Now add phrases from the dialogue to fit the categories below.

Greetings and introductions

Good morning. You must be ... . I'm ...

Offering hospitality

Saying goodbye

So long for now.

Small talk questions

4 Complete the sentences with words from the box.

care • contact • finally • get • introduce • journey • kind • like • long • may • pleasure

1 May I _____ you to Mrs Burton? She's our regional manager.
2 It's nice to _____ meet you face to face.
3 _____ I take your jacket?
4 Oh, that's very _____ of you.
5 I'd _____ to introduce myself. My name's Ralph Lee. I'm the floor manager here.
6 Would you _____ for coffee or tea?
7 Can I _____ you some mineral water?
8 We'll be in _____ by email as usual.
9 It was a _____ to meet you. Have a nice _____.
10 So _____ for now.

CUSTOMER FOCUS EXTRA

Small talk may seem to deal with unimportant topics, but it is necessary for 'breaking the ice' with customers. People can relax and get comfortable with light topics such as:

- their trip *(How was your flight? Did you have any trouble finding us?)*
- where they are staying *(So, how's your hotel? Everything OK?)*
- (first) impressions of the city *(Have you ever been to ... ? So, what do you think of ... so far?)*
- the weather *(Great weather, isn't it? How's the weather in ... ?)*

Be careful with making small talk on topics like family, religion or politics, or with making compliments about somebody's appearance. Depending on your customers' cultural background, they might find the topics too aggressive or too personal in a business context.

LIVEWORKSHEETS