

## 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.

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## ★ 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 /mɪz/ >.+ 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 /mɪs/, a title for a woman who has never been married, is hardly ever used now and sounds very .....

- Mrs. (US) or Mrs (UK) /'mɪsɪz/ is a title for a married woman, used before the surname
- Mr. (US) or Mr (UK) /'mɪstər/ is a title for any man, used before the surname , or sometimes before a ....., e.g. Mr. Chairman.
- Dr. (US) or Dr (UK) /'daktər/ 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. If your relationship with your boss is informal, you say "We are on a first name basis."

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.

*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 someone offers you his/her hand, while you are seated, you should  
A. stand up and shake his/her hand.  
B. remain seated and shake his/her hand.  
C. ignore the handshake and ask him/her to sit down

9. If you occupy a junior position and you see your superior approaching, do you offer your hand?  
 A. Yes, it is an excellent opportunity to make create trust and rapport.  
 B. No. It is better to wait for him/her to initiate the handshake.  
 C. No. To offer to shake hands with a superior looks too impertinent.
10. A co-worker comes to your office to introduce you to a friend of his. You:  
 A. remain seated.  
 B. stand up, smile and shake his/her hand.  
 C. wait for him/her to initiate the handshake.  
 D. just say "Hi."
11. When meeting a woman, 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.

It is embarrassing when you want to introduce someone but you can't remember his/her name. Don't worry. Remember to be ..... yet ..... and admit your memory ..... But don't say "Sorry, I've forgotten your name", which might ..... that he/she wasn't worth remembering. "My memory seems to be ....." ..... a more temporary nature that doesn't have the same ..... meaning. Otherwise, say "your name seems to have temporarily ..... my mind. Please help me out." ..... apologies can do nothing but make things worse. The sooner you forget about it, the better.

- 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.

## &lt;GRAMMAR&gt; \*\*Conditionals

There are three main types of conditional sentences.

## ● First conditional

*Condition*                      *Result*

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.

Do you know a ..... at a party who starts talking with someone he/she knows while you just stand there ....., holding your drink? Not introducing someone causes ..... You feel terrible to be left in social ..... It is ..... of your colleague not to introduce you. Feeling ..... as a result of not being introduced doesn't help. You should introduce yourself by offering your hand. Don't forget to smile.

**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.

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