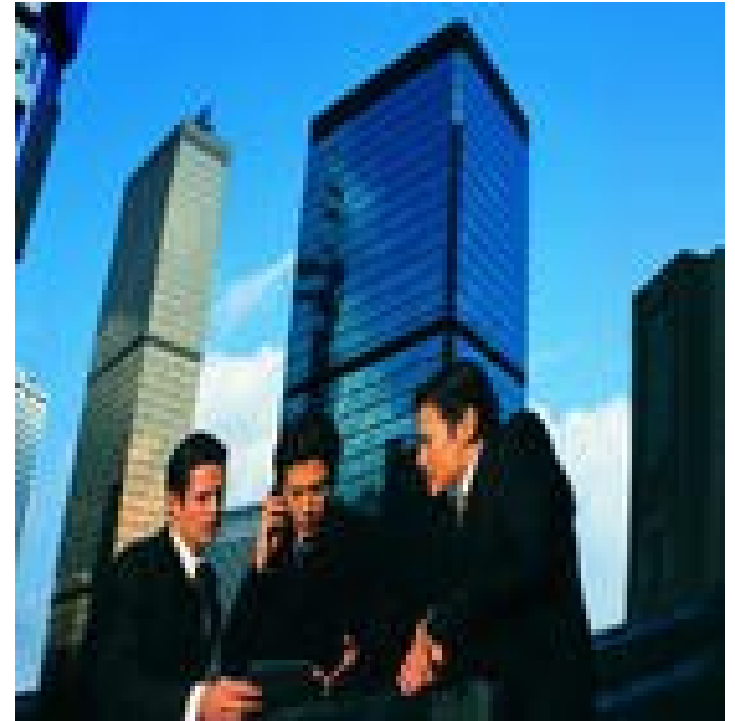



Unit2 Entertaining a Client & Corporate Hospitality





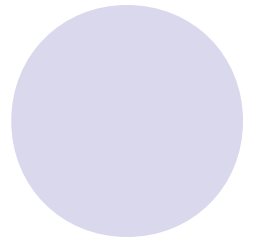
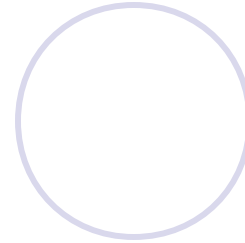
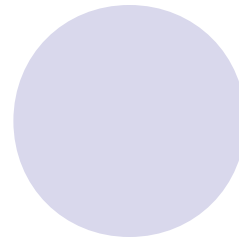
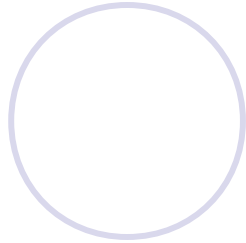
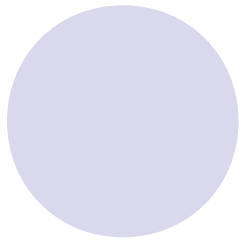
OBJECTIVES:

- To practice speaking about general business related topics
- To practice reading for specific information
- To practice listening for gist and specific information
- To raise awareness of and practice techniques for encouraging conversation

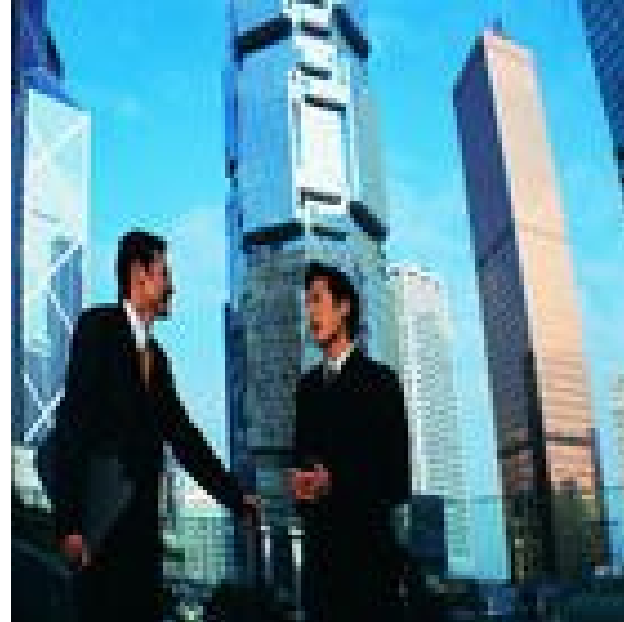
- 
- To enable Ss to talk about corporate hospitality
 - To practice reading for gist and specific information
 - To raise awareness of formal versus informal language in letters
 - To review language for making and dealing with invitations
 - To practice writing a letter of acceptance

- Questions to think about:
- What do you think the two people are doing?

