

APPENDIX

NOVEMBER, 3

	18.43 29.27	-	
1.	IW		Alright, we are back hard rockers, to hard rockers guide to good English. REFERENTIAL
2.	AR		Uhuh we are going to discuss about business letter. Is there any difference between business letter and uh. REFERENTIAL
3.	IW		Love letter? REFERENTIAL
4.	AR		No, uh this is uh email, we were talk, uh last week or two weeks ago we were talking about. REFERENTIAL
5.	RH		Cover letter. REFERENTIAL
6.	AR		Uh right. PHATIC
7.	IW		Cover letter? REFERENTIAL
8.	AR		Cover letter, okay. REFERENTIAL
9.	PT		So, a uhm in email so way to deliver a business letter. Oh. You can send the real letter like with paper. REFERENTIAL
10.	AR		Uhuh.
11.	IW		We can acquire the paper. REFERENTIAL
12.	RH		Here it. yes.
13.	PT		okay. So I am a teacher very animated. So, it is about thing about radio, nobody can't see us. REFERENTIAL
14.	IW		I know. EXPRESSIVE
15.	PT		I move a lot but nobody can't see my hand. REFERENTIAL
16.	IW		oh, little hand...
17.	RH		this is letter business email same. REFERENTIAL
18.	AR		The same?
19.	RH		Same thing.
20.	PT		Yeah, it is just the different way to deliver it. so if you write it on the paper it would definitely be a business letter, REFERENTIAL
21.	AR		Uhum.
22.	PT		right?
23.	AR		Okay.
24.	PT		And do the address thing and all that. but if you send it email, it is not necessarily business letter every time. Sometimes it is memo, sometimes it is different. REFERENTIAL
25.	AR		oh. Alright so what is the.., REFERENTIAL
26.	PT		what we want to talk about today was the structure of the business letter.REFERENTIAL
27.	AR		Good. EXPRESSIVE
28.	PT		Because previously about a month ago when I was on a show we did uh some of the phrasing and the vocabulary that we can use. REFERENTIAL
29.	AR		Uhum.
30.	PT		Do you guys remember those lesson, iwet you are, REFERENTIAL

31	IW	yes of course.
32	AR	Oh, I am here?
33	PT	I wont quit you now because you don't look really focus so.DIRECTIVE
34	IW	Yeah.
35	PT	I was asking. But we did all of those, those um, now I am not focus. REFERENTIAL
36	IW	Oh, that is karma my friend, karma. REFERENTIAL
37	AR	Yeah.
38	PT	we did um, we did vocabulary and phrases is what we did. And so today we want to talk about structure and how to prepare your business letter. So that is why I think it is the beginning of the program that you are having trouble with the structure of your letter. REFERENTIAL
39	IW	Okay.
40	PT	So.
41	AR	Okay.
42	IW	We want to know about the structure because I have trouble uh writing business letter because we need a very sharp, to the point but yet uh polite. REFERENTIAL
43	RH	That is right.
44	IW	When we are doing or writing. DIRECTIVE
45	AR	And focus on the. DIRECTIVE
46	IW	Yeah,
47	AR	Things that we want to say. DIRECCITIVE
48	IW	the issue. Yeah, on the issue, on the subject. So what we have to do? REFERENTIAL
49	PT	I think the first, like the really important thing is you want to know who. REFERENTIAL
50	IW	See, I am focused.
51	PT	Very good, good student, very good.EXPRESSIVE
52	IW	Yeah.
53	PT	um, we want to focus on who are writing, feels like there are two second delay I am sprained.REFERENTIAL
54	IW	Yeah 3x I can feel it..., REFERENTIAL
55	PT	we want to focus on who we are writing to. So it is important to think of your audience, um just like anytime you communicate with anyone really in any situation you want to think about who is your audience.REFERENTIAL
56	IW	Okay.
57	PT	And so, I am sure Rohan can actually say that I am still this part of your book right? REFERENTIAL
58	RH	Yeah. yeah.
59	PT	so uh when you are communicating with someone, you need to know who your audience is, so you can judge the level of language, how formal that you need to be, and uh after you figured it out who your audience is, you have to figure our the why. Why you are writing the letter so what is the purpose, what do you hope to achieve with the letter. REFERENTIAL
60	IW	Okay.
61	AR	Okay. So business letter could uh it could goes to different kind of people, it could go to your boss, or uh your potential, uh,REFERENTIAL
62	IW	client.

63	AR	Client.
64	RH	That is right.
65	PT	Sure. For making a deal.
66	AR	Uhum.
67	IW	Yeah, okay now now let's let's learn how to how to write the a polite asking business, business letter. So what what what we have. DIRECTIVE
68	AR	to potential client or?
69	IW	Yeah, to potential client, to your boss maybe, or or to your spouse, no? REFERENTIAL
70	AR	oh, a colleague.
71	IW	The colleague, so what we have to do. REFERENTIAL
72	RH	Well I think basically you want to start off with uh dear, or some sort of really uh nice and formal cite, citing is quite common and generally accepted practice uh in starting and it is really that the opening line that uh I think kind of creeps up people. REFERENTIAL
73	IW	yeah, I know 2x.
74	RH	They get to choose. uhm, personally I like to start with uh reference to the person I am writing to. So, often uh if there is an email at the wall street institute you might say "dear so and so I hope this email reaches you well, uhm." REFERENTIAL
75	PT	You never write that to me. We work. REFERENTIAL
76	RH	we just skype together. We can never. REFERENTIAL
77	AR	Guys don't fight. DIRECTIVE
78	IW	Oh my god, oh my goodness. EXPRESSIVE
79	AR	Rohan, would you be more honest to Patrick, okay? DIRECTIVE
80	PT	Uh, mr Patrick.
81	AR	Okay, mr Patrick, promise us.COMMISSIVES
82	RH	Promise I promise.
83	PT	Go ahead rohan. DIRECTIVE
84	RH	But uh yes, so after you after you uh write some sort of nice overture to the person you are writing to you can get right into it. nobody wants to hear a long introduction or preamble, you just wanted to say I am writing to you because, that is want, want that you can use to get to the point but you already asked about the personal writing to so, they you know feel you know quite good that you are getting into the topic. REFERENTIAL
85	AR	Okay, keep it short then. DIRECTIVE
86	RH	Short polite.
87	AR	Alright.
88	RH	Just skip that. DIRECTIVE
89	AR	and then after that we could we could just go to the issue of why we send the letter, REFERENTIAL
90	IW	Uhum
91	RH	Absolutely.
92	AR	Okay, uh do you often find uhm common mistake if you are receiving business letters? REFERENTIAL
93	PT	Yeah absolutely, uhm both in the structure of them and uh in different interesting things that people added to within the email, uhm general business rules you don't use smiley. REFERENTIAL
94	IW	A what, a what?

95	PT	smiley.
96	AR	Smiley.
97	PT	Emoticon.
98	AR	Emoticon.
99	IW	why?
100	PT	It is business rule, real, in a real business email you should not use. REFERENTIAL
101	IW	I 4x just try to make my, my letter feels like.REFERENTIAL
102	RH	No, I am, I am with you, I think that it is important. REFERENTIAL
103	AR	uhuh, for ...,
104	RH	that is I say this is horrible and smiley says, right it is. It is soften. REFERENTIAL
105	AR	Contradiction.
106	RH	It is soften it a little bit. POETIC
107	IW	Yeah, I need to soften my word. POETIC
108	RH	Yeah, so that people understand that I am not really upset about something. REFERENTIAL
109	IW	Yeah.
110	RH	it is important uh.
111	IW	Yeah, and sometimes I did wink, for.
112	RH	okay, it is different kind of email.
113	AR	That is different kind of ... tag, I agree with you.
114	RH	I am not sure about your setting I am just. REFERENTIAL
115	IW	And also a smooch, muah.
116	PT	Yeah, I don't 2x would not recommend using the smooch me ever.
117	AR	Oh my goodness. EXPRESSIVE
118	IW	Oh I love writing business letter. EXPRESSIVE
119	RH	This is a funny idea, but anyway. So, we don't use the emoticon and uh definitely stay away from excessive capital letters, I hate that, it drives me crazy. REFERENTIAL
120	IW	Yeah, I know.
121	RH	Right, it is like 2x you are yelling and 2x you know.
122	IW	yeah, hello. PHATIC
123	RH	But it is not just those part it is like in the body of the email. REFERENTIAL
124	IW	Uhum.
125	AR	Uhum.
126	RH	Signature paragraph and it is like let's say it is a we want Patrick to deliver the document but all of it in capital it looks like the person is angry. REFERENTIAL
	AR	Yeah.
127	IW	Yeah.
128	RH	and they might doing it so it is stand out and it is easy to read but actually it is annoying. REFERENTIAL
129	PT	Yeah.
130	AR; 2x.	Yeah
131	PT	and we talk a bit on a cover letter on exactly a business letter but letter the format is similar and

