

LESSON PLAN

Business Communication

High School	Grupul Scolar Industrial 'Simion Mehedinti'- CODLEA, jud. Brasov
Level	Upper Intermediate
Area	Business Communication
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Time	3 hours

UNIT 1. BUSINESS COMMUNICATION

READING SECTION: DOCUMENTS

1. Read the following text carefully:

The most important documents inside a company, as far as cashing and collecting the documents are concerned, are in large numbers. But our attention will only focus to some of them, more familiar to each and every one of us.

THE INVOICE is a special kind of document inside a company (it has a serial number). It is made up in three copies: one remains with the client, one belongs to the accounting department, and one remains in the sales book. It is a standard type and it certifies the acquisition of goods, the quantity and the value. It is accepted in court as proof.

THE RECEIPT is a special document too. It is also made up in three copies (one remains with the client, one belongs to the accounting department and one remains in the receipt book), and it has a serial number. It is a standard type and it certifies the payment of the goods in cash. It is accepted in court as proof.

THE CONSIGNMENT NOTE is made up in order to accompany the goods when there is no receipt and it is later on replaced. It is made up in three copies (one stays with the client, one belongs with the accounting department and one stays in the book). It is a special document too (it has a serial number), it is a standard type and it is accepted in court as proof.

THE MONEY BILL is a standard type, it is a payment tool in relation with the bank and it remains with the supplier. It certifies the payment of the receipt and it is accepted in court as proof.

THE PAYABLE TO ORDER BILL is a payment tool in relation with the bank. It is a special document, with a serial number, and it is made up in only one copy. It certifies the payment and non-payment triggers serious problems, such as long-term interdiction of using this type of document. It can be used as a discount procedure (a short time discount) and it is a standard type.

READING COMPREHENSION

1. Identify in the reading text the similarities and the differences between the documents presented. Complete the chart below with the information you found.

Similarities	Differences
1. The invoice, the voucher, the consignment note and the bill payable to order all have ... 2. The invoice, the voucher, the consignment note and the money order ... 3. The invoice, the voucher, the bill payable to order and the money order are not ...	1. The money order... 2. The bill payable to order... 3. The consignment note is...

2. Put the following steps in the logical order.

1. Please arrange for payment through the bank our companies both agreed on.
2. We can offer a very attractive price for a trial order.
3. If bank transfer is not completed as soon as possible we will take legal action.
4. We offer a great variety of goods and we quote good terms for our contracts
5. We are calling to confirm your order.
6. Payment should be made by bank transfer within 90 days.
7. Our consultant will come to your company and discuss the benefits of a contract.
8. We could send the goods you ordered by air with no extra charge.
9. We regret to inform you that your payment for order 108/89 is overdue.

3. Translate into English:

1. Compania noastra ofera o reducere de 5% pentru produsele din gama X.
2. As dori ca marfa sa fie insotita de factura fiscala.
3. Deoarece nu s-a putut intocmi factura, marfa este insotita de avizul de expeditie.
4. Va rog sa-mi eliberati o chitanta pentru marfa platita.
5. Acest document atesta sabiabilitatea firmei.
6. Daca nu sunteti multumiti de produsele noastre, vom face tot ce putem ca sa solutionam neplacerile produse.

LANGUAGE DEVELOPMENT

1. Fill in with the most appropriate word in the list: discrepancy, invoice, reminder, receipt, discount, and creditworthiness.

- 1) The bill that came today had a 15\$enclosed.
- 2) Is there a offered for bigger amounts of goods ordered?
- 3) I'm afraid there is abetween the price we negotiated and the price on the invoice.
- 4) Please send me afor my payment.
- 5) Can you bring any guarantee for your
- 6) There is a problem with this company because thefor the goods we sent to them have not been paid.

