

# How to show someone round

In this lesson you will learn how to guide a visitor round your workplace.

## Starter

- 1 When you visit someone else's workplace, do you like being offered a tour round or not? What can you gain from going on such a tour - and what might be the negatives?
- 2 Here are some tips from a management course on dealing with visitors. Complete the tips.
  - explain \_\_\_\_\_
  - present \_\_\_\_\_
  - introduce \_\_\_\_\_
  - ensure \_\_\_\_\_
  - establish \_\_\_\_\_
  - show \_\_\_\_\_
  - answer \_\_\_\_\_

## Expressions

- 1 Two important suppliers are visiting the offices and warehouse of Boogie-Woogie Babies, a nationwide distributor of baby goods. Listen to Bob Senko, who is showing them round. Starting at Reception, draw a line to mark the route they take and label the locations they visit.



## Speaking

- 1 If your lesson is in your place of work:

- show your teacher round. Where appropriate, describe locations, introduce people, and explain what is happening.

If your lesson is somewhere else:

- draw a map of your workplace, but don't label any of the locations. Imagine you are showing your teacher round. Point at places on the plan as you talk about them.

## Language box

A noun phrase is a piece of language that acts as if it was a single noun. They are widely used in English. To check if something is a noun phrase, see if it can be substituted with a pronoun. In these examples, the underlined section can be replaced with the pronoun in brackets at the end:

I don't know where the person who usually sits in that chair has gone. (= he)

Go through the small green door at the end of the corridor and ask to speak to Suzy. (= it)

Noun phrases can be surprisingly long:

I'd like to introduce you to the people who have been working very hard over the past six months to ensure that today's event would be the great success it has been. (= them)

## Hint

To introduce colleagues in a positive way, use expressions such as these:

I really don't know what we'd do without her.  
He's the man who single-handedly keeps the company running.  
She's a real asset.

27.1 o

## 2 Which of the following strategies does Bob use during the tour?

- 1 Explaining what is in a location using *We have ... here*
- 2 Drawing visitor's attention to what is in front of them with *As you can see ...*
- 3 Mentioning potentially embarrassing locations with *Oh, by the way ...*
- 4 Asking politely if his visitors want to see more with *I wonder if you'd like ...*
- 5 Introducing key information with *In fact, ...*

Listen again to check.

## 3 Put the words in the correct order to make some of the expressions that Bob uses to guide his visitors round.

- 1 start / here / we / as / our / well / tour / might.
- 2 the / with / Nestor / share / through / is / straight / office / I / here / main.
- 3 at / the / back / through / a / door / and / there's / to ... / directly
- 4 corridor / to / if / get / went / we'd / back / Reception / that / short / we / down.
- 5 first / here / over / come / let's.
- 6 over / need / the / it's / you / just / if / toilet / here.

## Writing

- 1 You have been asked to write the script for a self-guided audio tour of a business location you know well. (The script will be read by a well-known actor!) Prepare the script, remembering to include clear instructions so that the user knows where to go, when to turn, and so on.



Noun phrases can contain other noun phrases within them. For example, in the sentence:

We met a very helpful senior manager who knew all the answers about the proposal we were interested in. (= him)

there are also the noun phrases:

all the answers about the proposal we were interested in (= them)

and:

the proposal we were interested in (= it)

## Look

Look at listening script 27.1 on page 133 and find examples of noun phrases with eight or more words. What pronoun could you substitute for each one?

## Lesson record

3 new words from this lesson

3 useful phrases from this lesson

1 .....

1 .....

2 .....

2 .....

3 .....

3 .....

Things to remember

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