



1551112

**LISTENING AND SPEAKING
IN BUSINESS ENGLISH 2**

สิริวารปัญญา



Unit 7

DESCRIBING REGULATIONS AND GIVING ADVICE

In this unit you will explore vocabulary and expressions related to explaining regulations and sharing advices. You will create and present your own company's regulations.



LESSON OBJECTIVES

1

understand and use vocabulary related to regulations and advice in business contexts

2

develop listening skills to comprehend information about regulations and advice in interviews and conversations

3

improve speaking fluency by engaging in discussions and role-plays





LESSON CONTENT



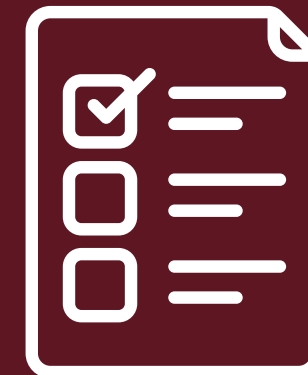
1. Job requirements



3. Agreeing and disagreeing



2. Traveling by plane



4. Performance Task

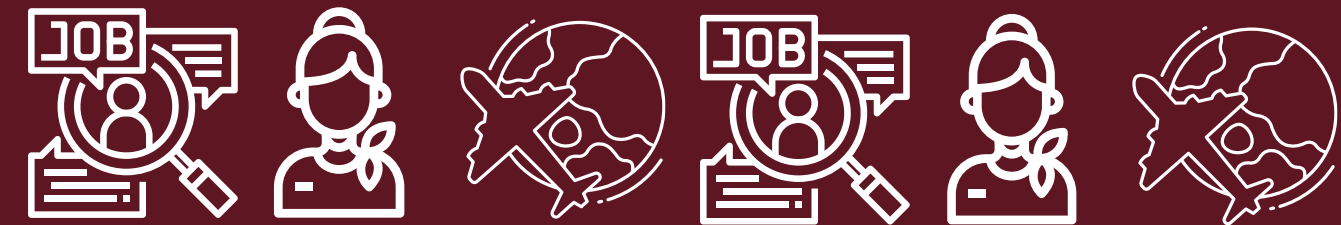


Let's start



01

JOB REQUIREMENTS





Listen to a radio program in which a flight attendant talks about his job. Find and correct the two mistakes in the information below.



SOUTHERN AIRLINES

We currently have openings for flight attendants at Southern Airlines.

To apply for a position, you have to:

- be physically fit
- have excellent communication skills
- have a college degree
- be at least 21 years old
- be available to work shifts, weekends, and holidays

It would also be an advantage if you:

- speak a foreign language
- have previous experience



**Listen to a radio program in which a flight attendant talks about his job.
Find and correct the two mistakes in the information below.**

SOUTHERN AIRLINES



We currently have openings for flight attendants at Southern Airlines.

To apply for a position, you have to:

- be physically fit
- have excellent communication skills
- have a college degree
- be at least 21 years old
- be available to work shifts, weekends,
and holidays

It would also be an advantage if you:

- speak a foreign language
- have previous experience

high school diploma

20 years old



Listen to part of the interview again and fill in the blanks.

A: Do you have to be _____ physically fit?

B: Yes you do .

A: Do you have to speak _____ a foreign language?

B: No, you don't .

Work with a partner. Use the information in the job advertisement to ask and answer more questions about flight attendants.

SOUTHERN AIRLINES



We currently have openings for flight attendants at Southern Airlines.

To apply for a position, you have to:

- be physically fit
- have excellent communication skills
- have a ~~college degree~~
- be at least ~~21 years old~~
- be available to work shifts, weekends, and holidays

high school diploma

20 years old

It would also be an advantage if you:

- speak a foreign language
- have previous experience

Do you have to be physically fit?



Yes, you do.





02

TRAVELING BY PLANE





1



2



3



4

Match the sentences with the correct pictures.

a. You have to have a boarding pass to get on the plane.



b. You don't have to pay tax when you buy goods during the flight.



c. You can reserve a special sleeping seat in Business Class.



d. You can't use a cell phone during the flight.





1



2



3



4

Match the sentences with the correct pictures.

a. You have to have a boarding pass to get on the plane.

3

b. You don't have to pay tax when you buy goods during the flight.

1

c. You can reserve a special sleeping seat in Business Class.

4

d. You can't use a cell phone during the flight.

2

Fill in the blanks. Use the words below.



have to

don't have to

can

can't

- a. You _____ fasten your seat belt during take-off and landing.
- b. You _____ make calls from your seat phone in Business Class.
- c. You _____ use a computer during take-off and landing.
- d. You _____ stow carry-on luggage safely.
- e. You _____ walk around when the seatbelt sign is off.
- f. You _____ pay for drinks on international flights - they're free.
- g. You _____ smoke on international flights.
- h. You _____ pay for newspapers or magazines - they're provided by the airline..