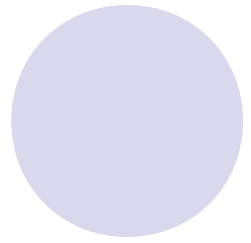
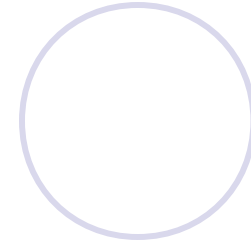
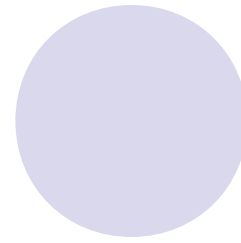


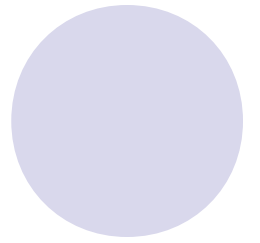
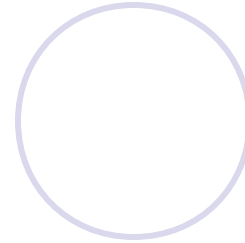
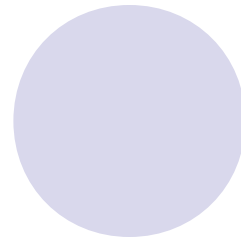
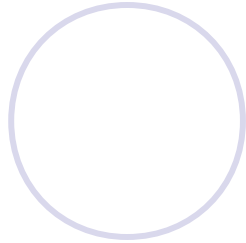
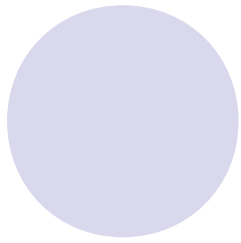


- **what criteria they would consider when they choose a restaurant to eat and why?**



- Suggested answers:
- **Location**
- **Atmosphere**
- **Comfort**
- **Cleanliness**
- **Staff friendliness**
- **Staff attentiveness**
- **Speed of service**
- **Quality of food & drink**
- **Value for money**





- **when entertain a client, what questions do they think should be kept in the mind?**





- Suggested answers:

- What do we want to achieve?
- Who do we want to invite?
- When do we want to run the event – date?
- Where do we want to host the event – location?
- Do we need to have a meeting/presentation at the event?
- How much do we want to spend – budget?

- **what are the advantages and disadvantages of mixing businesses with pleasure?**



● **Some words & phrases:**

- Customer satisfaction form 顾客满意问卷
表
- Criteria 标准
- Atmosphere 气氛 \ 情调
- Attentiveness 殷勤 \ 周到
- Mixing business with pleasure 商务工作与
娱乐结合
- Value for money 物有所值的程度
- Interior design 室内装修



- Group dining

团队用餐

- Corporate event

公司社交活动

- Wine tasting

品酒会

- Social setting


社交场合

- Poor timing

不合时宜

- Be fit one's social status 适合身份地位的

- Facilitate one-to-one conversation 有利于一对一交流
- Take it as a chance to strengthen business ties
- 把此当作加强业务关系的机会
- Have the right atmosphere to talk about the business
- 适合谈论商务的气氛与环境
- Establish rapport with clients
- 与客户建立良好的互动关系
- Enhance mutual understanding

- 
- 增进互相理解工作
 - Invite sb. a round of golf
 - 邀请某人打场高尔夫
 - A sightseeing tour of the city
 - 城市观光游
 - A visit to a sports event
 - 观看体育赛事
 - A shopping trip
 - 购物游
 - A fact-finding mission 实地考察



- **Brief introduction to Porters English Restaurant:**



Time founded: In 1979

- **Founder:** was opened by a restaurateur extraordinaire Lord Bradford


- **Services:** Porters English Restaurant will give a lot of people good, simple, traditional English dishes in comfortable surroundings, at very reasonable prices!

- If every politician kept their word as well as he has done the world might be a better place. Porters does not set out to be a classy restaurant. Instead, in homely surroundings that smack of bistro turned brasserie, they serve food and drink that is easily recognizable as genuinely comfortable grub, relished by far more people than might be supposed if you paid too much attention to the culinary media.



- **Assignment:**

- **1: Please log on the internet and search for the information on how hotels and restaurants are striving to improve the quality of their services.**

- 
- 2: Please log on the internet and search for the information on how to establish or build a good business relationship with business partner and preview unit 3a on page 31.