

In the office



Hier lerne ich ...

- Büroausstattung zu benennen,
- zu sagen, wo was steht.

1 Match the things 1-14 in the picture and the words in the box. Write the words below.

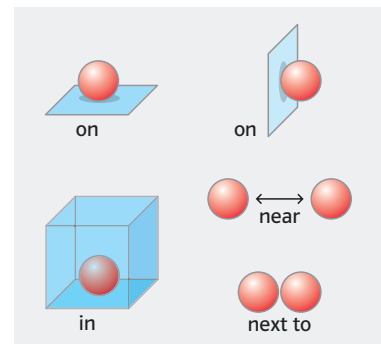
- office chair
- desk
- computer screen
- mouse
- computer keyboard
- filing cabinet
- telephone
- waste bin
- letters
- poster
- calendar
- radiator
- plant
- shelf



- | | | |
|--------------------------|----------|----------|
| 1 <u>computer screen</u> | 6 _____ | 11 _____ |
| 2 _____ | 7 _____ | 12 _____ |
| 3 _____ | 8 _____ | 13 _____ |
| 4 _____ | 9 _____ | 14 _____ |
| 5 _____ | 10 _____ | |

2 Look at the picture again. Find: a pen, a dictionary, a diary, a clock. Where are the things? Write sentences. Use the words and phrases in the box.

- 1 The pen is on the desk next to the mouse.
- 2 The dictionary is _____
- 3 The diary is _____
- 4 The clock is _____



A company website

Hier lerne ich ...




→ mit dem Internetangebot einer Firma professionell zu arbeiten.

- 1** This is the home page of a company in Britain. It sells furniture and other things for offices online. Match the buttons 1-6 and the web pages A-F below. Write in the number of the button.

Officeweb – everything for your office!

- About us 1
- Our products 2
- Shop online 3
- Contact 4
- Careers 5
- News 6



keyword search

GO!

[Home](#) | [About us](#) | [Our products](#) | [Shop online](#) | [Contact](#) | [Careers](#) | [News](#)

Email:
info@officeweb.co.uk
Phone:
(+44) 020 713 9114

A



Are you interested in a job with Officeweb? For more information email: careers@officeweb.co.uk

B



Officeweb is the UK's biggest and best online store for office furniture and equipment. The company started in 1995. Today we have customers around the world.

C



office chairs [more ...](#)
desks [more ...](#)
computers [more ...](#)
lamps [more ...](#)
calendars [more ...](#)
diaries [more ...](#)

D



OC1479B
£105.00
[Add to basket](#)



E



Officeweb wins an award for the year's best e-commerce business in the UK.
[Read more ...](#)

F



- 2** Work with a partner. Take it in turns to ask about the website.

How can I ...

- find out about the company? – You click on the '...' button.
- get information about the company's products? – Go to the '...' page.
- buy products online?
- contact the company direct?
- find out about jobs with the company?
- get news about the company?

- 3** Do you buy many things online? What? When? Why? Ask a partner.

Departments in a company

Hier lerne ich ...



- Abteilungen einer Firma zu benennen,
- über die Arbeit der Abteilungen zu sprechen.

1 Here are some important departments in a company. Match the English names (A–G) and the German names (1–7).

A production

B sales

C marketing

D distribution

E finance

F customer service

G research and development

- 1 Verkauf _____ 2 Kundendienst _____ 3 Produktion _____ 4 Marketing _____
 5 Forschung und Entwicklung _____ 6 Vertrieb _____ 7 Finanzen _____

2 These people are talking about the work of their departments. Which departments do they work in? Write in the English names from exercise 4.

We transport the company's products.	We advertise the products.	We sell the company's products.	We look after the company's money.
			
Karen	Ray	Tamsin	Carlos

- 1 _____ 2 _____ 3 _____ 4 _____

We help customers with problems.	We invent new products.	We make the products.
		
Brendon	Mandy	Jake

- 5 _____ 6 _____ 7 _____

3 Make and answer questions with a partner.

Which department does Karen work in?	She works in the distribution department.
What does the sales department do?	It sells the company's products.

Clothes in the office

- 1** Martin, Louise and Peter are managers in a company in England. What clothes are they wearing today? Write in the words below the photos (1-8).

shirt shoes ~~suit~~
blouse jacket tie trousers skirt

Hier lerne ich ...



- Berufskleidung zu benennen,
- zu beschreiben, wie jemand angezogen ist.



- 1 suit 4 _____ 7 _____
2 _____ 5 _____ 8 _____
3 _____ 6 _____

- 2** Now look at these words. Write sentences about the people.

Martin is wearing a red tie and a dark suit.

Louise is wearing a striped ...

spotted white striped red
grey dark reddish-brown

- 3** Work with a partner. Partner B: close your book. Partner A: ask questions about Martin, Louise and Peter.

What's Louise wearing? She's wearing ...
What sort of tie is Martin wearing? He's wearing a ...
Is Louise wearing a white blouse? No, she's wearing a ...

Tips and tricks



Trousers are plural in English: wearing **a** tie, **a** shirt ...
But: He's wearing **trousers**.
His trousers **are** grey.

On the phone (1)

- 1** Holger Feldmann is a secretary in a firm in Germany. He's calling two people in London this morning. Read his conversations and underline the English for the German phrases.



Conversation 1

Receptionist Cordex Engineering Ltd. Good morning.
Holger Good morning. This is Holger Feldmann from Germany. Could I speak to Mr Rogers, please?
Receptionist One moment, please, Mr Feldmann. I'll put you through.

Conversation 2

Receptionist Horizon Software Ltd. Good morning.
Holger Good morning. Could I speak to Ms Tate, please?
Receptionist Who's calling, please?
Holger It's Holger Feldmann from Germany.
Receptionist Could you spell your name for me?
Holger Yes, Feldmann. F-E-L-D-M-A-N-N.
Receptionist Thank you, Mr Feldmann. Hold the line, please. I'll put you through.

- 2** Make this conversation with a partner. Partner A: you're the receptionist at Northern Telecom Ltd. in England. Partner B: you're YOU.

Partner A	Partner B
Melde dich.	Melde dich. Du möchtest gern mit Herrn Davis sprechen.
Bitte Partner B ihren/seinen Namen zu buchstabieren.	Buchstabiere deinen Namen.
Bedanke dich bei deiner Partnerin/deinem Partner und bitte sie/ihn, am Apparat zu bleiben. Du stellst durch.	

- 3** Make another conversation with your partner. Think of names etc. yourselves.

Hier lerne ich ...



- jemanden anzurufen,
- ein Gespräch weiterzuleiten.

1 Bleiben Sie am Apparat, bitte.

2 Könnte ich bitte mit ... sprechen?

3 Wer ist am Apparat, bitte?

4 Würden Sie Ihren Namen bitte buchstabieren?

5 Hier ist ...

6 Einen Moment, bitte. Ich stelle Sie durch.

On the phone (2)

- 4** Holger Feldmann (from Unit 6) is calling a company in Scotland today. Read his conversation and underline the English for the German phrases.



Hier lerne ich ...



- jemanden anzurufen,
- Telefonnummern auf Englisch anzugeben.

So gibt man Telefonnummern auf Englisch an:



- 0 = **oh**
- 88 = **double** eight
- 0049 = double oh four nine
- 511 = five double one
- 546 = five four six
- 7139 = seven one three nine
- 0120 - 658 7155-0 = oh one two oh, six five eight, seven one double five, oh

Receptionist Good morning. Scottish Electronics Ltd. How can I help you?

Holger Good morning. This is Holger Feldmann from Germany. Could I speak to Mr MacDonald, please?

Receptionist I'm sorry, Mr Feldmann. Mr MacDonald isn't here at the moment. Can he call you back this afternoon?

Holger Oh, yes, thank you.

Receptionist Can I take your number?

Holger Yes, it's 0049 for Germany, 511 for Hanover, then 546 7139.

Receptionist OK. I have all that.

Holger Great. Thanks. Goodbye.

Receptionist Bye.

1 Tschüs.

2 Es tut mir leid, ... ist momentan nicht da.

3 Auf Wiederhören.

4 Wie kann ich Ihnen helfen?

5 Kann er/sie Sie zurückrufen?

6 Dürfte ich Ihre Nummer notieren?

- 5** Make this conversation with a partner. **Partner A: you're the receptionist at Highland Whisky Ltd in Scotland.**
Partner B: you're YOU.

Partner A	Partner B
Melde dich.	Melde dich. Du möchtest mit Herrn Brown sprechen.
Herr Brown ist leider nicht da. Ob er Partner B morgen zurückrufen darf?	In Ordnung.
Bitte Partner B um ihre/seine Telefonnummer.	Gib deine Nummer durch.
Alles klar!	Verabschiede dich.
Verabschiede dich.	

- 6** Make another conversation with your partner. Think of names etc. yourselves.

At the reception desk

- 1** Judith Meyer is a receptionist in a company in Germany. She's talking to a visitor to the company. Read her conversation with a partner.

