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Making contact

First look at some of the activities involved in socializing. Can you add anything?



showing a visitor
around your town or city

introducing visitors

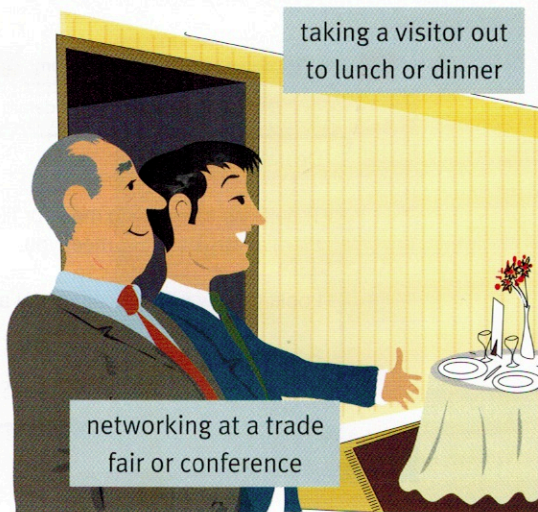
making small talk at a meeting



chatting during a coffee break



greeting a visitor



taking a visitor out
to lunch or dinner

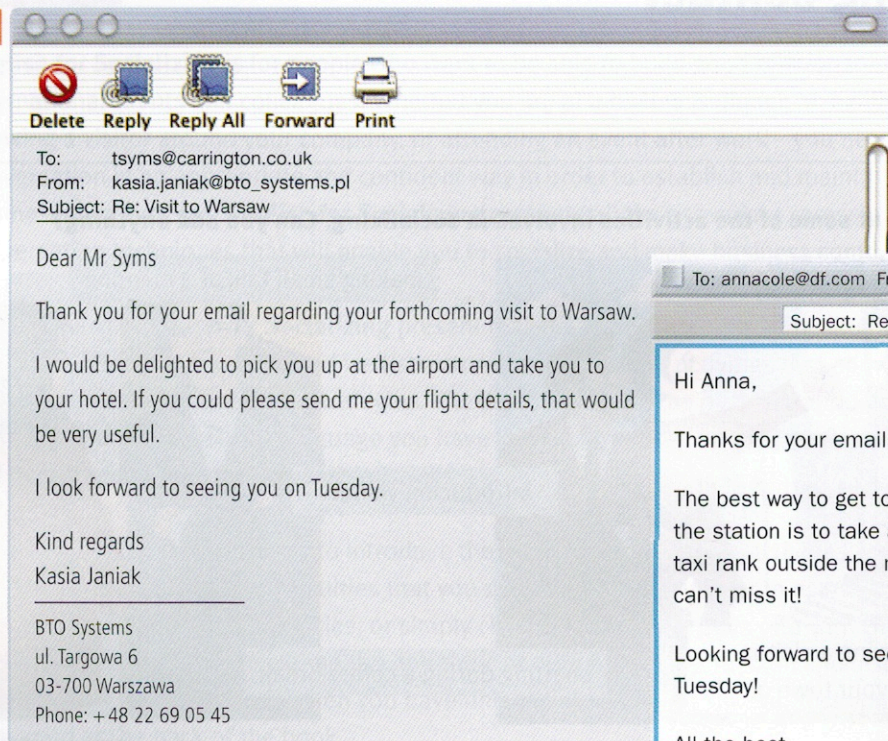
networking at a trade
fair or conference

Now work with a partner to ask and answer the following questions.

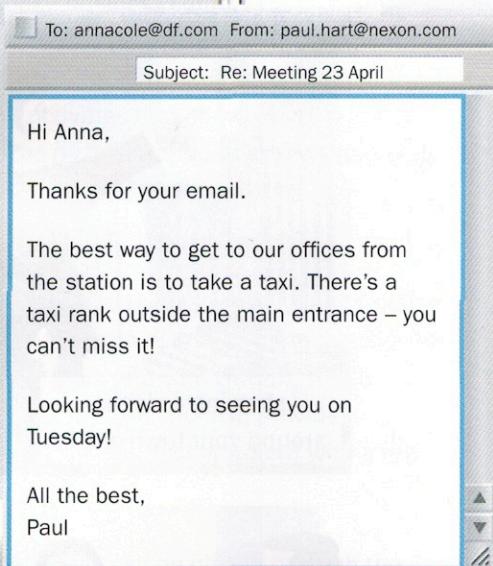
- 1 When and where do you need to socialize in English?
- 2 Who do you speak to? Are they native or non-native English speakers? Who do you find easier to understand?
- 3 What topics do you talk about? What topics are 'taboo' in your culture?
- 4 What do you find difficult about socializing in English? What do you enjoy?
- 5 How do you break the ice?

Emails are often used to make arrangements for company visits. Look at the three emails below. Which email is the most formal? How can you tell?

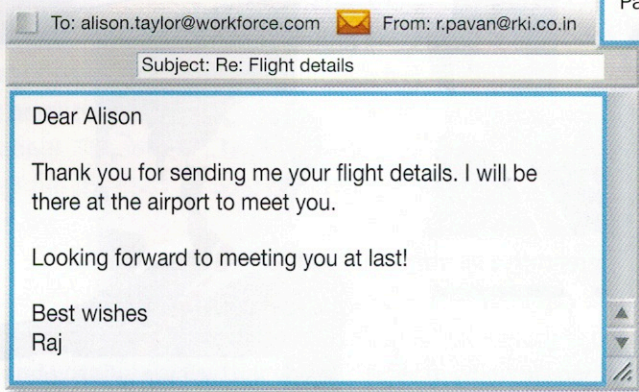
a



b



c



You will hear three conversations about people meeting visitors. First match the conversations to the emails above.

Conversation

Email

1

☐

2

☐

3

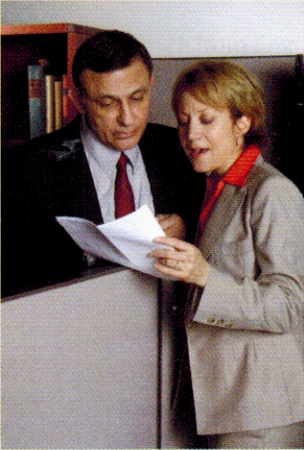
☐

Now listen again and complete the chart.

	Conversation 1	Conversation 2	Conversation 3
1 Have the speakers met before?			
2 Is the conversation formal or informal?			
3 Where are they meeting?			
4 What problems did the visitors have during the journey?			
5 What are they doing next?			

Complete the sentences from the dialogues. Listen again if necessary.

1 You _____ be Raj.
2 It's great to _____ meet you in _____ after all our phone calls and emails.
3 I _____ you haven't been _____ long.
4 It's a _____ to meet you.
5 How was your _____?
6 Hi, Paul, good to _____ you _____.
7 Sorry to keep you _____.
8 Can I _____ you with your _____?
9 Would you _____ taking this?



Which sentences above are used to:

- a welcome or greet the visitor? _____
- b talk about the journey? _____
- c offer (or ask for) help with something? _____
- d apologize for a delay? _____

ATTITUDES TO TIME

Note how both Alison and Anna apologize for being late. Different cultures have different attitudes to time, meaning that what counts as 'late' varies from country to country. In Britain and the US you can usually arrive up to 15 minutes after the agreed time without being 'late'. In other countries, such as Portugal, up to 40 minutes after the agreed time is often acceptable.

What is the attitude in your country? What is considered 'late' for a business meeting or a dinner appointment?

Match the questions with the answers. Some questions have more than one answer.

- | | |
|----------------------------------|--|
| 1 Can I help you with your bags? | 5 How was the drive? |
| 2 Would you mind taking this? | 6 Is there a toilet around here? |
| 3 How was your flight? | 7 Is there a café where we could sit down? |
| 4 How was your journey? | 8 Where are we going from here? |

a

Fine, thanks.

b

I thought we could go to the hotel first.

c

Long!

d

Not so good. The traffic was horrible.

e

Sure, no problem.

f

That would be great, thanks.

g

There's one just this way.

j

Yes, there's a nice one just over there.

h

Uneventful, thanks.

i

We should probably go straight to the office, if that's OK.

k

OK, but there was some turbulence.

TOILET OR RESTROOM?

British people talk about the *toilet* or *loo*, which is more informal. *WC* [ˌdʌbljuː 'siː] is now old-fashioned.

Using the word *toilet* is not polite in American English, however! When talking to Americans, say *restroom* or *bathroom*.

Work with a partner. Use the profiles in the Partner Files to practise meeting visitors. Try to use phrases from the Language Box below.

PARTNER FILES

Partner A File 1, p. 60
Partner B File 1, p. 62

MEETING VISITORS ON ARRIVAL

Greetings

Nice/Good/Great to see you again.

(when you know sb already)

Nice/Good/Great to meet you (at last).

(when you are meeting sb for the first time)

Apologizing for a delay

I hope you haven't been waiting long.

Sorry to keep you waiting.

Asking about the journey

How was the /your flight /journey?

How was the drive? (AmE) *(if sb comes by car)*

Try to avoid these common mistakes:

~~Nice to meet you again.~~ Nice to **see** you again.

~~How was your fly?~~ How was your **flight**?

~~I take you to your hotel.~~ I'll take you to your hotel.

Offering and asking for help

Can I help you with your bags?

Let me get/take that for you.

Would you mind taking this?

The next step

I'd just like to wash my hands.

Is there a toilet (BrE)/restroom (AmE) around here?

Is there a café where we could sit down/get something to drink?

Where are we going now?

Kasia Janiak is accompanying Mr Syms from the airport to his hotel. Look at the dialogue below and try to complete the gaps. What is the topic of their conversation?

Mr Syms I can't believe it's so s ¹ here. It makes a nice change from England!

Kasia How was the w ² when you left?

Mr Syms It was r ³, as usual! This summer has been f ⁴.

Kasia Well, we've been very l ⁵ here. The last couple of weeks have been very w ⁶.

Mr Syms Do you normally get good summers here?

Kasia It depends. Usually we get at least a few h ⁷ days, but sometimes it rains a lot.

Mr Syms I imagine the winters here must be pretty c ⁸.

Kasia Oh yes. Sometimes it goes d ⁹ to minus 15.

Mr Syms Well, at least it never gets that cold in England. The winter there is usually just grey and w ¹⁰. It can be quite depressing!

Kasia Ugh! Well, I'm glad the weather is nice for your visit here ...

Listen to the conversation and check your answers.

The weather is one of the most popular small-talk topics. It is a topic everybody can talk about. Put the words below into the right categories.

- cloudy • cold • damp • drizzling • freezing • grey • hazy • humid • mild • overcast • pouring • rainy • roasting • sunny • warm

words describing temperature	words describing the sky	words to do with water
cold	cloudy	damp

Now use words from the table to complete these sentences.

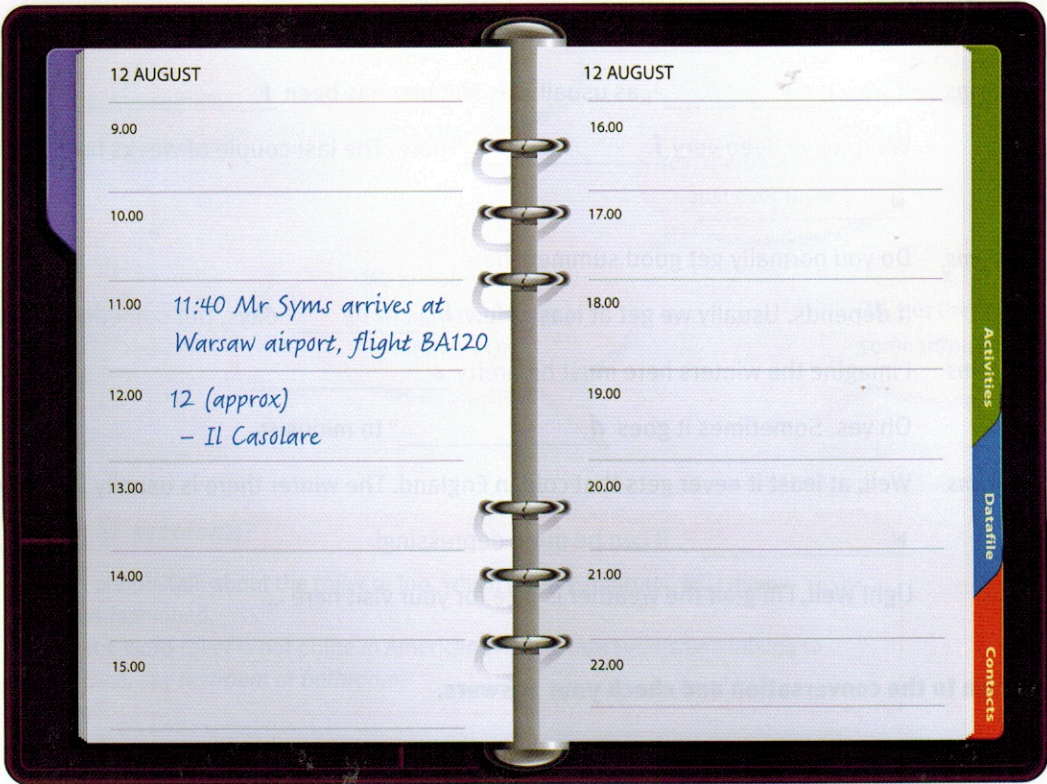
It's _____ today.

It was _____ yesterday morning.

It was _____ yesterday evening.

The weather during my last business trip (or holiday) was _____ .

Mr Syms and Ms Janiak are talking about their plans. Listen and complete Ms Janiak's diary.



Listen again and complete the sentences from the dialogue.

- 1 It's _____ now. We'll be _____ in five minutes.
- 2 I thought you might like to _____ your hotel first and _____ your things.
- 3 Then we _____ a spot of lunch. There's a nice Italian place _____ your hotel.
- 4 After that we _____ to the office.
- 5 We _____ with the sales team at two, as you know.
- 6 At four we _____ the production plant.
- 7 That _____ an hour.
- 8 Then perhaps you _____ a taxi back to your hotel and _____ for a bit.
- 9 I _____ again at about seven for dinner.
- 10 It _____ really good.
We _____ to this fantastic French restaurant.



TALKING ABOUT PLANS

There are many ways to talk about future plans in English, and often you can say the same thing in different ways. Here are some ways to talk about plans:

- using modals verbs such as *can*, *could*, *might*, *should*, etc:
I thought you might like to check into your hotel first.
Then we can go to the office.
That should only take an hour.
- using *will*:
I'll pick you up again at about seven for dinner.
- using *going to*:
At four we're going to visit the production plant.
After that we're going to this fantastic French restaurant.
- using the present tense:
We have the meeting with the sales team at two.
It's the big company dinner tonight.

Work with a partner to make a dialogue. Person A: you are the host. You are dropping B off at his/her hotel. Person B: you are the visitor.

A

Tell **B** about the hotel (check in, how much time to relax).

Tell **B** about plans for the afternoon.

Tell **B** about plans for the evening.

Ask **B** about his/her plans for tomorrow.

Respond.

