

Day 6 + Day 7 + Day 8 + Day 9

Vocab Review

Fill in the blanks.

1. There is a very relaxed a_____ere in our office.
2. They are c_____ting a survey.
3. The main p_____e of the meeting is to discuss the future of the company.
4. It took months to extract that n_____t of information from them.
5. The plane ran into some t_____ence over the Atlantic.
6. Police have arrested and i_____ated the two suspects.
7. Ken's essay can serve as a b____s for our discussion.

1 Connections

 Module 1.4 Exchanging business cards

LEAD-IN First look at Picture 1. Describe the situation.

1



★ Etiquette tips

Read the following sentences and fill in each gap using one of the words in the box.

casually/ fold/ without/ jot/ persona/ during/ confidence/ details/ improper/ smile/ treated

1. Never be caught business cards. Hand them over with pride and and don't forget to
2. In North America and Europe, business cards are quite But in other cultures, business cards are considered part of a business person's, and it is etiquette to write on or business cards.
3. It is not proper to try to exchange business cards a meal. Cards can be exchanged before or after a meal, but never during.

4. When you go back to your office, down a note or two on the back of the card; when/where we met, what we talked about, a brief description of the person (with glasses, etc.)
5. If the person doesn't have a card, use one of yours. Cross out your information, and write his or her contact on the back.

➤ Business Etiquette Quiz

When you receive someone else's business card you should:

- A. Immediately pass them your business card.
- B. Immediately stuff it into your pocket.
- C. Look at the card but say nothing about it.
- D. Look at the card and acknowledge it.



Module 1.5 How to address people



Listening

- A. Listen and fill in the blanks.

When you meet someone new, in business situations, it's important to know how to..... the individual standing in front of you. If you are not sure which name to use (first name or?), then use 'formal titles +' unless the people you meet tell you: "Please, call me [first name]".

● The accepted formal title for addressing married or unmarried women in business is 'Ms. (US) or Ms (UK) <pronounced /m□z/ >.+ surname'. Always use this form a woman says she prefers Mrs. (US) or Mrs (UK). Ms. is used to saying if she is married or not.

Miss /m□s/, a title for a woman who has never been married, is hardly ever used now and sounds very

- Mrs. (US) or Mrs (UK) /□m□s□z/ is a title for a married woman, used before the surname
- Mr. (US) or Mr (UK) /□m□st□r/ is a title for any man, used before the surname , or sometimes before a, e.g. Mr. Chairman.
- Dr. (US) or Dr (UK) /□d□kt□r/ is a title used to address a doctor, male or

- B. Listen and decide which of the three titles given below offers the most accurate summary.

- a) How to make trouble
- b) How to avoid trouble
- c) How to address others

- C. Read the text and decide which of the three titles given below offers the most accurate summary.

- a) What should I call my supervisor or manager?
- b) Why some work places prefer an informal tone
- c) What does the phrase "on a first name basis" mean?

Remember that some work places prefer an informal tone between management and staff. And even if this person calls you by your first name, if you are new, it's best to start formal, i.e. address them as Mr or Mrs/Ms + surname until they invite you to use their first name. In English we use the phrase "on a first name basis" or "on first name terms" to describe a relationship that is not as formal as it seems it should be. To describe this you would say, for example: "My manager and I are on a first name basis" or "My boss and I are on first name terms."

D. Listen and fill in the blanks.

When you're introduced to someone, say the person's name, then repeat it several times during the conversation. Not only do* you a interest in someone by repeating their name, but the repetition is more likely to the name on your

<GRAMMAR REVIEW> *Inversion

Inversion (=putting the verb before the subject) is used when adverbial expressions which include the word only come at the beginning of sentences.

