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To :
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English teacher

Developing an educational situation in English



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HOW TO PLAN A BUSINESS MEETING?

Please read the complete document
before starting.

I. TARGETED SKILLS

BE ABLE TO CREATE AN INVITATION MAP.

BE ABLE TO BOOK AIR AND HOTEL TICKETS.

BE ABLE TO DRAFT EMAILS.

BE ABLE TO MAKE TELEPHONE REMINDERS

II. REQUIRED LEVEL

Students must have A levels¹ → B2 Intermediate level
Level required for A levels.

III. SESSION TIME

3 per 2 hours classroom sessions.

IV. PEDAGOGICAL OBJECTIVE

Be able to plan a business meeting having integrated grammar, vocabulary and necessary material (email, invitation card, booking, telephone follow-up).

V. CONTEXT

The Panama's Gate headoffice situated in the financial district of Mahattan is inviting all the sales managers for a business meeting in New-York. All the participants are from head of one of the five branches located around the world :

- London
- San Francisco
- Montreal
- Dublin
- Sydney

The business meeting's aim is to present the company's new commercial strategy. The trade meeting will be held in the company's conference room on Thursday, June 16, 2016 from 9 am to 17 pm.

1 Niveau baccalauréat

VI. PROBLEM

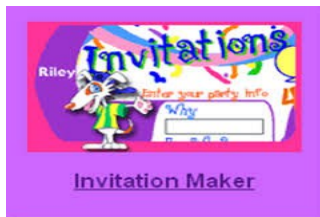
How to plan the business meeting in New-York knowing that sales managers are located in different countries ?

VII. QUESTION

About you, how are we going to plan?

VIII. TASKS

TASK N° 1. CREATE AN INVITATION CARD.



◆ Choose the software

Search the internet for the best software to create an invitation. You have the choice between excel, Word or PowerPoint software.

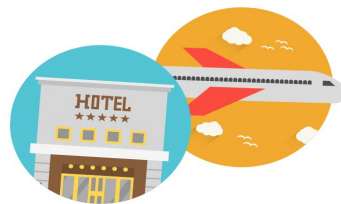
According to you, after choosing the most convenient software, explain why you selected it compared to the others.

◆ Invitation card

List all the information needed to create this invitation.

Create an invitation using three different colors, different fonts to make it attractive.

TASK N° 2. BOOK OF AIRPLANES AND HOTEL ROOMS TICKETS .



Find on the Internet :

◆ Airline companies

Find the nearest airport for each branch.

Use a flight search.

List all the companies from every branch flying to New York. Choose the best

company for each flight.

Book and buy tickets at the best price in business class.

To help you in your task, you must create a file including all the information about your booking procedures.

Exercise 1

◆ Language box

Complete by formal sentences used to book and buy return trip airline tickets and include any more you know.

Find other phrases and include any more you know.

How to start	New information	Action	Close the calling
Good morning	I need return trip for five people	Could you send me best prices in business class, please ?	Thank you for your help.
For reference to my booking file	We are hoping to ...	Would you be able to confirm... ?	Please send me...
		Please let me know ...	

Exercise 2

You would like to confirm the business class reservations you made on the phone today for 5 people in the name of **[state name]** for the following dates and conditions.

You must write a letter to business managers accompanied by the airline tickets.

Example : Arrival date will be the [starting date] as of **[time of arrival]** local time

and departure date the **[end date]**.

Please confirm receipt of this reservation by return.

◆ Hotel

Search high quality hotels near the headoffice.

