping / buy souvenirs	- meet colleagues - look round the old town - have a meal

3

- 1 sightseeing 6 speciality
2 conference 7 nightlife
3 venue 8 exhibition
4 facilities 9 excursion
5 hospitality 10 entertainment

5

- a meet up with d pick (someone up) g eat out
b check in e drop (someone) off h look around
c freshen up f show (someone) around

Business Result

Business communication skills

2

Morning: tour of facility with Aruna Singh.

Lunchtime: meet Jacinta and Dilip Patel for lunch.

Afternoon: meet the team.

3

- | | | |
|--------------------|---------------------|------------------------|
| 1 Welcome to | 5 let me take | 9 we'll catch up again |
| 2 finally meet you | 6 get you | 10 you'll get a chance |
| 3 your journey | 7 run through | 11 Make sure |
| 4 any trouble | 8 thought you could | 12 don't worry about |

4

a 2 b 1 c 7 / 8 d 7 / 8 e 6 f 5 g 4 h 3

7

1 Head of Public Relations

2 a guided tour in the morning and then a chance to meet the engineers over lunch

3 stay with Aruna at all times for their safety

8

1 On behalf of ... it gives me great pleasure to welcome you to ...

2 You will have the opportunity to ...

3 Can I remind you that ...

4 Please be sure to ...

Practically speaking

1

Suggested answers

Would you like a drink? is clearly the most formal and polite.

Do you want a drink? sounds quite informal and could almost be considered impolite in certain contexts.

Do you fancy a drink? is also less formal but would be acceptable in many contexts.

Can I get you a drink? is fairly neutral and can be used safely in most situations.

2

1 fine 2 would 3 please 4 sounds 5 love 6 time

Language at work

1

- 1 it is where they assemble the units
2 dust
3 a clothing must be made from synthetic materials (no wool or cotton because natural fibres produce particles)
b no jewellery can be worn

2

necessary

room is dust-free, special overalls (bunny suits), clothes made of synthetic materials, helmet and air filter mask, strict procedure for putting on bunny suits

not necessary

getting undressed

against the rules

clothes made of natural fibres, wearing jewellery or watches

3

1 e

2 a, g

3 c, d

4 h

5 b

6 f

Case study

Discussion

1

Possible answers

Problems

- project is behind schedule
- relationships between managers and teams is getting worse
- meetings are long and outcomes are unclear
- communication problems
- different attitudes

Reasons

From the reading we should understand that there isn't a problem with the standard of work, so the issues must be due to cultural differences. For example, one side is taking longer to arrive at final decisions and the end conclusions are not being defined. There is clearly a language problem - this is probably due to different accents and maybe some differences in their 'Englishes'. It is possible that the Indians have a more relaxed attitude to time and deadlines, whereas the Swedes are not being direct enough in their use of language.

2

Possible answer

AKA could provide intercultural training to both sides. This would raise awareness of the cultural differences between the two nationalities and would encourage the people involved to see situations from the other culture's perspective. This should lead to a better working relationship.

3

Possible answers

- find out as much as possible about the country's culture
- attend intercultural training courses
- learn the local language
- speak to other people who have relocated to that country and find out about their experiences