Contents

UNIT 1	Making a Flight Reservation	03
UNIT 2	Booking Hotel Rooms	08
UNIT 3	Meeting Your Visitors at the Airport	13
UNIT 4	Checking in at the Hotel	18
UNIT 5	Entertaining Your Visitors with a Welcome Dinner	23
UNIT 6	Introducing Companies	28
UNIT 7	Introducing Products	33
UNIT 8	Making Enquiries	39
UNIT 9	Negotiating Prices	44
UNIT 10	Placing Orders	50
UNIT 11	Terms of Payment	55
UNIT 12	Packaging	60
UNIT 13	Shipment	66
UNIT 14	Insurance	72
UNIT 15	Concluding the Business Transaction and Seeing the Guests Off	77
UNIT 16	Claims and Settlements	82
87_Scripts 92_Appendix 103 Incoterms®		