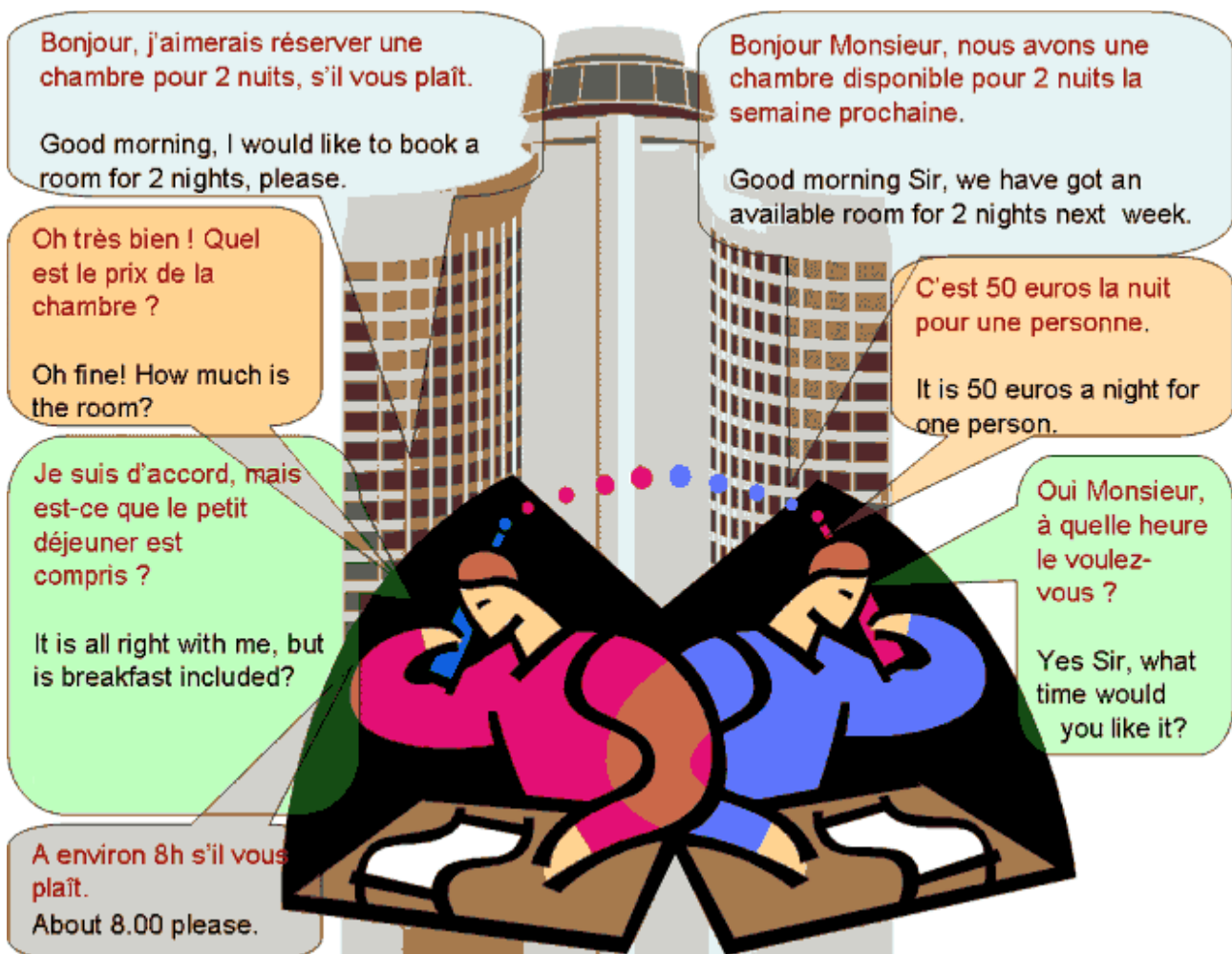
Select the hotel at the best value for money.

Book 5 rooms for 15 to 17 nights with breakfast included.

To help you in your task, you must create a file including all the informations about your booking procedures.

Exercise 1

Rebuild the sentences of this dialogue



Exercise 2

You booked 5 rooms, but you haven't received any confirmation. You decide to call the hotel reception for more information about your booking.

Write a dialogue featuring the receptionist and assistant head office of Panama's Gate in charge of booking the room.

Practice your doing role plays and oral

You can find help in the file with all the information about your booking procedures.

TASK N° 3. DRAFT A FORMAL EMAIL.



◆ Instructions

Collect what information you need to draft an email addressed to sales managers.

Make a list not to forget important things to plan this business meeting and the business managers coming.

◆ Training exercises

In this section, you will learn to draft an e-mail.

Exercise 1

- ◆ In this lesson, you will learn how to write a first email.

1 – What things do you have to think about when writing an email to someone you have not emailed before?

2 – What kind of “first time” emails do you receive? How does the subject line help you deal with these?

