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## UNIT 2: BUSINESS TRAVEL

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### Structure

- 2.0 Objectives
- 2.1 Warm Up
- 2.2 Reading: Traveling for Business
- 2.3 Listening: Talking about Plans and Arrangements
- 2.4 Vocabulary: Word Partnerships
- 2.5 Speaking: Talking to a Travel Agency
- 2.6 Writing: Giving Travel Details
- 2.7 Grammar: The Comparative and Superlative Adjectives
- 2.8 Pronunciation: Word Stress (Countries and Nationalities)
- 2.9 Let Us Sum Up
- 2.10 Answers

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### 2.0 OBJECTIVES

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In this Unit you will learn about:

- requirements of business travel
- preparation for business travel
- international travel
- do's and don't of business travel
- how to avoid travel related problems
- travel itineraries
- making arrangements
- vocabulary associated with business travel
- comparatives and superlatives
- writing a travel related e mail to a business associate

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### 2.1 WARM UP

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#### Activity 1

What do you think is the difference between a business trip and a holiday? Write at least five points.

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#### Activity 2

Business travel is an essential part of most jobs. Can you make a checklist of things you would need to carry along on a business trip?

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## 2.2 READING: TRAVELING FOR BUSINESS

For most people, traveling for business is the answer to a lifelong dream: the opportunity to see new places, meet new people and learn more about the world in which we live. Whether you enjoy business travel or feel more like an accidental tourist, it would be useful for you to learn some tips that could make your trips more enjoyable and less stressful.

1 Travel light but don't forget the essentials. The real business trip needs a laptop, power supply, foreign plug adapter (if needed) and files you'll need for any meeting or presentation.

2 Necessary toiletries also need to go in your hand baggage. You don't want to be stranded without a toothpaste, or your comb!

3 Suitable clothes, just enough, or maybe one extra change in case of an emergency should do the job. Don't overload your self with baggage. You don't want to deal with coolies during business trips. A suitcase or bag that you can pull along is advisable. Suitability of the clothes will depend upon the weather conditions at your destination as well as the kind of people you need to meet and the events you must attend.



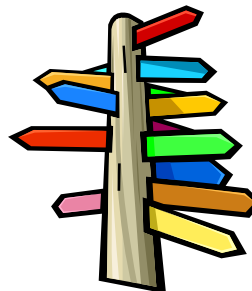
4 Some dry snacks and a mineral water bottle should help you cope with unforeseen delays at odd places where there's no safe food available.

5 Book tickets in advance. It's recommended that you book your tickets as soon as your program is finalised so that you can ensure confirmed tickets of your first choice. Frequent business travelers must travel comfortably to reduce the stress and drudgery of travel and to be relaxed and fresh enough to cope with work needs immediately after they disembark. In case of e-tickets, don't wait till the last minute to take a printout. The Internet or power might let you down and leave you stranded.

6 Hotel bookings need to be taken care of in advance too. Choose a hotel that is close to your place of work and fulfills your essential requirements of phone, fax, computers or wi-fi, meeting rooms etc. No doubt, cleanliness, food and entertainment as well as extra facilities like gym, swimming pool etc are equally important. Call to confirm your bookings before you leave.



7 If you are traveling to a new place, it would be useful to equip your self with a map, directions and information about the place. In the case of an overseas trip this is even more important. You don't want to be lost in a foreign land with little or no understanding of their language and culture!



Good travel preparation can definitely help to minimise your stress and get the most out of your trips. Happy traveling!

### **Check your progress 1**

Match these statements with the appropriate numbered tips for travel given in the Reading Section:

- i Convenient and comfortable accomodation
- ii Business accessories
- iii Stranded and hungry!
- iv Sorry you are waitlisted!
- v Baggage overload
- vi Personal essentials
- vii Shivering in 8 degrees Celsius without a jacket
- viii Which way do I turn? Is anyone listening?



### **Some Importnt Tips for Air Travelers:**

Here are some tips for people who travel frequently by air for business. These could help you to avoid some of the problems faced during air travel.