		you know maybe every day I get uh thirty or forty applications and the thing that few things that bothers me a lot. The subject line is quite important too, so some people leave it blank or they write hi, or uh something that does not tell what is it about. And that is just, when you have thirty other people who do well, that stuff sort of is irritating uh and especially and in when you actually in the body of your letter in salutation if you just write uh hi rohan, or uh you know, just rohan. REFERENTIAL
132	AR	You have to include the subject of the letter or the email that you send. DIRECTIVE
133	RH	Actually, this is a great point because uh getting back to what I was talking about the you know more planning the business letter you have to think about this things before you write them whether a formal letter on paper or whether it is on email. And especially with the email as you planning your letter and we talk about to earlier about thinking of the why. REFERENTIAL
134	AR	Uhum.
135	RH	that is where the subject. It is important. Because if you cannot think in five words why you need to talk to the, then you have a plan the email correctly, am I not right? REFERENTIAL
136	AR	Then something is wrong with you. REFERENTIAL
137	RH	yeah, I mean because in it should not say info or you know, it should give a really clear description of what the email will be about. REFERENTIAL
138	AR	Okay.
139	PT	That is uh, a lot of people in this business well ..., something that irritates them. like everyday, uhm, when they get email set on. Clear on the subject plan. REFERENTIAL
140	IW	okay.
141	AR	Okay.
142	IW	Then we move about the structure. REFERENTIAL
143	PT	So, uhm, there is some basic structure things that people follow uh when writing business letter says rohan has already mentioned, we do the salutation. REFERENTIAL
144	IW	Uhum, salutation.
145	RH	yes you say salute
146	IW	Dear.
147	AR	Okay.
148	PT	Dear.
149	IW	Dear.
150	PT	Hi is uh we talk about that previously, last month. Uh hi is a good informal way. oh the trick, do you guys remember about the trick? REFERENTIAL
151	IW	No 3x.
152	PT	told you about if somebody send you an email, how do you. REFERENTIAL
153	AR	you should just uh repeat. DIRECTIVE
154	PT	Exactly, exactly what they do, that is uh.
155	AR	See, I listen. REFERENTIAL
156	PT	She listening. And you wonder why I am always

		giving her compliment. REFERENTIAL
157	AR	Warung kopi for you mister.
158	IW	Okay, this is very nice hard rockers. PHATIC
159	AR	And then uh no, and then uh first paragraph.
160	IW	Oh yeah.
161	AR	second and third paragraph, and closing.
162	PT	That is right.
163	AR	That is the structure.
164	PT	That is a good structure.
165	AR & IW	Okay,
166	IW	that is all?
167	AR	Is it okay if we only include like one paragraph?
168	PT	It is. You know. Because like rohan mentioned earlier you don't want to waste somebody else's time. REFERENTIAL
169	AR	yes, it is true.
170	PT	You don't want to act a filler so say you know we'll due to I stationed here in Jakarta I hope ..., you know. You want a draw out, get straight to the point. Do a little intro like it is said, I hope you doing well, uhm although he actually never writes that to me. We email a lot that is why I am calling about on this. REFERENTIAL
171	AR	But sometimes you know the habit of people is they tend to give uhm uh the first paragraph about greetings uh too long because they think that it will make them smarter. REFERENTIAL
172	PT	Sound smarter.
173	AR	Sound smarter. Yeah, right?
174	PT	Because they can use their English better you mean?
175	AR	Yeah, uhuh.
176	RH	We talk about that in our presentation segment too you could start off a presentation with this long winded type things but just you know you get right into it, and it just it is more interesting it gets to the point, it gets people excited, the long winded stuff just bores people. REFERENTIAL
177	AR	yeah.
178	RH	especially if one hundred emails, that is a lot of things you want to see.
179	IW	I know, okay. After this hard rockers uh I want to, I want to ask about how to uh attract people or our uhm uh. REFERENTIAL
180	AR	What? uh, a what?
181	IW	oh my god, I lost my focus. EXPRESSIVE
182	PT	Are we get people to send us the.
183	IW	No, no. how do we got.
184	AR	Attention?
185	IW	Yes, people attention to our email. I mean like how to write the the title of the email. REFERENTIAL
186	RH & PT	The subject?
187	IW	The subject. Oh my god.
188	AR	It is okay child, often make mistakes.
189	IW	You called me child, I am nobody child. Okay, so what you have to do now is hard rockers if you want to ask uh rohan and Patrick about uh the business letter. REFERENTIAL
190	AR	We do is to give away uh tips later yeah?

		REFERENTIAL
192	IW	yeah. and of course we still uh have ipod to give away from the US embassy, what you have to do is just send us message about any good news from Indonesia that might come to president obama's interest, okay. REFERENTIAL
192	AR	Uhum.
193	IW	don't forget, the hash tag is #obamadiRI, we will be right back. PHATIC
194	AR	We have ipod, c'mon.
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195	IW	Yes we are back hard rockers, uh hey I still want to know about how to attract people attention to our subject. REFERENTIAL
196	PT	Okay, so uh you mean to the subject line? REFERENTIAL
197	IW	Yeah.
198	AR	uhum.
199	PT	so like I said, you have to think about what you want to say but say it in like five words. DIRECTIVE
200	RH	yeah, I think you could think uh in terms of a book, you know of book have to capture three hundred or four hundred pages in a simple title and to draw you in. REFERENTIAL
201	AR	okay.
202	RH	And you don't want to you know make some sort of advertisement obviously but you want to have the same sort of mindset where in five words you capture exactly what it is, so if you want to point for job you might write uhm you know teacher applicant uh for wall street institute position. REFERENTIAL
203	AR & IW	Uhum.
204	AR	is it only like to where is I am in for uhm let say uh uh something proposal? REFERENTIAL
205	IW	Uhum.
206	PT	it depends on what something is I think. REFERENTIAL
207	AR	Oh, okay.
208	PT	So like uh budget proposal is yeah that is obviously you are talking about. REFERENTIAL
209	IW	Did, did you change your eyes color? Lost focus.REFERENTIAL
210	AR	That will be a very good subject will, it will, it will draw attention.
211	RH	Actually, this is a good chance to use vocabulary okay.
212	AR	Yeah.
213	RH	So in English we have something called non sequitur. REFERENTIAL
214	RH	Oh very nice.
215	RH	Non sequitur.
216	AR	Non sequitur.
217	RH	That is not follow.
218	RH	That is not follow because...,
219	IW	non what, non what?
220	RH	non sequitur.
221	AR	Non sequitur.

222	IW	Non seq.. .
223	AR	non sequitur.
224	IW	That is not follow.
225	AR	The one who is not following.
226	RH	Thank you for allowing me to teach you that, it is actually an opportunity. PHATIC
227	AR	Good thing. Okay. Let's go back to business letter.DIRECTIVE
228	RH	So uhm.
229	AR	Iwet is a non sequitur. REFERENTIAL
230	IW	Non sequitur.
231	RH	Yeah, non sequitur is the word for the day. REFERENTIAL
232	IW	so it is quitur, the quitur.
233	RH	Uhm, the subject line you get you want uh keep it uh like we are saying, simple but focus.
234	IW	Okay.
235	PT	So, what about what is the last email line that you send, can you think of it? REFERENTIAL
236	RH	the last email.
237	PT	If it is not too revealing. REFERENTIAL
238	RH	Right 3x. uhm, actually it was uh one of uh, one of our teacher applicant regarding his, his uh visa status so subject that I send was uh you know regarding so in so his visa status. REFERENTIAL
239	PT	That is regarding, that is good, regarding his information.
240	RH	Right.
241	AR	You know.
242	RH	Anyone who read that knows exactly what it is about. REFERENTIAL
243	IW	Okay.
244	AR	Uh, I have a question if I, if I have to send a business letter uh asking for uh help from potential client or uhm would he interest in my uh. REFERENTIAL
245	IW	Project?
246	AR	Project, how can I do it nicely politely but yet uh sound or look professional? REFERENTIAL
247	PT	So your setting like uh like a business proposal? REFERENTIAL
248	AR	Yeah.
249	RH	I think, I think one way to do this is introducing yourself properly and your company and in short few lines of for example you can sear dear so and so I hope this email reaches you well. my name is rohan mulgaonkar and I uh worked in recruitment department of the wall street institute and off skill language school in Indonesia, uh I am writing to ask if you be interested in learning more about our services uh if you like information please feel free to contact me at uh this email.REFERENTIAL
250	IW	Number.
251	AR	Uhuh.
252	RH	Thank you very much and look forward to hearing from you sincerely rohan mulgaonkar. REFERENTIAL
253	IW	Ooh.
254	AR	Okay,

