

# *Business* Encounters

Michael P. Critchley



# Acknowledgements

## *Business Encounters*

by  
Michael P. Critchley

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### **Acknowledgements**

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# To the Student

## 学生のみみなさんへ

**Business Encounters** ようこそ！このテキストの名前は「ビジネスでの出会い」という意味です。オフィスでのさまざまな出会い、取引、交渉などの中で、より上手に英語でコミュニケーションができるようになることを目的として、このテキストを作りました。

## Business Encounters の特徴

1.この教科書では、16ユニットが4つの「シーン」(テーマ)に分けられています。共通テーマを掲げることにより、内容がより覚えやすくなり、仕事で英語を使う場面を想像することができるようになります。

### Scene 1: At the Office

オフィスでの同僚スタッフとの初対面や、顧客からの電話対応の場面

### Scene 2: Meet the Customer

様々な接客対応やクレーム対応の場面

### Scene 3: Welcome to Japan

海外からのゲストを出迎え、出張中のスケジュール確認や滞在中のお世話をする場面

### Scene 4: Product Development

新しいオリジナル商品を企画し、マーケティングやソーシャルメディアを利用した販促を提案・議論する場面

2.かきこまったビジネス英語だけではなく、より社交的な英会話も含まれています。例えば、ユニット6のお客さんとの世間話など。

3.各ユニットにモデル会話があります。その会話を暗記で覚えるのではなく、あくまでも、どういう風に、どういう流れで会話すればいいのかのモデルとして使い、自分の言葉で話せるようになることを、各ユニットの最終目標としています。

## Business Encounters を使う英語上達法

- ・ 予習や復習、授業での課題を必ず行いましょう。
- ・ CD を効果的に使いましょう。はじめに、テキストを見ながら CD を聴き、声を出して練習します。次に、テキストを見ないで CD を聞き、各セリフの後に声を出して言ってみます。携帯用のオーディオ・デバイスこの CD の音声を取り込み、いつでも聴いてみましょう。
- ・ 自分がちゃんと理解しているかどうか、自分の学習について意識する習慣をつけましょう。わからないところがあったら、すぐ先生に質問しましょう。
- ・ 各ユニットの最後にある自己評価表を使い、自分の英語の上達を必ずチェックしましょう。
- ・ 皆さんが授業外で英語を使う機会は、おそらく限られているでしょう。だからこそ、ペアワークなど授業中の練習時間を最大限に生かせるように、クラスメートや先生とのコミュニケーションに積極的に参加しましょう。

I hope you enjoy studying with *Business Encounters*.

Mike Critchley

# To the Teacher

## About this book:

Welcome to **Business Encounters**, the fourth book of the *Encounters* series of speaking and listening coursebooks. This lower-to upper-intermediate level text explicitly prepares learners for task-based business communication, with a secondary focus on general casual conversation. A teacher's edition of **Business Encounters** is available by request.

**Business Encounters** is organized into four semantically related sections called "Scenes." Each scene is divided into four units, for a total of 16 units. The four scenes "dramatize" pragmatic business situations that young business interns in Japan are likely to encounter. Each scene is slightly more challenging than the previous as students move away from typical business expressions toward more creative and complex language use. The focus on realistic, goal-oriented situations is designed to increase student motivation, engagement, and success. Scene 4, as the concluding scene, takes a more creative turn, with the aim of getting students to perceive themselves not only as salaried employees, but as value creators, contributors, and even entrepreneurs.

### Scene 1: At the Office

Daily office communication needs with an emphasis on telephone communication

### Scene 2: Meet the Customer

Simple and complex sales, customer complaints, and office visits

### Scene 3: Welcome to Japan

Taking responsibility for a foreign guest, schedule organization, and business small talk

### Scene 4: Product Development

The basics of original product design, market research, and social media

## TOEIC® mini-tests and unit assessment

At the end of every scene is a TOEIC® style mini-test. An Answer Sheet for all four TOEIC® mini-tests can be found on page 90. The mini-test is very similar in form and language to the actual reading-listening TOEIC® exam, but it also reflects the content of the previous four units. It is thus both a "Scene" content test and a useful preparation for the TOEIC-driven hiring situation in Japan. The mini-test is not, however, an ideal test of how well students have achieved communicative speaking goals. Teachers are therefore encouraged to assess student role plays and other tasks that highlight communicative competence.