Judith Guten Tag.
Man Er. Do you speak English?
Judith Yes of course. Good morning. Can I help you?
Man Oh, thanks. Good morning. I have an appointment with Mr Kessler at 10.30.
Judith Can I take your name, please?
Man Hammersmith. That's H-A-M-M-E-R-S-M-I-T-H.
Judith Ah yes Mr Hammersmith. Could you fill in the visitors' book for me? The date, your name, your time of arrival, and your signature, please.
Man OK. Here you are.
Judith Thank you. And here's your visitor's badge. Please wear it at all times.
Man Thank you.
Judith Please take a seat over there. Would you like a tea or a coffee while you're waiting?
Man No thanks.
Judith Fine. Mr Kessler will be here soon.

Hier lerne ich ...



→ eine/n Besucher/in im Betrieb korrekt zu empfangen.



- 2** Work with a partner. Partner A: you are the receptionist. Partner B: you are a visitor. Change the names in the dialogue in exercise 6 and make a new conversation. Write in the visitors' book below and make a name badge, too. Can you do make the dialogue with your books closed?



Datum (date)	Name (name)	Ankunft (time in)	Abfahrt (time out)	Unterschrift (signature)
12th June	N. Hammersmith	10:25		N. Hammersmith

Booking a hotel room

1 Leonie Koch is a secretary in an American company in Germany. Her boss is Joe Rosenberg. Next week, Mr Rosenberg will be in the States. He's talking to Leonie about his trip. Read their conversation, then complete Leonie's notes below.

Hier lerne ich ...



- ein Hotelzimmer zu buchen,
- eine Faxbestätigung zu schreiben.



Leonie When will you be in Chicago, Mr Rosenberg?
Joe On Wednesday and Thursday next week.
Leonie That's October 17 and 18.
Joe Right. My first meeting on Wednesday is at 9.30, so I'll need a hotel for the night before, Tuesday night.
Leonie And when will you leave Chicago?
Joe My last meeting there finishes at midday on Thursday. Then I'll fly to Seattle.
Leonie So you don't want to stay overnight on Thursday?
Joe No, I'll take a plane on Thursday afternoon.
Leonie And about the hotel. You just want a single room, right? Anything else special?
Joe Yes, a single room. The hotel should be near the city centre, if possible. Oh, and a hotel with a swimming pool would be great.
Leonie Fine. I'll make the arrangements.

Hotel arrangements for Mr Rosenberg's trip to Chicago:

Room: single room

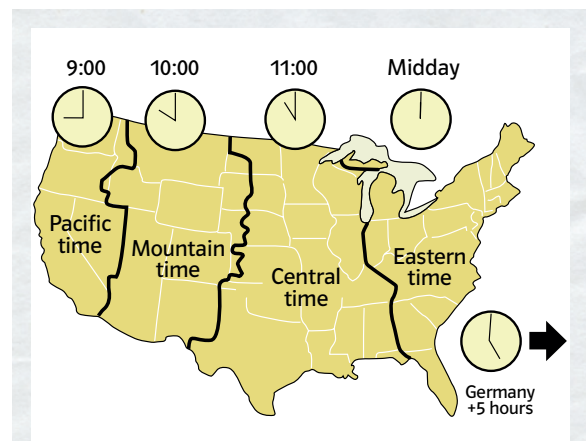
Number of nights: _____

Dates: _____

Special notes about the hotel:

Where? _____



Other: _____



US time zones

The USA is a big country. It has four time zones. The time difference between the Eastern Time Zone and Germany is five hours. That's important when you want to contact a person in the USA! Chicago is in the Central Time Zone. What time is it there when it's 9.00 a.m. in Germany?

2 Finding a hotel. Leonie looked on the Internet for hotels for Mr Rosenberg. Here are two. Which one is better? Why? Write one or two sentences below.

O'Hare Inn, Chicago ★★★★★		
Rooms	325	
Location	O'Hare International Airport, Chicago. Only 2 minutes from the airport terminal. Ideal for business travelers.	
Facilities	Restaurant, bar, fitness center, parking, Internet access, 4 conference centers	
Belmont Hotel, Chicago ★★★★★		
Rooms	214 all smoke free	
Location	Downtown Chicago. One block from the John Hancock Center, Water Tower and Magnificent Mile shopping	
Facilities	Restaurant, bar, sauna, swimming pool, fitness center, parking, roof garden, Internet access	

I think the best hotel is _____ because _____

3 Next Leonie phones the hotel to make a booking. Read the conversation with a partner. Then change the dates, days, rooms, names etc. and make a new conversation yourselves.



Receptionist Belmont, Chicago. Anita speaking. How may I help you this morning?
Leonie Good morning. I'd like to book a room, please.
Receptionist Certainly. Could you give me the dates, please?
Leonie It's for two nights from Tuesday October 16 to Thursday October 18.
Receptionist And is that a single or a double room?
Leonie A single room.
Receptionist Smoking or non-smoking?
Leonie Non-smoking.
Receptionist Yes, that looks fine. Can I take your name?

Leonie The room is for Mr Joe Rosenberg, that's R-O-S-E-N-B-E-R-G, from Star Communications in Germany.
Receptionist Will Mr Rosenberg pay for the room personally?
Leonie No, the company will pay.
Receptionist Thank you. That's all booked. Could you send me a fax to confirm the booking?
Leonie Sure, I'll do that straight away.
Receptionist Thank you. And thank you for choosing the Belmont Hotel.
Leonie Thank you. Goodbye.
Receptionist Bye now.



4 Leonie sends a fax to the hotel after her conversation. Find the English for these words and phrases.

- 1 Fax-Nummer _____
- 2 Betreff _____
- 3 Hiermit bestätige ich _____
- 4 Bitte beachten Sie _____
- 5 in voller Höhe _____

FAX



Star Communications GmbH & Co
 121 Hofstraße
 06886 Wittenberg
 Germany
 Fax: +49-3491-6200

To:	Reservations, Belmont Hotel, Chicago, IL
Fax Number:	001-773-488-3030
Date:	200..-September-23
Subject:	Confirmation of telephone reservation
From:	Leonie Koch, Star Communications GmbH & Co, Germany


This is to confirm the room reservation made today by telephone for Mr J. Rosenberg from our company:

Dates: Two nights, October 16 and 17
 Room: Single room

Please note that Star Communications will pay Mr Rosenberg's bill directly and in full.

Leonie Koch

Faxen
 In der heutigen elektronischen Welt werden Faxe weniger benutzt als E-Mails. Dennoch werden sie weiterhin verwendet, um Originaldokumente zu senden oder – wie hier – ein Dokument mit Unterschrift zu schicken.

So läuft's besser 

Hier und in den folgenden Units lernst du viel über Korrespondenz. Dabei gibt es eine Reihe wichtiger Redewendungen, die du dir merken solltest. Beginne jetzt schon, Lernlisten anzulegen, und versuche diese regelmäßig durchzulesen.

5 Now YOU. Look back to your conversation with a partner in exercise 6. Write a fax to confirm your booking. (You can also invent new details, dates, addresses etc.)

An enquiry



Hier lerne ich ...

- den Aufbau eines englischen Geschäftsbriefs,
- eine einfache Anfrage zu schreiben.

1 Read the text below and answer the questions.

Business partners

One of the most important things in business is contact between companies. Companies sell products (or services), other companies buy them. For example, a company makes and sells pizzas. It needs boxes for the pizzas, so it finds a company which makes boxes. The two companies are now business partners.

So how do companies find a business partner? One possibility is from an advertisement in a trade journal. A trade journal is a magazine for an industry. There are hundreds of these journals – for plastics, manufacturing, communications, food and many other industries. Many trade journals are now also online. A second possibility is a trade fair. Companies show their products here and visitors from around the world can see them. Germany is famous for its trade fairs and there are fairs in many German cities. A third possibility is that a company finds out about a new business partner from an old business partner. For example, one day someone from the pizza company is talking to someone from the box company and says: “Now we have our pizzas and we have your boxes, but we need some lorries so that we can deliver our pizzas.” “We bought some lorries last year from Company X,” says the other person. “They’re good.” Tips like this are very helpful!



Industry News



Industry News Online

- ▶ Where next for robots?
- ▶ Plastics



Business tips from one of your business partners are very helpful.

1 What is a ‘business partner’? Give an example.

2 Where can you often find advertisements for products and services?

3 What happens at trade fairs? Is there one in your town or city?

4 ‘Talking in business is very important’. How can this be helpful? Give an example.

2 Read this business letter.

1 What's the writer's name? When (on what date) did she write the letter? To what company and in what country?

2 What company does the writer work for? What's her job in the company?

3 The writer doesn't know the name of the person he or she is writing to. How can you see this from the letter?

4 What is the letter about (the 'subject' of the letter)?

letterhead (Briefkopf): the address of the writer's company

GOLTZPROJEKTBAU GmbH
Naumannstraße 18, 60318 Frankfurt am Main
Tel. +49 (69) 335519 E-Mail: Info@Goltz.de

inside address (Empfängeranschrift)

Rolac PLC
101-108 Commerce Road
MILTON KEYNES
GB-MK8 4DW

date

15 September 20..

subject (Betreffzeile): This goes **after** the *Dear ...*

Dear Sir or Madam,

salutation (Anrede): All letters begin with *Dear ...* When you know the person's name, you write *Dear Mr/ Ms ...* When you don't know the person, you write *Dear Sir or Madam.*

Request for sales catalogue and price lists

We were interested in your paints at the recent trade fair in Frankfurt am Main.

