



GLOBAL BUSINESS SKILLS

FOR ONE-TO-ONE LESSONS

Introduction

Global Business Skills is an intermediate-level integrated skills course in business English for professional people who need to communicate confidently in everyday business situations and to understand global business cultures. The book can be used for one-to-one online or offline lessons.

It provides students at the start of their career in global business climate with the specialist language knowledge and professional communication skills they will need in their jobs. It is also suitable for in-work business people wishing to develop confidence and fluency in five key communication contexts: building connections with people and companies from different cultures, telephoning, presenting information, participating in meetings and discussions, and handling negotiations.

The course has twin aims: improving communication skills and learning established business etiquette in global business scenarios. Business etiquette is an important aspect of the business world. If you have no knowledge of how a professional should behave in a business setting, then you are likely to make many fundamental mistakes, which will be detrimental to the business you are working in.

As you use the course, review and practice as much as you can, which is the key to mastering global business skills.

Enjoy the course!

Yoshito Miyosawa

RSA/ Cambridge/ CELTA

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Progress Test

1 Connections

Building connections with other people is integral to the success of any business. In today's global business climate this often involves building relationships with people from different cultures. In order to develop successful business relationships across cultures, we need to respect these cultural differences.

Day 1 + Day 2



Module 1.1 Cross-cultural understanding (1) Greetings

LEAD-IN First look at Picture 1. Describe the situation.

1



Look at Picture 2. Describe the situation.

2



2a



Look at Picture 3. Describe the situation.

3



Module 1.2 Meeting someone for the first time

LEAD-IN First look at Picture 4. Describe the situation.

4



5. Reading

Read the text and decide which of the three titles given below offers the most accurate summary.

- a) Personal hygiene
- b) The origin of handshakes
- c) The right hand

Some say that the handshake originated as a gesture of peace by showing that the hand holds no weapon. Generally the right hand is used. Especially in some cultures, where the left hand is used for personal hygiene, offering your left hand is considered rude.

6. Reading

Read the text and decide which of the three titles given below offers the most accurate summary.

- a) How to shake hands
- b) The importance of handshakes
- c) Physical touch

A handshake is more than just a greeting. It is also a message about your personality and confidence level. In business, it is an important tool in making the right first impression. People are judging you and assessing your confidence and pleasant personality based on this moment of touch. Physical touch, which is the most powerful non-verbal signal, is established through the handshaking tradition. A study on handshakes shows that people are twice as likely to remember you if you shake hands with them. Everyone, both men and women, should pay attention to how they go about shaking hands. In today's business environment, both women and men shake hands. We need to understand the difference between business etiquette and social etiquette. Business etiquette is genderless. For example, the traditional chivalrous etiquette of a man waiting for a woman to extend her hand first is not necessary in the workplace. It is outdated (with the exception of some countries in the Middle East) and a woman should extend her hand.



PRACTICE 1



Speaking

Look at the five pictures above and use each of them for 30 seconds of continual conversation describing each picture with the teacher (in case of a one-on-one lesson) or a partner (in case of a group lesson).

Note:

- Keep the conversation flowing. There should be no breaks of more than three seconds.

7. Sequencing Activities

Making a good first impression is essential in many business situations, so learn the proper way to shake hands. The following steps to explain 'how to shake hands' are not in order. Read the sentences and arrange them into the logical order by writing numbers one through six on the line next to each sentence.

- a) Gently let go of the other person's hand and end the handshake after 2 to 5 seconds in duration, or 1-3 pumps. In order to avoid creating an awkward moment, your shake should end before the oral introduction exchange does. A business handshake should be brief and to the point. Holding on for more than five seconds can make other people feel uncomfortable. _____
- b) Stand when someone new comes into the room (whether you are a man or woman). _____
- c) Extend your right hand with the thumb up and with your palm facing left*. Hold your arm so that it is parallel to the ground, ensuring that your palm should be perpendicular to the ground. Touch thumb joint to thumb joint. Put your thumb down, and wrap your fingers around the palm of the other person. _____
- d) Do make eye contact and smile! Eye contact shows that you're engaged in the interaction, as well as displaying confidence. Look directly into the other person's eyes and smile. It is important to keep a genuine, bright smile when you meet a new person. Your smile is your best icebreaker - it draws people in. _____

- e) Shake from your elbow. If you shake from the shoulder, using your upper arm instead of just your forearm, you risk jolting your handshake partner. Your grip should be firm, but don't break any bones – it's not a competition. Try squeezing slightly with your fingers and not your thumb. _____
- f) Make sure your right hand is free to shake hands. Always shift any briefcases, beverages or cell phones to your left hand before you begin the greeting so your handshaking hand is ready for action. _____

★ **Etiquette tip:** When a person offers his or her hand with the palm faced upwards, it is considered to be a submissive gesture. Conversely, when someone offers their hand with the palm faced downwards it sends a message of superiority.

◎ 8. Reading

Read the text and decide which of the three titles given below offers the most accurate summary.

- a) How to shake hands
- b) The importance of handshakes
- c) Who initiates the handshake?

Handshake Etiquette

In today's workplace, shaking hands is not for men only. The handshake is the business greeting, and both men and women need to shake hands, and to do so correctly. The custom for men to wait for the woman to offer her hand doesn't apply now. The basic rule that the person in a higher position of authority or age should be the first one to extend a hand is still valid, but if he or she doesn't offer his or her hand, you offer yours.

9. Listen to your teacher reading the text.

● Some don'ts:

1. Don't offer a "fish hand". A limp hand is never a good idea when it comes to a business handshake. A limp handshake is often interpreted as a sign of weakness or lack of confidence.
2. Don't use a forceful grip. Don't squeeze hard. A death grip is often taken as evidence of overconfidence or aggression. A handshake should be a friendly or respectful gesture, not a show of physical strength.
3. Don't pump the other person's hand more than three times.
4. Don't have your left hand in your pocket.
5. Don't bow while shaking hands.
6. Don't handshake with two hands. It is always better in business introductions to use only one hand – your right hand. The use of two hands with strangers is called the "politician's handshake".
7. Don't look down when you break away. (It's a submissive signal.)
8. Don't wipe your hand on your pant leg, or skirt after the handshake.

● **Some do's:**

1. If you are seated when you are being introduced, do stand up to shake hands.
2. Do offer a greeting before and during the handshake. Without conversation taking place during the entire handshake, it can feel more like hand holding. Your greeting should start with "Hello. My name is (or I'm) [name] [last name]" if the introduction is formal. If it's informal, you can say "Hi, I'm [first name]. And immediately after you've stated your name, ask for the other person's name by saying "And you are...?" in a questioning tone. When you learn the other person's name, repeat it by saying (i) "It's a pleasure to meet you, Ms. Coulter"; (ii) "How do you do, Ms. Coulter?"; (iii) "Nice to meet you, Jane." Repeating the name will help you remember it, and give the introduction a more personal touch.

◆ **Extra activity**

- A. Classify the following three sentences into very formal (VF), formal (F), informal (I)
 - (i) "It's a pleasure to meet you, Ms. Coulter"; (ii) "How do you do, Ms. Coulter?"; (iii) "Nice to meet you, Jane."
- B. How do you answer to (i), (ii), and (iii)?
3. Do ask the other person politely to repeat their name if you didn't catch it the first time.
4. Do say the other person's name several times in order to remember his or her name; once during the initial handshake, then during the conversation that follows and again while shaking hands before you part ways.
5. Do keep your drink in the left hand, to avoid giving a cold, wet handshake.
6. If your hands tend to be clammy, do use a little spray-on antiperspirant in the bathroom at work when you need it. Or dab a little baby powder to keep your hands dry and smelling nice! Do carry a handkerchief in your pocket to dry your hand, but do it well before the meeting occurs so you are not caught with your hands in your pockets, which is a sign of not being open and honest.
7. If the other person doesn't have a right hand, or can't use it due to a physical challenge, do extend your left hand.



PRACTICE 2

Give your teacher five dos' and seven don'ts without looking at the text.

**PRACTICE 3**

Homework:

While your handshake is to some extent a genuine reflection of your actual personality, it can still be a practiced and developed skill. Take a few moments to brush up on your handshaking skills. Practice with friends or family members before you start shaking hands of strangers. You can improve and perfect your handshaking skills.

Match each definition (A – N) with today's vocabulary word (1 – 14)**DEFINITIONS**

- A. the process of keeping things clean, especially to prevent disease
- B. the inside surface of your hand
- C. to move quickly up and down
- D. necessary and important as a part of a whole
- E. from a different and opposite way of looking at this
- F. main or most important
- G. the short, thick finger on the side of your hand that can touch the top of all your other fingers
- H. to cause someone to move suddenly and violently
- I. to stretch out
- J. at an angle of 90 degrees to something
- K. showing a willingness to be controlled by other people
- L. to bend the head or body forward as a way of showing respect, expressing thanks, or greeting someone
- M. impolite
- N. a hot or cold drink

- 1. pump (v)
- 2. conversely
- 3. thumb
- 4. jolt
- 5. perpendicular
- 6. bow /báu/ (v)
- 7. submissive
- 8. rude
- 9. beverage
- 10. integral
- 11. dominant
- 12. extend
- 13. hygiene
- 14. palm

Fill in the blanks.

