

Socializing with clients



1A Work in pairs. What do you talk about with colleagues when you don't talk about work? Choose from the topics in the box. Add any topics of your own.

family sport TV shows weather work

B Do you ever spend time with clients or visitors at work? What do you talk about?

2  5.4.1 Watch Max and Julia's meeting. Choose the correct option.

- | | |
|--|---|
| 1 <i>Julia / Max</i> was in Paris yesterday. | 4 Max invites Julia to join him for <i>lunch / dinner</i> . |
| 2 Julia arrived <i>last night / this morning</i> . | 5 Julia <i>knows / doesn't know</i> Maria Stavrou. |
| 3 Max thinks that the conference will be <i>busy / great</i> . | 6 They are going to meet at 12.30 <i>in the conference hall / at the restaurant</i> . |

★ **3** Watch Maria, Julia and Max's conversation. Tick (✓) the four topics they mention.

exhibitors family the city the trade fair the hotel the weather

4 Watch Maria, Julia and Max's conversation again. Answer the questions.

- | | |
|--|--|
| 1 What does Maria say about Julia's company? | 4 How does Max describe the hotel? |
| 2 What does Julia say about the presentations? | 5 What does Julia say about the hotel? |
| 3 What presentation did Maria see? | 6 What do Maria and Max agree to do? |

5A Match the questions from the video (1-4) with the answers (a-d).

- | | |
|--|--|
| 1 When did you arrive? | a Well, it's comfortable and it's near a park. |
| 2 What do you think of the trade fair? | b I think there are some good presentations. |
| 3 Where are you staying? | c I flew here this morning. |
| 4 Do you like the hotel? | d At the Mason Park Hotel. |

B Match irregular verbs in bold from the video with the present form in the box.

be (x2) fly go have hear see

- | | |
|--|------------------------------------|
| 1 I heard you were here. | 4 I flew here this morning. |
| 2 I went to Paris yesterday. | 5 I saw a presentation. |
| 3 I had some business meetings there. | 6 It was very good. |

C Make sentences about your life with three verbs from Exercise 5B. Read your sentences to your partner.

*I **went** to Hamburg last week. I **had** lunch with clients yesterday.*

*I **saw** a good film at the cinema last weekend.*

➤ SOCIALISING WITH CLIENTS

Starting a conversation topic

How are you? Very well, thanks.
When did you arrive? I flew here [yesterday / today]. (And you?)
Where are you staying? At the [Mason Park Hotel / the Grand].

Giving an opinion

I think there are some [very good presentations / great new products].
It was [interesting / a bit boring].
I like some of the [exhibitors' stands / talks].
It's [comfortable / nice] and it's [near the park / quiet].

Asking for an opinion

What do you think of the trade fair?
Do you like the hotel?

Agreeing

That's right. / You're right.
Yes, I agree. / Me too.

Disagreeing politely

Yes, but it isn't [near the city centre / cheap].
You're right, but it's [expensive / easy to get there by taxi].

6A Work in pairs. Match the questions (1–5) with the answers (a–e).

- | | |
|---|--|
| 1 Did you see the football last night? | a It's a bit small but it's comfortable. |
| 2 What do you think of the city centre? | b Yes, it was a very boring game. |
| 3 What do you think of the hotel room? | c It's very beautiful but there's a lot of traffic. |
| 4 What do you think of the conference? | d It's delicious! I love it! |
| 5 Do you like the food? | e It's very interesting. There are some good stands. |

B Think of another response to each question in Exercise 6A. Practise asking and answering the questions.

7 Complete the dialogue with the sentences (a–g) in the box.

- a Do you like this hotel?
b Did you see the football match on TV last night?
c Yes, it's beautiful but there's a lot of traffic.
d What do you think of the local food?
e That's right. It's very convenient.
f It was very good. The local team won. Football is popular here.
g I think it's perfect. I like cold sunny days.

What do you think of the city?

1 _____?

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

It's very beautiful. Do you like it?

Yes, you're right.

Yes, I think it's comfortable and it's near the airport.

The weather is nice today.

Me too.

No, I didn't have time. Was it good?

That's right.

It's delicious. Did you enjoy your meal at the hotel?

Yes, the food's very good here.

8 Work in pairs. Read your information and prepare a dialogue. Use some ideas from the box to help you. Roleplay the situation.

sport the city the food
the visitor's hotel
the weather today

Student A: You have a foreign client visiting your company today. Take the visitor to the canteen for lunch. Make small talk while you have lunch.

Student B: You are a foreign client visiting student A's company. Go to the canteen for lunch together. Make small talk while you have lunch.