255	IW	okay. Wow, that was really good. EXPRESSIVE
256	PT	Okay that memo right? REFERENTIAL
257	IW	Can can you, can you write it to me? DIRECTIVE
258	RH	I will give you up later. REFERENTIAL
259	PT	very good example.
260	IW	Okay.
261	AR	Okay. Introduce yourself and then the reason why you send uh the the the letter or the email. DIRECTIVE
262	PT	Okay, so give it a try you sending me a proposal for your business, what would you say? REFERENTIAL
263	AR	Hi.
264	PT	Because practicing English is all about practicing right? REFERENTIAL
265	AR	okay.
266	IW	I think one of the. REFERENTIAL
267	AR	What this hood, what did I get myself into? Dear uh Patrick uh. REFERENTIAL
268	IW	Uh compau, compau. Kungpao chicken.
269	PT	Compau, compau, is that hard?
270	AR	Compau.
271	IW	Kungpao is chicken. Chicken kungpao. REFERENTIAL
272	PT	I do your fame, believe me that is my last name. ...
273	AR	My name is ary kirana. Okay uh what should I do next?
274	PT	Actually this is a good point. For me personally I would not write my name is Patrick compau because. REFERENTIAL
275	AR	Okay.
276	PT	When I send the email it would say it is from Patrick compau. REFERENTIAL
277	IW	Redundant.
278	AR	Oh okay.
279	PT	I never said that.
280	AR	So?
281	PT	uh I would say like rohan said, what is rohan start with? This is how I am listening to you, what did rohan say? REFERENTIAL
282	AR	oh no. Oh man, I am not saying the thing that he said before, what was that again? REFERENTIAL
283	IW	koitern, kuitern, kuotor?
284	AR	Sekon kuenor, whatever that is.
285	RH	I feel like I have failed to teach you that.REFERENTIAL
286	AR	okay, you.
287	RH	right, so you, you can start with I hope this email reaches you well and then of course I think Patrick made a good point about uh you know, surname is already evident but sometimes email may not you now your name might not actually be clear to the email address. Depends you can say uh I work in the.REFERENTIAL
288	IW	Yes, because her email address is ary imut.REFERENTIAL
289	RH	Ary imut.
290	AR	No 4x, Adsary Zinnia, adsary, no 2x, I am using my real name.
291	RH	Real name, okay.

292	PT	So, full name on your email.
293	AR	Uh, my real name.
294	PT	but you said someone, because you guys, you have to remember also that when you send somebody an email there is a name that shows up for your email not the email address.
295	AR	Yes, yes yes, yes.
296	RH	Usually note that depends, whether it is outlook, or gmail and sort of good to stuff that up. REFERENTIAL
297	AR	man, this is, this is uh harder than I thought.
298	IW	Okay let me try, let me try, let me try, the ambitious one coming. DIRECTIVE
299	PT	should be good
300	RH	Okay, so?
301	IW	Dear mister or missus,
302	AR	no you cannot say that.
303	IW	why?
304	RH	Uh you should know who you are writing to. REFERENTIAL
305	AR	Yeah good. Very good rohan. EXPRESSIVE
306	PT	We talked about that a month ago dear sir or madam. REFERENTIAL
307	IW	Yeah.
308	PT	Is the formal way. yes, REFERENTIAL
309	AR	not mister and missus.
310	PT	Yeah, I think that is a wrong addresses if I remember correctly I don't know for sure if I am remember correctly. REFERENTIAL
311	AR	Yeah 3x, I remember that.
312	IW	but you cannot continue on letter, at least I am trying. REFERENTIAL
313	AR	till, you make the first mistake.
314	RH	Alright children, alright okay I think the easiest way. REFERENTIAL
315	AR	no, I think this is my turn.
316	RH	Just say who you are, who you represent and what you want. DIRECTIVE
317	AR	okay.
318	RH	That is it.
319	AR	dear uh uhm mister something something I worked in uh hardrock fm and we are planning to make uh event on this upcoming December, I would like you to join us uh or to be a sponsor to that a very cool heap a happening event. REFERENTIAL
320	RH	Oh wow, that is very good.
321	IW	Is it very straight to the point? I mean like don't you need like.
322	AR	And with, and and and uh with this email we include you the.
323	IW	The proposal.
324	AR	Yes.
325	PR	It is included in this email.
326	AR	Yes, okay. Very good, very good... EXPRESSIVE
327	IW	Hello, it is included not include. REFERENTIAL
328	AR	Have you speak Inggris? REFERENTIAL
329	IW	okay 6x, I think we have to take a break hard

		rockers and just remember once again that the basic, basic structure for what to do at each point is salutation for the first thing. REFERENTIAL
330	PT	Hello. PHATIC
331	AR & IW	Hello. PHATIC
332	AR & IW	First paragraph.
333	IW	Second and third paragraph and closing.
334	PT	Yes.
335	IW	And always start formal first with dear sir or. REFERENTIAL
336	AR	Madam.
337	RH	That is right. REFERENTIAL
338	IW	okay.
339	AR	Alright.
340	RH	For the person with the name, better to use the name REFERENTIAL
341	IW	yeah, yeah keep the tone professional no smiley says, no.
342	AR	no emoticons.
343	IW	No smooch.
344	AR	Uhuh.
345	PT	Okay.
346	RH	You can, you can, you can get to know to that sort of friendly language in after you done the formal thing. REFERENTIAL
347	AR	Okay.
348	RH	what you recognize the person is more open. REFERENTIAL
349	AR	Yeah.
350	RH	that is fine but don't from the beginning. REFERENTIAL
351	AR	After karaoke or some beers, right?
352	RH	After night out.
353	AR	Okay.
354	IW	And you can start the email with I am writing to you about da da da da da okay. We will be right back we still waiting for your sms here. REFERENTIAL
355	AR	uhum.
356	IW	0811876876. ...
357	AR	About the message that you could send to president obama, to get his interest. REFERENTIAL
358	IW	yeah.
359	AR	on his trip uh next trip to Indonesia to bali hard rockers, okay. we have ipod to give uh from the US embassy.REFERENTIAL
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1.	PT		That last bit of... I thought that was Mario, it was like oh my god. REFERENTIAL
2.	MR		What was that? REFERENTIAL
3.	PT		it was on the song the last full bit, the man sang very last.REFERENTIAL
4.	AR		Uh, she doesn't know, valerius and then he said like aaaaah,...REFERENTIAL
5.	PT		I thought you were joining at like oh my god.REFERENTIAL
6.	AR		He could really sing. Okay, small talk. Uh, REFERENTIAL
7.	PT		lets talk, about why it is important. So, what we are talking about today is why small talk is important because the whole theme this month has been business. and it might seem a little bit strange that we are putting small talk in with the business talk. REFERENTIAL
8.	AR & MR		Ehem,
9.	PT		But there is many studies out there that show that people if you compare, im gonna do a little test here are you ready? REFERENTIAL
10.	AR		Yep,
11.	PT		Okay, if you compare iq and eq, REFERENTIAL
12.	AR & MR		ehem,
13.	PT		that people who have higher eq some more successful than people of high iq, REFERENTIAL
14.	AR		ehem,
15.	PT		now my question is what is the difference doing iq and eq? do you know? REFERENTIAL
16.	AR		Iq is something that you are born with.REFERENTIAL
17.	PT		Yes, do you know what it is stand for, iq? REFERENTIAL
18.	MR		Intelligence
19.	AR		Intelligence...
20.	MR		yeah... something like that...
21.	OM		quotient or quotia?
22.	PT		Quota
23.	OM		quotient maybe, honestly now im embarrassed, i don't know.....REFERENTIAL.
24.	PT		Okay, quotient...
25.	PT		sure, ...and then eq would be?
26.	MR		emotion,
27.	AR		Uh, emotion...
28.	PT		quotient or quota. We are gonna google that during commercial break. To find it out. Uhm, but, so the eq is all about how you interact with people, and so if you wanna be successful in your workplace, actually being able to have good conversation and really connect with people,REFERENTIAL
29.	AR		uhum,