- 1 Pre-book your seats, print and keep the confirmation as online booking systems can fail, leaving you in the lurch.
- 2 Make sure you set out for the airport in time. You need extra time for the commute to the airport as well as the preliminary check at the entrance. Further points of delay could be at check in counters as well as security check of your baggage and person, particularly during peak hours.
- 3 Try to do a web, kiosk or tele check in so that you have a seat of your choice, your seat number/ boarding pass in advance. This saves time and stress.
- 4 Never put your laptop in your check in luggage, even if you're not using it during your flight. Rough handling, which is not uncommon, can land you with huge repair bills.
- 5 Get a big wallet that takes passport, tickets and receipts all together in one place. As for ladies, they are advised to keep a separate wallet for this purpose so that these identity and verification documents don't get mixed up with other accessories and tidbits in the bag.
- 6 Always carry some cash. Cards may not work everywhere in India. On foreign travel you could carry Sterling or US dollars which are easily converted in most places.
- 7 Don't carry more than you need. It's good to travel light, so that you can manage with cabin baggage and avoid check in bags. This saves time at your destination. You don't have to wait at the 'baggage claim'

- and go through the hassle of sorting your bags from amongst scores of others which seem to look just the same as yours.
- 8 Keep yourself well hydrated by drinking plenty of fluids.
  - 9 Try to avoid working when you are traveling. Use the time to catch up on leisure reading and movies.
  - 10 Make a list of what is absolutely essential to the success of the trip and aim to fit it in your carryon. It requires a lot of planning ahead the first time you do this, but it gets much easier each successive time. This is important when you are traveling abroad. Checked in baggage is sometimes lost or delayed and can cause immense inconvenience and sometimes expenditure. It is always safe to have your essentials along with an extra change as well as adequate warm clothing in your cabin baggage to tide through such situations.
  - 11 It also helps to keep a small first aid kit as well as your essential medicines with you in a separate pouch.
  - 12 Keep your boarding pass and passport or personal identity with you at an easily accessible place at all times. You can be asked for these at any time and several times too!
  - 13 Make a checklist of travel essentials and keep it handy at all times. That way you will not miss out on anything important even if you have to travel at short notice. Frequent travelers would do well to have a kit with essential travel toiletries ready at all times. Avoid the temptation of digging into these supplies for home use.

Traveling can be simpler and go smoother if you create an effective system and follow it consistently.

## Check your progress 2

- 1 Take a look at these call outs which have complaints from business travelers. Write your suggestions to them from the information given in the passages above.

A  
There was such a big jam at the entrance to the security check. I thought I'd miss my flight!

.....  
.....  
.....  
.....

B  
It took me some time to get my boarding pass out of the purse. Everyone behind me was grumbling.

.....  
.....  
.....  
.....

C  
My check in baggage hasn't arrived. It probably got loaded onto the wrong aircraft!

.....  
.....  
.....

D  
I'm afraid my printer  
didn't work, so I  
don't have the print  
out of my ticket.

E  
I made the mistake of  
putting my lap top in  
check-in and now I have a  
repair bill of Rs 9000!

F  
Imagine! They didn't even  
have an aspirin in the  
aircraft!

G  
I'm really stressed out. It  
wasn't very comfortable  
working on the laptop in my  
narrow seat.

2 What would be your response to these?

i        ‘Sorry. We don’t take American Express cards.’

ii 'I'm afraid we have no window seat left. They're all taken.'

iii Announcement ‘We’re sorry to inform you that there’s been a delay in the arrival of checked in baggage for flight number 9W2435. Passengers are requested to wait for 20 minutes. We regret the inconvenience.’

iv 'I'm feeling faint and dizzy.'

- v 'It's freezing here. My jacket was in the check in baggage and they can't trace my bags.'

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## 2.3 LISTENING: TALKING ABOUT PLANS AND ARRANGEMENTS

### Activity 3

You are Sushmita Nagar's assistant. She is a Senior Manager in your firm. She is talking on the phone about her arrangements for a trip to Hyderabad, Chennai and Bengaluru. Listen to her conversation and complete the entries in her diary (Tape script).