As a consolidation task and a chance for some great holistic assessment, I suggest planning an extended role play after each of the four scenes. Students do all of the units in the scene consecutively and spontaneously to the best of their ability. Tech-savvy teachers can also encourage students to video their performances and post them to YouTube or Facebook for comment and support by fellow learners.

## Course timing

**Business Encounters** is designed to be taught over 28-30 classes of 90 minutes. Provided students do some preparation as homework, Scenes 1-3 require approximately 5 classes each. Scene 4 typically requires 6-8 classes depending on how much of the Appendix work is done in class. This adds up to a total teaching time of up to 23 periods. Reviews, TOEIC®, and extended role plays occupy another 4 classes, while midterms, other written assessment and final exam reviews require up to 3 class periods.

## Unit organization

**Business Encounters** takes a genre-based approach to language learning. Each unit begins with an explicit communicative business objective. A model conversation shows how advanced speakers might achieve this objective. Students then practice grammar and communication points that directly support this objective. Finally, students put it all together by enacting a similar conversation that they create themselves. At no point are learners expected to memorize model conversations.

Each unit is organized around the following main sections:

### • Introduction and Model Conversation

The first page of each unit has two questions and a unit objective. These are designed to activate situational knowledge before learners read the model conversation. The model conversation is followed by a contextual-guessing exercise that a) focuses on key conversational stages and b) introduces new vocabulary and grammar points.

### • Conversation Focus and Listening

Students are shown the main functional stages or “steps” of the unit conversation. This section mirrors the model conversation, albeit in a simplified manner. The explicit understanding gained in this section typically results in fewer students, if any, who are rote-learning the model conversation. Two listening activities follow this section to pull students away from the analytical and back to the holistic. Listening transcripts can be found on page 91.

### • Language Focus

Students practice two grammar or vocabulary points that directly support the unit objective. When appropriate, these points are recycled in future units. These pages can often be done as homework before starting a new unit.

### • Talk Time

Students are guided to think about an original situation to which they may apply what they have learned. They practice writing a conversation within a suggested conversation framework and then practice it with a partner. This is the last “scaffolded” activity before students try their own hand at an original and spontaneous role play with a partner.

Following this role play is a checklist of the major points covered in the unit. Students use the list to monitor and assess their own learning. This shows students how much progress they have made, which builds confidence and promotes motivation. Finally, higher-level students can incorporate the “Challenge Role Play” into the regular role-play situation. This strategic role play typically introduces a problem to which students have not yet practiced the English needed to resolve it.

Thank you for choosing **Business Encounters**. I am confident that you will find the text a useful tool. I welcome any and all feedback that will help improve subsequent editions of this book. Email me at [critchley55@yahoo.co.jp](mailto:critchley55@yahoo.co.jp)

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# SCENE

## 1

# A Day at the Office

Welcome to your first day at the office! As a business intern who speaks English, you will very quickly find yourself the “go-to” person for English used around the office. So our first task will be to learn how to perform day-to-day office duties in English. You will start the day by meeting your new co-workers ... in English of course! For the rest of the day, you will be learning how to speak with customers on the telephone.

Telephone English is actually more challenging than speaking face to face. There are no gestures or facial expressions to give you clues. On the other hand, telephone communication in English is more casual than the highly formalized language used in Japanese. This means that you don't need to worry about using “formal telephone English.” Just focus on what you need to do and use the English you already know to get the job done.

At the end of this “Day at the Office,” you will be able to speak with co-workers in the office and handle a variety of business tasks on the telephone politely and confidently.

## In this Scene

<b>Unit 1</b> Welcome to the Office	Meet your co-workers Talk about your job Talk about yourself
<b>Unit 2</b> What Time Do You Close?	Answer the telephone at work Ask about customer needs Answer customer questions
<b>Unit 3</b> I'd Like to Change an Order	Make telephone calls to companies abroad Talk about invoices and orders Request changes to orders
<b>Unit 4</b> May I Take a Message?	Receive telephone calls at the office Take messages Summarize and confirm messages

# 1 Welcome to the Office



Name some Japanese companies where you might need to use English.