30.	PT	small talk is about that, connecting with people. so, you know, we want to show you some tips about how you can do more than just have the serious business talk but also be able to connect with people on in everyday sort of level. So that it makes you more successful... REFERENTIAL
31.	MR	that's true,
32.	AR	think someone that is not good with small talk either they are nervous or just don't know what to say.REFERENTIAL
33.	PT	Yes, that is actually a big problem for some people, that it like what I talk about? Especially in business setting because you might be afraid that you like we said early it might say something that offense somebody, REFERENTIAL
34.	AR	ehem,
35.	PT	which is why we don't want to try that way. because you might say something and not realize, that I know my staff members have said things to me, and they have no idea what it was about and you know at least, you know I can go, I can roll with bunches or not, that it bother me but for, I think some people might create at workplace problem, say something, so some people like you said reluctant or shy because they don't know what to say? REFERENTIAL
36.	AR	Yeah,
37.	MR	and maybe in business circumstances you just cant go to personal or private, is it? REFERENTIAL
38.	PT	well, it depends on your workforce or who you working with,REFERENTIAL
39.	AR	uhum,
40.	PT	for example my coworkers currently, I can get, get personal with them, it is because I have know them for a while, like with my friends, however, like if we have new people coming in, at their first day, im not gonna ask them about what up some really personal end up issue like are your parents still together? REFERENTIAL
41.	AR	Something it got nothing to do with, the things that you talk about or working on, right? Im in like, for example in my case, if someone approach me and then we had this small talk and they start to ask, are you Chinese? You know, it got nothing to do with the business, ... REFERENTIAL
42.	PT	if it has nothing to do with the conversation, what is the word? Non-sequitur, ...REFERENTIAL
43.	AR	non-sequitur, the one that is not follow, REFERENTIAL
44.	PT	So, somebody comes up to you and start a conversation, are you Chinese? Yeah, it is not follow. REFERENTIAL
45.	MR	What?
46.	AR	yeah,
47.	MR	and for me if it offensive to ask, uh, what are you doing now? What do you do now? REFERENTIAL

48.	OM	What do you do now? Is it about your job? REFERENTIAL
49.	MR	Yeah, I mean job related, I mean, do I have to be busy? You know, always be busy? REFERENTIAL
50.	PT & AR	Okay,
51.	AR	that is difficult, I mean you really have to.., EXPRESSIVE
52.	PT	actually, that is interesting because that is my number one question. EXPRESSIVE
53.	AR	what do you do now? REFERENTIAL
54.	PT	Because you do care, one of the tips that im gonna share you today, im really bad at. Horrible with actually, at remembering people's name, REFERENTIAL
55.	MR	yeah,
56.	PT	horrible, horrible,
57.	AR	same here, good with faces but not with name, REFERENTIAL
58.	MR	yeah, yeah same, yeah
	PT	yeah, and it so often times if somebody comes up to me and talk with, and I don't know who they are. REFERENTIAL
59.	MR	Hey Patrick, what's happening man? REFERENTIAL
	PT	I am a master at deceiving, oh hey, how is it going? but what I say is, what are you doing now? Because if then they say, well im still studying, I know they are wall street institute,REFERENTIAL
60.	AR	okay,
61.	PT	and if they say, oh, I have been working out every day, oh, they are from the gym. Right? Because I met them at the gym. or I have to figure out where they are from, so I'll ask them what are you doing now? REFERENTIAL
62.	AR	From which circle?
63.	PT	yeah really because there are so many people out there. REFERENTIAL
64.	AR	But for you, but for Mario it is offensive? REFERENTIAL
65.	MR	Yeah, because maybe I don't work on regular basis, I'm in like I don't work for ... REFERENTIAL
66.	PT	oh, I see,
67.	MR	it is just always gonna like, okay I have this ... tv show..., REFERENTIAL
68.	AR	ah, I know what I mean,
69.	PT	it sounds like the way people feel when they ask why aren't you married?REFERENTIAL
70.	MR	Yeah,
71.	PT	because you like already little bit "okay, I know that im getting older, im not married. So if you don't work regularly like you saying, if people are saying what is your job? Or what are you doing now? Yeah, then you will feel like..., REFERENTIAL
72.	AR	so what is the trick then, what is safe for us to do small talk. REFERENTIAL
73.	PT	Well, how have you been, it would be a good opening question, because the person often give

		information that you can go from. So, if I met you Ari, how have you been? REFERENTIAL
74.	AR	Good, you? EXPRESSIVE-REFERENTIAL
75.	PT	Oh, I have been really good. Um, what have you been up to is what I'm gonna say..haha, REFERENTIAL
76.	MR	yeah crap..., haha,
77.	PT	I have no idea...,
78.	MR	how have you been is a good starter, it was like the introduction. Omar,. How are you doing, for example like that. and then, you can start with what have you been up to? How about tell me about your day, like that.REFERENTIAL
79.	PT	I do everyone, how's live? how's live, REFERENTIAL
80.	MR	how's live, that's actually nice. REFERENTIAL
81.	AR	Yeah,
82.	PT	my students laugh at me, when we all come up with somebody at wall street and I'll say hey, how's live? and then like, how's live? hehehe. REFERENTIAL
83.	AR	I think that's nice,
84.	PT	I don't think many people laugh that question here. REFERENTIAL
85.	AR	Yeah, but then again, people love, they met someone that is interested with their live, right? REFERENTIAL
86.	PT & MR	Yeah,
87.	AR	it shows that they care and then I don't know...,REFERENTIAL
88.	MR	it shows a wider range, I mean when you say how's live I can refer to like anything, something big like two days or three days ago. REFERENTIAL
89.	PT	yeah, ..., it gives them control of the conversation. So if i say, how's life? and he says, it s good, works have been busy, then I know that we should talk about work, because it is what he start it off with. If he says oh, im really getting into futsal, then okay lets talk about futsal, im giving him the opportunity to take control the conversation.REFERENTIAL
90.	AR	Okay, ... here a learnee how to speak English, most of Indonesian people, even I or even me, even I REFERENTIAL
91.	PT	Even i
92.	AR	even I, sometimes when I get so nervous, I tends to laugh a lot, or move my body a lot, you know, because if it is not our native language, so, if you could just give us tips, if we have to do small talk in English. REFERENTIAL
93.	PT	um, I guess a good tip would be, you mention laughing.
94.	AR	Ehem,
95.	PT	and actually that, I found out a pretty a good way to start thinking about what to say, because opposite of laughing is just sitting there getting scared, and that makes the person you

		talking to nervous as well, oh god 3x, so if you laugh, it will lighten the mood. And then you can think of something, a good small talk topic to talk about, for example maybe, um, movies, movie is always good, many people like movie. A tv show, music, they are on radio show might as well right? So music, so any new song that you heard? What kind of music you like? Have you heard a new artist? Things like that can always be good. REFERENTIAL
96.	AR	Okay, because i get so self-conscious about it, because a friend of mine who studied in America and then he said, yeah I getting names, let say his name is john, john laugh a lot.REFERENTIAL
97.	PT	Oh yeah, EXPRESSIVE
98.	AR	yeah, because you know because the first year he was in America, you know he tend to laugh a lot because he did not know what to say. REFERENTIAL
99.	OM	Yeah, it is a little bit inappropriate right? It is like anything else in life, you have to do it in moderation,REFERENTIAL
100.	AR	everything in moderation,REFERENTIAL
101.	OM	yeah, everything in moderation. So don't do it too much, one of our kids that we want to share today comes from Dale Carnegie, how to win friends and influence people, and that is simple, when you talk to someone, smile, but smile like laughter, if you smile the whole conversation, it makes people feel uncomfortable, right? It is big grand and people will start to feel uneasy REFERENTIAL
102.	MR	... it start to get people uneasy...,REFERENTIAL
103.	OM	so keep it in moderation
104.	AR	okay, if you smile a lot, Im sorry I cannot help it, I am sleep with a hanger in my mouth. Okay hard rockers, we will be right back, but after ... we are still waiting for your text to mr obama, mr president about the good culinary from Indonesia.REFERENTIAL
105.	MR	Yeah, okay, and don't forget to also vote the twitter at us embassy jakarta and like facebook page on us embassy. And we have ipod to give away from the us embassy, so dont forget to text or to twit and also hash tag #obamadiRI DIRRECTIVE
	32.52 42.10	-
106.	PT	Welcome back, PHATIC
107.	AR	welcome back 2x, PHATIC
108.	MR	okay, we continue with our small talk, let see the sms, we have yuri here, REFERENTIAL
109.	OM	yeah I like that one.
110.	MR	yuri said, dear mr obama, did you know that you can get a full meal in Indonesia for just approximately like sixty cent,REFERENTIAL
111.	AR	how much is sixty cent?
112.	PT	Six thousand rupiah, ...
113.	AR	yeah you could get nasi uduk for breakfast and then um some tea. REFERENTIAL

