

GREETING A VISITOR (3)
Greeting visitors in your company (01)

IN CONTEXT 3 - 5 min

Match the definitions and pictures with their description. Then, answer the question.



1. A colleague



2. Two business partners



3. A foreign associate



- a. Two people managing and directing a business enterprise.
- b. A person from another country you work with.
- c. A person you work with in the same company.
- d. A person going to a place to see it.

Check with a ✓ the correct answer.

Who did you greet in your company? 1. 2. 3. 4.

VOCABULARY 5 - 8 min

Observe

1. Can I help you? - used to ask a person if he/she needs assistance.
2. Do you have an appointment? - used to ask if a person has a day and time to meet someone.
3. I'll let Mr. ... know you are here. - used to tell an employee that a visitor is here to see him/her.
4. A flight - a trip made by plane.
5. What was the weather like? - used to ask if it is sunny or rainy, hot or cold
6. Would you like - used as part of a question to ask what a person desires / needs.

Complete the mini- dialogues with the vocabulary above.

Dialogue 1	Dialogue 3
- Where are you going? - In Mexico. My _____ is from Charles de Gaulle airport at 5:30 am. - That's early!	- Is this the Media Center? - Yes, it is. - I'm here to see Mr. Mitchel. - _____
Dialogue 2:	Dialogue 4
- Nice bar and nice waiter! - _____ a drink? - Yes, I'd like an espresso.	- Excuse me, Sir. - _____ - Yes, where are the restrooms?

GREETING A VISITOR 12 - 15 min

To greet a visitor whether it is a business partner, a colleague or an associate, you will have to greet them, make small talk and on occasion offer drinks.

What small talk can you make? Check with the correct answer.

- 1 The visitor's trip.
- 2 The host's* family
- 3 The visitor's job
- 4 Politics
- 5 The weather
- 6 The host last holiday

*a host is a person greeting a visitor.

Observe:

Dialogue 1	Dialogue 2	Dialogue 3
- Good afternoon. Can I help you? - Hello. Excuse me, where is Mrs. Davis office? - Do you have an appointment? - Yes in 15 minutes. - Take a seat. I'll let Mrs. Davis you are here. - Thank you.	- Hello Mark. Nice office! - Hi Steve, please take a seat. - Thank you. - Would you like some coffee or water? - No, I'm fine. How's the project going? - Very well.	- Good morning. How are you? - I'm fine thank you. - Did you have a good flight? - Yes and on time! - What was the weather like in Sydney? - Nice and sunny.

Match the dialogues and situation:

Dialogue _____: at the airport with a foreign associate

Dialogue _____: at the company with a colleague

Dialogue _____: at the office with a business partner

Greeting a visitor

To greet a visitor you know and make the person comfortable, make sure to greet him/her using their name and connect with the visitor by making small talk.

To do so, use the language presented in the chart.

Greeting a visitor
1. Good morning/afternoon. How are you? / How is it going? (informal) 2. Nice to finally see you. 3. I'll let Mr. / Mrs. ... know you're here. 4. What's your name, please? / Could you tell me your name? / May I have your name?

Making small talk		
Talking about the trip: 5. Did you have a good flight? 6. How long was the flight? 7. How was the train ride?	Talking about the weather 8. What was the weather like in + city?	Talking about past trips 9. Have you been to + country city + before?

Offering help	Offering refreshments
10. Good morning/afternoon. Can I help you?	13. Would you like some tea or coffee?
11. Maybe I can help you?	14. Milk and sugar?
12. Would you like to take a seat?	15. Would you like a drink?

Which sentences can you use if you greet a visitor in

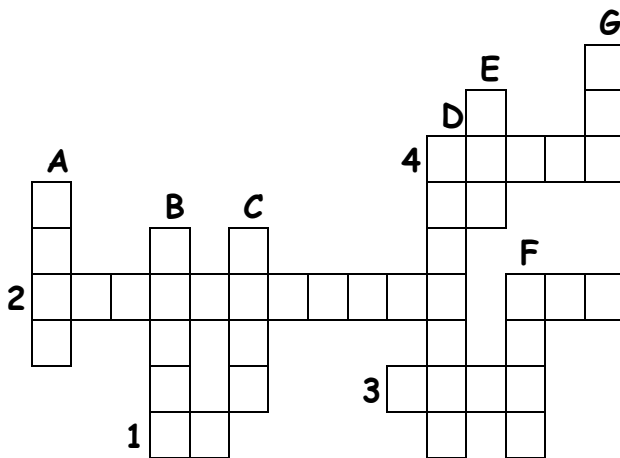
- a) an airport: 1, 5,
- b) your office:
- c) the reception / the lobby of your company:

CULTURAL TIP

Making Small Talk with Visitors 2-3 min

1. Use the visitor's name frequently to demonstrate your appreciation to the visitor.
2. Keep eye contact. Make the visitor's experience pleasant.
3. Participate in the conversation and do not only answer with yes or no.

VOCABULARY 8-10 min



Across



(1) _____ you have an (2) _____ ? Yes with Mrs. Davis at 4 pm.




(3) How have you _____ to Paris? Yes in 2010.



