

1. Your boss wants you to go to work for another department. Talk to him/her.

- Say you are not happy
- Tell him/her why (not interested in the new position, no teamwork etc.)
- Ask about other work possibilities
- Promise to develop your skills

2. You are phoning your colleague in your company. He /She will meet a business partner tomorrow. Tell your colleague about

- The arrival time of the aeroplane
- Which airport
- Which hotel
- The first day of the programme

3. Flexitime is introduced at your company. Explain the new system to your colleague.

- Flexible beginning and end of working hours
- The hours you have to work (between 9-14.00)
- Positive effects of flexitime (better atmosphere, better work)
- Negative effects of flexitime (too long hours)

4. You have got a new colleague. Describe your company.

- Speak about the company history
- Departments/subsidiaries
- Number of the employees
- Main activity of the company

5. Your boss is going to travel on business. Explain him/her the travelling plan.

- How will he travel
- Days he is staying there
- The accommodation
- The meetings there

6. Your friend is self-employed. He has a small restaurant, but it isn't working very well. Give him some advice about

- Advertising
- The opening hours
- Kind of food he should offer
- Discounts (lunch-time, students)

7. You have got a new colleague. Tell him something about

- The working hours
- The clothes
- Personal telephone calls, smoking
- Days off/holidays

8. Make a report about your company's figures last year.

- Last year income
- Having any new investment
- Numbers of shareholders
- Recruiting/laying off any staff

9. You are the secretary of your company. Answer the phone and talk to a client.

- Ask the caller to wait
- Apologize because your boss isn't in his office at the moment
- Offer to take a message
- Offer to give his mobile

10. You are the marketing manager of your company. Describe your new product.

- How it looks like
- How you want to sell it
- Where you want to advertise
- For what customers

11. You are the president of a bank. You are thinking about some changes: (open on Saturday, open new branches in supermarkets). Explain them to your colleagues.

- Where you want to open new branches
- Why you need all day staff on Saturday
- Why you want some new staff
- What you want to offer your employees if they work at weekend