- 1. Poor standards of h _ _ _ _ e mean that disease spreads fast.
- 2. American consumers prefer white eggs; c _ _ _ _ sely, British buyers like brown eggs.
- 3. Her mother was the d _ _ _ _ nt influence in her life.
- 4. He e _ _ _ _ ded his hand as a greeting.
- 5. I was j _ _ _ ed out of bed by the earthquake.

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Day 3 + Day 4 + Day 5

Vocab Review

Fill in the blanks.

1. Poor standards of h_____e mean that the disease spreads fast.
2. American consumers prefer white eggs; c_____sely, British buyers like brown eggs.
3. Her mother was the d_____nt influence in her life.
4. He e_____ded his hand as a greeting.
5. I was j_____ed out of bed by the earthquake.

1 Connections



Module 1.3 Small talk: keeping the conversation going

LEAD-IN

Small talk

Immediately after the handshake and introductions, you are supposed to make small talk.

What is small talk?

Listen and fill in the blanks.

Making small talk is vital to building connections that increase your business. Small talk is conversation about things that are not important, often between people who are meeting for the first time. Making small talk gets friendships started and '..... the ice'. In spite of seeming to have little useful, small talk helps develop good relationships and a good and the ability to small talk is a business skill because it can make doing business easier. It's nothing difficult. Discussing the weather, for example, with people who you don't really know is an example of small talk that many of us are very familiar with on a daily

➤ **After the handshake and introductions;**

1. What would you say if you were in Japan and talking to a visitor from abroad? Fill in the blanks.

Case 1

You: "Is this trip to Japan?"

Read the conversation that follows and answer the question.

Visitor: "No, I was here on my honeymoon two years ago."

You: "Let me show you my office."

Question: What is wrong with what you last said?

Conversation Flowchart

You: ask a question → Visitor: answers

← You: respond to the answer or pose a supplementary question, which refers to the same topic.

Now suggest a better version of the same conversation. Your teacher will read a model version. Listen.

Role play 1

Case 2

You: "..... was the flight?"

Visitor: "Pretty smooth actually, except for some turbulence."

You: "Well, that must* have been scary but it does not mean the plane will go down. Just keep your seat belt all the time and you'll be safe."

Role play 2

◆ Which is better for small talk?

A. Did you have a nice flight?

B. How was your flight?

<GRAMMAR REVIEW> *Modals of Deduction

We can use modal verbs to express deduction and probability in certain situations in the present and past.

They are very rich. (I know, I'm 100% certain → No need to use modals)

• Must

We use the modal 'must' to show 'we are 90% certain something to be true (= strong probability).'

They live in a very big house. They must be very rich. (I don't know, but they certainly look rich. I'm 90% certain)

You haven't eaten all day. You must be hungry. (Time focus: now)

We use 'must have + past participle' for the past.

You didn't eat all day yesterday. You must have been hungry. (Time focus: yesterday)

• Can't

The negative of this meaning of must is cannot or can't.

He cannot be at the meeting. I saw him walking on the street.

• Might → May → Could

These auxiliary verbs can be used to say something is possible. We are not sure if it is true or not, but it is possible.

That restaurant could be good. It's often quite busy.

She might be a teacher. I saw her at the Teachers' Conference.

I may be late coming home this evening.

Modals of Deduction Exercise

For each sentence, choose between can't, might or must to fill each blank.

1. Adriana is back at work now so she be feeling better.
2. I don't know why I am so tired these days. I be working too hard. Or maybe I am not sleeping too well.
3. The office is closed now so John be there.
4. It's very wet outside so it have rained in the night.

Case 3

You: "..... was the weather back home?"

Visitor: "It was drizzling in England, as usual! I can't believe is so sunny here."

You: "Yes, this summer has great."

Visitor: "Do you normally get good summers here?"

Role play 3

◆ Which sentence is correct?

- A. What was the weather like?
- B. How was the weather like?
- C. How was the weather?

Case 4

You: "..... part of England do you come from?"

Visitor: "I am from Weybridge, Surrey."

You: "What is your hometown"?

Visitor: "Well, it's a very nice town - very leafy Surrey. It is an outlying suburban town within the Greater London Urban Area. So, transport into London is easy train. There are nice parks, lots of pubs, restaurants, good schools, and a great college. Weybridge is a good place to raise a family."

You: "What is the best season in your hometown?"

Visitor: "May is a lovely time if you are planning to visit gardens as the flowers will be in bloom."

Role play 4

➤ Reacting to what someone says

Making small talk is not just about talking – it's also about listening. You need to show other people that you're interested in what they're saying.

A and B are making small talk. B is to respond. Fill in the blanks.

1. A: My daughter has just got a place at university. B: You be very proud of her.
2. A: There was some turbulence over the equator, but otherwise no difficulties. B: I'm to hear it.
3. A: My son is a manager for** Olivetti. B: That be an interesting job.
4. A: My wife and I visited Loch Ness last summer. B: That very exciting.

◆ Which sentence is correct?

- A. My son is a manager of Olivetti.
- B. My son is a manager for/ at/ in/ with Olivetti.
- C. My son is the manager of a hotel in Osaka.

➤ Asking for clarification

Here is a list of useful English phrases you can use to express lack of understanding and seek clarification from the person you are talking to.

- In case of someone's name

(I'm) sorry, could you tell me your name again? Could you please spell out your name?

- In case of short-length utterance

(I'm) sorry, I didn't quite hear what you said. Could you say that for me again, please?

- In case of longer utterances (e.g. someone's point or idea)

(I'm) sorry, I don't quite follow you.

Could you clarify that, please? Would you elaborate on that, please? Could you be more specific/ explicit, please?

Could you give me an example? I wonder if you could say that in a different way.

➤ Clarifying one's point or idea

Let me explain that in more detail . . .

Let me put it in another way . . .

Let me give you an example . . .

2. Small talk topics

2A Match the topics (a-l) with the questions (1 - 13 ; two of the questions belong to the same topic).

- | | |
|-------------------------|---|
| a. Place of residence | 1. What do you do? |
| b. Hometown | 2. How much do you earn? |
| c. Religion | 3. Do you have any brothers or sisters? |
| d. Opinion about places | 4. What's your ethnicity? |
| e. Plans | 5. Would you like anything to drink? |
| f. Money | 6. Who do you work for? |
| g. Jobs (profession)* | 7. Where do you live? |
| h. Travel experience | 8. What is your religion? |
| i. Jobs (company) | 9. What do you think of Manila? |
| j. Food and drink | 10. Where is your hometown? |
| k. Ethnicity | 11. What are you doing tomorrow? |
| l. Family | 12. Have you ever been to Rome? |
| | 13. What company are you with? |

2B You have here some answers to job questions. Fill in the blanks

1. I work an engineer an international manufacturing company in Nagoya.
2. I work the Tokyo branch a London stockbroking firm.
3. I am the manager a hotel in Osaka.
4. I work Vickers.
5. I'm an Italian company called Olivetti.

◆ Which is better when we ask someone about their job*?

- A. What's your job?
- B. What do you do?

2C Which of these topics are not suitable for a first conversation? Can you think of any other topics that should be avoided?

★ **Etiquette tip:** Several topics should be avoided when making small talk. Don't ask anything too personal. Personal health topics is among them. Other topics that should be avoided include age, appearance, politics, sex and death. "Where is your accent from," is also uncomfortable in work settings.

➤ Business Etiquette Quiz

1. At the beginning of your small talk, it is a good idea to discuss weather and politics.
A. True B. False
2. For doing business today making small talk is important because it
A. Establishes a rapport with people and lets them know you're human.
B. Gives people some ideas about your character.
C. All of the above.

➤ Keeping a conversation going

Listen. Fill in the blanks.

1. Make sure your language is saying the right things. Don't your arms. Keep your shoulders relaxed. every so often. the right distance from the person. Smile.
2. Stay on your conversational partner by actively listening and giving Keep of what the other person is saying by being a good listener. If you listen closely to what the other person is saying, you'll be able to store away of information that will keep the conversation going.
3. Maintain good eye contact without Staring at your partner for a long time makes them feel uncomfortable. Never around the room while they are talking to you.
4. asking simple 'yes/no' questions.
5. Never answer questions with only one word. Answering with a simple "yes" or "maybe" will the conversation immediately.
6. Follow up with a question or statement. The person's response will influence whether you follow up with a question, or a statement. Try to find a balance between questions and statements. Too many questions will make the person feel like he/she is being, and too many statements won't give the person to talk.

★ Etiquette Tips

1. Before starting the conversation, ask yourself three questions.
 - Is this a "yes" or "no" question? If it is, is there a better way to present the question that might lead to a more in-depth conversation?
 - Is this question too personal? Might it make the person being asked uncomfortable?
 - Is this a question I'd want to answer myself?
2. Put away your phone. There's nothing more annoying than talking to a person who is constantly checking his/her cellphone.
3. During the conversation, ask yourself three questions
 - Before asking the other person another question, am I giving him/her a chance to talk about him/herself?
 - Am I showing that I am listening by such expressions as "is that so?"
 - Am I asking appropriate and relevant questions?
4. During the conversation, don't interrupt, don't switch subjects in the middle of a sentence, and don't finish sentences for the other person. But do smile, and do nod to show you agree or understand.

➤ Closing the conversation.

