

Reply to these statements by denying them. Use the auxiliary verb in the correct tense.

1 You don't live near here.

.....

2 I have a better idea than you.

.....

3 She won't finish the job on time.

.....

4 You can't speak English.

.....

5 We should tell him.

.....

6 They can get there before 8.

.....

Introduce today's sentences.

Grammar Focus

- Polite Expressions for Building Rapport
- Polite Expressions for Setting the Agenda



Key Expressions

- Would you like anything to drink?
- Before we begin, shall we have a look at the main points on the agenda?

Listen to the teacher and repeat.



business trip



agenda



web design



icons



Listen to the audio and repeat.

Aya is at the employees' lounge preparing for today's meeting when Ms. Smith, the secretary of Aya's client, arrives.

Aya: Good morning, Ms. Smith. **Would you like anything to drink?**

Ms. Smith: Green tea, please. I've been busy lately with all the business trips. I had to go to Kanagawa yesterday.

Aya: **How was the trip?**

Ms. Smith: It was a great success. They accepted all the changes we proposed.

Aya: Glad to hear that. **Before we begin, shall we have a look at the main points on the agenda?**

Ms. Smith: **No problem.**

Aya: So, **the main purpose of today's meeting is** to finalize the web design of Mr. Park's online language school. We also need to talk about the icons used on the website. **Is there anything you'd like to add?**

Ms. Smith: None so far. We can now start checking with the changes.





Learn the grammar.

Small talk before the meeting

Someone you know

- *How have you been?*
- *Are you going to the business convention?*
- *How's the family?*

Someone you don't know

- *Would you like anything to drink?*
- *Have you been to the Tokyo Skytree in Japan?*
- *Can I offer you some recommendations on places to eat?*

Why is **building rapport** important in a business meeting?



Learn the grammar.

Referring to the agenda

Informal Setting

- *I called this meeting to get your views on the 3 points listed on the agenda.*
- *I want to get through the following 3 items on the agenda today.*
- *Has everyone got a copy of the agenda?*

Formal Setting

- *Before we begin, shall we have a look at the main points on the agenda?*
- *As you will all see, the agenda has 3 main items to be covered today.*
- *I trust you all have a copy of the agenda.*

What are other expressions we can use to **officially open a meeting?**



Learn the grammar.

Note:

Your **tone** depends on the person you are speaking with.

Informal

when speaking to family, friends, or people you've known for a long time;

suggest that you know aspects about their life.

Formal

when speaking to people you've met for the first time, boss or someone in authority;

more polite and use correct forms for asking questions without being too personal.

Let's Practice

Informal  Formal

1 What did you do today?

2 We're here to discuss the new product.



Decide whether the statement is formal or informal.

