

## Partner files

### UNIT 1, Exercise 4

### File 1

#### Partner B

You need to arrange a meeting with two colleagues. You want to discuss the problems you are all having with the new customer service software your company has invested in. Find a time that suits you all to meet. Do not show your diary to either of your partners.

<b>Monday</b>
<i>12.30–2.00 Martin Brown</i>
<i>2.15–5.30 Meet new HR manager</i>
<b>Tuesday</b>
<i>9.15–11.00 David's presentation</i>
<i>11.30–1.00 Progress meeting with Claudia and Andrew</i>
<b>Wednesday</b>
<i>12.00–2.30 Business development meeting</i>
<i>3.00–5.45 Prepare for Zet, s.r.o. meeting</i>
<b>Thursday</b>
<i>4.00–5.30 Meeting to discuss possible co-operation with Zet, s.r.o.</i>
<b>Friday</b>
<i>All-day team building workshop</i>

### UNIT 6, Exercise 9

### File 2

#### Partner C

You are chairing a meeting between your company, Hellimatic, s.r.o., a manufacturer of vending machines where you are head of production, and Noble Paints, a manufacturer of industrial paints. You have just finished discussing whether Noble Paints can develop a new paint for your vending machines.

Start the role-play by concluding the meeting. Make sure you do the following things:

- end the meeting
- ask the others to summarize what action they are going to take
- thank your visitor from Noble Paints for coming
- show your visitor to the reception area and say goodbye

After the meeting is over, write a list of the action points and include it in an email to your colleague and the representative from Noble Paints.

### UNIT 2, Exercise 14

### File 3

#### Partner A

You work for Burotech, s.r.o., an office equipment company with branches across the Czech Republic. The firm has recently been taken over by a US company which wants to implement its quality control methods at Burotech. The US company has selected staff from all levels of the business to act as Quality Workers and is holding a series of meetings to launch the project.

You are the chairperson at one of these meetings. Welcome the other participants. Explain the objectives of the meeting to them. Ask them to introduce themselves and provide some background information about their work for Burotech.

#### Objectives of meeting:

*Ask team members to introduce themselves*  
*Explain the quality control method*  
*Brainstorm ideas about how the method can be implemented at Burotech.*

### UNIT 5, Exercise 13

### File 4

#### Partner C

You are the assistant finance manager at Genexis, s.r.o. Your boss wants to buy software licences from AccountSoft. He/She wants your entire team of 50 people to have licences. Each license costs €50. He/She thinks that the licences are too expensive and wants a discount of about 20% for 50 licences. If he/she can't get AccountSoft Ltd to agree to a high-enough discount, he/she will order fewer licences to be used by key staff members. Your boss will negotiate the number of software licences you will buy and the price you will pay for them, but you are enthusiastic to take part. Try to speak as much as possible by making polite interruptions.

## UNIT 3, Exercise 10

## File 5

## Partner C

You're a member of the public relations team at a pet food manufacturer. Your leading brand of dog food is Friskee. Unfortunately, you've just heard that Friskee contains small quantities of Z44I. This is a chemical which is not dangerous for animals to eat. It can, however, cause sickness in humans if they eat a lot of it. Food safety guidelines do not provide clear rules about Z44I and there is no legal reason why you should withdraw the product from shops. This is strictly a potential public relations problem.

You are going to have a meeting with other members of the PR team to decide what to do. Here are your notes for the meeting.

*The situation will not cause any serious health problems, but it could be a serious public relations problem.*

*We should:*

- *not tell anyone outside the company about the problem*
- *remove Friskee from all shops*
- *eliminate Z44I from Friskee in the future*

During the meeting, as well as offering your opinions, you should interrupt the other participants and ask them to clarify what they are saying.

## UNIT 4, Exercise 12

## File 6

## Partner A

You are a member of the customer care management team at the Czech subsidiary of a British insurance company. You are meeting with three other managers to discuss possible changes in the way you offer customer care.

The company has a call centre with 65 agents. 25 of these agents spend their time making calls to potential customers. The other 40 agents answer calls from potential and existing customers.

The company has been looking at web-based customer care for several years. You think that call centre agents should no longer answer calls from customers. Instead, there should be a customer care

website where new customers can buy insurance and existing customers can find answers to their questions.

Your reasons for thinking this are:

An effective website is not cheap, but you would save money on staff and training. This money could be used for designing and developing the website.

Call centre agents sometimes give customers inaccurate information and are sometimes not very polite. A website would let you control the quality of your company's customer care.

## UNIT 2, Exercise 14

## File 7

## Partner C

You work for Burotech, s.r.o., an office equipment company with branches across the Czech Republic. The firm has recently been taken over by a US company which wants to implement its quality control methods at Burotech. The company has selected staff from all levels of the business to act as Quality Workers and is holding a series of meetings to launch the project.

You are one of the Quality Workers. The chairperson will ask you to introduce yourself and your work for the company. Use the following details:

Name: Use your own name

Job title: Administrative Assistant

Based in: Pardubice

Joined company: 2002

## UNIT 2, Exercise 14

## File 8

## Partner D

You work for Burotech, s.r.o., an office equipment company with branches across the Czech Republic. The firm has recently been taken over by a US company which wants to implement its quality control methods at Burotech. The company has selected staff from all levels of the business to act as Quality Workers and is holding a series of meetings to launch the project.

You are one of the Quality Workers. The chairperson will ask you to introduce yourself and your work for the company. Use the following details:

Name: Use your own name

Job title: Purchasing Team Leader

Based in: Chomutov

Joined company: 2004