When you meet someone for the first time, it is appropriate to end the conversation by saying again that you are glad to have met them. In a formal situation, you could say, for example, "Mrs. Peters, it was a real pleasure meeting you. I hope we can meet again soon." If the meeting was informal, you could say, for example, "Nice to meet you, Fiona. Hope to see you soon."



PRACTICE Making small talk

Start the conversation with your teacher and ask about the following topics:

- weather
- hometown
- hobbies

Answer any question he/she asks you. After each answer, say 'How about you?' or 'And you?'

Match each definition (A – Q) with today's vocabulary word (1 – 17)

DEFINITIONS

- A. the mood of a place or situation
- B. behaving in a way that is socially correct and shows respect for other people's feelings
- C. to organize or do something
- D. why you do something or why something exists
- E. a piece of valuable information
- F. strong sudden movements within air or water
- G. to ask someone a lot of questions, sometimes using threats or violence
- H. pleasant and quiet with a lot of trees
- I. a situation, fact, or idea from which something can develop
- J. relating to particular race
- K. to look directly at someone for a long time
- L. to move the head down and then up again quickly, esp. to show agreement, approval, or greeting
- M. added to something else in order to improve it or complete it
- N. extremely important
- O. to close or fix something together
- P. making you feel frightened
- Q. to rain in small light drops

- 1. conduct (v)
- 2. nugget
- 3. interrogate (v)
- 4. leafy
- 5. fasten (v)
- 6. nod (v)
- 7. stare (v)
- 8. supplementary
- 9. vital
- 10. purpose
- 11. scary
- 12. basis
- 13. atmosphere
- 14. polite
- 15. drizzle (v)
- 16. turbulence (n/ U)
- 17. ethnicity

Fill in the blanks.

- 1. There is a very relaxed a_____ere in our office.
- 2. They are c_____ting a survey.
- 3. The main p_____e of the meeting is to discuss the future of the company.
- 4. It took months to extract that n_____t of information from them.
- 5. The plane ran into some t_____ence over the Atlantic.
- 6. Police have arrested and i_____ated the two suspects.
- 7. Ken's essay can serve as a b____s for our discussion.

Day 6 + Day 7 + Day 8 + Day 9

Vocab Review

Fill in the blanks.

1. There is a very relaxed a_____ere in our office.
2. They are c_____ting a survey.
3. The main p_____e of the meeting is to discuss the future of the company.
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1 Connections



Module 1.4 Exchanging business cards

LEAD-IN First look at Picture 1. Describe the situation.

1



★ Etiquette tips

Read the following sentences and fill in each gap using one of the words in the box.

casually/ fold/ without/ jot/ persona/ during/ confidence/ details/ improper/ smile/ treated

1. Never be caught business cards. Hand them over with pride and and don't forget to
2. In North America and Europe, business cards are quite But in other cultures, business cards are considered part of a business person's, and it is etiquette to write on or business cards.
3. It is not proper to try to exchange business cards a meal. Cards can be exchanged before or after a meal, but never during.

4. When you go back to your office, down a note or two on the back of the card; when/where we met, what we talked about, a brief description of the person (with glasses, etc.)
5. If the person doesn't have a card, use one of yours. Cross out your information, and write his or her contact on the back.

➤ Business Etiquette Quiz

When you receive someone else's business card you should:

- A. Immediately pass them your business card.
- B. Immediately stuff it into your pocket.
- C. Look at the card but say nothing about it.
- D. Look at the card and acknowledge it.



Module 1.5 How to address people



Listening

A. Listen and fill in the blanks.

When you meet someone new, in business situations, it's important to know how to..... the individual standing in front of you. If you are not sure which name to use (first name or?), then use 'formal titles + ' unless the people you meet tell you: "Please, call me [first name]".

● The accepted formal title for addressing married or unmarried women in business is 'Ms. (US) or Ms (UK) <pronounced /mɪz/ >.+ surname'. Always use this form a woman says she prefers Mrs. (US) or Mrs (UK).

Ms. is used to saying if she is married or not.

Miss /mɪs/, a title for a woman who has never been married, is hardly ever used now and sounds very

- Mrs. (US) or Mrs (UK) /'mɪsɪz/ is a title for a married woman, used before the surname
- Mr. (US) or Mr (UK) /'mɪstər/ is a title for any man, used before the surname , or sometimes before a, e.g. Mr. Chairman.
- Dr. (US) or Dr (UK) /'daktər/ is a title used to address a doctor, male or

B. Listen and decide which of the three titles given below offers the most accurate summary.

- a) How to make trouble
- b) How to avoid trouble
- c) How to address others

C. Read the text and decide which of the three titles given below offers the most accurate summary.

- a) What should I call my supervisor or manager?
- b) Why some work places prefer an informal tone
- c) What does the phrase "on a first name basis" mean?

Remember that some work places prefer an informal tone between management and staff. And even if this person calls you by your first name, if you are new, it's best to start formal, i.e. address them as Mr or Mrs/Ms + surname until they invite you to use their first name. If your relationship with your boss is informal, you say "We are on a first name basis."

D. Listen and fill in the blanks.

When you're introduced to someone, say the person's name, then repeat it several times during the conversation. Not only do you a interest in someone by repeating their name, but the repetition is more likely to the name on your

<GRAMMAR REVIEW> *Inversion

Inversion (=putting the verb before the subject) is used when adverbial expressions which include the word *only* come at the beginning of sentences.

- **Only in a few countries does** the whole of the population **enjoy** a reasonable standard of living.
- **Not only did** we lose all our money, but we also came close to losing our lives.



Module 1.6 Introducing someone else

LEAD-IN First look at Picture 2. Describe the situation.

2



In a business environment, are you making your introductions correctly?

- Which of these four sentences are correct for a formal introduction? You are to introduce your immediate supervisor Ms. Kana Suzuki, aged 32, to your client Ms. Mary Smith, 30 years of age.
- A) Ms. Kana Suzuki, I would like you to meet Ms. Mary Smith. Ms. Suzuki is my immediate supervisor. Ms. Smith is our client.
 - B) Ms. Mary Smith, I would like to introduce to you Ms. Kana Suzuki, who is my immediate supervisor. Ms. Suzuki, Ms. Smith is one of our valued clients.
 - C) Ms. Mary Smith, I would like to introduce you to Ms. Kana Suzuki, who is my immediate supervisor. Ms. Suzuki, Ms. Smith is one of our valued clients.
 - D) Ms. Mary Smith, I would like to introduce Ms. Kana Suzuki, who is my immediate supervisor. Ms. Suzuki, Ms. Smith is one of our valued clients.

✓ There are various ways to introduce someone else, but keeping introductions simple and respectful goes a long way. So here is the simple but best formal introduction line that never fails.

Higher-ranking Person, I would like to introduce Lower-ranking Person.

◆ How to express business positions

Ms. Jane Grant is your client and you'd like to introduce your colleagues. You address Ms. Grant first.

1. Ms. Jane Grant, I'd like to introduce Ms. Yoko Kurihara, (who is) our Product Manager. Ms. Grant is one of our valued clients.
2. Ms. Jane Grant, I'd like to introduce the head of our Accounting Department, Ms. Yasuko Kubo. Ms. Grant is one of our valued clients.
3. Ms. Jane Grant, I'd like to introduce Ms. Akiko Aoki, who is responsible for Marketing. Ms. Grant is one of our valued clients.

NB: 'Be responsible for' is preferable to 'be in charge of' nowadays.



PRACTICE Introducing someone else

Learn and memorize the above lines 1., 2., and 3., after which you are to introduce your colleague (pretend your colleague is there next to you) to your teacher.

● Some other business positions:

Listen to your teacher and repeat these sentences after him/her.

Mr. Yamada is the IT Manager/ our President and Chief Executive Officer

Ms. Maeda works in the Accounting Department (=in Accounting)/ in the Marketing Department (=in Marketing)

Mr. Sato is on the technical side/ on an internship/ on the IT support team.

◆ Which sentence is correct?

- A. I work for the HR Department.
- B. I work for ABC Trading.
- C. I work in the HR Department.

◆ What to Do When Being Introduced

Listen to your teacher and repeat these sentences after him/her.

Always remember the importance of positive first impressions. When being introduced to someone, look him or her in the eye, smile, and offer a firm handshake and say something pleasant like:

- H-r P: "I'm delighted to meet you, Mr. / Ms. L-r P"
- L-r P: "It's a great honor to meet you in person. I've been looking forward to meeting you."

➤ For an **informal introduction**, use the words "this is" as the bridge between saying the higher-ranking person's name first and then introducing the lower-ranking person.

1. Consider this scenario. You are to introduce Jane Johnson, a new staff member to the company CEO, Hilary Wilson.

Fill in the blanks.

You:, this is Jane, is

Hilary Wilson: Hi, to meet you.

Jane Johnson: Good morning, Nice to meet you

2. Listen and fill in the blanks.

In the UK and US, of the same company nearly always use names with each other. However, when a person speaks to a person for the first time such as in the above case, the person calls the person Ms. Wilson and the person might call the person his/her first name.

➤ Dignitary Introductions

Read the following sentences and fill in each gap using one of the words in the box.

royalty/ acquaintance/ formal/ pleasantries/ dignitary/ involved/ heads-of-state/

For introductions, we use very expressions. When high-level dignitaries, such as/ government, high-ranking members of, or ambassadors, are, first names are not used.

Mr. Ambassador, it is with great pleasure that I present Lower-ranking Person.