B

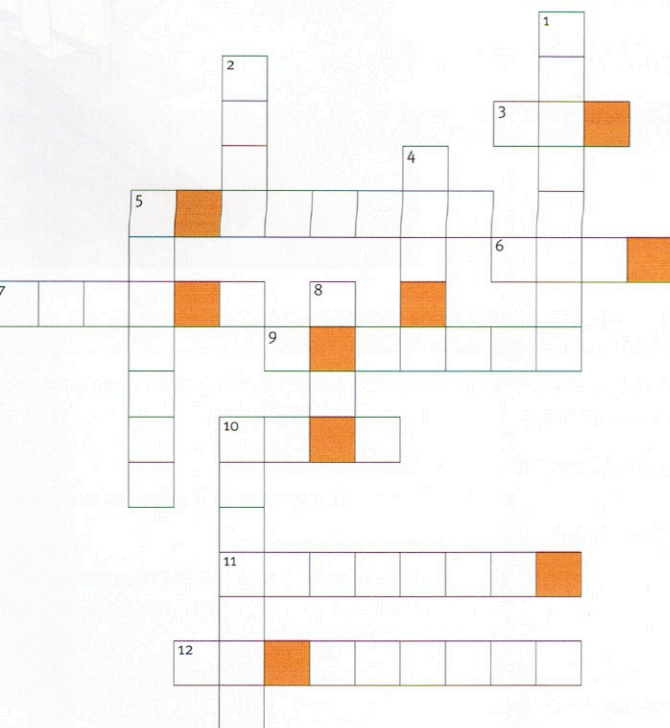
Respond. Ask about plans for later.

Respond. Ask about plans for the evening.

Respond.

Tell **A** about your plans for tomorrow.

Complete the crossword. Then rearrange the letters in the orange squares to find the mystery phrase.



Across

- 3 Let me ... that for you.
- 5 It's a ... to meet you.
- 6 I'll ... you up at the hotel at about seven.
- 7 The visit ... only take an hour.
- 9 Sorry to keep you
- 10 There's a café ... this way.
- 11 Another American English word for bathroom.
- 12 I would be ... to pick you up at the airport.

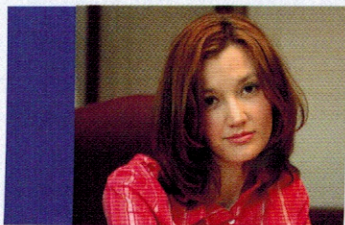
Down

- 1 Very cold.
- 2 If you'll just ... this way.
- 4 ... to see you again.
- 5 Raining heavily.
- 8 Can I help you with your ...?
- 10 How was your ...?

The mystery phrase is _____.

Read the article and discuss the questions which follow.

Why it's important to mix business with pleasure



Sarah Smith

Socializing with your business contacts isn't just for fun – it can also make doing business a lot easier. How many business deals have been closed not in the boardroom, but in a restaurant or bar?

Not everybody agrees with this, though. We look at some of the most common myths about socializing.

Myth #1: 'I don't need to socialize with my business contacts.'

You work long hours in the office and work hard all day long. You don't need to go to dinner with your business contacts as well, right? Wrong!

Ever since people first began trading and making deals, there has never been business without socializing. In many cultures the socializing *is* the business – people only do business with their friends, and if you're not friends already you have to become friends before you can make a deal. Even in the more 'business-like' West, socializing is still extremely important. In fact, in some countries, such as Britain, *not* socializing with business contacts is seen as very impolite and could damage your relationship.

Myth #2: 'Small talk is superficial.'

Many people find typical British and American small-talk topics, like the weather or sport, very superficial. Well, maybe saying it's a nice day isn't as deep as discussing philosophy. But that's not the point. This kind of small talk is a social ritual known as 'phatic' communication, where what's important is not what you say, but the fact you are talking to a particular person and keeping that relationship going.

Also, small talk doesn't always have to be about the weather, but you need to start somewhere! Building a relationship takes time. 'Superficial' small-talk topics give you a chance to start a conversation with someone. If it goes well, you can talk about 'deeper' things later.

Myth #3: 'When British and American people ask "How are you?" they don't mean it.'

Yes and no. It's true that when most native speakers ask someone 'How are you?' they expect to hear an answer like 'Fine, thanks' or 'Not bad'. They don't really want to hear about your problems and will be surprised (and even embarrassed) if you start talking about how you really feel.

However, saying that you're fine even if you're not, doesn't need to be a bad thing. Do you really want to tell everyone you meet about your back problem or the fact that your husband has just lost his job?

But sometimes 'How are you?' can also be a real question requiring a real answer. If you're talking to someone you know well, you can tell them the truth when they ask how you are, even if you're not feeling so good. After all, talking about problems honestly can be a good way to build a relationship.

Myth #4: 'English speakers behave like they're your friend, but they're not.'

In the UK and the US, it's important to behave as if everyone is your friend. But this doesn't mean they're insincere. What's important is to read between the lines. Is the person just being polite, or do they really mean it? If someone says 'Let's meet up next time you're in London', they are probably just being polite. But if they give you their phone number and tell you to call them, then they really mean it. Remember: sometimes people are nice to you because they like you! ■

OVER TO YOU

What are your experiences with socializing with people from other cultures? What differences (and similarities) have you experienced?

How important is it to tell the truth in social situations?

In what ways do you try to build a relationship with a new business contact?

Welcoming visitors

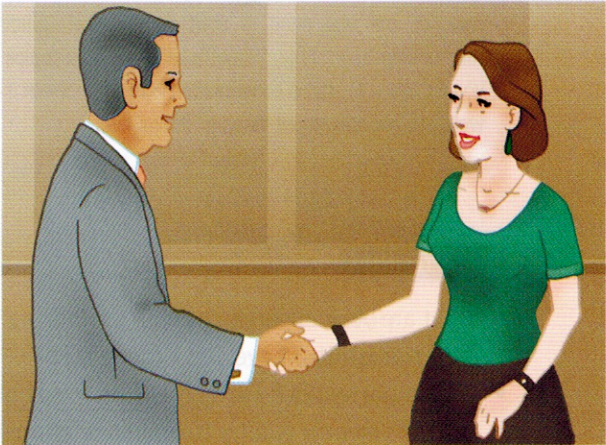
Complete the quiz on company visitors.

When welcoming a visitor to your company, how important is it to ...	very important	somewhat important	not important	it depends
→ find out about your visitor's company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ find out about your visitor's country and culture?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ be at the reception when your visitor arrives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ make sure the receptionist knows how to pronounce your visitor's name?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ give your visitor a tour of the office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ introduce your visitor to other members of the team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ offer your visitor something to eat and drink?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ show your visitor where the toilets are?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now discuss your answers with a partner. How often do people visit your company? Where are your visitors from? What difficulties do you have socializing with visitors to your company?

1 José María Molinero is meeting a visitor. Listen to the conversation and tick the topics they talk about.

- the journey ☐
- the weather ☐
- the hotel ☐
- sport ☐
- the offices ☐
- the company ☐



Now listen again and answer these questions.

- 1 What is the visitor's name? _____
- 2 Have the two met before? _____
- 3 Why does José María take the visitor into his office? _____
- 4 How long has the company been in its current location? _____
- 5 What does the visitor like about the building? _____
- 6 When was Salas Design founded? _____
- 7 How many people work at the company? _____
- 8 What does the visitor want to drink? _____

USING FIRST NAMES

In general, Britons and Americans prefer to use first names rather than surnames. Colleagues, in particular, nearly always use first names with each other. One exception, however, is when someone of 'low status' is talking to someone of 'high status'. For example, a secretary might call the company CEO *Ms Phillips* and the CEO would call the secretary *Mary*.

If you are not sure which name to use, then use the surname. Normally the native speaker will suggest you change to first names (*Please, call me Sanne.*). Of course, you can also suggest it, especially if you are older or senior in position.

Note that if you are using surnames, the accepted form for addressing women is *Ms* (pronounced 'Miz'). Always use this form unless a woman says she prefers *Mrs*. *Miss* is hardly ever used now and sounds very old-fashioned.

2 Put the words in the right order to make sentences from the conversation. If necessary, listen again to check your answers.

- 1 trouble / us / you / did / any / have / finding / ?

- 2 website / clear / the / on your / very / were / directions / .

- 3 your briefcase and coat / leave / my office / can / you / in / .

- 4 to meet / round / a few members / you / take / team / of the / I'll / .

- 5 drink / you / to / like / would / something / ?

- 6 a / of / would / great / coffee / cup / be / .

3 Talking about your host's company is a good way to break the ice. Put the words below into the right category.

department • employees • to expand • (ground/first/second) floor • facilities
 to be founded • lift • location • to move into • neighbourhood • to own
 • reception • to restructure • staff • stairs

talking about the building	talking about the company and its history
<i>(ground/first/second) floor</i>	<i>department</i>

Use the correct form of some of the words from the table to complete these mini-dialogues.

Have you been in this _____¹ long?

No, we actually just _____² this building six months ago. It's a great _____³ – lots of green space and some nice cafés nearby.

How many people are in your company now?

How long has your company been around?

It was _____⁴ in 1972.

There are currently around 150 _____⁵. We have _____⁶ a lot in the last two years.

Which _____⁷ is your office on?

The fifth! Don't worry – we'll take the _____⁸.

Now answer the questions so they are true for you.

4 Kathrin Oberle, an Austrian lawyer, is visiting a company in London. Complete her parts of the dialogue with sentences (a–g) below. Then listen to check your answers.

- a Thanks so much for arranging that.
- b And the reception area looks very nice.
- c I managed to get some sleep, actually.
- d Mm. You just don't get tea like this in Austria!
- e Thanks for coming down to meet me.
- f And maybe a glass of water too?
- g Where are you now?



Carl Kathrin, hi. Nice to see you again.

Kathrin Hi, Carl. Nice to see you too.

Carl Always a pleasure! Actually, after the restructuring last year we all got moved around, so I wasn't sure you'd be able to find my office by yourself.

Kathrin Oh, really? _____

Carl On the fourth floor. They decided to put sales and marketing together – at last!

Kathrin That does make more sense, doesn't it? _____

Carl Yes, they finally repainted it in June. ... Oh, here's the lift now. After you. Was the driver there to meet you at the airport?

Kathrin Yes, she was. _____

Carl It's the least I could do after your early start! You must be exhausted now.

Kathrin Oh, I'm all right. _____

Carl Here we are ... So, can I get you something to drink? How about a cup of that tea you like so much?

Kathrin That would be wonderful. _____

Carl Coming right up. ... Here you are.

Kathrin Oh, thank you.

Carl You're welcome.

Kathrin _____

Look at the dialogue again. What do you say when ...

- a somebody thanks you? (*three answers*)
- b you want somebody to enter a room or the lift before you?
- c you arrive at your office with your visitor?
- d you give somebody something?
- e somebody gives you something such as food or a drink?

5 Match the questions or comments with the appropriate responses. Sometimes more than one answer is possible.

- | | |
|---|-------------------------------------|
| 1 Did you have any trouble finding us? | a Mm, thanks. These look delicious. |
| 2 You can leave your bags at reception. | b No, thanks. I'm fine. |
| 3 We've been in this building since 1985. | c That would be nice, thanks. |
| 4 I'll take you round later to meet the team. | d Great, thank you. |
| 5 Would you like something to drink? | e No, not at all. |
| 6 Please help yourself to the biscuits. | f Really? How interesting. |

6 Now work with a partner to make your own dialogue. Decide whether A and B have met before and use appropriate phrases from the box below.

A

Welcome **B** to your company.

B

Respond.

Make small talk on the way to the office (journey, location, company).

Offer **B** something to drink.

Ask for a cup of tea or coffee.

Ask if **B** wants milk or sugar.

Respond.

WELCOMING VISITORS TO YOUR COMPANY

Welcoming a visitor

Welcome to [company name].
Did you have any trouble finding us?
Hello, [name]. Nice to see you again.
You can leave your things here/in my office/at the reception desk.
I'll take you around to meet the team.

Offering hospitality

Would you like something to drink?
How would you like that? Milk/Cream (AmE)?
Sugar?
Here you are.
Please help yourself to the biscuits/cookies (AmE).

Try to avoid these common mistakes:

~~Welcome in our company.~~
~~Are you in this location long?~~
~~We are fifty employees.~~
~~Please. (when you give sb sth)~~
~~Please. (when sb thanks you)~~

Welcome **to** our company.
Have you **been** in this location long?
There are fifty employees.
Here you are.
You're welcome./Not at all.

Talking about the offices and company

It's a lovely space/a very nice location.
The reception area looks very nice.
Have you been in this location long?
How many people work here?
How long has the company been around?

Accepting hospitality

A cup of coffee./Some water would be nice.
Just black./With milk and sugar, please.
Thank you./Thanks.

7 Carl is giving Kathrin directions. Listen to the dialogue and complete the sentences.

- 1 It's just _____ the corridor, the third door _____ the left.
- 2 I'll show you _____ it is.
- 3 But actually, I thought maybe I could just pop _____ Roger's office and say hello.
- 4 Where is he? – _____ the third floor.
- 5 So, go _____ the door and turn left to get _____ the lift.
- 6 Then _____ you come out of the lift, go right, and it's the _____ door on your left.
- 7 So, I'll meet you _____ here in about ten minutes?

8 You are in your office with a visitor. Look at the sketch below and complete the sentences with the correct words.

Clara's office ¹?

It's opposite mine.

Go out of the door and turn left. The _____ ²

is on your right, just past Clara's office.

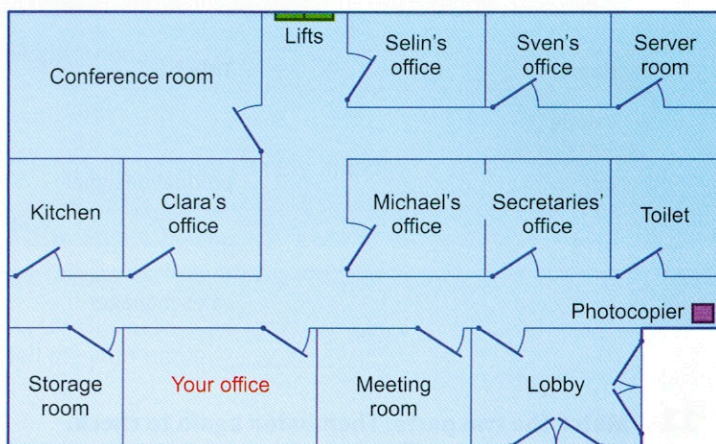
Just go out the door and go straight ahead.

The _____ ³ are at the end of the corridor.

Go out the door and turn right.

The _____ ⁴ is on your left, just after the lobby.

Turn right when you go out of my office. The _____ ⁵ is at the end of the corridor on your right.



9 Work with a partner. Use the profiles in the Partner Files to practise giving directions.

PARTNER FILES

Partner A File 2, p. 60
Partner B File 2, p. 62

GIVING DIRECTIONS

You just go down the corridor and it's right in front of you/on your left/right.
It's just down the corridor/round the corner on the left/right.
It's the first/second/third door on the left/right.
It's next to the toilet/front door/kitchen.
Come with me and I'll show you where it is!

10 Back in Spain, José María is introducing Sanne to some of his colleagues. Listen and complete the chart below.



Name	Title
Valérie	1
2	product designer
Greg	3
4	sales manager

11 Match the two parts. Then listen again to check.

- | | |
|---------------------------------|---|
| 1 The first person I'd like you | a to meet you, Valérie. |
| 2 Valérie, this is | b assistant, Greg Sánchez. |
| 3 It's a pleasure | c Sanne Heitink. |
| 4 Have the two of you | d to get to know everyone better later. |
| 5 It's nice to put | e quite catch that. |
| 6 Talking of which, this is my | f to meet is Valérie Dufour. |
| 7 I'm sorry, I didn't | g a face to a name, isn't it? |
| 8 You'll have a chance | h met before? |

ASKING FOR CLARIFICATION

When speaking a foreign language, we sometimes need to ask people to repeat things or to explain what they meant by a certain expression or word.

