

5



Meeting people

VOCABULARY

acquaintance
flight
friend
health club
lobby
parking lot
shake hands
stranger

5.1 Good to see you

How are things?

5.2 Greeting people

How are you today?

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

5.3 Meet and greet

Speaking practice

5.4 Introducing people

This is Mary Phelps from the Sales Department.

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

5.5 At the airport

Did you have a good flight?

Not so bad, thank you.

5.6 Flight information

What's the Air France flight number?

AF 1480.

5.7 On the phone

Do you have my number?

5.8 Culture corner

Shaking hands

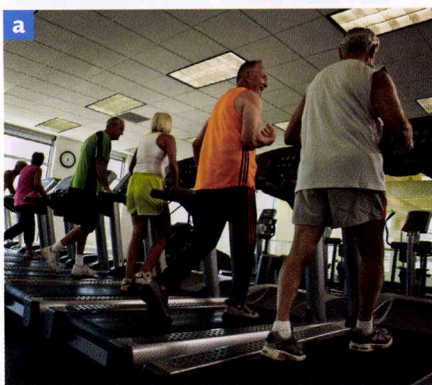
MODULE 5.1

Good to see you

READING

1 Look at the pictures. Where are the people?

at a health club in an elevator in a hotel lobby



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

- 1 a friend
- 2 an acquaintance
- 3 a stranger

- a someone you don't know well
- b someone you don't know
- c someone you like and know well

LISTENING

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

MODULE 5.2

Greeting people

LISTENING

- 1 42 Listen to the three conversations.

Strangers

- A *Good morning.* My name is Kenji Ono. *Hello*
- B *Nice to meet you,* Mr. Ono. I'm Jim Oaks. *Glad to meet you*
- A *Good to meet you,* Mr. Oaks.

Business acquaintances

- A *Hello,* Mr. Bailey. *How are you today?* *How are you*
- B *I'm very well, thank you,* Ms. Donetti. And you? *I'm fine, thanks*
- A *Pretty good, thanks.*

Friends

- A *Dave!* *Long time, no see!* How are things? *It's been ages*
- B *Pretty good, thanks,* Kate. You're looking well. *Fine, thanks*
- A *You, too!*

SPEAKING

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


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

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

MODULE 5.3

Meet and greet

SPEAKING

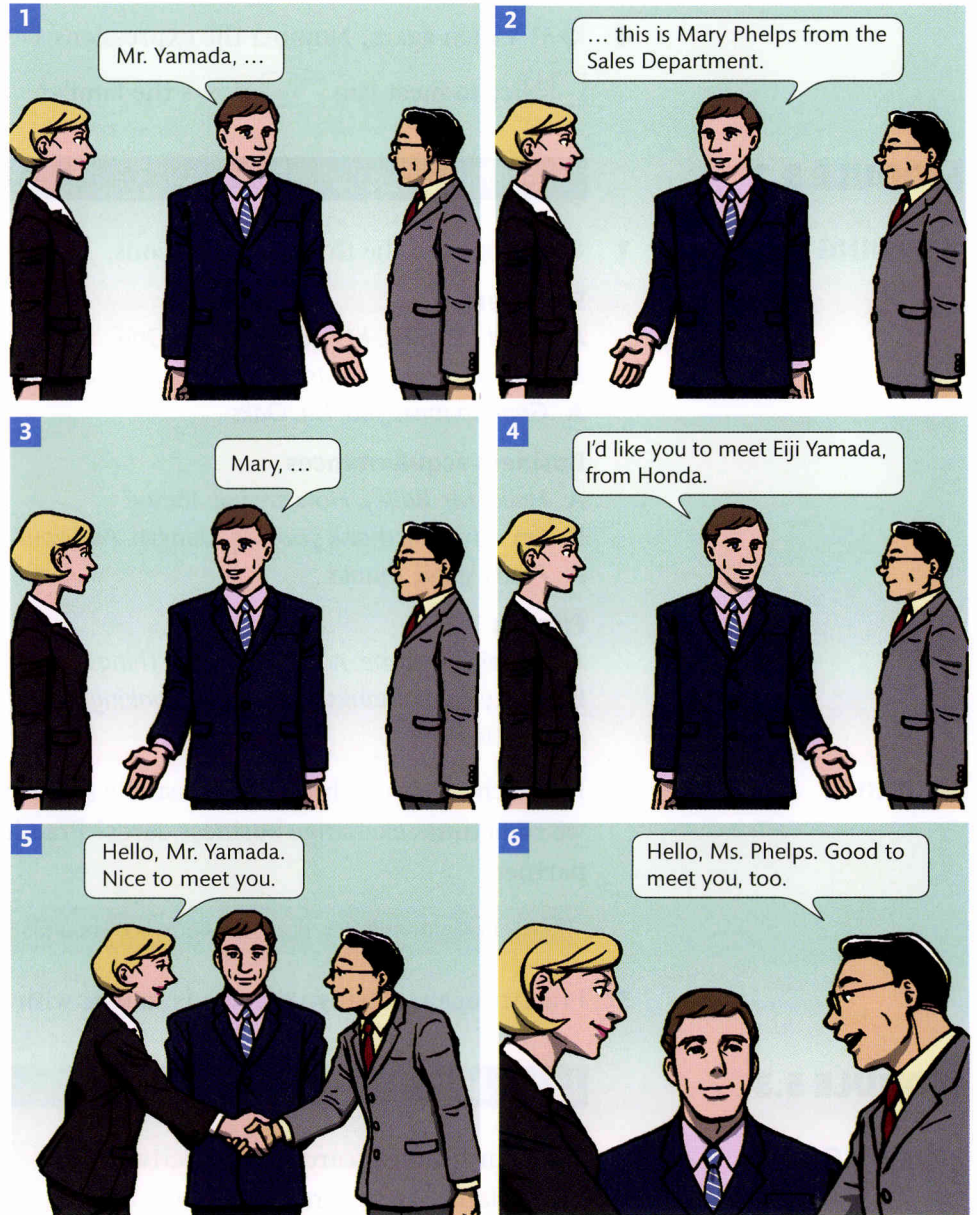
- 1 Use your business card for this activity. If you don't have a card, write your given and family names on three or four pieces of paper like this:
- 
- 2 Walk around the class and greet the other students as strangers. When you say your name, give the person your card.
- 3 Now use one business card as a name tag. Greet everyone as acquaintances. Use given or family names.
- 4 Finally, say hello to all your friends using given names only. You haven't seen each other for a long time!

