

Track 69

- 1 What line of work are you in?
- 2 What does that involve exactly?
- 3 What sort of customers do you have?
- 4 What do your customers want?
- 4 What would help you to help your customers?
- 6 What issues do you face in your line of work?
- 7 Would you be interested in something that could make your life easier?
- 8 Would you like me to show you our new product?
- 9 Would you like to hear more about our new product?
- 10 Do you have a couple of minutes to look at our new product?

Track 70

- Speaker 1: Excuse me, sorry... er, do you have any challenges, er, at work? ...Well, I could show you the new mailing system, I suppose.
- Speaker 2: Tell me about your challenges at work... Well, then, you need this new mailing system.
- Speaker 3: What challenges do you face in your line of work? ...Would you be interested in something that could make your life easier, our new mailing system?

Track 71

- 1 I'm really sorry, but I haven't got any brochures left.
- 2 Unfortunately, I forgot to bring my business cards. I do apologize.
- 3 I'm afraid I can't help you on this. I'll ask a colleague.

Track 72

[beep]

Er, hello, um, I'm just having a look.

[beep]

I run an interior design company.

[beep]

I have some private customers, but mostly it's shops or businesses.

[beep]

They want us to redesign their workspaces and oversee the renovation works.

[beep]

Well, it's hard to get a final decision out of our customers sometimes because the managers are dotted around the world in different offices. This can delay our projects and have an impact on our costs.

[beep]

Yes, that does sound interesting.

Unit 15 Closing a sale

Track 75

For a hard close

How many can I put you down for?

Shall we start the paperwork?

When would you like to start?

For an emotional close

How do you think it will look when it's installed?

What will people say when they see it?

What will you feel like when it's in place?

For an urgent close

It's only available at this price today.

We only have this offer for a short time.

We've only got six of this item left in stock.

Unit 16 Saying 'no' politely

Track 77

- 1 No, I'm sorry.
- 2 Unfortunately, that's just not possible.
- 3 I'm really sorry, but that's not going to work.
- 4 I'm afraid not.
- 5 I'd rather not, thank you.
- 6 Thanks, but I have to say no.
- 7 I'm afraid I don't really have the time right now.
- 8 Thanks, I'll get back to you on that one.
- 9 Thanks, but no thanks.
- 10 Sorry, but that's out of the question.

Tracks 79 and 80

- Speaker 1: I'm really sorry, but I don't have the authority to make a decision on that.
- Speaker 2: I'm very sorry, but I'm afraid I have to say no.
- Speaker 3: I'm so sorry, but that's out of the question.
- Speaker 4: I'm terribly sorry, but that's not going to work.
- Speaker 5: I'm extremely sorry, but it's just not possible.

Track 81

...and so that just about sums it up. Shall we start the paperwork?

[beep]

But this offer is a one-off, not-to-be-missed opportunity.

[beep]

Really? But wouldn't you be able to make an exception for an opportunity such as this one?

[beep]

Track 82

And so our designers could completely revamp your website for just \$5,000. Shall we set up a consultation meeting?

[beep]

But just think of all the additional customers that a new website would attract. Surely you don't want to miss this opportunity?

[beep]

We could possibly bring it down to \$4,500. Would that be of interest to you?

[beep]

Well, that's a shame. But here's my card and if you do change your mind...

Unit 17 The successful job interviewer**Track 84**

Mary: Why do you think you're right for this job?

Yiannis: Well, I think that I'd be suitable for the position because I've had lots of relevant experience in my previous roles. Also, I think I'd be a good fit for the company.

M: What do you know about this company?

Y: Quite a bit. I know that it's the second largest advertising company in the country and that you employ over 500 staff.

M: That's right. Now, tell me a bit about yourself. What are your greatest strengths and weaknesses?

Y: Hmm, interesting question. Well, I'm very hard-working and incredibly creative, as you can see from my portfolio. But, on the downside, I'm also a bit of a perfectionist, so I find it hard to let go of a project sometimes. But I'm working on that!

M: OK. And what has been most rewarding about your current job?

Y: That would have to be when an advertisement that my team developed was nominated for Best Local Ad of the Year. It was great to get some acknowledgement for all our hard work.