Asking someone to repeat something:
(I'm) sorry, I didn't quite catch that.
(I'm) sorry, could you tell me your name again?
Sorry, could you say that for me again?

You can ask for clarification with these phrases:
I'm sorry, I don't quite follow you.
I'm not totally sure what you mean.
If I understand you correctly, you would like us to ...
Let me see if I've got this right. You would like me to ...

12 Complete the mini-dialogues with words from the box.

again • are • catch • could • follow • meant • say • see • sorry • sure

A My name is Edward Tsipouri.

B I'm sorry, I didn't quite _____¹ that. Tipori, did you _____²?

A No, Tsipouri. It's a Greek name.

C Excuse me, Mary. Is there a photocopier nearby?

D Yes, it's kitty-corner to Jack's office.

C _____³? I'm not totally _____⁴ what you mean. Kitty-corner?

D Oh, it's ... um ... diagonally opposite Jack's office. Here, I'll show you.

E I'm afraid John's a bit under the weather today.

F Sorry, I don't quite _____⁵ you.

E Oh, sorry. I _____⁶ that John's ill. He's not coming in today.

F Oh, I _____⁷. That's a pity.

G And I'm Deborah MacGilchrist.

H I'm sorry, _____⁸ you tell me your name _____⁹?

G MacGilchrist. And you _____¹⁰ ...?

H Barbara, Barbara Kruger. It's very nice to meet you, Ms MacGilchrist.

13 Think about the people in your company. Make a list of the colleagues you need to introduce to visitors. Now work with a partner. Take it in turns to introduce the people in your company.

INTRODUCTIONS

Making introductions

I'd like to introduce Sanne Heitink. She's the new head of production.

The first person I'd like you to meet is [name].

He's/She's our marketing manager.

Valérie, this is Sanne Heitink.

This is Mary, our product designer.

This is Heather. She'll be your contact person on the IT side of the project.

Responding to introductions

Valérie, this is Sanne Heitink.

Have the two of you met before?

– It's a pleasure to meet you, Sanne. (*neutral*)

– Actually yes, we have.

– Nice/Good to meet you, Sanne. (*informal*)

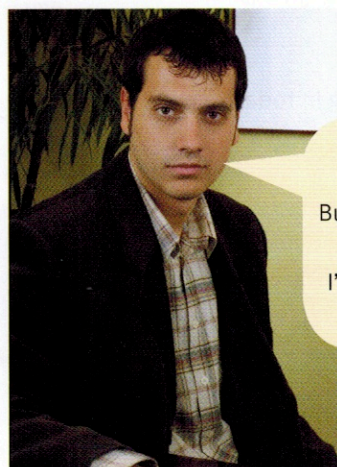
– No, actually we haven't.

Read the opinions and answer the questions which follow.



First names are tricky. Everyone's so concerned about intercultural awareness these days that often you have Americans greeting their French counterparts as 'Mr Delatour' and 'Ms Lagrange', while the French call the Americans 'Bob' or 'Mary' the first time they meet. But on the other hand, hardly anyone is shocked any more if you don't do what would be normal in 'their' culture.

Visiting companies in the US is always very stressful. People often make little jokes, and I know they're trying to be friendly, but often I don't understand what they mean and then I look like an idiot. I'm sure they think of me as the serious Swiss guy. It's really frustrating.



Coming from Europe, I'm used to being offered a cup of coffee or tea when I visit someone at their company. Perhaps a juice. But I was astonished to arrive at a business colleague's office in Delhi and find a full lunch waiting for me. Have you ever heard of such a thing? I'm not complaining, of course; the food was delicious. Mind you, I don't know what we'll do if the Indian colleague ever visits us!

When you visit someone in a hierarchy-obsessed culture like Japan, it's very easy to tell exactly how important you are to them. Does your counterpart introduce you to her colleagues? OK, not too bad. Does she introduce you to her boss? All right, you can't be that unimportant. And her boss's boss – well, clearly you're someone they're very interested in! But if she doesn't introduce you to anyone, well, that's definitely a bad sign. Japanese people love making introductions!



OVER TO YOU

- What problems have you had using first and last names in other cultures?
- What do you offer visitors to eat and drink at your company?
- Do you find it easier to meet native English speakers or non-native English speakers?
- Who would you introduce to your boss? To your boss's boss?

Getting acquainted

TER

How well do you know the other people in your group? Ask each other questions and fill in the names of someone who:

- has a hobby he / she does at least once a week. _____
- enjoys playing a team sport with friends or colleagues. _____
- likes going shopping during the lunch break. _____
- has paintings or photos in his / her office. _____
- never mixes business and pleasure. _____
- has become good friends with a business contact. _____



1 Sanne Heitink is visiting the Spanish company Salas Design. She and one of the company's product designers, Mary Chan, are in the conference room waiting for a meeting to begin. Listen to their conversation and correct the sentences below.

- 1 Anja left the company last June.
- 2 She lives in Birmingham now.
- 3 She's working as a programmer for a bicycle manufacturer.
- 4 Chris is now the marketing manager.
- 5 He often goes to trade fairs.



2 Match (1–5) with (a–e) to make questions from the dialogue. Then match them with the answers (A–E).

1 Is Anja still	a doing these days?	A She's working as a designer for a bicycle manufacturer.
2 That's near	b doesn't she?	B It's not too far.
3 Do you know	c what she's doing there?	C That's right.
4 How's he	d with the company, by the way?	D He's doing fine.
5 She enjoys sailing,	e you, isn't it?	E She's not, actually.

3 Here are some more extracts from the dialogue. Complete them with the phrases below. Listen again to check your answers.

He says hello, by the way.

I can imagine.

Not to worry.

How's he doing these days?

That's good to hear.

Mary Sorry, Sanne, it always takes a few minutes for everyone to arrive.

Sanne _____¹

Mary I heard from her a couple of weeks ago, and she says things are going well.

Sanne _____² Actually, she did say she wanted to move closer to the sea one day.

Mary She took us all out on her boat the weekend before she left. It was a lot of fun.

Sanne _____³

Mary What about Chris? _____⁴

Sanne He's doing fine. _____⁵ He was promoted to product manager recently, so he's in the office more these days.

TALKING ABOUT MUTUAL ACQUAINTANCES

Talking about mutual acquaintances is a safe small-talk topic, especially with business contacts you do not know very well:

How's Marita doing these days?

What's Carol up to?

Have you heard anything from Joe recently?

Say hi to Maria for me. (informal)/Give my regards to Maria. (neutral/formal)

I'm seeing him tomorrow. Should I say hello from you?

Try to avoid these common mistakes:

~~Tell Harry I say hello.~~

~~I haven't seen Claire these last days.~~

~~How do you do these days?~~

Say hello/hi to Harry from me.

I haven't seen Claire recently.

How are you doing these days?

4 Work with a partner. Use the profiles in the Partner Files to do a role-play. Try to use phrases from the Language Box on page 24.

PARTNER FILES

Partner A File 3, p. 60
Partner B File 3, p. 62

MOVING FROM SMALL TALK TO BUSINESS

There is normally a period of small talk at the beginning of a meeting. How long the small talk lasts depends on the culture – it can be as little as five minutes or as long as twenty minutes. At some point, the person who is in charge of the meeting should signal that it's time to start talking about business. Normally there will be a short pause in the conversation, then he/she will say something like:

Well, I suppose we should make a start.

So, shall we get down to business?

Right, let's make a start, shall we?

Note how words like *well*, *so* and *right* are used to show it's time to move on.

5 Talking about what you do in your free time (e.g. hobbies, sport) is a popular topic for small talk. Complete the free-time activities below by writing in the missing vowels (a, e, i, o, u). Can you add two more activities to each list?

Sport

sk _ _ ng

d _ _ ng y _ g _

k _ _ p _ ng f _ t

pl _ y _ ng f _ _ tb _ ll

Relaxing at home

l _ st _ n _ ng t _ m _ s _ c

r _ _ d _ ng

w _ tch _ ng t _ l _ v _ s _ _ n

c _ _ k _ ng

Going out

_ _ t _ ng _ _ t

g _ _ ng t _ th _ c _ n _ m _

sh _ pp _ ng

g _ _ ng t _ c _ nc _ rts

6 Complete the sentences with the correct form of *do*, *go*, or *play*.

- Are there any nice places to _____ running around here?
- My daughter and I enjoy _____ chess.
- _____ you ever _____ tai chi? I really enjoy it.
- How often _____ you _____ to the gym?
- I _____ the piano since I was a child.
- Last summer we _____ windsurfing almost every day.
- I used to _____ aerobics when I was younger.
- I wish I had time to _____ more sport.



FREE-TIME ACTIVITIES

Asking about free-time activities

So, what do you like doing in your free time?

Do you have any hobbies?

Do you do any sports?

What do you do to keep fit?

Talking about free-time activities

I love/(don't) like/hate cooking/watching TV.

I often go to the gym/do yoga after work/at the weekend.

I like going to the theatre but I hardly ever have the time.

I try to play football/squash at least once a week.

Try to avoid these common mistakes:

~~I like looking television.~~

~~I hate making fitness.~~

~~I often go in the cinema.~~

~~I like it to read books in English.~~

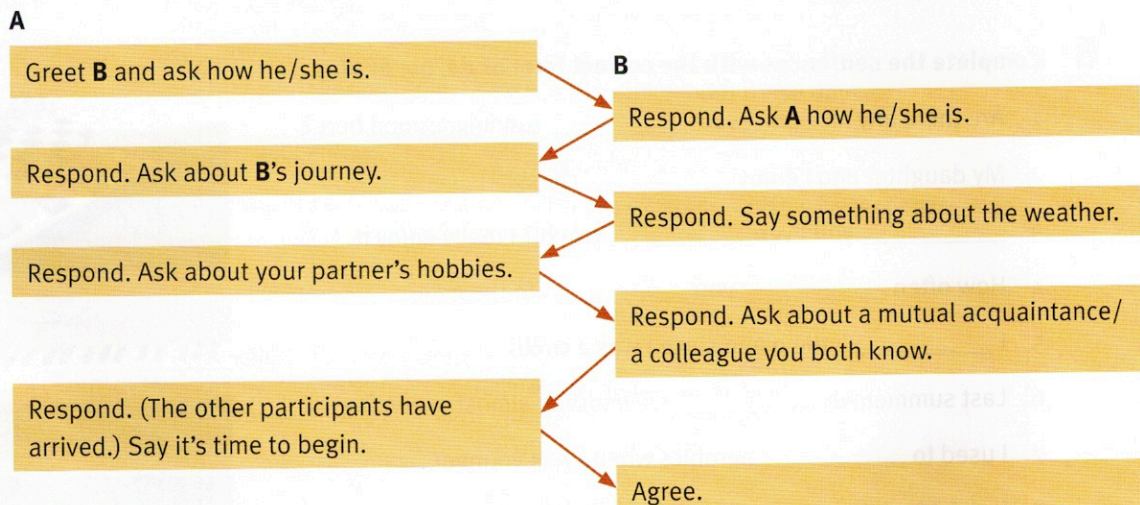
I like **watching** television.

I hate **going to the gym**.

I often go **to the** cinema.

I like **reading** books in English.

7 Work with a partner to make a dialogue. A and B are waiting for a meeting to begin and are chatting until the other participants arrive. (A is in charge of the meeting.)



8 The meeting participants are having a break. Listen to the dialogues. Who:

- offers Sanne a coffee? _____ 1
- needs to go to the toilet? _____ 2
- has a friend who is an artist? _____ 3
- wants to buy a birthday present? _____ 4
- likes jazz? _____ 5
- went to Amsterdam on a school trip? _____ 6



9 Complete these sentences from the dialogues. Listen again if necessary.

1 _____ start again at, _____, 3.30?

2 _____ you a coffee, Sanne?

3 That _____, thanks Mary.

4 _____ your toilet?

5 _____ your coffee. _____ black, right?

6 That's an interesting painting you've _____, José María.

7 I can give you his phone number _____.

8 Is this your _____ in Spain?

9 Was that for business _____?

10 Have you _____ to the Netherlands?

ADMIRING PERSONAL POSSESSIONS

In Britain and the USA it is acceptable to compliment your host on personal objects in his/her home or office, and this is a common small-talk topic when visiting someone. However, in some cultures (e.g. the Middle East or Thailand), it is better not to admire a personal object openly. If you do, the host may feel obliged to give it to you.

10 Talking about places you have visited is a common small-talk topic. Choose one line from each column to make mini-dialogues.

Person A	Person B	Person A
1 So is this your first time in Switzerland?	a Yes, very much. Especially the food!	A I know. It's terrible, isn't it?
2 Have you ever been to Canada?	b No, this is my first time. What about you?	B That's good. At least you had some time to relax.
3 Did you enjoy your visit to Munich?	c No, it was actually a business trip. But I had a couple of days free.	C Oh really? Was that for business or pleasure?
4 Have you been here before?	d We found this fantastic hotel right next to the river.	D It's my first time here as well.
5 What did you think of Edinburgh?	e Actually, I was here once before, in 2001.	E Sounds great! Do you remember the name?
6 Were you there on holiday?	f It's an amazing city. Pity about the weather though!	F You should. It's really a great country.
7 Where did you stay when you were there?	g No, but I'd love to go there sometime.	G I know, it's delicious, isn't it?

KEEPING THE CONVERSATION GOING

Here are some ways to keep the conversation going.

- When someone asks you a question, ask them the question back as well:
Have you ever been to Hong Kong?
*No, I haven't. **What about you?***
- Give some extra information when you answer the question:
*I was there in '98. **I stayed in this great place in the old town.***
- Use question tags to encourage the other person to speak:
*The food in France is great, **isn't it?***
I know. I ate so much when I was there!

11 Look at the questions and think of responses that will keep the conversation going.

1 So, have you ever been to Italy?

2 Do you enjoy going to the theatre?

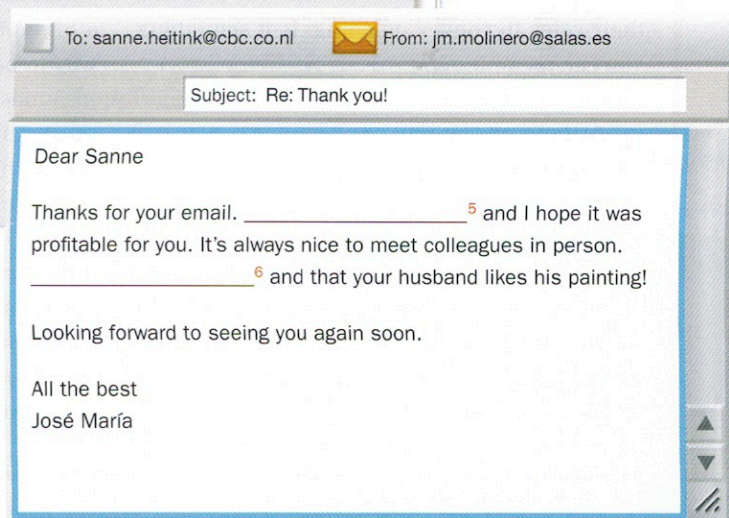
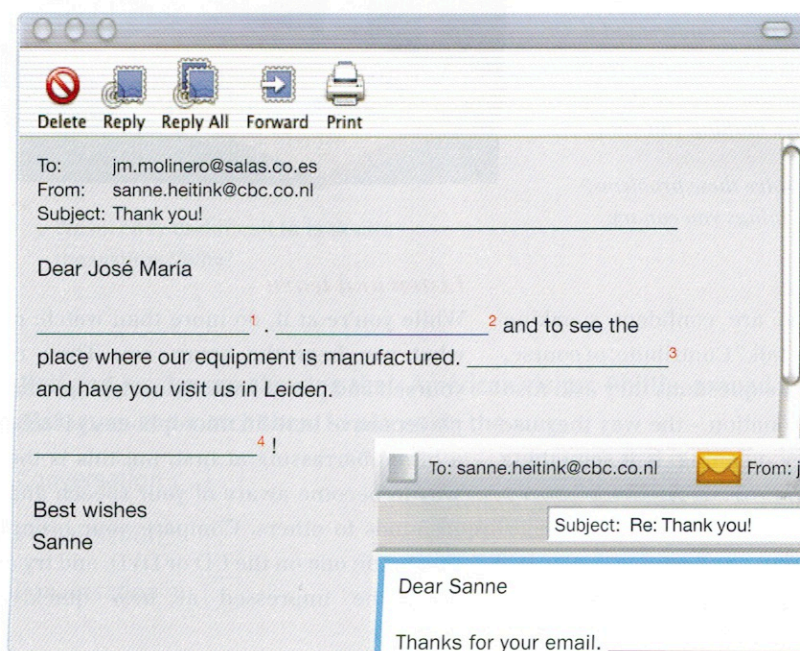
3 Is this weather typical for the time of year?