In what situations will you most likely meet foreigners at work?



今日は、新しい仕事の日目で、同オフィスで働く外国人に会いましょう。このユニットでは、仕事での初対面の会話をスキルアップします。そして、新しいスタッフにサポートを申し出る表現も覚えます。

## Activity 1

Read the conversation below with a partner.



今日から、マリさんがソニーで仕事をします。同オフィスのスタッフと会話しています。

John: Hi. I'm John from Accounting. Welcome to Sony.

Mari: Hi, John. I'm Mari. It's nice to meet you.

John: So what will you be doing here?

Mari: I'm in the sales office. I'll be helping with sales orders from abroad.

John: Great. We can use the help! So, what did you do before coming to Sony?

Mari: I worked in sales for a company in Kanagawa.

John: Oh, Kanagawa is a great place. Do you still live down there?

Mari: No, I live in Shinkiba now.

John: Nice. Very close to the office. Well, I hope you enjoy it here. Let me know if you need anything.

Mari: Thanks. I will. Well, I should get going. It was nice meeting you.

John: Yeah, nice meeting you, too. See you around.

## Activity 2

Do you understand the conversation? Match each English sentence or phrase with its Japanese meaning.

- |                                      |                        |
|--------------------------------------|------------------------|
| 1. What will you be doing here?      | A. 何か必要があれば、教えてください。   |
| 2. sales orders from abroad          | B. いままではどんな仕事をしていましたか？ |
| 3. What did you do before?           | C. これからここでどんな仕事をしますか？  |
| 4. Let me know if you need anything. | D. 海外からの発注             |



# Conversation Focus

- 1 Let me know ... ～を教えてください。
- 2 I should ... ～しないとだめ  
I should get going 「行かないとだめ」のくだけた言い方。

ステージ3にあと一つ質問を考えてください。



## First Day at the Office: Conversation Steps

次の1～5の会話のステージで使われる主な表現を覚えましょう。英語のビジネス会話は日本語よりも圧倒的にカジュアルです。形にとらわれずに、自分のことについてたっぷり話しましょう。特に、今の仕事に就く前は何をしていたかなどを言きましょう。

1	<b>Greetings</b> 挨拶・自己紹介をする	Hi. I'm .... Welcome to .... It's nice to meet you.
2	<b>Job description</b> 仕事内容を説明する	What will you be doing here? I'm in .... I'll be ....
3	<b>Personal information</b> 個人情報・履歴などを言う	What did you do before working here? Where do you live? / Do you live in ...? _____
4	<b>Offer help</b> (新人に) サポートを申し出る	Let me know <sup>1</sup> if you need anything. Let me know if I can help you with anything.
5	<b>End conversation</b> 会話を終える	I should <sup>2</sup> get going. It was nice meeting you.

### Activity 3



Listen to the two conversations. Circle the correct information.

1 ヒロは、会社での初日に同僚の Susan と会います。

Hiro now works at:

1. Unicorn Solutions      2. Uniqlo Fashion      3. Yakult

His job is:

1. Customer service      2. Sales      3. Assistant manager

Before he worked at:

1. Red Bull      2. University student      3. English teacher



2 ナホは、HRに勤める Joe Kelly と廊下ですれちがいます。

Naho now works at:

1. Unicorn Solutions      2. Uniqlo Fashion      3. Yakult

Her job is:

1. Customer service      2. Sales      3. Assistant manager

Before she worked at:

1. Red Bull      2. University student      3. English teacher

# Language Focus

## 1. Office Positions

会社での仕事の種類と課の名前を覚えましょう。そして、下線部に他の仕事・課を考えて記入してください。

### I'm ...

a secretary  
a sales rep (representative)  
a technician  
a manager  
\_\_\_\_\_  
\_\_\_\_\_

### I work in ...

Sales  
Accounting  
HR (Human Resources)  
IT (Information Technology)  
Customer Service  
\_\_\_\_\_



