



Small talk.

1. Use a microphone and headphones. Repeat these sentences. If the sentence is not written correctly, try again.
 - a. Let me introduce you to.
 - b. Nice to meet you.
 - c. Where are you from?
 - d. What do you do?
 - e. Lovely weather, isn't it?
 - f. Isn't this weather terrible?
 - g. What are your hobbies?
 - h. What do you like to do in your free-time?
 - i. Did you see the Barça football match last night?
 - j. Do you play badminton?
 - k. Have you tried the new Thai restaurant in Raval?
 - l. Do you know any good restaurants nearby?
2. Use a microphone and headphones. Repeat these sentences. If the sentence is not written correctly, try again.
 - a. This is Pamela.
 - b. She is a tall, muscular, young, brunette athlete.
 - c. She is from London.
 - d. She has chosen to study at ILB because she wants to pursue a career in International Trade.
 - e. She is twenty-one years old
 - f. She has worked as an administrative assistant.
 - g. She has three brothers and one sister.
 - h. Her hobbies or interests are sports and playing the piano.
 - i. Her favorite movie is The Silence of the Lambs.
3. Most common phrasal verbs in business and small talk.
 - a. Match the sentences containing the phrasal verbs with the meanings of the phrasal verbs.

I was **called in** by my boss.
 I need to **catch up** with my emails.
 We are **putting in** hours and hours.
 They won't **give up** their demands.
 We shouldn't **give in** to bully tactics.
 Do you think they **picked up** the message?
 I'll **get back to you** on that. (get back to sb.)
 Can we **work something out** here?
 I agreed to **step in** for my colleague.
 You need to **run this by** the client.
 Who **set** this meeting **up**? (set sth up).
 My colleague **put in a good word** for me. (put in sth.)
 Team members always **stick up for** each other.
 I don't know who to **turn to** for help.
 You can always **count on** me.

abandon
 agree
 arrange
 asked to do something
 depend on someone
 do something that should be done
 get help from
 give
 receive
 reply
 say something positive
 support
 surrender
 take somebody's place
 tell

Source: Cumaraswamy Streat, Shanthi, "30 phrasal verbs often used in business meetings and small talk",

b. Fill in the gaps. Use the phrasal verbs from activity A.

Let's take a look at a business meeting over coffee

Tony: Hello Jack. Sorry for being so late. Have you been waiting long?

Jack: Not too long. About half an hour.

Tony: Thank you for your patience. I was just walking out of the door when I was -

- (asked to do something) by my boss who wanted to introduce me to a long-standing client of the firm.

Jack: No problem at all. It gave me a chance to - (do something that should be done) my emails. What would you like? An espresso, cappuccino or latte?

Tony: I think I'll have a cappuccino.

Jack: That'll be one cappuccino and an espresso macchiato for me, thanks.

Jack: So, how's it going?

Tony: Oh you know, same old, same old....

Jack: How do you mean?

Tony: Well, you know we're working on this new rail project? Well, we've been -

- (give) hours and hours of work and we don't seem to be getting anywhere.

Jack: In what way, you're not getting anywhere?

Tony: The other side is insisting on double pay at the weekends for their employees and they simply won't - (abandon) their demands.

Jack: And that's something that's unacceptable for your clients?

Tony: Oh yes, they will not - (surrender) to bully tactics. Anyway, I don't want to talk about it. Let's change the subject. By the way, did you -

- (receive) the message I left you about the Deighton case?

Jack: Yes, I did. I'm sorry I meant to - (reply) you.

Tony: Well, what do you think? Do you think we could - (agree)?

Jack: In terms of what exactly?

Tony: Well, in terms of whether your firm would be prepared to - (take their place) should we need it?

Jack: I can't see that it would be a problem but I'll need to - this - (tell) my managing partner.

Tony: If you could do that sooner rather than later, I'd appreciate it.

Jack: I'll see what I can do.

Tony: Great. Now you - this meeting - (arranged) so what can I do for you?

Jack: Well, I was wondering if you could - for me (say something positive) at the next AGM?

Tony: Of course, I could. After all, what are good friends for if we can't - (support) one another?

Jack: Oh, thanks so much. I really didn't know who I could - (get help).

Tony: You can always - (depend on) me.

Jack: You're not only a great client, but you're also a real friend.