Mr. Ambassador, may I present Lower-ranking Person?

The that follow should be something like these:

Mr. Ambassador: How do you do, Mr. L-r P?

L-r P: How do you do, Mr. Ambassador? It's a great honor to make your

➤ Business Etiquette Quiz

1. You are talking to a female Senior Vice President of your company at a business networking event and a male SVP from another company joins you. Whose name should you say first?
2. You work in Equity Sales. You are walking along with your clients, a fund manager, and one of his subordinates, when you happen to come across a business acquaintance of yours.
3. You need introduce one of your female staff to the Finance Manager of your company. Whose name should you say first?
4. Adriana Medici, the female Executive Vice President, has become a client of yours and a meeting to show her what your company can do for her has been set up. When you are speaking to her, you should refer to her as:
A. Medici B. Adriana C. Adriana Medici D. Ms. Medici
5. You are to introduce two members of your staff, one male and one female of the same position. Whose name should you say first?
6. You are to introduce two members of your female staff, one younger than the other of the same position. Whose name should you say first?
7. You are introducing your male manager and another male manager from Hong Kong branch. Whose name should you say first?
8. If someone offers you his/her hand, while you are seated, you should
A. stand up and shake his/her hand.
B. remain seated and shake his/her hand.
C. ignore the handshake and ask him/her to sit down

9. If you occupy a junior position and you see your superior approaching, do you offer your hand?
 - A. Yes, it is an excellent opportunity to make create trust and rapport.
 - B. No. It is better to wait for him/her to initiate the handshake.
 - C. No. To offer to shake hands with a superior looks too impertinent.
10. A co-worker comes to your office to introduce you to a friend of his. You:
 - A. remain seated.
 - B. stand up, smile and shake his/her hand.
 - C. wait for him/her to initiate the handshake.
 - D. just say "Hi."
11. When meeting a woman, the man should wait for the woman to initiate the handshake.
 - A. True B. False
12. You come across someone you've met before, but you can't remember his or her name. You should:
 - A. Turn around and leave and hope he or she didn't see you.
 - B. Walk up to him or her and ask, "Hi, what's your name?"
 - C. Walk up to him or her, use a generic greeting such as "Good morning" and just ignore the whole name issue.
 - D. Walk up to him or her, use a generic greeting and admit that you don't remember the name.

➤ What to do if you forget someone's name



Listening

Listen and fill in the blanks.

It is embarrassing when you want to introduce someone but you can't remember his/her name. Don't worry. Remember to be yet and admit your memory But don't say "Sorry, I've forgotten your name", which might that he/she wasn't worth remembering. "My memory seems to be" a more temporary nature that doesn't have the same meaning. Otherwise, say "your name seems to have temporarily my mind. Please help me out." apologies can do nothing but make things worse. The sooner you forget about it, the better.

➤ Listen to your teacher and repeat these sentences after him/her.

When you introduce someone, do say something about the people you are introducing so that they will have something from which to springboard their own conversation. You can help connect the people by mentioning a common interest, a place they both know well, or even a person they both know.

➤ Informal introductions at a staff canteen

Listen to the teacher reading the dialogue.

Taro: Excuse me. Is this seat taken?

Bob: I don't think so.

Taro: Mind (Would you mind) if I sat** down here?

Bob: Not at all. Please go ahead.

Taro: I don't think we've met. Taro Noguchi. I work in Marketing.

Bob: Hi, Taro. Bob Hope. Logistics.

<GRAMMAR> **Conditionals

There are three main types of conditional sentences.

● First conditional

Condition *Result*

if + present simple → future simple (will + base form of verb)

If I see Andy at the meeting, I ll give him your message.

Use the first conditional to talk about something that is quite likely to happen in the future. It is very possible that I will see Andy at the meeting.

Remember that you can state the result before the condition in all conditionals.

I'll give him your message if I see Andy at the meeting.

● Second conditional

Condition *Result*

if + past simple → would/ could/ might/ should + base form of verb

Use the second conditional

- to talk about a present situation which is impossible: a hypothetical situation.

If my parents were alive now, they would be very proud of me now. (The condition cannot be fulfilled because my parents are not alive.)

- to talk about a future event that is unlikely to happen.

If she changed her job, she would be much happier. (The speaker does not expect her to change her job.)

- to appear more polite in making a request or asking a favor.

Would you mind if I sat down here?

● Third conditional

Condition *Result*

if + past perfect (had + past participle) → would/ could/ might + perfect infinitive (have + past participle)

Use the third conditional

- to talk about something in the past that did not happen.

If she had worked harder, she would have passed the exams. (She didn't work harder and she didn't pass her exams.)

Conditional Exercise

The following sentences are first, second or third conditional. Put the verbs in brackets into the appropriate form.

1. The talks between the two leaders keep breaking down. If they (break down) again, it is possible that there (be) a war between the two countries.
2. Jane was here not long ago. If you (come round) earlier, you (see) her.
3. The government is expecting to win the next election, but if it (lose), the Prime Minister (resign) from politics.
4. It (be) nice if you (help) me a bit with the housework. I have so many things to do.
5. I (prefer) it if you (finish) your report today. Tomorrow would be too late.

Listening

Listen and fill in the blanks.

Do you know a at a party who starts talking with someone he/she knows while you just stand there, holding your drink? Not introducing someone causes You feel terrible to be left in social It is of your colleague not to introduce you. Feeling as a result of not being introduced doesn't help. You should introduce yourself by offering your hand. Don't forget to smile.

Match each definition (A – T) with today's vocabulary word (1 – 20)

DEFINITIONS

- A. large in amount
- B. someone with an important, official position
- C. to show something in your behavior
- D. a person that you have met but do not know well
- E. honest and sincere
- F. to imply/ suggest
- G. to speak or write to someone
- H. to misinterpret
- I. careful not to say or do anything that could upset someone
- J. interval
- K. faith/ self-assurance
- L. to push something into a small space, often quickly or in a careless way
- M. the way your character seems to other people
- N. not good enough
- O. to recognize
- P. self-importance
- Q. to deal with
- R. a person who has a less important position than you in a company
- S. to make a quick short note
- T. uncertainty

- 1. project (v)
- 2. genuine
- 3. address (v)
- 4. subordinate
- 5. acknowledge (v)
- 6. stuff (v)
- 7. jot (v)
- 8. persona
- 9. limbo
- 10. acquaintance
- 11. arrogance
- 12. tactful
- 13. profuse
- 14. dignitary
- 15. treat (v)
- 16. connote (v)
- 17. lapse (n)
- 18. improper
- 19. confidence
- 20. misconstrue

Fill in the blanks.

- 1. The company accepted blame and sent us p_____e apologies.
- 2. Several foreign d_____ries attended the ceremony.
- 3. He p_____ts a natural warmth and sincerity.
- 4. For her, the word "family" c_____es love and comfort.
- 5. He was generally a_____ed as "Captain."
- 6. She said Jack had m_____trued her comments.
- 7. He turned up again after a l_____e of two years.
- 8. He's trying to improve his public p_____a.

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Day 10 + Day 11

Vocab Review

Fill in the blanks.

1. The company accepted blame and sent us p_____e apologies.
2. Several foreign d_____ries attended the ceremony.
3. He p_____ts a natural warmth and sincerity.
4. For her, the word "family" c_____es love and comfort.
5. He was generally a_____ed as "Captain."
6. She said Jack had m_____trued her comments.
7. He turned up again after a l____e of two years.
8. He's trying to improve his public p_____a.

1 Connections



Module 1.7 Cross-cultural understanding (2) Personal space

LEAD-IN

- ◆ Do this quiz about personal space.

Question: When you are conversing with someone, you should stand:

- A. Ten feet away from him/ her.
- B. Six feet away from him/ her.
- C. Three feet away from him/ her.
- D. One and a half feet away from him/ her.



Listening

- A. Listen and fill in the blanks.

An bubble of space, a kind of personal surrounds people. This bubble expands or depending on various situations and cultures. In Canada, for example, approximately two feet is supposed to be acceptable for business Being respectful of someone's personal space is a business skill. Before trying to do business in a different country, you should find out what the communication comfort zone is there - and whatever other customs there are that could affect doing business.

- B. Listen and answer the following questions.

1. How do you call the distance we keep around us when we interact with other people?
2. Do introverts prefer to stand at a cautious distance than do extroverts?
3. How many levels of space are there?

Match each definition (A – T) with today's vocabulary word (1 – 20)

DEFINITIONS

- A. the state of being male or female
- B. to a greater distance
- C. to invent or be the first to use a new word or expression
- D. almost never
- E. small in numbers or amount, often spread over a large area
- F. the state of being near in space
- G. an area that an animal or person thinks belongs to them
- H. to fail to understand the real cost, size, difficulty, etc. of something
- I. to communicate with or react to
- J. nearest to the center
- K. not having enough space
- L. to become narrower
- M. the state of having a close, personal relationship with someone
- N. not knowingly
- O. someone who is very confident and likes being with other people
- P. someone who scientifically studies humans and their customs, beliefs, and relationships
- Q. in a tidy way
- R. someone who is shy, quiet, and unable to make friends easily
- S. a ball of air
- T. impossible to see

- 1. coin (v)
- 2. sparse
- 3. territory
- 4. introvert
- 5. extrovert
- 6. contract (v)
- 7. bubble
- 8. intimacy
- 9. invisible
- 10. rarely
- 11. anthropologist
- 12. interact (v)
- 13. gender
- 14. farther
- 15. neatly
- 16. proximity
- 17. innermost
- 18. unconsciously
- 19. cramped
- 20. underestimate (v)

Fill in the blanks.

