

Entertaining Overseas Visitors

Andy Boon



Entertaining Overseas Visitors

by Andy Boon

Book 6

Pocket Reader Series

SAMPLE

Halico
CREATIVE EDUCATION

Pocket Readers Overview

The 10-book business reader series tells the story of your first year working in the product marketing department of *ABC Convenience Stores*. The series looks at skills and strategies for being successful in interviews, the first week on the job, giving presentations, taking part in meetings, writing emails, entertaining business clients, going overseas on business, dealing with office conflict, launching new products, and mentoring new staff.

Entertaining Overseas Visitors

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1. The Beginning

The story begins with you. In April, you started work in the product marketing department of *ABC Convenience Stores*. You had a good first week on the job (*See Book 2*). You did a successful business presentation (*See Book 3*). You chaired a successful business meeting (*See Book 4*). You also attended a training workshop. You learned how to write better business emails. (*See Book 5*).

You are sitting at your desk working. You are very busy. Ms. Tanaka calls you over to her desk.

“Hi. As you know, we’ll be inviting two speakers from the U.S. They’ll

be presenting at next month's *ABC* training workshop for store managers in Kyoto," Tanaka says.

You did not know about this, but you smile and say, "Yes."

"I've **booked** their flights from Chicago to Tokyo. They'll arrive on June 2nd at 4:35 p.m. They fly back to Chicago on June 4th at 11:45 p.m.," Ms. Tanaka says. "I want you to arrange the rest of their trip."

"What do I need to do?" you ask.

"Well, first, I want you to book their hotels. They're going to stay one night in Tokyo on the 2nd and one night in Kyoto on the 3rd. They

need to be back at the airport for their flight in the evening on the 4th,” Ms. Tanaka explains.

“Okay,” you take notes in your notebook.

“Second, I want you to arrange to meet them at the airport on the 2nd and take them to the Tokyo hotel. After they’ve checked in at the hotel, I want you to take them for dinner. Go to a restaurant near the hotel.”

“I see,” you write this down in your notebook.

“Third, I want you to get them their **bullet train** tickets to travel to Kyoto on the 3rd and back to Tokyo on

the 4th. They need to be at Kyoto station by 10:00 a.m. Julie Morris is going to meet them at the station. She'll take them by taxi to the Kyoto office for the training workshop. After the workshop, Julie will take them out for dinner and to their hotel in Kyoto.”

“Okay. Will she take them back to Kyoto station on the 4th?” you ask.

“No, you need to book a taxi to do that,” Ms. Tanaka replies.

“Fourth, I want you to meet them when they get to Tokyo station on the 4th. I want you to take them **sightseeing** in the city. Do something fun. Show them Tokyo. Then,

I want you to take them to the airport for their evening flight back to the Chicago.”

“Okay, I got it,” you write everything down in your notebook.

“And...,” Ms. Tanaka says.

“And?” you reply.

“Please don’t make the same mistakes Mr. Ogawa did with last year’s overseas visitors!” Ms. Tanaka looks very serious. “They were very unhappy.”

“What mistakes?” you ask.

“You should speak to him about it.” Ms. Tanaka replies. “He’ll tell you

what happened and he'll give you some good advice about what NOT to do!"

"Okay, thanks. I'll talk to him," you say.

SAMPLE

2. Last Year's Visitors: Mr. Ogawa's Story

You continue with your work. You decide to wait until lunchtime to talk to Mr. Ogawa. You finish your work at 12:15 p.m. You go to the kitchen area. You heat up your food in the microwave. You see Mr. Ogawa eating his lunch at a table in the kitchen area.

“Hey! Can I join you?” you ask.

“Sure,” Mr. Ogawa smiles. “Did Ms. Tanaka ask you to help with this year's overseas visitors? They're coming to Japan next month, right?” he asks.

“Yes, she did,” you reply. “How did you know?”

“Well, Ms. Tanaka told me. She asked me to speak to you about it. As you know, I did this job last year. But, I made many big mistakes. Ms. Tanaka was angry with me. She didn’t want me to ever do it again. So, it looks like it’s your job now,” Mr. Ogawa says.

“Could you give me some advice then?” you ask.

Mr. Ogawa smiles, “Sure. Don’t do what I did!”

“What did you do?” you ask.

“Well, let me tell you,” Mr. Ogawa says. You get ready to listen to Mr. Ogawa’s story.

2.1 Meeting the Visitors at the Airport

Mr. Ogawa begins his story:

“Well, last year, we invited two visitors from New York. They were guest presenters for the same workshop, you know - the workshop Julie Morris arranges for store managers every year. Ms. Tanaka asked me to book their hotels in Tokyo and Kyoto. She told me to meet them at the airport, take them to their Tokyo hotel, take them out for dinner, get them bullet train tickets for Kyoto, meet them again in Tokyo the day after the workshop, show them around the city, and finally take them back to the airport. That’s the same, right?”

6. I am not very good at **small talk** with people. I never know what to talk about.

7. The visitors **complained**, because the hotel had no WiFi.

8. We could not get a table, because the restaurant was **full**.

4.2 Vocabulary #2

Read the definitions to the words in Task 4.1. Did you guess the meanings of the words correctly?

Book:	(Verb) To reserve / arrange to use a train, a hotel room, or a table in a restaurant.
Bullet Train:	(Noun) A very fast / high-speed train in Japan.
Sightseeing:	(Noun) Travelling around a city or country and seeing the famous places there – use with verb 'go' - I went sightseeing in Paris last year.
Arrivals Lobby:	(Noun) An area at an airport where visitors arrive or get to / an area at an airport where people wait for visitors.
Embarrassed / Embarrassing:	(Adjective) To feel ashamed or bad about something because you made a mistake / A situation that makes you feel ashamed or bad about something.

2. Small Talk

What's the weather normally like in Chicago?

How long have you been working at *ABC*?

Have you done many of these workshops before?

What's good to see in Kyoto?

What's popular to eat in Chicago?

3. At the Hotel

I've booked you two non-smoking rooms.

I'll wait for you in the lobby.

Take your time.

How are your rooms?

4.4 Reflection Questions

1. What mistakes did Mr. Ogawa make when entertaining last year's overseas visitors?
2. How was the new employee at *ABC Convenience Stores* successful at entertaining this year's overseas visitors?
3. Talk to a friend. What other mistakes could you make when entertaining overseas visitors?
4. Talk to a friend? What other things could you do to make entertaining overseas visitors a success?

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