

CONTENTS CHART

UNIT	TITLE	FOCUS ON FUNCTIONS	TASKS BASED ON BUSINESS SITUATIONS
1	Making business contact (page 8)	<ul style="list-style-type: none"> addressing and social contact interview to schedule business meetings common telephone phrases 	Write a follow-up email to the manager of the Dutch tour operator inviting him to visit your hotel.
2	Presenting a hotel and its services (page 11)	<ul style="list-style-type: none"> common phrases for presentations structuring a presentation service package recommendations 	Give a brief presentation on your hotel and services including service packages for managers of foreign tour operators.
3	Developing business contacts (page 14)	<ul style="list-style-type: none"> common phrases and techniques for business correspondence recipient salutation and complimentary closing in emails telephone phrases 	Write a follow-up email to the manager of the tour operator from Ukraine who is interested in cooperation with hotels in South Bohemia.
4	Enquiries and offers (page 17)	<ul style="list-style-type: none"> common phrases for making offers writing offers/quotations price justification 	Answer questions of the manager of the Ukrainian tour operator regarding your offer.
5	Pricing and negotiating (page 20)	<ul style="list-style-type: none"> phrases for price negotiations phrases for dealing with partners in different positions negotiating tips for difficult situations 	Write a follow-up email confirming the results from price negotiations.
6	Hotel websites (page 23)	<ul style="list-style-type: none"> providing information on services recommending special offers and events providing information on nearby attractions 	Make a video of yourself recording accompanying words about your hotel for a website presentation video.
7	Cooperation agreements (page 26)	<ul style="list-style-type: none"> writing a draft contract conducting negotiations on the terms of a contract concluding contracts 	Write a draft of a subject matter of an agreement on cooperation between your hotel and the Ukrainian tour operator.
8	Meetings (page 29)	<ul style="list-style-type: none"> common phrases for business meetings moderating the course of a meeting cultural differences 	Answer the manager of the tour operator from the Netherlands his questions about your further cooperation.
9	Invoicing and troubleshooting (page 32)	<ul style="list-style-type: none"> key components of an invoice claims for services responding to complaints and apologizing 	Reply to a complaint of the tour operator from the Ukraine regarding non-compliance with the agreed composition of rooms.
10	Exhibitions and trade fairs (page 35)	<ul style="list-style-type: none"> the role of exhibitions/trade fairs in hotel marketing preparation procedures for participating in a trade fair response to an expressed interest in your hotel 	Prepare a draft for a phone call to your potential customer (so called telephone script).