114.	PT	Could you get indomie telor?
115.	AR	uhuh, without kornet without cheese,
116.	PT	...with something to drink, for that right?
117.	AR	Ehem,
118.	PT	easy in bandung than Jakarta, I think,
119.	AR	because you live in Bandung, right?
120.	PT	yeah, cheaper in bandung,
121.	AR	it is cheaper in bandung, true.
122.	MR	And devi wrote, dear mr obama, your come will die in regret if you haven't try nasi padang, large portion, your stomach crazy for more, REFERENTIAL
123.	AR	okay,
124.	PT	I think if obama live here the child, he had or tried nasi padang, REFERENTIAL
125.	AR	yeah for sure,
126.	PT	no way you can live here without trying it. REFERENTIAL
127.	AR	do you like it? REFERENTIAL
128.	PT & OM	I love it, EXPRESSIVE
129.	OM	I love spicy food, REFERENTIAL
130.	MR	okay, you can deal with spicy food but how about you? ...REFERENTIAL
131.	AR	because he..,
132.	PT	my number two food in Indonesia is sambal ijo, REFERENTIAL
133.	AR	sambal ijo, seriously?
134.	PT	oh, so good, I could just eat white rice and sambal ijo and that's good, REFERENTIAL
135.	OM	sambal ijo, enak banget
136.	PT	and I know that it is a good meal to me. REFERENTIAL
137.	AR	Serious? Oh maybe because it is tasty? REFERENTIAL
138.	PT	Yeah, it is so, there must be something in it, because it makes me like, REFERENTIAL
139.	AR	Where did you eat it? in aceh or
140.	PT	no, no
141.	AR	why are you laughing Patrick? I think you know something. REFERENTIAL
142.	PT	I have been here a long time, I know.
143.	MR	So you like the first, I don't know, there are from Wenston, who can eat spicy food that I know. REFERENTIAL
144.	PT	Oh yeah?
145.	MR	yeah.
146.	PT	ch, cause I know other people, im not the only one, I know other bule who can eat spicy food. REFERENTIAL
147.	AR	Oh speaking of spicy food, like a few months ago we are talking about ice breaking right? REFERENTIAL
148.	PT	Yes.
149.	AR	And then most of, none most of, partly most of Indonesian, will tend to give a lot of information during our smali talk like, how've you been, and you will said, yeah I got diarrhea. REFERENTIAL

150.	MR	Oh yeah, im glad you mentioned that, EXPRESSIVE
	PT	that is a good inappropriate topic. You start out appropriate like oh yeah I'm had some good food, that is appropriate. But then I had a diarrhea, I went to the bathroom a lot and it was really watery in a sec, whaat? REFERENTIAL
151.	AR	I think too much information in small talk is not good as well. What is the boundary on too much information? REFERENTIAL
152.	PT	Um well, a good communication... when you talking with somebody is to share the same amount of information that they are sharing with you. so I guess in Indonesia it would be okay sometimes for me to tell people that I have diarrhea because they tell that they have diarrhea, right?. REFERENTIAL
153.	AR	Okay.
154.	PT	Here we are creating rules, but actually, if the person telling you they have had diarrhea, then they obviously feel comfortable sharing that amount of information. So, maybe that is okay to share that much as well.REFERENTIAL
155.	AR	okay if you are not comfortable, you could always just say okay we are not that close. REFERENTIAL
156.	PT	Yeah, or it like, omar said do you mind 3x?
157.	MR	or you can get, simply get empathy from that, I mean, REFERENTIAL
158.	PT	oh I'm so sorry.
159.	MR	Yeah, exactly...
160.	AR	I'm so sorry you share that kind of information. REFERENTIAL
161.	PT	Yeah, so we definitely don't want to over share. REFERENTIAL
162.	MR	Yeah,
163.	PT	now you can say I'm not feeling well, okay that is fine. But then if you go to details like I'm throwing up, it was green, and then, whaat? REFERENTIAL
164.	AR	Oh my god, that is so nasty.
165.	MR	You need to tell your doctor about it.REFERENTIAL
166.	AR	okay, what else?
167.	PT	well I think that we were talking a little bit earlier about body language. Body language is important during small talk as well. I'm sure if you guys might have been in a situation where you are talking to someone and you can obviously tell that they don't want to talk to you? REFERENTIAL
168.	AR	ehem.
169.	PT	But what are the signs in your mind when we think about that? someone who doesn't want to talk to you, or maybe he is kind a pretending to listen, what are the signs of physically that they are..., REFERENTIAL
170.	AR	the eye.
171.	PT	okay, what is it about the eye?
172.	MR	I was about to say that.

173.	AR	uh, wondering eye, ...
174.	PT	I was asking Mario but, that is okay, go ahead. REFERENTIAL
175.	MR	Thank you.
176.	AR	you are very welcome. The eye, they have wondering eye. REFERENTIAL
177.	PT	Okay, anything else? But the whole body.
178.	AR	uh, the hand?
179.	PT	what about the hand?
180.	AR	they play with their hand? wondering eye playing hand, oh well that will be weird, REFERENTIAL
181.	MR	They might have been used the bathroom. REFERENTIAL
182.	AR	Okay
183.	MR	Or they just nervous and play with their hand ... REFERENTIAL
	PT	yeah, you know when people talk to beautiful woman sometimes they get nervous and wring their hands and can't make eye contact. Maybe it is just that you are so beautiful so you make other people nervous, REFERENTIAL
184.	AR & MR	Aw
185.	MR	this is high, seriously high REFERENTIAL
186.	AR	No, it is not a small talk. He is speaking from his heart.
187.	PT	no, I mean because it is hard to differentiate to make it different between somebody is nervous and somebody does not want to talk sometimes. So there is a little subtlety we are talking a little bit earlier about the lean of the body. So if a person interested in a conversation generally they will lean forward, even politely. And so if they are sitting in a table, that means their shoulder will lean forward a bit. And so you can tell that during gapes on the conversation they want to be part, that is good in a business meeting but it also takes place in small talk. So if you are chatting and somebody is leaning away, it might mean that they are not interested, not always, but it might mean that they are not interested in that conversation. REFERENTIAL
188.	AR	Okay, but if it is someone too touchy, then something wrong with that isn't it? REFERENTIAL
189.	PT	Actually, for small talk that important is to understand personal space. REFERENTIAL
190.	AR	Yeah, it is true.
191.	PT	So you don't invade somebody's personal space, because often times we call it water cooler conversation. REFERENTIAL
192.	AR	What do you mean, water cooler?
193.	PT	Because it happens around the water cooler or water dispenser, right? REFERENTIAL
194.	AR	Okay.
195.	PT	If you think about it, people gather and talk around water cooler, we call it water cooler, you guys call it water dispenser. REFERENTIAL
196.	AR	Okay.

197.	PT	People will gather and talk at wall street to do, we actually stand around the water cooler. REFERENTIAL
198.	AR	The pantry,
199.	PT	no, because we want them to be the middle or the center, I would stand and talk to student right there and talk to my staff. REFERENTIAL
200.	AR	Even if it is at the gym, right? At the gym? We do that
201.	PT	I don't talk to people at the water cooler at the gym. Did you really do that? REFERENTIAL
202.	MR	no I don't but I have seen it.
203.	PT	ah, okay.
204.	MR	Why don't you? it is weird..
205.	AR	People behind you there waiting to get the water as well.
206.	PT	Maybe that is why, I never had conversation at the water cooler at the gym, but I walk through about it a lot. So standing around, um, you gotta be able to respect people REFERENTIAL
207.	AR	boundary?
208.	PT	personal bubble, but I feel like every culture had own personal boundary, limit. I fell like in America it is almost not to close, but in other country I have been into it is like super close, and you start to getting, I get comfortable with them it is normal. REFERENTIAL
209.	AR	What do you think in Indonesia?
210.	PT	So that is what im gonna say, I don't want to set a rule because actually it is a cultural thing. The distaste between people of culture, so here in Indonesia is actually closer than most American to be comfortable with. REFERENTIAL
211.	AR	Seriously?
212.	PT	Yes, um and.
213.	MR	Too close? REFERENTIAL
214.	PT	um just for me is okay, I live here seven years
215.	MR	I am already have been messed up, I'm okay.. EXPRESSIVE
216.	PT	But I notice that in Indonesia when you are talking with someone, and it is something that has become part of who I am, during small talk, I will touch people, just a little bit, like touch them in the arm in America you would never do that. it is so weird. I know that this is weird because I went home to America, and I was talking with my friend and I touch somebody at their arm and they look down at me and like why are you touching me. But it is so common here as part of small talk just to reach out and touch them one. it become the part of who I am now. REFERENTIAL
217.	AR	Yeah 3x, I agree.
218.	PT	So in case of Indonesian culture that shows friendship, that shows that they are comfortable talking to you. and I guess nobody actually taught me that but that something I picked up from living here and I have actually carry that in America REFERENTIAL