We are a German construction company which builds homes and offices around Europe.

Could you please send us your current sales catalogue and price lists. We would also be grateful for information about your delivery times and trade discounts which you offer.

We look forward to hearing from you soon.

Yours faithfully,

M. Hochstedt

close (Grussformel): Letters which begin *Dear (name)* end with *Yours sincerely*. Letters which begin *Dear Sir or Madam* end *Yours faithfully*.

Marianne Hochstedt
PURCHASING MANAGER

signature (Unterschrift): name and the writer's job below


Letters in English begin with a CAPITAL letter!

3 Look at the letter again and find the English for these words and phrases.

- 1 Bitte um/Anforderung _____
- 2 (Verkaufs)katalog und Preislisten _____
- 3 kürzlich stattgefunden _____
- 4 Wir sind ein deutsches Unternehmen, das ... _____
- 5 Schicken Sie uns bitte ... _____
- 6 aktuell _____
- 7 Wir wären auch für ... dankbar. _____
- 8 Lieferzeiten und Handelsrabatte _____
- 9 Wir freuen uns, bald von Ihnen zu hören. _____

4 Now YOU. Write the letter below. Use the letter layout on the last page. Think of a name and address for your German company. There are more words and expressions below to help you.

You are the purchasing manager of a company in Germany which makes printers (*Drucker*) for PCs and home offices. You need a business partner who can make cables (*Kabel*) for your printers. You find out about a company in Britain called ADC Cables Ltd. (At a trade fair? From an advertisement in a trade journal?) The company's address is: 27 Mill Road, Birmingham B6 7UT. Write to the company and ask for their catalogue and price lists. You would also like information about delivery times and trade discounts.

So läuft's besser 

Hefte alle Briefe, die du hier und später schreibst, in einem Dossier ab. Du kannst sie dann immer nachschlagen.

Enquiry letters			
We were interested in	your (products) at the recent trade fair in ... your advertisement in this month's <i>Electrical World</i> (trade journal).		
We are a	German company which ...		
Could you please send us	your current sales catalogue. price lists. samples of your products.		
We would also like	be grateful for	information about details of	delivery times. trade discounts.
Thank you	in advance for your help.		
We look forward to	hearing from you soon/shortly.		

An offer

1 Read the text below and find the English words 1–9 for these German words.

Angebot

Preis

Fracht

Hafen

Produkt(e)

Versicherung

Lieferzeiten

Rabatt

Zahlungsbedingungen

We'd like to buy your food!

One of Germany's important exports is food – another, of course, is wine. A shop in London called the German Food Centre sells German food and wine. A month ago, Ann Culver from the German Food Centre saw some German food **(1) products** at a trade fair. They were from a German exporter called Feine Küche GmbH. Ms Culver liked the products and took one of the firm's brochures. On 12 October, she wrote a letter

to Feine Küche GmbH. In the letter, she asked for a **(2) quotation** for some products. Why did she need a quotation before she bought the products?

When you or I go into a shop to buy a pair of trainers, it's very easy. The trainers cost x euros. We pay our money and we leave. In business, things are more complicated – especially in international trade. First, the **(3) price** is not so fixed. Products are usually cheaper if you buy lots of them. If a shop buys 500 pairs of trainers, the price will be lower than for us when we buy one pair. This is called a **(4) discount**.

Even more important is the question: What does the price include? The basic price of a product is called the 'ex-works' (*ab Werk*) price. But many prices also include **(5) transport** and **(6) insurance** to the the buyer's



shop, or country, or a **(7) port** in the country. A typical price is a 'Delivered Ex Quay' price or DEQ (*geliefert ab Kai*). This means that it includes the cost of transport (and usually insurance) to a port in the buyer's country.

Ms Culver will also want to know two more important facts. First, when will Feine Küche GmbH deliver her products? In other words, she will want to know about **(8) delivery times**. Finally, she will want to know when she must pay. In the shop we pay immediately for our trainers. In business people often pay later. The date the buyer must pay is called the **(9) terms of payment** and a typical example is 'payment in full within 30 days'.

For all these reasons, Ms Culver needs an offer from Feine Küche GmbH before she buys.

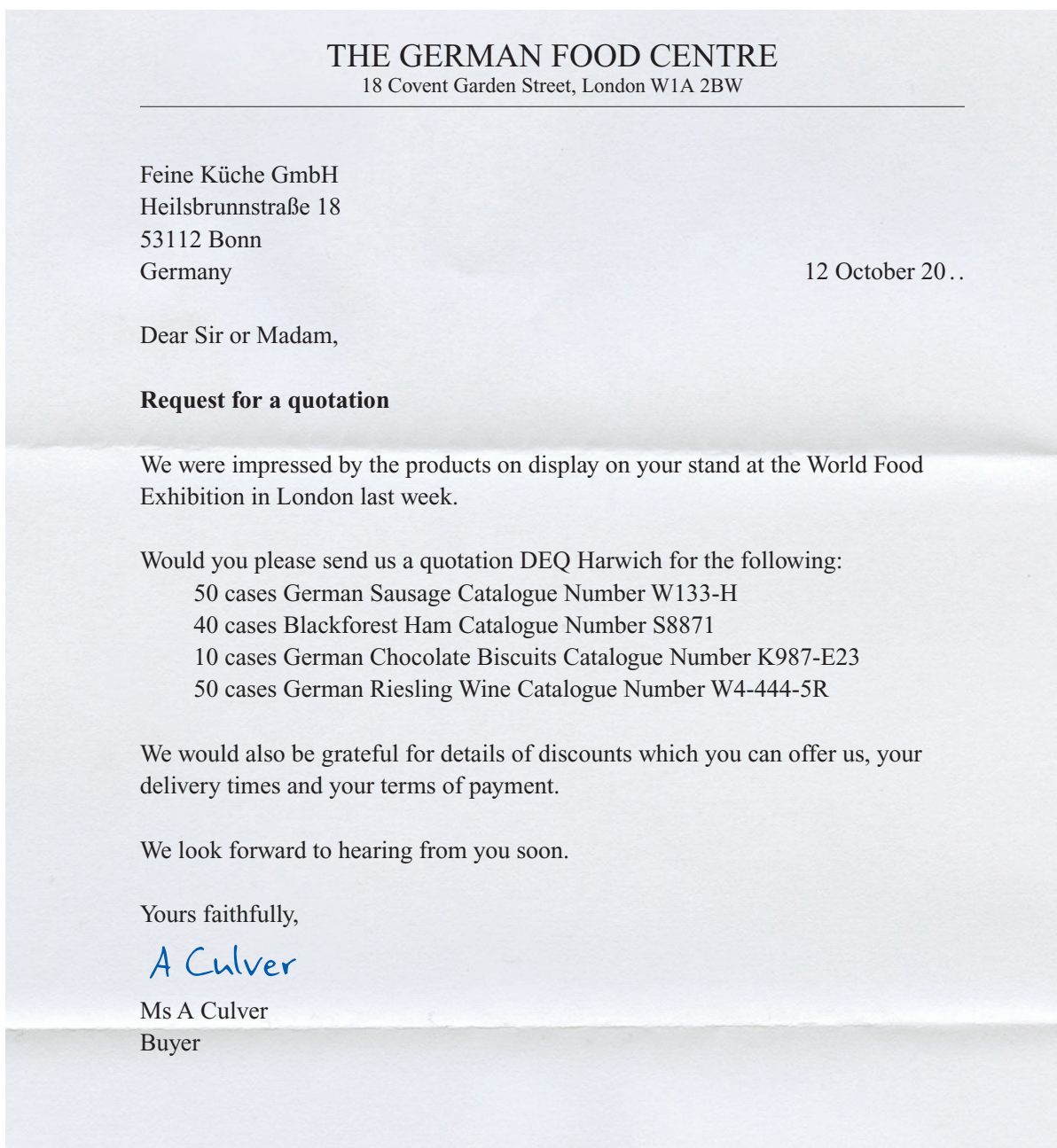
2 True or false? Tick (✓) the correct box.

- Ann Culver works in a shop in London.
- She saw some German food products in a magazine.
- If you get a discount, the price of a product will be lower.
- A DEQ price is the price plus transport (and often insurance) to the buyer's shop.
- The terms of payment tell you when a company will deliver your products.

true

false

- 3** Here is Ms Culver's letter to Feine Küche GmbH. Read the letter and answer the questions below.



Finish the sentences with information from the letter.

- 1 The name of the trade fair where Ann Culver saw the German company's products was the _____.
- 2 The port where the German company should send the products is _____.
- 3 Ms Culver gives the products she wants and their _____ Number.
- 4 She also wants to know about discounts and the German company's _____.
- 5 At the end of the letter, Ann writes her job in the British company: she says that she is a _____.

4 Here is the reply to Ann Culver. Can you fill in the missing words?

FEINE KÜCHE GmbH Heilsbrunnstraße 18 | 53112 Bonn | Germany

The German Food Centre

(1) _____

LONDON W1A 2BW 18 October 20..

Dear Ms (2) _____,

Your request for a quotation of (3) _____ October 20..

