



# BUSINESS ENGLISH

Module 3: Business Travel | Lesson 1



## LET'S GO: BUSINESS TRAVEL – LESSON 1

After this lesson, you will be able to:

- Book a plane ticket:  
Would you like to fly business or economy class?
- Book a hotel room:  
Reservation desk, how may I help you?
- Give advice:  
You should definitely visit the High Line.
- Say how busy you are:  
I usually have a lot on my plate.
- Avoid some typical mistakes:  
It's near of Central Park.





**Alan:** Hey Emily, I need to travel to New York in three weeks to meet some of our business partners. Could you book a flight to New York, and while you're at it, also book a hotel for me, please?  
du schon dabei bist wenn

**Emily:** Ah, New York, I love New York.

**Alan:** So, you've been to the Big Apple?

**Emily:** Yeah, on my first overseas trip. I was still a student then. I worked as a waitress for a year in the evenings and on the weekends to save up enough money.  
Auslandsreise  
Kellnerin

**Alan:** Wow, I'm sure that took a lot of determination. You should have done some part-time work for us.  
Entschlossenheit  
Teilzeitarbeit

**Emily:** Yeah, saving enough money was tough, but visiting New York was definitely worth it! So, are you planning on doing some sightseeing while you're there?

**Alan:** I'm not sure yet. I usually have a lot on my plate when I'm there. Can you recommend anything?  
viel zu tun

**Emily:** New York has something for everyone. If you're into museums, the MET is great. You should definitely visit the High Line. It's an amazing way to see New York. Anyway, back to your travel plans. What is the date of departure?  
wenn du dich für Museen interessierst  
Abreisedatum

**Alan:** It will be the 16th of March, and I would like to return on the 21st.

**Emily:** And would you like to fly business or economy class?

**Alan:** Let's save some money, let's make it economy class.

**Emily:** Do you prefer an aisle or a window seat?

Gang

**Alan:** A window seat please, if you're able to get it.

**Emily:** One last question, do you have any special meal requests? I know you're not vegan or anything like that.

besondere Essenswünsche

**Alan:** Just the regular meals will do.

genügen

**Emily:** Ok, I suppose it's going to be chicken or beef for you then! Hey, by the way, going up the Empire State building is also quite an experience.

**Alan:** That's not something I'd thought of doing.

**Emily:** Did you know it gets hit by lightning about 23 times a year? So maybe you shouldn't stay there.

Blitzschlag

**Alan:** Even if it was possible, I probably couldn't afford it. How about the Edison Hotel then? I like it because it's near Central Park.

**Emily:** Well, I hope you're not so tied up that you can't see some of the sights. I'll book your hotel room right away.

beschäftigt

**Receptionist:** Good afternoon, this is the Edison Hotel. How can I help you?

**Emily:** I would like to reserve a room, please.

reservieren

**Receptionist:** Just a moment please, I'll put you through to the reservation desk.

Zimmerreservierung

**Emily:** Thank you.

**Reservation desk:** Reservation desk, how can I help you?

**Emily:** I would like to book a room for one person, please.

**Reservation desk:** And for which dates would you like to reserve a single room?

**Emily:** From the 16<sup>th</sup> to 21<sup>st</sup> of March in one of your business suites, please.

**Reservation desk:** One moment please, let me check the availability of our business suites for that period. Hmm, yes, we still have a business suite available. For this kind of booking we require a deposit of 10%, and the remaining balance can be paid at the end of the stay.

Verfügbarkeit

Zeitraum

Anzahlung

Restbetrag

**Emily:** Thank you, that sounds perfect, I would like to book the room.



## Test Yourself!

Complete the sentences with **should/shouldn't** and the right form of the verb:

1. You \_\_\_\_ \_\_\_\_ (make) a good impression on the new boss.
2. You \_\_\_\_ have \_\_\_\_ (try) to copy her work.
3. You \_\_\_\_ have \_\_\_\_ (go) to New York instead.
4. You \_\_\_\_ have to \_\_\_\_ (work) on a public holiday.

## You Can't Do Without This

You **should** definitely **visit** the High Line.  
[present tense]

You **should have done** some part-time work for us.  
[past tense]

Maybe you **shouldn't stay** there.  
[negative form]

In daily conversation, we often give others **advice**.  
We can use **should** to give advice.

For the present tense you need:  
should + present tense verb  
You **should write** an article about work.

