*Unit twelve*  *-* Telephoning

**Text**

Two weeks before the group is to leave Moscow for London Pete telephones David. His secretary answers the call.

*Secretary:* International Management here, can I help you?

*Pete:* Good afternoon. My name is Smirnov from Economtraining, Moscow, Russia. Could I speak to Mr. Hill, please?

*Secretary:* Hold on, please. I'll just see if Mr. Hill is available ... I'm putting you through.

*Pete:* Thank you

*David:* Speaking

*Pete:* David, good afternoon. I am sorry to disturb you but we have a problem I am afraid

*David:* What kind of problem is it?

*Pete:* Well, you see, one of the participants has fallen ill and he won't be able to join the group.

*David:* I'm certainly sorry to hear that. First I 'll have to make another reservation for a single room since the number of participants isn't even now. Besides it will cause changes in the Programme Fee.

*Pete:* Can you reduce the fee by one thousand pounds auto­matically?

*David:* I'm afraid it can't be done. Some of the expenses are not directly connected with the number of participants. For example hiring coaches for excursions, for airporthotel transfers and so on. I'll make calculations and send you the appropriate Amendment to the Contract.

*Pete:* Good. If I find the amended fee quite reasonable I shall immediately instruct the bank to make the transfer.

*David:* The reduction will be about nine hundred pounds and I hope you will pay for the Programme next week, as the Contract says.

*Pete:* When you make calculations please remember it's a force majuere case. Neither we nor you are responsible. We should split the expenses involved.

*David:* I agree with you and I'll take that into account. In an hour or so I'll send you the amendment.

David keeps his promise and sends the amendment in thirty min­utes. Pete finds the amended Programme Fee quite acceptable, signs the Amendment and sends it by fax to David

**Unit thirteen**  **- Travelling**

***Text***

On the twelfth of November the group safely leaves the Sheremetievo airport and flies to London. They have seats in different compartments, for smokers and non-smokers, and in different rows. Practically they all have English speaking neighbours.

*Here are a few extracts of their talks:*

*—* It's a very nice plane, isn't it?

— Oh, yes, quite comfortable. By the way, is smoking allowed here?

— Why, certainly. It's a smoking compartment.

— Have you got a lighter by any chance, please? Mine does not seem to work.

— Yes, here you are.

— Thank you.

— You are welcome.

— Excuse me, what's the time please?

— It's a quarter past ten.

— It's Moscow time, isn't it?

— Oh yes. If you want London time, then ... let me see ... the difference is three hours.

— I see, it's now a quarter past seven, London time.

— By the way do you know when we arrive in London?

— The steward says the flight is three hours forty minutes long. What time will it be? Oh, about eleven o'clock, London time.

— Then I'll adjust my watch in London.

— So shall I.

— Excuse me, may I have your newspaper please.

— Yes,certainly. Here you are.

— Thank you... Excuse my curiosity, are you Russian?

— Yes, I am. I'm going to London on a short stay.

— Are you a tourist then?

— No, I'm going to England for some training as a businessman.

— You speak very fluent English.

— I'm learning English after my office hours. There are many Russian businessmen who are learning English.

— Good for you. But we Englishmen are lazy. Not many of us speak foreign languages.

— I like your self-criticism.

**Unit fourteen -** **Passports**

***Text***

When the plane arrives at the Heathrow airport the passengers get out of the plane and go into the building of the airport. After passing along endless corridors they get to the passport control point called Immigration. There are two gates. One is for passengers from EC (European Community) countries. And the other gate is for passengers from all other countries. After queuing up for some time Mr. Lvov and the group come up to the queue marshal who signals what officer is free. And each person goes to the counter indicated.

*Here is a typical talk between the English Immigration officer and a Russian businessman:*

*Russian:* Good morning.

*Officer:* Good morning, sir. May I see your passport and landing card, please?

*Russian:* Certainly. Here you are.

*Officer:* Thank you.... What's the reason for your visit to the UK?

*Russian:* I'm on a business tour to attend a training programme.

*Officer:* And how long are you staying here?

*Russian:* A week or so.

*Officer:* Have you got a return ticket?

*Russian:* Yes, certainly. Here is my ticket.

*Officer:* May I see the invitation of the company who will re­ceive you here?

*Russian:* Just a minute I'll ask our Group Leader to present it .... Here is the invitation.

*Officer:* Thank you .... Everything is OK. Here is your passport, ticket and the invitation.

