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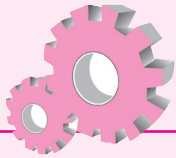
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Business Trip

Unit

1





Part A Warming up



Words and Expressions

platform	accounting department	presentation
substitute	reimburse	Washington
keep track of	pave the way	Hamburg

Useful Structures and Sentences

1. Could you tell me ...
2. Do you happen to know ...
3. I'll attend the meeting in ...

Exercise

Directions: Listen to the following three dialogues and fill in the missing information in the forms below.



Travel Information

Dialogue 1

Means of transportation	1. _____
Destination	2. _____
Leaving time	3. _____
Arrival time	4. _____



Dialogue 2

Means of transportation	1. _____
It leaves from	2. _____
Departure place	3. _____ end of the station

Dialogue 3

Destination	1. _____
The expenses that will be covered by the accounting department	2. _____
The job the woman should do	3. _____



Part B Listening Task



Text 1 On the Plane

Words and Expressions

customs	stewardess	headset
baggage	aisle	restroom
inspect	switch off	rear
declare	fasten	
foreign exchange	upright	



Useful Structures and Sentences

1. Would you please show me where my seat is?
2. Excuse me, where can I put my bag / luggage?
3. May I smoke here?
4. Please make certain your seat belt is securely fastened and your seat in the upright position.
5. When can I unfasten my seat belt?

Exercise 1

Directions: Listen to the following dialogue and fill in the missing information in the form below.

Baggage inspected at	1. _____
Boarding at	2. _____
Mr. Smith's seat	3. _____
The price of a headset	4. _____
The location of the restroom	5. _____

Exercise 2

Directions: Listen to the dialogue again and answer the following questions.

1. What should Mr. Smith do before he reached the boarding gate?

2. Where can passengers put their bags?

3. What should passengers do before the plane takes off?



4. Why do Mr. Smith's ears feel a little funny?

5. When can passengers get up and walk around?

Text 2 Going Through Immigration and Customs

Words and Expressions

immigration
passport
customs declaration form
sightseeing
counter
litchi
confiscate
Hilton Hotel
Los Angeles



Useful Structures and Sentences

1. How long will you be staying in ...
2. Would you mind telling me ...
3. Have you anything to declare?

Exercise 1

Directions: Listen to the dialogue and choose the best answer to the questions listed below.

1. The passenger has to show the immigration officer all the following **EXCEPT** _____.



- A. customs declaration form B. immigration form
C. ID card D. passport
2. What is the passenger's purpose of visiting the United States?
A. Visiting some friends. B. Business and sightseeing.
C. Business. D. Making a declaration.
3. Which of the following is **NOT** included in the passenger's luggage?
A. Camera. B. Green tea.
C. Litchi. D. Tobacco.

Exercise 2

Directions: Listen to the dialogue again and answer the following questions.

1. How long does the passenger plan to stay in the U.S.?

2. Where is he going to stay?

3. How many suitcases does he have?

4. Why is litchi confiscated?



Part C Reading for Speaking



Article

- ◆ Have you ever been to any foreign countries? What main barriers have you met?
- ◆ Scan the title of the following article, and guess what main information it is about.



Small Traders from China Follow in Giants' Footsteps

By Alec Russell From Financial Times September 28, 2007

Tommy Zhang is the very model of a new-age Chinese **businessman** in Africa. Aged 23, he says he was at his home in Fujian province when a friend asked if he wanted to help set up a small **trading business** in Angola. Now, 18 months later, he is the deputy manager of a shop in the central town of Huambo selling Chinese **bric-a-brac**.

"I came for the money," he said with a laugh. Behind him his more taciturn friend was doing a **brisk trade** as scores of Angolans browsed the shelves of clothes, stationery, hi-fi equipment and toys, all of which came by boat from China and then by lorry from the coast to Huambo.

Asked if he might stay in Angola and be in the vanguard of a new **settler** community, Mr Zhang shook his head. He missed China too much and would stay at most another two years.

In the past few years the world focus has fallen on giant Chinese state companies deploying workers into Africa to work on **infrastructure** projects. By and large, that has been a simple business arrangement. In Angola, where tens of thousands of Chinese are at work, most are housed in compounds with tight security. They have minimal contact with the local population except on the roads, railways and other projects where they work by day.



