

1

Making contact

STARTER

First look at some of the activities involved in socializing. Can you add anything?



Now work with a partner to ask and answer the following questions.

- 1 When and where do you need to socialize in English?
- 2 Who do you speak to? Are they native or non-native English speakers? Who do you find easier to understand?
- 3 What topics do you talk about? What topics are 'taboo' in your culture?
- 4 What do you find difficult about socializing in English? What do you enjoy?
- 5 How do you break the ice?



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1 Emails are often used to make arrangements for company visits. Look at the three emails below. Which email is the most formal? How can you tell?

a

Delete Reply Reply All Forward Print

To: tsyms@carrington.co.uk
From: kasia.janiak@bto_systems.pl
Subject: Re: Visit to Warsaw

Dear Mr Syms

Thank you for your email regarding your forthcoming visit to Warsaw.

I would be delighted to pick you up at the airport and take you to your hotel. If you could please send me your flight details, that would be very useful.

I look forward to seeing you on Tuesday.

Kind regards
Kasia Janiak

BTO Systems
ul. Targowa 6
03-700 Warszawa
Phone: + 48 22 69 05 45

b

To: annacole@df.com From: paul.hart@nexon.com
Subject: Re: Meeting 23 April

Hi Anna,

Thanks for your email.

The best way to get to our offices from the station is to take a taxi. There's a taxi rank outside the main entrance – you can't miss it!

Looking forward to seeing you on Tuesday!

All the best,
Paul

c

To: alison.taylor@workforce.com From: r.pavan@rki.co.in
Subject: Re: Flight details

Dear Alison

Thank you for sending me your flight details. I will be there at the airport to meet you.

Looking forward to meeting you at last!

Best wishes
Raj



2 You will hear three conversations about people meeting visitors. First match the conversations to the emails above.

Conversation	Email
1	☐
2	☐
3	☐



Now listen again and complete the chart.

	Conversation 1	Conversation 2	Conversation 3
1 Have the speakers met before?			
2 Is the conversation formal or informal?			
3 Where are they meeting?			
4 What problems did the visitors have during the journey?			
5 What are they doing next?			

3 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? _____

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?

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

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

a
Fine, thanks.

b
I thought we could go to the hotel first.

c
Long!

d
Not so good. The traffic was horrible.

e
Sure, no problem.

f
That would be great, thanks.

g
There's one just this way.

h
Uneventful, thanks.

i
We should probably go straight to the office, if that's OK.

j
Yes, there's a nice one just over there.

k
OK, but there was some turbulence.

TOILET OR RESTROOM?

British people talk about the *toilet* or *loo*, which is more informal. *WC* [ˌdʌbljuː 'siː] is now old-fashioned.

Using the word *toilet* is not polite in American English, however! When talking to Americans, say *restroom* or *bathroom*.



7 Carl is giving Kathrin directions. Listen to the dialogue and complete the sentences.

- 1 It's just _____ the corridor, the third door _____ the left.
- 2 I'll show you _____ it is.
- 3 But actually, I thought maybe I could just pop _____ Roger's office and say hello.
- 4 Where is he? – _____ the third floor.
- 5 So, go _____ the door and turn left to get _____ the lift.
- 6 Then _____ you come out of the lift, go right, and it's the _____ door on your left.
- 7 So, I'll meet you _____ here in about ten minutes?

8 You are in your office with a visitor. Look at the sketch below and complete the sentences with the correct words.

Clara's office ^{1?}

It's opposite mine.

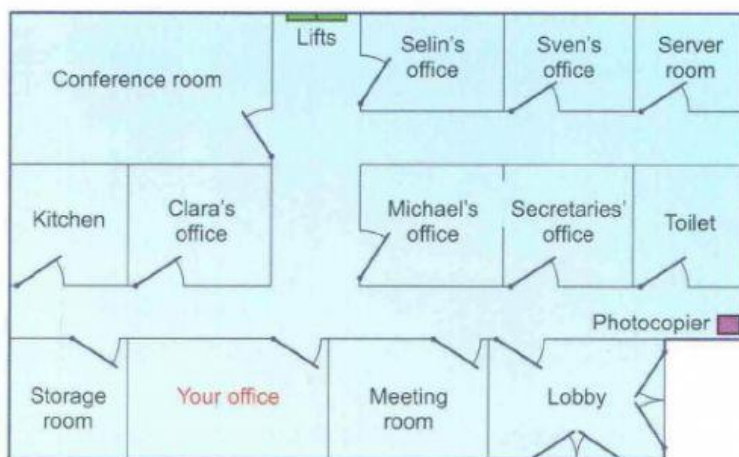
Go out of the door and turn left. The _____ ²

is on your right, just past Clara's office.

Just go out the door and go straight ahead.
The _____ ³ are at the end of the corridor.

Go out the door and turn right.
The _____ ⁴ is on your left, just after the lobby.

Turn right when you go out of my office. The _____ ⁵ is at the end of the corridor on your right.



9 Work with a partner. Use the profiles in the Partner Files to practise giving directions.

PARTNER FILES

Partner A File 2, p. 60
Partner B File 2, p. 62

GIVING DIRECTIONS

You just go down the corridor and it's right in front of you/on your left/right.
It's just down the corridor/round the corner on the left/right.
It's the first/second/third door on the left/right.
It's next to the toilet/front door/kitchen.
Come with me and I'll show you where it is!



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