

BUSINESS TRAVELLERS' PROBLEMS AND PRIORITIES

Tuning in



1. Would you be happy to travel regularly on business (e.g. every month)?
2. Is it important to travel business class on a business trip?
3. Should a business traveller stay in a five-star hotel or something cheaper?
4. What are the five most important things you should take on a business trip?

Word study

Examine your Travel Vocabulary and try to guess the missing words. You have the first letter in each.

At the Airport

When you drive to the airport, there are usually TWO different terminals you can go to: Domestic Terminal or International Terminal.

Within each terminal (domestic and International), there are two places you can go. If you're picking someone up, you should go to A_____. If you're flying somewhere, you should go to D_____.

When you arrive at the airport, you must first go to the C_____ Counter.

If you're flying International, you must have your P_____, and possibly a V_____ for the country you are flying to. If you're flying Domestic, you may only need a photo IDENTIFICATION CARD (I.D).

When you check-in, you will be asked how many bags you are bringing. • Bags that you will keep with you are called: C_____ O_____. • Bags that you will store below the plane are called: CH_____.

There are two kinds of airline tickets: 1-WAY (good for one flight to your destination) ROUNDTRIP (good for two flights. One to your destination & one to return).

When you're checking in, it's always good to reconfirm your Seat or try requesting your preferred seating.

After you check-in, the desk clerk will give you a B_____ P_____. On this, you will see your: • Boarding Time • Departure Time • Flight Number • G_____ Number • S_____ Number.

After checking in & obtaining your boarding pass, now you must proceed to the S_____ C_____. • Most countries request that you remove electronics from your bag & limit the quantity of LIQUIDS you can take on (incl. water, soap, shampoo, etc.) • Some countries (like America), require all passengers to remove their shoes before stepping through the x-ray machine.

After the security check, you are free to go to your gate or explore the duty-free shopping areas. If you are flying B_____ Class or F_____ Class, you will often get

special access to a waiting lounge (with free wi-fi, food and beverages). If you are flying E_____ Class, you must wait to board last.

Short flights are usually D_____, and don't require any LAYOVER or Stopover. (stops at other airports). If traveling far away, you will most likely need to t_____ to another plane.

Hopefully, your flight is on schedule and you don't have to experience any D_____ or worse....a flight C_____.

When you arrive to your final destination, you may need to go to two locations: • The Customs & I_____ area, if you are travelling from abroad. • The B_____ C_____ area, to retrieve your Checked Luggage.

After you've received all necessary documentation and you've claimed your baggage, You can: Take Cash out of an ATM or E_____ money to the local currency at a nearby counter. Wait in the Taxi Q_____ for the next available taxi Pre-Arrange an Airport Pick-Up with a hotel, car service or shuttle.

Now, we're off to the hotel...

Reading

Pre-reading task

1. Going on business trips is always a heebie-jeebies. Do you agree?
2. What's the worst that could happen on a business trip?
3. What do business travellers want?

Business travellers' problems.

Nowadays travel is a very important part of our life. Airline industry allows us to cover a distance of thousands of kilometers in a few hours. Besides, we can travel not only by air, but also by rail, road and sea. There is a wide range of ways to travel.

Business travellers often have to deal with numerous problems they face while travelling. Among the main the following ones can be mentioned:

1. long queues at check-in
2. lost or delayed luggage
3. not enough leg-room
4. poor quality food and drink
5. no baggage trolleys available
6. overbooking of seats
7. flight delays and cancellations
8. jet-lag
9. high-price at ticket
10. inconvenience/ unsafety
11. long-term journey

Not all of the above-mentioned problems can be solved immediately, but more and more airlines are improving the quality of service. Ticket-booking now can be made by Internet, phone or fax and free delivery is available. Sometimes you can check in on the airline website or use an electronic check-in device in the airport to avoid queuing.

No one wants problems with delays and cancellations. If you travel on business you may have important meetings or negotiations in a strictly scheduled time. And if you miss them your company can lose an important contract, for example.

Besides, problems can wait for us outside the airport. For example, the parking lot may be flooded and you have no opportunity to take a taxi. Each air company has to take into consideration all the reasons for passenger dissatisfaction.

Moreover, every traveller must know basic information about the destination country. It's very important because in different countries there are different traditions, special cultural aspects, and rules, including legislation. In this case any ignorance of the rules of this country can be the cause of loss of business relationships and serious consequences such as punishment, prison or even the death penalty.

Business travelers' priorities.

The needs of business travellers are quite different from the ordinary tourists. All their expectations are concerned with time-saving, staying active and able to work. Business traveller's priorities are

1. Internet access in the lounge and a hotel
2. good organization
3. balancing cost with comfort
4. easy booking
5. stress-free
6. regular transport
7. airline food

Business travel is still so important and it's equally important to be able to solve all travel problems and find solutions to satisfy all expectations.

Travellers' success on the road is directly connected to how well their trip was planned and prepared.

Planning a business trip should always prioritize keeping your business traveller as productive and stress-free as possible. This requires carefully considered, clever planning.

When you arrive at your destination relaxed and well-prepared, you're better equipped to make a good impression and focus on the purpose of your meeting. Preparation lets your mind focus on the here and now, making sure you stay on the ball in that all-important meeting. If you'd like to fine-tune how you get ready for your next excursion, follow these essential tips to become an effective business trip planner.

Follow these 6 steps for an effective business trip:

Make your travel arrangements well in advance.

Select your accommodation based on both price and convenience.

Create an itinerary.

Research your destination.

Remember your electronics, accessories and travel documents.

Prepare for your meeting.

Post- reading task.