- 1. The aircraft is designed to be i _ _ _ _ ble to radar.
- 2. He managed to get a bed in a c _ _ _ _ ed student apartment.
- 3. The Czech playwright, Capek, c _ _ _ _ ed the word 'robot'.
- 4. Information coming out of the disaster area is s _ _ _ _ e.
- 5. Discrimination on the basis of g _ _ _ _ r is not allowed.

Day 12 + Day 13 + Day 14

Vocab Review

Fill in the blanks.

1. The aircraft is designed to be i_____ble to radar.
2. He managed to get a bed in a c_____ed student apartment.
3. The Czech playwright, Capek, c_____ed the word 'robot'.
4. Information coming out of the disaster area is s_____e.
5. Discrimination on the basis of g_____r is not allowed.

1 Connections



Module 1.8 Making appointments via email



LEAD-IN

Tell your teacher five advantages and two disadvantages of email over the postal mail, which is also called snail mail.

➤ What do you think about the following statements about emails? Do you agree?

1. One reason for emailing is to reduce the response time.
2. If you need an answer straight away, it is better to use the phone than send an email.

➤ Email structure

The image shows a screenshot of an email composition window. At the top left is a 'Send' button with a paper plane icon. To its right are three input fields: 'To...', 'Cc...', and 'Subject:'. Below the 'Cc...' field is a small 'Account' dropdown menu. The main body of the window is a large, empty text area for writing the email content.

Reading/ Writing A

Read the following text and fill in each gap using one of the words in the box.

specify/ blind / recipient (s) / preceded / error / header / invisible / body / carbon

In an email, the, which is the full email message, is always by lines that identify particular routing information of the message, such as To, Cc, Subject, and other information about the email.

- *To* : The email address(es), and optionally name(s) of the message's
- *Cc* : stands for "..... copy." Anyone listed in the Cc field of a message receives a copy of that message when you send it.
- *Bcc* : stands for "..... carbon copy." This is similar to the Cc feature, except that Bcc recipients are to all the other recipients of the message (including other Bcc recipients).
- *Subject* : A brief summary of the topic of the message.

Note: To send a message, you must always at least one recipient in the "To:" field. If you don't, an message appears when you attempt to send the message.

➤ True or False Questions

1. One of the most important features of an email is the subject line.
2. Using the Cc: field is a great way to inform others who are not directly involved.

➤ Name each parts of the structure of the following email (A to F) and answer this question: Is the message in an informal register?

To: Jane Holmes <jane.holmes@abc-advertising.com>
Cc:
Subject: Thank you – Assistant Account Executive Interview

} → A

Dear Ms. Holmes → B

I'm just writing to thank you for taking the time to interview me today. It was most enjoyable to speak with you about the Assistant Account Executive position at ABC Advertising. You gave me quite a bit of insight about your organization and were very courteous and professional. I particularly liked the way you made me feel comfortable from the start.

↘ C

The creative approach to account management that you described confirmed my desire to work with you and my three years of experience as an Assistant Account Executive should help me to fill the position competently.

In addition to my enthusiasm, I will bring to the position strong writing skills, assertiveness, and the ability to encourage others to work cooperatively with the department. I would like to return for the next interview, if possible. My phone number and e-mail address are provided below.

I look forward to hearing from you. → D

Yours sincerely → E

Mary Smith

Mary Smith
104 Orchard Drive,
Hastings, CA 12356
Cell: 555-555-5555
Email: mary.smith@gmail.com

} → F

★ Business Email Etiquette Tips

Reading/ Writing B

Read the following text and fill in each gap using one of the words in the box.

sign-off/ Salutation/ Typos/ spammer/ clutter/ caps/ register/ Opening/
Subject: field/ Cc: feature/ attached/ Conclusion

1. Level of Formality:

The of an email (how formal or informal it is) depends on the type of message you are writing and who you are writing to. If you are writing your business email to your client for the first time, the message would probably be more formal than an email to a colleague.

2. Attachments: "Please find the new price list." "Attached you'll find the new price list." Never send large attachments without warning, on weekends or after business hours when the recipient may not be there to keep their inbox clear. Business courtesy dictates you must ask the recipient first if it is O.K. to send a large file.

3. sentence: This is used to explain why you are writing. "I'm writing to inform you of our price increases for the next quarter." "Thank you for your order of April 5." "I'm writing to inquire about the new price list."

4. Closing phrase: Never forget to include a closing phrase at the end of the message. If the salutation is formal, the business email should be formal. Such phrases as "Regards"/ "Best wishes"/ "Kind (or Best) regards" are most commonly used close, good for both formal and informal emails. "Yours sincerely" is very formal and rarely used in email messages. "Best"/ "All the best"/ "Take care" for friendly, informal close.

5. Signature files: Limit your signature to your name, position, company, phone number, email address, and Website address including the http://.

6. Don't overuse the This can the Inboxes of those you've contacted and expose their email addresses to each other which might cause a privacy infringement problem.

7. The is the window into your email message and can determine whether your email will be opened. Be sure to have a short Subject that indicates clearly what the topic of the email is., all or all small case can lead to the impression you may be **.

**someone who sends unwanted email (often in bulk)

8.: This is where you tell your recipient what kind of response, if any, you expect. E.g.: I look forward to hearing from you/ to your reply. Do not hesitate to contact us if you need any assistance.

9.: How do you address your new contacts? I would suggest initially that you assume the highest level of courtesy: Dear Ms. McNab, Dr. Holms, etc. Until your new contact states, "call me Jane" or "you can call me John".

- You, Pat Monroe, need to write a formal email for the first time to arrange an appointment with a prospective customer, Jane Jones, whose family owns a chain of health food retail stores in London. Look at the email below. What's wrong with this email? Find at least six things that make it so informal.

Hi Jane

I'm Pat Monroe, a distributor of health and natural food products and I'm writing to set up a business get-together from you.

I'm coming over to your city next week & wondering if you've got time for our meeting. I've got a bit of info about an exciting, new range of health and natural food products which you can sell at your store. :-)

Can we meet to talk about it pls?

Bye
Pat

Reading/Writing C

Now complete the following formal email. Be careful of the register!

Dear

I am writing to a business meeting. I am Pat Monroe Health International, a world-wide distributor of health and natural food products and we supply high-quality natural health products to stores in over 100 countries.

This is to to your notice that we are now offering an exciting, new range of health and natural food products which you can at your store. I can assure you that we will excellent quality products at the best possible price. If possible, I would like to an appointment to discuss the above sometime next week. If not, I would be grateful if you indicate a suitable time to meet.

I look forward to from you soon.

..... regards
Pat Monroe



Writing

You are Jane Jones, one of the directors of Ambrosia Natural Foods in London. Write briefly your formal response email to Pat Monroe from Health International, agreeing to the appointment. You are available on Tuesday next week at 10:00 am at your office.

➤ Useful phrases

● In case you need to cancel an appointment, here are some useful phrases:

(formal) Unfortunately, due to some unforeseen business, I will be unable to keep our appointment for Tuesday morning. Would it be possible to arrange another time later in the week?

(neutral) I'm afraid that I have to cancel our meeting on Tuesday, as something unexpected has come up. Would you be free to meet later next week?

● Attaching files

I'm sending you the new price list as an attachment.

Please find the requested information attached. We hope you find this satisfactory.

I'm afraid you forgot to attach the file.

I'm afraid I can't open the file. Could you send it again in ... format, please?

● Opening sentence

I'm (just) writing to arrange/ clarify/ complain about/ confirm/ inform you/ follow up on/ let you know/ reply to/ request/ tell you/ thank you/ update you •••

I'm writing with regard to your request, dated 10th of August, 2015.

● Making arrangements

Please be advised that I have sent your requested manual to your attention today via Federal Express, due to arrive in your office on Monday, August 18, 2015.



Listening

Listen and fill in the blanks.

Listen and fill in the blanks.

● Some don'ts:

1. Don't type your message in ALL LETTERS - this is considered shouting according to email etiquette rules. Besides, the ALL CAPS text is difficult to read.
2. Don't type your email in all small either - this gives the perception of a lack of education or laziness.
3. Don't use informal words like "coz", "ain't", "gotta", etc. This can make you sound
4. Don't use fancy and multiple font colors. A business email is supposed to look formal and restrained.
5. Don't use backgrounds; they will make your message harder to read.
6. Don't use too many embedded images in your message; otherwise some filters may regard your email as spam.
7. Don't use, like :-).

● Some do's:

1. Always include a salutation and sign off with every e-mail. includes that you make the effort to communicate as an educated adult. Type in full sentences with proper sentence structure. Proper capitalization and punctuation are a must!
2. Spell the name of the correctly.

3. Check your email before sending to see if you wanted to send an but forgot to include it. Ask for permission before sending huge attachments.
4. Do your best to to your business communications as quickly as possible.
5. Make sure the Subject field in not empty. The subject should reflect the main idea of the message.
6. Make sure the address or addresses in the To: field are those you wish to send your message to.
7. Spell-check your message before sending: a message with can be treated as unserious or even be ignored.
8. Before Send, reread your email to make sure it is not emotionally charged or impolite.
9. Use software and update it on a regular basis to avoid the risk of sending viruses via your corporate email account.

