

**TASK** Complete the gaps with the phrases you hear:

**Dialogue 1:**

**L: Hi, Georgia. I just wanted to tell you that we've just finalised the prices for the next quarter. We reckon that we can reduce prices by five per cent max starting next month.**

G: You must be crazy, Lewis! I told you that our competitors are already at least ten per cent cheaper than we are and they're still bringing their prices down.

**1.** \_\_\_\_\_ . Can't we find a better solution?

**L: Listen, Georgia, that's the way it is, so just tell them it's five per cent –**

**2.** \_\_\_\_\_ .

**Dialogue 2:**

S: OK, Martin, so what we've decided to do is to introduce electronic sales tracking. That way, each salesperson will record all transactions, and the data will be centralised at head office.

**M: That sounds fine, Steve. But how long will it take before the whole system is operational?**

S: I'd like to **3.** \_\_\_\_\_ months.

M: Two months? That's not long. **4.** \_\_\_\_\_ the time to train everyone to use the system?

S: I don't know, er, but it should be possible to block a week in June and get everybody together then. Do you think **5.** \_\_\_\_\_ ?

M: Well, yes, I think it might be possible.

**Dialogue 3:**

**G: I hope I'm not interrupting you, Marta, but there's something I think we need to discuss.**

M: **6.** \_\_\_\_\_ , Greg. What's the problem?

G: Well, I've received some complaints from your subordinates. They say you have been assigning too much extra work.

M: Listen Greg, you know we're short-staffed at the moment so

**7.** \_\_\_\_\_ . Especially if you won't let me hire any temporary staff. **8.** \_\_\_\_\_ ?

G: Forget about it? Look, I know we **9.** \_\_\_\_\_ , but surely we need to do something.

1. What makes Toyota people different from other people in the automotive industry?
2. What does Mr Cho attribute the uniqueness of the Toyota culture to?
3. What is special about the area where the Toyota company grew up? What other famous area of the world is it compared to?
4. Why did Jim Press leave his previous employer and started working for Toyota?
5. What was interesting about the cars made in California?
6. Who is Mr Jones?
7. What are Toyota's ingredients to success?