Thank you for your request for a (4) _____ and for your interest in our products. We are pleased to send you the following offer:

Quantity	Description	Price (€)	Total (€)
50	Cases German sausage	40.00	2,000.00
40	Cases ham	60.00	2,400.00
10	Cases chocolate biscuits	30.00	300.00
50	Cases wine	100.00	5,000.00
GRAND TOTAL			9,700.00

These prices are (5) _____ Harwich and include a trade discount of 5%.
You can normally expect to receive the goods around one week after we receive your order.

Our (6) _____ payment are payment in full within 30 days.

I look forward to receiving your order in the near future. Please do not hesitate to contact me if you have any further questions.

Yours (7) _____,

Roland Maurer
Roland Maurer
Export Manager

5 Now YOU. Work with a partner. Partner A and Partner B each write to your partner's company for a quotation. Think of a company name, products etc. yourselves. Then exchange letters and write a reply. Use the phrases below.

Asking for a quotation

Thank you for your sales catalogue.
We were impressed by your products at the trade fair in ... last ...
Could you please send us a quotation DEQ (*port*) for the following:
We would also be grateful for /
We would also like details of /
information about ...
We look forward to hearing from you /
receiving your quotation soon.

Sending a quotation (an offer)

Thank you for your request for a quotation of ... (*date*).
We are pleased to send you / have pleasure in sending you the following offer:
These prices are EXW/DEQ (*port*).
They include a (trade) discount of ...%.
We normally deliver / You can normally expect to receive goods from us ... days after we receive your order.
Our terms of payment are payment in full within 30 days /
payment in advance.
We look forward to receiving your order soon/shortly.
Please do not hesitate to contact me if you have any further questions / if I can help you further.

An order

1 Read about Heiko Versand and look at the letter below.

Heiko Versand is a German company which sells goods on the Internet. Ten days ago, it asked a company in Ireland for a quotation for some hockey equipment. Heiko liked the quotation and today the company wants to order some products. You can see the letter below.

Hier lerne ich ...



- eine Bestellung und die Bestätigung einer Bestellung zu schreiben,
- Wichtiges über Container-Transport.

HEIKO VERSAND AG
Prinzenstraße 101, 99084 Erfurt, Germany

O'Malley Sports Ltd
8 O'Connell Street
Dublin, 8
Republic of Ireland

18 May 20..

Dear Mr Connor,

Trial Order

Thank you for your offer of 8 May. We would like to place a trial order with you for the following items.

Item	Catalogue number	Quantity	Price
Hockey sticks	HS203	100	€3000
Hockey balls	HB1-B	500	€4000
Helmets	PH005	20	€450
Hockey shoes	D49-TTR	500	€15000

We note that all prices are DEQ Hamburg and include a trade discount of 10%. Payment will be made immediately on receipt of the consignment.

We look forward to receiving the consignment soon.

Yours sincerely,
Bastian Meyer
Bastian Meyer

2 Fill in the missing information.

A German company, Heiko Versand, wants to buy some (1) hockey equipment from an Irish company called (2) _____ Ltd. Heiko got a quotation from the Irish company on (3) _____ (date) and wrote back with their order on (4) _____.

The prices of the items are all DEQ (5) _____ and Heiko will pay for the items immediately (6) _____.

- 3** O'Malley Sports Ltd received Heiko Versand's order on 20 May.
Mr Connor wrote this letter.



- 4** Now YOU. Work with a partner. Write a letter to your partner's firm to order some products. Then exchange letters and write a reply to the order. Use the phrases below.

Placing an order

- Thank you for your offer/quotation of ... (date).
- We would like to order / We would like to place an order / a trial order for the following items/products ...
- We note that these prices are ... (DEQ Hamburg).
- We understand that these prices include a discount of ...%.
- Payment will be made immediately on receipt of the goods/the consignment/the products.
- We look forward to receiving the consignment/goods/products soon/shortly.

Acknowledging an order

- Thank you / Many thanks for your order of ... (date) for our products.
- You will receive the consignment in ... days / on ... (date) / within ... weeks.
- We are sure that / We know that you will be satisfied/pleased with our products.
- We look forward to receiving further orders in the future.
- If there are any problems/questions, please contact me/us immediately.

5 Read the text and answer the questions below.

What is 20 feet (6.06 meters) long, 8 feet (2.44 meters) wide and 8.5 feet (2.59 meters) high? The answer is something which changed the world. This is the story of ...

CONTAINERS



Cargo has travelled by sea for thousands of years. But in 1955, something happened which changed sea and other transport for ever: Malcolm McLean invented the container. Mr McLean had a small trucking company in the USA. His idea was to use just one size of box for goods on his trucks and on ships. The boxes were 20 feet long, 8 feet wide and 8.5 feet high and this is still the normal size of a container.

Today, almost all transport of cargo is with containers. Why is a simple box so important? The first reason is that a container can travel

by road, by train or by ship and the goods stay in the container. Before containers, people had to load and unload the goods all the time. The second important reason is that it's easy to load and unload containers at a port. Before containers it often took days or sometimes weeks to put hundreds of different things onto (and then to take them off) a ship. Today, in a big port like Hamburg, cranes can unload a big ship in only 4–5 hours. The third reason is that the goods in containers are safe. They don't break or get wet, and also people can't steal them – this was often a problem before containers.

Answer the questions in full sentences.

1 When did containers first begin?

2 How big is a container?

3 In what three different ways can a container travel?

4 How long does it take to unload a big ship today in a big port like Hamburg?

5 What was often a problem before container transport?

Emails at work

1 Sam Khan is an office assistant in a big international insurance company in London called Axxon. Sam is writing some emails this morning to colleagues in his company's offices around the world. He is asking his colleagues for different things. Look at the emails and answer the questions.

1 Who are the emails to? What countries do they live in?

A: _____

B: _____

C: _____

2 In which email (A, B or C) does Sam ask for:

a an address? _____

b some dates? _____

c some telephone numbers _____

Hier lerne ich ...



→ einfache E-Mails auf Englisch richtig zu adressieren und formulieren.



Email A

Postausgang	
To:	Pete.Bradley@Axxon.au
Cc:	
Subject:	New extension numbers
<p>Dear Pete Hope all's well with you. Could you please send me a list of the new telephone extension numbers in the Sydney office? Many thanks in advance.</p> <p>Best wishes Sam</p>	

Email B

Postausgang	
To:	Caterina.Pausini@Axxon.it
Cc:	
Subject:	Name of hotel in Rome?
<p>Hello Caterina How are you? Could you please let me have the name of the hotel in Rome where Mr Richardson stayed last month? He would like to use the hotel again next month.</p> <p>Kind regards Sam</p>	

Email C

Postausgang	
To:	Heiko.Rausch@Axxon.at
Cc:	
Subject:	Dates of Mr Seifert's visit
<p>Heiko, hope you're well. Could you please tell me the dates of Mr Seifert's visit to the London office next month? Thanks!</p> <p>All the best Sam</p>	

Hier und dort



In englischsprachigen Ländern sind E-Mails oft etwas informeller als im deutschen Geschäftsleben. Unter Arbeitskollegen sind Vornamen üblich, obwohl der Stil immer höflich bleibt. Mögliche Anreden für E-Mails sind: *Dear ...*, *Hello ...* oder nur der Name. Am Ende schreibt man gewöhnlich *Best wishes*, *Kind regards* oder *All the best* (manchmal *ATB* geschrieben).

2 It's the next morning. Sam has the replies below to his emails.

- Who wrote which email? Write in the names at the end of each email.
- Look at all the emails on this page and on the last page and complete the email phrases in the box.

Email 1

Posteingang ✖

I'm fine thanks, Sam. And you?
Mr Seiffert will be in London from
16–21 May.

Best wishes

Email 2

Posteingang ✖

Dear Sam

Things are hectic (as usual!). I'm
attaching the extension numbers
which you asked for. Let me know if
you need anything else.

Kind regards

Email 3

Posteingang ✖

Hello Sam

I'm very well thanks. Hope you are
too. Here's the address of the hotel in
Rome which you wanted:
Hotel Albani, Via dei Serpenti 109,
00184 Rome

ATB

Tips and tricks



So sagt man E-Mail-Adressen auf Englisch:

- . dot
- dash
- _ underscore
- @ at

jean.carter@eurotech.com
= jean **dot** carter **at** eurotech **dot** com

Paul_Lanning@software.co.uk
= Paul **underscore** Lanning **at** software **dot** co
dot uk

Email phrases

» **Beginning an email**

- Dear ... / Hello ...
- Hope all's **(1)** ... with you.
- How are you?
- (2)** ... you're well.

» **Asking for things**

- (3)** ... you please send me ...?
- Could you please **(4)** ... me have ...?
- Could you please tell me ...?

» **Finishing an email**

- (Many) thanks in **(5)** ... Thanks!
- Best wishes
- Kind **(6)** ...
- All **(7)** ...

» **Replying to an email**

- I'm fine / very well thanks.
- And you? Hope you are too.
- I'm **(8)** ... the ... which you asked for.
- Here's ... which you wanted.
- Let me **(9)** ... if you need anything else.

