

BUSINESS TRAVEL

Read the [article](#) named “Top 10 Trips for Business Travel” by Kelly Services.

1 WARM UP

Task 1: Read the jokes related to business below. Do you find the jokes funny?

1. Person A: “We need somebody for this role who is responsible.”
Person B: “Not a problem, sir. Every time something went wrong in my old job, my manager told me I was responsible!”
2. Boss to employees: ‘We will continue to have these meetings every single day until I work out why no work is being done!’
3. "How many marketers does it take to screw in a light bulb? None—they've automated it!"
4. "I used to be a banker, but I lost interest."
5. My boss asked me to make a presentation and said I should start it with a joke. So I put my payslip on the first slide.

Task 2: Do you know any other jokes in English? Share them with the class.

2 DISCUSSION QUESTIONS

Discuss the questions about business travel below as a class.

1. Have you ever travelled for business? Explain.
2. Why do people need to travel for business?
3. What are the advantages of business travel?
4. What are the disadvantages of business travel?
5. How can jet lag affect business meetings?
6. How will business travel change in the future?



3 BUSINESS TRAVEL VOCABULARY

Task 1: Complete the sequence of events that occur during business travel.

hotel	check-in	plane	lounge	bags
arrivals	flight	destination	customs	control

- Confirm your **flight**.
- Queue at **check-in**.
- Wait in the departure **lounge**.
- Board the **plane**.
- Arrive at your **destination**.
- Go through passport **control**.
- Collect your **bags**.
- Go through **customs**.
- Meet a driver in **arrivals**.
- Take a taxi to the **hotel**.

Task 2: Discuss the following questions as a class.

- Which part of business travel is most stressful?
- Which part of business travel is most enjoyable?
- Should a business pay for everything while an employee travels for business?
- Has your flight ever been cancelled while travelling? What happened?
- Do you have any tips for people travelling for business?



4 10 TIPS FOR BUSINESS TRAVEL

Task 1: Read the article, then answer the questions on the following page.

1. Fly with the same airline whenever possible. Using the same airline means you'll typically depart from and arrive at the same terminal, so you'll know your way around. That makes parking, checking in and getting to the departure lounge a lot easier. Plus, as a great perk, you'll receive a lot of frequent flyer miles!

2. Keep a separate set of toiletries you only use for business travel. Have you ever arrived at your destination, only to realise that you forgot your toothpaste? The best way to make sure that doesn't happen is to keep a separate set just for travel.

3. Dress to get past security. Security will ask you to remove your belt, shoes and anything metal. Speed up this process by wearing slip-on shoes, avoiding metal accessories and keeping your belt in your carry-on luggage until you reach your destination.

4. Keep your phone and laptop charged. Keep your chargers in your carry-on luggage, and if you notice the battery on either device getting low, plug them in as soon as you're near a power outlet.

5. Bring a change of clothing in your carry-on bag. Fellow travellers and turbulence often cause spills and stains. Even if you're only going on a short trip, be sure to have a change of clothing in your carry-on bag in case of emergencies.

6. Check in online. Reduce your travel time by checking in online. It's quick, easy, and reduces the time you need to spend at the airport before your flight leaves.

7. Use an app to store the details of your trip. Apps like Passbook allow you to store the details of your flights, hotel and other travel arrangements on your phone for easy access.

8. Don't pack prohibited items. All airports have a list of things you can't take on an airplane because they're considered dangerous. Examples include scissors, razors, and some aerosols.

9. Use the business lounge. Regardless of how prepared and efficient you are, you'll always have to spend some time waiting at the airport. Turn long waits and delays into productive time by using the business lounge to catch up on work.

10. Be prepared for international travel. Make sure you have a valid passport and if necessary, a visa. Even if you plan to use your credit card for everything, bring some cash in the local currency for tips and small purchases. In addition, arrange your transport to and from the airport, the hotel and your meeting ahead of time. Finally, make sure you know where your country's embassy is in case you need any help while abroad.

Article adapted from kerryservices.ca - [link](#)



Task 2: Discuss the following questions as a class.