Match each definition (A – O) with today's vocabulary word (1 – 15)

DEFINITIONS

- A. the style of language, grammar, and words used for particular situations
- B. possible
- C. to explain or describe something clearly and exactly
- D. the ability to understand what something is really like
- E. protecting against viruses that attack the body, computer, etc.
- F. possible to approach, enter, or use
- G. many
- H. having knowledge of and involvement in something
- I. to fill something in an untidy or badly organized way
- J. to be or go before something or someone in time or space
- K. emails that are sent to people who do not want them, especially advertisements
- L. an image made up of symbols such as punctuation marks, used in emails to express a particular emotion
- M. an object or machine that has been invented to fulfill a particular purpose
- N. polite behavior, or a polite action
- O. happening immediately, without any delay

1. specify (v)
2. antiviral
3. clutter (v)
4. multiple
5. precede (v)
6. emoticon
7. spam
8. instantaneous
9. device
10. insight
11. courtesy
12. in the loop
13. register
14. prospective
15. accessible

Fill in the blanks.

1. He said we should meet but didn't s_____y a time.
2. People chatting at a party will usually be talking in an informal r_____r.
3. There were offers from several p_____tive buyers.
4. Is Congress fully in the loop on issues of national security?
5. The island is a_____ible only by ferry.
6. The book provides a fascinating i_____t into the world of art.

Day 15

Vocab Review

Fill in the blanks.

1. He said we should meet but didn't s_____y a time.
2. People chatting at a party will usually be talking in an informal r_____r.
3. There were offers from several p_____tive buyers.
4. Is Congress fully in the loop on issues of national security?
5. The island is a_____ible only by ferry.
6. The book provides a fascinating i_____t into the world of art.

1 Connections



Module 1.9 Visiting companies

LEAD-IN Look at the picture and describe it (Where/ Who/ What, etc.)



➤ **Gap-filling Exercise:** Your name is Pat Monroe. You are a regional sales manager for Health International, based in Montreal, Canada. You are meeting, for the first time, with Jane Jones, one of the directors of Ambrosia Natural Foods, at 10:00 am at her office in London. You are now at the reception desk of Ambrosia Natural Foods.

Complete the following dialogue by filling in the blanks.

Visitor

Good morning, my name is Pat Monroe Health International. I have an a_____ment Jane Jones.

Yes, please. I'd l____ a cup of coffee.

Do you think I could send a fax?

No, it's okay.

Yes, please. Thanks.

Oh, good morning, Ms. Monroe. Welcome ... Ambrosia. Ms. Jones will be here a few minutes. She's in a meeting that's just e_____ing. Can I g____ you something to drink?

C_____ly. the way, if you need to u____ a phone or fax, please let me know.

Yes, of course. If there's anything e_____ you need, please ask.

Oh, I think Ms. Jones is f_____ now. Shall I you to her office?

- Role play 1
You play the role of the visitor and your teacher plays that of the receptionist.
- Role play 2
Switch roles.
- Pat Monroe enters the office of Jane Jones.



1. Look at the dialogue below and try to complete the gaps.

Jane Jones: Come in, take a seat.

Pat Monroe: Good morning. My name is Pat Monroe from Health International. Thank you so much for t__ing time o__ of your busy s______e to talk with me today, Ms. Jones.

Jane Jones: Please, call me Jane.

PM: And I'm Pat, of c____e.

JJ: Nice to meet you, Pat.

PM: It's great to finally meet you in p_____, Jane.

(They shake hands.)

JJ: I hope you haven't been waiting long.

PM: Not at all.

JJ: How was your flight?

PM: Une____ful, thankfully.

JJ: Is this your first visit to London?

PM: I've been here several times, actually.

JJ: Did you have any t____e finding us?

PM: No, not at all. I used a taxi and London taxi drivers have an ex____t quality of driving and knowledge of the London area.

JJ: Yes, indeed. So, can I get you something to drink? Tea, coffee, water ... ?

PM: Actually I've just had a coffee, thanks.

JJ: Well, I suppose we should get d____ to business.

2. Listen to your teacher reading the dialogue above between Pat Monroe and Jane Jones without looking at the text.

3. Repeat after the teacher each line and memorize it.

➤ Role play 3

You play the role of Pat Monroe and your teacher plays that of Jane Jones.

➤ Role play 4

Switch roles.

Match each definition (A – F) with today's vocabulary word (1 – 6)

DEFINITIONS

- A. a formal arrangement to meet or visit someone at a particular time and place
- B. the place in a hotel or office building where people go when they first arrive
- C. extremely good
- D. describes a time or situation in which nothing interesting or surprising happens
- E. a person who works in an office, store, or hotel, helping visitors or giving information
- F. by meeting with someone rather than talking on the phone, emailing, or writing to the person

- 1. excellent
- 2. receptionist
- 3. appointment
- 4. in person
- 5. uneventful
- 6. reception

Fill in the blanks.

- 1. You must apply for the license in p____n.
- 2. She had to cancel her dental a____ment.
- 3. Ask for me at reception.
- 4. The food was e____ent.
- 5. It was an un____ful journey.
- 6. When you get here, the r____ionist will direct you to my office.

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Day 16 + Day 17

Vocab Review

Fill in the blanks.

1. You must apply for the license in p____n.
2. She had to cancel her dental a____ment.
3. Ask for me at r____ ion.
4. The food was e____ent.
5. It was an un____ful journey.
6. When you get here, the r____ionist will direct you to my office.

1 Connections



Module 1.10 Welcoming visitors

**LEAD-IN** Look at the email below. Is it informal?

To: scoulter@vickers.co.uk
 From: ken.ogawa@daiichi.corp.jp
 Subject: Re*: Visit to Tokyo

Dear Mr. Coulter

Thank you for your email regarding your forthcoming visit to Tokyo.

I would be delighted to pick you up at Haneda airport and take you to your hotel. If you could please send me your flight details, that would be very useful.

I look forward to finally meeting you in person after all our phone calls and emails.

Kind regards
 Ken Ogawa

*Re: abbreviation for 'regarding', which is used in the subject line of an email and means 'about'

➤ True or False?

Judging from the above email,

1. Ken Ogawa and Simon Coulter have never met before.
2. Simon Coulter lives in Tokyo.
3. Simon arrives at Narita Airport.
4. Ken knows Simon's flight number already.

True _____	False _____
True _____	False _____
True _____	False _____
True _____	False _____



Writing

The following email is an informal version of the formal email above. Fill in the blanks.

..... Simon

T_____ for your email a_____ your _____ visit to Tokyo.

M____ than h_____ to pick you up at Haneda airport and take you to your hotel.
C__ you send me your flight details?

Looking forward to m_____ you f____ to f____ at l____ after all our phone calls and emails !

All the _____
Ken

➤ Dialogue 1

Ken Ogawa is now at Haneda Airport to pick up his client Simon Coulter from London.

Complete the following dialogue by filling in the blanks with the words in the box.

delays/ accompany/ polarization/ admit/ trip/ while/ legroom/ delayed/ common/ from/
of/ by/ in/ in/ to/ to/ to/ on/also

KO: Mr. Coulter? Good morning, I'm Ken Ogawa Dai-Ichi. Welcome Tokyo.

SC: Hello, Mr. Ogawa. It's a pleasure finally meet you person!

KO: A pleasure to meet you, too.

SC: I hope you haven't been waiting long. My flight was an hour.

KO: Don't worry. Flight are intercontinental routes. So, how was your?

SC: Very long! Since our company's budget cuts, we've had to fly economy, instead business, and I must, I miss the

KO: Indeed, economy seats seem to get narrower and narrower, first class and business class seats are getting more and more luxurious!

SC: So, is occurring now not only the world economy but in the world of airline seating!

KO: Well, if you'll just come this way, please. The taxi is over there. I'll you your hotel.

➤ Role play 1

You play the role of the visitor and your teacher plays that of the receptionist.

➤ Role play 2

Switch roles.

➤ Quiz 1 : Travel, Trip, or Journey

1. Correct mistakes, if any.

a) How was your travel?

b) I'm planning a travel to Italy next year.

2. Insert travel, trip, or journey into the spaces. Then discuss the questions with your teacher.

a) What's the longest train you've ever had?

b) Do you make your arrangements via a agent, or on the Internet?

c) He made the 200-mile by bike.

d) He is away on a business

e) How do you like to? By car, by train, by plane, on the metro, or on foot?

f) The takes 2 hours by plane or 15 hours by bus.

g) You're back from vacation! How was your?

h) The prize for first place in the contest is a for two to Paris.

i) We took a five day to the Nile.

j) My to work takes an hour.

k) Which airline do you usually with?

l) What particular abroad made you see your country with new eyes?

m) My from meat-eater to vegetarian has taken about 5 years.

n) We went on a day to France.

o) I forgot to buy eggs, so I had to make another to the supermarket.

p) Do you think that to other planets will be possible someday?

Clear up your doubts

● Travel is mainly used as a verb and as part of compound nouns (e.g. travel documents/ air travel).

Travel as 'uncountable noun' can be used to describe the act of traveling in general. 'Travel in that region of the country is dangerous.'