1 _____ 4 _____ 7 _____

2 _____ 5 _____ 8 _____

3 _____ 6 _____ 9 _____

3 Now YOU. Work with a partner to write and reply to emails.

- Write an email on another piece of paper to your partner.
Ask for something in your email.
- Exchange emails with your partner and write a reply.
- Use the phrases from the last page. Think of addresses etc. yourself.
- Copy your two emails into Email 1 and 2 below.

Email 1

Postausgang	
To:	
Cc:	
Subject:	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	

Email 2

Postausgang	
To:	
Cc:	
Subject:	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	

Things you can write about:

- 1 You would like to know someone's email address / telephone number / mobile number.
 - 2 A good hotel in Chicago?
 - 3 A PDF of a brochure for a new product
 - 4 The date(s) of a person's visit / a trade fair / a meeting
 - 5 A copy of a report or an email
- ...

Kopiervorlage 1

Kopiervorlage 1

An application form

You want to go on this language course in London. Fill in the application form.

Hier lerne ich ...
 → einen Antrag auszufüllen,
 → über mich selbst schriftliche Auskunft zu geben.

ENGLISH IN LONDON APPLICATION FORM

Please write in CAPITAL letters.

Surname _____
 First name _____
 Date of birth _____
 Nationality _____
 Address (street/number) _____
 (post code/town) _____
 (country) _____
 Telephone number (home) _____
 (mobile) _____
 Email address (not capital letters) _____
 Name and address of college _____

English in London!
 Do you want to practise your English? Our course from 15-19 August is for students at vocational colleges around Europe.
 For an application form, call Ken Richards on ++ 44 020 714 3000 NOW!

Please write a short text here about yourself (in 50-70 words). You can write about your town, your course, your college, your hobbies, your job plans etc.

1

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Kopiervorlage 2

Kopiervorlage 2

In the office

1 Match the things 1-14 in the picture and the words in the box. Write the words below.

office chair desk computer screen mouse
 computer keyboard filing cabinet telephone
 waste bin letters poster calendar radiator plant shelf

11 shelf
 12 waste bin
 13 office chair
 14 filing cabinet

2 Look at the picture again. Find: a pen, a diary, a clock. Where are the things? Write sentences. Use the words and phrases in the box.

1 The pen is on the desk next to the mouse.
 2 The dictionary is on the shelf near the plant.
 3 The diary is in the filing cabinet.
 4 The clock is on the wall next to the poster.

2

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Kopiervorlage 3

Kopiervorlage 3

A company website

1 This is the home page of a company in Britain. It sells furniture and other things for offices online. Match the buttons 1-6 and the web pages A-F below. Write in the number of the button.

Hier lerne ich ...
 → mit dem Internetangebot einer Firma professionell zu arbeiten.

Officeweb - everything for your office!

About us 1
 Our products 2
 Shop online 3
 Contact 4
 Careers 5
 News 6

keyword search

Home | About us | Our products | Shop online | Contact | Careers | News

Email: info@officeweb.co.uk
 Phone: (+44) 020 713 9114

Are you interested in a job with Officeweb? For more information email: careers@officeweb.co.uk

Officeweb is the UK's biggest and best online store for office furniture and equipment. The company started in 1995. Today we have customers around the world.

office chairs more ...
 desks more ...
 computers more ...
 lamps more ...
 calendars more ...
 diaries more ...

OC1479B £105.00 Add to basket

Officeweb wins an award for the year's best e-commerce business in the UK. Read more ...

2 Work with a partner. Take it in turns to ask about the website.

How can I ...
 • find out about the company? → You click on the '...' button.
 • get information about the company's products? → Go to the '...' page.
 • buy products online?
 • contact the company direct?
 • find out about jobs with the company?
 • get news about the company?

3 Do you buy many things online? What? When? Why? Ask a partner.

3

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Kopiervorlage 4

Kopiervorlage 4

Departments in a company

1 Here are some important departments in a company. Match the English names (A-G) and the German names (1-7).

A production B sales C marketing
 D distribution E finance F customer service G research and development

1 Verkauf 3
 2 Kundendienst F
 3 Produktion A
 4 Marketing C
 5 Forschung und Entwicklung G
 6 Vertrieb D
 7 Finanzen E

2 These people are talking about the work of their departments. Which departments do they work in? Write in the English names from exercise 1.

We transport the company's products. We advertise the products. We sell the company's products. We look after the company's money.

Karen Ray Tamsin Carlos

1 distribution 2 marketing 3 sales 4 finance

We help customers with problems. We invent new products. We make the products.

Brendon Mandy Jake

5 customer service 6 research and development 7 production

3 Make and answer questions with a partner.

Which department does Karen work in? She works in the distribution department.
 What does the sales department do? It sells the company's products.

4

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Kopiervorlage 5

Kopiervorlage 5

Clothes in the office

1 Martin, Louise and Peter are managers in a company in England. What clothes are they wearing today? Write in the words below the photos (1-8).

- shirt shoes suit
blouse jacket tie trousers skirt



- 1 suit 4 blouse 7 jacket
2 tie 5 skirt 8 trousers
3 shoes 6 shirt

2 Now look at these words. Write sentences about the people. Martin is wearing a red tie and a dark suit. Louise is wearing a striped ...

- spotted white striped red
grey dark reddish-brown

3 Work with a partner. Partner B: close your book. Partner A: ask questions about Martin, Louise and Peter.

- What's Louise wearing? She's wearing ...
What sort of tie is Martin wearing? He's wearing a ...
Is Louise wearing a white blouse? No, she's wearing a ...

Hier lerne ich ...
→ Berufskleidung zu benennen,
→ zu beschreiben, wie jemand
angezogen ist.

Tips and tricks
Trousers are plural in English:
wearing **a** tie, **a** shirt ...
But: He's wearing **trousers**.
His trousers **are** grey.

Kopiervorlage 6a

Kopiervorlage 6a

On the phone (1)

1 Holger Feldmann is a secretary in a firm in Germany. He's calling two people in London this morning. Read his conversations and underline the English for the German phrases.



Conversation 1
Receptionist Cordex Engineering Ltd. Good morning.
Holger Good morning. This is Holger Feldmann from Germany. Could I speak to Mr Rogers, please?
Receptionist One moment, please, Mr Feldmann. I'll put you through.

Conversation 2
Receptionist Horizon Software Ltd. Good morning.
Holger Good morning. Could I speak to Ms Tate, please?
Receptionist Who's calling, please?
Holger It's Holger Feldmann from Germany.
Receptionist Could you spell your name for me?
Holger Yes, Feldmann. F-E-L-D-M-A-N-N.
Receptionist Thank you, Mr Feldmann. Hold the line, please. I'll put you through.

Hier lerne ich ...
→ jemanden anzurufen,
→ ein Gespräch weiterzuleiten.

- 1 Bleiben Sie am Apparat, bitte.
2 Könnte ich bitte mit ... sprechen?
3 Wer ist am Apparat, bitte?
4 Würden Sie Ihren Namen bitte buchstabieren?
5 Hier ist ...
6 Einen Moment, bitte. Ich stelle Sie durch.

2 Make this conversation with a partner. Partner A: you're the receptionist at Northern Telecom Ltd. in England. Partner B: you're YOU.

Partner A	Partner B
Melde dich.	Melde dich. Du möchtest gern mit Herrn Davis sprechen.
Bitte Partner B ihren/seinen Namen zu buchstabieren.	Buchstabiere deinen Namen.
Bedanke dich bei deiner Partnerin/deinem Partner und bitte sie/ihn, am Apparat zu bleiben. Du stellst durch.	

3 Make another conversation with your partner. Think of names etc. yourselves.

Kopiervorlage 6b

Kopiervorlage 6b

On the phone (2)

4 Holger Feldmann (from Unit 6) is calling a company in Scotland today. Read his conversation and underline the English for the German phrases.



So gibt man Telefonnummern auf Englisch an:
0 = oh
88 = double eight
0049 = double oh four nine
511 = five double one
546 = five four six
7139 = seven one three nine
0120 - 658 7155-0 = oh one two oh, six five eight, seven one double five, oh

Receptionist Good morning, Scottish Electronics Ltd. How can I help you?
Holger Good morning. This is Holger Feldmann from Germany. Could I speak to Mr MacDonald, please?
Receptionist I'm sorry, Mr Feldmann. Mr MacDonald isn't here at the moment. Can he call you back this afternoon?
Holger Oh, yes, thank you.
Receptionist Can I take your number?
Holger Yes, it's 0049 for Germany, 511 for Hanover, then 546 7139.
Receptionist OK. I have all that.
Holger Great. Thanks. Goodbye.
Receptionist Bye.

Hier lerne ich ...
→ jemanden anzurufen,
→ Telefonnummern auf
Englisch anzugeben.

- 1 Tschüs.
2 Es tut mir leid, ... ist momentan nicht da.
3 Auf Wiederhören.
4 Wie kann ich Ihnen helfen?
5 Kann er/sie Sie zurückrufen?
6 Dürfte ich Ihre Nummer notieren?

5 Make this conversation with a partner. Partner A: you're the receptionist at Highland Whisky Ltd in Scotland. Partner B: you're YOU.

Partner A	Partner B
Melde dich.	Melde dich. Du möchtest mit Herrn Brown sprechen.
Herr Brown ist leider nicht da. Ob er Partner B morgen zurückrufen darf?	In Ordnung.
Bitte Partner B um ihre/seine Telefonnummer.	Gib deine Nummer durch.
Alles klar!	Verabschiede dich.
Verabschiede dich.	