219.	AR	it shows care and respect. REFERENTIAL
220.	MR	But for me, if I can smell his breath, it is to close.
221.	PT	That is right, that is a good sign.
222.	AR	Okay.
223.	PT	Actually I have fun little trick for that. I will talking about not wanting to put display. I actually put lean back and put one foot forward to keep people at least an arm length.REFERENTIAL
224.	AR	Oho, that is nice.
225.	PT	Then, I am still comfortable smiling but just put one foot in front of me, because will people sometimes progress in keep moving forward and keep moving forward. then I put that one leg out and stand and talk it keep people from invading, REFERENTIAL
226.	AR	Okay
227.	MR	watch your leg, don't you keep moving your leg
228.	PT	look for the leg DIRECTIVE
229.	AR	look for the leg, okay hard rockers, we will be right back. Don't go anywhere, Jakarta, bandung, bali, and Surabaya we are still waiting for your text. DIRECTIVE-PHATIC
	51.08 55.58	-
230.	AR	Okay,
231.	MR	Okay,
232.	AR	we are back,PHATIC
233.	MR	we are back,
234.	AR	okay, um
235.	PT	I thought we are doing a good example of small talk there, something like we can all talk about, we all experience with karaoke, REFERENTIAL
236.	AR	uhuh,
237.	PT	right, everybody has been to karaoke? So it is something we all have similar experience in so it is easy to talk about because we know that we all share the experience, REFERENTIAL
238.	MR	and you said something good because when she said I don't like it, you ask why not? or why don't you like it? REFERENTIAL
239.	AR	all the why and
240.	PT	although she didn't give me a good answer, so the purpose, for example because the purpose of the why question is to draw out the answer, to get the other person to talk more, REFERENTIAL
241.	MR	yep,
242.	PT	so, uh, once again from Dale Carnegie is um how to wind friends and influence people, because I don't want to take credit from something that it is not my information. But uh, he said that to be a good speaker or a good talker, you have to be a good listener which means it often good to encourage the other person to speak more, REFERENTIAL
243.	AR	um, just like if you are in the play, you have to wait, REFERENTIAL
244.	PT	that is right,

245.	AR	you have to wait..., DIRECTIVE
246.	PT	are you an actress as well? She so talented 2x, REFERENTIAL
247.	AR	...are you with you guys ?
248.	PT	I haven't seen this 2x, REFERENTIAL
249.	AR	apa sih ni? What is it?
250.	PT	so you did theater as well?
251.	AR	Yes I do,
252.	PT	did you know that I study theater on campus? REFERENTIAL
253.	AR	Serious?
254.	MR	She was in musical for like three times? REFERENTIAL
255.	AR	Aha, three times but the first thing that they taught me was you have to wait until the your costar stop talking, REFERENTIAL
256.	PT	that is right,
257.	MR	okay,
258.	AR	and listen,
259.	PT	because if you are not listening, it is not a real conversation, REFERENTIAL
260.	AR	yes,
261.	MR	which seems one sided one sided
262.	PT	yeah, when you are acting, it would seem unnatural and in real life it is the same principal applies, if you are just thinking of the next thing that you want to say, it doesn't work, REFERENTIAL
263.	AR	yeah, it is true, because,
264.	PT	in real life and place,
265.	AR	yeah 4x, because if you dont listen then it means you thinking on something, REFERENTIAL
266.	PT	yes, and often times people do that, they, especially in group conversation, it was like oh, what do I wanna say next, instead of you start to planning what you wanna say and you stop listening everyone up. they really an easy tip for small talk is listening, REFERENTIAL
267.	AR	ehem,
268.	PT	and remembering things from the previous conversation like I really think she said she like karaoke, I really think she likes that, at least bring it out, now I might be wrong, but it is a good point to say, not only are we having a good conversation now, but the conversation that we had previously was meaningful, REFERENTIAL
269.	AR	yeah,
270.	PT	and try to remember that as well, yeah, and so it is important to remember pieces of previous conversation, REFERENTIAL
271.	AR	uhuh,
272.	PT	to connect with people, not in this example of me but I mean in rely the bottom thing, REFERENTIAL
273.	MR	just one thing that I just learn today that you should ask, when you ask how's life? or and then said, he said well you said about sport, I mean like I play soccer, yeah, REFERENTIAL

274.	PT	and we can talk about soccer,
275.	MT	there you go,
276.	PT	if you said i play soccer, I would say oh, you are American? Because soccer right? REFERENTIAL
277.	AR	Yeah, it is true,
278.	MR	soccer and football,
279.	AR	yeah,
280.	PT	football, oh then you are not American I can tell,
281.	AR	are you british? Or Italian, or?
282.	PT	Yeah, that is a great example of some stuff we have covered, other tips you guys remember? Other things that we have covered today? REFERENTIAL
283.	AR	uhm,
284.	PT	because this is our review, right?
285.	AR	The body language,
286.	PT	body language, yeah.
287.	AR	the distant,
288.	PT	so keeping, open body language which means don't fold your arms, don't put your hands in your pocket, REFERENTIAL
289.	AR	ehem,
290.	PT	lean forward,
291.	AR	ehem,
292.	PT	uhm, respect space, whatever that means in your culture, respect space. REFERENTIAL
293.	AR	Okay,
294.	PT	what else?
295.	AR	Uhm
296.	OM	Topic 3x,
297.	AR	topic, you don't go, okay everything in moderation, REFERENTIAL
298.	OM	yeah, that is a good way to put it,
299.	AR	when talking,
300.	PT	don't laugh to much, don't ...,
301.	AR	yes, and, ..
302.	AR	don't do the much information kind of thing,
303.	PT	only if they give it to you first, right?
304.	AR	Yes that is true, and then if you forgot their name, you could start asking, like Patrick said before, uh, how have you been? Or what you up to? REFERENTIAL
305.	PT	Another really good trick with that is like if, omar and I are together, and we run into you and I was like oh my god 2x, introduce yourself, quickly before she comes up, introduce yourself so that it seems natural. and then I will to throw in, oh I am sorry i should have been, oh yeah. REFERENTIAL
306.	AR	and then you ... yeah right. Alright, Thank you so much Patrick, thank you so much omar, and then we will announce you guys, REFERENTIAL
307.	MR	the ipod winner,
308.	AR	uhuh,
309.	MR	it is around ... or by twitter?
310.	AR	Okay, alright,
311.	MR	following at hard rock fm and keep sending your

		message to president obama, DIRECTIVE
312.	AR	that is it for today bandung, Jakarta, Surabaya, and bali. Thank you guys,
313.	PT & OM	thank you so much guys, ...
314.	AR & MR	buh bye, huh bye.

NOVEMBER, 17

	10.30 19.06	-
1.	IW	Yeah, we are back hard rockers. PHATIC
2.	OM	Yeah we are back. PHATIC
3.	IW	This is hard rockers guide to good English. REFERENTIAL
4.	AR	Okay, company report yeah 3x hard rockers.
5.	IW	Yeah.
6.	AR	Have you had any problem with company report before? REFERENTIAL
7.	PT	No, my English is pretty good so, REFERENTIAL
8.	IW	pret.
9.	AR	Okay, I believe you,
10.	PT	If I had to write one in Indonesia that might be difficult.REFERENTIAL
11.	IW	Yeah, you have to learn from the best.
12.	PT	from who?
13.	OM	Iwet
14.	IW	yeah, of course...
15.	PT	You are a good student, but are you a good teacher? REFERENTIAL
16.	AR	I don't think so, ... he is a very good master.
17.	PT	Master? Master, uhm okay.
18.	IW	Okay now, uhm, let's talk about the company report.
19.	AR	Ehem.
20.	PT	So basically hard rockers, it is not as complicated as it seems. REFERENTIAL
21.	OM	Yeah the name sound...
22.	IW	I think it is,
23.	OM	yeah. don't let the big names scare you.
24.	PT	but what I know is that Indonesian people are educated. REFERENTIAL
25.	IW	Okay,
26.	PT	right? So that.
27.	IW	What are you doing with your smartphone? REFERENTIAL
28.	PT	I just realize that my ringer is still on. REFERENTIAL
29.	IW	Okay.
30.	AR	Oh, okay.
31.	IW	Good teacher.
32.	PT	Then you are calling I don't know.
33.	AR	I thought what you doing is so cheap. REFERENTIAL
34.	IW	Good teacher. EXPRESSIVE
35.	PT	No, I realize that Indonesian people, my Indonesia friend, a lot of them, when they were in the university. It was 99% of them when they were in university. REFERENTIAL
36.	AR	Ehem.
37.	PT	They had to write its skripsi, which is final paper.REFERENTIAL

