

Speaking in public

VOCABULARY

confidence
deadline
facilities
location
luck
notes
preparation
presentation
promotion
retirement
structure
topic

12.1 How to give a presentation

I'm going to talk about ...
Now I'd like to ...
That's all we have time for ...
Please feel free to ask any questions.

12.2 A short presentation

Reading practice
Speaking practice

12.3 Thanking and saying goodbye

I'd like to thank you ...
I really appreciate ...
I will miss ...
I'd like to wish you all ...

12.4 Speeches for different occasions

Reading practice
Speaking practice

12.5 An end of course speech

Could I have your attention?
I'd especially like to thank ...
Looking ahead ...

12.6 Culture file

Client care

MODULE 12.1

SPEAKING

LISTENING

How to give a presentation

Look at the photo. Describe the situation.

Melanie Lang runs training courses for executives and today she is talking about how to give presentations.

- 1 **041** Listen to Melanie's presentation. Number the different stages of her presentation in the order they appear.

- | | | | |
|----------------|--------------------------|--------------------------|--------------------------|
| a End | <input type="checkbox"/> | b Confidence | <input type="checkbox"/> |
| c Introduction | <input type="checkbox"/> | d Preparation | <input type="checkbox"/> |
| e Notes | <input type="checkbox"/> | f Presentation structure | <input type="checkbox"/> |

- 2 **041** Listen again. After each expression, fill in the blanks with the three words that come next. See the example:

- a Good morning, ladies and gentlemen.
 b My name's Melanie and today I'm going to _____
 c I'm going to start _____
 d First of all, then, _____
 e Now I'd like _____
 f Finally, I'd like _____
 g Well, I think that's all we _____
 h Please feel free to _____

MODULE 12.2

A short presentation

READING

You and your partner work for a marketing company that specializes in hotels and conference facilities. You are on a training course to improve your presentation skills. Read the guide and look at the useful expressions.

1 Introduce yourself.

Good morning ...

My name is ...

The subject of my presentation is ...

2 Say you are going to talk about location, rooms, and business facilities.

First I want to talk about ...

Then I'm going to ...

And finally ...

3 Talk about your first main topic – location.

OK, now I'd like to start by looking at ...

I'm going to begin with ...

4 Talk about your second main topic – rooms.

Now I'd like to talk about ...

I'm going to move on to ...

5 Talk about your last main topic – business facilities.

Finally, let's look at ...

To end with I'll talk about ...

6 Finish your talk.

Well, that's about all we have time for.

Please feel free to ask any questions.

SPEAKING

Now you are each going to give a presentation about different hotels. Use the structure above and the notes provided.



Student A

Crowne Plaza Hotel,
Shanghai

Location: Downtown, 9 km
from Hong Qiao airport

Rooms: 24-hour room
service, all rooms have
Internet access, TV, minibar

Business facilities: 6
large meeting rooms, fully
equipped for presentations



Student B

Conrad Hotel, Bangkok

Location: In the central
business district, close
to the Skytrain

Rooms: Thai-style
décor, in-room safes

Business facilities:
14 adaptable meeting
rooms, videoconference
facilities



LISTENING

Barry Jackson is the manager of an independent TV production company. The company has just finished making a new series of programs. Barry is giving a short speech at a party to thank everyone and to say goodbye.

- 1 **042** Listen and number the items in the correct order.

Barry ...

- a asks people to listen.
- b proposes a toast.
- c says he will miss people.
- d thanks Alexia for what she has done.
- e thanks the production team for what they have done.
- f wishes people luck for the future.

- 2 **042** Listen again. Match the first part of the expressions in A with the endings in B.

- A**
- a I'd like to thank you
 - b I really appreciate
 - c I will miss
 - d I look forward
 - e I'd like to wish you all
 - f I would like to propose

- B**
- 1 ... seeing you every day.
 - 2 ... the best of luck.
 - 3 ... a toast.
 - 4 ... to seeing you again.
 - 5 ... all the hard work you have done.
 - 6 ... for organizing this great party.

READING

1 Match the occasions to these extracts from different speeches.

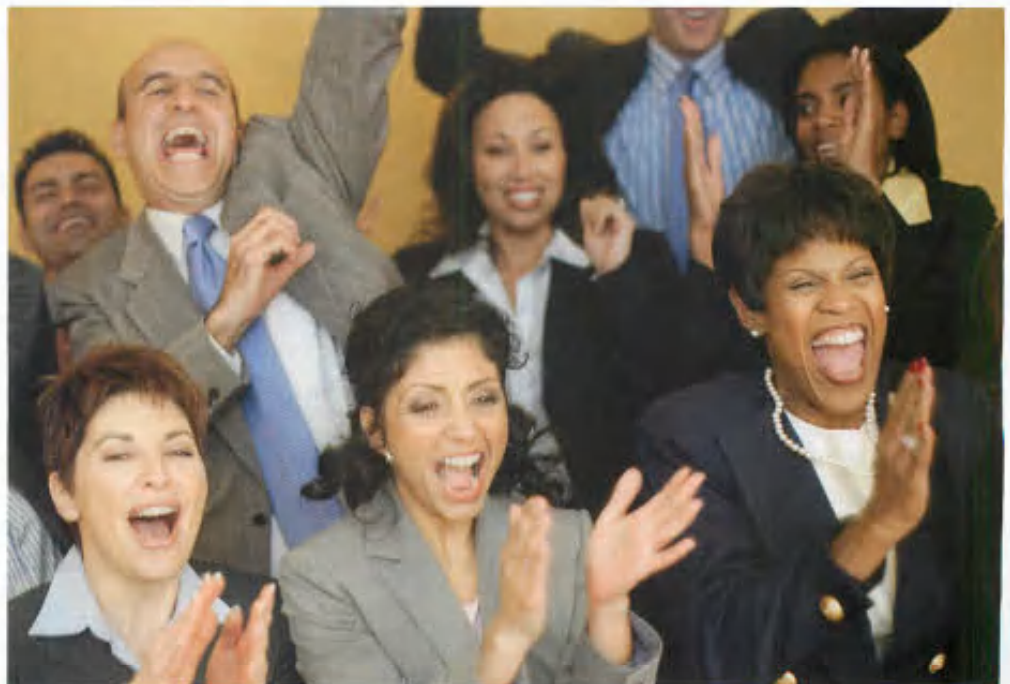
- | | | | |
|-------------------------|--------------------------|--------------------------|--------------------------|
| a colleague's promotion | <input type="checkbox"/> | a colleague's retirement | <input type="checkbox"/> |
| opening a new office | <input type="checkbox"/> | launching a product | <input type="checkbox"/> |