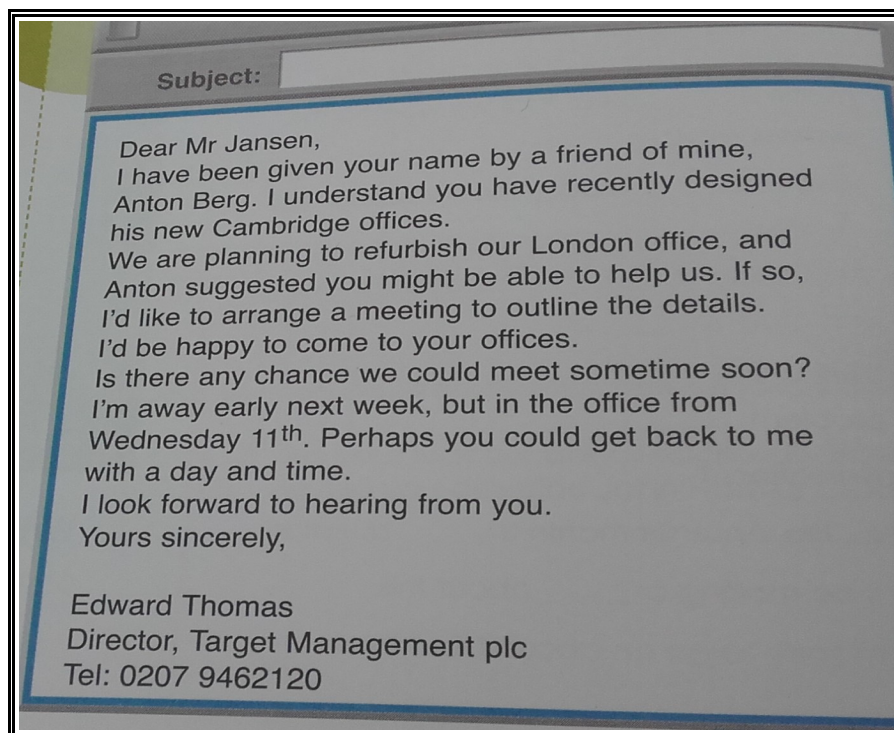
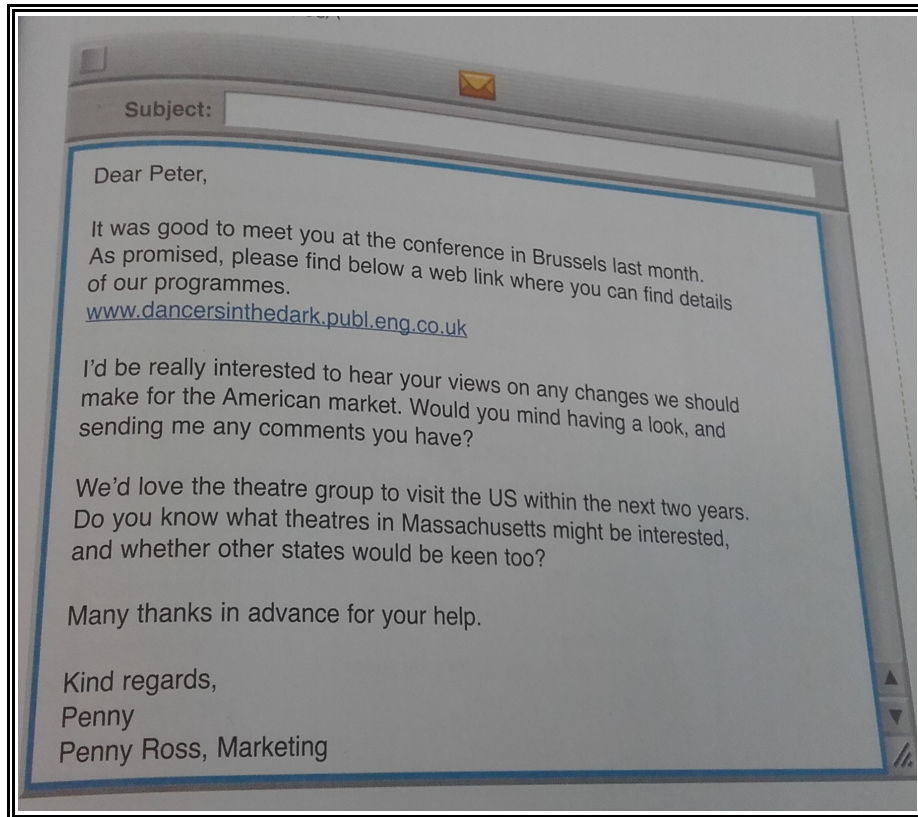
- ◆ Read the email below. For each, choose the best subject line

1 – a) Office designs – London
 b) Meeting – your office
 c) Anton Berg – new offices

2 - a) Brussels conference
 b) Programme changes

c) Theater tour, USA

◆ Examples:



