

6 Guests & visitors

Starting point

1 How often does your company have business guests and visitors?
2 Why do they visit the company?
3 Does the company entertain them in the evenings? If so, how?
4 How often do you visit other companies?
5 Do you prefer being the visitor or the host?



Working with words | Business travel

1 How important are trade fairs and conferences in your area of business? Do you ever attend such events?

2 ▶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**.

3 Match the words in **bold** in the notes to definitions 1–8.

1 the venue where a conference or trade fair is held *exhibition centre*
2 equipment and services provided (e.g. by a hotel or conference centre) _____
3 the largest room in a conference centre for lectures and presentations _____
4 types of food or products that a restaurant or place is famous for _____
5 visiting interesting buildings and places as a tourist _____
6 a short organized trip made for interest or pleasure _____
7 the people registered at a conference or trade fair _____
8 an area at an exhibition where you can display and advertise your products or services _____

LIVEWORKSHEETS

Tip | *travel/trip/journey*

Travel is mainly used as a verb:
I like to ***travel*** *by train.*
There are some exceptions such as *business travel, travel arrangements* and *travel agents.*
Don't say: ~~*Did you have a good travel?*~~
Do say: *Did you have a good* ***journey/trip/flight?***
Journey is the period spent travelling to your destination.
Trip is a short visit with a specific purpose (e.g. *a business trip*).

4 Work with a partner. Cover up your answers in **3** and take turns to test each other with the definitions.

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



» For more exercises, go to **Practice file 6** on page 116.

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

LIVEWORKSHEETS

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 …?	☐

5 Imagine you are at a conference and you don't know anyone in the room. Stand up and introduce yourself to different people in the class. Start conversations using your full titles and last names, and then find out how the other person wants to be addressed.

Steps for welcoming and greeting a business visitor

First greeting. Introducing yourself and repeating the visitor's name

1

2

Being friendly and welcoming by saying …

1

2

Making small talk with the visitor

1

2

Giving the visitor a visitor ID card/badge

1

2

Showing the visitor the way to the meeting room or office.

1

2

Making the visitor feel comfortable before the meeting

Offer to help with his / her things.

1

2

LIVEWORKSHEETS

Find out if he / she wants to sit down.

1

2

Offer him / her something to drink.

1

2

Give him / her something to read about the company.

1

2

Other friendly offers

1

2

Listening (onestopenglish) - **to compare your ideas**



Business communication | Welcoming visitors

1 When someone comes to visit your place of work, what do you show them? Are there any areas which are 'off-limits' (private or secret)?

2 ▶6.4 Jacinta Ross works for HYB Electronics. She meets Marvin Bernstein at reception. He is visiting the company for the day. Listen to their conversation and complete the agenda for Marvin's visit.

Agenda for Marvin Bernstein's visit to HYB Electronics

Monday 2 October

Morning:
Lunchtime:
Afternoon:

3 ▶6.4 Listen again and match Jacinta's expressions to Marvin's responses.

Jacinta	Marvin
1 Welcome to our new facility.	a Oh, that's OK, I'll hang on to it for now.
2 So, how was your journey?	b Thanks.
3 And did you have any trouble finding us?	c No problem.
4 Here, let me take your coat.	d Thank you very much.
5 Can I get you a coffee?	e It was fine, thanks.
6 OK. Come this way and I'll run through today's programme.	f No, not at all.
7 Have a seat.	g That sounds nice.
8 So, first of all, I thought you could take a tour of the facility this morning.	h Great.
9 You'll need this ID card to get around the site. Make sure you keep it on you at all times.	i Sounds interesting.

Listening (linguahouse)

LIVEWORKSHEETS

Helmut phones Jane about her email. Complete the phone call with suitable words or phrases.

Helmut: Hi Jane. How's it going?

Jane: Fine, thanks, Helmut. Good to hear from you.

Helmut: Thanks for your email about things to see in London after our meetings.

Jane: Oh, you're very welcome. So what (1) _____ do?

Helmut: First, I'd really like to do a sightseeing tour of London. One that can give me a general view of the city.

Jane: Great. Are you (2) _____ art?

Helmut: Yes, I'm a big art fan. I'd like to go to the new (3) _____ at the Tate Gallery.

Jane: OK. I can organize tickets for the city tour and for the Tate.

Helmut: Thanks for that. Also, I'd like to sample some of your food and drink. What do you (4) _____?

Jane: Well, we've got plenty of good restaurants and (5) _____. Our most famous meal is fish and chips. But London has many fine restaurants with just about any international (6) _____ you could want. We've got some very good places for Indian food.

