

## SITUATIONAL DIALOGUES FOR PRACTICE

1. You have recently started your first job as an accountant/ marketing assistant. You are speaking with one of your colleagues. Ask him/her about the following: usual amount of overtime and whether it is paid or not; holidays: how much time in advance you have to discuss it with your boss; breaks during the day; where he/she usually has lunch; team building trainings: obligatory or optional. Add any further questions you would ask in a similar situation.
2. You'd like to improve your project management skills and you have found a school offering such courses. Phone the school and ask the director of studies about the following: types of courses (intensive, day or evening courses, weekend courses), tell him/her about your preferences, ask about the size of the groups, the professional experience of the teachers, ask about references and whether the training includes field practice.
3. You have been working for a company as an HR assistant for 2 years and you feel you have worked hard enough to be promoted. Try to negotiate with your boss about the following: a rise in salary or a much more generous incentive package, a laptop, further training paid – at least partly – by the company, more holiday or more flexible hours, and a room on your own.
4. One of you works as an advisor at an advertising agency. Your partner comes to your office to ask for your advice. He/she runs a business, which has become less profitable recently. Discuss the following: the profile of the business; how he/she has advertised it so far; what competition he/she has to face in the given area; how many employees he/she has got; the possible ways of advertising and their costs, the budget for advertising purposes.
5. You want to buy printers for your company. You have seen a brochure that advertises printers at a special introductory price. Phone the shop and ask about the details from your partner who is the shop assistant: how long the offer is valid; the special features of the printers, the terms of the guarantee and after-sales service; a possible discount in case you buy 5 of this model. Also ask about the possibility of looking at and trying the machine on the spot.
6. Both you and your partner belong to the management of the company. You are at a meeting, discussing the way of distributing the bonuses. Discuss the possible criteria and come up with some solutions. (Performance and quality control, willingness to do overtime, loyalty to the company, relationship with colleagues, politeness with customers, etc.)

7. You are a supply manager. There was a fire in your warehouse yesterday and a significant part of your stuff has been damaged. Phone your partner – who is one of your clients – and explain to him/her that you are unable to deliver the products he ordered by the given deadline. Try to negotiate with him/her an other date for the delivery, explain that you wouldn't like to lose him/her as he/she is a reliable regular customer and offer him/her a discount in return for the inconvenience. (Partner/client: make it difficult for the supply manager: explain that you really need the goods very urgently.)
8. You have a small retail food shop, but you are having problems. (Fewer customers, less revenues, can't pay the salary of your assistant, a new supermarket has just been built in your area). Go to a business advisor and ask for advice. Your partner – the business advisor – will try to help you: discuss the causes of the problems, the possible ways of advertising, the possibility of employing the assistant only part-time, or employing students for less money, offering special discounts, etc.
9. Your company has financial problems and you have to find ways to reduce the costs. You and your partner are at a management meeting, where you are discussing your ideas to make the company more cost-effective. Discuss the following: outsourcing some of the departments (decide which ones), job-share or 4-day week, reducing the number of company cars, etc. Brainstorm some more ideas.
10. You and your colleague are travelling to a trade fair in London to represent the company. Make an action plan about the tasks you'll have to perform and decide who is going to do what: booking the hotel and the flight, having the brochures translated and maybe printed, phoning the organizers, preparing the decoration for the stand, etc. Add any ideas you have about the possible tasks.
11. Your company is going to take part in a trade fair in Brussels. Phone the organizers and inquire about the following: what is the deadline for booking the stand, ask for a floor plan of the exhibition area to see which pavilion is the best, ask about the parking facilities, ask them to send you a list of hotels close to the exhibition area, inquire about photocopying facilities, etc..
12. Your company would like to transfer you to Greece for a year. You are very surprised and not sure if you'd like to go. Explain to your boss that your mother is in hospital and you have to visit her every day. Tell your boss about your other concerns: children, wife/husband, language problems, etc. Ask your boss why he thought of you. Ask for some time to think it over.  
Boss: be understanding and cooperative, as you are very satisfied with your employee, maybe you could consider promoting him instead of the relocation.

## Szituációs párbeszéddek

### I. A

**You are a foreign student taking part in an exchange program in Hungary. You are talking to a Hungarian student.**

- Introduce yourself and say why you are here
- Answer his/her questions
- Ask some questions about the main trends of Hungarian economy
- Give reason why you can't accept the invitation to his/her country

### I. B

**You are a Hungarian student talking to a foreign student.**

- Introduce yourself and
- Ask a few questions about the reasons why he/she is here and about his/her experiences in Hungary.
- Answer his/her questions.
- Invite him/her to a meeting where he/she could meet some other students.

### II. A

**You want to start a new catering (restaurant, inn, hostel etc.) business. You need credit, and you are talking to the bank manager who is not very keen on lending money to you. Convince him about**

- real demand for your service
- high profitability of catering
- your suitable qualifications
- your special knowledge

### II. B

**You are a bank manager who regards the young entrepreneur in front of you to be too young and inexperienced to start the catering business. Get her/him to prove that (s)he**

- has done thorough market research
- will be able to make the new business profitable
- knows about the risks of starting and running a new enterprise

### III. A

**You are running a small shop selling food and groceries, and you are applying for urgent financial aid. Try to analyse the most important factors that led to the present problem. Do not forget about**

- high price of human labour
- markets
- demands
- taxes

### III. B

**You are responsible for granting governmental aids to small businesses in critical condition. Make sure that the business person in front of you**

- has made a comprehensive business plan
- knows tax regulations

- knows how to expand market
- has ideas how to hire cheap labour

#### IV.

**The (food processing/agricultural) company you work for is launching a new product. You are discussing the possible ways and channels of marketing and advertising of the product with your colleague (the examiner). Make suggestions concerning**

- possible packaging and labelling
- potential target customers of the product
- ways and methods of advertising the product
- possible advertising channels.

#### V.

**You work for a British-Hungarian food processing company. You are receiving foreign visitors (the examiners) to the company who could be potential clients in the future. Introduce the profile of your company. Talk about**

- the size of the company
- the products
- your clients and trading relations
- plans for development.

#### VI.

**You work for a British-Hungarian food processing company. You have had some problems with machinery recently. You meet the representative of the machinery supplier firm (the examiner) and discuss**

- what the problems with the machines were
- how you have tried to deal with the problems so far
- what losses the breakdown has caused your firm
- what you expect the supplier to do to solve the problems.

#### VII.

**You have applied for a scholarship to study in the UK for one semester. You have been invited for an interview. You are talking to the interviewer (the examiner) and tell him/her**

- where you study and what
- what your specific professional interests are
- what kind of professional activities you are presently involved in
- how you think you will benefit from studying abroad

#### VIII.

**You have sent your CV to a head-hunting firm and you have been asked for an interview with the representative of the firm (the examiner). Tell him/her about**

- your qualifications and professional experience
- your other useful skills
- what kind of jobs and positions you would like
- what kind of a salary you expect