UNIT 1

Make Small Talk

PREVIEW

1 **Read the tips on business etiquette. Then read the situations below. Decide if the behavior in each situation is appropriate or inappropriate.**

TIPS ON BUSINESS ETIQUETTE



- Always introduce the most important person first.
- Use your business card as a way to stay in touch with people you meet. Exchanging and saving business cards can help you "network" with people later.
- Being on time is absolutely necessary for business appointments. The rule is to arrive ten to fifteen minutes early. However, for social events, such as business parties, it is considered impolite to arrive early.
- In major cities, business clothing is usually formal. Blue, black, or gray suits are conservative and always appropriate. In warm climates, neat and comfortable khakis, jeans, or slacks, sometimes with a jacket, are OK. However, the first time you visit a company, it is always best to start with a conservative look.
- Business conversations often take place during meals. The meals are a time to relax, get to know the other person socially, and then talk a little business. Depending on the person's schedule, these meetings can be at breakfast, lunch, or dinner.
- Eye contact is very important. Always look at everyone in your conversation group. Move your eyes from one person to another. It makes people feel important and holds their attention.

1. While you're meeting with a client, the CEO of your company and two executives come into your office. You introduce the CEO to your client first. ☐ appropriate ☐ inappropriate
2. You are meeting with a group of four people. While speaking, you're looking only at the highest level manager in the group. ☐ appropriate ☐ inappropriate
3. You have an interview at a new company on Friday. You know the company allows employees to dress casually on Fridays, so you decide to wear casual clothing. ☐ appropriate ☐ inappropriate
4. You don't have time during regular business hours to meet with a client. You decide to meet over dinner. ☐ appropriate ☐ inappropriate
5. You're invited to a business party and the invitation says the party is from 7:00 to 9:00 P.M. You arrive at 6:45. ☐ appropriate ☐ inappropriate

LIVEWORKSHEETS

2 **Match the correct response to each statement or question. Write the letter on the line.**

1. Nice to meet you. ____
2. What is the custom here? ____
3. How would you like to be called? ____
4. Are most people on a first-name basis? ____
5. Nice to meet you, Mr. Reston.

a. Not really. People tend to be more formal here.
b. Please call me by my nickname.
c. Nice to meet you, too.
d. No need to be so formal. Please call me Robert.
e. I'm not sure. It's probably best to watch what others do.

3 **WHAT ABOUT YOU? Answer the questions in your own way.**

1. What do you prefer to be called by your family? _____
2. What do you like to be called by your friends? _____
3. What do you prefer to be called by your colleagues or classmates? _____

LESSON 1

4 **Put the conversation in the correct order. Write the number on the line.**

____ Hi! It's a great day, isn't it?
____ Nice to meet you, too. Would it be rude to call you Joe?
____ It really is. Allow me to introduce myself. I'm Amanda Decker.
____ Absolutely not. Please do.
____ Great. And call me Amanda.
____ I'm Joe Hanson. It's nice to meet you.

5 **Complete each statement with a tag question.**

1. He didn't know about that custom, _____?
2. It's a great day to go to the beach, _____?
3. You learned Japanese in school, _____?
4. Mike will be here later, _____?
5. You're not from Turkey, _____?
6. The program in Bali wasn't very successful, _____?
7. I'm presenting my report at 2, _____?
8. There weren't a lot of people at the conference, _____?

LIVEWORKSHEETS