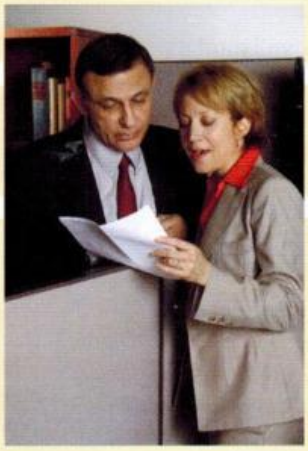
Complete the sentences from the dialogues. Listen again if necessary.

1 You _____ be Raj.

2 It's great to _____ meet you in _____ after all our phone calls and emails.

3 I _____ you haven't been _____ long.



4 It's a _____ to meet you.

5 How was your _____?

6 Hi, Paul, good to _____ you _____.

7 Sorry to keep you _____.

8 Can I _____ you with your _____?

9 Would you _____ taking this?

Which sentences above are used to:

a welcome or greet the visitor? _____

b talk about the journey? _____

c offer (or ask for) help with something? _____

d apologize for a delay? _____

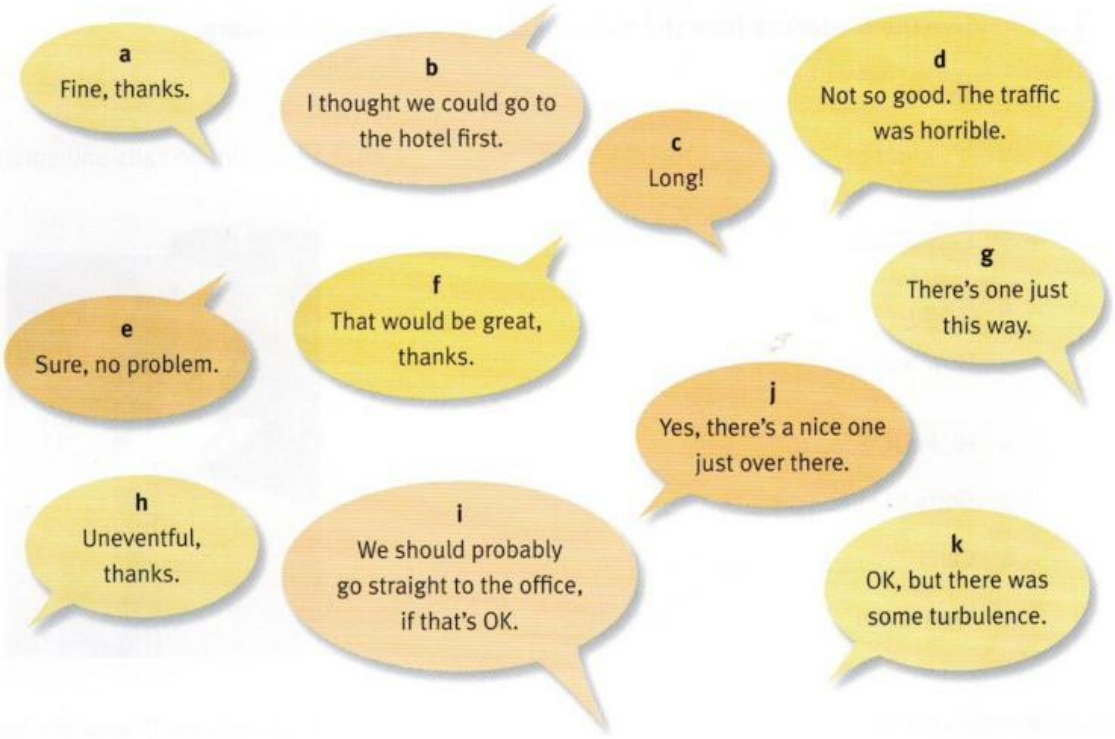
LIVEWORKSHEETS

ATTITUDES TO TIME

Note how both Alison and Anna apologize for being late. Different cultures have different attitudes to time, meaning that what counts as 'late' varies from country to country. In Britain and the US you can usually arrive up to 15 minutes after the agreed time without being 'late'. In other countries, such as Portugal, up to 40 minutes after the agreed time is often acceptable.
What is the attitude in your country? What is considered 'late' for a business meeting or a dinner appointment?

Match the questions with the answers. Some questions have more than one answer.

1 Can I help you with your bags?
2 Would you mind taking this?
3 How was your flight?
4 How was your journey?
5 How was the drive?
6 Is there a toilet around here?
7 Is there a café where we could sit down?
8 Where are we going from here?



***TOILET* OR *RESTROOM*?**

British people talk about the *toilet* or *loo*, which is more informal. *WC* [ˌdʌbljuː ˈsiː] is now old-fashioned.
Using the word *toilet* is not polite in American English, however! When talking to Americans, say *restroom* or *bathroom*.

