

- extra passport photos;
- small giveaways with firm's name printed on them.

Business Calls

A complete presentation on the first call is most important. This should include literature, specifications, samples if possible, and all the price, delivery and quality-control information a buyer needs to compare the seller's capabilities with his current sources. Many buyers keep up-to-date records on their suppliers and a favourable impression is made if a resumé, including the following can be supplied at the time of the first visit:

- vendor's name, address and telephone number
- name, address and telephone number of local representative, if applicable
- date company established
- size of plant
- number of employees
- principal products
- location of plants
- description of production facilities and equipment
- transportation facilities
- approximate yearly sales volume
- three representative customers
- copies of advertisement published in Canada
- financial and credit rating.

Follow-up

Appropriate follow-up can be crucial to the success of your business trip to Austria. Thank-you notes, brochures and requested information should be quickly dispatched and regular contact should be maintained with the Trade Commissioner, representatives and important customers. The Trade Commissioner is also prepared to do a follow-up on your behalf.