

## 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?

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**

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

Dear Mr Symes

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: annaapple@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            | <input type="checkbox"/> 6 |
| 2            | <input type="checkbox"/> 2 |
| 3            | <input type="checkbox"/> 1 |

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?

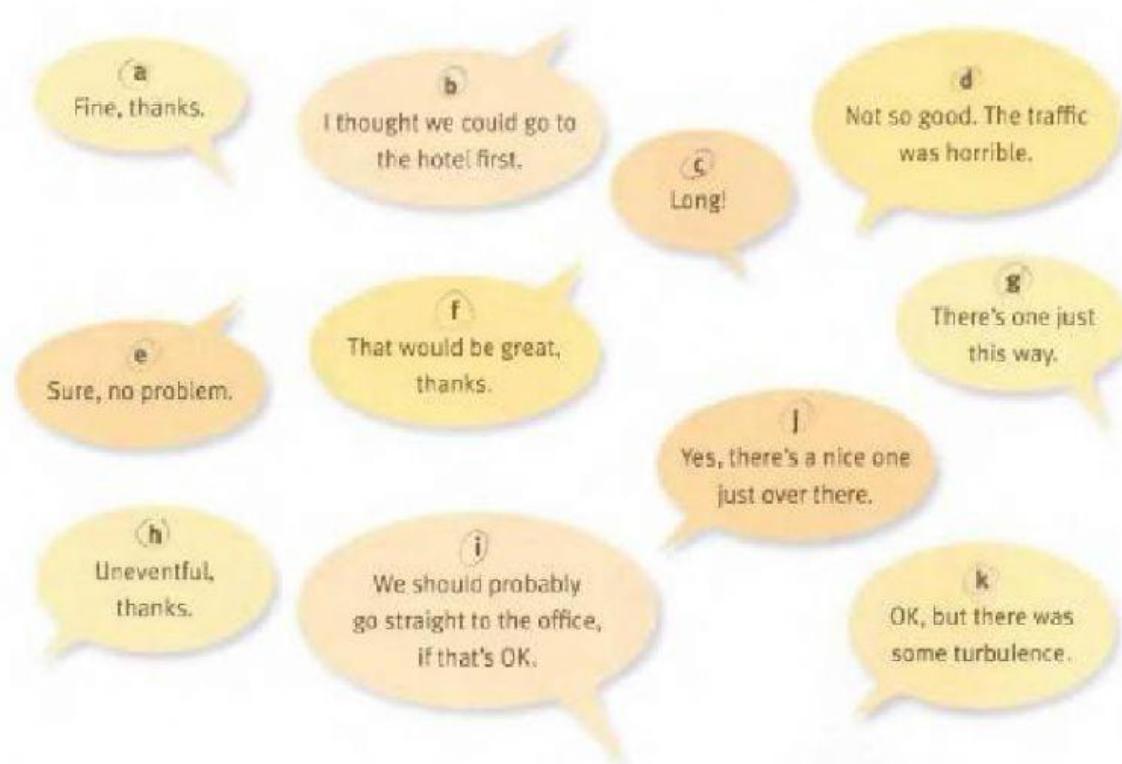
## ATTITUDES TO TIME

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?            |



## TOILET OR RESTROOM?

British people talk about the *toilet* or *loo*, which is more informal. *WC* (dʌbliju: 'si:) is now old-fashioned.

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

5 Work with a partner. Use the profiles in the Partner Files to practise meeting visitors. Try to use phrases from the Language Box below.

PARTNER FILES

Partner A File 1, p. 60  
Partner B File 1, p. 62

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?  
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?

6 Kasia Janiak is accompanying Mr Syme 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 Syme I can't believe it's so 1 here. It makes a nice change from England!

Kasia How was the 2 when you left?

Mr Syme It was 3, as usual! This summer has been 4.

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

Mr Syme Do you normally get good summers here?

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

Mr Syme I imagine the winters here must be pretty 8.

Kasia Oh yes. Sometimes it goes 9 to minus 15.

Mr Syme Well, at least it never gets that cold in England. The winter there is usually just grey and 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.

7 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 |
|------------------------------|--------------------------|------------------------|
| <i>cold</i>                  | <i>cloudy</i>            | <i>damp</i>            |
|                              |                          |                        |
|                              |                          |                        |
|                              |                          |                        |

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 \_\_\_\_\_.



8 Mr Syms and Ms Janiak are talking about their plans. Listen and complete Ms Janiak's diary.



## 9 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.*

10 *Work with a partner to make a dialogue. Person A: you are the host. You are dropping B off at his/her hotel. Person B: you are the visitor.*

A

Tell **B** about the hotel (check in, how much time to relax).

B

Respond. Ask about plans for later.

Tell **B** about plans for the afternoon.

Respond. Ask about plans for the evening.

Tell **B** about plans for the evening.

Respond.

Ask **B** about his/her plans for tomorrow.

Tell **A** about your plans for tomorrow.

Respond.