- a. Are there any advantages to flying with the same airline?
- b. Why should you keep a bag of toiletries specifically for travel?
- c. What do you wear when travelling?
- d. Do you take your laptop on the plane to complete work?
- e. What do you advise taking in your carry-on bag?
- f. Do you check-in online? What are the advantages?
- g. Do you use apps to help you organise your time?
- h. What items are prohibited from being taken on a plane?
- i. Have you used the business lounge at an airport?
- j. Do you require a visa to enter other countries?

Task 3: Create a list of your top ten tips for business travel.

1. _____.
2. _____.
3. _____.
4. _____.
5. _____.
6. _____.
7. _____.
8. _____.
9. _____.
10. _____.



5 FORMING POLITE QUESTIONS

When making inquiries or requests, polite questions are often much more appropriate than direct questions or statements. Study the table below.

Direct	Polite
Where's the nearest restaurant?	Could you tell me where the nearest restaurant is?
Why is my taxi late?	Do you happen to know why my taxi is late? Could you tell me why my taxi is late?
Can I open the door?	Do you mind if I open the door? Would you mind if I opened the door? Could I open the door?
Help me with my bags!	Could you help me with my bags? Would you help me with my bags? Do you mind helping me with my bags?

Task 2: Read the direct statements or questions, then change them into a polite form.

- Remember to proofread your emails.

Would **you mind proofreading your emails?**

- I want to speak to you in private.

Do you mind **if I speak to you in private?**

- Pick up those papers.

Would you pick **up those papers please?**

- Help me move this chair to my car.

Could **you help me move this chair to my car please?**

- Make me a coffee.

Do you mind **making me a coffee?**

- You have to work this weekend.

Would **you mind working this weekend?**





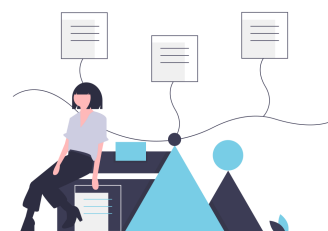
Task 3: It is important to be polite while travelling for business. Change the following questions or statements from the direct to polite form.

- a. Where is my bag? **Do you happen to know where my bag is?**
- b. Help me with my bags. **Would you mind helping me with my bags?**
- c. Where is terminal 2? **Could you tell me where terminal 2 is?**
- d. I need to use your phone. **Could I use your phone please?**
- e. Turn the music off. **Would you mind turning off the music?**
- f. This food tastes bad. **Could I return this food because it tastes bad?**
- g. I want an aisle seat. **Would I be able to have an aisle seat?**
- h. I need to charge my laptop. **Could I charge my laptop?**

6 COMMON AIRPORT PROBLEMS

What would you do? Read the problems, then discuss possible solutions to each one.

- 1. Your taxi breaks down on the way to the airport.
- 2. The date on your passport has expired.
- 3. You lose your boarding pass.
- 4. There is a long queue at passport control.
- 5. Your flight is delayed by six hours.
- 6. You don't like any of the food at the airport.
- 7. Your bottle of water and deodorant is confiscated at security.
- 8. Your suitcase is too heavy so it is rejected at the check-in desk.
- 9. Your suitcase does not arrive at the destination.
- 10. Your return flight is cancelled.



7 TRAVEL IDIOMS

Task 1: Complete the idioms below using the words from the box.

road	shoestring	track	suitcase	light
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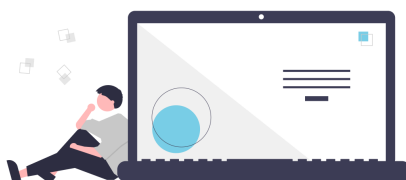
1. Off the beaten **track**.
2. Live out of a **suitcase**.
3. Travel on a **shoestring** budget.
4. Pack **light**.
5. Hit the **road**.

Task 2: Match the idioms from part 1 to the correct definitions.

- a. This means they are not taking a lot of things on a trip. **4**
- b. To travel without spending a lot of money. **3**
- c. To start the journey. **5**
- d. This means a person stays in many different places for a short period of time. **2**
- e. This describes a place / journey where there aren't many people. A remote place. **1**

Task 3: Practice using the idioms by discussing the following questions.