2. Match the Romanian words below to their English equivalents.

- | | |
|--------------------------|--------------------------|
| 1) factura fiscala | a) reminder |
| 2) chintanta | b) bulk order |
| 3) aviz de expeditie | c) money order |
| 4) ordin de plata | d) credit note |
| 5) billet la ordin | e) invoice |
| 6) scrisoare de revenire | f) debit advice |
| 7) aviz de debitare | g) receipt |
| 8) taxe vamale | h) consignment note |
| 9) nota de credit | i) bill payable to order |
| 10) comanda vrac | j) custome dues |

3. Fill in with the correct preposition. Choose from: against, in, by, on.

1. payment documents
2. payment cheque
3. payment instalments
4. payment result
5. payment honour
6. payment advance
7. payment due course
8. payment full
9. payment account
10. payment delivery

4. WORD FORMATION. Complete the table below.

NOUN	VERB
acknowledgeme nt	acknowledge
reminder
.....	enquire
quotation
remittance
.....	earn
.....	receive
retailer
.....	exchange
transhipment

SPEAKING

There are many steps that must be taken into account before settling collaboration. Some of them are presented in the following activity.

1. Make up a dialogue following the following steps:

1. The secretary of 'No name' company takes the call (greet and introduces herself).

3. The client asks to speak to someone from the sales department.

5. The client responds to an advertisement (a flyer with the product produced by the company he is interested in a contract).

7. Before making a decision, the customer asks for a fax with the new price list.

9. The customer agrees with the date, but not with the time and fixes another hour.

11. The client responds.

2. 2.Purchaser calls to 'No Name' company (greet and introduces himself)

4. The sales department representative asks about the reason for calling.

6. The sales Department representative offers to send a consultant and discuss the terms of a possible contract, ways of delivering the goods, payment and so on.

8. The Sales Department decides on a day and an hour for meeting.

10. The Sales Department representative agrees and says goodbye.

LISTENING – DEALING WITH TELEPHONE CONVERSATIONS

TASK 1. Telephone conversations are usually very difficult to cope with. Read the following list of items that may cause problems when having a telephone conversation. In pairs, decide on a way of dealing with the problem. Imagine you are the person who takes the message.

An example is provided to help you.

1. People's accent can often be a problem, especially if the person is a non-native speaker of English.

Example:

When having problems with the speaker's accent, ask politely for repetitions in order to get the message right.

2. Words that sound alike may cause problems.

3. Numbers, especially long ones (such as telephone numbers), are very difficult to write down. People find it hard to distinguish between numbers such as 15 and 50, for example.

4. The person speaks too fast and not very clearly.

5. Item codes that contain numbers and letters may be difficult to write down. Spelling of some letters may produce serious misunderstandings.

6. The connection may cause misunderstandings.

7. Interruption may sometimes occur.
8. The person who takes the message relies on her memories.
9. Words that sound alike may cause problems.

2. You are going to listen to a telephone conversation. Read the following information about note-taking first and then take the message. You are going to listen twice.

When taking notes, have the following pieces of advice in mind:

- a) Use abbreviation, but do not use too many, because there is a risk that you do not understand your own message in the end.
- b) Do not try to put down everything, stick to the main points only.
- c) Leave space between your notes, so that you can expand them later.
- d) Pay attention to the relation between the ideas you put down; do not forget to write the linkers (and, so, although).

WRITING SECTION (A LETTER OF COMPLAINT AND A LETTER OF REPLY)

There are moments when business communication or business relations suffer because of different problems. These problems are solved by signalling the source of the misunderstanding, sometimes by means of a letter of complaint, and solving it, sometimes by means of a letter of reply.

After reading the letter of complaint below, answer the following questions:

1. Does the writer know the name of the Managing Director?
How do you know?
2. Is the letter friendly or unfriendly?
Give an example to support your ideas.
3. What do you think Alpha- Omega Company is?
4. Why are they writing to the No Name Factory?
5. Does the writer expect a reply? How can you tell?

TASK:

Read the letter of complaint again and solve the task that follows it.

ALPHA- OMEGA COMPANY

BRASOV

The Managing director
No Name Factory
Long Road
BRASOV

21 February 2004

Dear Sir,

Our order Nos. 12510/ 23. 04. 2004, 18435/ 30. 05 2004

We are terribly sorry to inform you, as we have already pointed out to you on several occasions on the phone, that there are serious problems related to the despatch of the goods and the conditions of delivery.