LIVEWORKSHEETS

MEETING VISITORS ON ARRIVAL

Greetings
Nice/Good/Great to see you again.
(when you know sb already)
Nice/Good/Great to meet you (at last).
(when you are meeting sb for the first time)

Apologizing for a delay
I hope you haven't been waiting long.
Sorry to keep you waiting.

Asking about the journey
How was the/your flight/journey?
How was the drive? (AmE) *(if sb comes by car)*

Try to avoid these common mistakes:

~~Nice to meet you again.~~	Nice to **see** you again.
~~How was your fly?~~	How was your **flight**?
~~I take you to your hotel.~~	**I'll** take you to your hotel.

Offering and asking for help
Can I help you with your bags?
Let me get/take that for you.
Would you mind taking this?

The next step
I'd just like to wash my hands.
Is there a toilet (BrE)/restroom (AmE) around here?
Is there a café where we could sit down/get something to drink?
Where are we going now?

Kasia Janiak is accompanying Mr Syms from the airport to his hotel. Look at the dialogue below and try to complete the gaps. What is the topic of their conversation?

Mr Syms I can't believe it's so s_____[1] here. It makes a nice change from England!

Kasia How was the w_____[2] when you left?

Mr Syms It was r_____[3], as usual! This summer has been f_____[4].

Kasia Well, we've been very l_____[5] here. The last couple of weeks have been very w_____[6].

Mr Syms Do you normally get good summers here?

Kasia It depends. Usually we get at least a few h_____[7] days, but sometimes it rains a lot.

Mr Syms I imagine the winters here must be pretty c_____[8].

Kasia Oh yes. Sometimes it goes d_____[9] to minus 15.

Mr Syms Well, at least it never gets that cold in England. The winter there is usually just grey and w_____[10]. It can be quite depressing!

Kasia Ugh! Well, I'm glad the weather is nice for your visit here ...

Listen to the conversation and check your answers.

LIVEWORKSHEETS

The weather is one of the most popular small-talk topics. It is a topic everybody can talk about. Put the words below into the right categories.

~~cloudy~~ • ~~cold~~ • ~~damp~~ • drizzling • freezing • grey • hazy • humid • mild • overcast • pouring • rainy • roasting • sunny • warm

words describing temperature	words describing the sky	words to do with water
cold	*cloudy*	*damp*

Now use words from the table to complete these sentences.

It's _____ today.

It was _____ yesterday morning.

It was _____ yesterday evening.

The weather during my last business trip (or holiday) was _____ .

LIVEWORKSHEETS

Listen again and complete the sentences from the dialogue.

1 It's _____ now. We'll be _____ in five minutes.

2 I thought you might like to _____ your hotel first and _____ your things.

3 Then we _____ a spot of lunch. There's a nice Italian place _____ your hotel.

4 After that we _____ to the office.

5 We _____ with the sales team at two, as you know.

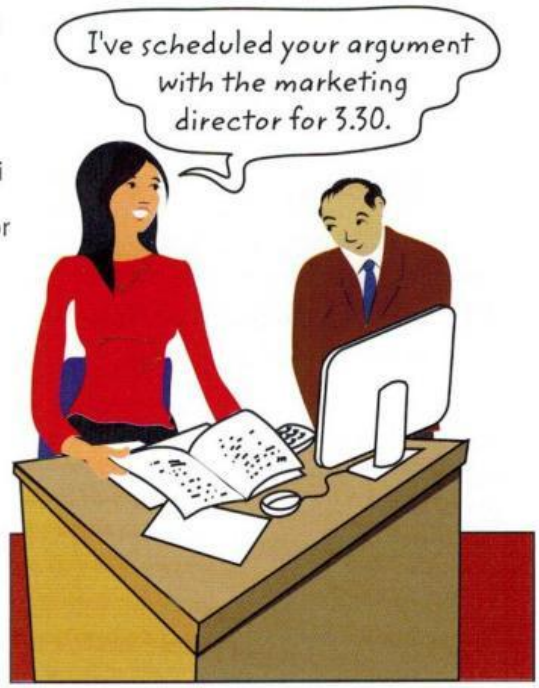
6 At four we _____ the production plant.

7 That _____ an hour.

8 Then perhaps you _____ a taxi back to your hotel and _____ for a bit.

9 I _____ again at about seven for dinner.

10 It _____ really good. We _____ to this fantastic French restaurant.



TALKING ABOUT PLANS

There are many ways to talk about future plans in English, and often you can say the same thing in different ways. Here are some ways to talk about plans:

- using modals verbs such as *can*, *could*, *might*, *should*, etc:
  I thought you might like to check into your hotel first.
  Then we can go to the office.
  That should only take an hour.
- using the present tense:
  We have the meeting with the sales team at two.
  It's the big company dinner tonight.
- using *will*:
  I'll pick you up again at about seven for dinner.
- using *going to:*
  At four we're going to visit the production plant.
  After that we're going to this fantastic French restaurant.

LIVEWORKSHEETS