Some Russian businessmen have difficulty in speaking with the English Immigration officers and answering then questions. Usually English officers do not like strangers to help them with interpreting. In such cases the officers ask their own interpreters for help. Most probably these interpreters are staff members of Immigration. For some Russian businessmen of the group it was the first experience with Englishmen and the only words they could say were:

*I am sorry. I do not speak English.*

Others could say a few words, like these:

*I have come as a businessman for training. I shall stay in England for eight days. I shall stay at Sherlock Holmes hotel in London.*

***Unit fifteen* -** **Luggage and customs**

**Text**

After undergoing formalities at Immigration the group goes to the Luggage Reclaim point. They find the monitor showing their Flight Number and see their suitcases and bags on the belt. But one of the participants of the group does not see his suitcase and asks Andrew Lvov, the Group Leader, for help. Andrew comes up to an official:

*Andrew:* Excuse me, one of our suitcases is missing. Where can it be?

*Official:* What's your flight number, sir?

*Andrew:* It's SU 241 from Moscow.

*Official:* Some luggage is over there. I hope you'll find yours there. There wasn't enough space on the belt. We had to remove some and put it on the floor.

*Andrew:* Thank you.

Andrew and the gentleman who did not find his suitcase go to the place shown by the official and see the suitcase. The gentleman picks up the suitcase, puts it on the trolley and joins the group. So all the participants have collected their luggage.

Now they are moving to the Customs point. By the way, it is not necessary to fill in any declaration forms. They see the sign "Nothing to declare" and the green walls of the passage. They all have nothing to declare and pass through this corridor. They see a few Customs officials standing behind the rack. The officials say nothing to them and they safely pass.

Some other passengers pass through the red wall corridor since they have something to declare and probably they have to fill in some forms and pay customs duty. Usually every country has a list of the things liable to duty " in addition to the duty free allowance".

In a second or two our group gets out into the hall of the airport and sees the crowd of people meeting passengers who have just arrived.

***Unit sixteen***  **- Meetings**

**Text**

Andrew sees David Hill in the crowd of people meeting different passengers.

*David:* Andrew, welcome to London. I'm very glad to see *you.*

Good morning, all of you (addressing the group).

*Andrew:* Good morning, David. I'm happy to see you too. It is

such a good thing to be in London again. *David:* I hope you have had a nice trip and you all feel well.

*Andrew:* Yes, the flight was OK. Should I now introduce the participants? They know your name but I'm afraid you don't know who is who.

*David:* Let's make all the introductions later at lunch time.

*Andrew:* It's quite reasonable.

*David:* Now let's go to the coach. It's waiting for us outside.

Ask your people to keep the luggage on the trolleys.

*Andrew:* Yes, certainly. It's a rather long way.

*David:* Follow me please... Take care... Here we are...

The group comes up to the coach and the driver helps them to put the luggage into the luggage compartment. And a few minutes later when everybody is aboard the coach starts its way to London. The motorway is very busy and the traffic is rather heavy. Some parts of the road are under construction.

*David:* Oil, well, you see, we shall have to move slowly for some time. Because of this construction work. This motorway, between London and Heathrow, is often un­der construction.

*Andrew:* By the way, is there only one international airport near London?

*David:* Oh, no, there are three, actually. Heathrow, Gatwick and Stanstead.

*Andrew:* And is Gatwick far away?

*David:* If I'm not mistaken it's about fifty kilometers from the centre. It's much smaller than Heathrow. And Stanstead is quite new. Sometimes Moscow flights come and leave there. But not very often.

***Unit seventeen -*****Hotel in London**

**Text**

In an hour or so the coach brings the group to the hotel. It's the Sherlock Holmes Hotel in the very heart of London, near Oxford Street. The participants get out of the coach, pick up their suitcases and go inside. Mr. Hill comes up to the Receptionist.

*David:* Good morning. There is a reservation for a group from Russia.

*Receptionist:* Good morning, sir. In whose name was the reserva­tion made?

*David:* It is International Management Group. Mr Lvov and nine more people.

*Receptionist:* Just a moment, sir... Yes, here it is. Four singles and three twin rooms. Is that correct?

*David:* Absolutely.

*Receptionist:* Are they all staying for seven nights?

*David:* Yes, that's right.

*Receptionist:* Will you ask the guests to fill in these forms, please?

*David:* Andrew, can the participants fill in the forms in English?

*Andrew:* Almost all of them speak English and there is no problem. As for the others I'll naturally help them.

Andrew returns all the forms filled in to the receptionist and gets the electronic keys to the rooms with the room number and the name of the guest written on the key. Andrew distributes the keys and turns to the receptionist again.

*Andrew:* May I have the Rooming List, please. It will be eas­ier for me to deal with my people, especially if they have some problems. Sometimes such things occur.