We ask for prompt delivery on your part and this aspect of our contract no. 1345 / 20. 04. 2004 is not respected by your company. Prompt delivery is essential for our production line and we have deadlines to meet, so we cannot allow this situation to continue.

Each of the two orders listed above caused problems on our behalf because the first one was delayed by almost two weeks and the second one was delayed by a month. The result of these delays was the fact that our production was reduced by almost 10%.

We want to inform you that, unless you deliver the supplies by the dates specified in the future orders, we will have to search for another supplier.

We hope to hear from you very soon.

Yours faithfully,
Johan Smith
Johan Smith
ALPHA- OMEGA COMPANY
BRASOV

TASK: Complete the letter of reply below with the missing information.

NO NAME COMPANY

BRASOV

The Managing Director

.....
Short Road
BRASOV

23 February 2004

Dear,

We have received and must ask you to accept our for dispatching the two We are well aware of the fact that delivery of supplies is essential for your company and we are terribly sorry that we caused such a major problem for your production

We must inform you that the misunderstanding was caused by a virus that damaged our electronic data processing of orders. We are very sorry for the damaged you had to suffer on account of our problems and we prompt delivery for orders.

..... sincerely,
MICHAEL JONES

GAME: Hidden in the box are the English equivalents of the ten Romanian words below: revizie contabila, stoc, rabat, rata, virament, vrac, intarziere, restituiere, numerar, obligatie. Can you find them?

A	E	U	D	U	T	Y	L	D	I
F	D	I	S	C	O	U	N	T	N
V	X	I	J	L	K	D	U	T	S
A	T	R	A	N	S	F	E	R	T
G	H	B	U	L	K	B	K	C	A
B	R	H	D	E	L	A	Y	N	L
A	I	T	I	Q	P	A	M	O	M
S	J	S	T	O	C	K	N	M	E
R	E	F	U	N	D	D	P	B	N
E	F	G	C	A	S	H	T	C	T

UNIT 1 – BUSINESS COMMUNICATION
KEY:
READING COMPREHENSION

1. The similarities and the differences are presented in the following table:

Similarities	Differences
1.The invoice, the voucher, the consignment note and the bill payable to order all have serial numbers.	1.the money order does not have a serial number
2.The invoice, the voucher, the consignment note and the money order are made up in three copies.	2.the bill payable to order is made up in only one copy.
3. The invoice, the voucher, the bill payable to order and the money order are not later on replaced.	3.the consignment note is later on replaced.

2. The order is: 4,7,2,5,8,1,6,9,3,

LANGUAGE DEVELOPMENT

1.

- 1.receipt**
- 2.discount**
- 3.discrepancy**
- 4.reminder**
- 5.credit worthiness**
- 6.invoice**

2. 1.e, 2.g, 3.h, 4.c, 5.i, 6.a, 7.f, 8.j, 9.d, 10.b.

3. 1) against; 2) by; 3) in; 4) by; 5) for; 6) in; 7) in; 8) in; 9) on; 10) on.

4. WORD FORMATION

NOUN	VERB
acknowledgement	acknowledge
reminder	remind
enquiry	enquire
quotation	quote
remittance	remit
earning	earn
receiver	receive
retailer	retail
exchange	exchange
transshipment	tranship

SPEAKING
Here is a possible dialogue:

-Good morning. 'No name 'company here. My name is Jone Cruz. I am the secretary. How can I help you?

-Good morning, madam. My name is Johnny Howard .I would like to talk to someone from the Sales Department.

-Just a moment, please. I will put you through to the Sales Department representative, Mr. Quincy.

-Thank you very much. I'll hold!

-Good morning, sir .My name is Quincy Jones and I am the Sales Department representative. How can I help you?

-I am calling about an advertisement have recently seen about the goods produced by your company and I am interested in discussing the terms of a possible contract.

-Very well, sir. I can send our consultant to your company and you can discuss with him details about the terms of the contract, ways of delivering the goods and details about payment procedures. Would that be all right with you, sir?