4 Do you play tennis?

12 The sentences below are taken from the emails José María and Sanne wrote to thank each other for the visit. Decide who wrote each sentence, José María (J) or Sanne (S).

- ☒ a I hope that I will be able to return the favour
- ☐ b I hope you had a good trip back to Holland
- ☐ c I just wanted to say thank you for inviting me to your company last week
- ☐ d I really enjoyed having you visit the company
- ☐ e I enjoyed the chance to meet your team
- ☐ f Please give my best to Mary, Valérie, Emin and Greg

Now complete the emails using the sentences above.



13 Think of a business contact you know. Imagine you have been to visit him/her at his/her company. Write a thank-you email. Use the emails from exercise 12 as models.

Read the article and discuss the questions which follow.

Small talk made simple

In theory, making small talk in English isn't rocket science. All you need to do is say hello and ask a few questions: 'Where are you from?' 'Do you like it there?' 'How did you get into engineering/marketing/metallurgy?'

Of course, in practice it can be more difficult. Maybe the person you're trying to speak to keeps replying with one-word answers. Maybe you always seem to meet people in noisy conference halls where you can hardly hear what they're saying, let alone understand it. Or maybe – and this seems to happen to a lot of people – you can talk about your job for hours, but feel much less secure making chit-chat.

What can you do to solve these problems? Well, there are a lot of things you can try.

Watch the pros ...

Observe people who are confident speaking English. How do they talk? Contribute, of course, but listen, and note the questions they ask. Also think about their intonation – the way they use their voice to convey meaning. Is it something you can try yourself?

... and the stars

Of course, your colleagues from London will think you're crazy if you start writing down things they say. '“Please, call me Bill,” did you say? Oh that's quite good ...' But actors don't mind this at all. So the next time you're in the video shop, try borrowing an English-language DVD. Watch it with subtitles, and pay attention to the way people interact.



Listen and learn

While you're at it, do more than watch: repeat what you hear the actors say. Then record yourself and play it back. (Most laptops and MP3 players have built-in microphones.) It might be a bit embarrassing at first, but this is the best way to become aware of your speech and how it sounds to others. Compare your pronunciation to the one on the CD or DVD, and try again. You'll be impressed at how quickly you improve.

Practice makes perfect

Easier said than done, but really: don't be shy. The more you say during the coffee break, the more confident you'll feel about making conversation at lunch.

OVER TO YOU

- What tips can you add?
- What ideas have you tried to make socializing in English easier? What has worked for you?
- Do you know anyone who is good at socializing in English? What makes them so effective?

Entertaining a visitor

ARTER

Answer the questions about entertaining a visitor. Then ask a partner.

	me	my partner
1 Who were the last business visitors you had?		
2 How did you socialize with them? (go for dinner, see a concert, etc.)		
3 What did you talk about?		
4 What did you <i>not</i> talk about? (family, politics, work, etc.)		
5 Was it easy or difficult to look after the visitors? Why?		

1 Rolf and Jessica are showing their American visitor, Phillip, around their town. Listen to the dialogues and match them to places on the map.

Conversation 1 ☐

Conversation 2 ☐

Conversation 3 ☐

Read the extracts from the tourist brochure. Rolf and Jessica made three mistakes in the information they told Phillip. What were they? Listen again if necessary.

A Schwarzburg Arkaden (shopping centre)

- Built in 2002
- More than 20 shops and restaurants

B Schloss Schwarzburg (Schwarzburg castle)

- Built by King Heinrich the First in 1743
- Partially destroyed during World War Two
- Rebuilt in the 1960s

C Schwarzburg Art Gallery

- Designed by the American architect Renzo Kindinger
- Building was a brewery (closed in 1994)

D Rathaus (Town Hall)

- Built in 1834
- Often has exhibitions open to the public

E Schwarzburg Cathedral

- Built between 1510 and 1543
- Services on Sundays at 8 a.m. and 10 a.m.

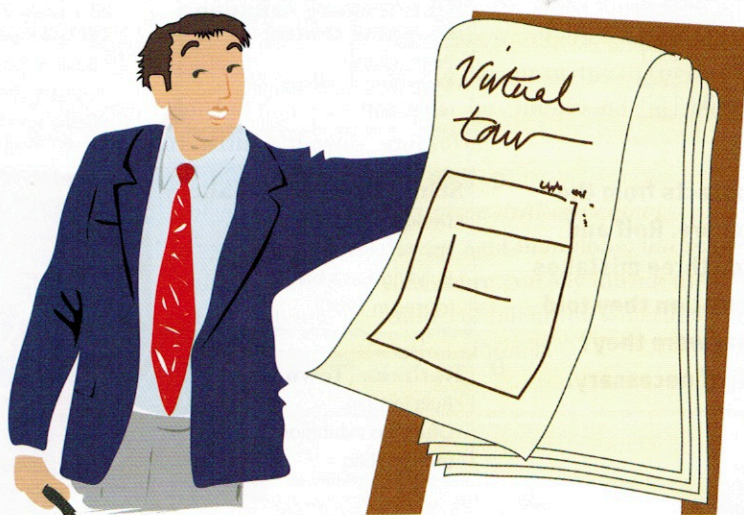


2 Complete the sentences from the dialogues in exercise 1 with the words below. There are some words you do not need. Listen to the dialogues again if necessary.

actually • building • built • designed • destroyed • shut •
supposed • telling • that • this • typical

- 1 _____ is the cathedral here.
- 2 This kind of architecture is _____ of our region.
- 3 That's the castle I was _____ you about earlier.
- 4 It was _____ by King Heinrich the Second.
- 5 It was almost completely _____ by bombing in the war.
- 6 Part of the _____ used to be a brewery.
- 7 The brewery _____ in 1992 after reunification.
- 8 The building is _____ to look like a beer bottle.

3 Think of five interesting places in your town or city. Prepare a short talk providing details about them such as key dates, historical facts, and interesting data. Use the Internet if you need to check your information. Present your information to the rest of the class and give them a 'virtual' tour of your town.



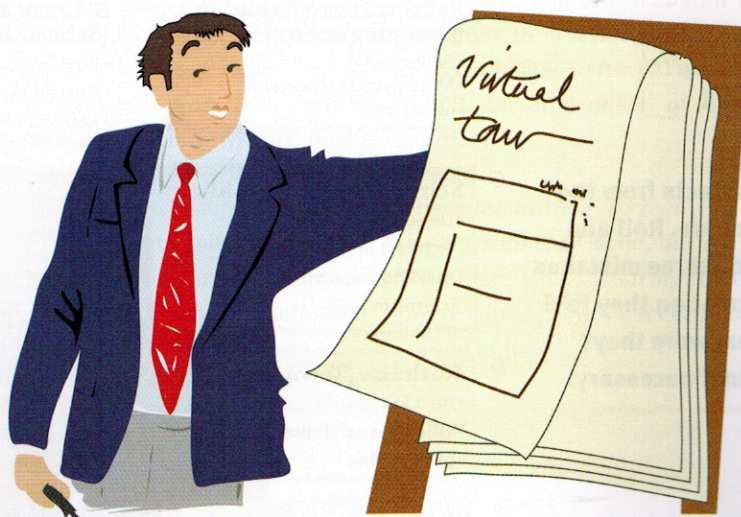


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USED TO

We use the phrase *used to* when we are talking about things which were true in the past but are not true now. We use it a lot when socializing, especially when talking about our lives or the history of our town:

I used to live in Amsterdam.

Part of the building used to be a brewery.

Steel used to be a big industry here in Sheffield.

4 Talking about the place where you live or work is a popular small-talk topic. Use the following words and phrases to complete the sentences below. You can use some words more than once.

airport close to about the same size as conference centre

regional small much smaller than on near

harbour beautiful university state a bit bigger than

castle large important cathedral national historic

industrial

My town/city has a(n) _____

It's a(n) _____ town/city.

It's _____ Oxford/London.

It's the _____ capital.

It's _____ the Danube/Rhine.

It's _____ the Czech Republic/
France.

Can you add more words to any of the lists? Now write a short text about your town or city.

USING TOURIST INFORMATION

Many cities have tourist information brochures available in English. Visit your local tourist office or their website to see what they have. Or, if your town or city is popular with tourists, visit travel websites such as www.lonelyplanet.com or www.roughguides.com to see what they say about where you live. It's a good way to learn the vocabulary you need to tell visitors about your town.

- 5** Imagine you are showing your partner around the place where you live or work. Tell him/her about three sights in your town/city. If you like, draw a simple map to use as a reference.

SHOWING VISITORS AROUND

If we go along here, we come to ...
On your left/right you can see ...
The [place] is right in front of you/on your left/right.
The [building] is opposite the ...
The castle/church/... was built by ... in ...
... is famous for ...
The ... is open to visitors from ... to ...

Try to avoid these common mistakes:

~~The town hall is on your right side.~~

~~The museum is opposite from the cathedral.~~

~~The theatre was designed from a Danish architect.~~

The town hall is on your **right**.

The museum is **opposite** the cathedral.

The theatre was designed **by** a Danish architect.

AUDIO



18

- 6** Two Italians are showing Sharon, an American visitor, around their town. Listen and decide if the statements are true or false. Correct the false statements.

1 Both Mauro and Cristina are from Modena.

2 Cristina went to university in Milano.

3 Cristina finds Modena a bit small.

4 Sharon agrees to go to a museum with Mauro.

5 Sharon decides to go to an art exhibition.





7 Match the two parts to make sentences from the dialogue. Listen again if necessary.

- | | |
|--------------------|-----------------------------|
| 1 So are you both | a like living here? |
| 2 How long | b university in Torino. |
| 3 I went to | c from Modena originally? |
| 4 When I graduated | d it exactly? |
| 5 And do you | e I moved to Modena. |
| 6 That's something | f on a farm. |
| 7 I grew up | g have you lived here? |
| 8 Where is | h I miss walking in a city. |

8 Work with a partner. Ask your partner some or all of the following questions to find out about their life. Make a note of the answers.

Are you from [*name of town/city*] originally?
 How long have you lived here?
 Where did you live before that?
 Did you go to college/university/vocational
 school in [*name of town/city*]?
 What did you study?
 Do you like living here?
 Do you ever miss [*name of place*]?
 What do you do in your free time?

I grew up in ...

I graduated from [*institution*] in [*year*].

I was born in ...

I went to university in ...

I live in/near/not far from ...

Now tell the class about your partner, but include three things which are not true. Can the others guess what they are?

For example:

- A So Suzanne was born in Paris.
 B That's not true. I think she was born in Brussels.
 A You're right! She was born in Brussels and moved to Paris when she was ten.

TALKING ABOUT ORIGINS

Talking about people's origins can be a very complicated and sensitive area. Here are some tips:

- It is very impolite (and offensive) to ask non-white British or American people where they are 'really' from, or to guess where their family is from.
- Americans of African descent generally refer to themselves as *African-American* (but not ~~Afro-American~~) or 'black'. The words *coloured* and *Negro* are no longer used and are considered offensive by most people.
- British people of African or Caribbean descent generally refer to themselves as *Black British*.
- Remember that the UK is England, Scotland, Wales, and Northern Ireland. So a *British* person can be from any of these countries, and (for example) a *Scottish* person is also 'British' but not English. Never ask a Scottish person 'Which part of England are you from?'

9 In the dialogue in exercise 6, Mauro and Cristina also tell Sharon about some things she can do in Modena. Complete the sentences from the dialogue with the words below. Listen again if necessary.

country • fair • free • love • museum • nice • pick • really • recommendations • say • sounds • take

- 1 If we have time, perhaps we can drive out into the _____.
- 2 That would be _____.
- 3 I've actually got the afternoon _____ tomorrow.
- 4 I was wondering if you had any _____ for things to do.
- 5 There's a fantastic car _____ at Panzano, which is not far from here.
- 6 I can _____ you if you like.
- 7 The antique _____ is on tomorrow.
- 8 It's _____ good.
- 9 That _____ great. I _____ antiques.
- 10 I'll _____ you up at the hotel. _____ ten?

Which sentences are said by ...

- the host? 1, _____
- the guest? 2, _____

10 Work with a partner to practise making recommendations. Try to use phrases from the Language Box on the next page.

Partner A: Write down three things visitors can do in the town or city where you work or live. Tell your partner what they are and why they are interesting. If your partner wants to see one of the things, then give them directions how to get there.

Partner B: Show interest in what your partner is saying.

Now change roles.



RECOMMENDATIONS

Recommending places to see

There's a(n) great/fantastic/interesting
exhibition/art gallery/museum/
restaurant/café/shop/park/street.
It's really worth visiting/seeing/a visit.

Giving directions

It's next to/near/close to/just around the corner from the town hall/square.
It's on the same street as your hotel/the station.
Just go along this street/the High Street, then turn left/right.

Try to avoid these common mistakes:

~~It gives a fantastic exhibition at the castle.~~

~~It's really worth to visit.~~

~~It is in the near of the town hall.~~

Reacting to recommendations

That sounds (really) nice/great/interesting.

I'll definitely do that.

I'll definitely go there.

I'd love to see that.

There's a fantastic exhibition at the castle.

It's really worth **visiting**.

It's **near** the town hall.



AUDIO

19-22

11 Hosts often invite their guests to join them in social activities. Listen to four invitations and complete the chart.

	Conversation 1	Conversation 2	Conversation 3	Conversation 4
a What invitation does the host make?				
b Does the guest accept or turn down the invitation?				
c What excuse does the guest give (if any)?				
d What alternative does the guest suggest (if any)?				

Now order the sentences from the conversations. If necessary, listen again to check your answers.

- for dinner / if / to join / would like / tonight / us / I was / wondering / you / .
- meeting / week / How about / a coffee / next / for / ?
- an / for / have / I / opera / extra / the / ticket / tonight / .
- come / like / you / to / Would / ?
- and I / Saturday / are / My / next / partner / a party / having / .
- come / could / hoping / were / We / you / .

INVITATIONS

Accepting invitations

That would be lovely.