6 Make another conversation with your partner. Think of names etc. yourselves.

Kopiervorlage 7

Kopiervorlage 7

At the reception desk

1 Judith Meyer is a receptionist in a company in Germany. She's talking to a visitor to the company. Read her conversation with a partner.

Judith Guten Tag.
Man Er. Do you speak English?
Judith Yes of course. Good morning. Can I help you?
Man Oh, thanks. Good morning. I have an appointment with Mr Kessler at 10.30.
Judith Can I take your name, please?
Man Hammersmith. That's H-A-M-M-E-R-S-M-I-T-H.
Judith Ah yes Mr Hammersmith. Could you fill in the visitors' book for me? The date, your name, your time of arrival, and your signature, please.
Man OK. Here you are.
Judith Thank you. And here's your visitor's badge. Please wear it at all times.
Man Thank you.
Judith Please take a seat over there. Would you like a tea or a coffee while you're waiting?
Man No thanks.
Judith Fine. Mr Kessler will be here soon.

Hier lerne ich ...
→ eine/n Besucher/in
im Betrieb korrekt zu
empfangen.



2 Work with a partner. Partner A: you are the receptionist. Partner B: you are a visitor. Change the names in the dialogue in exercise 6 and make a new conversation. Write in the visitors' book below and make a name badge, too. Can you do make the dialogue with your books closed?

VISITOR
Mr N. Hammersmith

Datum (date)	Name (name)	Ankunft (time in)	Abfahrt (time out)	Unterschrift (signature)
12th June	N. Hammersmith	10:25		<i>N. Hammersmith</i>

Kopiervorlage 8a

Kopiervorlage 8a

Booking a hotel room

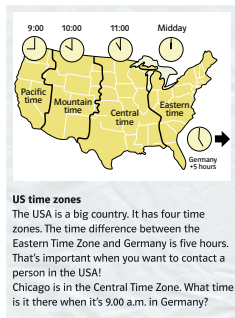
1 Leonie Koch is a secretary in an American company in Germany. Her boss is Joe Rosenberg. Next week, Mr Rosenberg will be in the States. He's talking to Leonie about his trip. Read their conversation, then complete Leonie's notes below.

Hier lerne ich ...
 → ein Hotelzimmer zu buchen,
 → eine Faxbestätigung zu schreiben.



Leonie When will you be in Chicago, Mr Rosenberg?
 Joe On Wednesday and Thursday next week.
 Leonie That's October 17 and 18.
 Joe Right. My first meeting on Wednesday is at 9.30, so I'll need a hotel for the night before, Tuesday night.
 Leonie And when will you leave Chicago?
 Joe My last meeting there finishes at midday on Thursday. Then I'll fly to Seattle.
 Leonie So you don't want to stay overnight on Thursday?
 Joe No, I'll take a plane on Thursday afternoon.
 Leonie And about the hotel. You just want a single room, right? Anything else special?
 Joe Yes, a single room. The hotel should be near the city centre, if possible. Oh, and a hotel with a swimming pool would be great.
 Leonie Fine. I'll make the arrangements.

Hotel arrangements for Mr Rosenberg's trip to Chicago:
 Room: single room
 Number of nights: 2
 Dates: 16 and 17 October
 Special notes about the hotel:
 Where? near the city centre
 Other: swimming pool



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Kopiervorlage 8b

Kopiervorlage 8b

2 Finding a hotel. Leonie looked on the Internet for hotels for Mr Rosenberg. Here are two. Which one is better? Why? Write one or two sentences below.

O'Hare Inn, Chicago ★★★★★	
Rooms	325
Location	O'Hare International Airport, Chicago. Only 2 minutes from the airport terminal. Ideal for business travelers.
Facilities	Restaurant, bar, fitness center, parking, Internet access, 4 conference centers
Belmont Hotel, Chicago ★★★★★	
Rooms	214 all smoke free
Location	Downtown Chicago. One block from the John Hancock Center, Water Tower and Magnificent Mile shopping
Facilities	Restaurant, bar, sauna, swimming pool, fitness center, parking, roof garden, Internet access

I think the best hotel is the Belmont Hotel because it's near the city centre and there is a swimming pool.

3 Next Leonie phones the hotel to make a booking. Read the conversation with a partner. Then change the dates, days, rooms, names etc. and make a new conversation yourselves.



Receptionist Belmont, Chicago. Anita speaking. How may I help you this morning?
 Leonie Good morning. I'd like to book a room, please.
 Receptionist Certainly. Could you give me the dates, please?
 Leonie It's for two nights from Tuesday October 16 to Thursday October 18.
 Receptionist And is that a single or a double room?
 Leonie A single room.
 Receptionist Smoking or non-smoking?
 Leonie Non-smoking.
 Receptionist Yes, that looks fine. Can I take your name?

Leonie The room is for Mr Joe Rosenberg, that's R-O-S-E-N-B-E-R-G, from Star Communications in Germany.
 Receptionist Will Mr Rosenberg pay for the room personally?
 Leonie No, the company will pay.
 Receptionist Thank you. That's all booked. Could you send me a fax to confirm the booking?
 Leonie Sure, I'll do that straight away.
 Receptionist Thank you. And thank you for choosing the Belmont Hotel.
 Leonie Thank you. Goodbye.
 Receptionist Bye now.



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Kopiervorlage 8c

Kopiervorlage 8c

4 Leonie sends a fax to the hotel after her conversation. Find the English for these words and phrases.

- 1 Fax-Nummer fax number
- 2 Betreff subject
- 3 Hiermit bestätige ich This is to confirm
- 4 Bitte beachten Sie Please note
- 5 in voller Höhe in full

FAX

★ Star Communications GmbH & Co
 121 Holzstraße
 06886 Wittenberg
 Germany
 Fax: +49-3491-6200

To:	Reservations, Belmont Hotel, Chicago, IL
Fax Number:	001-773-488-3030
Date:	200...September-23
Subject:	Confirmation of telephone reservation
From:	Leonie Koch, Star Communications GmbH & Co, Germany

This is to confirm the room reservation made today by telephone for Mr J. Rosenberg from our company:

Dates: Two nights, October 16 and 17
 Room: Single room

Please note that Star Communications will pay Mr Rosenberg's bill directly and in full.

Leonie Koch

Faxen
 In der heutigen elektronischen Welt werden Faxe weniger benutzt als E-Mails. Dennoch werden sie weiterhin verwendet, um Originaldokumente zu senden oder - wie hier - ein Dokument mit Unterschrift zu schicken.

So läuft's besser
 Hier und in den folgenden Units lernst du viel über Korrespondenz. Dabei gibt es eine Reihe wichtiger Redewendungen, die du dir merken solltest. Beginne jetzt schon, Lernlisten anzulegen, und versuche diese regelmäßig durchzulesen.

5 Now YOU. Look back to your conversation with a partner in exercise 6. Write a fax to confirm your booking. (You can also invent new details, dates, addresses etc.)

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Kopiervorlage 9a

Kopiervorlage 9a

An enquiry

1 Read the text below and answer the questions.

Hier lerne ich ...
 → den Aufbau eines englischen Geschäftsbriefs,
 → eine einfache Anfrage zu schreiben.

Business partners

- One of the most important things in business is contact between companies. Companies sell products (or services), other companies buy them. For example, a company makes and sells pizzas. It needs boxes for the pizzas, so it finds a company which makes boxes. The two companies are now business partners.
- So how do companies find a business partner? One possibility is from an advertisement in a trade journal. A trade journal is a magazine for an industry. There are hundreds of these journals - for plastics, manufacturing, communications, food and many other industries. Many trade journals are now also online. A second possibility is a trade fair. Companies show their products here and visitors from around the world can see them. Germany is famous for its trade fairs and there are fairs in many German cities. A third possibility is that a company finds out about a new business partner from an old business partner. For example, one day someone from the pizza company is talking to someone from the box company and says: "Now we have our pizzas and we have your boxes, but we need some lorries so that we can deliver our pizzas." "We bought some lorries last year from Company X," says the other person. "They're good." Tips like this are very helpful!



- 1 What is a 'business partner'? Give an example.
They are companies which buy and sell products together. For example, a company which makes pizzas and a company which makes boxes.
- 2 Where can you often find advertisements for products and services?
In trade journals.
- 3 What happens at trade fairs? Is there one in your town or city?
Companies show products to visitors from around the world. In my town...
- 4 'Talking in business is very important'. How can this be helpful? Give an example.
You hear about new business partners. You can find a lorry company to deliver things, for example.

