

## Background

# Planning a visit

**To:** Maeyee Ratliff  
**From:** Werner Bohm  
**Subject:** Visit

Dear Dr Ratliff

Further to your previous email, I'm happy to **confirm** your visit on Monday 4th. My technical team and I are looking forward to meeting you and having the **opportunity** to show you round our research centre. We are sure you will find the day useful and enjoyable. My staff are particularly looking forward to hearing your presentation and having the **chance** to discuss your own research.

Here is a **schedule** for the day though there may be some changes according to everyone's **availability**. We can be **flexible** with the **programme** so please let me know if there's anything you would like to add.

10.00 – 10.30 Arrival

10.30 – 13.00 Tour of factory and research centre

Lunch and meet key members of research team

14.30 – 16.00 Presentations followed by question and answers

Any other business?

Please also find attached our rules and **guidelines** for visitors to the factory and research centre.

One other question – do you **intend** to stay overnight? There is a hotel we normally use for guests near the factory. Please let me know and I will book your accommodation. If you do decide to stay, I could give you an evening tour of the local town (it's quite historic) followed by dinner.

My very best wishes  
Werner

## Rules and guidelines for visitors

The following rules and guidelines are for all visitors to the factory. Note that visitors have personal responsibility during their visit to the factory. We do not accept any *\*claims* for damages as a result of your failure to follow these instructions.

- 1 You must follow any instructions given by the factory security department during your visit.
- 2 You will receive a security badge when you sign in at Gate 1. You need to wear this badge at all times. When you leave the factory, return the badge to security and sign out.
- 3 You must not take pictures. The use of any audio-visual equipment is also not allowed in the factory without the agreement of management. Our security department will take any camera equipment used without permission. We will consider specific requests and the Human Resources department has to give written permission.
- 4 In the production areas of the factory, hard hats are worn at all times for your safety. Protective footwear and clothing is also worn in the research and technical areas. Your contact will provide any other specific *\*safety* equipment during your visit.
- 5 If you arrive by car, please park in the visitor's car park (at Gate 1). There is a maximum speed of 10 km/h in all areas inside the factory gate.
- 6 Children (up to 16 years) and animals are not allowed in the factory.
- 7 Alcohol or any other drugs are not allowed onto the factory *\*premises*.
- 8 The factory has a No Smoking policy in all parts of the factory premises.

### Glossary

*\*claims for damages* = legal request for money because of an accident

*\*premises* = buildings

*\*safety equipment* = tools, machines or things (e.g. clothes) to protect you

## Exercises

### 1 Discuss as a class.

- 1 Do visitors often come to your place of work?
- 2 Do they have to follow special procedures?

### 2 Read the text and answer these questions.

- 1 Why is Werner writing to Maeyee?
- 2 What does he attach to the email? What is the reason for the document?

### 3 Maeyee has questions about her visit. Complete her questions below with these words.

Where How Why Can What Who Will Are Which Do I

- 1 \_\_\_\_\_ day is my visit?
- 2 \_\_\_\_\_ time do we start?
- 3 \_\_\_\_\_ long is the tour of the factory research centre?
- 4 \_\_\_\_\_ will I meet at lunchtime?
- 5 \_\_\_\_\_ we going to have time for questions?
- 6 \_\_\_\_\_ we have time to visit your town?
- 7 \_\_\_\_\_ have to follow any special procedures at the factory?
- 8 \_\_\_\_\_ I take photographs in the factory?
- 9 \_\_\_\_\_ do I park my car?
- 10 \_\_\_\_\_ do I have to wear a hard hat in the factory?

### 4 Read the text again and find answers to the questions in 3.

### 5 Replace the words in *italics* in these sentences with the words in **bold** in the text.

- 1 Please can you *say definitely* that the meeting is next week. **confirm**
- 2 What's your *free time between meetings or work* like this week? I'd like to have a meeting if possible. \_\_\_\_\_
- 3 My *list of activities with times* looks very full. Will we have time for some relaxation? \_\_\_\_\_
- 4 What's our *list of activities* for tomorrow? \_\_\_\_\_
- 5 It's important to be *able to change things for different situations* in business. \_\_\_\_\_
- 6 I *plan* to stay for two nights and then fly to Rome. \_\_\_\_\_
- 7 A trade fair is a wonderful *situation to make it possible* to show products and make contacts. \_\_\_\_\_
- 8 There's a good *possibility* I will see you there. \_\_\_\_\_
- 9 I think you have the *information with advice on what we can and can't do* when visiting factory. What do they say about parking? \_\_\_\_\_

### 6 Look back at the text and choose three words that you could use in your day-to-day work.

### 7 Work with a partner.

- 1 Look at the rules and guidelines for visitors again. Which rules or guidelines are similar at your company? For example: do visitors need to wear any protective clothing? Are there rules for parking?
- 2 Imagine a visitor is coming to your company. Make a list of six rules and guidelines for the visitor.

### 8 Work as a class.

- 1 Present and compare your rules and guidelines in 7.
- 2 Do you think everyone's rules and guidelines are necessary? Would you change any of them?