



Good morning
Everyone

Complete each using your own opinion

- What I really like about business travel is....
- What I hate most is.....
- The thing I love most is.....
- The best thing for me is....
- The worst thing for me is.....

Let's turn to page 30: Combine one word from each section to make at least ten sentences

- I don't like being away from my family.
- I look forward to meeting interesting people.
- I enjoy the endless new experiences.
- I dread getting away from the office.
- I hate getting delayed.
- I can't stand jet lag.
- I like visiting foreign places.
- I hate missing queues.
- I don't like tight schedules.
- I love strange food.

Let's listen to answer the following questions

1. The Company in Dubai:
 - a. **Want Brian to visit them again**
 - b. Weren't very interested in the products Brian was offering
 - c. Had some interesting products to sell.

2. While he was at the airport, Brian
 - a. Did some shopping
 - b. Had to queue at the check in
 - c. **Waited in the departure lounge**

3. When he arrived in Dubai, he
 - a. **Got to his hotel quickly.**
 - b. Couldn't find his hotel.
 - c. Took a long time to get to his hotel

4. The hotel
 - a. Was nice, but the food wasn't very good.
 - b. **And food were both good.**
 - c. Wasn't very good, but the food was nice

5. The meetings in Dubai were
 - a. **Tiring but useful**
 - b. Not long enough
 - c. Not very useful

6. On the way back,
 - a. Brian missed his flight
 - b. Brian's flight was delayed
 - c. **Brian had to travel home on a later flight**

7. Brian ends the conversation by saying that
 - a. He needs to go and read a report
 - b. He wants to go home and get an early night.
 - c. **He has to write a report.**

Turn to page 31 and complete the travel tips using the word pairs

- A. Business + pleasure
- B. movies + view
- C. travelers + lines
- D. thing + problem
- E. connections + flights
- F. work + plane
- G. Evening + destination
- H. children + passengers
- I. water + bags
- J. receipts + cards
- K. magazines + newspapers

Travel Tips

- How do you prepare for a business trip?
- What advice would you give someone travelling for the first time on a business trip?

Let's complete the following passage: (check-in – leave – seat – travel – destination – pick – pack – departure – currency – itinerary – traffic – plane)

◦ **How to have a perfect flight:**

- Allow plenty of time to _____ your bags. Think carefully about what sort of clothes you need. Pay attention to the weather at your _____ and check the forecasts to be sure you have the right kind of clothes. Check what kind of events you will be attending and call people to ask about the level of formality. Make sure your bag isn't too heavy.
- Buy special small _____ sizes of all your toiletries and cosmetics.
- Get a light e-book reader and put onto it the books you want to read.
- Arrange for someone from the office to _____ you up or pre-book a taxi or destination.
- Print your _____, as well as your boarding passes, hotel confirmation and taxi bookings.
- Pre-order some local _____ and collect it before you leave to get the best possible rate.
- Use the online _____ as soon as it opens so that you can be sure of your preferred _____.
- Carefully calculate the amount of time it will take to get to the airport and add extra time to allow for heavy _____, accidents and bad weather. Organize a taxi so that you _____ in plenty of time.

Answers

◦ **How to have a perfect flight:**

- Allow plenty of time to **pack** your bags. Think carefully about what sort of clothes you need. Pay attention to the weather at your **destination** and check the forecasts to be sure you have the right kind of clothes. Check what kind of events you will be attending and call people to ask about the level of formality. Make sure your bag isn't too heavy.
- Buy special small **travel** sizes of all your toiletries and cosmetics.
- Get a light e-book reader and put onto it the books you want to read.
- Arrange for someone from the office to **pick** you up or pre-book a taxi or destination.
- Print your **itinerary**, as well as your boarding passes, hotel confirmation and taxi bookings.
- Pre-order some local **currency** and collect it before you leave to get the best possible rate.
- Use the online **check in** as soon as it opens so that you can be sure of your preferred **seat**.
- Carefully calculate the amount of time it will take to get to the airport and add extra time to allow for heavy **traffic**, accidents and bad weather. Organize a taxi so that you **leave** in plenty of time.