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Kopiervorlage 9b

Kopiervorlage 9b

2 Read this business letter.

- 1 What's the writer's name? When (on what date) did she write the letter? To what company and in what country?
Marianne Hochstedt; 15 September 20...; Rolac PLC in Germany
- 2 What company does the writer work for? What's her job in the company?
Goltz Projektbau; she's the purchasing manager
- 3 The writer doesn't know the name of the person he or she is writing to. How can you see this from the letter?
She writes 'Dear Sir or Madam'.
- 4 What is the letter about (the 'subject' of the letter)?
It's a request for a catalogue and a price list.

inside address (Empfängeranschrift)
Rolac PLC
101-108 Commerce Road
MILTON KEYNES
GB-MK8 4DW

letterhead (Briefkopf): the address of the writer's company
GOLTZPROJEKTBAU GmbH
Hauptstrasse 16, 02759 Frankfurt am Main
Tel. +49 (0)9 335159 E-Mail: info@goltz.de

date
15 September 20..

subject (Betreffzeile): This goes after the Dear ...
Dear Sir or Madam,
Request for sales catalogue and price lists

salutation (Anrede): All letters begin with Dear ... When you know the person's name, you write Dear Mr/Ms ... When you don't know the person, you write Dear Sir or Madam.

Letters in English begin with a CAPITAL letter!
We were interested in your paints at the recent trade fair in Frankfurt am Main.
We are a German construction company which builds homes and offices around Europe.
Could you please send us your current sales catalogue and price lists. We would also be grateful for information about your delivery times and trade discounts which you offer.
We look forward to hearing from you soon.

close (Grussformel): Letters which begin Dear (name) end with Yours sincerely. Letters which begin Dear Sir or Madam end Yours faithfully.
Yours faithfully,
M. Hochstedt

signature (Unterschrift): name and the writer's job below
Marianne Hochstedt
PURCHASING MANAGER

Kopiervorlage 9c

Kopiervorlage 9c

3 Look at the letter again and find the English for these words and phrases.

- 1 Bitte um/Anforderung *request for*
- 2 (Verkaufs)katalog und Preislisten *sales catalogue and price lists*
- 3 kürzlich stattgefunden *recent*
- 4 Wir sind ein deutsches Unternehmen, das ... *We are a German company which ...*
- 5 Schicken Sie uns bitte ... *Please send us ...*
- 6 aktuell *current*
- 7 Wir wären auch für ... dankbar. *We would also be grateful for...*
- 8 Lieferzeiten und Handelsrabatte *delivery times and trade discounts*
- 9 Wir freuen uns, bald von Ihnen zu hören. *We look forward to hearing from you soon.*

4 Now YOU. Write the letter below. Use the letter layout on the last page. Think of a name and address for your German company. There are more words and expressions below to help you.

You are the purchasing manager of a company in Germany which makes printers (*Drucker*) for PCs and home offices. You need a business partner who can make cables (*Kabel*) for your printers. You find out about a company in Britain called ADC Cables Ltd. (At a trade fair? From an advertisement in a trade journal?) The company's address is: 27 Mill Road, Birmingham B6M 7UT. Write to the company and ask for their catalogue and price lists. You would also like information about delivery times and trade discounts.

So läuft's besser
Hefte alle Briefe, die du hier und später schreibst, in einem Dossier ab. Du kannst sie dann immer nachschlagen.

Enquiry letters

We were interested in	your (products) at the recent trade fair in ... your advertisement in this month's <i>Electrical World</i> (trade journal).		
We are a	German company which ...		
Could you please send us	your current sales catalogue, price lists, samples of your products.		
We would also	be grateful for like	information about details of	delivery times, trade discounts.
Thank you	in advance for your help.		
We look forward to	hearing from you soon/shortly.		

Kopiervorlage 10a

Kopiervorlage 10a

An offer

1 Read the text below and find the English words 1-9 for these German words.

- | | | |
|----------------|--------------|-----------------------|
| 2 Angebot | 3 Preis | 5 Fracht |
| 7 Hafen | 1 Produkt(e) | 6 Versicherung |
| 8 Lieferzeiten | 4 Rabatt | 9 Zahlungsbedingungen |

We'd like to buy your food!

One of Germany's important exports is food – another, of course, is wine. A shop in London called the German Food Centre sells German food and wine. A month ago, Ann Culver from the German Food Centre saw some German food (1) products at a trade fair. They were from a German exporter called Feine Küche GmbH. Ms Culver liked the products and took one of the firm's brochures. On 12 October, she wrote a letter to Feine Küche GmbH. In the letter, she asked for a (2) quotation for some products. Why did she need a quotation before she bought the products?
When you or I go into a shop to buy a pair of trainers, it's very easy. The trainers cost x euros. We pay our money and we leave. In business, things are more complicated – especially in international trade. First, the (3) price is not so fixed. Products are usually cheaper if you buy lots of them. If a shop buys 500 pairs of trainers, the price will be lower than for us when we buy one pair. This is called a (4) discount.
Even more important is the question: What does the price include? The basic price of a product is called the 'ex-works' (*ab Werk*) price. But many prices also include (5) transport and (6) insurance to the buyer's



- shop, or country, or a (7) port in the country. A typical price is a 'Delivered Ex Quay' price or DEQ (*geliefert ab Kai*). This means that it includes the cost of transport (and usually insurance) to a port in the buyer's country.
- Ms Culver will also want to know two more important facts. First, when will Feine Küche GmbH deliver her products? In other words, she will want to know about (8) delivery times. Finally, she will want to know when she must pay. In the shop we pay immediately for our trainers. In business people often pay later. The date the buyer must pay is called the (9) terms of payment and a typical example is 'payment in full within 30 days'.
- For all these reasons, Ms Culver needs an offer from Feine Küche GmbH before she buys.

2 True or false? Tick (✓) the correct box.

	true	false
1 Ann Culver works in a shop in London.	<input type="checkbox"/>	<input type="checkbox"/>
2 She saw some German food products in a magazine.	<input type="checkbox"/>	<input type="checkbox"/>
3 If you get a discount, the price of a product will be lower.	<input type="checkbox"/>	<input type="checkbox"/>
4 A DEQ price is the price plus transport (and often insurance) to the buyer's shop.	<input type="checkbox"/>	<input type="checkbox"/>
5 The terms of payment tell you when a company will deliver your products.	<input type="checkbox"/>	<input type="checkbox"/>

Kopiervorlage 10b

Kopiervorlage 10b

3 Here is Ms Culver's letter to Feine Küche GmbH. Read the letter and answer the questions below.

THE GERMAN FOOD CENTRE
18 Covent Garden Street, London W1A 2DW

Feine Küche GmbH
Heilsbrunnstraße 18
53112 Bonn
Germany

12 October 20..

Dear Sir or Madam,

Request for a quotation

We were impressed by the products on display on your stand at the World Food Exhibition in London last week.

Would you please send us a quotation DEQ Harwich for the following:
50 cases German Sausage Catalogue Number W133-H
40 cases Blackforest Ham Catalogue Number S8871
10 cases German Chocolate Biscuits Catalogue Number K987-E23
50 cases German Riesling Wine Catalogue Number W4-444-SR

We would also be grateful for details of discounts which you can offer us, your delivery times and your terms of payment.

We look forward to hearing from you soon.

Yours faithfully,
A Culver
Ms A Culver
Buyer

Finish the sentences with information from the letter.

- 1 The name of the trade fair where Ann Culver saw the German company's products was the *World Food Exhibition*.
- 2 The port where the German company should send the products is *Harwich*.
- 3 Ms Culver gives the products she wants and their *Catalogue* Number.
- 4 She also wants to know about discounts and the German company's *delivery times and terms of payment*.
- 5 At the end of the letter, Ann writes her job in the British company: she says that she is a *buyer*.

Kopiervorlage 10c

4 Here is the reply to Ann Culver. Can you fill in the missing words?

FEINE KÜCHE GmbH Heilsbrunnstraße 18 | 53112 Bonn | Germany

The German Food Centre
 (1) 18 Covent Garden Street
 LONDON W1A 2BW 18 October 20...

Dear Ms (2) Culver,

Your request for a quotation of (3) 12 October 20...
 Thank you for your request for a (4) quotation and for your interest in our products. We are pleased to send you the following offer:

Quantity	Description	Price (€)	Total (€)
50	Cases German sausage	40.00	2,000.00
40	Cases ham	60.00	2,400.00
10	Cases chocolate biscuits	30.00	300.00
50	Cases wine	100.00	5,000.00
GRAND TOTAL			9,700.00

These prices are (5) DEQ. Harvich and include a trade discount of 5%.
 You can normally expect to receive the goods around one week after we receive your order.

Our (6) terms of payment are payment in full within 30 days.
 I look forward to receiving your order in the near future. Please do not hesitate to contact me if you have any further questions.

Yours (7) faithfully,
Roland Maurer
 Roland Maurer
 Export Manager

5 Now YOU. Work with a partner. Partner A and Partner B each write to your partner's company for a quotation. Think of a company name, products etc. yourselves. Then exchange letters and write a reply. Use the phrases below.

Asking for a quotation
 Thank you for your sales catalogue. We were impressed by your products at the trade fair in ... last ... Could you please send us a quotation DEQ (port) for the following:
 We would also be grateful for / We would also like details of / information about ...
 We look forward to hearing from you / receiving your quotation soon.

Sending a quotation (an offer)
 Thank you for your request for a quotation of ... (date). We are pleased to send you / have pleasure in sending you the following offer:
 These prices are EXW/DEQ (port). They include a (trade) discount of ...%.
 We normally deliver / You can normally expect to receive goods from us ... days after we receive your order.
 Our terms of payment are payment in full within 30 days / payment in advance.
 We look forward to receiving your order soon/shortly. Please do not hesitate to contact me if you have any further questions / if I can help you further.