That sounds great, thanks.

Thank you, I'd like that very much.

Good idea. Let's do that.

Turning down invitations

It is more difficult to say 'no' to invitations and still be polite.

Here are some examples of how to turn down an invitation:

1 thank the person		2 give a reason	3 offer an alternative
<i>That's really kind of you</i>	<i>but</i>	<i>my flight's at 6 p.m. so I should probably stay in town just to make sure I get to the airport in time.</i>	<i>Perhaps we can do it next time I'm in town.</i>
<i>That's very nice of you</i>	<i>but actually</i>	<i>I'm afraid my boss wants my report first thing tomorrow so I need to stay at the hotel and write that.</i>	<i>But maybe we could go for dinner tomorrow instead?</i>
<i>I'd love to (come)</i>	<i>however</i>	<i>I'm afraid I just don't have time today.</i>	<i>How about having lunch sometime next week?</i>

12 Rewrite B's responses to make them more polite.

- A So, shall we have dinner together tonight?

B ~~I can't. I have to get up early tomorrow.~~
That would be really nice, but I'm afraid I have a meeting first thing tomorrow and I have to go to bed early.
- A How about some lunch?

B ~~No, I don't have time.~~
- A I'm having friends over for a barbecue this evening. Would you like to come?

B ~~No, I have to prepare a presentation.~~
- A We're going for a drink. Would you like to join us?

B ~~Impossible. I'm meeting someone else.~~



13 Work with a partner. Use the profiles in the Partner Files to do a role-play. Try to use phrases from this unit to make and turn down or accept invitations.

PARTNER FILES ➔

Partner A File 4, p. 61
 Partner B File 4, p. 63

OUTPUT

Read this article from an American magazine and discuss the questions which follow.

Making business personal

Business is always personal, and opening up to your business contacts is the best way to develop your business relationships. Kelly Watson argues why you should stop trying to keep your business life and your family life separate.



'Dienst ist Dienst und Schnaps ist Schnaps' is a famous German saying. Work is work, and socializing is socializing, and the two worlds should never meet, right? Wrong! Treating business contacts differently from personal friends is one of the most common mistakes business people make. Think about your business contacts who are also friends of yours. Isn't it easier to do business with them? Don't they help you and tolerate your mistakes more than casual acquaintances? Exactly! So make your business relationships more personal and you will find your work is easier and that you are more successful.

But how can you make business more personal? Easy! Do the same things you would do when making 'real' friends. Show that you're human, not just a face in a suit. Create intimacy between you and the business contact and you will create trust. Instead of just making superficial small talk, talk about the things which are really important to you: your family, your hobbies, your problems, and worries.

And don't be afraid to introduce your business contacts to your friends and family. John Zimmerman, who is CEO of a technology company in Seattle and a

good friend of mine, began taking his daughter, Laura, on business trips with him so that they could spend more time together. Dinner conversations became more personal because his business contacts wanted to talk to Laura. John's contacts told him about their families, and one manager's son even became Laura's pen friend.

Everyone was a winner with this scenario. Not only did John spend more time with his daughter, but she learned a lot about his work and the world of business. And John's business contacts now invite John and his daughter to spend time with their families, taking those business relationships to another level.

So don't be afraid to mix your business life with your personal life. OK, so you might not be able to give a sales presentation over dinner if your friends or family



are there. But it doesn't matter: when it comes to business, it's the personal relationship that makes all the difference. Mixing your business life with your personal life benefits everybody: you, your business contacts, and your family. ■

OVER TO YOU

- Do you ever mix your business and personal lives? How many of your business contacts have met your family or friends?
- Would you ever take a member of your family with you on a business trip?
- Is it easier to do business with friends than casual acquaintances? What are the advantages and disadvantages?
- How can business people balance work commitments with private/family life?

5

Eating out

STARTER

**Which of the places below would you take the following guests to for dinner?
Discuss with a partner.**

- a group of British engineers
- an important Indian customer
- colleagues from your American subsidiary
- an international group of young people doing work experience at your company
- a group of high-ranking government officials from Lithuania

**Finnegan's Wake**

- Enjoy the 'craic' at our fun Irish pub!
- Large screen TV showing all big sporting events.
- Happy hour 7–8 p.m. every day.
- Two pints of Guinness for the price of one.

Zweighof

Traditional German,
Swiss and Austrian
specialities

- 20 different beers on tap
- Large groups catered for

The Bleeding Heart

- The best steak in town – cooked at your table.
- Special meat buffet on Wednesday nights.
- Free side dish with every steak.

FORAGE

Sophisticated modern vegetarian and vegan cuisine in an elegant setting.

All dishes prepared with organic local produce.

Innovative salad and juice bars.

Lee's 'Krazy Karaoke Kavern'

- Fun karaoke bar with over 20,000 songs to choose from!
- Friday night is fancy dress karaoke night – everyone who comes in fancy dress gets a free pitcher of beer!
- Office parties welcome!

Phitsanulok

FINE, AUTHENTIC, FULL-FLAVOURED THAI CUISINE.

We use the very best ingredients with fresh herbs, spices and vegetables sent directly to us from growers in Thailand.

L'Aurore

Michelin-starred restaurant with award-winning interior.

Seasonal dishes created by star chef André Rogal.

Extensive wine list to complement our meals.

Reservations required

Now think of your own foreign business contacts. Where would you take them? Why?



1 Bruno and Carlo are entertaining Anna at a local restaurant. Listen to the conversation and answer the questions below.

- 1 Have the hosts been to the restaurant before?
- 2 Why is Anna hungry?
- 3 What do we discover about Bruno's wife?
- 4 Who is driving?
- 5 What do they plan to do later?

Complete this table with their orders.

	Starter	Main course	Drink
Anna			
Bruno			
Carlo			



2 Match the two halves to make sentences from the dialogue. Listen again if necessary.

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 This looks 2 I hope 3 I'm absolutely 4 I'm afraid they don't have 5 How many courses 6 What do you 7 It comes with asparagus 8 I'll have the soup 9 What would you like 10 Let's see if we can | <ol style="list-style-type: none"> a are we having, Carlo? b to drink? c followed by the pasta. d recommend? e catch the waiter's attention. f menus in English here. g you like it. h starving. i a really nice place. j and small potatoes roasted in the oven. |
|---|---|

3 Look at the descriptions of different dishes below. Can you guess what each dish is?

1 So this is a Swiss speciality. You get a pot with melted cheese and then you dip pieces of bread into the cheese and eat them. It's great at parties or when you have a group of people.

2 This is a typical Italian dish. It's made with flat sheets of pasta with tomato sauce in between. It also has a white sauce and maybe some cheese on top.

3 This is an Indian speciality popular in the West, especially in the UK. You have meat and vegetables in a spicy sauce. Often the sauce is made with cream. It's served with rice.

Think of three dishes and explain them to your partner. Can they guess what they are?

EXPLAINING A MENU

This is a local speciality.
It's typical of/a speciality of our region.
It's a spicy/savoury/sweet dish.
It's a kind of pasta/meat/dumpling.

It's made with meat/fish/vegetables.
It's a bit like spaghetti/pudding/rice/pizza.
It's a light/dark/wheat beer.
It's juice mixed with mineral water.

4 Sort the words into the correct categories in the table below.

Words to sort:

- bake
- sweet
- rich
- rice
- ~~beef~~
- potato wedges
- roast
- pork
- pepper
- grill (BrE)/broil (AmE)
- starter (BrE)/appetizer (AmE)
- onion
- cabbage
- courgette (BrE)/zucchini (AmE)
- salad
- main course
- chicken
- chips (BrE)/French fries (AmE)
- savoury
- light
- ~~dessert~~
- fry
- ham
- spicy
- lamb

parts of the meal	types of meat	types of vegetable	side dishes	ways of cooking	words for describing food
<i>dessert</i>	<i>beef</i>				

Can you add more words to the categories in the table?

5 Work with a partner to role-play the start of a business lunch. Explain the menu to your partner and decide what you will order.

AT A RESTAURANT

Helping with the menu

Let me know if you need any help with the menu.

Oh, that. It's a kind of fish.

It's (a bit) like an omelette.

Do you know ravioli? Well, it's similar to that.

It's made with eggs, milk, and sugar.

Try to avoid these common mistakes:

~~Waiter!~~

~~Give us the menu.~~

~~I don't eat pig.~~

~~I take the pasta.~~

~~I'd like water with/without gas.~~

Deciding what to order

Do you know what you're having?

Have you decided yet?

That's what I'm going to have for my starter.

I think I'll have that for the main course.

I'm going to have the dish of the day (BrE)/special (AmE)

Excuse me.

Can we **have/see** the menu, please?

I don't eat **pork**.

I'll have the pasta.

I'd like **sparkling/still** water.



6 Anna, Bruno, and Carlo are finishing their meal. Tick ☒ the topics they talk about.

the restaurant ☐

friends ☐

holidays ☐

sport ☐

family ☐

cultural differences ☐

mutual acquaintances ☐

their jobs ☐

Now complete the sentences from the dialogue. Listen again if necessary.

- 1 So, how _____ the tuna?
- 2 Oh, it was very _____ and _____ cooked.
- 3 So do _____ often?
- 4 What _____, Bruno?
- 5 So _____ well, Carlo?
- 6 You _____ earlier.
- 7 Really? We _____ for our holiday.
- 8 Do _____ Anna?
- 9 You _____ to Croatia last year.
- 10 _____ France, I've still got room for _____.

7 Talking about your family is a good small-talk subject and helps to develop a relationship. How much 'family vocabulary' do you know? Work with a partner to do this quiz.

Look at the words below.

acquaintance ▪ divorced ▪ married ▪
mother-in-law ▪ only child ▪ relations ▪
relatives ▪ separated ▪ single ▪ step-son

Can you find:

- 1 four words for types of marital status?

- 2 two other words for 'family members'?

- 3 words that match these definitions?

- a someone who you know but is not a friend

- b the mother of your husband or wife

- c a girl or boy who has no brothers or sisters

- d a son your husband or wife has from a previous marriage _____

Now complete the sentences.

- 4 My partner _____ a baby next year.

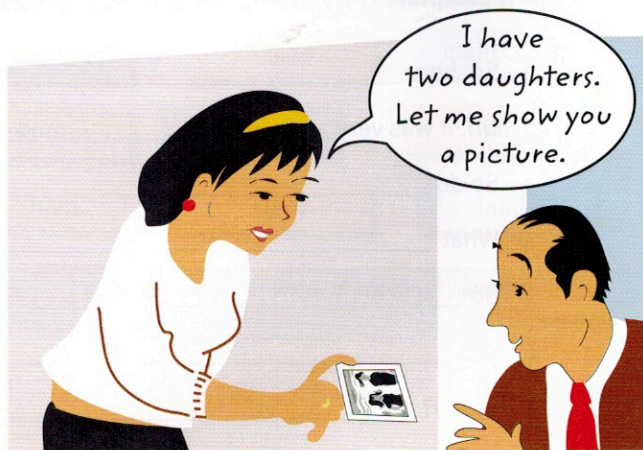
- 5 My wife's brother, in other words my _____, lives in Australia.

- 6 After the meeting, some of the guys are meeting their _____ for dinner. Mine had to stay at home with the children, so I'll just get room service.

- 7 My son's going out with his first _____.

- 8 I feel sorry for _____. It's easier with brothers or sisters.

8 Work with a partner. Draw part of your family tree with at least five people (or write down the names of five people in your family). Then take it in turns to ask each other questions about your families.



TALKING ABOUT FAMILY

Do you have any brothers or sisters?

Is [name] married?

Does [name] have any children?

How old is [name]?

Where does [name] live?

[name] got married in [year].

He/She has ... children.

He/She is single.

They are married/living together/separated/divorced.

He/She is ... years old.

KEEPING A CONVERSATION GOING

Sometimes it can be difficult to keep a conversation going, especially if your conversation partner is not very good at socializing. Here are some tips for avoiding awkward silences.

- When someone asks you a question, usually it is because they are genuinely interested so don't just give a simple answer. Give some extra information and/or ask another question in return:

A *How long have you been working here?*

B *About three years. Before that I was actually working for the competition. What about you? How long have you been with your company?*

- If someone offers 'extra' information when answering your question, ask another follow-up question:

A *This is a great restaurant. Do you come here often?*

B *Oh yes. I was here last week actually.*

A *Oh really? Was that for business or pleasure?*

- If the conversation 'dies', you can start a new topic by referring to or asking about something that was said earlier:

So, are you married, Marco? You mentioned your mother-in-law earlier.

You were saying earlier that you spent some time in Africa.

9 The answers to the questions below are too short. Make them longer by adding extra information and a question, as in the example.

- 1 A So, do you live near here?

B Yes, I do.

[only 2 km] *Our house is only two kilometres from here.*
[you/live?] *What about you? Do you live near your work?*

- 2 A And how old is your daughter?

B She's six.

[recently started school]
[you/children?]

- 5 A Have you ever been to Moscow?

B Yes, I have.

[three years ago /on business]
[you?]

- 3 A What kind of dog do you have?

B An Alsatian.

[fun but needs lots of exercise]
[you/pets?]

- 6 A And do you do any sports?

B I play squash

[once a week with friends]
[you/sports?]

- 4 A So, how long have you been with the company?

B Six years.

[joined after university]
[you/be with your company long?]

- 7 A It's so hot today. Is it normally like this in the summer here?

B No, it's not.

[very hot for us /usually 25 degrees]
[weather/where you live?]

10 Commenting on what people say is a good way to keep a conversation going.
Match B's comments to what A says. Sometimes more than one answer is possible.

A

- 1 I just got married last year actually.
- 2 My husband is a meteorologist.
- 3 Last year I won a prize for one of the products I designed.
- 4 The project deadline is next week and we're not going to make it.
- 5 My daughter has just got a place at one of the best universities in the country.
- 6 Before I got this job I was unemployed for two years.
- 7 I went to Peru on holiday last year.

B

- a That must be very stressful.
- b Really? That's an interesting job!
- c Oh, congratulations!
- d You must be very proud of her.
- e That must have been very exciting.
- f You must have felt very pleased.
- g Oh, I'm sorry to hear that. I imagine that was a difficult time for you.

When do we say *that must be ...* and when *that must have been ...*?

11 Work with a partner to make small talk at a restaurant. Use the information in the Partner Files to ask questions and keep the conversation going.

PARTNER FILES

Partner A File 5, p. 61
Partner B File 5, p. 63



12 Anna, Bruno and Carlo are ready to pay. Listen and decide if the statements below are true or false.

- 1 Both Anna and Bruno are tired.
- 2 They all want a coffee.
- 3 Anna wants to pay.
- 4 She doesn't want to leave a tip.
- 5 In the end, Anna doesn't pay.



13 Complete the sentences from the dialogue with the correct form of verbs from the box. You will need to use some verbs more than once.

be • catch • get • have • put • round

- 1 I'll _____ one with the bill.
- 2 Let me try and _____ the waiter.
- 3 Let me _____ this.
- 4 Seriously, it _____ on me.
- 5 You _____ very welcome.
- 6 I'm going to _____ it on expenses any way.
- 7 Just _____ up the total.
- 8 But I don't _____ any cash on me!

BUT SERIOUSLY ...

We say *seriously* when we want to emphasize that we really mean something (for example when we are trying to persuade someone to accept an offer):

Seriously, this is on me.

Seriously, I can take you to the airport. It's no problem.