Helmut: That sounds good like a good idea, if it isn't too spicy. My wife will be with me. She doesn't eat meat.

Jane: Well, if she's (7) _____, Indian food is just fine.

Helmut: Also, my wife doesn't drink alcohol, so could you recommend a typical British non-alcoholic drink?

Jane: Hmm. No, there really isn't anything special. The restaurant will have apple or orange juice. So, (8) _____ music? Do you and your wife like (9) _____ or concerts?

Helmut: Actually, we (10) _____ the theatre. We love musicals and we especially like Andrew Lloyd Webber. Is there any chance of getting tickets?

Jane: Let me check on that for you.

Helmut: All right, Jane. Please email me the plan for our evenings out next week. I'm really looking forward to it.

Jane: Will do! Thanks for calling. Bye for now.

Helmut: Bye.

Come up with a role-play for your own city for entertaining a business visitor. Use an outline to write your own questions and answers.

My city

special food or drink
famous places to see
museums
concerts / shows
sport
sightseeing tours
clubs / bars / pubs

LIVEWORKSHEETS

32.1 Underline the correct words in italics.

1 Welcome *in / to* Switzerland.
2 Tim sends his *compliments / regards*, by the way.
3 Is this your first time *in / to* Zurich?
4 On *behalf / part* of Magnum, it gives me great pleasure *for / to* welcome you here today.
5 Can I *remember / remind* you that taking photographs is strictly prohibited.

32.2 Match an item on the left with an item on the right.

1 come	this badge at all times
2 drop	you in person
3 get	you off at your hotel
4 have	in
5 meet	you round the plant
6 show	an appointment
7 wear	down to business

32.3 Complete each sentence with a whole phrase from Exercise 32.2.

1 (*knock on door*) Come in .
2 We've been emailing and talking on the phone for so long. It's nice to finally _____ .
3 OK, let's _____ . Did you get the document I sent with the list of points to discuss?
4 (*at the airport*) My car is over there. I'll _____ and then pick you up later.
5 After the meeting Mr Meyer, our Production Manager, is going to _____ . It's fully operational.

32.4 Match the beginning and end of each sentence.

1 Did you have a	regards, by the way.
2 Welcome	time in Zurich?
3 Is this your first	good flight?
4 You can freshen	you with your bags.
5 Tim sends his	to Switzerland.
6 Let me help	to look around before you go?
7 Will you have time	up at the hotel, then we'll have some lunch.

Now match lines 1–7 above with replies a–i below. Some lines have two replies.

- [ ] a Yes, it was fine.
- [ ] b Thanks, but I can manage.
- [ ] c A bit of turbulence, but not too bad.
- [ ] d How is he?
- [ ] e Yes, it is.
- [ ] f Thanks – it's great to be here. And thank you very much for your invitation.
- [ ] g Maybe just a couple of hours on my last afternoon.
- [ ] h That sounds like a good plan. They only gave us a sandwich on the flight.
- [ ] i No, I've been here once before.

32.5 Continue as before.

1 Where are you	finally meet you in person.
2 It's nice to	something to drink?
3 Would you like	you get my message?
4 Did you find	are you here for?
5 Sorry I'm late. Did	staying?
6 How long	us OK?

Match the lines and replies as before. Some lines have two replies.

- [ ] a Yes, please. A coffee would be nice.
- [ ] b At the Marriott. It's very comfortable and I get Rewards points every time I stay there.
- [ ] c Just three days.
- [ ] d No problem. Your directions were excellent.
- [ ] e Yes, it's always good to put a face to a name.
- [ ] f I'm flying home tomorrow.
- [ ] g No, I'm fine thanks.
- [ ] h Yes, thanks for calling to let us know. There's no problem – I've just rearranged the programme a little.
- [ ] i Yes, the taxi brought me straight here.

32.6 Read this welcome speech. Fill in the missing words – some letters are given to help you.

"Good morning everyone. My name is Lotte Jacobs and I am the Public Relations Officer here at Wind Turbines International. On [1]b_____f of WTI it gives me great [2]pl_____ to welcome you here today. I'll just [3]r_____ through this morning's programme with you. We're going to begin with a guided [4]t_____ of the production facility. The tour should take around one hour, and afterwards we'll come back here for [5]ref_____s . Then at eleven o'clock our Production Manager Mr Schneider has kindly agreed to come and have a Q&A with you all. You'll also have an [6]opp_____y to meet with Mr Schneider in person as he will be joining us for lunch later.