1. Describe somewhere in your country that is **off the beaten track**.
2. Is it possible to **travel on a shoestring budget**? Describe a possible trip.
3. Which professions might **live out of a suitcase**? Could you live this lifestyle?
4. What are the advantages and disadvantages of **packing light**?
5. When starting a trip, at what time do you like to **hit the road**? Explain.



8 QUOTES

Task: Discuss the quotes related to travel, use the questions to guide your answer.

1. Discuss the meaning of each quote.
2. How could you apply the meaning of each quote to your life?
3. To what extent do you agree / disagree with each quote?
4. Can you think of any real-life example where you have seen the meaning of each quote in practice?

Quotes:

"Business travel is all about opportunity, but it'll only arise if you make it happen. The world is, literally, your oyster, once you step foot outside the office"

"A journey of a thousand miles begins with a single step"

"If you think adventure is dangerous, try routine; it's lethal."

"The world is a book, and those who do not travel read only one page."

9 WOULD YOU RATHER?

Task: Have fun while discussing the following questions. Would you rather...

have unlimited first-class flights but always travel alone	or	fly economy and bring a friend or colleague with you?
stay in a luxurious hotel with no Wi-Fi	or	a basic motel with high-speed internet during your business trips?
have all your business trips in your home country but frequent travel	or	or have rare international trips with longer durations?



HOMework

Read the article named “Pros And Cons Of Travelling for Business” below.

1 PROS AND CONS OF BUSINESS TRAVEL

Let's begin by looking at some negative aspects of travelling for business.

Travel is Expensive: Sadly, business travel isn't cheap. It can cost a business thousands of pounds each year; therefore, it's not possible for many startups or smaller businesses. Not only do you have to consider the price of the plane ticket, but the hotel room, amenities, food and drink, travelling around the area, etc.

Travelling Can Be Stressful: From missed connections to traffic, travelling is very stressful. If the business trip is stressful it can result in the trip feeling unproductive. This demotivational emotion will reflect on the success of the trip. For example, if you arrive at a business meeting annoyed or angry at something that happened while you were travelling, it could negatively affect the meeting.

A High Level of Unproductivity: It can be difficult to manage workloads, along with regular meetings whilst travelling. From trouble with the WiFi to devices running out of battery, it's undeniable that at times you'll see a decrease in productivity while having to travel for business.

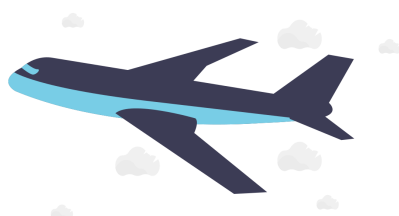
Now, let's explore the positives that come with business travel.

More Networking Opportunities - This is a huge benefit that comes with business travel. By attending business events, the business has a chance to grow. Through these events, you can connect with others within your industry as well as prospective clients and grow your business. Meeting these people face to face, will create a stronger connection – rather than connecting by email or zoom.

Meet Prospective Clients: Another key benefit of business travel is the chance to meet with your clients physically. Getting to see their premises and meet them in person, you'll get a better idea of what they need from your business.

It's a Learning Experience: A business trip gives employees an opportunity to learn more about their job. They may even return from travelling with a new love for their role. Whether this is because they had the opportunity to meet with clients, peers within the industry, or they attended a trade show / training day.

[Article](#) adapted from: pmtoday.co.uk



Task 2: Write detailed answers to the following article questions.

1. Why is business travel challenging for startups and small businesses?
2. How does stress during business travel affect productivity and the outcome of meetings?
3. What are the downsides of decreased productivity and work challenges while travelling for business?
4. Describe the networking advantages of business travel for a company's growth.
5. How does meeting prospective clients in person benefit a business compared to virtual communication?
6. Describe how business trips provide valuable learning experiences for employees.
7. Do you think the investment and stress of business travel justify networking and client meetings?
8. How can businesses address the negative aspects of business travel, like stress and reduced productivity?
9. In your own opinion, what are the positives of business travel?
10. In your own opinion, what are the negatives of business travel?
11. If you were CEO of a company, would you encourage business travel? Explain.
12. Describe the impact of business travel on the economy and environment.

