



Market Leader Intermediate Homework 2.3

Pages 20 - 21

Warm up – Be ready to discuss the unfinished “Business Trip Expense” situation from the previous week.

Case Study – Background & Stage 3

Read the case study information “Background” to get an understanding of the BTS company and its relationship with NeoTech. Disregard Stage 1 and 2 activities and focus on Stage 3. Read the four problems listed on page 21 and take notes or highlight the key points of the situation.

Writing Assignment - Write a four-paragraph report using the structure below:

- **The first paragraph – Hotel Problem**
 - Do you think the NeoTech executive dealt with the problem effectively? If not, how should they have dealt with it?
 - What can BTS do to solve the problem?
 - What compensation (if any) can the NeoTech executive expect to get from the hotel?

- **The second paragraph - Lost Luggage**
 - Do you think the NeoTech executive dealt with the problem effectively? If not, how should they have dealt with it?
 - What can BTS do to solve the problem?
 - What compensation (if any) can the NeoTech executive expect to get from the airline?

- **The third paragraph Car Rental Problem**
 - Do you think the NeoTech executive dealt with the problem effectively? If not, how should they have dealt with it?
 - What can BTS do to solve the problem?
 - What compensation (if any) can the NeoTech executive expect to get from the rental car company?

- **The fourth paragraph – Diverted Flight**
 - Do you think the NeoTech executive dealt with the problem effectively? If not, how should they have dealt with it?
 - What can BTS do to solve the problem?
 - What compensation (if any) can the NeoTech executive expect to get from the airline?

Phone Simulation – Prepare notes for what you want to say in the following situation. In class your teacher will play the role as the NeoTech Head of Travel.

As the Account Manager for BTS, you will have a phone call with NeoTech’s Head of Travel to apologize for the inconvenience. Be prepared to offer some compensation and explain what steps BTS has taken to make sure a similar problem does not happen again. Refer back to the useful language on page 19 and try to use some of those phrases to maintain a professional manner.