1. Answer the following questions:

1. What are the challenges of business travel?
2. What are the most/least important travel problems from your point of view?
3. What do business travellers want?
4. What are the three main needs of a business traveller from your point of view?
5. Would you organize your business trip yourself or ask a specialist?
6. What could your business travel tips be?

2. Develop the idea.

1. Using the Internet to make airline bookings is efficient and accurate.
2. Working through a travel agent is the easiest and best way to make arrangements.
3. Compiling all trip information needed makes travel arrangements easy.
4. When planning travel, take into the account the effect of a long trip through different time zones.
5. Making arrangements it's necessary to find out about air travel services and other types of transportation
6. Making arrangements it's necessary to find out how to make hotel reservations.
7. Making arrangements it's necessary to find out how to obtain passports and visas for international travel
8. Making arrangements it's necessary to find out what is involved in meeting immunization requirements if needed.

3. Decide if the statements are True or False.

1. Being a businessman you have to travel a lot.
2. Before you go on a business trip you should prepare all business documents.
3. Today people can't stand making their travel arrangements over the Internet.
4. A travel agent can book the flight for you.
5. You shouldn't have medical insurance documents going abroad.
6. It's a good idea to carry lots of cash with you.
7. It's better to make a hotel reservation in advance.
8. Some of your things can't be inspected by the customs officer.
9. You can drive without our driving licence abroad.

4. Match the words in the box.

visa
foreign
insurance
driving
credit
travel
plane
traveller's
car

cheques
department
licence
documents
ticket
agent
rental company
currency
card

5. Read the text and speak about the changed attitude to business travel.

Your Basic Guide To Business Travel Abroad

You're probably familiar with common business practices in the U.S. and less accustomed to the way things are done abroad. That's OK; most people are in the same boat. But if you *do* plan to travel for work, you should know that many of our customs don't fly overseas--and you'll want to do the necessary research before you go.

"It's not only important to prepare for a business trip abroad, it's essential," says Dale Kurow, a New York-based executive coach. "If this is your first business trip outside of the U.S., due diligence in learning about the country you'll be visiting is a must. You'll be interacting with colleagues with country-specific business acumen and your lack of knowledge will be evident and damaging."

Andy Teach, author of *From Graduation to Corporation*, and host of the YouTube channel FromGradToCorp, agrees. "It's essential to prepare because there are so many more chances for things to go wrong compared to a domestic business trip," he says. While abroad, you'll be dealing with different people, different customs, and different rules.

"It's important to remember that when you travel abroad for business, you are not just representing yourself, but also your department, your company, and your country," he adds. You are an ambassador and should act accordingly.

Without adequate preparation, you'll not only appear naïve and unsophisticated, but you run the risk of insulting the very people you want to impress, Kurow says. "Or worse, you could be labeled as clueless and not ready for a position with global reach. International experience is the proving ground for many rising executives. Not doing your homework before you travel abroad could have a serious negative impact on your future career. It doesn't get much more important than that."

If you become sick or have a bad case of jet lag—which could easily happen if you don't prepare properly—you won't be 100% focused on what you need to be focused on, and this can certainly affect your productivity while you're overseas, Teach adds.

"Without doing the necessary research, it's possible you could offend the people you're working with, you could lose an international account, and worst-case scenario, you could lose your job."

He says the best advice is to study the country you're traveling to. Know the culture and customs of the people who live and work there, and plan your trip so that you have some time to rest before your business begins. Speak to other businesspeople who have previously been to that country on business and ask them for advice. Furthermore, act like a local, not like a tourist, he says.

"With so much on the line for an international business trip, every detail must be thoroughly examined," Teach adds. So to help you with those details, we've constructed a brief guide for business travel abroad. Rules and customs vary by country—and it's important to know those specifics before you go—but here are some universal things to think about.

For starters, Teach suggests you ask yourself the following questions before you go on your next business trip abroad:

- Is my passport up-to-date? Is it within 6 months of expiration?
- Do I need a visa?
- What vaccinations are required?

- Is the water drinkable?
- What is the currency exchange rate?
- What is the time difference? (Jet lag is the enemy of every business traveler.)
- What is the dress code?
- What are some of the customs in that country?
- What are some of the laws of the country? (In Singapore, gum chewing is illegal.)
- Are handshakes or bows acceptable when greeting someone? How much pressure should I apply in the handshake?
- Is it expected that I socialize with the people I am working with after business is concluded?
- Is a gift appropriate for the people I'm working with?
- If I'm bringing my own equipment for a PowerPoint presentation, what type of electrical adaptor is required?
- Will any security be required?
- Do I need travel insurance?
- Who can I contact in case of an emergency?
- How do they conduct meetings there?
- Do I need to learn the language? (It's best to learn a few key words which your hosts will appreciate.)

Kurow adds that you'll need to know how to show respect in the country you're traveling to, how you make the initial introduction, what rules apply to tipping and who pays for the meal.

"For example, in Japan, business cards are exchanged using both hands, as are gifts," she says. "Dressing conservatively, in a dark business suit, is expected. If you adhere to the 'casual business attire' approach so ubiquitous in the U.S., you are getting off on the wrong foot immediately."

In addition, you'll need to observe carefully once you arrive, she says. "Americans tend to be friendly and open. Don't assume that the modus operandi you use at home will work abroad." Before you say the first word or try to make your presence known, watch and listen to how others interact.

There are also thousands of websites and books with useful information about business travel abroad. Use them to research all of the above before you go.

"After your business is concluded, try to take advantage of your trip by allowing some extra time to do some sightseeing," Teach says. "Many business travelers are on tight schedules and really don't get enough time to soak up the local atmosphere. This is unfortunate because they may never be in this situation again, so try to fit an extra day or two into your schedule in that foreign city as long as it doesn't cost your company any additional money," he concludes.