Exercise 2

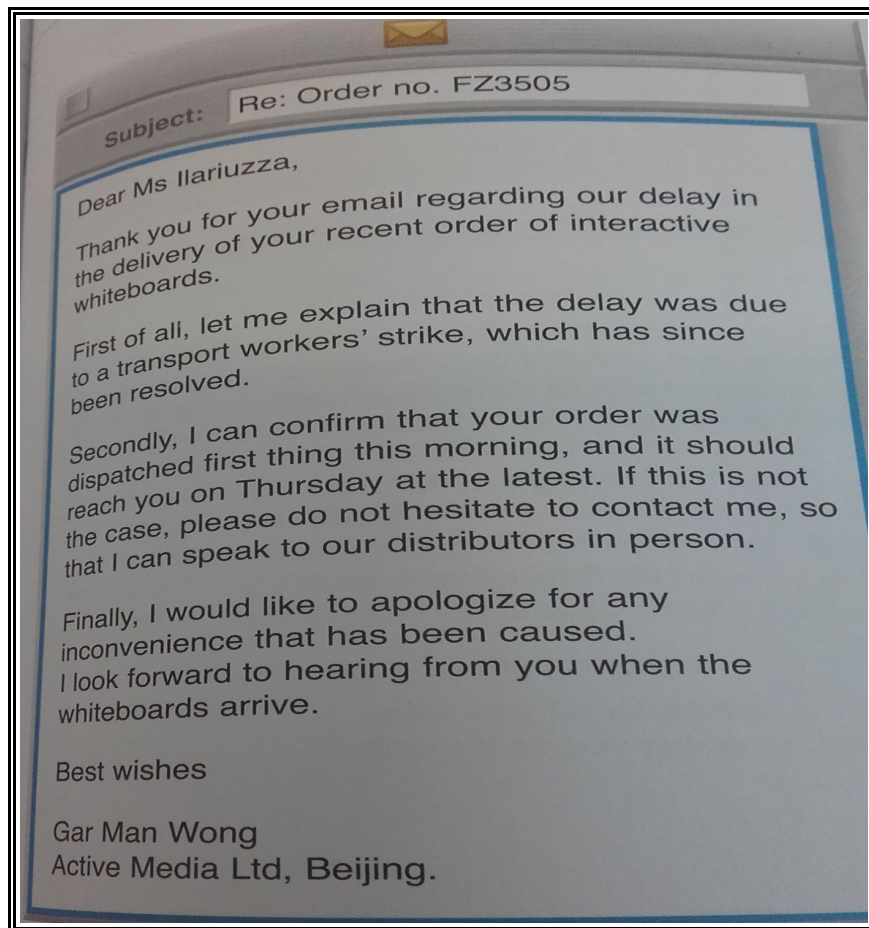
- ◆ In this lesson, you will learn how to write a formal email.

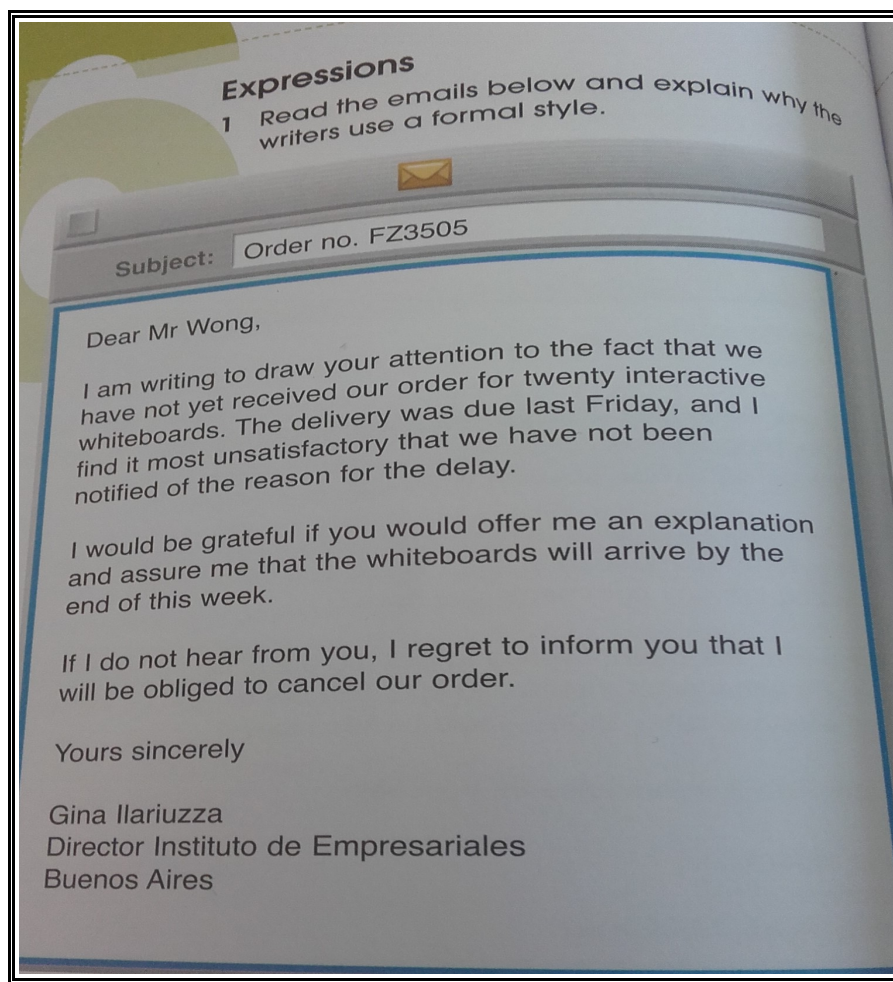
1 – Would you write a formal or an informal email in the following situations?