Speaker A :
Business traveler

- You didn't get your five o'clock alarm call at your hotel this morning, so you overslept! Now you've missed your taxi to the airport. Your plane leaves in 90 minutes and it's at least half an hour to the airport. Go and complain at the reception desk. Get them to book you another taxi and telephone the airline to say you are on your way.
- Your taxi has finally arrived. Explain that your plane leaves in an hour and a quarter, and that you must be on it. If you miss the Zurich meeting at 11:00, your boss is going to kill you! You thought about taking the Underground, but you have a very heavy bag of product samples to carry.
- After all the panic to get to the airport, your British Airways flight is going to be delayed for an hour and a half! You wanted to fly Swissair, but they only had economy class seats left. Now there's nothing to do but wait. Luckily, your meeting is three hours away, so you can still just make it.

Speaker B

- **Hotel receptionist:** You have just come on duty at the Novotel reception desk. Your colleague, who went home five minutes ago, says there has been a problem with the internal telephone system all night. Since you arrived, it's been one compliant after another!.
- **Taxi driver:** You have just picked up someone at the Novotel who wants to go to Heathrow airport. On your way to the hotel, you heard this on the radio : " Traffic news now, and there's been a major accident on the M25 this morning involving three lorries and eight cars. Police say to expect delays of up to an hour. If you're travelling to Heathrow this morning, you're advised to take the Underground to Paddington station and then the Heathrow Express.
- **BA Representative:** You are at Gate 42, Heathrow airport. Flight BA922 to Zurich is delayed and you have a lot of unhappy passengers sitting in the departure lounge. A few have already asked for seats on the 8:30 Swissair flight. You have just received this message on your mobile: " The plane has serious mechanical issues and cannot leave to London today"

How do you usually complain about a service you disliked on your business trip?

- STEP 1 : Include all your necessary contact information in the letter heading.
- STEP 2 :Date the letter and put the name of the hotel underneath the date, as well as the hotel address.
- STEP 3 : Begin the body of your letter with a professional greeting OR "To Whom It May Concern " is appropriate.
- STEP 4 :Provide a detailed summary of your negative experience. Include any dates, names, room numbers and any other specific information. Explain what happened and why the occurrence prompted you to write the letter.
- STEP 5 : Request any compensation in the last paragraph of the body. Be specific in your requests.
- STEP 6 :Conclude your letter by stating how the management can reach you and restating your expectations.

Sample complaint email to an airline company

- Dear Sir or Madam,

I am writing to complain about a problem I experienced on a recent flight from London to Chicago. I checked in four hours before departure and I chose my seat in business class. However, when I arrived at the gate, I was informed that business class was full. I was offered a place in the economy class, or waiting for the next flight. Due to the time of my meeting in Chicago, I couldn't take the 2nd option. As a result I experienced an uncomfortable journey in economy class and I was unable to prepare for my meeting.

As a regular user of your airline, I was extremely disappointed with your service I received on this occasion and I believe I should be fully reimbursed.

I look forward to hearing from you

Best Regards

George Kennedy

With a partner write a complaint letter

- You didn't get your five o'clock alarm call at your hotel this morning, so you overslept! Now you've missed your taxi to the airport. Your plane leaves in 90 minutes and it's at least half an hour to the airport. Go and complain at the reception desk. Get them to book you another taxi and telephone the airline to say you are on your way
- Your taxi has finally arrived. Explain that your plane leaves in an hour and a quarter, and that you must be on it. If you miss the Zurich meeting at 11:00, your boss is going to kill you! You thought about taking the Underground, but you have a very heavy bag of product samples to carry.

Imagine ...

- If your company asked you to relocated to Britain or the United States, which would you choose? And why?

Ron Kastner is a classic New Yorker: first off the plane, first out of the airport. Carrying a single small bag, he walks straight through immigration and customs. He doesn't look like he's spent six hours in the air (business class will do that to you). He owns an apartment in the East Village in Manhattan, but tonight London is home: a flat in Belgravia, London's **wealthiest neighbourhood**. Kastner is a resident of a place called NY-Lon, a single city inconveniently separated by an ocean. He flies between the two cities up to five times a month. David Eastman lives there too. A Londoner who is a VP at Agency.com in New York, he travels the JFK–Heathrow route so often he's **on a first-name basis** with the Virgin Atlantic business class cabin crew.

As different as New York and London are, a growing number of people are living, working and playing in the two cities as if they were one. The cities **are drawn together by** a shared language and culture, but mostly by money – more of which **flows** through Wall Street and the City each day than all the rest

of the world's financial centres combined. The **boom** in financial services attracted advertising agencies, accounting firms and management consultancies to both cities. Then came hotel and restaurant businesses, architecture and design, **real estate** and construction, air travel, tourism and other service industries.