### Exercise 1:

次の文を英語に直してください。次に、あなたがいつかしたい仕事も英語で書いてみましょう。

1. 人事課で働きます。 \_\_\_\_\_

2. OLです。経理課で働きます。 \_\_\_\_\_

3. 営業マンです。 \_\_\_\_\_



*I want to*

## 2. I'll be ~ing future

英語の「未来進行」は、他人の予定について尋ねる時の丁寧な言い方としてよく使われます。他にも、ホテルの予約、しなければならない仕事の予定、あるいは手帳に書いてある予定を話す時にもよく使われます。

Where **will you be staying** in Kyushu? (九州のどこに泊まりますか。)

**I'll be staying** at a small onsen in Fukuoka. (福岡にある小さな温泉で泊まることになりました。)



### Exercise 2:

次の例文は、昼以降の仕事のスケジュールについて話しています。( )のヒントを利用し、will be ~ing形で完成させましょう。そして、I'll be ~ingを使い、自分の実際にある予定も2つ書いてください。

1. At 2 PM (meet) \_\_\_\_\_ with the sales rep from Sony. Then (catch) \_\_\_\_\_ the last flight to Singapore.

2. What time (leave) \_\_\_\_\_ work tonight? If it's not too late, can you give me a ride home?



*After school today, \_\_\_\_\_*

*Then tonight at around 9 PM, \_\_\_\_\_*

# Talk Time

## Activity 4

Imagine you have a new job. Think of answers for the following questions.

1. What company would you love to work for? (Sony, Starbucks, Toyota, etc.)
2. What is your job description, and what department do you work for?
3. What did you do before working at the company? (job experience, study, etc.)

## Activity 5

Use your answers from above. Write a short original conversation about your future job. Practice your conversation with other members of your class.

この課題を成功するには、想像力が必要不可欠なんだよ!!



Mark: Hi. I'm Mark from Sales. Welcome to \_\_\_\_\_.

You: \_\_\_\_\_

Mark: So, what will you be doing here?

You: \_\_\_\_\_

Mark: Great! So, what did you do before coming here?

You: \_\_\_\_\_

Mark: \_\_\_\_\_

You: \_\_\_\_\_

Mark: Well, I hope you enjoy it here. Let me know if you need anything.

You: \_\_\_\_\_

Mark: \_\_\_\_\_

初対面で会うときも、会話を終えるときも握手をきちんとする。最後は、自信をもって、stand tall and make good eye contact!



## Self Assessment Role Play: Over to you!

パートナーとの練習タイムです。この課で勉強した内容をもとにして、新しいオフィスでの初日の会話というテーマでオリジナルロールプレーを準備しましょう。なるべく実際に仕事をしたい会社を選んで、いつか自分がやってみたい仕事の内容も想像してみましょう。準備できましたか？それでは、ノートと教科書をいっさい使わず、パートナーと会話をしてみてください。終わったら、下のチェックリストを利用し、自分の結果を確認してください。よくできましたか？このユニットの英語を自信を持って使えるようになるまでくり返し練習しましょう。

- 挨拶も、自己紹介もできます。
- 仕事の内容について（仕事の種類・課・責任など）説明ができます。
- "I'll be ~ing" を使い、予定について話したり・尋ねたりできます。
- 自分の今までの勉強・仕事などについて、初対面の設定でトークできます。
- 新人のスタッフに手伝いなどを申し出ることができます。

# 2 What Time Do You Close?



Have you ever had a phone call in English?

Why is telephone English difficult?



会社には、外国から、あるいは日本で暮らす外国人のお客様から問い合わせの電話がくることがあります。このユニットでは、電話でお客様のニーズを理解し、商品、システム、営業時間などの質問に対して答えます。

## Activity 1



Read the conversation below with a partner.

ダイキはアップルストアの店員で、顧客からの問い合わせの電話に答えています。

Daiki: アップルストア銀座店でございます。

Customer: Hi. Ah, do you speak English?

Daiki: Yes, I do. How can I help you?

Customer: Yeah, I want to buy a new iPad. Do you have any in stock now?

Daiki: Yes, ma'am. We do.

Customer: Excellent. And what time do you close today?

Daiki: We're open until 9 PM Monday to Friday, and until 8 PM on weekends.

Customer: Great. Oh, and one more thing. Do you do repairs?