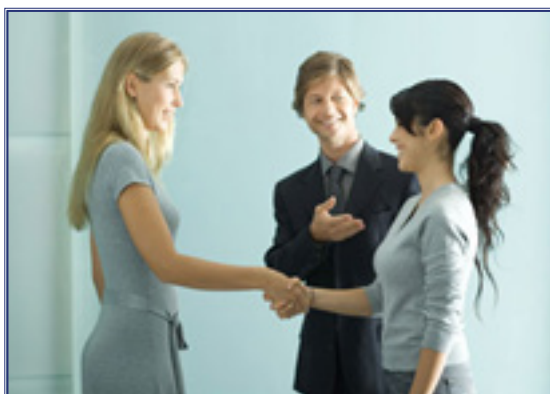
- **Only in a few countries does** the whole of the population **enjoy** a reasonable standard of living.
- **Not only did** we lose all our money, but we also came close to losing our lives.



Module 1.6 Introducing someone else

LEAD-IN First look at Picture 2. Describe the situation.

2



In a business environment, are you making your introductions correctly?

➤ Which of these four sentences are correct for a formal introduction? You are to introduce your immediate supervisor Ms. Kana Suzuki, aged 32, to your client Ms. Mary Smith, 30 years of age.

- A) Ms. Kana Suzuki, I would like you to meet Ms. Mary Smith. Ms. Suzuki is my immediate supervisor. Ms. Smith is our client.
- B) Ms. Mary Smith, I would like to introduce to you Ms. Kana Suzuki, who is my immediate supervisor. Ms. Suzuki, Ms. Smith is one of our valued clients.
- C) Ms. Mary Smith, I would like to introduce you to Ms. Kana Suzuki, who is my immediate supervisor. Ms. Suzuki, Ms. Smith is one of our valued clients.
- D) Ms. Mary Smith, I would like to introduce Ms. Kana Suzuki, who is my immediate supervisor. Ms. Suzuki, Ms. Smith is one of our valued clients.

✓ There are various ways to introduce someone else, but keeping introductions simple and respectful goes a long way. So here is the simple but best formal introduction line that never fails.

Higher-ranking Person, I would like to introduce Lower-ranking Person.

◆ How to express business positions

Ms. Jane Grant is your client and you'd like to introduce your colleagues. You address Ms. Grant first.

1. Ms. Jane Grant, I'd like to introduce Ms. Yoko Kurihara, (who is) our Product Manager. Ms. Grant is one of our valued clients.
2. Ms. Jane Grant, I'd like to introduce the head of our Accounting Department, Ms. Yasuko Kubo. Ms. Grant is one of our valued clients.
3. Ms. Jane Grant, I'd like to introduce Ms. Akiko Aoki, who is responsible for Marketing. Ms. Grant is one of our valued clients.

NB: 'Be responsible for' is preferable to 'be in charge of' nowadays.



PRACTICE Introducing someone else

Learn and memorize the above lines 1., 2., and 3., after which you are to introduce your colleague (pretend your colleague is there next to you) to your teacher.

● Some other business positions:

Listen to your teacher and repeat these sentences after him/her.

Mr. Yamada is the IT Manager/ our President and Chief Executive Officer

Ms. Maeda works in the Accounting Department (=in Accounting)/ in the Marketing Department (=in Marketing)

Mr. Sato is on the technical side/ on an internship/ on the IT support team.

◆ Which sentence is correct?

- A. I work for the HR Department.
- B. I work for ABC Trading.
- C. I work in the HR Department.

◆ What to Do When Being Introduced

Listen to your teacher and repeat these sentences after him/her.

Always remember the importance of positive first impressions. When being introduced to someone, look him or her in the eye, smile, and offer a firm handshake and say something pleasant like:

- H-r P: "I'm delighted to meet you, Mr. / Ms. L-r P"
- L-r P: "It's a great honor to meet you in person. I've been looking forward to meeting you."

➤ For an **informal introduction**, use the words "this is" as the bridge between saying the higher-ranking person's name first and then introducing the lower-ranking person.

1. Consider this scenario. You are to introduce Jane Johnson, a new staff member to the company CEO, Hilary Wilson.

Fill in the blanks.

You:, this is Jane, is

Hilary Wilson: Hi, to meet you.

Jane Johnson: Good morning, Nice to meet you

2. Listen and fill in the blanks.

In the UK and US, of the same company nearly always use names with each other. However, when a person speaks to a person for the first time such as in the above case, the person calls the person Ms. Wilson and the person might call the person his/her first name.