*Receptionist:* Here is the List for you, sir.

*Andrew:* Thank you. *Receptionist:* You are welcome. Enjoy your stay here.

*David:* Andrew, will you ask everybody to be here down­stairs in an hour, or at twelve o'clock. We shall have lunch at the restaurant. Then let's all meet in the conference room for introductions and some an­nouncements.

***Unit eighteen -*** **Training programme**

**Text**

After the Group had lunch Mr. Hill invited everybody to one of the conference rooms on the first floor of the hotel.

*David:* Ladies and gentlemen First let me say a few words about myself and the company who is the organiser of this Programme.

My name is David Hill. I'm Doctor of Economics. In the recent past I worked for a foreign trade company and then for a bank. Now I specialise in business man­agement and in training businessmen from East Euro­pean countries. For some time I worked in Poland and Hungary. Now I'm closely cooperating with Russia.

I'm working for international Management Ltd. It's a well established English company specialising in busi­ness and computer skills training. The Company also provides financial consulting and business development. Here before you there are booklets on the history and scope of activities of our company. You may certainly keep these booklets.

Now I'll be grateful to you if you could introduce yourselves in just a few words.

Then each participant said a few words about himself or herself in English or in Russian and Mr. Lvov acted as an interpreter.

*Here is what of one of the participants said:*

Mr Hill, let me first thank you for the nice reception and for a good beginning of the Programme. I hope the Programme will be a success and we shall learn a lot of useful things.

My name is Oleg Pilov. I'm financial manager of a de­partment in a commercial bank in Moscow. And I'm especially interested in topics relating to financing for­eign transactions for small businesses.

After everybody made introductions Mr. Hill distributed the Timetable of the Programme and invited the par­ticipants to have a panoramic tour of London by private coach. The Russian speaking guide told the Group a lot of interesting things about London and the participants enjoyed the sights. Many of them made pictures with their cameras.

***Unit nineteen* -** **Trade finance**

**Text**

Next morning after having breakfast at the self-sevice bar of the hotel restaurant the participants went to the conference room to have a lecture on Trade Finance.

There was a folder on the big round table for each participant with the material relating to the lecture.

*Here is one of the sheets of the file:*

**Trade finance**

* Trade needs finance
* This must come from either the trader or from a lending in­stitution
* .
* If the trade is international then the amount of finance is normally greater
* In general, trade is handled on credit
* The buyer pays for the goods at a specified time after receipt
* If the trade is international then delivery time adds to the de­lay in payment
* This adds to the need for finance
* Also in international trade the buyer uses one currency, the seller another
* This requires an organisation with facilities for changing cur­rencies
* On both counts the Bank is the best source of finance

Thus this page gave the most important hints on the subject.

And Mr. Hill, the lecturer, explained and developed each state­ment. The participants sometimes interrupted him and asked questions. Sometimes Mr. Lvov came to help when there was a problem of speaking or understanding.

The lecturer devoted some part of the lecture to financing small business companies who usually enjoy better terms, reduced taxes and other facilities especially during the first years of their work.

***Unit twenty*** **Banking**

***Text***

The next day the session was devoted to the United Kingdom

Banking Sector.

*Here is the short summary of the lecture:*

|  |  |
| --- | --- |
| The UK Banking Sector | |
| Retail Banks | 21 |
| Discount Houses | 8 |
| British Merchant Banks | 31 |
| Other British Banks | 167 |
| American Banks | 44 |
| Japanese Banks | 29 |
| Other Overseas Banks | 290 |
| Total | 590 |
| In addition there are 92 Building Societies | |

* *Retail Banks:* They render numerous services for private customers and have extensive branch networks in the UK. They participate dnectly in the UK clearing system.
* *Discount Houses:* They are mostly engaged in discounting bills of exchange for the corporate sector.
* *British Merchant Banks:* These are wholesale banks handling big money for private and corporate customers. They are engaged in mergers, take-overs and acquisitions. They also provide consulting services.
* *Other British Banks:* Comprise all other UK registered banking institutions and certain banks in the Channel Islands and the Isle of Man. They are controlled by UK companies or individuals.
* *American Banks:* Comprise the branches and subsidiaries of US banks.
* *Japanese Banks:* Comprise the branches and subsisdiaries of banks based in Japan.
* *Overseas Banks:* Comprise the branches and subsidiaries of non- American or non- Japanese banks and Consortium banks. These are jointly owned by other financial institutions, one of which must be based overseas.
* *Building Societies:* In the past they mostly extended mortgage loans, but nowadays they also widely practice taking in deposits and they practically operate as banks.