Fill in the blanks. Use the words below.

have to


don't have to

can

can't

- a. You have to fasten your seat belt during take-off and landing.
- b. You can make calls from your seat phone in Business Class
- c. You can't use a computer during take-off and landing.
- d. You have to stow carry-on luggage safely.
- e. You can't walk around when the seatbelt sign is off.
- f. You don't have to pay for drinks on international flights - they're free.
- g. You can't smoke on international flights.
- h. You don't have to pay for newspapers or magazines - they're provided by the airline..



-  a. You have to fasten your seat belt during take-off and landing.
- b. You can make calls from your seat phone in Business Class
- c. You can't use a computer during take-off and landing.
- d. You have to stow carry-on luggage safely.
- e. You can't walk around when the seatbelt sign is off.
- f. You don't have to pay for drinks on international flights - they're free.
- g. You can't smoke on international flights.
- h. You don't have to pay for newspapers or magazines - they're provided by the airline..

Work with a partner. Ask and answer yes/no questions about the sentences, e.g.

A Do you have to...?

B Yes, you do. / No, you don't.

A Can you...?

B Yes, you can. / No, you can't.



03

FLIGHT ADVICE





Before you listen, match the words (1-5) with their definitions (a-e).

Craig Nash is a software engineer with an American computer company in a Palo Alto, California. Next week he is going on a long-haul flight from the US. It will be his first long-haul flight, and his colleague Melissa is giving him some advice.

- | | |
|---------------|--|
| 1. avoid | a. area in an airport where people and luggage are checked |
| 2. security | b. a lot |
| 3. stretching | c. to stay away from someone or something |
| 4. jet lag | d. feeling of tiredness / confusion after a long flight |
| 5. plenty | e. pulling arms and legs straight to make muscles contract |



What advice does Melissa give?
Listen again and check (✓) the correct answers.

	Do	Don't
a Eat rich, fatty foods before the flight.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b Drink alcohol before the flight.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c Take a bottle of water onto the plane.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d Eat a lot during the flight.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e Stay still and get as much sleep as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f Adjust to the new time zone as soon as possible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g Get down to business as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

(Barnard et. al, 2018, p. 69)



DO'S

DON'TS

It's a good idea to...
It's better if you...
You should...
Try and...
I'd...

It's a good idea not to...
It's best not to...
You shouldn't...
Try not to...
I wouldn't...

USEFUL EXPRESSIONS: **GIVING ADVICE**

Work with a partner. Take turns giving advice about flying. Use the ideas in the previous exercise and the expressions on the left.

Do you have any tips for my flight?

Well, it's a good idea to...



✓ DO'S

It's a good idea to...
 It's better if you...
 You should...
 Try and...
 I'd...

✗ DON'TS

It's a good idea not to...
 It's best not to...
 You shouldn't...
 Try not to...
 I wouldn't...

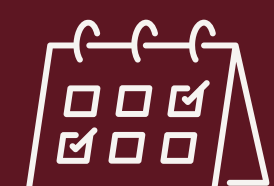
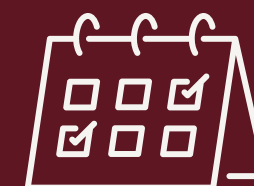
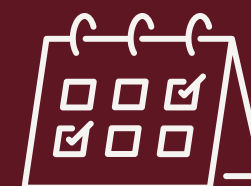
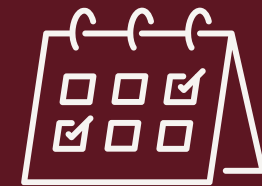
	Do	Don't
a Eat rich, fatty foods before the flight.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b Drink alcohol before the flight.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c Take a bottle of water onto the plane.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d Eat a lot during the flight.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e Stay still and get as much sleep as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f Adjust to the new time zone as soon as possible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g Get down to business as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

(Barnard et. al, 2018, p. 69)



04

PERFORMANCE TASK





Match the jobs with the company regulations.

a. construction worker

b. bank employee

c. hospital doctor

d. lawyer

e. cook

f. airline pilot

C 1 You have to keep your beeper switched on at all times.

E 2 You have to wash your hands before handling food.

D 3 You can't discuss your clients' affairs with anyone else.

A 4 You have to wear a hard hat at all times.

F 5 You can't drink alcohol for 48 hours before you go on duty.

B 6 Before you cash large checks, you have to check the customer's account.

PERFORMOMANCE TASK



You and your partner are the owners of a large company. Decide what kind of company it is (bank, car manufacturer, hotel chain, fast food chain, etc.). Then make a list of company regulations like those in the previous activity.

- working hours
- overtime
- business trips
- eating and drinking
- clothing / uniform
- extra duties
- international assignments
- entertaining clients
- smoking
- foreign languages
- vacations
- internet use



REFERENCE

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2018). *Business Venture 2*. Oxford University Press.



Unit 7

DESCRIBING REGULATIONS AND GIVING ADVICE

In this unit you will explore vocabulary and expressions related to explaining regulations and sharing advices. You will create and present your own company's regulations.