We can also say it after a joke:

That's a brilliant suggestion – I'm going to tell everyone I thought of it. But seriously, I do think it's a good idea.

Our lorries are so slow the food is out of date before it arrives. But seriously, we do have problems with delivery times.

Note that in many cultures humour is very important in socializing. But, different cultures tend to have very different senses of humour, and jokes often don't 'translate' well from one culture to another. As an example, the British like self-deprecating humour where a person makes jokes about him or herself. The British can also be very sarcastic in social situations and make fun of each other – to the outsider this can seem rather aggressive.

14 You are in a restaurant in the UK with a business contact and it's time to pay. Work with a partner to make a dialogue.

AT THE END OF A MEAL

Asking for the bill

Can we have the bill, please?

Could you bring us the bill, please (when you have a moment)?

Offering to pay

Let me/I'll get this.

This is on me.

Thanking someone for a meal

That was lovely, thank you.

That's very nice of you to pay.

Responding to thanks

You're (very) welcome.

It was a pleasure.

Try to avoid these common mistakes:

~~I invite you.~~

~~Please.~~

~~The food tasted very well.~~

I'll get this./This is on me./

It's my treat.

You're welcome. (*when responding to thanks*)

The food was very good/great/fantastic.

OUTPUT

Look at what these people are saying about socializing in restaurants. Which opinion(s) do you agree with?



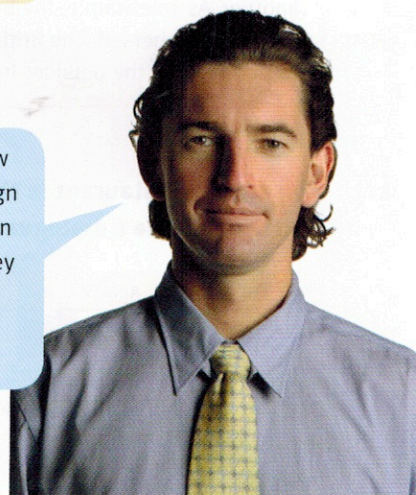
I hate it when I'm having dinner in a restaurant with business contacts and it's time to pay. It's never completely clear who's going to get the bill. You have to offer to pay, but then the others have to say that they'll pay. Often I can't tell if they mean it or not, and I don't know if I should pay or let them pay. It's really embarrassing.



Eating with business contacts from another country is very stressful, in my opinion. It's such a cultural thing, and there are a hundred little rules you have to follow, otherwise people think you're impolite. I'm always so worried that I never enjoy my meal!



I love eating out with business contacts. It's always a real chance to get to know them as people. I like the fact that you can talk about things other than business. And it's interesting to learn about the food in their country – that's always a good topic of conversation.



Sometimes I find it difficult to know how much to tip when I'm in a foreign country. It's especially difficult when you're not sure how much the money is worth. But normally I ask the people I'm with and they give me some advice.

OVER TO YOU

- What other eating and dining habits have you noticed in other countries?
- Who pays when you go to dinner with business contacts?
- How much do you normally tip in restaurants in your country? What about in other countries you've visited?

Networking at a trade fair

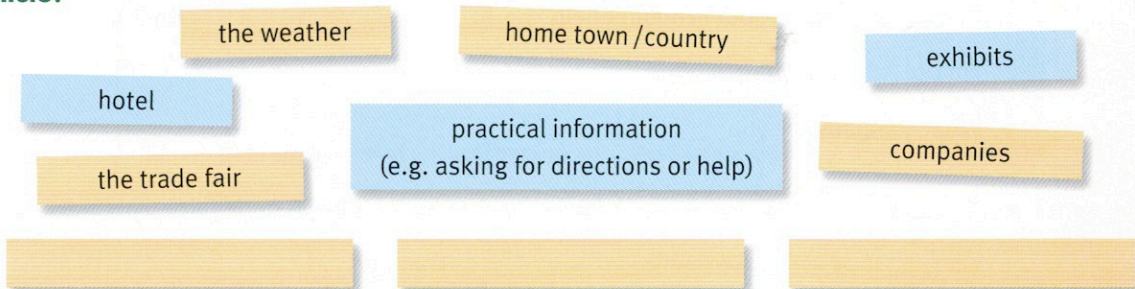
STARTER

Look at the networking tips below. Do you agree/disagree with them? Which are the best tips?

Steps to successful networking

- 1 Prepare a 30-second 'verbal business card':
'Hi, I'm Shara Lacey. I'm the CTO of GreenFire Systems. We provide ...'
- 2 Offer your name when you introduce yourself. You know who you are, but other people don't!
- 3 Are you feeling shy and lonely? Look for someone who is alone, and speak to them.
- 4 Focus on other people rather than yourself. Listen to what they're saying instead of thinking about what you want to say next.
- 5 Ask questions. You learn more by listening than by talking.
- 6 Wear comfortable clothes. You won't make a good impression if you don't feel good in what you are wearing.
- 7 Remember to give people your business card. But ask for their card first.
- 8 Make eye contact.
- 9 Smile!
- 10 Practise! The more networking you do, the better you will be!

- 1 Here are some topics you can use to begin a conversation at a trade fair. Can you think of any others?



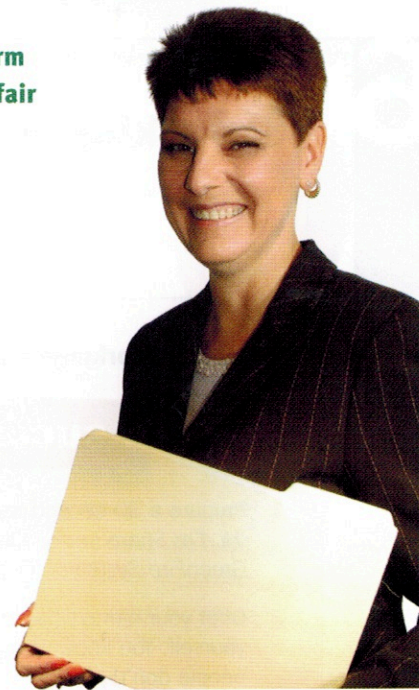
Now match these statements used to begin a conversation with the topics above.
Think of statements for the other topics.

- 1 I noticed that your name tag says you work for Jansch Networks.
- 2 Excuse me, do you know how to operate this ticket machine?
- 3 What a beautiful day! It's too bad we're stuck in here.
- 4 Are you staying at the Four Seasons as well?
- 5 This looks very interesting. What is it exactly?
- 6 Are you here for the electronics show?
- 7 Excuse me, are you American? I heard you speaking English ...



- 2 Ute Adena is the head of purchasing for a large electronics firm in Germany. Listen to three conversations she has at a trade fair in Milan. Which of the topics from exercise 1 are mentioned? Where is each conversation taking place?**

	Topic(s)	Place
1		
2		
3		



- 3 Complete the sentences from the dialogues with words from the box. Then listen again to check your answers.**

about • all • based • checking • do • excuse me • from • join •
looking after • mind • near • noticing • so • sorry • way • with

1 I'm _____, but I couldn't help _____ you've got a Chipper bag.

2 I'm Ute Adena, by the _____.

3 What company are you _____?

4 _____, do you know if this is the stop for the CASPA trade fair?

5 I'm _____ Germany, _____ Frankfurt ...

6 So, are you _____ a stand at the fair?

7 Where are you _____?

8 And what _____ you? What _____ you do?

9 Excuse me, do you _____ if I _____ you?

10 Not at _____.

11 _____, when did you get here?

12 That sounds like something worth _____ out.

Which of the sentences 1–12 are used to ...

- a start a conversation? _____
- b react? _____
- c find out more information? _____

SAFE SMALL-TALK TOPICS

Here is a general guide to which small-talk topics are safe and which are unsafe.

very safe

unsafe

THE WEATHER

TRAVEL

SPORT

WORK

FAMILY

MONEY

POLITICS

RELIGION

Of course, safe small-talk topics differ between countries, and also between people. For example, money is a more common small-talk topic in the US than in the UK. And religion can be a very 'dangerous' topic in the US and the UK. If you're not sure which topics are safe, the best thing is to stay with the very safe topics until the other person introduces other topics.

4 Choose one line from each column to make mini-dialogues.

Person A	Person B	Person A
1 I'm James, by the way.	a Jitterbug Software. We make computer games.	A Well, let's hope the shuttle comes soon!
2 So, what company are you with?	b I think so! I need to go there too.	B We're based in Birmingham.
3 Where are you based?	c No, never. I'd like to go there one day though.	C Thanks. I really need a break!
4 When did you get here?	d Nice to meet you. I'm Susan.	D I arrived late last night.
5 So, are you working on one of the stands?	e Just this morning. What about you? When did you come?	E You should if you get the chance. It's very beautiful.
6 Excuse me, do you know if this is the bus stop for the trade fair?	f In Linz, in Austria. And your company?	F Me too.
7 Do you mind if I join you?	g No, not at all. Take a seat.	G Ah, OK. I think I know the name.
8 Have you ever been to Switzerland?	h No, I'm just here to look around.	H Nice to meet you too.

5 Work with a partner. Use the information in the Partner Files to role-play conversations that take place at a trade fair. Try to use phrases from the Language Box below.

STRIKING UP A CONVERSATION

Excuse me, are you ...?
I noticed that ...
I'm [name], by the way.
Have you seen this before?

PARTNER FILES

Partner A File 6, p. 61
Partner B File 6, p. 63



6 Ute is talking to a potential supplier, Thomas Vogt from Xene Electronics, at his stand. Listen and answer the questions below.

- 1 What does Thomas want to show Ute?
- 2 Why does Ute have to go?
- 3 When does Ute say she will see the product?
- 4 Do you think Ute will really come back to the stand?

7 Order the words to make sentences from the dialogue.

1 probably / kind / I should / that's very / but / get going / of you /.

2 only / it'll / a minute / take /.

3 meeting someone / supposed / actually / in ten minutes / I'm / to be /.

4 a couple / you're / they won't mind / I'm sure / if / late / of minutes /.

5 afterwards / a look / come back / why don't I / to take / ?

6 afraid / really / go / I'm / should / I /.

7 right back / my appointment / come / I'll / after /.

8 then / a little while / you / see / in /.

Who says which sentences above?

Ute: 1, _____

Thomas: _____

ENDING A CONVERSATION POLITELY

Sometimes it can be difficult to end a conversation politely. Here are some tips for getting away from people without being rude.

- Exchange business cards (this is often a signal you want to end the conversation):

Anyway, let me give you my card.

Listen, do you have a card?

- Say you have to leave because of another commitment, e.g. another meeting:

Sorry, I really have to go now. My boss is waiting for me outside.

I should really get going. I have another appointment in a couple of minutes.

- Say you've seen someone you want to talk to:

Listen, I've just seen Chris over there. Excuse me a moment, I really need to catch him.

Native speakers often use words like *so*, *right then*, and *OK* (often with the person's name) to signal that they are ready to finish the conversation. The sentence 'It was nice talking to you' is a very clear signal that the person wants to move on.

8 Rewrite B's lines to make them more polite.

- 1 A Can I show you our latest product?

B ~~No. I have to go. Goodbye.~~

Sorry. I'd love to see it, but I should really get going.

- 2 A Let me get you another coffee.

B ~~No, thanks. I'm going to talk to my friend over there.~~

- 3 A Have you seen our new brochure?

B ~~No. I have another appointment now.~~

- 4 A Let me introduce you to Sandra, our marketing assistant.

B ~~I don't have time. My boss is waiting for me.~~

- 5 A Let me demonstrate our latest software.

B ~~Here's my card. I have to go. Call me next week.~~

9 Work with a partner. Use the profiles in the Partner Files to role-play ending a conversation politely.

PARTNER FILES

Partner A File 7, p. 61
Partner B File 7, p. 63

- 10** Read this short article from a management publication. Then listen to six extracts from trade fair conversations (a–f) and match them to the strategies (1–6).

BORED with typical small talk questions?

Are you bored with small talk? When you're at a trade fair and have had the same conversation with 20 different people, you don't want to hear the question 'Is this your first time in ...?' again. And, more importantly, you won't develop those key business relationships if your conversation partner thinks you're boring.

So it's time to get interesting! Here are some strategies that you can use when people aren't interested in the usual small talk questions.

- 1 Give your (strong) opinion on something connected to the trade fair or situation.
- 2 Make a joke about something.
- 3 Talk about something funny that has happened to you during the trade fair (or at another trade fair).
- 4 Open up to someone by telling them something personal.
- 5 Show your partner an object you've picked up at the trade fair.
- 6 Make an interesting observation.



Extract

Strategy

a

b

c

Extract

Strategy

d

e

f

Choose three of the strategies above and think of something you can say for each one. Then work with a partner (imagine you are both at a trade fair or another event) and make a dialogue using the three strategies you have chosen.

11 Complete these sentences from the dialogues with words from the box. Then listen again to check your answers.

amazes • ever • experience • hand out • hate • imagine • keep • look • weird

- 1 I've only managed to _____ three business cards.
- 2 _____ at this amazing pen ...
- 3 It always _____ me at trade fairs how ...
- 4 Isn't that _____?
- 5 I had this really strange _____ earlier today.
- 6 Can you _____?
- 7 This is really the worst-organized trade fair I've _____ seen.
- 8 I'm sorry I _____ looking at my phone.
- 9 I _____ being away from home when my kids are ill.

12 Work with a partner to make small talk during a coffee break.

A

Ask **B** if he/she is enjoying the trade fair.

Comment on the free gift. Give a strong opinion about something connected to the trade fair.

React. Give some personal information about yourself.

B

Respond. 'Show' **A** a free gift you got at a stand.

React to **A**'s opinion. Give some personal information about yourself.

End the conversation politely.

SMALL TALK AT A TRADE FAIR

Showing someone an object

Look at this ... I got it at the ... stand.
Look what they gave me at the ... stand.
That's really cool/interesting/amazing.

Giving an opinion

I always think that ...
It always surprises me that ...
The thing about trade fairs is ...


Giving personal information

I need to call my husband/wife/son/daughter later.
My ... is ill/on holiday/at work.
I talked to my ... yesterday and he/she said ...



13 Ute has written a follow-up email to a potential supplier that she met at the trade fair. Complete her email using the phrases below.

- | | |
|-------------------------|-------------------------------|
| a do you mind if I ask | f talking to them |
| b enjoyed hearing about | g told our head of department |
| c hope to see you | h very nice to meet you |
| d in advance | i you could send him |
| e put me in touch | j you mentioned |

From: 'Ute Adena' ute.adena@pixdorf.de  **To:** 'Yves Montrand' yves.montrand@pleinair.fr

Subject: Nice to meet you

Dear Yves

I just wanted to say it was _____¹ at the trade fair last week. I _____² your products and the markets you operate in. I _____³ about your inventory software and he is interested in learning more about it. Do you think _____⁴ some information? His name is Dieter Steinmetz and his email is dieter.steinmetz@pixdorf.de.

By the way, _____⁵ that your company works closely together with GroupSoft. I'm interested in _____⁶ about a possible project – _____⁷ who your contact person there is? I'd be very grateful if you could _____⁸ with someone there. Thanks _____⁹!

Take care, and _____¹⁰ again soon!

Best wishes

Ute

Now write Ute's follow-up email to Per Jensen (see exercise 2, track 28).

FOLLOW-UP EMAILS

It is a good idea to write a follow-up email to people you have met at a trade fair when you are back in the office. That way you can keep in touch and make sure they remember who you are. It's best if you have a concrete question or proposal in your email; that way they are sure to answer you, helping to build the relationship. Here are some useful phrases:

I just wanted to ask/mention/send ...

