Welcoming visitors/Responses/Entertainment



Guests & visitors

3 Look at this list of situations with different people. In your country, how would you normally address these people? Using their first name, last name, title and last name or something else?

- A visitor arriving at your company for the first time.
- Your work colleagues.
- Offering help to someone who looks lost.
- You start making conversation with someone at a conference.
- At a meeting with the managing director of your company.
- Meeting your mother-in-law for the first time.

4 ▶ 6.3 Listen to three conversations. Tick (✓) the expressions you hear.

Please, call me …	☐
You can call me …	☐
Please, call me by my first name.	☐
I'd prefer it if you call me …	☐
How would you like me to address you?	☐
Is it OK if I call you …?	☐
Can I call you …?	☐
Do you mind if I call you …?	☐

LIVEWORKSHEETS

▶ 6.1 Two people are planning a conference. Listen to their phone conversation and complete the missing information in the notes.

• Dr Miles Doyle

Arrival time: Tuesday evening at [1] _____

Requirements: Wants to see the main **auditorium** and check the **facilities** before his talk on [2] _____ .

Action: Driver to take him from the [3] _____ to the **exhibition centre**.

Joel is helping **delegates** with their **stands** so will show Dr Doyle around.

• Alexis Cruz

Arrival time: Tuesday [4] _____

Requirements: Would like to look around the [5] _____ and do some **sightseeing**.

Action: Call [6] _____ to arrange an early check-in.

Action: Joel will book an afternoon **excursion** with the hotel [7] _____ service, including eating out and trying some local **specialities**.

5 ▶ 6.1 Listen to the conversation again. Match the words in A and B to make a new phrase. Then match each new phrase to pictures A–H.

A	B
freshen	out
pick	around
look	(someone) off
check	up
meet	(someone) up
show	in
drop	up with (somebody)
eat	(someone) around

LIVEWORKSHEETS

6 When you travel (either for work or on holiday), which of the activities in **5** do you normally do and in what order? Explain your choice to your partner.

Example: *First of all, I check in at the hotel, so that I can freshen up. Then I …*

7 Work with a partner. Two important speakers are coming to give talks at a conference in your nearest city. You have to look after them. Look at each speaker's information and requirements and organize their schedules (the people involved, transportation, places, times, etc.).

	Dr Rhona Emanuel	Marek Sobolewski
Arrival	Wednesday 11.15	Wednesday 11.30
Day/Time of talk	Wednesday 17.00 in main auditorium	Wednesday 14.00 in main auditorium
Departure	Thursday 08.35	Thursday 19.05
Requirements	• Six-hour flight, so she needs to go to hotel before her talk • Needs to set up equipment in advance of talk • First time in city, so wants to see places of interest if time • Likes eating out and trying local food	• Wants to know number of people attending his talk • Plans to meet up with an old friend on Wednesday evening • Likes historic places and would like to visit the craft market

2 27▷ **Jacinta Ross works for HYB Electronics. She meets Marvin Bernstein at reception. He is visiting the company for the day. Listen to their conversation**

3 27▷ **Listen again and complete these phrases that Jacinta uses.**

1 _____ our new facility.
2 It's nice to _____ in person.
3 So, how was _____?
4 And did you have _____ finding us?
5 Here, _____ your coat.
6 Can I _____ a coffee?
7 OK. Come this way and I'll _____ today's programme.
8 So, first of all, I _____ join a tour of the facility this morning.
9 Then, _____ at lunchtime.
10 He's introducing the tour this morning, but _____ to meet up with him over lunch.
11 You'll need this ID card to get around the site. _____ you keep it on you at all times.
12 Yes, _____ that. I'll clear it with Facilities.

