

2

Welcoming visitors

STARTER

Complete the quiz on company visitors.

**When welcoming a visitor to your company,
how important is it to ...**

	very important	somewhat important	not important	it depends
→ find out about your visitor's company?	☐	☐	☐	☐
→ find out about your visitor's country and culture?	☐	☐	☐	☐
→ be at the reception when your visitor arrives?	☐	☐	☐	☐
→ make sure the receptionist knows how to pronounce your visitor's name?	☐	☐	☐	☐
→ give your visitor a tour of the office?	☐	☐	☐	☐
→ introduce your visitor to other members of the team?	☐	☐	☐	☐
→ offer your visitor something to eat and drink?	☐	☐	☐	☐
→ show your visitor where the toilets are?	☐	☐	☐	☐

Now discuss your answers with a partner. How often do people visit your company? Where are your visitors from? What difficulties do you have socializing with visitors to your company?



- 1** José María Molinero is meeting a visitor.
Listen to the conversation and tick the
topics they talk about.

- the journey ☐
- the weather ☐
- the hotel ☐
- sport ☐
- the offices ☐
- the company ☐





Now listen again and answer these questions.

- 1 What is the visitor's name? _____
- 2 Have the two met before? _____
- 3 Why does José María take the visitor into his office? _____
- 4 How long has the company been in its current location? _____
- 5 What does the visitor like about the building? _____
- 6 When was Salas Design founded? _____
- 7 How many people work at the company? _____
- 8 What does the visitor want to drink? _____

USING FIRST NAMES

In general, Britons and Americans prefer to use first names rather than surnames. Colleagues, in particular, nearly always use first names with each other. One exception, however, is when someone of 'low status' is talking to someone of 'high status'. For example, a secretary might call the company CEO *Ms Phillips* and the CEO would call the secretary *Mary*.

If you are not sure which name to use, then use the surname. Normally the native speaker will suggest you change to first names (*Please, call me Sanne.*). Of course, you can also suggest it, especially if you are *older* or *senior* in position.

Note that if you are using surnames, the accepted form for addressing women is *Ms* (pronounced 'Miz'). Always use this form unless a woman says she prefers *Mrs*. *Miss* is hardly ever used now and sounds very old-fashioned.



2 Put the words in the right order to make sentences from the conversation. If necessary, listen again to check your answers.

- 1 trouble / us / you / did / any / have / finding / ?

- 2 website / clear / the / on your / very / were / directions / .

- 3 your briefcase and coat / leave / my office / can / you / in / .

- 4 to meet / round / a few members / you / take / team / of the / I'll / .

- 5 drink / you / to / like / would / something / ?

- 6 a / of / would / great / coffee / cup / be / .

3 Talking about your host's company is a good way to break the ice. Put the words below into the right category.

department • employees • to expand • (ground/first/second) floor • facilities
to be founded • lift • location • to move into • neighbourhood • to own
• reception • to restructure • staff • stairs

talking about the building	talking about the company and its history
(ground/first/second) floor	department

Use the correct form of some of the words from the table to complete these mini-dialogues.

Have you been
in this _____
long?

No, we actually just
_____ this building six
months ago. It's a great _____
lots of green space and some
nice cafés nearby.

How many people
are in your company
now?

How long has
your company been
around?

It was

in 1972.

There are currently
around 150 _____
We have _____ a lot
in the last two years.

Which

is your office on?

The fifth! Don't
worry – we'll take the
_____.

Now answer the questions so they are true for you.

- 4 Kathrin Oberle, an Austrian lawyer, is visiting a company in London. Complete her parts of the dialogue with sentences (a–g) below. Then listen to check your answers.

- a Thanks so much for arranging that.
- b And the reception area looks very nice.
- c I managed to get some sleep, actually.
- d Mm. You just don't get tea like this in Austria!
- e Thanks for coming down to meet me.
- f And maybe a glass of water too?
- g Where are you now?



Carl Kathrin, hi. Nice to see you again.

Kathrin Hi, Carl. Nice to see you too.

Carl Always a pleasure! Actually, after the restructuring last year we all got moved around, so I wasn't sure you'd be able to find my office by yourself.

Kathrin Oh, really?

Carl On the fourth floor. They decided to put sales and marketing together – at last!

Kathrin That does make more sense, doesn't it?

Carl Yes, they finally repainted it in June. ... Oh, here's the lift now. After you. Was the driver there to meet you at the airport?

Kathrin Yes, she was.

Carl It's the least I could do after your early start! You must be exhausted now.

Kathrin Oh, I'm all right.

Carl Here we are ... So, can I get you something to drink? How about a cup of that tea you like so much?

Kathrin That would be wonderful.

Carl Coming right up. ... Here you are.

Kathrin Oh, thank you.

Carl You're welcome.

Kathrin

Look at the dialogue again. What do you say when ...

- a somebody thanks you? (three answers)
- b you want somebody to enter a room or the lift before you? *After you.*
- c you arrive at your office with your visitor? *Here we are.*
- d you give somebody something?
- e somebody gives you something such as food or a drink? *Oh, thank you.*

5 Match the questions or comments with the appropriate responses. Sometimes more than one answer is possible.

- | | |
|---|-------------------------------------|
| 1 Did you have any trouble finding us? | a Mm, thanks. These look delicious. |
| 2 You can leave your bags at reception. | b No, thanks. I'm fine. |
| 3 We've been in this building since 1985 | c That would be nice, thanks. |
| 4 I'll take you round later to meet the team. | d Great, thank you. |
| 5 Would you like something to drink? | e No, not at all. |
| 6 Please help yourself to the biscuits. | f Really? How interesting. |

6 Now work with a partner to make your own dialogue. Decide whether A and B have met before and use appropriate phrases from the box below.

A

Welcome **B** to your company.