M: Uh-huh. So why would you like to leave your current job?

Y: Well, I've enjoyed working for a small company and learnt a lot, but I'd really like the opportunities that are offered by working for a large company, for example, the chance to pitch to big clients.

M: Right, so where do you see yourself in five years' time?

Y: I'd like to be working as a senior advertising executive with a number of great campaigns under my belt.

Track 87

[beep]

Well, I've had lots of experience that's relevant for the assistant's position. From what I've learned about the company, I think this would be a great place for me to develop my skills and learn more about the business.

[beep]

Um, I'm very well organized and able to multitask. But I also have a tendency to take on too much, so I'm trying to improve on that.

[beep]

Well, yes, I organized the company conference last year and had to sort out the venue, catering, speakers and so on. My phone didn't stop ringing in the weeks running up to it, but it all turned out well in the end.

[beep]

I've been there for six years now and I'm ready for a new challenge.

[beep]

I'd like to gain experience in all areas of business, perhaps with a view to moving into a junior sales position.

[beep]

Unit 18 The successful interview candidate

Track 90

1 So, could you tell me about yourself?

Candidate 1: Well, I'm 32 years old. I was born in Vancouver but my family moved to the US when I was 16, so that's how I ended up in Washington. I really enjoyed math at high school, so I studied that at college as well. I had a great time while I was there, made lots of friends and really enjoyed the course. Then I got my first job when I was...

Candidate 2: I did Business Studies at Princeton and then joined Kays Brothers where I worked part-time while finishing my accountancy qualifications. I joined my current company five years ago and have worked my way up to audit manager.

2 Why do you want this job?

Candidate 1: I'd like this job because it would give me an opportunity to work for a larger organization than I do currently and so broaden my professional experience.

Candidate 2: Because it pays well.

3 How would your colleagues describe you?

Candidate 1: They'd say that I'm very good at team sports and that I'm always good fun. Just don't ask them what I did after last year's summer conference!

Candidate 2: They'd describe me as a team player, who is always dedicated to getting the job done.

4 How do you cope with working under pressure?

Candidate 1: I don't really like it.

Candidate 2: I try hard not to let pressure get to me and just to concentrate on getting the job done.

5 What is your greatest strength?

Candidate 1: I'm very enthusiastic. I'm always keen to learn new skills and move out of my comfort zone.

Candidate 2: I'm really good at motor car racing.

6 What's your greatest weakness?

Candidate 1: I can be a bit lazy.

Candidate 2: I have a tendency to take on too much, but I'm trying to improve on that by delegating wherever appropriate.

7 Are you a team player?

Candidate 1: Yes, I was part of the team of people who put together a successful pitch for a large multi-national client. We each played our part in putting together a great presentation and we ended up being awarded the contract.

Candidate 2: Not really. I prefer to work by myself.

8 Where do you see yourself in five years?

Candidate 1: I'd like to have retired and be sitting on a beach.

Candidate 2: I like to think that I would still be working here, perhaps as a senior product designer.

Track 91

1 So, could you tell me about yourself?

[beep]

2 And why do you want this job?

[beep]

3 How would your colleagues describe you?

[beep]

4 How do you cope with working under pressure?

[beep]

5 What is your greatest strength?

[beep]

- 6 What's your greatest weakness?
[beep]
 - 7 Are you a team player?
[beep]
 - 8 And where do you see yourself in five years' time?
[beep]
-

Unit 19 Carrying out performance reviews

Track 94

- 1 How do you feel about your performance this year?
- 2 I've observed that you are steadily improving in all areas of your job.
- 3 I would like you to establish a job rotation scheme. I expect you to organize this by the end of the month.
- 4 Down the line, I think it would be helpful for you to develop your interpersonal skills.

Track 95

[beep]

No, I think that about covers it.

[beep]

I think I've done well. I've met all my targets in terms of budget cuts and I think the first phase of the office refurbishment was successful too.

[beep]

Thanks. That's good to know.

[beep]

OK, that sounds reasonable.

[beep]

Yes, I'd be keen to work on that.