4 **Work with a partner. Match these responses to phrases 1–8 in 3.**

a Likewise. ____
b Thank you. ____
c OK. ____
d That sounds interesting. ____
e Yes, please. Black, no sugar. ____
f I'll hang onto it, thanks. ____
g Not really, it was easy. ____
h It was fine, thanks. ____

LIVEWORKSHEETS

Key expressions

Welcoming
Welcome to …
It's nice to meet you in person.
Likewise.
Good morning. / Good afternoon.
On behalf of …
It gives me great pleasure to welcome you to …

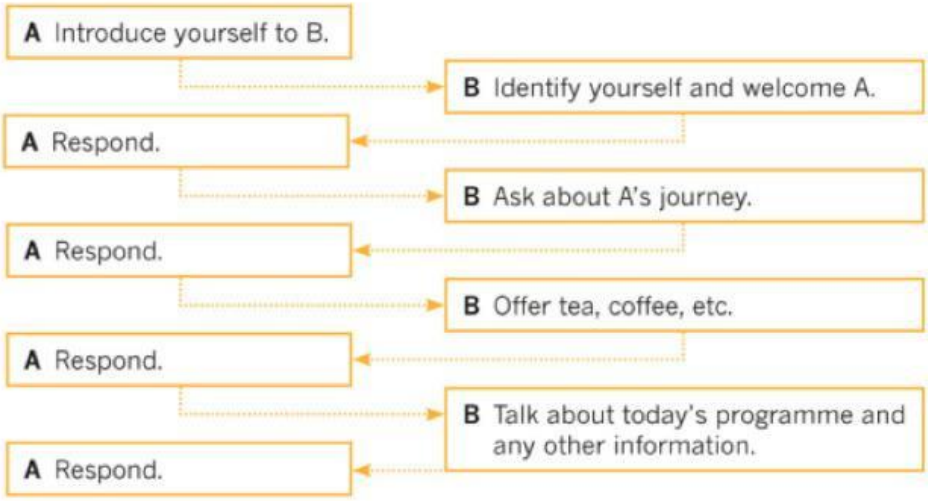
Asking about a journey
How was your journey?
Did you have any trouble finding us?

Being hospitable
Can I get you a coffee?
Let me take your coat.
Have a seat.

Explaining the programme
Let me run through / go over today's programme.
First of all, I thought you could …
We'll catch up again later / at …
You will have the opportunity to …
You'll get a chance to …
We're going to begin with …

Giving extra information
Make sure you …
Please be sure to …
Don't worry about (+ noun / *-ing*) …
Can I remind you that …
For your own safety, …

Ending
Before I hand over to …
May I wish you all an enjoyable visit.



Work in groups. Imagine you have a group of foreign visitors coming to your company for a week. Each day they will have some free time after work and they would like to learn more about your country and its culture. Discuss and plan a schedule for the week from Monday to Friday. Your schedule should include some or all of the following aspects:

- eating out and trying different dishes
- visiting places of cultural importance
- watching traditional theatre or festivals
- going shopping in local markets
- other?

LIVEWORKSHEETS

5 Study these delegates' questions at the conference. Correct the mistakes with articles. Two questions contain no mistakes.

1 Which day is Doctor Doyle giving a talk?
2 Can you tell me the way to main auditorium?
3 There's a presentation about next-generation mobile games today. What time does presentation start?
4 Are there any sightseeing tours for delegates?
5 Is quickest way to the airport by bus or by taxi?
6 Do you have excursion with a guided tour of the old city?
7 Can I have an accommodation as close to exhibition hall as possible?
8 Is the conference in Asia next year?
9 Is it possible to get taxi to the city centre, please?

Student A

1 You are going to a trade fair. Read some sentences about it and write in *the*, *a* or no article (–).

- The annual Garden Trade Fair in [1]___ Cologne attracts over 40,000 visitors who come from all over [2]___ world.
- [3]___ exhibition centre is 200,000 square metres with [4]___ outdoor and indoor displays.
- All exhibitors must reserve [5]___ stand by May 5th to guarantee [6]___ place.
- For overseas visitors, there is [7]___ regular shuttle bus leaving from [8]___ airport every 15 minutes.

2 You are going to ask your partner for more information about the trade fair. Prepare these questions with the correct article (or no article) and ask your partner for the information.