Introduction

- 1** Look at the information on a company's website. What is Hopkins Financial Services organising?



HOPKINS Financial Services

Annual Sales Conference 27 and 28 May

This year's sales conference is at the Trent Hotel and Conference Centre in Nottingham on 27 and 28 May. Save the dates!

Speaking

- 2** Work in pairs. You are going to discuss plans for a conference.

Student A: You work for Hopkins Financial Services. Look at the notes below.

- Phone Trent Conference Centre and confirm these details.
- Introduce yourself when Student B answers the phone.
- Discuss the conference details.

Hello this is [your name] at Hopkins Financial Services. I'm calling about our sales conference on 27 and 28 of May.

Event	Annual sales conference
Dates	27 and 28 May Start time 9 o'clock and finish time 5 o'clock on 27 May Start 9 o'clock and finish at 1 o'clock on 28 May <i>We're going to start the conference at 9 o'clock on 27 May.</i>
Participants	About 108–116 people / going to / attend will confirm the number next week
Hotel guests	Between forty-five and fifty people / going to / stay at the hotel on nights of 26 and 27 will confirm the names and number next week
Catering	You / going to / have the morning break at 10.30 a.m. / buffet lunch at 1.00 p.m. and the afternoon break at 3.00 p.m. on 27 May. No lunch or afternoon coffee break on 28th – finish conference at 1 p.m.
Meeting rooms	going to / need a large conference room for about 120 people and four smaller rooms for about thirty people
Equipment	What equipment / there / in the meeting rooms?

Student B: You work at the Trent Hotel and Conference

Writing

- 3A** Complete the email to the sales staff at Hopkins Financial Services with the phrases in the box.

are going to have best regards is going to take
like to invite look forward will send

Subject:

Annual Sales Conference 27 and 28 May



Hello everyone,

This year's sales conference ¹ _____ place on the 27 and 28 May at the Trent Hotel and Conference Centre in Nottingham.

We ² _____ one and a half days to present our sales strategies for the year.

I ³ _____ you the full programme soon.

We would also ⁴ _____ you to join us for dinner at the hotel restaurant at 7 p.m. on 27 May.

We ⁵ _____ to seeing you all in Nottingham.

⁶ _____

- B** Write a short email to reply to the dinner invitation in Exercise 3A.

Speaking

- 4A** What do you think are interesting topics to talk about at a conference dinner with colleagues?

- B** Work in groups. You are at the Hopkins sales conference dinner. Read your role cards.

Student A: Look at your information. Talk to your colleagues at dinner.

What do you think of ... ?

Do you like ... ?

Topic	You think
Conference	There are some interesting sales presentations. The meeting rooms are a bit small.
Hotel	You're a guest in the hotel. You like your room – it's big and comfortable.
The city	You don't know Nottingham – this is your first visit.
The dinner	The food is very good. It's a good opportunity to meet colleagues from other places.

Student B

You work at the Trent Hotel and Conference Centre.
Look at the notes below.

- Your client at Hopkins Financial Services phones you.
- Answer the phone and introduce yourself.
- Discuss the conference details.

Good [morning/afternoon/evening], Trent Conference Centre. [Your name] speaking. How can I help you?

Event	Hopkins Financial Services annual sales conference
Dates	27 and 28 May Start time? <i>What time is the sales conference going to start?</i> Finish time?
Participants	How many people / going to / attend / the conference?
Hotel guests	How many people/ going to / stay at the hotel on nights of 26 and 27 May?
Catering	What time / going to / have / morning coffee break / lunch /afternoon coffee break?
Meeting rooms	How many rooms / you going to / need?
Equipment	• all meeting rooms have data projectors, screens, sound systems and Wi-Fi connections • assistant at conference centre / going to / help with equipment?

Student B

What do you think of ... ?

Do you like ... ?

Topic	You think
Conference	It's a bit boring. The meeting rooms are very comfortable.
Hotel	You're not a guest in the hotel. It's a beautiful old building.
The city	You live in Nottingham. The old city centre and castle are very interesting. Invite your colleagues to visit the city.
The dinner	The food is delicious but it's sometimes cold.

Student C

What do you think of ... ?

Do you like ... ?

Topic	You think
Conference	It's very good. You liked all the presentations. Good equipment in the rooms.
Hotel	You're a guest in the hotel. Your room is a bit small. You drove here. It's near the motorway, but not near the city centre. It's a bit boring.
The city	You want to visit the old city centre and castle. You heard it's interesting.
The dinner	You don't like it. The food is very bad.