File 23 | Unit 11

Procedures for a teleconference

- Make sure room and equipment are available.
- Have a technician on hand in case you have technical problems (and can't solve them yourself).
- Make sure there's an agenda and this has been emailed to the participants ahead of time – the same applies for any documents you may want to refer to.
- Do a roll call – check who is there.
- Encourage participants to state their name before speaking.
- Speak loud and clearly – avoid background noise like rustling papers, mobile phones, coffee cups, scraping chairs.
- Stick to the agenda – keep participants' contributions short.
- Clarify and check everyone understands.
- Summarize points whenever necessary, especially before any decisions are made.
- Encourage the KISS acronym (keep it short and simple).
- Call people by name and location – *Chris (from Milan) what do you think?*
- Vary the tone of your voice, to keep people interested, and be enthusiastic.

File 24 | Unit 11

...n international company is responsible for the check-in systems ...airports. There are eight employees in the Technical Support ...epartment and shift work has been introduced. This has been ...vided into four shifts, with two employees on each shift (four ...ams of two). In order to make the shift work fair, shifts are ...tated, so that each week an employee's shift changes to the ...er time. This means the same two people do one shift for ...ly one week at a time before it changes. As the team is made ...o of both new and existing employees, none of the clients are ...ocated to one particular employee – the employees work for ...clients and the team leader distributes the tasks, queries and ...oblems among them as they arise.

...e problem

...hen clients email or call, they never know who they will ...al with or if the member of staff will have knowledge of their ...ecific problem. The emails and calls are generally to report ...oblems or bugs, or to ask for support. It is essential that these ...e prioritized so the most urgent problems are dealt with ...mediately.

File 25 | Unit 10

Student A

Favour	Name of person agreeing to favour
Lend me one person from your department for my team – temporary measure.	
Give me some contact names to add to my client mailing list.	
Share a data projector – my finances are too tight to buy one.	

Favours you must refuse to do:
- Help with next year's budget.
- Help organize an 'office warming' party.
- Substitute colleague at meeting in Brussels.

File 26 | Unit 13

Student A

	Facts and figures	Comments
No. people surveyed	Just over 4,500	
Type of people	1	2
Survey results		
read blogs	80%	Ads will reach a lot of people
read blogs once a week	3 % (approx. 4)	
read blogs weekly for business information	5	6
read weekly on technology topics	57%	
pass on information or content from blogs	70% (approx. 3,150)	Word-of-mouth advertising will be useful
indicate that blogs influence their purchase decisions	7	8
are thinking of starting their own blogs	32%	Growing market!