

Course: Business English

Level 2

Day №1



- ☐ Have you met overseas visitors?
- ☐ Is it easy to have a conversation with them? Why or why not?
- ☐ Do you meet foreign visitors in your office?
- ☐ How can you make your visitor feel comfortable?

Culture Focus

- Check the underlined questions that you think are OK. Cross the underlined questions that you think are not OK.



Dialogue 1

Jon: Hello. I'm Jon Brown.
Ariya: Hello Jon. I'm Ariya from planet Industries. I'm here to take you to our office.
Jon: Thank you. That's very kind.
Ariya: Is this your first trip to Thailand?
Jon: No it isn't. I came here two years ago on holiday with my wife.
Ariya: Oh. Do you like Thailand?
Jon: Yes. Very much.
Ariya: Why do you like it?
Jon: Oh, the people are very nice, the weather's great, and I love the beach.
Ariya: Do you have children?
Jon: No. WE don't have children yet.
Ariya: How old are you?
Jon: ...Well. Uh...I'm 39.
Ariya: I see. What are your hobbies?
Jon: Oh..well, I like playing golf on weekends.

Dialogue 2

Jon: Hello. I'm Jon Brown.
Ariya: Hello Jon. I'm Ariya from Planet Industries. I'm here to take you to our office.
Jon: Thank you. That's very kind.
Ariya: How was your flight, John?
Jon: Not too bad. I managed to sleep for a few hours.
Ariya: Good. How often do you make trips abroad?
Jon.: Oh, about 4 times a year.
Ariya: That's not too bad. Do you like travelling?
Jon: Yes, I do. I really like coming to Asia.
Is it far from your office?
Ariya: No, not far. It takes about 30 minutes if the traffic is OK. But we have some bad traffic jams sometimes.
Jon: Yes, I've heard that. What do you do in Planet Industries?
Ariya: I'm a marketing assistant.
Jon: I see. How long have you worked there?
Ariya: For about five years.

Language Focus

The sentences below are answers to questions a host might ask. Write the question above the answer. Use the question types in the box to help you.

1. _____
It's in the city center. It takes about 40 minutes to get there.

2. _____
It was very tiring. I couldn't sleep at all.

3. _____
No. I've been here once before.

4. _____
I've worked here for about 4 years.

5. _____
We'll drive to the office. My car is outside.

How was...?

How will...?

Is this...?

Where is...?

How long...?

Communication Activity

Role play meeting a visitor at the airport. Follow the guide below.

HOST

VISITOR



Greet your visitor.

Ask questions about the flight.

Answer the visitor's questions.

Help the visitor.

Greet your host.

Answer the host's questions.
Ask about the office location and how to get there.

Say you need _____
(check scenario below)

Scenario:

1. To change money and would like to get a snack.
2. a ride going to the hotel and a tour around the office.

Culture Focus

- ❖ Where do you hold meetings in your company?
- ❖ Do you serve refreshments to visitors?
- ❖ How else do you make your visitors feel comfortable?



When visitors come to our office, we usually hold the meetings in the conference room. Sometimes we have short meetings in the reception area if it's not an important visitor, but we never have meetings at our desks. We ask staff to serve a glass of cold water to our visitors when they arrive. It's a tradition in our country. We don't wait to ask them. We then ask them if they would like tea or coffee.

Language Focus

Put the sentences below into pairs.

1. Nice to meet you
2. Hello. I'm Violet Ng.
3. Thank you for coming today.
4. How are you doing?
5. Would you like a coffee?
6. Hello, nice to see you again.

- a. Thank you for seeing me.
- b. Nice to meet you too.
- c. Very well, thank you.
- d. Yes please. That would be nice.
- e. Hi. Steve Verwoert.
- f. Hello. Nice to see you too.

Which pairs of phrases would be used by people who are meeting for the first time?
Which would be used by people who have met before? Which could be used by both?

Complete the table.

First time	Met before	Both

Put the conversation(s) in order

A

- ☐ Hello. I'm Gina Sui.
- ☐ Nice to meet you too. Please take a seat.
- ☐ I've been to Singapore before, but this is the first time I've visited your office.
- ☐ Hello. I'm Kim Yong Sam. Nice to meet you.
- ☐ Yes, it's a beautiful building. Is it old?
- ☐ It's about 100 years old.
- ☐ Really?
- ☐ Thank you.
- ☐ Is this your first visit here?

B

- ☐ Hello, Janet.
- ☐ Pretty good, thanks. And yourself? How are the kids?
- ☐ Oh, no problem. I was in the area.
- ☐ Good. Thanks for coming today.
- ☐ How's business? Are you busy?
- ☐ Oh, we're all fine.
- ☐ Hi, Cathy. How are you?

Guided role play



Nice to see you!

You look well.

Very good. Thanks.

**I haven't seen you in
ages!**

PANTHIPA: Suzuki san, _____

SUZUKI: Good to see you too. How are you?

PANTHIPA: _____

SUZUKI: I know. It's been about a year, I think.

PANTHIPA: _____

SUZUKI: Thanks.

PANTHIPA: (Ask him if he's still studying Tai Chi)

SUZUKI: Yes I am. I go to the park most mornings.

Guided role play

HEATHER: Check if he's the person you're looking for

MR. TUAN: Yes?

HEATHER: Introduce yourself

MR. TUAN: Hello. Nice to meet you.

HEATHER: Respond to his greeting and ask if he had been waiting for a long time.

MR. TUAN: No not at all.

HEATHER: Offer anything

MR. TUAN: Yes please. That would be nice.



***Thank you for
today!***

***I'm looking forward to
seeing you again!***