- ◆ Agreeing to meet a colleague for lunch
- ◆ Complaining to a supplier about a mistake in an order
- ◆ Requesting information from an official website
- ◆ Attaching the agenda for a meeting in an email to a colleague abroad
- ◆ Apologizing for a delay in delivery to a customer
- ◆ Sending your boss a report

2 – How could you start each email?

Examples:





Exercise 3

◆ Language box

Emails often have a simple structure. Below are some examples phrases commonly used in emails.

Find other phrases from emails to add to those in the Language box, and include any more you know.

How to start	New information	Action	Friendly sign-off
Further to our phone conversation, ...	As you may be aware, ...	I'd be grateful if you could ...	Thank you again for your help.
You may remember ...	We are hoping to ...	Would you be able to ...?	I hope to hear from you soon
Thank you for sending ...		Please let me know ...	
With reference to ...			

I have been advised to contact you ...			

Exercise 4

In order to write an email in proper English, it is important to understand the context.

Here are ways to start an email and finish it by the recipient. Indeed, it is important to target your recipient: is it a colleague? A friend ? Your boss ? Depending on the recipient, formulas differ necessarily from a formal email to a friendly email.

◆ Language box

Find other phrases and include any more you know.

Write an email	
The salutation:	<p>- An unknown person: ex:« To whom it may concern ». ex :... ex :... ex :...</p> <p>- Conventional greeting: ex: ex :... ex :...</p> <p>-An unknown name: ex: ... ex :... ex :...</p> <p>- A slightly more informal relationship : ex :.... ex :... ex :... ex :...</p>
The body of the e-mail:	- Inform the subject of your email:

	<p>ex: « Reply to the teaching job » ex : ex :.... ex :.</p> <p><i>Possibility to inform the subject of your email by adding « 2 files attached ».</i></p> <p>- Write the email body starting by: A first contact: ex: « I am a musician and I would like to meet you in order to discuss... ». ex :.... ex :... ex :..</p> <p>- A request for information: ex: « I have some questions to ask you about your new product », « I would like to inquire about ». ex :.... ex :... ex :...</p> <p>Reply to an email: ex: « Thank you for your email ». ex :.... ex :...</p> <p>- Deal with different points in the email: ex: ... ex :....</p>
To conclude the email:	<p>- ex: « I will contact you later » ex :.... ex :... ex :...</p> <p>- To an unknown person: ex: ... ex :.... ex :...</p> <p>- If it's a colleague, boss and you have a formal relationship with them: ex: « Kind regards » ex :.... ex :... ex :...</p>

	<p>- To a colleague/ a person with whom you have good rapport: ex:« Thank you » ex :.... ex :... ex :...</p> <p>- To a friend: ex: «Take care » ex :.... ex :... ex :...</p>
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◆ Draft the e-mail

After making lists and training exercises, you must draft a formal email addressed to sales managers.

You must submit the invitation card to your e-mail to send it to all the business managers.

TASK N° 4. MAKE TELEPHONE REMINDERS.

◆ Training exercises



In this section, you learn to make telephone reminders and develop your vocabulary.

You must introduce a glossary of all the vocabulary you need to express yourself. It must be presented in alphabetical order including all the important words needed for the phone conversation. (to help you: [Speaklanguages](#))

Exercise 1

◆ **Language box**

Find other phrases and include any more you know.