➤ **Dignitary Introductions**

Read the following sentences and fill in each gap using one of the words in the box.

royalty/ acquaintance/ formal/ pleasantries/ dignitary/ involved/ heads-of-state/

For introductions, we use very expressions. When high-level dignitaries, such as/ government, high-ranking members of, or ambassadors, are, first names are not used.

Appropriate wording variations:

Mr. Ambassador, it is with great pleasure that I present Lower-ranking Person.

Mr. Ambassador, may I present Lower-ranking Person?

The that follow should be something like these:

Mr. Ambassador: How do you do, Mr. L-r P?

L-r P: How do you do, Mr. Ambassador? It's a great honor to make your

➤ **Business Etiquette Quiz**

1. You are talking to a female Senior Vice President of your company at a business networking event and a male SVP from another company joins you. Whose name should you say first?
2. You work in Equity Sales. You are walking along with your clients, a fund manager, and one of his subordinates, when you happen to come across a business acquaintance of yours.
3. You need introduce one of your female staff to the Finance Manager of your company. Whose name should you say first?
4. Adriana Medici, the female Executive Vice President, has become a client of yours and a meeting to show her what your company can do for her has been set up. When you are speaking to her, you should refer to her as:
A. Medici B. Adriana C. Adriana Medici D. Ms. Medici
5. You are to introduce two members of your staff, one male and one female of the same position. Whose name should you say first?
6. You are to introduce two members of your female staff, one younger than the other of the same position. Whose name should you say first?
7. You are introducing your male manager and another male manager from Hong Kong branch. Whose name should you say first?
8. If you are seated and someone approaches and offers to shake your hand, you should:
A. Stand up and shake the person's hand.
B. Raise yourself slightly from your chair and shake the person's hand.
C. Dismiss the handshake as an unnecessary formality and motion for the person to sit down and join you.
9. If you are considered a junior officer in your company and approach a senior officer, do you offer to shake hands?
A. Yes, it is an excellent opportunity to make create trust and rapport.

- B. No. You wait for the senior officer to initiate the handshake.
 C. You should only initiate the handshake if the other person is a man. Woman must be allowed to initiate handshakes according to their preferences.
10. A co-worker comes to your office to introduce you to a friend of his. You:
 A. Smile and nod
 B. You stand up, establish eye contact, smile and shake his hand
 C. Wave and tell him how happy you are to meet him
 D. Give him a "high five"
11. When meeting a contact of the opposite sex the man should wait for the woman to initiate the handshake.
 A. True B. False
12. You come across someone you've met before, but you can't remember his or her name. You should:
 A. Turn around and leave and hope he or she didn't see you.
 B. Walk up to him or her and ask, "Hi, what's your name?"
 C. Walk up to him or her, use a generic greeting such as "Good morning" and just ignore the whole name issue.
 D. Walk up to him or her, use a generic greeting and admit that you don't remember the name.

- What to do if you forget someone's name

Listening

Listen and fill in the blanks.

If you forget someone's name when making an introduction, remain calm. Be yet in admitting your memory By saying, "I've forgotten your name," you the person wasn't worth remembering. "I've just drawn a blank," or "my memory seems to be" a more temporary condition that doesn't have the same implications. If you can't remember someone's name, but you remember an interesting point about them, cite it. You might say, "I clearly remember our conversation about Thai food, but your name seems to have temporarily my mind. Please help me out." Then, whatever happens, get off the subject of the memory lapse and onto something more interesting to everyone. apologies only make everyone uncomfortable. The sooner you forget about it, the sooner everyone else will...and the happier everyone will be.

- Listen to your teacher and repeat these sentences after him/her.
 When you introduce someone, do say something about the people you are introducing so that they will have something from which to springboard their own conversation. You can help connect the people by mentioning a common interest, a place they both know well, or even a person they both know.
- Informal introductions at a staff canteen
 Listen to the teacher reading the dialogue.
 Taro: Excuse me. Is this seat taken?
 Bob: I don't think so.
 Taro: Mind (Would you mind) if I sat** down here?
 Bob: Not at all. Please go ahead.
 Taro: I don't think we've met. Taro Noguchi. I work in Marketing.
 Bob: Hi, Taro. Bob Hope. Logistics.