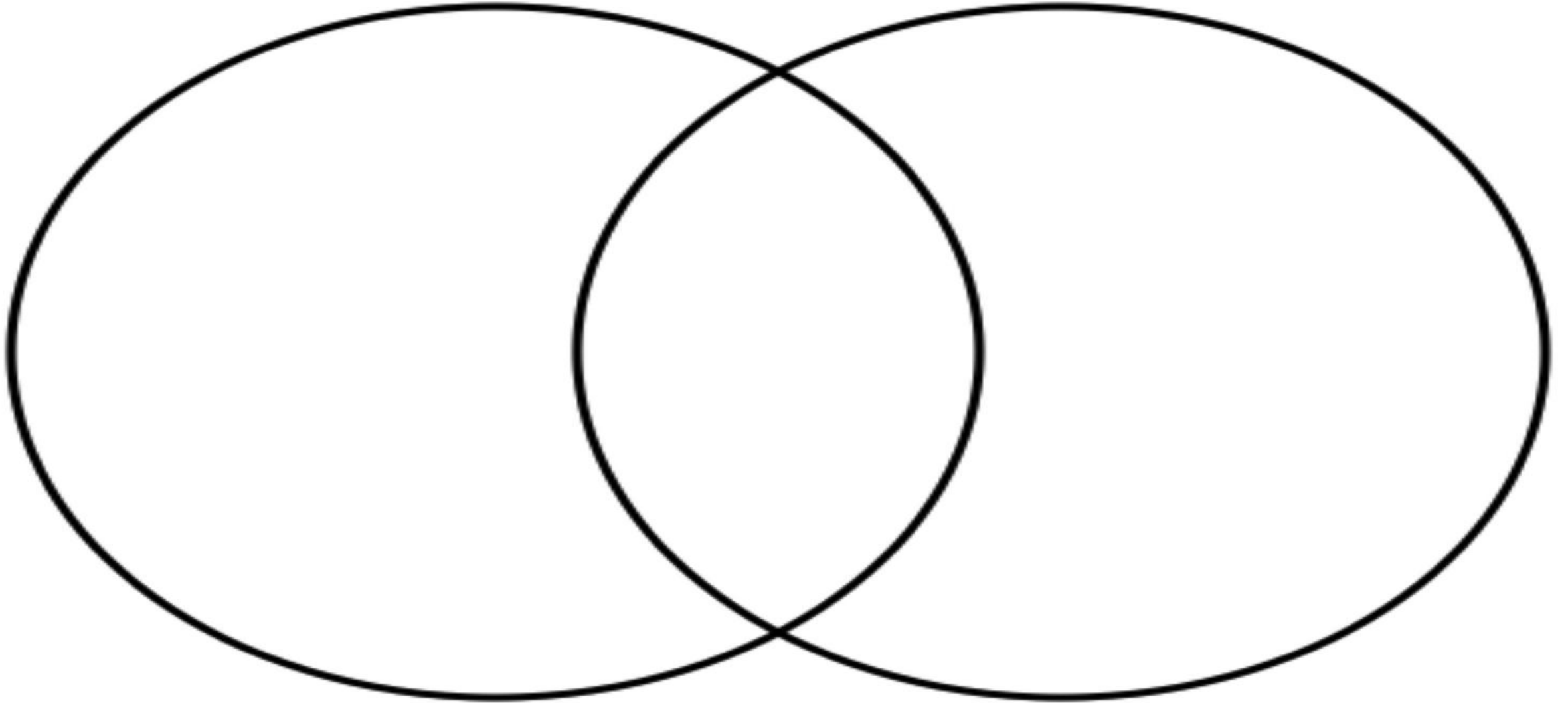
Trevor Beattie, the London-based creative director of ad agency TBWA Worldwide, says, 'New York and London are both so **trendy** and so modern now in terms of fashion, art, photography, music.' 'We dream about each other's cities,' says Joel Kissin, a New Zealander who after 25 years in London bought a **penthouse** on New York's Fifth Avenue. 'If you're in New York, your dream is London and if you're in London, your dream is New York.'



DISCUSS

- Is business class really that much better than economy?
- Would you like Ron Kastner's life?
- Do you have a favorite airline?
- Do New York and London share a culture? Or even a language?
- What other financial centers could eventually overtake London and New York?
- What are the other boom industries these days?
- Which two cities would you like to have homes in?

Compare and contrast based on the previous reading text





Congratulations!