For the past tense you need:  
should + have + past participle  
You **should have written** an article about work.

When you want to tell someone not to do something in the present or future, you need:  
should + not + present tense verb  
You **shouldn't write** an article about work.

Remember, we never say *shoulds*, even for the third person (he, she, it), it is always *should*.  
Now you are ready to give advice in English!

## A New Way to Form Sentences

**Saving** enough money **was** tough.

**Going** up the Empire State building **is** also quite an experience.

Very often a person or a thing is the subject of a sentence. For example:

**You** should definitely visit the High Line.  
[Person as subject]

**New York** has something for everyone.  
[Place as subject]

But we can also use gerunds (verb + -ing) as the subject. When we use a gerund as the subject of a sentence, the verb is always singular, not plural. Look at the verbs *was* and *is* in the examples above.

Check out the Checkpoint for Lesson 2 for a discussion on gerunds.

Here are some more examples:

**Studying** English **is** fun!

**Negotiating** with her **is** always difficult.



## That's English!

I usually **have a lot on my plate** when I'm there.

When you have a lot or too much to do, you have *a lot on your plate*.

I hope you're not so **tied up** that you can't see some of the **sights**. When you are not available because you are busy with something else, you are *tied up with something*.

If you're **into** museums, the MET is great.

If you're *into something* it means that you are very interested in it or really like it.

Just the regular meals **will do**.

You can say that something *will do* when you are satisfied and don't want or need any more.

## Avoid These Mistakes

Be careful, don't use the literal German translation of these sentences:

I worked as a waitress for a year. ✓

I worked as waitress for a year. ☒

It's near Central Park. ✓

It's in the near of Central Park. ☒





# Plan Ahead

Here's a checklist with some useful vocabulary to help you organise a successful business trip:

## Booking a flight:

- Select **first class**, **business class** or **economy class**.
- Choose your **seating preference**. You may have the option of an **aisle seat**, **window seat** or **middle seat**.  
bevorzugten Sitzplatz  
Gangplatz      Fensterplatz      Mittelplatz  
Middle seats are located between the aisle and window seats. You can also ask for a seat with **extra legroom**. Great for tall people!  
extra Beinfreiheit
- Do you need a **return flight**? If you only book **one-way** you won't be able to get home!  
Rückflug      Hinflug
- Make sure you select your **meal preference**.  
bevorzugte Mahlzeit  
Maybe you're a vegetarian, vegan, or have other **dietary requirements**.  
bestimmte Ernährungsbedürfnisse

## Booking a hotel:

- To make a **hotel reservation**, you will need to know your **arrival** and **departure date**.  
Hotelreservierung  
Anreise-      Abreisedatum
- What type of room do you need? If you are sharing, don't forget to specify whether you want **double** or **twin beds**.  
Doppelbett  
zwei Einzelbetten
- Is breakfast included?
- Are there any **booking** or **credit card fees**?  
Buchungs-      Kreditkartengebühren
- Do you need to pay a **deposit**?  
Anzahlung
- Do they offer **free cancellation**, or will your payment be **non-refundable**?  
kostenlose Stornierung  
nicht erstattungsfähig
- Don't forget to book a **transfer** from the airport to your hotel!

## Dealing with Dates

When would Alan like to travel?

It will be **the 16<sup>th</sup> of March**, and I would like to return on the 21<sup>st</sup>.

Alan uses the British date format. Of course, that's because he's British! In American English it's more common to put the month first followed by the date. Here's a quick guide:

British English

16 March 2022 ✓

16th March 2022 ✓

the 16th of March 2022 ✓

16/03/22 or 16.03.22 ✓  
or 16-03-22

American English

March 16, 2022 ✓

Mar. 16, 2022 ✓

03/16/22 or 03.16.22 or ✓  
03-16-22

Just to make things even more confusing, there is also an international standard: year/month/day. This is used by most of Asia.



**Tip:** To avoid confusion, you can simply **write out the month**. You don't want your business partners to wait for you on February 3, when you actually meant March 2!

## Build Your Vocabulary

Which words in the video mean:

1. When you are able to buy something because you have enough money.
2. A long, narrow space between a row of seats.
3. A quality you show when you will not let anything stop you from doing something.
4. When you don't work the whole week, but only part of it.
5. When something is difficult, not easy.
6. When you travel around and visit interesting places that tourists usually visit.