Kopiervorlage 11a

An order

1 Read about Heiko Versand and look at the letter below.
 Heiko Versand is a German company which sells goods on the Internet. Ten days ago, it asked a company in Ireland for a quotation for some hockey equipment. Heiko liked the quotation and today the company wants to order some products. You can see the letter below.

Hier lerne ich ...

- eine Bestellung und die Bestätigung einer Bestellung zu schreiben,
- Wichtiges über Container-Transport.

HEIKO VERSAND AG
 Prinzenstraße 101, 99084 Erfurt, Germany

O'Malley Sports Ltd
 8 O'Connell Street
 Dublin, 8
 Republic of Ireland 18 May 20...

Dear Mr Connor,

Trial Order

Thank you for your offer of 8 May. We would like to place a trial order with you for the following items.

Item	Catalogue number	Quantity	Price
Hockey sticks	HIS203	100	€3000
Hockey balls	HBI-B	500	€4000
Helmets	PH005	20	€450
Hockey shoes	D49-TTR	500	€15000

We note that all prices are DEQ Hamburg and include a trade discount of 10%. Payment will be made immediately on receipt of the consignment.

We look forward to receiving the consignment soon.

Yours sincerely,
Bastian Meyer
 Bastian Meyer

2 Fill in the missing information.
 A German company, Heiko Versand, wants to buy some (1) hockey equipment from an Irish company called (2) O'Malley Sports Ltd. Heiko got a quotation from the Irish company on (3) 8 May (date) and wrote back with their order on (4) 18 May. The prices of the items are all DEQ (5) Hamburg and Heiko will pay for the items immediately (6) on receipt of the consignment.

Kopiervorlage 11b

3 O'Malley Sports Ltd received Heiko Versand's order on 20 May. Mr Connor wrote this letter.

O'MALLEY SPORTS LTD
 8 O'Connell Street - Dublin, 8 - Republic of Ireland

Heiko Versand AG
 Prinzenstraße 101
 99084 Erfurt
 Germany 20 May 20...

Dear Mr Meyer,

Your order of 18 May 20...
 Thank you for your order of 18 May which we received today. You will receive the goods in 14 days.

We are sure that you will be very satisfied with our products and we look forward to receiving further orders in the future.

Yours sincerely,
Robert Connor
 Robert Connor
 Export Manager

4 Now YOU. Work with a partner. Write a letter to your partner's firm to order some products. Then exchange letters and write a reply to the order. Use the phrases below.

Placing an order

- Thank you for your offer/quotation of ... (date).
- We would like to order / We would like to place an order / a trial order for the following items/products ...
- We note that these prices are ... (DEQ Hamburg).
- We understand that these prices include a discount of ...%.
- Payment will be made immediately on receipt of the goods/the consignment/the products.
- We look forward to receiving the consignment/goods/products soon/shortly.

Acknowledging an order

- Thank you / Many thanks for your order of ... (date) for our products.
- You will receive the consignment in ... days / on ... (date) / within ... weeks.
- We are sure that / We know that you will be satisfied/pleased with our products.
- We look forward to receiving further orders in the future.
- If there are any problems/questions, please contact me/us immediately.

Kopiervorlage 11c

5 Read the text and answer the questions below.

What is 20 feet (6.06 meters) long, 8 feet (2.44 meters) wide and 8.5 feet (2.59 meters) high? The answer is something which changed the world. This is the story of ...

CONTAINERS

Cargo has travelled by sea for thousands of years. But in 1955, something happened which changed sea and other transport for ever: Malcolm McLean invented the container. Mr McLean had a small trucking company in the USA. His idea was to use just one size of box for goods on his trucks and on ships. The boxes were 20 feet long, 8 feet wide and 8.5 feet high and this is still the normal size of a container.

Today, almost all transport of cargo is with containers. Why is a simple box so important? The first reason is that a container can travel by road, by train or by ship and the goods stay in the container. Before containers, people had to load and unload the goods all the time. The second important reason is that it's easy to load and unload containers at a port. Before containers it often took days or sometimes weeks to put hundreds of different things onto (and then to take them off) a ship. Today, in a big port like Hamburg, cranes can unload a big ship in only 4-5 hours. The third reason is that the goods in containers are safe. They don't break or get wet, and also people can't steal them - this was often a problem before containers.

Answer the questions in full sentences.

- When did containers first begin?
They first began in 1955.
- How big is a container?
A container/H is 20 feet long, 8 feet wide and 8.5 feet high.
- In what three different ways can a container travel?
A container/H can travel by road, by train or by sea.
- How long does it take to unload a big ship today in a big port like Hamburg?
H takes only 4-5 hours.
- What was often a problem before container transport?
They often stole goods.

Kopiervorlage 12a

Kopiervorlage 12a

Emails at work

1 Sam Khan is an office assistant in a big international insurance company in London called Axxon. Sam is writing some emails this morning to colleagues in his company's offices around the world. He is asking his colleagues for different things. Look at the emails and answer the questions.

1 Who are the emails to? What countries do they live in?

- A: Pete Bradley, Australia
- B: Caterina Pausini, Italy
- C: Nils Rausch, Austria

2 In which email (A, B or C) does Sam ask for:

- a an address? B
- b some dates? C
- c some telephone numbers A

Hier lerne ich ...
→ einfache E-Mails auf Englisch richtig zu adressieren und formulieren.



Email A

Postausgang

To: Pete.Bradley@Axxon.au
Cc:
Subject: New extension numbers

Dear Pete
Hope all's well with you. Could you please send me a list of the new telephone extension numbers in the Sydney office? Many thanks in advance.

Best wishes
Sam

Email B

Postausgang

To: Caterina.Pausini@Axxon.it
Cc:
Subject: Name of hotel in Rome?

Hello Caterina
How are you? Could you please let me have the name of the hotel in Rome where Mr Richardson stayed last month? He would like to use the hotel again next month.

Kind regards
Sam

Email C

Postausgang

To: Heiko.Rausch@Axxon.at
Cc:
Subject: Dates of Mr Seifert's visit

Heiko, hope you're well. Could you please tell me the dates of Mr Seifert's visit to the London office next month? Thanks!

All the best
Sam

Hier und dort
In englischsprachigen Ländern sind E-Mails oft etwas informeller als im deutschen Geschäftsleben. Unter Arbeitskollegen sind Vornamen üblich, obwohl der Stil immer höflich bleibt. Mögliche Anreden für E-Mails sind: *Dear ...*, *Hello ...* oder nur der Name. Am Ende schreibt man gewöhnlich *Best wishes*, *Kind regards* oder *All the best* (manchmal *ATB* geschrieben).

Kopiervorlage 12b

Kopiervorlage 12b

2 It's the next morning. Sam has the replies below to his emails.
• Who wrote which email? Write in the names at the end of each email.
• Look at all the emails on this page and on the last page and complete the email phrases in the box.

Email 1

Posteingang

I'm fine thanks, Sam. And you? Mr Seiffert will be in London from 16-21 May.
Best wishes

Heiko

Email 2

Posteingang

Dear Sam
Things are hectic (as usual). I'm attaching the extension numbers which you asked for. Let me know if you need anything else.

Kind regards
Pete

Email 3

Posteingang

Hello Sam
I'm very well thanks. Hope you are too. Here's the address of the hotel in Rome which you wanted:
Hotel Albani, Via dei Serpenti 109, 00184 Rome
ATB
Caterina

Tips and tricks

So sagt man E-Mail-Adressen auf Englisch:
• dot → *dot*
• underscore → *underscore*
• at → *at*
jean.carter@eurotech.com
= *jean dot carter at eurotech dot com*
Paul_Lanning@software.co.uk
= *Paul underscore Lanning at software dot co dot uk*

Email phrases

- » **Beginning an email**
Dear ... / Hello ...
Hope all's (1) ... with you.
How are you?
(2) ... you're well.
- » **Asking for things**
(3) ... you please send me ...?
Could you please (4) ... me have ...?
Could you please tell me ...?
- » **Finishing an email**
(Many) thanks in (5) ... Thanks!
Best wishes
Kind (6) ...
All (7) ...
- » **Replying to an email**
I'm fine / very well thanks.
And you? Hope you are too.
I'm (8) ... the ... which you asked for.
Here's ... which you wanted.
Let me (9) ... if you need anything else.

- 1 well
- 2 Hope
- 3 Could
- 4 let
- 5 advance
- 6 regards
- 7 the best
- 8 attaching
- 9 knowing

Kopiervorlage 12c

Kopiervorlage 12c

3 Now YOU. Work with a partner to write and reply to emails.

- Write an email on another piece of paper to your partner.
- Ask for something in your email.
- Exchange emails with your partner and write a reply.
- Use the phrases from the last page. Think of addresses etc. yourself.
- Copy your two emails into Email 1 and 2 below.

Email 1

Postausgang

To:
Cc:
Subject:

Email 2

Postausgang

To:
Cc:
Subject:

Things you can write about:

- 1 You would like to know someone's email address / telephone number / mobile number.
- 2 A good hotel in Chicago?
- 3 A PDF of a brochure for a new product
- 4 The date(s) of a person's visit / a trade fair / a meeting
- 5 A copy of a report or an email
- ...