

Mr. Pang just arrived in England for a business convention. Mr. Ben is meeting him to help him get started about England. Listen to their conversation.

**Mr. Ben** : Welcome to London, Mr. Pang. I am Ben, I will be your assistant during your stay here. It's a pleasure to welcome you to this business convention. I will help you out with all the necessary details. Now, let me see... Hmm, perhaps it may be a good idea if we work a bit on your attire. Maybe you overlooked this minor detail on the invitation. It says formal attire, so I am not sure if they will still let us in or not...

**Mr. Pang** : Nice to meet you Ben. I am sorry, I didn't know that formal attire here means differently in my country. We usually wear coat, necktie, and jeans during business meetings.

**Mr. Ben** : Oh I see, well, let's just try to enter and see if they will allow us in. At the convention...

**Mr. Ben** : So, how's the weather back in China?

**Mr. Pang** : I am from Shanghai and it is pretty cold back there. What exactly is your job Ben?

**Mr. Ben** : I am an executive assistant, I mostly assist foreigners who arrive here in our country to help them get around.

**Mr. Pang** : I see, do you like your job? How much exactly are you earning as an executive assistant?

**Mr. Ben** : Oh, ah, um, that is quite.. a very private matter.. we don't usually discuss these things..

**Mr. Pang** : Oh sorry. When the convention has finished, Mr. Ben and Mr. Pang arrive at the hotel where Mr. Pang is staying. They are about to go separate ways.

**Mr. Ben** : Here is your hotel, I hope you can get a good rest.

**Mr. Pang** : Thank you very much Ben. Also, I've been meaning to ask you, can I give you money so you can ask the courier service to speed things up with my package I'm expecting?

**Mr. Ben** : Hmm, that's a bit difficult actually. They don't really accept money to make things faster. But I'll see what I can do.

**Mr. Pang** : Oh that's great, thanks Ben.

- 1. Name some traits that describe the UK business culture.*
- 2. What are 'safe' topics to talk about in UK culture? What topics should be avoided?*
- 3. How did Mr. Pang think he could speed things up regarding the package he was expecting?*
- 4. Now answer these same questions about your culture and point out the differences between your business culture and the business culture of the UK.*