Now, however, there seems to be a secondary trend: the arrival of Chinese small **traders** in the **slipstream** of the state companies. Using the connections already established by politicians and construction companies, they hope to make inroads into the Angolan **consumer market** which, five years after the end of a 27-year war, is just starting to take off.

In Luanda's Saint Paolo market, scores of Chinese businessmen can be seen selling goods **imported** from home. Their arrival has prompted **speculation** that many are planning to put down roots. Rumours in the Angolan press that the



government was considering settling large numbers of Chinese in the agricultural heartland has caused disquiet among Angolans.

But the experience of the frontrunners — representatives of state companies and small traders — suggests that for the time being the chances of the Chinese turning into settlers are remote. Mr Zhang is desperately **homesick**.

“I like China more,” he says. “The development here is low. The **mobile phone** network is very bad and the internet is slow. I will go back to see my parents next year, then come back here for one more time.”

His homesickness is echoed by Song Jing, a 27-year-old engineer who has been in Angola for a year, running a trouble-shooting engineering team for high-priority projects. He will never forget his time in Africa, he says, but he and his workers would never dream of staying.

“China is much more advanced than this,” he said. “It is hard to get used to the conditions and the **diet**. There are no vegetables here, only potatoes and tomatoes. I miss my parents. If I were married and away from my family I would get very **depressed**.”

Neal Zhou came to Luanda a few months ago to help set up an office for Sinomach, a state industrial design company. He and his colleagues even brought their table tennis kit with them. He oozes excitement about his new adventure and yet does not sound as if he will stay long.

“If I want to go out and have a good time I can’t communicate,” he says. “Only a few Chinese people will stay here for a long time. Most will be shuttled out and replaced every three months.”

Directions: Read the article carefully, and choose the best answer to each question.

1. From this passage, we may infer that Chinese People were _____.
 - A. spending more money than they earn
 - B. investing and consuming at an accelerated pace
 - C. spending their money wisely
 - D. lacking in necessities
2. The so-called new-age Chinese businessmen in Africa went there mainly for _____.
 - A. making profit for themselves
 - B. providing the African people life necessities



- C. participating in the infrastructure projects together with the state companies
 - D. importing African-favored specialties to sell in Chinese market
3. We may conclude that the consumption market of Angola _____.
A. has already been well developed after a 27-year war
B. has been shared by the construction companies of foreign states
C. becomes the focus of Chinese small traders who want to earn money in Africa
D. only accepts local investors and businessmen
4. From the experience of the frontrunners, representatives of state companies and small traders, we can know that for the time being _____.
A. Chinese will be settled in the agricultural heartland by the Angolan government
B. the chances of the Chinese turning into local residents are almost impossible
C. Angolan government will decrease the number of Chinese exporters who come for doing small business as to protect local merchants
D. the consumer market will be ruled and controlled by Chinese
5. Which of the following is **NOT** the reason why most employees of the Chinese state industrial companies will be shuttled out and replaced every three months? _____.
A. The employees will suffer homesickness after spending a certain period of time in Africa and miss their family desperately.
B. China is a much more advanced country in which life condition and diet is more convenient for people.
C. The Chinese workers are usually housed in compounds with tight security and lack the ability of communicating with the local population so that they will feel quite lonely.
D. The Chinese employees are required to be sent back every three or four months according to the rules set by Angolan government.



Speaking Activities

1. What main barriers do Tommy Zhang and his friends encounter in doing business in Angola? Can they overcome these barriers? Why or why not?
2. What is **Culture Shock**? Could you explain it with the case of Tommy Zhang



and his friends' business trip to Angola?

3. How do you think Tommy Zhang and his friends should go through the culture shock, and survive in the cross cultural business in Angola?

Focus



Culture Shock

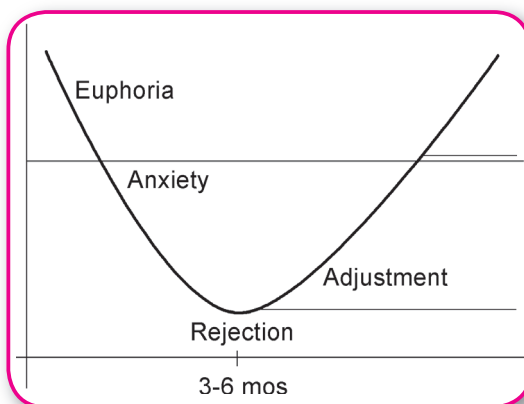
Anyone who has done business internationally will encounter culture shock of different degrees. Like death and taxes, it is inevitable. The definition is simple. Culture shock occurs when everything that was once familiar to you — language, food, currency, values, beliefs and even such take-for-granted incidentals as traffic patterns, mealtimes and sleep patterns — vanishes.