How many / exhibitors attend / trade fair?
Which parts of / world do exhibitors come from?
What opportunities does / exhibition offer?
Why should you go sightseeing in / Cologne?

Student B

1 You are going to a trade fair. Read some sentences about it and write in *the*, *an* or no article (–).

- Every year, 2,000 exhibitors attend [1]___ annual Garden Trade Fair in [2]___ Cologne.
- There are exhibitors from over [3]___ 50 countries in Europe, North and South America, and [4]___ Asia.
- [5]___ exhibition offers opportunities to show [6]___ latest trends in plants and garden products.
- Cologne is [7]___ ancient and beautiful city, so you should go [8]___ sightseeing while you are here.

2 Your partner is also going to the trade fair. Answer his/her questions using the information in 1.

3 You are going to ask your partner for more information about the trade fair. Prepare these questions with the correct article (or no article) and ask your partner for the information.

How many / visitors attend / trade fair?
How large is / exhibition?
By what date do you need to book / stand?
How do I get from / airport to / trade fair?

LIVEWORKSHEETS

GRAMMAR REFERENCE

Articles

a/an (indefinite article)

Use ***a*** before words starting with a consonant sound.
a badge, a desk

Use ***an*** before words starting with a vowel sound.
an airport, an economist

Use ***a/an***

- to talk about singular countable nouns in a general way (the person or thing could be one of many)
  an airport bus, a badge
- to talk about people's jobs
  He's a manager. She's an architect.
- with singular, countable nouns
  a company (two companies), a cup of coffee (two cups of coffee)

Use *the* (definite article)

- to talk about specific nouns (it's clear to the listener which person or thing)
  the check-in desk (in a specific airport for a specific flight)
- to talk about a noun for a second time
  It's the job I told you about last week.
- with superlatives
  It's the largest hotel chain in the world.
- with singular, plural and uncountable nouns
  the company, the companies, the information
- to say there is only one
  She's the Managing Director of our company.
- with natural places, regions
  the Amazon river, the Pacific Ocean, the Middle East
- with groups of countries, states and islands
  the United Kingdom, the United States, the Philippines
- periods of time
  the weekend, the twenty-first century

Use *no article*

- to talk about plural nouns and uncountable nouns in a general way
  They hate delays. I like coffee. We need information about the city.
- with many proper nouns (e.g. single countries, continents, cities, languages, etc.)
  France, Africa, New York, English
- with *work* or *home*
  He's always at work by eight thirty. They're at home today.
- with transportation
  by taxi, by plane, by car, on foot
- with days of the week
  Monday, Tuesday …

1 Complete the sentences with *a, an, the* or no article (–).

1 Is there ___ bus to the airport from my hotel?
2 Our centre is equipped with ___ latest facilities.
3 How long have you been learning to speak ___ Chinese?
4 Could I have ___ cup of tea, please?
5 Sorry, but he isn't at ___ work today.
6 ___ main exhibition centre is over there.
7 He's ___ person I mentioned during dinner. You should meet him.
8 Is this ___ information you wanted?
9 What time's my flight to ___ USA?
10 I normally travel by ___ bicycle.
11 I love ___ vegetarian food.
12 The greatest innovation of ___ twentieth century was the Internet.
13 Are we meeting again on ___ Thursday?
14 Hi. My name's Elaine Keevey and I'm ___ accountant.

2 Read eight rules and guidelines for staff working at a conference centre. Add the correct article(s).

1 All staff must be polite and helpful to ***the*** trade fair delegates.
2 Remember to wear ID badge at all times.
3 Check visitors' names on registration list when they enter main venue.
4 If you see visitor who looks lost, immediately offer to help.
5 Staff not wearing uniform will be sent home.
6 Exhibition centre is always closed to visitors on Mondays.
7 For information, direct visitors to Central Registration Desk.
8 If you travel by car, please park in Staff Car Park.

LIVEWORKSHEETS