Unit 20 Persuading your manager

Track 97

- 1 I think you'll agree that my proposal for unpaid leave is quite convincing.
- 2 I'd like to ask for a transfer to a different department.
- 3 Would you be willing to support my request for extended leave?
- 4 I'd like to schedule a meeting with you to discuss my position.
- 5 Wouldn't you say this should be taken into consideration?

- 6 I'd like to discuss my compensation with you.
- 7 Wouldn't it make sense for me to attend a management training course?
- 8 Thanks for your time today. I do appreciate that.
- 9 I thought that might be a problem, so perhaps you would consider this proposal.
- 10 I wanted to ask you if it would be possible for me to extend my paternity leave.

Track 98

- 1 achieved, such, much
- 2 managed, job, suggestions
- 3 discuss, sense, skills
- 4 organizing, raise, skills

Tracks 99 and 100

- 1 I think you'll agree that my proposal is quite convincing.
- 2 I'd like to ask for a transfer to a different department.
- 3 Would you be willing to support my request?
- 4 Wouldn't you say this should be taken into consideration?
- 5 I'd like to discuss my compensation with you.
- 6 Wouldn't it make sense for me to attend a management training course?
- 7 I thought that might be a problem, so perhaps you would consider this proposal.
- 8 I wanted to ask you if it would be possible for me to extend my paternity leave.
- 9 Don't you agree that my performance has exceeded expectations?
- 10 I'm sure you can understand my concerns.

Track 101

[beep]

Yes, of course. Actually I'm free for 15 minutes now, if that suits you.

[beep]

Oh, I'm not sure about that. We need you here, really.

[beep]

I do understand. But what would we do in this office without you?

[beep]

Well, maybe. I'll need to think about it.

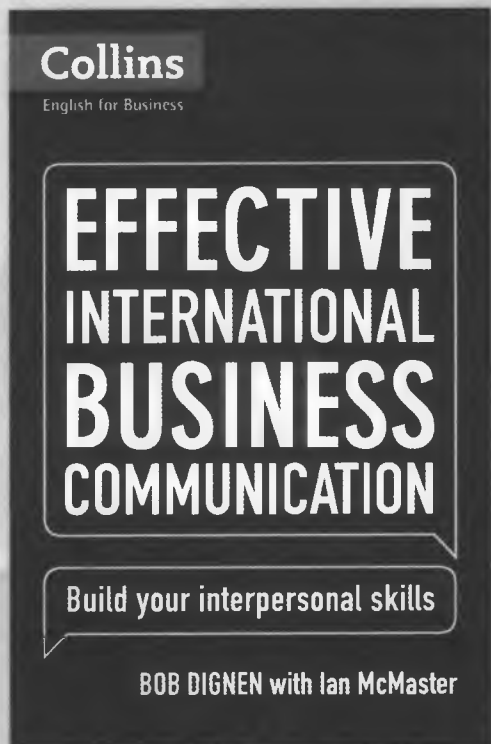
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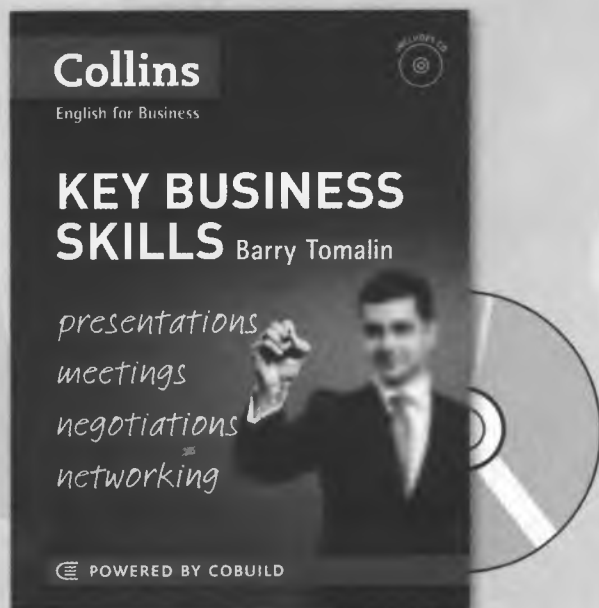
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