#### October

..... Monday 12 Arrive 10 am Hyderabad....  
 .....  
 Tuesday 13 .....  
 ..... Wednesday 14  
 .....  
 .....  
 Thursday 15 .....  
 ..... Friday 16 .....  
 .....  
 Saturday 17 ..... Free day in Chennai .....

## 2.4 VOCABULARY: WORD PARTNERSHIPS

### Activity 4

1 Here are some sentences that tell you about foreign travel and doing business abroad. Rewrite them making use of the word given in capital letters at the bottom of each sentence.

- i You may experience great joy in doing business overseas.

DELIGHTFUL.....

.....

- ii It invariably opens gateways to new cultures.

INTERACT .....

.....



- iii It could open up new and lucrative business opportunities.  
PROFITS .....
- iv Traveling to foreign countries requires careful preparation.  
OVERSEAS.....
- v First of all you will need a passport and an entry visa.  
REQUIREMENT.....
- vi Each of these documents can take upwards of a month or more  
to obtain.  
APPLY.....
- vii Also make multiple photocopies of your passport and leave one  
at home and another back in your hotel room in case something  
should happen to the original while you're moving about.  
RECOMMENDED.....
- viii If necessary, study the basics of the language spoken in the  
country to which you're traveling.  
KNOWLEDGE .....
- ix Preferably, you must have a medical insurance that covers your  
travel period.  
ADVISABLE .....
- x You can buy any of the several medical insurance schemes at  
short notice.  
AVAILABLE.....

2 Match one word in box A with another in box B to form word partnerships.

A	B
soaking, stone, pitch, state, foreign, time, low, long	dark, owned, sounding, haul, cost, saving, wet, cold



3 Now complete the given sentences with these:

- i I didn't carry an umbrella and got .....on the way.
- ii The food they served in the train was .....
- iii The power supply in the coach failed for a few minutes and it was ..... Thankfully I was carrying a torch.
- iv The country has both .....and private airlines.
- v It took me some time to get used to the ..... names in Slovenia.
- vi Non stop flights are expensive but .....
- vii If you want a .....air ticket, you must book early.
- viii ..... flights can be very tiring.

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## 2.5 SPEAKING: TALKING TO A TRAVEL AGENCY

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### Activity 5

Sit back to back with your study partner and make a phone call to a travel agency to make arrangements for a business trip to a foreign country. Make sure you cover the following points:

- Which airline
- Competitive fares / best prices
- Mode of payment
- Arrival and departure timings
- Confirmation of booking

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## 2.6 WRITING: GIVING TRAVEL DETAILS

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### Check your progress 3

You are visiting a business associate in Houston, USA. S/he already knows about your visit. Write an e mail to her/him giving information about your arrival date, day and time. Request for a pick up at the airport. Also make enquiries about the weather so that you can choose your wardrobe accordingly.

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## 2.7 GRAMMAR: THE COMPARATIVE AND SUPERLATIVE ADJECTIVES

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**Comparatives and Superlatives** are special forms of adjectives. They are used to compare two or more things. Generally, comparatives are formed using *-er* and superlatives are formed using *-est*. They are used to express opinions and make comparative judgements.

**Comparatives are used to compare two things. You can use sentences with “*than*”, or you can use a conjunction like “*but*”.**

Examples:

New York is **bigger** *than* Chicago.

Indira Gandhi Airport is big, *but* the JFK of New York is **bigger**.

**Superlatives are used to compare more than two things. Superlative sentences usually use “the” before the superlative, because there can be only one superlative.**

Example:

Hungary is cold, France is colder but Sweden is *the* **coldest** out of these three European countries.

### Check your progress 4

Now complete these sentences with appropriate comparatives or superlatives forms of adjectives:

- i The journey was ..... than I had thought. (good)
- ii France is .....than Holland. (big)
- iii Out of all the countries I visited, Denmark was the ..... (cold).
- iv The Cathay Pacific ticket was the ..... (expensive).
- v Terminal 5 of Heathrow airport is ..... of all the other European terminals. (modern)
- vi A train journey is ..... than bus journey. (comfortable)
- vii Flying will be ..... way to get to Goa. (quick)
- viii Which is ..... place you have travelled to? (nice)

- ix What is ..... way to learn about the culture if you are visiting a new place? (good)
- x At what time of the year do you have to do ..... business travel? (less)