-
- 1 I'm sure the new Taipei branch is going to be very successful. We will now be able to offer our customers in the region a better service.
-
- 2 We are sorry that you are leaving our department, but we're happy that you have been appointed general manager.
-
- 3 We hope that the new model will be very popular. We really appreciate the long hours you've worked in the past six months.
-
- 4 I know I speak for everyone when I say that we'll miss you. We all appreciate the twenty-five years of hard work you have given the company.

2 Now match the speeches to the endings.

- a I'm sure that you will be a great success in your new position, and we wish you the best of luck.
- b I'm sure it's going to sell very well indeed.
- c I'm sure that you'll now have time to play more golf.
- d I'd like to thank everyone for their hard work in getting things ready on time.

Work in groups of four and practice giving the speeches. If you can, add extra details to each speech.



SPEAKING

SPEAKING

- 1 Work in groups. Prepare a short speech for an end of term party. Write notes, not full sentences. Follow the instructions below.



- a Think of how to open the speech.

Useful language:

Could I have your attention?

Thank you all for coming.

- b Talk about the recent past, and thank various different people. Talk about what you enjoyed.

Useful language:

First of all ...

I'd like to thank ...

I really appreciate ...

I'd especially like to thank ...

- c Talk about the future and wish people luck.

Useful language:

Looking ahead ...

I will miss ...

I look forward to ...

I would like to wish you all the best of luck.

- d Propose a toast.

Useful language:

I would like to propose a toast. To ...

- 2 Choose one person from your group to give the speech to the rest of the class.

MODULE 12.6

Culture file – Client care

READING

Companies in the United States maintain their relationships with their clients in a variety of ways. Read the list below.

- take clients to a baseball or football game
- send a company calendar to clients every year
- give inexpensive gifts like T-shirts or baseball caps with the company logo
- send clients holiday greeting cards
- hold cocktail parties
- invite clients to play golf
- hold a conference in an interesting place and invite clients to attend



SPEAKING

Work in groups and discuss these questions:

- a Does your company use any of these ways to maintain relationships with clients?
- b Do you use any different ways?
- c Which ways are most commonly used in your country?

Review Units 9–12

PART 1

Complete the short conversations. Choose the best option a, b, or c.

- A Would you like a tea or coffee?
B I think I _____ have a coffee, thanks.
a 'd b 'm c 'll
- A What's wrong with the plan?
B I _____ think it will work.
a am not b doesn't c don't
- A Do you think the oil price is likely to go up?
B Who knows? It _____.
a does b might c should
- A What's the best thing to do now?
B You _____ write to them about the problem.
a need b should c ought
- A Do you _____ wear a uniform at work?
B No, we can wear what we want.
a must b ought c have to
- A Is it OK if I park here?
B No, you _____ park here – try the parking garage.
a don't have to b can't c couldn't
- A What shall we do for dinner?
B Why _____ we go to that new restaurant?
a aren't b haven't c don't
- A I think everyone's here.
B OK, _____ we start?
a do b will c shall
- A I think we should stop production immediately.
B I'm sorry, but I don't _____ with you.
a think b believe c agree
- A I really _____ everything you have done.
B Thanks – it's my pleasure.
a thank b appreciate c agree
- A Are you looking _____ your vacation?
B Yes, I can't wait.
a up to b down on c forward to
- A Can we ask questions at the end of the talk?
B Yes, please feel _____.
a happy b open c free

PART 2

Complete the sentences with the words below. There is one extra word you do not need.

bonus confidence search interview
luggage suggestion toast website

- At the moment people are worried and lack _____ about the future.
- In our company they usually give out our annual _____ in December.
- You can only take one piece of _____ on the plane with you.
- The _____ went well, so I think I might get the job.
- That's an interesting _____. I'll discuss it at the next Directors' meeting.
- Does your website have a _____ facility to help users find information?
- I would like to propose a _____ to our wonderful teacher. To our teacher!

PART 3

Replace the words in *italics> with the words below. See the example. There is one extra word you do not need.*

allow apply for layout discuss
save invest search

- It's important to *put aside* some of your money and not spend it all. _____
- I'd like to *put* some of my money in stocks and shares. _____
- The job sounds great, so I'm going to *try and get* it. _____
- There is something I'd like to *talk about* with you – can we meet? _____
- Make sure you *leave* some extra time to get to your interview. _____
- The *design* of a website is important – it needs to look good. _____