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.

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.
2. Check someone’s name if you didn’t hear it very well.
3. Greet someone you often meet.
4. Greet someone you haven’t met though you’ve had contact with them by phone or email.
5. Greet someone you’ve met before, some time ago.
6. Introduce yourself.
7. Introduce a colleague.
8. Ask someone what their name is.

a. Good to see you again!
b. I’m Jan Davis, the Human Resources Manager.
c. I’m sorry I didn’t catch your name. Can you say it again?
d. I’m sorry, I don’t know your name.
e. Hi! How are you?
f. This is Carla Suarez. She’s in charge of exports.
g. Good morning. Pleased to meet you.
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 ...*  
*I/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

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**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.

<table>
<thead>
<tr>
<th>Steep hierarchy</th>
<th>Flat hierarchy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company structure</strong></td>
<td>Many levels of management</td>
</tr>
<tr>
<td><strong>Power</strong></td>
<td>Unequal distribution of power: senior managers are very powerful</td>
</tr>
<tr>
<td><strong>Roles</strong></td>
<td>Each member of staff has a fixed role or function.</td>
</tr>
</tbody>
</table>
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

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**

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? □ yes □ need more practice
- talk about your job? □ yes □ need more practice
- meet a new business partner? □ yes □ need more practice