<GRAMMAR> **Conditionals

There are three main types of conditional sentences.

● First conditional

Condition	Result
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if + present simple → future simple (will + base form of verb)

If I see Andy at the meeting, I'll give him your message.

Use the first conditional to talk about something that is quite likely to happen in the future. It is very possible that I will see Andy at the meeting.

Remember that you can state the result before the condition in all conditionals.

I'll give him your message if I see Andy at the meeting.

● Second conditional

Condition	Result
-----------	--------

if + past simple → would/ could/ might/ should + base form of verb

Use the second conditional

- to talk about a present situation which is impossible: a hypothetical situation.

If my parents were alive now, they would be very proud of me now. (The condition cannot be fulfilled because my parents are not alive.)

- to talk about a future event that is unlikely to happen.

If she changed her job, she would be much happier. (The speaker does not expect her to change her job.)

- to appear more polite in making a request or asking a favor.

Would you mind if I sat down here?

● Third conditional

Condition	Result
-----------	--------

if + past perfect (had + past participle) → would/ could/ might + perfect infinitive (have + past participle)

Use the third conditional

- to talk about something in the past that did not happen.

If she had worked harder, she would have passed the exams. (She didn't work harder and she didn't pass her exams.)

Conditional Exercise

The following sentences are first, second or third conditional. Put the verbs in brackets into the appropriate form.

1. The talks between the two leaders keep breaking down. If they (break down) again, it is possible that there (be) a war between the two countries.
2. Jane was here not long ago. If you (come round) earlier, you (see) her.
3. The government is expecting to win the next election, but if it (lose), the Prime Minister (resign) from politics.
4. It (be) nice if you (help) me a bit with the housework. I have so many things to do.
5. I (prefer) it if you (finish) your report today. Tomorrow would be too late.

 Listening

Listen and fill in the blanks.

Have you ever been at an event with a who runs into somebody he or she knows and starts chatting away while you stand there, holding your drink? The most important point about introductions is to make them. Failing to do so causes and discomfort. It's awful to be left in social and rather of your colleague who has failed to make the introduction. In such cases you may just have to take things into your own hands and introduce yourself. Feeling because you were not introduced only puts you at a disadvantage. Introduce yourself by extending your hand, smiling and saying something like, "I'm Andrew Jackson. David's colleague." (David is your colleague's name who failed to make the introduction.) Avoid making any comment such as "David works for me" that might be as or superiority. Instead, say, "David and I work in the same office."

Match each definition (A – T) with today's vocabulary word (1 – 20)

DEFINITIONS

- A. large in amount
- B. someone with an important, official position
- C. to show something in your behavior
- D. a person that you have met but do not know well
- E. honest and sincere
- F. to imply/ suggest
- G. to speak or write to someone
- H. to misinterpret
- I. careful not to say or do anything that could upset someone
- J. interval
- K. faith/ self-assurance
- L. to push something into a small space, often quickly or in a careless way
- M. the way your character seems to other people
- N. not good enough
- O. to recognize
- P. self-importance
- Q. to deal with
- R. a person who has a less important position than you in a company
- S. to make a quick short note
- T. uncertainty

- 1. project (v)
- 2. genuine
- 3. address (v)
- 4. subordinate
- 5. acknowledge (v)
- 6. stuff (v)
- 7. jot (v)
- 8. persona
- 9. limbo
- 10. acquaintance
- 11. arrogance
- 12. tactful
- 13. profuse
- 14. dignitary
- 15. treat (v)
- 16. connote (v)
- 17. lapse (n)
- 18. improper
- 19. confidence
- 20. misconstrue

Fill in the blanks.

1. The company accepted blame and sent us p_____e apologies.
2. Several foreign d_____ries attended the ceremony.
3. He p_____ts a natural warmth and sincerity.
4. For her, the word "family" c_____es love and comfort.
5. He was generally a_____ed as "Captain."
6. She said Jack had m_____trued her comments.
7. He turned up again after a l____e of two years.
8. He's trying to improve his public p_____a.