38.	AR	Yeah, but it is in Bahasa Indonesia it is easy.
39.	PT	but, the beginning of your skripsi, you have to write an abstract, right? REFERENTIAL
40.	AR	Yep.
41.	IW	Okay, yeah.
42.	PT	And the abstract often translated into English. REFERENTIAL
43.	AR	hm, I didn't.
44.	PT	my friend do because they always asking me to translate. ... with it. REFERENTIAL
45.	IW	okay.
46.	PT	So in abstract it is very similar to this.
47.	AR & IW	Ehem.
48.	PT	In that you have to present the problem.
49.	IW	ehem.
50.	PT	You, will pursue we talk about maybe the subject matter. REFERENTIAL
51.	AR & IW	ehem.
52.	PT	How you analyze the problem..
53.	AR & IW	ehem.
54.	PT	What you found. Right?.
55.	AR & IW	Ehem.
56.	PT	And then conclusion.
57.	OM	Conclusion.
58.	PT	And then you might add a couple you know other bit of information, ... recommendation for how to solve that problem.REFERENTIAL
59.	AR & IW	Yeah.
60.	PT	If there is a problem.
61.	AR	The theories and everything.
62.	PT	How, yeah how what we found ... the problem.
63.	IW	Okay, so can you repeat again the structure of a..., REFERENTIAL
64.	PT	I have already forgotten. So, we start with the subject or topic, right? REFERENTIAL
65.	IW	uhuh.
66.	PT	Lets take an example, let say nike shoes,
67.	IW	ehem.
68.	PT	You all know nike shoes.
69.	IW	Hello, no brand please. I was like wow, omar.
70.	PT	Okay.
71.	IW	Shoes, omar shoes, wall street shoes.
72.	PT	Omar shoes, okay. Omar shoes, it is... so there are um new shoe line, like the new shoe product. That is the subject matter, that is the topic. REFERENTIAL
73.	AR	Ehem.
74.	PT	Okay. The how successful or unsuccessful omar shoes are. That is the topic.. and then the findings are either if they are doing poorly or the sales are sky rocketing. And then. REFERENTIAL
75.	OM	But I would say it is important also though that before you do your findings, to put in the method, like how did you find what you found.REFERENTIAL
76.	AR	Okay.

77.	OM	And so if you think back to your skripsi days. REFERENTIAL
78.	AR	Ehem.
79.	OM	Have you guys both have one? have you done your skripsi? REFERENTIAL
80.	AR	Yeah of course.
81.	OM	So, if you think back you have to talk about. REFERENTIAL
82.	IW	I made two.
83.	OM	Ow,
84.	PT	see he such a good student. REFERENTIAL
85.	AR	Yeah because he sell the first one, that is why.REFERENTIAL
86.	PT	Is that true? You write the?
87.	IW	No 3x
88.	PT	so he was the master of the skripsi, right?
89.	AR	... wait to do it.
90.	IW	I am the joki you know, joki skripsi.
91.	PT	So yeah, often time you talk about what steps you took, like how did you REFERENTIAL
92.	OM	find what you found,
93.	PT	yeah how did you find what you found. What, and a little couple of process or experimenting case in skripsi or in REFERENTIAL
94.	OM	surveys,
95.	PT	survey,
96.	OM	interview,
97.	PT	interview those kind of thing.
98.	IW	Ehem.
99.	PT	And then conclusion, if were you might right about like recommendation or what, that you hope to discover in your report, but maybe did not discover, that kind of thing.REFERENTIAL
100.	AR	So basically we start just like, put, we don't have to put an opening, just like chapter by chapter? like that? REFERENTIAL
101.	OM	well, your opening would be, example this report shows, or this report will talk about the, uhm.REFERENTIAL
102.	AR	I don't know, like we just break down into chapter by chapter, or what? REFERENTIAL
103.	OM	then you, well apparently not chapter.
104.	PT	Paragraph
105.	AR	Yeah, a paragraph. Yeah
106.	OM	. about ... report into like four to six, four to six, ...
107.	IW	so how about the style, style of writing?
108.	OM	Well, obviously it would be very formal, business. anything...,
109.	IW	that is the hard part you know.
110.	AR	Ehem,
111.	IW	yeah.
112.	AR	to put it down in word.
113.	IW	I know, how to...,
114.	PT	once again I'm gonna to focus in the fact that Indonesian people who have this sort of job that will need to do of this report, it probably went

		to university. And in some point they had to do business writing, and so you have to just get in it the same mindset that when you are writing a business report, in Indonesian, it just different languages. When I am translating this thing for my friend, REFERENTIAL
115.	AR & IW	uhuh,
116.	PT	it is crazy the Indonesian language that...,
117.	IW	who is it your friend?
118.	PT	Friend, American.... Actually I have a fun little collection, I have a collection of you know how when somebody helps you with your skripsi, you put their name in it? REFERENTIAL
119.	AR	yep.
120.	PT	I want to thank, so I think I am up to seventeen mentioned.
121.	IW	wow,
122.	AR	oh.
123.	PT	That is my little collection, REFERENTIAL
124.	IW	okay.
125.	PT	So the people will..., hey Patrick, can you help me uhm translate my abstract? And I am always say, yeah but you have to put my name. because, my friend, my first dormitory friend actually told me we put your name in it. REFERENTIAL
126.	AR	Oh yeah, you should.
127.	IW	who is this friend?
128.	PT	Ow, there is many.
129.	AR	Okay,
130.	IW	I don't like you keep mentioned about your friends.
131.	PT	I don't want to embarrassed them on the radio, but yeah, they are many. REFERENTIAL
132.	AR	Because they are asking for your help. Okay.
133.	IW	Okay hard rockers, so uhm, that is how we do the how we write the.
134.	PT	Would you guys agree though that when you write something like a skripsi that you would change your Indonesian language alright? REFERENTIAL
135.	IW	Yeah,
136.	AR	yeah.
137.	PT	use the proper,
138.	IW	yes of course,
139.	PT	structure of your language.
140.	IW	yeah,
141.	AR	ehem.
142.	PT	Don't use the everyday texting language.
143.	AR & IW	yeah.
144.	PT	This is all except what we keep talking about every week, when we talk about formal writing. It is the same, you just have to find good example of formal writing in English.REFERENTIAL
145.	IW	uhuh.
146.	PT	And use those structure as suppose to everyday talk. REFERENTIAL
147.	AR	Could we just google it?
148.	PT	actually, you know it is not a bad way.
149.	OM	a good resource.

150	PT	A good resource is google for a lot of thing.
151	IW	Okay, now uhm, we like to google.
152	IW	... friend 2x, . omar go,
153	AR	Change 2x,
154	PT	omar go.
155	AR	What I want to ask you is uhm, what is the communal thing you often find? REFERENTIAL
156	PT	uhm, well like in any sort of writing that would be in example like this. The mistake would be not either stating your finding, clearly. Not giving a good example. Recommendation. It is not...,REFERENTIAL
157	OM	leaving out part of it.
158	PT	yeah, it is not very clear, unclear about what exactly is the problem, REFERENTIAL
159	IW	okay,
160	PT	and how to solve this problem. yeah.
161	IW	okay so, this topic will be very interesting if you just send us your problem. that is right. When you are writing a business report. REFERENTIAL
162	AR	Company report.
163	PT	What I really want to hear from hard rockers who are out there and list job, REFERENTIAL
164	IW	yeah 2x.
165	PT	this can be a very company specific problem. REFERENTIAL
166	IW	I know.
167	PT	And depending on the company work for they might have their own format, already. REFERENTIAL
168	OM	Not only company is specific but department as well. Ah, your marketing department report would be different from say, I don't know, your sales report, your accounting report.REFERENTIAL
169	AR	Okay, have you had any problem with that, omar? Because Patrick never had any problem with that. REFERENTIAL
170	PT	yeah, I never had any problem with that. REFERENTIAL
171	OM	He lie, he lie. Uhm, I have been actually had any problems before with this, because. REFERENTIAL
172	AR	Okay.
173	OM	Because.
174	AR	Because of a friend?
175	OM	Well, we are both amazing English.
176	AR	yeah, we agree.
177	IW	Alright, just text us 0811876876 or just twit us @hardrockfm.DIRECTIVE
178	AR	Yeah.
179	IW	and you can also twit us about the uh.
180	AR	The souvenir that you want to give to president obama.
181	IW	Okay this is message to president obama and you just tell us what souvenirs president obama should bring to America and why, okay. REFERENTIAL
182	AR	Yup.