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## **2.8 PRONUNCIATION: WORD STRESS (COUNTRIES AND NATIONALITIES)**

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Mark the stressed syllables in the following words and repeat them after the teacher:

America	American	Britain	British
Canada	Canadian	Hungary	Hungarian
Australia	Australian	India	Indian
Austria	Austrian	Italy	Italian
Belgium	Belgian	Japan	Japanese
Brazil	Brazilian	Portugal	Portuguese
China	Chinese	Poland	Polish
Germany	German	Switzerland	Swiss

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## **2.9 LET US SUM UP**

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In this unit, we gave you some travel tips which will make your business travel smooth and meaningful. We also gave you some information on air travel. This will enable you to reduce stress when you travel on business. In the Vocabulary section, we concentrated on paraphrasing and word partnerships. The Listening section was a telephonic conversation on making arrangements for business travel. In the Speaking section, you are required to complete the task by following the cues given. In the Writing section, you are required to write an email about travel arrangement. The Grammar part deals with comparative and superlative adjectives. We learn to correctly pronunciation countries and nationalities in the Pronunciation section.

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## **2.10 ANSWERS**

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### **Check your progress 1**

- i Convenient and comfortable accommodation - 6
- ii Business accessories - 1
- iii Stranded and hungry! - 4
- iv Sorry you are waitlisted! - 5
- v Baggage overload - 3
- vi Personal essentials - 2
- vii Shivering in 8 degrees Celsius without a jacket - 3
- viii Which way do I turn? Is anyone listening? - 7

1 Sample suggestions for call outs:

- A You must set out for the airport with enough time to take care of delays and jams on the road and checkpoints at the airport.
- B Always keep your Boarding pass somewhere separate and easy to take out.
- C You should avoid check in baggage. Travel light so that everything you need fits into your cabin baggage.
- D It's a good idea to take the printout of your ticket and boarding pass (in case of web check in) well in advance.
- E You must never put your laptop into your check in baggage. It takes a lot of rough handling!
- F Why don't you carry your own essential medical supplies?
- G I never work during the flight. I think it's a good time to relax, read or just watch some entertainment program.

2 Samples responses:

- i Carry some cash.
- ii Web, kiosk or tele check in.
- iii Avoid the wait at the 'baggage claim'.
- iv Drink plenty of fluids.
- v Keep essentials in your carryon.

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## 2.3 Listening: Talking about plans and arrangements

### Tape script

Assistant: So when are you leaving for your trip to the South?

Sushmita: I'm leaving by the early morning flight on Monday.

Assistant: What's your schedule?

Sushmita: I'll arrive in Hyderabad at 10 am on Monday. Mr. Naidu will receive me at the airport. I have a meeting with their GM marketing, Mr. Pillai, in the afternoon at 2 pm. Tuesday will be busy as I am attending the conference in the morning session and meeting Mr. Natrajan in the afternoon.

Assistant: Who's he?

Sushmita: He is their CEO.

Assistant: So, when do you leave for Bengaluru?

Sushmita: On Wednesday morning. It is a short, 1 hour flight. The whole day I'll be at the trade fair, meeting our important business associates and some clients.

Assistant: So will you have some time to look around Bengaluru?

Sushmita: I'm afraid I won't. But I should be able to manage some free time in Chennai.

Assistant: Ah yes. That's your third stop isn't it?

Sushmita: I arrive in Chennai on Thursday morning 9 am.

Assistant: So you're visiting our subsidiary Encore Ltd. How busy are you there?

Sushmita: Well I have meetings on Thursday, with the GM Production at 11 am and the MD at 4 pm. On Friday I will be visiting the workshops.

Assistant: What about your free time at Chennai?

Sushmita: I have kept the Saturday off to look around. I'll return to Delhi on Sunday.  
Assistant: Well, that's a long trip. I wish you a safe journey and a successful trip.  
Sushmita: Thanks a lot.  
Assistant: Bye.  
Sushmita: Bye.