The plural form, as in 'someone's travels', exists, e.g. 'He collects things for the house on his travels abroad', but this plural use is gradually decreasing.

● Journey (countable noun) is a noun and is used for the time spent moving from A to B or for the distance.

He has a journey of 10 miles to his office.

The journey should be quite quick – only about half an hour.

We can also use journey in a more "metaphorical" way to talk about progress in life: our journey through life

● Trip is a countable noun and indicates the journey plus the time spent at the destination and the purpose.

➤ Quiz 2 : Business Etiquette – Seating Arrangement in a Car

In the taxi, Ken Ogawa should allow Simon Coulter to sit

A) on the front seat B) on the street side back seat C) on the curb side back seat

➤ Dialogue 2

In the taxi.

Complete the following dialogue by filling in the blanks with the words in the box.

to/ in/ for/ pick/ drop/ so/ invite/ far

SC: Is the hotel from here?

KO: It's not far now. We'll be there ten minutes or

SC: Great.

KO: Well, I thought you might like to check into your hotel first and off your things. Then I was wondering if we could you a restaurant dinner tonight.

SC: That would be great.

KO: Good. We'll you up at the hotel at seven o'clock, then.

SC: Thanks.

➤ Role play 3

You play the role of the visitor and your teacher plays that of the receptionist.

➤ Role play 4

Switch roles.

➤ Unscrambling sentences

Put the words in the right order to make sentences.

1. routes/ common/ delays/ on/ are/ Flight/ intercontinental

2. economy/ our/ we've/ fly/ business/ company's / Since/ cuts/ had/ of/ budget/ to/ instead

3. but/ is/ seating/ now/ not/ Polarization/ in/ only/ in/ the/ the / world/ world/ airline/ occurring/ economy/ also/ of

Match each definition (A – F) with today's vocabulary word (1 – 6)

DEFINITIONS

- A. the amount of space available for your legs when you are sitting
- B. to cause something, especially something that contains different people or opinions, to divide into two completely opposing groups
- C. to happen
- D. happening often or existing in large numbers
- E. about
- F. happening soon

- 1. occur
- 2. regarding
- 3. legroom
- 4. forthcoming
- 5. common
- 6. polarize

Fill in the blanks.

- 1. We have just received the information about the f_____ming conference.
- 2. We need a car with plenty of l_____m
- 3. The debate is becoming p_____ed and there seems to be no middle ground.
- 4. The incident o_____ed shortly after the plane took off.
- 5. Money worries are a c_____n problem for people raising children.
- 6. The company is being questioned r_____ng its employment policy.

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Day 18

Vocab Review

Fill in the blanks.

1. We have just received the information about the f_____ming conference.
2. We need a car with plenty of l_____m
3. The debate is becoming p_____ed and there seems to be no middle ground.
4. The incident o_____ed shortly after the plane took off.
5. Money worries are a c_____n problem for people raising children.
6. The company is being questioned r_____ng its employment policy.

1 Connections



Module 1.11 Checking into the Hotel



Mr. Simon Coulter is checking into the Hotel.

➤ Complete the following dialogue by filling in the blanks with the words in the box.

available/ Should/ shortly/ accept/ exit/ take/ spell/ bellboy/ pleasure/
reservation/ Turn / from/ At/ on/ to/ on/ to/ on/ in/ Here/

Receptionist: Good afternoon. Welcome to the Grand Hotel. How may I help you?

Simon Coulter: I'm checking in. I have a for today the name of Coulter.

R: Could you please that out for me, sir?

SC: Sure. C-O-U-L-T-E-R.

R: Yes, Mr. Coulter. We've reserved a single queen-size bed, spacious, and nonsmoking. Is that correct?

SC: Yes, it is.

R: May I see your ID, please, Mr. Coulter?

SC: it is.

R: Thank you. Do you have a credit card, Mr. Coulter?

SC: Yes, I do. Do you American Express?

R: Sorry, sir, just VISA or MasterCard.

SC: I thought American Express was accepted everywhere. Never mind. Here's my VISA.

R: Thank you, sir. Could you just sign here?

SC: OK.

R: Here is your key card and your room number is 1525, the 15th floor. To get your room, the elevator the left up the 15th floor. right when you the elevator and your room will be the left hand side. A will bring your bags up

SC: Great. Thanks.

R: you have any questions or requests, please dial '0' your room. Also, there is internet in the lobby 24 hours a day.

SC: Good. And what time is check-out?

R: midday, sir.

SC: OK, thanks.

R: My, Mr. Coulter. Have a wonderful stay at the Grand Hotel.

➤ Role play 1

You play the role of the visitor and your teacher plays that of the receptionist.

➤ Role play 2

Switch roles.

➤ **Global business travel survival kit**

Business travel covers a lot of situations when you need to know how to express yourself in good English. Here are some of the most common ones.

● Hotel conversation 1

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

● Hotel conversation 2

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

● Hotel problem 1

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

● Hotel problem 2

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

◆ Useful language (Complaints) :

There's something wrong with the ...

The ... isn't working.

I'm afraid I have a complaint.

I'm afraid there's a problem with ...

● Changing a flight reservation

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

Match each definition (A – E) with today's vocabulary word (1 – 5)

DEFINITIONS

- A. a statement that something is wrong or not satisfactory
- B. soon
- C. a detailed plan or route of a trip
- D. a person in a hotel employed to carry cases, open doors, etc.
- E. able to be bought or used

1. itinerary
2. available
3. complaint
4. shortly
5. bellboy

Fill in the blanks.

1. There is no money a_____le for an office party this year.
2. How long have you been a b_____y?
3. We planned our i_____ry several weeks before the trip.
4. We will be landing s_____ly.
5. We've received a c_____t from one of our listeners about offensive language.

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Day 19 + Day 20 + Day 21

Vocab Review

Fill in the blanks.

1. There is no money a_____le for an office party this year.
2. How long have you been a b_____y?
3. We planned our i_____ry several weeks before the trip.
4. We will be landing s_____ly.
5. We've received a c_____t from one of our listeners about offensive language.

1 Connections



Module 1.12 Eating out/ Table manners and dining etiquette

LEAD-IN Look at Picture 1. Describe it.



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- Simon Coulter and Ken Ogawa are now at a Japanese restaurant, where they met the executive vice president of Ken Ogawa's company, Jiro Nagase.
- You are Ken Ogawa and you need to make the introductions.
- Listen and fill in the blanks.

Jiro Nagase: Have you ever the local, Mr. Coulter?

Simon Coulter: Please, call me Simon.

JN: And I'm Jiro, of course.

SC: Yes, I have. I like Japanese cuisine very much, Jiro. And this looks a really nice place.

JN: I hope you like it, Simon. We come here quite often with visitors. This is one of those restaurants where we on 'kaiseki', which is traditional Japanese multi-course haute cuisine*.

SC: I have tried sushi and tempura in London, but I've never tried kaiseki before.

JN: One kaiseki dinner may consist of anywhere from 6 to 15 different kinds of food, including an, sushi, sashimi (slices of raw fish), vegetables served with meat, fish or tofu, a soup, a fish, a steamed course, and a seasonal dessert, in addition to other dishes at the of the chef.

SC: Wow! In Western culture, a meal consists of a light first course or two, followed by a main course, then smaller following courses. The most basic is soup or appetizer, main course, then a dessert. The main course itself is centered around the part, whether it's fish and/or meat, and the vegetables and are the side dishes.

JN: Well, let's see the menu here. Let me know if you need any help the menu, Simon.

*Haute cuisine is French for a meal with small portions that are beautifully cooked and arranged by skilled chefs

➤ Correct mistakes, if any.

1. Can you give us the menu?
2. I'm afraid I don't eat pig.
3. I think I'll take the venison.

Global Business Dining Etiquette

Different cultures observe different rules for table manners. For example, in the United States the fork is shifted between the left and right hands, but in other countries the diner keeps the fork in his or her left hand. This latter style is considered proper among global business people (unless they are in the States). Here are some do's and don'ts for global business people.

➤ Read the following sentences and fill in each gap using one of the words or phrases in the box.

toothpicks/ full/ slurp/ late/ condiments/ cell phones/ reach/ religion/ burp/ noisily/ cutlery

● Some don'ts :

Do not be

Do not place any bags, purses, sunglasses,, or briefcases on the table.

Do not speak with your mouth

Do not talk about, politics and other controversial topics.

Do not

Do not food.

Do not eat

Do not make noise with

Do not apply or seasoning before the food is tasted, which is viewed as an insult to the cook

Do not across the table for an item - politely ask the person next to you to pass. Salt and pepper are married. When someone asks for salt, pass both the salt and pepper. This small gesture indicates you are familiar with the rules of the table, as well as, extending a courtesy to fellow guests.

Do not use

➤ Read the following sentences and fill in each gap using one of the words in the box.

stem/ mid-air/ please/ utensils/ stir/ gesturing/ left/ elbows / pace/ turn/ blessing/ silverware/ dicing/ right

● **Some do's :**

Do off your cell phone or beeper before sitting down.

Do wait until invited to be seated, or after host sits down. In some cultures, a will be said. Even if you don't follow the beliefs of the prayer, show respect and be silent.

Do take your napkin after the host unfolds his/her napkin. Your napkin should not be opened in

Do keep your off the table.

Do say "....." and "thank you", people do notice.

