

# 5



## Meeting people

### 5.1 Good to see you

How are things?

### 5.2 Greeting people

How are you today?

I'm very well, thank you, Ms. Donetti.

### 5.3 Meet and greet

Speaking practice

### 5.4 Introducing people

This is Mary Phelps from the Sales Department.

I'd like you to meet Eiji Yamada, from Honda.

### 5.5 At the airport

Did you have a good flight?

Not so bad, thank you.

### 5.6 Flight information

What's the Air France flight number?  
AF 1480.

### 5.7 On the phone

Do you have my number?

### 5.8 Culture corner

Shaking hands

### VOCABULARY

acquaintance  
flight  
friend  
health club  
lobby  
parking lot  
shake hands  
stranger

## MODULE 5.1

### Good to see you

#### READING

1 Look at the pictures. Where are the people?



- at a health club     in an elevator     in a hotel lobby



2 Match the words on the left with the phrases on the right.

- |                   |                                  |
|-------------------|----------------------------------|
| 1 a friend        | a someone you don't know well    |
| 2 an acquaintance | b someone you don't know         |
| 3 a stranger      | c someone you like and know well |

## LISTENING

- 3  41 Listen to three conversations. Are the speakers friends, acquaintances, or strangers? Number the words 1–3 to match the conversations.
- friends    acquaintances    strangers
- 4  41 Listen again. Number the expressions 1–3 to match the conversations.
- Nice to meet you.    How's the family?    How are you today?

## MODULE 5.2

### LISTENING

- 1  42 Listen to the three conversations.

#### Strangers

A *Good morning. My name is Kenji Ono.*

*Hello*

B *Nice to meet you, Mr. Ono. I'm Jim Oaks.*

*Glad to meet you*

A *Good to meet you, Mr. Oaks.*

#### Business acquaintances

A *Hello, Mr. Bailey. How are you today?*

*How are you*

B *I'm very well, thank you, Ms. Donetti. And you?*

*I'm fine, thanks*

A *Pretty good, thanks.*

#### Friends

A *Dave! Long time, no see! How are things?*

*It's been ages*

B *Pretty good, thanks, Kate. You're looking well.*

*Fine, thanks*

A *You, too!*

- 2 In which situation above do we usually shake hands? In which situation do we sometimes exchange business cards? Practice the conversations with a partner.

**NOTE** In North America, business acquaintances often use given names.

- 3 Practice again. Change the words in blue with the expressions on the right.

### SPEAKING

## MODULE 5.3

### SPEAKING

- 1 Use your business card for this activity. If you don't have a card, write your given and family names on three or four pieces of paper like this:




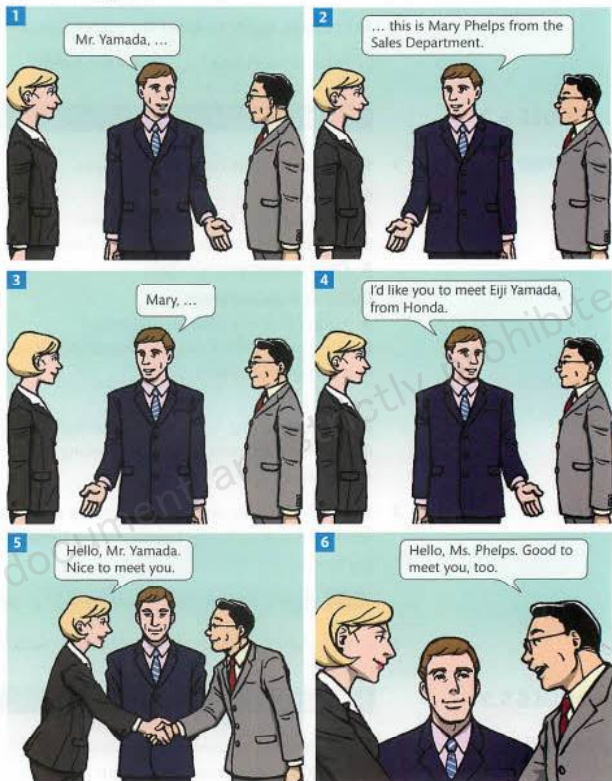
- 2 Walk around the class and greet the other students as strangers. When you say your name, give the person your card.
- 3 Now use one business card as a name tag. Greet everyone as acquaintances. Use given or family names.
- 4 Finally, say hello to all your friends using given names only. You haven't seen each other for a long time!

## MODULE 5.4

### Introducing people

#### LISTENING

- 1  43 Mike Parsons is introducing a colleague, Mary Phelps, to a client. Listen and repeat.

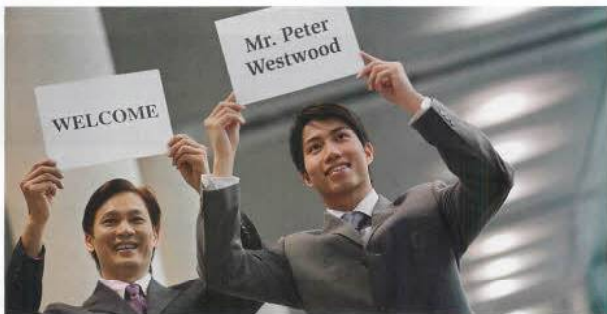


#### SPEAKING

- Practice the situation in groups of three. Pay attention to eye contact and gestures.
- Practice again using this information:
  - Introduce your colleague, Mario Adani, from the Sales Department, to a client, Ms. Etsuko Noguchi, from Asys Computers.
  - Introduce your colleague, Anna Pichard, from the R&D Section, to a client, Mr. Yohon Lee, from Samsung.
- Make new groups of three. Practice three more times, using your real names, jobs, and departments. Change roles each time.

