

International Business
Mirror, Mirror – Day 7
LAP mm7 – Global Telecommunications



Name _____

Period _____

Date Started _____

Date Completed _____

DoDEA Benchmark 3.11

Business/Computer Standard(s)

- Analyze the scope of international business.
- Analyze the relationship of international organizations.

Objectives

- Define telecommunications
- Describe how to place an international phone call.
- Explain the types of wide-area telecommunications service.
- Explain the differences between E-mail and voice mail.
- Explain the use of Telex.
- State the purpose of the fax machine.
- Identify three types of teleconferencing.
- Explain the nature of multilingual long-distance service.
- Describe how telecommunications costs are determined.
- Identify trends/issues in telecommunications technology.

Text – Mirror Mirror Incorporated – An International Office Simulation (MM)

Resource – Day 7 – Global Telecommunications

Time Frame – 4 hours (suggested)

Turn in completed activities as directed by instructor.

Read the following pages and complete the Questions on Worksheet 7

- _____ pp. 157 – 162 and complete Questions 1-2
- _____ pp. 162-174 and complete Questions 3-4-5-6
- _____ pp. 175-179 and complete Questions 7-8
- _____ Complete “Vocabulary Builder” (pp. 180 - 181)
- _____ Complete TASK 7-4 (See Worksheet for instructions)

Self Assessment – “I/I can...”

- define telecommunications
- describe how to place an international phone call.
- explain the types of wide-area telecommunications service.
- explain the differences between e-mail and voice mail
- explain the use of telex.
- state the purpose of the fax machine.
- identify three types of teleconferencing.
- explain the nature of multilingual long-distance service.
- describe how telecommunications costs are determined.
- identify trends/issues in telecommunications technology.

WORKSHEET 7

All questions are to be answered in complete sentences.

- 1) p. 160 Global Training Activity
Mr. Nishimura asks you to call him at our Saudi office at 2:00 pm (Saudi time) on Tuesday. You are to speak to him personally. On what day and at what time (Toledo, Ohio) would you make the call and what are the steps you would follow.
- 2) p. 161 Think and Write
Oliveta Rautio received a phone call from Dennis Mooney in our Sydney office. Since she was not in, you suggested that he call her again tomorrow at noon Toledo time. Was this a good suggestion or not? Explain your answer.
- 3) p. 163 Think and Write
Discuss (in two paragraphs): What is e-mail; what are its advantages and disadvantages; what is voice mail; what are its advantages and disadvantages.
- 4) p. 165 Think and Write
What is the advantage of a FAX over a long-distance phone call?
- 5) p. 167 Think and Write
Why do you think the cover sheet illustrated on p. 166 specifies the number of pages being sent?
- 6) p. 174 Think and Write
You are instructed to make an overseas telephone call to Paris. When your call goes through, you reach an answering machine with a voice giving instructions in French. You will then.....(complete the statement).
- 7) p. 178 Global Training Activity
Complete the Telephone Message form as directed.
- 8) What do you think about the future of telecommunications?

TASK 7-4

Mr. Nishamura has asked you to prepare Conference Room B for a special presentation about Australia to be broadcast on Channel 30 from Sydney on Tuesday, June 5. The advertisement said that this presentation will be aired live from Australia at 2200 their time.

What day and what time will the program be televised here? _____