-Yes, that would be great but, before you do that, I would appreciate if you sent me a fax with the new price list.

-I'll do that, sir. How about we settle a meeting with our representative? Would the 20th of March, 9 a.m. be all right with you?

-I'm afraid not. The date is perfect but not the hour as I have previous engagements. Would you agree with 12 a.m.?

-Perfect, sir. Then, our representative will be there. Goodbye, sir. I hope we can settle collaboration.

-I hope so, too. Goodbye

LISTENING**1.**

1) When having problems with the speaker's accent, ask politely for repetition in order to get the message right.

2) Practice pronunciation of similar words as much as possible. If not sure, ask for repetition or confirmation.

3) When taking notes of numbers, repeat them so that the speaker can confirm them.

4) Ask the person politely to speak more slowly and clearly.

5) Ask for confirmation of item codes and repeat them because their misunderstanding may cause further problems.

6) If having problems with the telephone or the connection, call back when better connection is possible.

7) In case of interruption, wait for another call and revise the information.

8) The person who takes the message should not rely on her memory because she may leave out important details or may cause misunderstandings.

2. Here is the tapescript of the telephone conversation:

' Good morning, Alpha- Omega LTD here. How can I help you?'

'Good morning. My name is Michael Jones. I am the Marketing Manager of Beta-Gamma Company, your detergent supplier. I would to talk to your Marketing Manager, please.'

' I am afraid he is not available at the moment. He takes part in an international conference in France and I am not sure when he will be back. But I could give him a message if you wish to leave one. '

' Yes, that would be perfect. Can I start?'

' Yes, sir. Certainly.'

' Well, on 15.01.2005, we received an order from you for five products. The number of the order is 12975AE/ 15.01.2005.'

' Can you repeat the number, please?'

'Yes, it is 12975AE/ 15.01.2005. Did you get it?'

'Yes, you may go on.'

' Well, there are some changes in that order: for the first and the third positions, there is a price change and for the fifth position, the quantity is changed as far as the term of delivery is concerned. So, the acquisition price for position 1 increases by 10%(from 245,572lei/ item to 270,129 lei/ item). Position benefits of a 2% discount (from 69,800 lei/ item to 68,404 lei/ item).

For position 5, only half the quantity can be delivered within the term established in the contract because the rest is not available in stock.

As a result of all these, the value of the proforma invoice number 51324JI/

16.01.2005 your boss already has. I would like you to send me an acknowledgement of order with all the changes mentioned above within 24 hours, in order to keep the goods in store.

Thank you very much and I'll be waiting for your acknowledgement. Goodbye.'

'Goodbye, sir.'

WRITING SECTION- A LETTER OF COMPLAINT

In the writing section the students are supposed to write a letter of reply to a letter of complaint. Here is a possible solution:

NO NAME COMPANY

BRASOV

The Managing Director
ALPHA-OMEGA COMPANY
Short Road
BRASOV

23 February 2004

Dear Sir,

We have received your letter and must ask you to accept our apologies for dispatching the two orders. We are well aware of the fact that on time delivery of supplies is essential for your company and we are terribly sorry that we caused such a major problem for your production line.

We must inform you that the misunderstanding was caused by a virus that damaged our electronic data processing of orders. We are very sorry for the damaged you had to suffer on account of our problems and we promise prompt delivery for future orders.

Yours sincerely,
MICHAEL JONES

GAME : The words in the crossword are :

Duty	Stock
Discount	Refund
Transfer	Cash
Bulk	Audit
Delay	Installment

A	E	U	D	U	T	Y	L	D	I
F	D	I	S	C	O	U	N	T	N
V	X	I	J	L	K	D	U	T	S
A	T	R	A	N	S	F	E	R	T
G	H	B	U	L	K	B	K	C	A
B	R	H	D	E	L	A	Y	N	L
A	I	T	I	Q	P	A	M	O	M
S	J	S	T	O	C	K	N	M	E
R	E	F	U	N	D	D	P	B	N
E	F	G	C	A	S	H	T	C	T