

Unit 1

Meet business partners

Introduce yourself

Talk about your job

Meet a new business partner



Task 1
5 minutes

Objective: Introduce yourself

Walk round the room and try to talk to each person very briefly.

- Greet the other person and introduce yourself.
- Say where you work and what your job is.
- Find out the name, company and job of the other person.

What do you say?
10 minutes

Greetings and introductions

Read expressions a–h. They can all be used in the first few minutes of a meeting. Match them with the functions 1–8.

- | | |
|--|---|
| 1 Greet someone you've never met before. | a Good to see you again! |
| 2 Check someone's name if you didn't hear it very well. | b I'm Jan Davis, the Human Resources Manager. |
| 3 Greet someone you often meet. | c I'm sorry I didn't catch your name. Can you say it again? |
| 4 Greet someone you haven't met though you've had contact with them by phone or email. | d I'm sorry, I don't know your name. |
| 5 Greet someone you've met before, some time ago. | e Hi! How are you? |
| 6 Introduce yourself. | f This is Carla Suarez. She's in charge of exports. |
| 7 Introduce a colleague. | g Good morning. Pleased to meet you. |
| 8 Ask someone what their name is. | h Nice to meet you at last! |

What other expressions do you know that match these functions?

Task 2

Pairs
20 minutes

Objective: Talk about your job

Take turns to ask the questions below. Answer your partner's questions as fully as you can. Be ready to tell the rest of the group something about your partner's job.

- Who do you work for?
- What type of company is that?
- What do you do in your job?
- What else does your job involve?
- What are you working on at the moment?

Try to use the following language when answering your partner's questions.

I work for ... I'm in charge of / responsible for ...

I report to ... I manage ... My job involves ...

Analysis

10 minutes

Did you understand your partner? Did you check understanding?

What can you tell the rest of the group about your partner?

Check that your partner gives an accurate report about you.



Grammar reference: Present tenses, page 83

Culture at work

Hierarchy

The way a company is organised depends on its culture: some companies have a **steep hierarchy**, while others are **flatter** with a broader base. How would you describe your company culture? Complete your culture profile on page 82.

	Steep hierarchy ▲	Flat hierarchy ▲
Company structure	Many levels of management	Not many levels of management
Power	Unequal distribution of power: senior managers are very powerful	Power-sharing: members of staff are relatively equal
Roles	Each member of staff has a fixed role or function.	Roles are often flexible

What do you think?

Whole group
10 minutes

Meeting new business partners

What do you do when someone you haven't met before visits you in your office? In what order do you do these things? Mark your answers and then discuss your ideas with the rest of the group.

- Hand over your business card
- Shake hands with your visitor
- Greet the visitor with a formal greeting
- Introduce yourself
- Ask about their journey to your company
- Ask about your visitor's company and work
- Invite your visitor to sit down
- Be ready to meet your visitor at the appointed time
- Say good morning or good afternoon
- Offer something to drink
- Get down to business



Good business practice, page 80



CD 2 Listening

10 minutes

Paul Larousse works in an overseas subsidiary of Lisa Guzman's company. He is visiting head office for the first time for an international team meeting. Listen to the conversation and answer the questions.

- 1 Look again at the list above and identify the things Lisa did. Number them in order.
- 2 What expressions did Lisa use for:
 - apologising?
 - asking about Paul's journey?
 - inviting Paul to sit down?
 - offering something to drink?

Task 3

Pairs

2–5 minutes
per meeting

Objective: Meet a new business partner

In each situation below, a host receives a visitor from abroad. Take turns to play host and visitor. Before you start, decide which country each of you is from and in which country you are meeting. You can use real personal information or invent new identities. Act out the greetings and introductions, and if appropriate, make some general conversation, as in the listening activity. You don't have to discuss any business matters.

Situation 1

The visitor is from an overseas subsidiary and is visiting head office to meet counterparts in the accounts department. You have not met before but have communicated by email and phone.

Visitor: You arrive very late because your flight was delayed.

Situation 2

The host and visitor meet regularly once a month, usually for 1–2 hours.

Visitor: You are from head office. You travel a lot visiting the different subsidiaries and coordinating joint projects.

Host: You don't have the opportunity to travel much.

Situation 3

The host and visitor work for the same company. The last time you met was two years ago at a conference in Scotland. Since then, you have both been promoted to new positions in the company. You are going to start working together on a project.

Situation 4

The visitor and host are meeting to discuss an ongoing contract between your two companies. The visitor represents the supplier. You have not met before, but the host knows some of the visitor's colleagues in the export sales department.

Visitor: This is a new job for you, and it is your first time in the host's country.

Analysis

5 minutes

Describe what happened in the different meetings.

What did you talk about?

Did the host offer something to drink?

Was your partner polite? What should he /she say to be more polite?

Self-assessment

Think about your performance on the tasks. Were you able to:

- | | | |
|--------------------------------|------------------------------|---|
| – introduce yourself? | <input type="checkbox"/> yes | <input type="checkbox"/> need more practice |
| – talk about your job? | <input type="checkbox"/> yes | <input type="checkbox"/> need more practice |
| – meet a new business partner? | <input type="checkbox"/> yes | <input type="checkbox"/> need more practice |