(4) _____ you like some coffee? Yes, with sugar.

Down

A. Would you like to take a _____  ?

B. _____ you tell me your name, please? I'm Kurt.



C. I'll let Mrs. Davis _____ you are here.

D. What is the _____ like in Berlin? It's rainy.



E. _____ is it going? I'm fine. 

F. How _____ was the flight? About 2 hours.

G. _____ you have a good flight?



WRITING 12-15 min

Look at the phrases, select the correct answer

1. Good afternoon. How ____ (is / are) it _____ (going / you)?
2. I'll _____ Mr. Mores know you are here. (tell / let)
3. How was the _____ (flight / ride)? The airline staff was great.
4. _____ (do / did) you _____ (have / had) a good flight?
5. What _____ (does / was) the weather _____ (love / like)?
6. How was the _____ (train / flight) ride? It was nice.
7. ____ (Had / Have) you been to Paris before? Yes in 2008.
8. Would you like some _____ (sugar / sweet) and milk with your tea? Just milk.

Match the questions and answers.

1. Good afternoon. How is it going?	a. Very nice and sunny.
2. Did you have a good flight?	b. It was short, about 55 minutes.
3. What was the weather like?	c. Yes, I have an appointment with Mr. Smith.
4. Have you been to Paris before?	d. No, horrible service and the plane was full.
5. How long was the train ride?	e. Yes, three times in 2001, 2008 and 2010.
6. Maybe I can help you?	f. I'm ok.

Fill in the dialogues:

have - I'll - Good - here - Maybe - in - let - Would - milk - take - like

- _____ afternoon. _____ I can help you?
- Yes, please. Where is Mr. Blank's office?
- Do you _____ an appointment?
- Yes ___ 10 minutes.
- Please, _____ a seat. _____ Mrs. Davis know you are _____.
- Thank you.
- _____ you _____ some coffee or tea?
- Sure tea with sugar and _____.

LISTENING 5 - 8 min

Listen to your teacher and answer the question.

1. What is the conversation about?
 - a. Greeting a family member
 - b. Greeting a colleague at the airport
 - c. Greeting a salesperson before a presentation
2. Who starts the conversation? The visitor The host

Listen again and complete the dialogue:

- Good morning. How _____ (be) you?
- Great, _____ you.
- _____ you _____ (have) a good flight?
- Yes, no turbulence and the service _____ (be) good.
- What _____ (be) the weather like in Sydney?
- Nice and _____.
- We should go. We have _____ 4 pm.

SPEAKING 5 - 8 min

Role Play 1

- Prepare the role-play and think of 3 topics you can talk about to make small talk.
- Follow the instructions in the chart.

You are meeting for the first time.

HOST	VISITOR
Introduce yourself. Offer your visitor a seat. Offer your visitor a drink. Make small talk.	Introduce yourself. Accept a drink. Say 'thank you' when appropriate. Make small talk.

Role-Play 2.

- Prepare the role-play and think of 3 topics you can talk about to make small talk.
- Follow the instructions in the chart.

You have met before. You are at the airport in the afternoon.

HOST	VISITOR
Greet your visitor. Ask how he/she is. Offer to go have a drink somewhere. Offer the local drink*. Make small talk.	Greet your host and respond to his/her question. Accept the invitation. Accept the drink. Make small talk.

*Offer the local drink from where you are from.

QUIZ 10 - 12 min

Match the phrases

- | | |
|---|---|
| 1. Maybe I can help you? | a. Thank you. I need to speak to him. |
| 2. I'll let Mr. Klein know you're here. | b. It was comfortable. |
| 3. Have you been to Germany before? | c. Yes thank you. |
| 4. Do you have an appointment? | d. Sure. Can you tell me where Mrs. Clarke's office is? |
| 5. Would you like a drink? | e. No, never. |
| 6. How was the train ride? | f. Yes at 3:30 in the afternoon. |

Complete the phrases

- Hello David. Nice office!
- Hi Brenda, please _____ (take / bring) a seat.
- _____ (how / who) are you?
- A lot of _____ (work / works) and busy, but fine.
- _____ (Would / Do) you like some coffee or water?
- No, thank you. How _____ ('s / is it) the design going?
- Very _____ (goods / well).

Rewrite the sentences:

- Can I help you? *May* _____
- Would you like to take a seat? *Please,* _____
- May I have your name? *Could you* _____
- How was the weather? *What* _____

Write four sentences. Use words from each box.

Good afternoon,	Have	→	Where is	Like	→	help you?	know you're here.
Excuse me	Did you		Mr. Jackson	can I		Mr. Jackson's office?	a lot of traffic?
Would you	I'll let		You been	have		to Madrid before?	a cup of coffee or tea?

1. Good afternoon. Can I help you?

2. _____

3. _____

4. _____

Complete the dialogue with the four sentences from the exercise above.

- _____

- Hello. _____

- Do you have an appointment?

- Yes in 15 minutes.

- Take a seat. _____. What's your name, please?

- _____?

- Black coffee, without sugar or milk.

- _____?

- Not too much!

- _____?

- Yes, it s the third time.