

1

Greetings and goodbyes

Get ready!

① Before you read the passage, talk about these questions.

- 1 What do you say and do when you meet a friend?
- 2 Do people kiss when they meet in your country? What do you think of this?



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ETIQUETTE

People around the world say hello and goodbye in different ways. In Asia, many people **bow** when they **greet** each other. This might seem strange to someone in the Middle East. There, men sometimes greet each other with a **kiss** on the **cheek**. In most countries, people **shake hands**. But in America and Europe the handshake is **firm**, while in Asia it is often soft. So what do you do when you meet people from other countries? Don't let these **customs** confuse you. Just be **polite**. When you meet, say '**Please to meet you**' and ask 'How are you?' When it is time to leave, say '**it was nice meeting you**' and 'I hope we meet again'.

Reading

② Listen and read the extract from an etiquette guide. Then, choose the correct answers. How many customs are mentioned in the text?

- 1 According to the guide, which is NOT a common way of greeting?
 - A saying 'Pleased to meet you'
 - B kissing each other's hands
 - C bowing
 - D shaking hands
- 2 How does the guide suggest people react when they experience a new greeting?
 - A shake hands firmly
 - B be polite
 - C be your best judgment
 - D follow local customs
- 3 What can you guess about people in Saudi Arabia?
 - A They use a firm handshake.
 - B They say goodbye with a kiss.
 - C They don't typically bow when greeting.
 - D They have similar customs to Europeans.

Vocabulary

③ Complete the word or phrase with the same meaning as underlined part

- 1 The manager said, 'I am happy to see you'.
P_e _ _ _ _ _ o _ e_t _ _ o
- 2 Be polite when you meet and say hello to a client.
g _ _ e _
- 3 Some people kiss on the side of the face.
_ h _ e _
- 4 It was good to see you and get to know you.
I _ _ a _ n _ _ _ _ e _ t _ _ _ _ o _ .

④ Read the sentence pairs. Choose where the words best fit in the blank.

1 bow/ customs

Most nations have different _____ for greeting strangers.
Japanese businessmen often _____ to each other.

2 kiss/ shake hands

Some people don't _____ unless they are in a romantic relationship
Business people often _____ when they come to an agreement.

3 polite/ firm

Be _____ when meeting new people.
In America, a _____ handshake shows a strong personality.

Listening

⑤ Listen to a conversation between a manager and his colleague. Mark the following statements as true (T) or false (F).

- 1 ____ The manager advises his colleague to bow.
- 2 ____ The manager advises his colleague to shake hands softly.
- 3 ____ The manager suggests shaking hands with Mr. Yakamoto.

⑥ Listen again and complete the conversation.

Manager: When you meet Mr. Yakamoto, be very **1** _____. He is a very important client.

Colleague: It's the Japanese **2** _____ to bow. Should I do that?

Manager: No, you don't have to bow. Just say **3** '_____ meet you and **4** _____.

Colleague: Okay.

Manager: But don't make your handshake too **5** _____. Japanese people usually have a softer handshake.

Colleague: And when he leaves? What then?

Manager: Just say 'It was **6** _____' and shake his hand again.

Colleague: Okay, that's fine!

2

Introductions



Let me introduce you to



Left out

Get ready!

① Before you read the passage, talk about these questions.

- 1 What are some situations in which you have to introduce people?
- 2 What are the differences between good and bad introductions?

Reading

② Read this extract from an etiquette guide, then mark the following statements as true (T) or false (F).

- 1 ___ End a conversation with a colleague before talking to a friend.
- 2 ___ Do not talk about work when introducing two people.
- 3 ___ Mentioning people's common interest makes them feel included.

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INTRODUCTION ETIQUETTE

Imagine you are at a conference, talking to a **colleague**. Suddenly an old friend greets you. Of course, you are happy to see him and you start talking excitedly. Stop! What about your colleague? Don't leave her alone. **Introduce** your friend and colleague by saying 'I'd like you to meet...' or 'Let me introduce you to...'. Make sure each person understands your **relationship** with the other, and **mention** each person's **occupation**. Think of something the two have **in common** and **steer the conversation** in that direction. This way, either of them will feel **left out**.

Vocabulary

③ Choose the word that is closest in meaning to the underlined part

- 1 James likes to talk about his job.
 - A relationship
 - B colleague
 - C occupation
- 2 Change the topic away from politics.
 - A mention
 - B steer the conversation
 - C introduce
- 3 Karen is talking to a person with whom she works.
 - A colleague
 - B relationship
 - C occupation
- 4 Let me tell you the name of my friend, Bob Hawkins.
 - A steer the conversation away from
 - B leave out
 - C introduce you to

④ Place a check (✓) next to the response that answer that question

1 Have I met your friend before?

A No. Mary, I'd like you to meet Polly.

B Yes. My friend Polly feels left out.

2 What's your relationship with Helen?

A She didn't mention your name.

B She's my colleague.

3 Can I introduce you to my colleague, Daniel?

A Sure! Nice to meet you, Daniel.

B Don't mention it.

⑤ Listen and read the extract again. How should you introduce a colleague to an old friend?

Listening

⑥ Listen to a conversation between two men and a woman. Mark the following statements as true (T) or false (F).

1 The woman is introduced to the friend of a colleague.

2 The speakers are at the woman's birthday party.

3 All three speakers are in the same soccer league.

⑦ Listen again and complete the conversation.

Man 1: Sarah, I'd like you to meet 1 _____, John. John, this is Sarah.

Woman: Hi John, it's a pleasure to meet you.

Man 2: And nice to meet you, too. How do you two know 2 _____?

Woman: Oh, we work together.

Man 2: That's right. Bob mentioned that some of his colleagues were coming to 3 _____ party.

Man 1: You know, Sarah, you and John have something 4 _____.

Woman: 5 _____? What's that?

Man 1: 6 _____ in the same adult soccer league.