B

Respond.

Make small talk on the way to the office (journey, location, company).

Offer **B** something to drink.

Ask for a cup of tea or coffee.

Ask if **B** wants milk or sugar.

Respond.

WELCOMING VISITORS TO YOUR COMPANY

Welcoming a visitor

Welcome to [company name].
Did you have any trouble finding us?
Hello, [name]. Nice to see you again.
You can leave your things here/in my office/at the reception desk.
I'll take you around to meet the team.

Offering hospitality

Would you like something to drink?
How would you like that? Milk/Cream (AmE)?
Sugar?
Here you are.
Please help yourself to the biscuits/cookies (AmE).

Try to avoid these common mistakes:

~~Welcome in our company.~~

~~Are you in this location long?~~

~~We are fifty employees.~~

~~Please. (when you give sb sth)~~

~~Please. (when sb thanks you)~~

Welcome to our company.

Have you been in this location long?

There are fifty employees.

Here you are.

You're welcome./Not at all.

Talking about the offices and company

It's a lovely space/a very nice location.
The reception area looks very nice.
Have you been in this location long?
How many people work here?
How long has the company been around?

Accepting hospitality

A cup of coffee./Some water would be nice.
Just black./With milk and sugar, please.
Thank you./Thanks.

7 Carl is giving Kathrin directions. Listen to the dialogue and complete the sentences.

- 1 It's just _____ the corridor, the third door _____ the left.
- 2 I'll show you _____ it is.
- 3 But actually, I thought maybe I could just pop _____ Roger's office and say hello.
- 4 Where is he? – _____ the third floor.
- 5 So, go _____ the door and turn left to get _____ the lift.
- 6 Then _____ you come out of the lift, go right, and it's the _____ door on your left.
- 7 So, I'll meet you _____ here in about ten minutes?

8 You are in your office with a visitor. Look at the sketch below and complete the sentences with the correct words.

Clara's office ¹?

It's opposite mine.

Go out of the door and turn left. The _____ ²

is on your right, just past Clara's office.

Just go out the door and go straight ahead.

The _____ ³ are at the end of the corridor.

Go out the door and turn right.

The _____ ⁴ is on your left, just after the lobby.

Turn right when you go out of my office. The _____ ⁵ is at the end of the corridor on your right.



9 Work with a partner. Use the profiles in the Partner Files to practise giving directions.

PARTNER FILES

Partner A File 2, p. 60
Partner B File 2, p. 62

GIVING DIRECTIONS

You just go down the corridor and it's right in front of you/on your left/right.
It's just down the corridor/round the corner on the left/right.
It's the first/second/third door on the left/right.
It's next to the toilet/front door/kitchen.
Come with me and I'll show you where it is!



- 10** Back in Spain, José María is introducing Sanne to some of his colleagues. Listen and complete the chart below.



Name	Title
Valérie	1
2	product designer
Greg	3
4	sales manager



- 11** Match the two parts. Then listen again to check.

- | | |
|---------------------------------|---|
| 1 The first person I'd like you | a to meet you, Valérie. |
| 2 Valérie, this is | b assistant, Greg Sánchez. |
| 3 It's a pleasure | c Sanne Heitink. |
| 4 Have the two of you | d to get to know everyone better later. |
| 5 It's nice to put | e quite catch that. |
| 6 Talking of which, this is my | f to meet is Valérie Dufour. |
| 7 I'm sorry, I didn't | g a face to a name, isn't it? |
| 8 You'll have a chance | h met before? |

ASKING FOR CLARIFICATION

When speaking a foreign language, we sometimes need to ask people to repeat things or to explain what they meant by a certain expression or word.

Asking someone to repeat something:
(I'm) sorry, I didn't quite catch that.
(I'm) sorry, could you tell me your name again?
Sorry, could you say that for me again?

You can ask for clarification with these phrases:
I'm sorry, I don't quite follow you.
I'm not totally sure what you mean.
If I understand you correctly, you would like us to ...
Let me see if I've got this right. You would like me to ...

12 Complete the mini-dialogues with words from the box.

again • are • catch • could • follow • meant • say • see • sorry • sure

A My name is Edward Tsipouri.

B I'm sorry, I didn't quite _____¹ that. Tipori, did you _____²?

A No, Tsipouri. It's a Greek name.

C Excuse me, Mary. Is there a photocopier nearby?

D Yes, it's kitty-corner to Jack's office.

C _____³? I'm not totally _____⁴ what you mean. Kitty-corner?

D Oh, it's ... um ... diagonally opposite Jack's office. Here, I'll show you.

E I'm afraid John's a bit under the weather today.

F Sorry, I don't quite _____⁵ you.

E Oh, sorry. I _____⁶ that John's ill. He's not coming in today.

F Oh, I _____⁷. That's a pity.

G And I'm Deborah MacGilchrist.

H I'm sorry, _____⁸ you tell me your name _____⁹?

G MacGilchrist. And you _____¹⁰ ...?

H Barbara, Barbara Kruger. It's very nice to meet you, Ms MacGilchrist.

13 Think about the people in your company. Make a list of the colleagues you need to introduce to visitors. New work with a partner. Take it in turns to introduce the people in your company.

INTRODUCTIONS

Making introductions

I'd like to introduce Sanne Heitink. She's the new head of production.

The first person I'd like you to meet is [name].

He's/She's our marketing manager.

Valérie, this is Sanne Heitink.

This is Mary, our product designer.

This is Heather. She'll be your contact person on the IT side of the project.

Responding to introductions

Valérie, this is Sanne Heitink.

Have the two of you met before?

- It's a pleasure to meet you, Sanne. (*neutral*)

- Actually yes, we have.

- Nice/Good to meet you, Sanne. (*informal*)

- No, actually we haven't.