At around eleven thirty, after the Q&A, we'll all go to the main conference room in our other [7]b_____g where I will give you a short presentation. I'll give you an [8]o_____w of the company and our plans for the future. Again, there will be a chance for questions.

OK, we'll begin the tour in a moment. You can leave your [9]bel_____s here. I'll lock the room, but I have to say that the company does not take [10]re_____y if anything goes [11]m_____g .

For your own [12]s_____y , please make sure you walk inside the yellow lines at all times. And can I also remind you that taking photographs is [13]str_____y [14]pr_____d .

OK, if you follow me, we'll begin the tour." 99

32.7 02 You are going to hear eight phrases. Listen and repeat.

LIVEWORKSHEETS

Key expressions

Welcoming
Welcome to ...
On behalf of ... welcome to ...
It's nice to meet you in person.
Good morning.
Good afternoon.

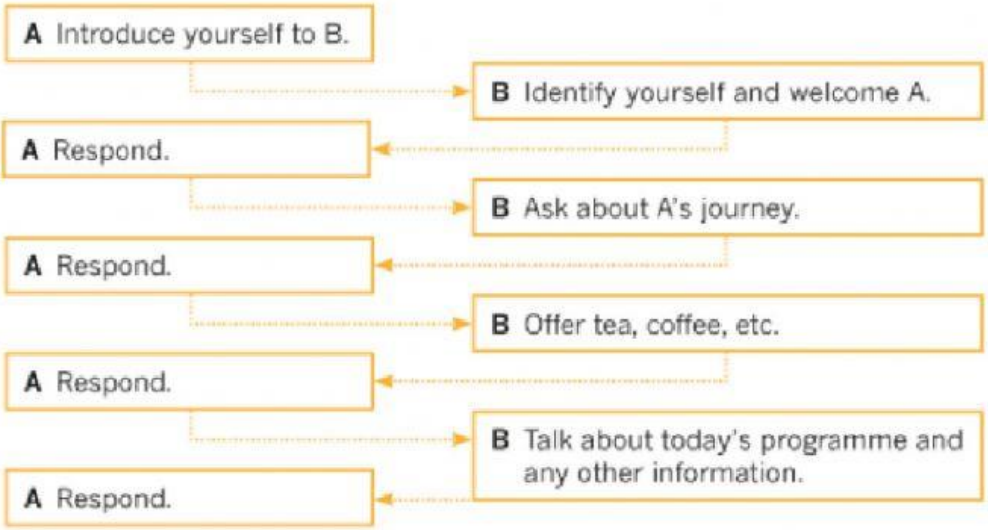
Asking about a journey
How was your journey?
Did you have any trouble finding us?

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

Explaining the programme
I'll run through today's programme.
First of all, I thought you could ...
We'll catch up again later.

Giving extra information
You'll need this ...
Make sure you ...
Don't worry about ...

4 Work with a partner. Have a conversation with a visitor to your place of work using this flow chart. **Student A** is the visitor and **Student B** is the host. When you have finished, change roles.



» For more exercises, go to **Practice file 6** on page 116.

5 Work with a partner. Imagine you are welcoming a new person to the class today. Have a short conversation about their journey to the office/classroom and go through the schedule for the lesson.

7 28▷ **It is the start of the tour. Listen to this welcome speech and answer questions 1–3.**

1 Who is Dilip Patel?
2 How is the day organized?
3 What piece of advice does Dilip give the visitors?

8 28▷ **Dilip's speech is more formal than Jacinta's conversation with Marvin. Listen again and find formal equivalents to these phrases.**

1 Welcome to ...: _____
2 You'll get a chance to ...: _____
3 Remember ...: _____
4 Make sure you ...: _____

Work in small groups. Prepare and give a short welcome speech to a group of first-time visitors to your place of work or study.

See ex.32.6

LIVEWORKSHEETS

Write your reply





1

Dear Sarah,

I'm vegetarian. Are there any vegetarian dishes that you can recommend?

Best wishes,

Tom

Dear Tom,

_____

_____

_____

_____

Sarah

2

Hi John,

I'd love to go to a pub but I don't drink alcohol. Can you suggest an interesting non-alcoholic drink?

Thanks,

Michael

Dear Michael,

_____

_____

_____

_____

John

3

Dear Susan,

I afraid I don't eat pork. What other meat dishes are good?

Kind regards,

Peter

Dear Peter,

_____

_____

_____

_____

Susan

4

Hi Chris,

Sorry, I forgot to tell you I'm allergic to anything made with milk. What do you think I can order when we go to the restaurant?

Thanks,

Kirsty

Dear Kirsty,

_____

_____

_____

_____

Chris

LIVEWORKSHEETS