So, culture shock is the reaction one faces when confronted with a new cultural environment; the effect of going from culture into another. By the time you begin orienting yourself, you could be experiencing the first signs of culture shock.

There are four states of culture shock.

Euphoria: This is the initial state of culture shock, which tends to blend in with the highs of planning a trip and starting off on an adventure. Like a new love, we tend to overlook some of the host country's short-comings and delight in all the new pleasures of being abroad. A quaint 3-hour walk to the closest market and source of food is a quaint representation of how to enjoy the simple things of life. Enjoy this initial state but prepare for a come down.

Anxiety: A growing amount of anxiety can develop during which the traveller may feel helpless. The difficulties of living abroad, such as language barriers, absence of social cues and familiar geographic references can come to the surface. This can develop into frustration, anger and



Culture Shock U Curve



sleeplessness. Not knowing where and when to cross the street or even how to find your way back to the market can result in a physical discomfort.

Rejection of the new culture: This is where that once the quaint 3-hour walk becomes an unbearable nuisance. You find yourself thing in terms of things being “wrong” and “backwards”. Commonly travellers in this stage start to withdraw themselves from the local community preferring to surround themselves with other foreigners. Beware the 3 am impulse to suddenly call a family member or friend back home.

Adjustment: With a bit of luck and advanced preparation, one enters the adjusted stage. At this point you can recognize some of the perceived shortcomings of your host culture without rejecting everything. The 30-hour walk becomes just that; a necessary inconvenience.

The first step in preparing for culture shock is just knowing what it is. While travelling, remember to look for signs (sleeplessness, anxiety, frustration, anger) and take it seriously.



Part D Watching and Talking



| Watching

Europe

Words and Expressions

consist of
ethnically
diverse
symbolize
cart

Eiffel Tower
Venice
Colosseum
Stonehenge
Switzerland



exemplify
preservation
seaboard

Alps
Norway
Matterhorn

Exercise

Directions: Watch the introduction to Europe. Listen carefully and answer the following questions.

1. How many independent nations does the continent of Europe consist of?

2. What does European exemplify in Venice, Italy?

3. Where are the Colosseum and the ancient monuments of Stonehenge located?



|| Talking About Business Trip

Guided Conversations

1.

A: Hello! Alice speaking.

B: Ah yes, hello. I'd like to enquire about flights to Hong Kong from Kennedy



Airport in New York, please. I'm off to a conference at the end of the month — Thursday 22nd until Tuesday 27th. Could you tell me about the flight availability and prices?

A: Certainly. Do you want to go economy, business or first class?

B: Well, I'd like to go first class, but unfortunately I'll have to go economy — company rules, you see.

A: OK, that'll be \$830.

B: Right, and does that include airport tax?

A: No, tax is another \$70 on top of that.

B: OK. Can I book that, then?

A: Certainly.

2.

A: Excuse me. Am I in the right line for immigration?

B: Erm, I don't know dear. It depends. What nationality are you?

A: Chinese.

B: No, no, this queue's for British and European Union members. You need to go ... over there — where it says "Other passport holders". Can you see?

A: Oh, yes, OK, thank you.

Useful Formulas

1. Could you tell me when the first plane for Hamburg leaves?
2. I'd like to enquire about flights to ...
3. Could you tell me about the flight availability and prices?
4. Do you want to go economy, business or first class?
5. Would you please show me where my seat is?
6. Would you please tell me where to find the restroom?
7. Just make sure you keep track of all your expenses.
8. You just have to give a presentation on what our products are.
9. Excuse me. Am I in the right line for immigration?
10. How long do you intend to stay in the country?



Speaking Activities

1. You're at the airport on a business trip to New York. Please explain your purpose of this business trip to the immigration officer.
2. You're going to make a business trip to London by plane and want to get the travel information at the travel agency. Make a dialogue with your classmate.

Useful Words and Expressions

1. I'm going to attend a conference.
I intend to stay here for three weeks.
Should I show the invitation letter?
2. I'd like to enquire about flights to London.
Could you tell me about the flight availability and prices?
I'll have to go economy — company rules.
I'd like to book a hotel room.
Is there a discount rate for conference delegates?