Daiki: Sorry, ma'am, but we don't.

Customer: I see. OK, no problem.

Daiki: Is there anything else I can help you with?

Customer: No, that was everything. Thank you very much!

Daiki: You're more than welcome.

## Activity 2

Match each English sentence or phrase with its Japanese meaning.

- |                              |                      |
|------------------------------|----------------------|
| 1. How can I help you?       | A. 在庫がありますか。         |
| 2. Do you have any in stock? | B. 何かご用でしょうか。        |
| 3. Oh, and one more thing    | C. 店のほうで修理できますか。     |
| 4. Do you do repairs?        | D. あと、もう一つ質問があるんですけど |



# Language Focus

- 1 **from ... until ...** ~から~まで
- 2 **on sale** セール中
- 3 **per person** お一人様
- 4 **be located on** ~にいます
- 5 **We deliver.** 配達します。

## 1. Giving information about your business

次の表現は、顧客からのお問い合わせに対して良く使われる表現です。空欄には、自分の考えでもう一つ例文を書きましょう。

We're open from 8AM until<sup>1</sup> 6PM.  
Shoes are on sale<sup>2</sup> until June 15th.  
It's 6,400 yen per person.<sup>3</sup>

We're located on<sup>4</sup> Meiji Dori.  
We deliver.<sup>5</sup>

---

## 2. Asking questions

問い合わせの電話は、現在形がほとんどです。疑問文の種類は「YES/NO 疑問文」か「疑問詞を使って情報を求める疑問文」になります。

### YES/NO Questions

*Do you have free parking?*

(無料駐車場はありますか。)

*Are you open today?*

(今日は開いていますか。)

*Are shoes on sale now?*

(靴は今セール中ですか。)



### Information Questions

*What time do you open?*

(何時から営業していますか。)

*When is the shoe sale?*

(靴のセールはいつからですか。)

*How far are you from Chiba station?*

(千葉駅からどれくらいの距離ですか。)

### Exercise 1:

次の文を英語に直してください。4. は、お店に対する質問をあなたの考えで英語で書いてみましょう。そして、パートナーと互いに質問したり答えたりしてみましょう。

1. お店はどこにありますか。

Where \_\_\_\_\_?

2. レンタル代はいくらですか。

How much \_\_\_\_\_?

3. 配達が可能ですか。

Do you \_\_\_\_\_?

4. \_\_\_\_\_?

### Exercise 2:

次のやりとりで、答えに対する適切な質問を書きなさい。

1. \_\_\_\_\_

Our jeans are on sale until August 14<sup>th</sup>.

2. \_\_\_\_\_

Our party room is 500 yen per hour, per person.

3. \_\_\_\_\_

We are located at the West Exit of Toyosu Station.

# Talk Time

## Activity 4

Imagine you are answering the phone at work.

1. What is the name of the company you work at?
2. What kinds of goods/services do you sell?
3. What are some questions a customer might ask you?

## Activity 5

Write a short original conversation between you and a customer calling for information.  
Practice your conversation with other members of your class.

You: \_\_\_\_\_ です。

Customer: \_\_\_\_\_

You: Yes, I do. How can I help you?

Customer: \_\_\_\_\_

You: \_\_\_\_\_

Customer: \_\_\_\_\_

You: \_\_\_\_\_

Customer: \_\_\_\_\_

You: Is there anything else I can help you with?

Customer: \_\_\_\_\_

You: You're more than welcome.

### Self Assessment Role Play: Over to you!

パートナーとの練習タイムです。この課で勉強した内容をもとにして、質問を少なくとも3つ含めたお問い合わせの電話というテーマで、オリジナルロールプレーを準備しましょう。あなたが実際によく利用する店を選んだほうが、会話がしやすくなります。終わったら、下のチェックリストを利用して自分の結果を確認してください。

- 英語によるお客様からのお問い合わせの電話で、会話を始めることができます。
- いろいろな問い合わせをしたり、答えたりすることができます。
- お客様に、さらに質問があるか尋ねることができます。
- お客様に感謝の気持ちを伝え、お問い合わせの電話を終えることができます。

### Challenge Role Play

Write your questions to a company in an email and send it to your teacher to check.