Formal

or

Informal

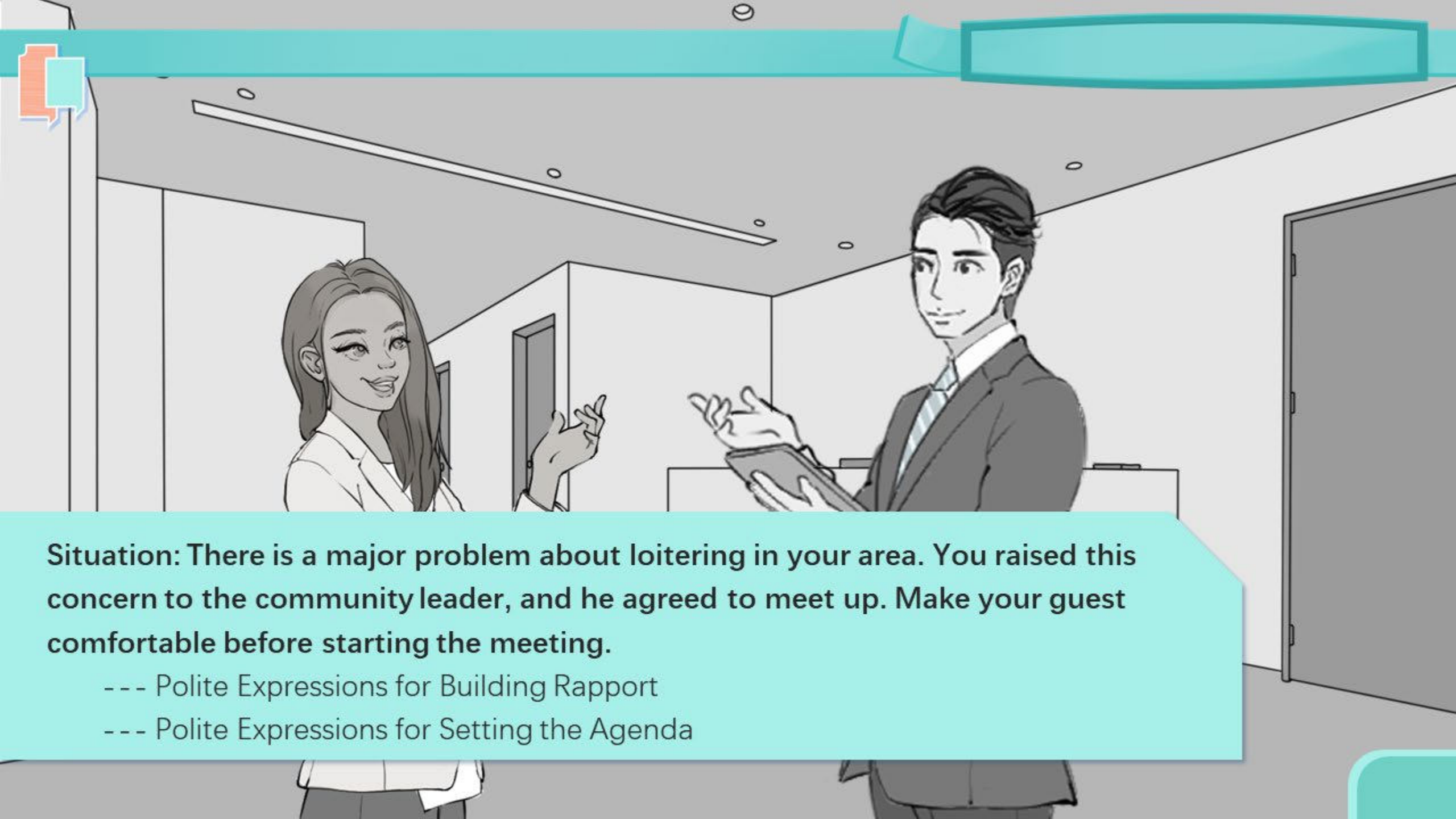
- 1 How was the weekend?
- 2 I'm told you are from China. What's it like this time of year?
- 3 Today, our aim is to cover the following agenda items.
- 4 If everyone is here, we can start the meeting.
- 5 Are you enjoying your stay at the hotel?
- 6 How's the new project coming along?





Change each expression into a more polite tone.

- 1 What's up?
- 2 Nice to meet you.
- 3 What's going on?
- 4 Are you going to the Lantern Festival?
- 5 Thanks for attending, Mark.
- 6 Let's get started.
- 7 Could you please tell me the agenda?
- 8 Let's keep this meeting to one hour.
- 9 Firstly, let's talk about last month's sales.



Situation: There is a major problem about loitering in your area. You raised this concern to the community leader, and he agreed to meet up. Make your guest comfortable before starting the meeting.

- Polite Expressions for Building Rapport
- Polite Expressions for Setting the Agenda

Read what we learned today.



- **Word Focus**

- business trip agenda

- web design icons

- **Grammar Focus**

- ■ Polite Expressions for Building Rapport

- ■ Polite Expressions for Setting the Agenda