### Activity 3

#### October

Monday 12    *Arrive 10 am Hyderabad, Mr. Naidu to receive at airport; 2 pm Meeting with GM marketing Mr. Pillai*  
Tuesday 13    *Morning – conference; afternoon – meeting with CEO, Mr. Natrajan*  
Wednesday 14    *...visit to the Trade fair.....*  
Thursday 15    *Arrive in Chennai at 9 am; Meeting with GM Production Encore Ltd at 11 am and MD at 4 pm.*  
Friday 16    *visit to the workshop*  
Saturday 17    *Free day in Chennai.....*  
Sunday 18    *Back to Delhi.....*

### Activity 4

- 1
  - i    Doing business overseas could be a **delightful** experience.
  - ii    It helps you to **interact** with different cultures.
  - iii    It could lead to opportunities for higher **profits** for your company.
  - iv    Traveling **overseas** requires careful preparation.
  - v    The first **requirements** of foreign travel are a passport and an entry visa.
  - vi    One needs to **apply** at least a month in advance for each of them.
  - vii    It is **recommended** that you make multiple photocopies of your passport and leave one at home and another back in your hotel room in case something should happen to the original while you're moving about.
  - viii    A basic **knowledge** of the language of the country you are traveling to is essential.
  - ix    It is **advisable** to have a medical insurance that covers your travel period.
  - x    Several medical insurance schemes are **available** to choose from.

## 2 Word partnerships:

- i soaking wet
- ii stone cold
- iii pitch dark
- iv state owned
- v foreign sounding
- vi time saving
- vii low cost
- viii long haul

## 3 Missing words are given in bold:

- i I didn't carry an umbrella and got **soaking wet** on the way.
- ii The food they served in the train was **stone cold**.
- iii The power supply in the coach failed for a few minutes and it was **pitch dark**. Thankfully I was carrying a torch.
- iv The country has both **state owned** and private airlines.
- v It took me some time to get used to the **foreign sounding** names in Slovenia.
- vi Non stop flights are expensive but **time saving**.
- vii If you want a **low cost** air ticket, you must book early.
- viii **Long haul** flights can be very tiring.

## Activity 5

Here Ms. Suchitra Singh is talking to the Travel Agent of Thomas Cook Travels. This is a sample conversation.

**TA:** Hello. Thomas Cook Travels.

**SS:** Hello. I am Suchitra Singh. I wanted to book two tickets to France for the 2<sup>nd</sup> of May. Can I get some information about the various airlines and the fares?

**TA:** Yes Madam. There is an Air India flight that takes 9 hrs and the fare inclusive of taxes is Rs. 32, 903. Then there is an Oman Aviation flight that takes approximately 15 hrs and the fare is Rs. 29,704. These are the cheaper flights. Do you want information of more flights?

**SS:** Ok...hmmm. Could you tell me the departure and arrival timings of these flights.

**TA:** Yes ma'am. The Air India flight leaves at 11.35 am and reaches by 4.55 pm, while the Oman Aviation flight leaves at 7.45 am and reaches at 7.20 pm.

**SS:** Thank you. I want some more information regarding the mode of payment etc.....

### Check your progress 3

Sample Answer

Dear Kevin

My travel details for Houston are now finalized.

I will be arriving on 8 November by the 11 pm American Airlines Flight Number AA5403. I should be out of immigration, baggage claim and customs by 11.30pm.

I would appreciate if you could arrange for someone to pick me up, since this is my first visit and I'm not familiar with place.

Could you please let me know how cold is the winter in Houston, so that I can bring suitable clothing?

Thank you

Looking forward to seeing you soon.

Kind regards

Varun

### Check your progress 4

Missing words are given in bold:

- i The journey was **better** than I had thought.
- ii France is **bigger** than Holland.
- iii Out of all the countries I visited, Denmark was the **coldest**.
- iv The Cathay Pacific ticket was the **most expensive**.
- v Terminal 5 of Heathrow airport is **the most modern** of all the European terminals.
- vi A train journey is **more comfortable** than bus journey.
- vii Flying will be **the quickest** way to get to Goa.
- viii Which is **the nicest** place you have travelled to?
- ix What is **the best** way to learn about the culture if you are visiting a new place?
- x At what time of the year do you have to do **the least** business travel?