183	IW	Don't forget to out the hash tag, hash tag #obamadiRI.
184	AR	Ehem, or you could just twit us @hardrockfm hard rockers. If you want to text us, uhm that would be great as well, 0811876876. Okay?
185	IW	Yeah. so we will be right back after this.
	28.00 37.30	-
186	AR	Hello, hey 3x, we are back hard rockers. PHATIC
187	IW	Yeah, business report.
188	AR	Yes, business report, it is really fun.
189	OM	Yeah.
190	PT	We are giving you tips and tricks for getting a good business report. REFERENTIAL
191	AR	I think, I think it's uhm, it 's not, the difficult part is uh if you have to make it in English because that then you have problem with grammar, and then how you deliver it uh in a formal language. REFERENTIAL
192	PT	but I think it is like anything else is that you have good example to follow, all you have to do is kind of plug in or put in your data.REFERENTIAL
193	AR	Okay.
194	PT	So, if you want to get some examples of how to start it, what language to use, uh, we can start with words like in your beginning sentence, this report find that bla4x, or results show that bla4x, REFERENTIAL
195	AR	okay.
196	PT	Uhm, and the research draws attention to the fact that our sales have gone down due to, like you due to an the unpopular trend. REFERENTIAL
197	AR	So we have to use past tense all the time or what? what is?
198	OM	Not all the time,
199	PT	no because for fact, sorry, no for fact you would not use- past tense. Like uhm, company profits or have increase, that would be present perfect,REFERENTIAL
200	OM	yeah.
201	AR	that would be my problem if I have to make a report, I got confuse okay, is this past tense or past perfect tense. REFERENTIAL
202	IW	Or passport.
203	AR	Or yeah. pass me the sugar please.
204	PT	Yeah, no I think generally the way in English when you are talking about facts you use present. REFERENTIAL
205	OM	Because it is always a fact.
206	PT	Yes.
207	IW	Or so a fact is present tense.
208	OM	Yeah, we use present tense to talk about facts, whether the sky is blue, water, REFERENTIAL
209	IW	iwet is handsome?
210	PT	Yes, that is exactly what I was thinking.
211	IW	Thank you.
212	PT	ary is talented.

213.	AR	Yeah, I know right?
214.	IW	But you are not beautiful.
215.	PT	And beauty., no I think.
216.	OM	Oh, in your face.
217.	PT	We talk about this last week, that women wants to be known for more than just being beautiful?REFERENTIAL
218.	AR	Yes.
219.	IW	Okay.
220.	PT	I was complementing that you are more than just being beautiful REFERENTIAL
221.	IW	ow.
222.	AR	I know right, I get that a lot. Okay and then what else?
223.	PT	And so like you were saying there is some other language like uhm, using words like furthermore, moreover, henceforth. REFERENTIAL
224.	IW	Can you explain?
225.	AR	Henceforth, what is that?
226.	PT	Henceforth is the same context as moreover, furthermore. Okay, you just start explaining some more ideas and more examples about that topic. REFERENTIAL
227.	IW	Henceforth,
228.	PT	Henceforth, so we have this problem.
229.	IW	how to spell it?
230.	PT	h-e-n-c-e-f-o-r-t-h. that is one word.
231.	IW	Henceforth,
232.	PT	henceforth. Like an s,
233.	IW	like what?
234.	PT & AR	like an s.
235.	IW	oh.
236.	PT	Im good, im good in..., EXPRESSIVE
237.	IW	look at his face, look at his face ary, look at his face.
238.	PT	No, it is true, henceforth, is all one word. And it means so like I found this and but it is a very fancy way to saying and here is the result. REFERENTIAL
239.	AR & IW	Oh,
240.	IW	so how 3x do you ... put it?
241.	PT	how 3x do you put it.
242.	IW	how do you, be careful, I had lack of sleep last night, okay.
243.	PT	Sorry, I am so sorry.
244.	PT	So, how do you put the henceforth word in a sentence? Like how? REFERENTIAL
245.	PT	Uhm, we could say, ...,
246.	IW	I like, I love this show.
247.	PT	When we think about it, so.
248.	IW	Okay, we want to know,
249.	PT	Early in the morning.
250.	IW	come on.
251.	PT	Early in the morning.
252.	AR	You have translated like seventeen skripsi.
253.	IW	Okay.
254.	PT	That is true.

255	IW	Go ahead.
256	PT	Early in the morning, uhm, I am not normally awake, henceforth my speech is often slower.
257	AR	Ow, it is like that is why.
258	IW	That is why, henceforth.
259	PT	You know that is why not because.
260	AR & IW	Okay.
261	IW	That is why, so we have another word today, it is henceforth. You can replace that is why. REFERENTIAL
262	PT	Should we give him a little lesson, if you are laughing? How come out omar? REFERENTIAL
263	AR	Omar.
264	IW	I don't like think, hence.
265	OM	I'm not, your pronunciation, henceforth. REFERENTIAL
266	IW	Hence-forth.
267	OM	Yeah you know, like chicken.
268	IW	Hen.
269	AR	Hen.
270	IW	Hen.
271	OM	Hen 2x.
272	IW	hence-forth.
273	OM	It is too much haa. Henceforth.
274	IW	Is it that too easy dude?
275	AR	He just brush his teeth and in me want to brag about it. REFERENTIAL
276	OM	what?
277	AR	heee. Henceforth.
278	IW	Henceforth, correct?
279	PT	Yeah. and often good to put it into your business report, it is recommended. REFERENTIAL
280	IW	Uhum.
281	PT	It is recommended that we pick this problem. we just recommended that uhm the company changes its policy. It is recommended that decision has been made. And this recommendation, you don't have to put it in a paragraph form depending, we are just talking during the break, depending on how your company wants it. you can just put it in. REFERENTIAL
282	AR	you talk about it during the break?
283	PT	We did.
284	OM	We always 3x talk about it.
285	PT	actually, during at the end of each .. for the wall street institute because I also work as academic coordinator. REFERENTIAL
286	AR & IW	Uhum.
287	PT	I have to do report at the end of everyone. But our company does not require a formal summary like an executive summary like we are discussing this morning. Uhm my company just require just to do bullet points. REFERENTIAL
288	AR	ch. It is easier.
289	OM	I love bullet points.
290	PT	that is why we are saying in the early of this program really this is very company specific, and it depends on the culture of your company. if

		your company require you to write an executive summary as in type of long uhm. REFERENTIAL
291	AR	Paragraph.
292	PT	Yeah it is more abstract, kind of bit abstract uhm like from your skripsi sort of idea.REFERENTIAL
293	AR	point by point.
294	PT	Point by point, I do about fifteen bullet points. subject friend indicators about how are student is studying, and the success of the school, bla3x, all those things. but it is just bullet points. the important thing for our report is that we have to compare the result of this month from last month.REFERENTIAL
295	AR & IW	Okay,
296	AR	so the main problem is how, can we change our company tradition into bullet points. I think it is easy. REFERENTIAL
297	PT	I honestly believe, and I believe that the bullet points is better way to go. REFERENTIAL
298	AR	Yeah. it is easy to digest.
299	PT	Easy to digest. Read, and more likely for your reader to read it, so, previously I would say probably a year two years ago may be two years ago we used to type up a summary of what we found, so everything is on paragraph form. And then about a year ago the company made the decision to actually let's just do the PowerPoint. Because I don't think. Not that people don't read but people don't want to have to skim through paragraph to find important one. So we have change into bullet point. But I would be really interested to hear hard rockers out there who have the executive job. To see if their company is actually do bullets point style, because it is a very different style to what we are discussing today. REFERENTIAL
300	IW	so, what do we have to do? is we have to make the company report in paragraph, or REFERENTIAL
301	PT	bullet point?
302	IW	Yeah.
303	PT	Bullet. point is just the key information that often a very statistic heavy, REFERENTIAL
304	IW	uhuh,
305	PT	or a fact heavy,
306	IW	uhuh,
307	PT	so uhm once again there is probably a problem or an area that you are discussing, like just what we said at the beginning. There is this key point, REFERENTIAL
308	IW	uhuh,
309	PT	uhm for us it is the concern of about our students,
310	IW	uhuh,
311	PT	hcv are following up to them, that is full our students are. And so I have to look through and evaluate best time how many of our student finishes the contracts, those kind of

		information. REFERENTIAL
312.	AR	Okay,
313.	PT	so it is very important to us wall street that our student to finish, what they, you know their goals and so, I think that it is appropriate for our company. I don't know you know it depending on like I said the culture of the office place.REFERENTIAL
314.	AR	Yeah.
315.	PT	it can depends on each place.
316.	IW	Alright hard rockers, uhm we are still waiting for your text 0811876876 or you can just twit us at hard rock fm and we also still have the ipod from the us embassy of course. REFERENTIAL-DIRECTIVE
317.	AR	Yes, uh we are waiting for your recommendation about souvenir that you want president obama brings back to America. Okay.
318.	iW	Okay.
319.	AR	Bring back.
320.	IW	Bring back.
321.	PT	What you guys bring back?
322.	AR	To America?
323.	PT	Yeah.
324.	AR	I suggest president obama pkease uh bring.
325.	IW	Just bring back, just take me back to America president obama.
326.	OM	To bring an announcer after leave from Indonesia?
327.	AR & IW	Yeah, yeah.
328.	OM	a souvenir?.
329.	IW	Yes, or just simply me.
330.	OM	Ow.
331.	AR	To keep agnes monica company.
332.	IW	yeah.
333.	AR	yeah.
334.	PT	she is in America? No, no.
335.	AR, haduh remaja ... hard rockers, we will be right back