Téléphoner	Telephoning
Je voudrais les renseignements.	I would like Directory Enquiries.
Ne quittez pas.	Hold the line.
Je ressaierai plus tard.	I'll try again later.
Pourrais-je parler à M. Jones?	Could I speak to Mr Jones?
Qui est à l'appareil?	Who's speaking?

Exercise 2

Telephone raises must be carefully prepared. In addition, they must be conducted with tact

◆ **Language box**

Find other phrases and include any more you know.

Talking to someone by phone	
Introducing yourself:	<p>- John Edwards speaking. <i>(Helpful early in the conversation when you pick up the phone).</i></p> <p>- ...</p> <p>- ...</p>
Asking who is on the telephone:	<p>- Can I ask who is calling, please?</p> <p>- ...</p> <p>- ...</p>
Asking for Someone:	<p>- Can I have extension 56, please?</p> <p>- ...</p> <p>-</p>
How to reply when someone is not available:	<p>- I'm afraid ... is not available at the moment.</p> <p>- ...</p> <p>- ...</p>
Taking a Message:	<p>- Can I take a message</p> <p>- ...</p> <p>- ...</p>
Close the conversation:	<p>- ...</p>

	- ...

Exercise 3

In this lesson, you will replace a phone conversation (between King and Sam & Momke Barbie).

To help you : "https://www.englishclub.com/speaking/telephone_language.htm"

Here are 4 extracts of conversations:

N°1 situation	N°2 situation	N°3 situation	N°4 situation
B&D Electronics	Bristol 598 732	Global Mountain Movers.	029 2057 9654
<i>Hello. Simon here.</i> <i>Can I speak to Chris, please?</i>	<i>Hello, Paul Jones speaking.</i> <i>May I have a word with Matthew?</i>	<i>Hello. This is David here.</i> <i>Is Martin there, please?</i>	<i>Hello, my name's Abdi Hussein.</i> <i>Could I speak to Mustafa, please?</i>
Hold the line, please... Sorry, but he's out.	I'll just see if he's in. I'm afraid he's not here.	Hang on a moment, I'll see..... I think he's gone shopping.	I'll find out if he's at home..... Sorry, but he won't be back until Monday.
<i>Would you tell him I rang?</i>	<i>Could you take a message?</i>	<i>Would you ask him to call me back?</i>	<i>Can you ask him to ring me when he gets back?</i>
I'd be glad to.	Yes, of course.	Certainly.	With pleasure.

◆ Telephone reminders

From the lexicon, you write text to call back sales managers who have not

responded to the invitation sent by email.

You must introduce the purpose of your call, remember the important points about the event and confirm the arrival of the business managers. Feel free to use courtesy and thank formulas.

After writing the dialogue, practice in pairs orally by performing role plays the including Panama's Gate headoffice assistant and a sales manager.

IX. ONLINE RESOURCES :

We have compiled some pages to help you, but you may use some resources not listed in this document. You must copy the title of your sources at the end of your document.

http://www.microsoftstore.com/store/msusa/en_US/list/Office-standalone-applications/categoryID.69404600

<https://www.eventkingdom.com/browse/invitations/corporate.ek>

<https://www.mindtools.com/CommSkll/EmailCommunication.htm>

http://www.evite.com/gallery/category/professional_events/1?

<http://www.greetingsisland.com/invitations/professional-events>

https://www.tinyprints.com/business/shop/business_invitations_announcements.htm

<http://www.expression-anglaise.com/ecrire-un-e-mail-en-anglais/>

<http://tempsreel.nouvelobs.com/abc-lettres/confirmation-reservation-chambre-hotel-avion-train-location-voiture-entreprise-anglais/avion/reservations/loisirs.html>

<http://www.anglaisfacile.com/exercices/exercice-anglais-2/exercice-anglais-8897.php>

<https://www.kayak.com/flights>

<http://www.booking.com/index.en-gb.html>

https://www.tripadvisor.com/Hotels-g60763-zfn7102346-New_York_City_New_York-Hotels.html

<https://www.vocabulary.com/>

https://www.englishclub.com/speaking/telephone_language.htm

X. SYNTHESIS:

The problem situation we made will help to put the student in finding solutions. From the beginning of our existence, we learn many things because we are constantly stimulated by others and our environment. Self-knowledge is based on confidence in our inner resources. Pedagogy research deals with the power of group learning. When problem situations are designed to be performed in group, as is our case in this English exercise, we create a joint working challenge and source of learning in terms of knowledge autosocioconstruction.

It was for us a very good and interesting working of experience, because of our different levels in english. Each brought his stone to the edifice.