Here is the information we talked about ...

I'd be interested in learning more/hearing about ...

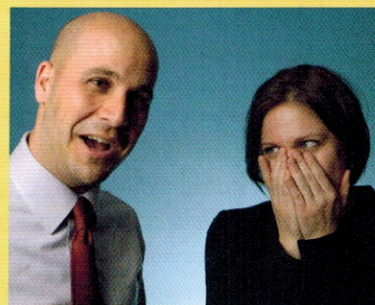
Could you put me in touch with ...?

Read the article and answer the questions which follow.

How to tell a story or an anecdote in English

One of the hardest skills in a foreign language (or in our first language, for that matter) is telling an interesting story or anecdote. Learners of English often feel left out when socializing with groups of native speakers and everyone else is telling stories except them. It's a good skill to learn – everyone likes to listen to stories and a good storyteller quickly becomes the centre of any group. And talking about your experiences is one of the best ways to build up a relationship with someone.

Fortunately there are some easy ways to make your anecdotes livelier and more enjoyable to listen to. Here are some tips which will make it easier for you to tell stories and anecdotes in English.



Make that link

Try to connect your story to what people are already talking about. There's nothing more boring than a story which is not connected somehow to the present conversation. And it also gives the impression that the storyteller hasn't been listening. On the other hand, a story which illustrates a point you are talking about can be a very powerful rhetorical technique. Use a phrase like 'That reminds me of something that happened to me' or 'It's funny you should say that because something similar happened to me' to make the connection to your story and begin telling it.

Stay in the present

Use the present tense ('So I say to him ...') instead of the past ('So I said to him ...'). Not only is the grammar easier, it makes your story more direct and alive. It is very common for native speakers of English to tell stories in the present tense.

Why not use rhetorical questions?

Use rhetorical questions like 'So do you know what I do next?' or 'And what does she say?' to create suspense and variety.

Get emotional

Talk about what you thought and how you felt at different points in the story ('So there I am in the airport, all alone and feeling like a complete idiot, wishing I'd stayed at home'). It gives the story 'colour' and helps the listener identify with what you are describing.

Use your voice

Vary your voice as much as possible to keep the listener interested: speak slowly or fast, quietly or loudly, in different accents (if you can!). And use timing well – there's nothing more dramatic than a long pause at the most exciting part of the story ('And do you know what was in the box ...?'). ■

OVER TO YOU

- First listen to this example anecdote. Which tips from the article does the speaker use?
- Now think of something interesting that happened to you or someone you know. Write out the story exactly as you would tell it. Show it to your partner or teacher. Do they have any ideas for making it better? Then tell your anecdote to the other students. Try to tell the story without looking at your text.

Test yourself!

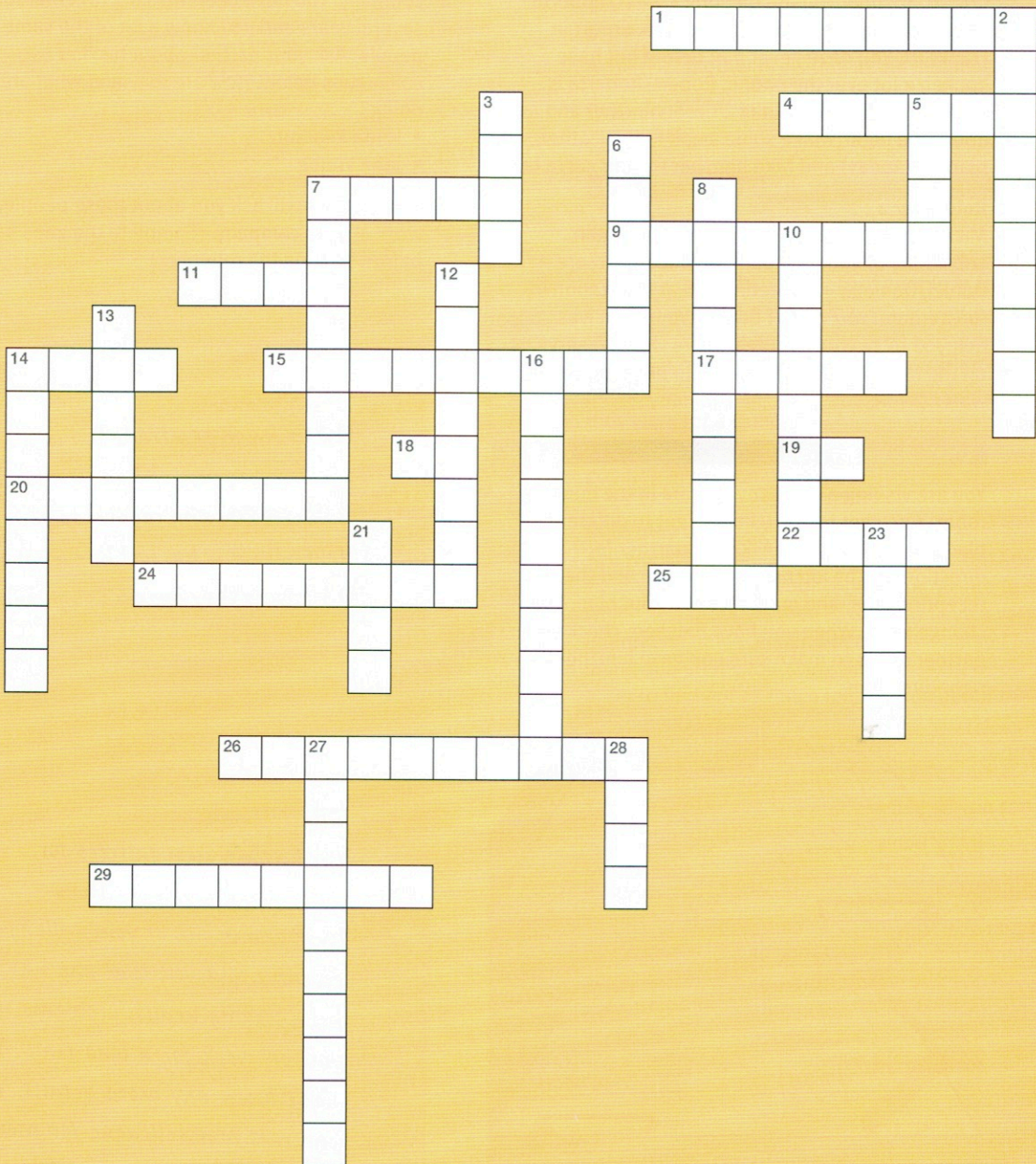
See how much you've learned about socializing in English. Use the clues to complete the crossword puzzle.

Across

- 1 Another word for *talked about*: You ... your mother-in-law earlier.
- 4 Another way to say *collect*: I'll ... you ... at about seven. (two words – 4, 2)
- 7 One way to take your coffee: Just ..., thanks.
- 9 Another way to say I'm sorry: ..., I just don't have time today. (two words – 2, 6)
- 11 It's great to finally m _ _ _ you.
- 14 This trade fair is so much better than the ... one.
- 15 Another word for *relatives*: I have ... in Australia.
- 17 Another word for *hear*: I didn't quite ... that.
- 18 What's the preposition? I look forward ... seeing you on Tuesday.
- 19 What's the preposition? It's the second door ... the left.
- 20 Another way to say *in fact*: I ... learned Spanish at school.
- 22 I live in New York City, so I m _ _ _ the countryside sometimes.
- 24 Another word for very hungry: I'm absolutely
- 25 Can I g _ _ _ you a coffee?
- 26 Another word for *out of work*: Before I got this job I was ... for two years.
- 29 Another word for very cold: It was ... in Scotland when I left.

Down

- 2 I work in the purchasing d _ _ _ _ _ .
- 3 The meeting should only t _ _ _ an hour.
- 5 Another word for *nice*: That's very ... of you.
- 6 Another way to say *meet us* or *come with us*: I was wondering if you might like to ... for dinner tonight. (two words – 4, 2)
- 7 Another way to say *incidentally*: I'm Ute Adena, b _ t _ w _ .
- 8 I think I'll have the pasta for my m _ _ _ c _ _ _ .
- 10 Another American English word for *bathroom*: Is there a ... around here?
- 12 Another way to say *leave*: I should probably (2 words – 3, 5)
- 13 Another way to say *in the past*: I ... live in Sweden. (2 words – 4, 2)
- 14 Another word for *place*: Have you been in this ... long?
- 16 I live in Barcelona, but I'm from London o _ _ _ _ _ .
- 21 [In a restaurant]: That was a lovely meal. Shall we get the ... ?
- 23 Another word for *employees*: How many members of ... do you have here?
- 27 There's a nice e _ _ _ _ _ on at the art gallery at the moment.
- 28 What's the preposition? Shall we get ... to business?



Partner A

Partner Files

UNIT 1, EXERCISE 5

FILE 1

Role-play 1

Chris/Christine: You are meeting Robert/Roberta Brown, a supplier from Britain, at the airport in Frankfurt. You have never met before but have spoken a lot over the phone. Robert/Roberta is carrying several heavy bags. Greet him/her and ask about the flight. Make some small talk (weather, plans for today) and take him/her to your car/a taxi.

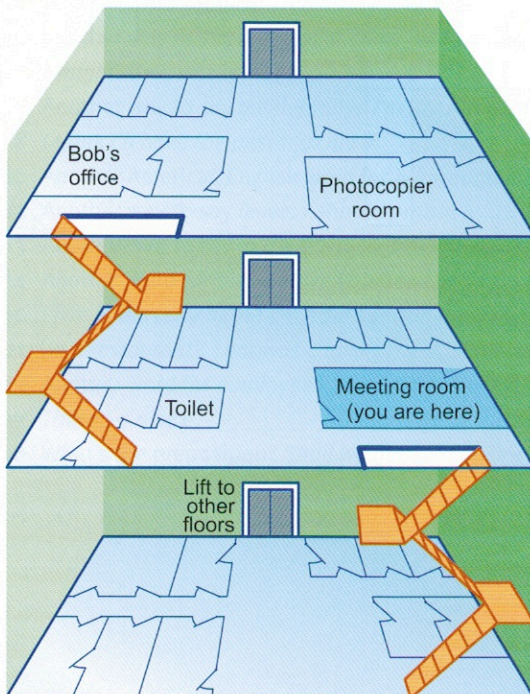
Role-play 2

Michael/Michelle: You are visiting the Dutch subsidiary of your company. A colleague there – Daniel/Daniella – is meeting you at the station in Amsterdam. You've met before. Your train was delayed by twenty minutes. There were no services on the train and you would like to buy a bottle of water before you go to the company.

UNIT 2, EXERCISE 9

FILE 2

You are visiting a company and are in the meeting room. You want to know how to get to different places in the building. Ask your partner for directions to the kitchen, Sue's office and the reception area, and mark them on your plan. Then change roles. When you have finished, check your partner's plan to make sure you gave him/her the right directions.



UNIT 3, EXERCISE 4

FILE 3

You are visiting one of your customers at his/her company. You have been working together for several years and you know a lot of the same people. Ask your partner about his/her two colleagues below. How are they and what are they doing?

- Hilda Pearson
- John Young

Your partner will ask you about these people, who work at your company. (Complete the gaps below before starting the role-play.)

Frank Smith

You saw Frank at a trade fair in _____ (add a city) last month. He sends his regards to your partner. His wife has just had a baby boy (they already have a daughter).

Juliette Lang

You haven't seen Juliette for _____ (how long?), but one of your colleagues recently told you that she has been having health problems and was off work for a long time. You don't know any more details. You can ask your colleague for more information when you get back to your company, if your partner wants.

UNIT 4, EXERCISE 13

FILE 4

You are looking after a visitor to your town/city. You would like to spend as much time with your business contact as possible. Here are some places you could visit with him/her. Make suggestions about what to do.

City Leisure Centre

Has a huge swimming pool with slides and wave machine. Also squash and badminton courts.

'Hochfeld'

Traditional Swiss restaurant – specializes in cheese dishes – 30 minutes' drive from the city.

Renaissance Theatre

Has a version of 'Hamlet' at the moment which is supposed to be very good. The play is four hours long.

Bohemian Café

Historic café built in 1920. One of the big tourist sights in your city. Specializes in cocktails.

UNIT 5, EXERCISE 11

FILE 5

You are having dinner in a restaurant with an important business partner. (You are the guest.) Ask your partner questions to keep the conversation going.

Here are some things your partner mentioned earlier:

- He/She plays badminton in her free time.
- He/She has an adopted son.
- His/Her mother is visiting at the moment.

Begin by asking your partner a question about the restaurant.

UNIT 6, EXERCISE 5

FILE 6

Role-play 1

You are standing in the queue to get a coffee at the trade fair café. There are lots of people in front of you and the queue is moving very slowly. However, you have an hour before your next appointment and you are not in a hurry. Start a conversation with the person next to you. You see from their badge that they work for a company which is a potential client for you. Find out who they are and what their position in the company is.

Role-play 2

You work for a company called Tiramax. You are visiting the stand of your competitor Misuto to see which new products they have. They have a very interesting new scanner. Speak to the person on the stand and do the following things:

- Try to find out as much information about the new product as you can.
- Also, try to find out what the company's future plans are.
- Invite the person to go for a coffee so you can talk to them for longer.

UNIT 6, EXERCISE 9

FILE 7

You are at your company's stand at a trade fair. You are talking to one of your most important clients. It's important to build the relationship and you have to keep the conversation going. Don't let them get away!

UNIT 1, EXERCISE 5

FILE 1

Role-play 1

Robert/Roberta: You have just arrived at the airport in Frankfurt and have made arrangements for your business partner, Chris/Christine, to pick you up. You have spoken a lot over the phone but have never met before. You are carrying several heavy bags. Your flight was fine and you had a DVD to watch. You would like to use the toilet before leaving the airport.

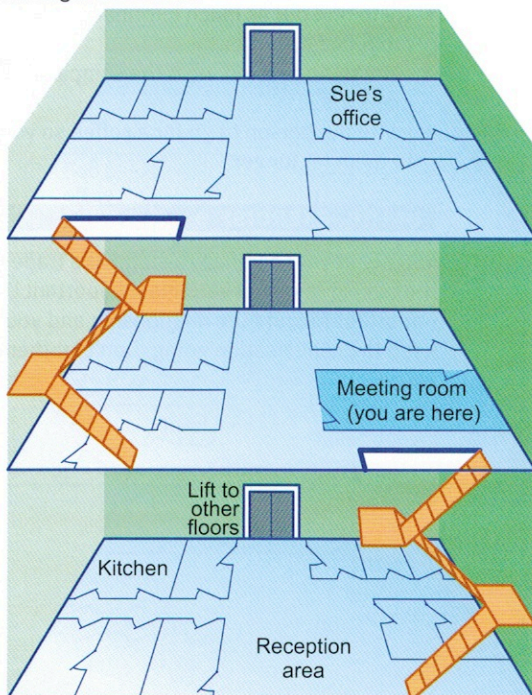
Role-play 2

Daniel/Daniella: You are picking Michael/Michelle up at the station in Amsterdam. He/She works for the European division of your company and you have met him/her before. The train was delayed by twenty minutes.

UNIT 2, EXERCISE 9

FILE 2

You are visiting a company and are in the meeting room. You want to know how to get to different places in the building. Ask your partner for directions to Bob's office, the toilet and the photocopier room, and mark them on your plan. Then change roles. When you have finished, check your partner's plan to make sure you gave him/her the right directions.