## LISTENING

Yo-Han Kim and his colleague, Chung-Hee Park, are at Seoul airport to meet a customer from Australia. They are meeting him for the first time.



- 1 **44** Listen to the conversation.

A Mr. Peter Westwood?

B That's right.

A Pleased to meet you. My name is Kim.

B Good to meet you, Mr. Kim.

A Did you have a good flight?

B Not so bad, thank you<sup>1</sup>. Thank you for meeting me.

A My pleasure<sup>2</sup>. This is<sup>3</sup> my colleague, Chung-Hee Park.

B Nice to meet you, Mr. Park.

C Nice to meet you, too, Mr. Westwood.

A OK<sup>4</sup>, let's go. My car's in the parking lot.

C Can I help<sup>5</sup> with your bags?

A No, that's OK, thanks<sup>6</sup>.

- 2 Practice the conversation in groups of three.

- 3 Match the expressions below with the words in blue in the conversation.

Can I give you a hand

No, thanks, I can manage

I'd like you to meet

Pretty good, thanks

Right

Not at all

- 4 Practice the conversation again. Use the expressions in Exercise 3.

- 5 Practice in new groups of three. Two of you are meeting a foreign customer for the first time at your nearest airport. Use your real names. Before you start, decide the following information, and make a name card with the visitor's name.

Visitor's name: \_\_\_\_\_

Arrived from: \_\_\_\_\_

- 6 Act out the conversation for the class.

## SPEAKING

## MODULE 5.6

### Flight information

#### SPEAKING

- 1 Look at the chart. Work with a partner. Take turns asking and answering about the two-letter airline codes like this:

A What's the code for Air France?

B AF.

Air France	AF 1480	KLM	KL 1017
American Airways	AA 6571	Lufthansa	LH 1874
British Airways	BA 298	Finnair	AY 5991
Japan Airlines	JL 403	Pakistan Airlines	PK 757

- 2 You can say flight numbers like this:

two digits	three digits	four digits
example: 61	example: 506	example: 4957
'sixty-one' or 'six one'	'five zero six' or 'five oh six'	'four nine five seven' or 'forty-nine fifty-seven'

- 3 Work with your partner. Take turns asking and answering about the flights in Exercise 1.

A What's the Air France flight number?

B AF one four eight zero.

#### LISTENING

- 4  45 Listen to the flight announcements at an American airport and complete the flight and gate information.

AIRLINE	FLIGHT NO.	DESTINATION	GATE	REMARK
OLYMPIC AIRWAYS	OA 412	Athens	04	boarding
UNITED AIRLINES	UA 8603	Zurich		boarding
AEROFLOT RUSSIAN AIRLINES	SU	Moscow	06	boarding
DELTA AIRLINES		Paris		boarding
UNITED AIRLINES		Geneva		delayed



## MODULE 5.7

### On the phone - Do you have my number?

#### LISTENING

- 1 **46** Eiji Yamada is in Tokyo. He calls a business acquaintance in New York. Listen and complete the conversation.

A Hello, Sarah. I'm calling about my flight from Tokyo.  
I arrive at JFK at 6:30 p.m. next Tuesday.

B Great. Which \_\_\_\_\_<sup>1</sup>?

A Terminal 1.

B What's the \_\_\_\_\_<sup>2</sup> number?

A 5014. That's Japan Airlines.

B OK. See you at the arrivals gate. Do you have my cell phone number?

A Yes, I \_\_\_\_\_<sup>3</sup> so. 212-555-0173.

B That's it. See you next week. \_\_\_\_\_<sup>4</sup> flight!

#### SPEAKING

- 2 Practice the conversation with a partner.  
3 Practice again. Change the words in blue. Use this information.

Frankfurt	4:00 p.m. next Wednesday	Terminal 4	3660	Air France	646-555-0186
Seoul	11:40 a.m. next Monday	Terminal 1	81	Korean Air	917-555-0149
Mumbai	8:20 a.m. next Friday	Terminal 4	141	Air India	212-555-0124

## MODULE 5.8

### Culture corner - Shaking hands

#### READING

- 1 Read some advice about shaking hands in business situations in the United States. Circle  the correct information.

- A good handshake is *weak* /  *firm*.
- Shake hands for about *3* / *10* seconds.
- 'Pump' the handshake *two or three* / *five or six* times.
- Never* / *Always* make eye contact when you shake hands.
- A woman *can* / *can't* offer her hand first.
- People *never* / *often* shake hands when they say goodbye.



- 2 **47** Listen and check. Do you shake hands in the same way in your country?  
3 Work with a partner. Write some advice for a foreign visitor about business greetings in your country. Then present the advice to the class.

#### SPEAKING