MODULE 5.4

Introducing people

LISTENING

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



SPEAKING

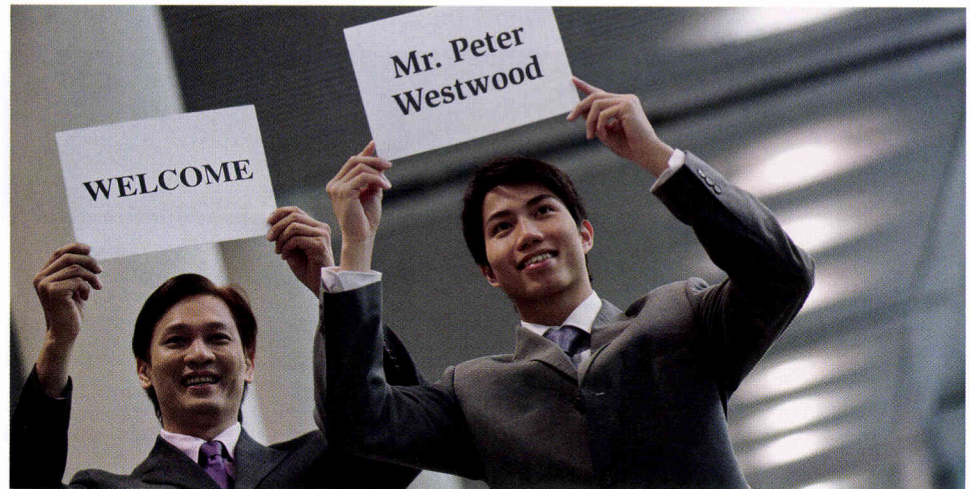
- Practice the situation in groups of three. Pay attention to eye contact and gestures.
- Practice again using this information:
 - Introduce your colleague, Mario Adani, from the Sales Department, to a client, Ms. Etsuko Noguchi, from Asys Computers.
 - Introduce your colleague, Anna Pichard, from the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

MODULE 5.5

At the airport

LISTENING

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



1 **44** Listen to the conversation.

- A Mr. Peter Westwood?
- B That's right.
- A Pleased to meet you. My name is Kim.
- B Good to meet you, Mr. Kim.
- A Did you have a good flight?
- B *Not so bad, thank you*¹. Thank you for meeting me.
- A *My pleasure*². *This is*³ my colleague, Chung-Hee Park.
- B Nice to meet you, Mr. Park.
- C Nice to meet you, too, Mr. Westwood.
- A *OK*⁴, let's go. My car's in the parking lot.
- C *Can I help*⁵ with your bags?
- A *No, that's OK, thanks*⁶.

SPEAKING

2 Practice the conversation in groups of three.

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

- | | |
|---|--|
| <input type="checkbox"/> Can I give you a hand | <input type="checkbox"/> Pretty good, thanks |
| <input type="checkbox"/> No, thanks, I can manage | <input type="checkbox"/> Right |
| <input type="checkbox"/> I'd like you to meet | <input type="checkbox"/> Not at all |

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

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

Visitor's name: _____

Arrived from: _____

6 Act out the conversation for the class.

MODULE 5.6

Flight information

SPEAKING

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

A What's the code for Air France? **B** AF.

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


- 2 You can say flight numbers like this:

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

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

A What's the Air France flight number? **B** AF one four eight zero.

LISTENING

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

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



MODULE 5.7

On the phone - Do you have my number?

LISTENING

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

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

B Great. Which _____¹?

A Terminal 1.

B What's the _____² number?

A 5014. That's Japan Airlines.

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

A Yes, I _____³ so. 212-555-0173.

B That's it. See you next week. _____⁴ flight!

SPEAKING

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

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

MODULE 5.8

Culture corner - Shaking hands

READING

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

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



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

SPEAKING