UNIT 3, EXERCISE 4

FILE 3

One of your suppliers is visiting you at your company. You have been working together for several years and you know a lot of the same people. Ask your partner about his/her two colleagues below. How are they and what are they doing?

- Frank Smith
- Juliette Lang

Your partner will ask you about these people, who work at your company. (Complete the gaps below before starting the role-play.)

Hilda Pearson

Hilda left your company two months ago. You think she has gone to work for a company in _____

_____ (add a city), but you are not sure.

You have her new email address in your office, if your partner would like to contact her.

John Young

You have been working a lot with John on a project recently. He is very busy at the moment and quite stressed. He's going on holiday to _____ (add a country) next week and you think he needs a rest.

UNIT 4, EXERCISE 13**FILE 4**

You are visiting an important business contact in another town/city. You would like to spend time with him/her, but you have a lot of things to think about today:

- You have an important presentation to prepare for tomorrow. It will take at least two hours to prepare.
- Today is your son's birthday. You have to phone home this evening to wish him a happy birthday.
- You hurt your knee playing squash last week and you can't sit for long or walk far.

Your partner will invite you to do different things. Respond to his/her invitations. Don't forget the things you have to do today. At the same time, remember that this is an important business relationship and that you have to accept at least one invitation!

UNIT 5, EXERCISE 11**FILE 5**

You are having dinner in a restaurant with an important business partner. (You are the host.) Ask your partner questions to keep the conversation going.

Here are some things your partner mentioned earlier:

- He/She has recently bought a new house.
- His/Her partner has a new job.
- He/She wants to go to Italy on holiday this year.

Begin by saying something about the food.

UNIT 6, EXERCISE 5**FILE 6****Role-play 1**

You are standing in the queue to get a coffee at the trade fair café. There are lots of people in front of you and the queue is moving very slowly. You have just given a presentation about one of your company's products to a group of 100 people and are feeling very tired. You really need to sit down and relax. However, your presentation went well and you feel satisfied with it. Lots of people talked to you after the presentation and asked for more information about the product.

Role-play 2

You work for a company called Misuto, which you are representing at a trade fair. The person next to you is looking at one of your new products, a scanner. You worked on the project and are very pleased with the product, which is the most modern scanner of its kind on the market. Start a conversation with the person and do the following things:

- Tell them about the new scanner.
- Find out as much information as you can about the person. Are they a potential customer?

UNIT 6, EXERCISE 9**FILE 7**

You are at the stand of one of your suppliers at a trade fair, talking to your contact person there. You are going to change to another supplier soon and you are not interested in talking to the person (who you think is very boring anyway!). Try to get away from them as soon as you can. Use any excuse you can think of!

Answer key

UNIT 1

page 6

- 1 a is the most formal, b the least

	more formal	less formal
salutation	Dear ...	Hi ...
fixed phrases	Thank you I would be delighted regarding your forthcoming visit	Thanks
closing	I look forward to Kind regards	Looking forward to All the best

- 2 1 c 2 a 3 b

page 7

- 1 Have the speakers met before?
1 no
2 no
3 yes
- 2 Is the conversation formal or informal?
1 informal
2 formal
3 informal
- 3 Where are they meeting?
1 at the airport
2 at the airport
3 at Paul's company
- 4 What problems did the visitors have during the journey?
1 flight was long and the speaker didn't have enough legroom
2 there was some turbulence over the North Sea
3 the traffic was terrible (only one lane open over the bridge)
- 5 What are they doing next?
1 Alison wants to go to the toilet to wash her hands
2 Ms Janiak will take Mr Syms to his hotel
3 they will go to Paul's office
- 3 1 must 6 see, again
2 finally, person 7 waiting
3 hope, waiting 8 help, bags
4 pleasure 9 mind
5 flight
- a 1, 2, 4, 6 c 8, 9
b 5 d 3, 7

page 8

- 4 1 f 5 a, c, d, h
2 e 6 g
3 a, c, h, k 7 g, j
4 a, c, d, h, k 8 b, i

page 9

- 6 The topic is the weather.
- | | |
|------------|--------|
| 1 sunny | 6 warm |
| 2 weather | 7 hot |
| 3 raining | 8 cold |
| 4 terrible | 9 down |
| 5 lucky | 10 wet |

page 10

words describing temperature	words describing the sky	words to do with water
<i>cold</i> freezing mild roasting warm	<i>cloudy</i> grey hazy overcast sunny	<i>damp</i> drizzling humid pouring rainy

- 8 (suggested answers)
11:40 Mr Syms arrives at Warsaw airport, flight BA120
12 (approx) lunch – Il Casolare
2 p.m. meeting with sales team
4 p.m. visit to production plant
5 p.m. Mr Syms back to hotel by taxi
7 p.m. pick Mr Syms up for dinner

page 11

- 9 1 not far, there 6 're going to visit
2 check into, drop off 7 should only take
3 can grab, near 8 can take, relax
4 can go 9 'll pick you up
5 have the meeting 10 should be, 're going

page 12

- 11 Across Down
3 get 1 freezing
5 pleasure 2 come
6 pick 4 great
7 should 5 pouring
9 waiting 8 bags
10 just 10 journey
11 restroom
12 delighted

The mystery phrase is *small talk*.

UNIT 2

page 14

- 1 The topics discussed include the journey, the offices and the company.

page 15

- 1 Sanne Heitink.
2 No, they haven't.
3 So that she can leave her briefcase and coat there.
4 Six months.
5 It is bright and airy.
6 Ten years ago.
7 31.
8 (A cup of) coffee.

- 2 1 Did you have any trouble finding us?
 2 The directions on your website were very clear.
 3 You can leave your briefcase and coat in my office.
 4 I'll take you round to meet a few members of the team.
 5 Would you like something to drink?
 6 A cup of coffee would be great.

page 16

3	talking about the building	talking about the company and its history
	(ground/first/second) floor lift location to move into neighbourhood reception stairs facilities	department employees to expand to be founded to restructure staff to own

- 1 location/neighbourhood
 2 moved into
 3 neighbourhood/location
 4 founded
 5 employees
 6 expanded
 7 floor
 8 lift

page 17

- 4 1 e 5 c
 2 g 6 f
 3 b 7 d
 4 a
 a Always a pleasure./It's the least I could do./You're welcome.
 b After you.
 c Here we are.
 d Here you are.
 e Thank you.

page 18

- 5 1 e 3 f 5 b, c
 2 d 4 c, d 6 a, b

page 19

- 7 1 down, on 5 out of, into
 2 where 6 when, first
 3 by 7 back
 4 On
 8 2 kitchen 4 toilet
 3 lifts 5 photocopier

page 20

- 10 1 marketing manager
 2 Mary (Chan)
 3 assistant (to product designer)
 4 Emin (Murat)
 11 1 f 2 c 3 a 4 h 5 g
 6 b 7 e 8 d

page 21

- 12 1 catch 6 meant
 2 say 7 see
 3 Sorry 8 could
 4 sure 9 again
 5 follow 10 are

UNIT 3

page 23

- 1 1 Anja left the company last July.
 2 She lives in Utrecht now.
 3 She's working as a designer for a bicycle manufacturer.
 4 Chris is now the product manager.
 5 He doesn't often go to trade fairs any more. / He's in the office more.

page 24

- 2 1 - d - E 4 - a - D
 2 - e - B 5 - b - C
 3 - c - A
 3 1 Not to worry.
 2 That's good to hear.
 3 I can imagine.
 4 How's he doing these days?
 5 He says hello, by the way.

page 25

- 5 **Sport**
 skiing
 doing yoga
 keeping fit
 playing football
Relaxing at home
 listening to music
 reading
 watching television
 cooking
Going out
 eating out
 going to the cinema
 shopping
 going to concerts

- 6 1 go 6 went
 2 playing 7 do
 3 Have, done 8 do
 4 do, go
 5 have played/have been playing

page 27

- 8 1 Mary 5 Sanne (and her husband)
 2 Sanne
 3 José Maria 6 Valérie
 4 Sanne
 9 1 Shall we, say 6 got there
 2 Can I get 7 if you like
 3 would be great 8 first time
 4 Can I use 9 or pleasure
 5 Here's, Just 10 ever been

page 28

- 10 2 - g - F 5 - f - A
 3 - a - G 6 - c - B
 4 - b - D 7 - d - E

page 29

- 12 b J 1 c
 c S 2 e
 d J 3 a
 e S 4 f
 f S 5 d
 6 b

UNIT 4

page 31

- 1 Conversation 1 E (cathedral)
 Conversation 2 B (castle)
 Conversation 3 C (art gallery)
- 1 The cathedral was built in the 16th century (not the 15th).
 2 The castle was built by King Heinrich the First (not by King Heinrich the Second).
 3 The brewery closed in 1994 (not in 1992).

page 32

- 2 1 This 5 destroyed
 2 typical 6 building
 3 telling 7 shut
 4 built 8 supposed

page 33

- 4 My town/city has a(n) airport/castle/cathedral/
 conference centre/harbour/university.
 It's a(n) beautiful/historic/important/industrial/
 large/small town/city.
 It's a bit bigger than/about the same size as/much
 smaller than/close to/near Oxford/London.
 It's the national/regional/state capital.
 It's close to/near the Czech Republic/France.
 It's close to/near/on the Danube/Rhine.

page 34

- 6 1 False. Cristina is from a little village just outside
 Milano.
 2 False. She went to university in Torino.
 3 True.
 4 False. Sharon doesn't want to leave town in case
 she misses her flight.
 5 False. It's an antiques fair.

page 35

- 7 1 c 2 g 3 b 4 e 5 a 6 h 7 f 8 d

page 36

- 9 1 country 6 take
 2 nice 7 fair
 3 free 8 really
 4 recommendations 9 sounds, love
 5 museum 10 pick, Say

The host says: 1, 5, 6, 7, 8, 10
 The guest says: 2, 3, 4, 9

page 37

11	1	2	3	4
a	to go for dinner tonight	to meet for coffee next week	to go to the opera tonight	to come to host's party on Saturday
b	accepts	turns down	turns down	accepts
c		away at a trade fair next week	meeting a friend for dinner	
d		meeting the week after that	going next time host is going	

- 1 I was wondering if you would like to join us for dinner tonight?
 2 How about meeting for a coffee next week?
 3 I have an extra ticket for the opera tonight.
 4 Would you like to come?
 5 My partner and I are having a party next Saturday.
 6 We were hoping you could come.

page 38

- 12 (suggested answers)
 2 That sounds nice, but I'm afraid I'm quite busy today. How about tomorrow?
 3 I'd love to, but I'm afraid I have to prepare a presentation for tomorrow. Maybe you'd like to come over for dinner next week?
 4 That's very nice of you, but I've actually arranged to meet someone else tonight. Maybe we can go for a drink some time next week.

UNIT 5

page 41

- 1 See Transcript on page 71.

- 2 2 g 3 h 4 f 5 a 6 d 7 j 8 c 9 b 10 e

page 42

- 3 1 fondue 2 lasagne 3 curry

4 parts of the meal	types of meat	types of vegetable
dessert starter/ appetizer main course	beef pork chicken ham lamb	pepper onion cabbage courgette/ zucchini
side dishes	ways of cooking	words for describing food
rice potato wedges salad chips/French fries	bake roast grill/broil fry	sweet rich savoury light spicy

page 43

- 6 They talk about the following topics:
 the restaurant, holidays, family, sport.
- 1 did you like 7 went to Croatia last summer
 2 tasty, perfectly
 3 you come here 8 you do any sports
 4 about you 9 were saying you went
 5 are you married as 10 Talking of, dessert
 6 mentioned your mother-in-law

page 44

- 7 1 divorced
 married
 separated
 single
 2 relations
 relatives
 3 a acquaintance c only child
 b mother-in-law d step-son
 4 is having/is going to have/is expecting
 5 brother-in-law
 6 wives/partners
 7 girlfriend
 8 only children

page 45

- 9 (model answers)
- 2 She's six. Actually she recently started school. What about you? Do you have any children?
 - 3 An Alsatian. He's great fun but he needs lots of exercise! Do you have any pets?
 - 4 Six years. I joined straight after university. And what about you? Have you been with your company long?
 - 5 Yes, I have. I was there three years ago, on business. Have you ever been there?
 - 6 I play squash. I meet my friends once a week for a game. And you? Do you play any sports?
 - 7 No, it's not. It's very hot for us. It's usually about 25 degrees in the summer. What's the weather like where you live?

page 46

- 10 2 b 4 a 6 g
3 c, e, f 5 d 7 e

We say *that must be ...* when commenting on present situations, and *that must have been ...* when commenting on past situations.

- 12 1 True. 4 False
2 False. Only Carlo wants one. 5 True.
3 True.

page 47

- 13 1 get 5 're
2 catch 6 put
3 get 7 round
4 's 8 have

UNIT 6

page 49

- 1 1 companies 4 hotel
2 practical information 5 exhibits
(transport) 6 the trade fair
3 the weather 7 home town/country

page 50

	Topic(s)	Place
1	companies, hotel	at the hotel
2	practical information, weather, home country, the trade fair, companies	at a bus stop
3	practical information, the trade fair, exhibits	in a café at the trade fair

- 3 1 sorry, noticing 7 based
2 way 8 about, do
3 with 9 mind, join
4 Excuse me 10 all
5 from, near 11 So
6 looking after 12 checking

page 51

- a 1, 2, 4, 5, 9 b 10, 12 c 3, 6, 7, 8, 11
- 4 2 - a - G 6 - b - A
3 - f - B 7 - g - C
4 - e - D 8 - c - E
5 - h - F

page 52

- 6 1 Their new wireless printer.
2 She has another appointment in ten minutes.
3 Right after her appointment.
4 Probably not!
- 7 1 That's very kind of you, but I should probably get going.
2 It'll only take a minute.
3 I'm actually supposed to be meeting someone in ten minutes.
4 I'm sure they won't mind if you're a couple of minutes late.
5 Why don't I come back afterwards to take a look?
6 I'm afraid I really should go.
7 I'll come right back after my appointment.
8 See you in a little while then.

Ute: 1, 3, 5, 6, 7, 8

Thomas: 2, 4

page 53

- 8 (suggested answers)
- 2 That would be nice, but I've just seen someone I really need to talk to over there.
 - 3 Actually, I should get going. I have another appointment in a few minutes.
 - 4 I'm really sorry, but I don't really have time at the moment. My boss is waiting for me, I'm afraid.
 - 5 I'm sorry. I really have to go now. Let me give you my card. Perhaps you could call me next week.

page 54

- 10 a 2 b 5 c 6 d 3 e 1 f 4

page 55

- 11 1 hand out 4 weird 7 ever
2 Look 5 experience 8 keep
3 amazes 6 imagine 9 hate

page 56

- 13 1 h 2 b 3 g 4 i 5 j
6 f 7 a 8 e 9 d 10 c

pages 58-59

Test yourself!

Across

- 1 mentioned
- 4 pick up
- 7 black
- 9 I'm afraid
- 11 meet
- 14 last
- 15 relations
- 17 catch
- 18 to
- 19 on
- 20 actually
- 22 miss
- 24 starving
- 25 get
- 26 unemployed
- 29 freezing

Down

- 2 department
- 3 take
- 5 kind
- 6 join us
- 7 by the way
- 8 main course
- 10 restroom
- 12 get going
- 13 used to
- 14 location
- 16 originally
- 21 bill
- 23 staff
- 27 exhibition
- 28 down