Do use your from the outside in (begin from the outside and work your way in)

Do gently your soup to cool it instead of blowing on it. When eating soup, do think of making a circle:

Spoon away from you, bring around to your mouth and back to the bowl. Soup is taken from the side of the soup spoon - it is not inserted into your mouth.

Do hold your fork with the hand and your knife with the

Do use your utensils for eating, not

Once you begin eating, your never again touches the table – do place it on your plate when resting.

Do cut your meat one piece at a time; avoid it into bite-sized pieces all at once

Do hold all wine, red, white and sparkling, by the of the glass, if you are drinking from a stemmed glass.

Do try to yourself to finish at the same time as everyone else

➤ **Business Etiquette Quiz**

1. When you are seated close to each other, especially at a round table, sometimes you get confused about which bread plate is yours and which is your client's. The same applies to your water glass. A sure way to negate your own professionalism is by making the mistake of drinking from your client's water glass or eating from their bread plate.

Now, on with the business etiquette quiz! Which is correct?

A) Your drink is placed on the left side, above your fork(s) and your bread is placed on the right side, above your knives.

B) Your bread is placed on the left side, above your fork(s) and your drink is placed on the right side, above your knives.

C) Your bread is placed on the right side, above your drink.

D) Your drink is placed on the left side, above your bread.

2. What would you do if you needed to leave the table temporarily?

A) You leave your napkin to the left of the plate on the table.

B) You leave your napkin to the right of the plate on the table.

C) You leave your napkin on the seat of your chair.

D) You take your napkin with you.

3. If you needed to cough or sneeze in the middle of dinner, how would you do it?

A) You should cover your mouth with your right hand.

B) You should cough or sneeze into your napkin.

C) You should turn your head and cough or sneeze.

D) You should direct your cough or sneeze into your left shoulder, shielded by your left hand with your handkerchief.

4. True or False?

When you sit at the dinner table, you should always enter your seat from the right and always exit from the left.

5. True or False?

There are sometimes things at the table that must be passed around (rolls, butter, salad dressing, etc.). These items are all passed from left to right, in a counter-clock flow.

6. If food must be removed from the mouth for some reason,

- A) you should spit it into your napkin.
- B) you should remove it by hand
- C) it should come out the same way it went in.
- D) you should use your fork.

7. True or False?

You use your bread knife to cut bread rolls.

8. True or False?

The waiter will serve the food from your left side and remove dishes from your right side.

9. True or False?

The waiter will pour out the wine standing over the right shoulder of each person and will usually serve clockwise around the table.

10. What would you do if you dropped something on the floor (napkin, fork, etc.)?

- A) You pick it up yourself.
- B) Ask the waiter to pick it up.
- C) Ask the nearest neighbor to pick it up.
- D) Ask the waiter to replace it.

➤ Listen and answer the following questions.

- 1. When each course is finished, how do you place your knife and fork?
- 2. When you leave the table, how do you place your napkin?



Listening 1

➤ Listen and fill in the blanks

In business, arrangements can be a subtle, but powerful way to either encourage good relations or create negative unspoken communication. When you step into the international arena, if you are about the proper of seating in business, you can do damage. Stay sharp and polish your business etiquette by adding these seating etiquette tips to your business toolbox:

1. As in all business etiquette, proper seating is executed according to rather than Gender does not play a role in determining a seat of honor while rank does.
2. The host sits at the of the table with the guest of honor (or most important guest) to his or her right. The second most important guests sits to the of the host. The third highest is to the of the highest guest ... and so forth.
3. the best seat to the guest of honor (your client or the most important guest).
4. Seat yourself with your facing the door or the main part of the room.
5. Sit and avoid sliding down in the chair.



Listening 2

➤ Listen and fill in the blanks

Business Toasts

If a is to be offered at a meal, the first usually comes at the very beginning. Traditionally, the first toast is offered by the host as a welcome to visitors. If the host offers a toast, your glass. It is not necessary to "....." someone else's glass. At the dinner table, the toaster may remain seated if the group is fairly small and informal. A table of a dozen or more usually requires the toaster to stand so that he the crowd's attention; on a glass with a knife should be considered a measure of last The guests respond to the toast by taking a of their drinks – but never emptying the glass.

When toasted, the "toastee" does not stand, nor does he/she raise his/her own glass to drink to him/herself. All the need do is sit and smile Once the toast is finished, he/she simply the toast with a "thank you." He/she may then stand and his/her own glass to a toast to the host or anyone else he/she wants to honor.



Listening 3

➤ Listen and fill in the blanks

Cocktail Parties Etiquette Tips

1. Don't to the head of the line at the bar – wait patiently for your turn.
2. Always a napkin around your glass.
3. Your drink always stays in your hand.
4. Don't Sip your drink slowly and make it

Match each definition (A – N) with today's vocabulary word (1 – 14)

DEFINITIONS

- A. a system in which people are arranged according to their importance
- B. to cook something liquid, or something with liquid in it, at a temperature slightly below boiling
- C. not possible to change; impossible to return to a previous condition
- D. knives, forks, and spoons used for eating food
- E. one of the sharp pointed parts on an object such as a fork or comb
- F. to allow air from the stomach to come out through the mouth in a noisy way
- G. to cut food into small squares
- H. to drink a liquid noisily as a result of sucking air into the mouth at the same time as the liquid
- I. a substance, such as salt, that you add to food to improve its taste
- J. to force out the contents of the mouth
- K. to mix food or liquid by moving a spoon round and round in it
- L. choice, or the right to make a choice, based on judgment
- M. the stem of a glass is the narrow, vertical part that supports the container into which you put liquid
- N. a substance in foods such as rice, bread, and potatoes

- 1. irreversible
- 2. tine
- 3. dice (v)
- 4. slurp
- 5. spit
- 6. discretion
- 7. stir
- 8. stem
- 9. starch
- 10. cutlery
- 11. burp
- 12. condiment
- 13. hierarchy
- 14. simmer

Fill in the blanks.

- 1. He rose quickly through the political h_____hy to become party leader.
- 2. Leave the vegetables to s_____r for a few minutes.
- 3. Smoking has caused i_____ible damage to his lungs.
- 4. She arranged plates and c_____y on a small table
- 5. Peel and d_____e the potatoes
- 6. I wish you wouldn't s_____p your soup like that.

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Day 22 + Day 23

Vocab Review

Fill in the blanks.

1. He rose quickly through the political h_____hy to become party leader.
2. Leave the vegetables to s_____r for a few minutes.
3. Smoking has caused i_____ible damage to his lungs.
4. She arranged plates and c_____y on a small table
5. Peel and d___e the potatoes
6. I wish you wouldn't s____p your soup like that.

1 Connections



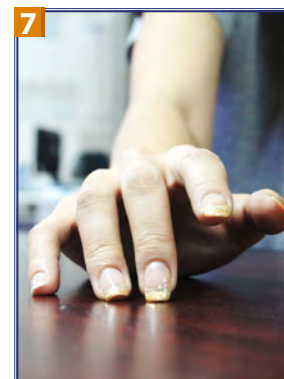
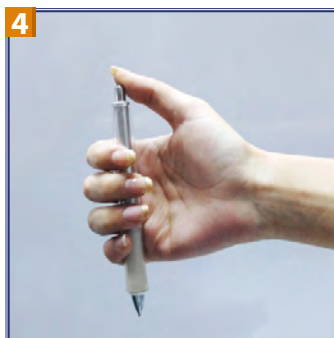
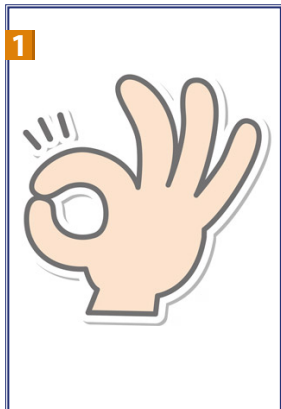
Module 1.13 Cross-cultural understanding (3) Nonverbal communication

LEAD-IN True or False?

1. Culture plays an important role in nonverbal communication.
2. Nonverbal communication is the process of communication through sending and receiving wordless cues between people.
3. Nonverbal communication refers to body language.
4. Nonverbal communication strengthens a first impression in common situations. Impressions are on average formed within the first four seconds of contact. A first impression is a lasting non-verbal communicator.
5. Eye contact is the instance when two people look at each other's eyes at the same time; it is the primary nonverbal way of indicating engagement, interest, attention and involvement.
6. Ideas are best conveyed through nonverbal messages.
7. Gestures are culture-specific and can convey very different meanings in different social or cultural settings.
8. Clothing is one of the most common forms of non-verbal communication.
9. Miscommunication between cultures often occurs because the senders and receivers are encoding and decoding messages that offend each other.
10. Communication is the process of sending and receiving messages.

➤ Listen and answer the following questions.

1. Give three examples of nonverbal communication.
2. Give some examples of body language.
3. What is paralanguage?
4. What is object language?



Picture2.

The shark by Miguel Pires da Rosa

<http://www.igosso.net/flk/5015343129.html> target="_blank">
The shark / Miguel Pires da Rosa

Picture5.

by 史密斯阿翔 (改变 gatag.net)

<https://www.flickr.com/photos/smith-ashan/16645910943/in/album-72157652168939201/>
<http://01.gatag.net/0003209-free-photo/>

➤ Picture 1

As children, we imitate and learn to use these nonverbal movements to accompany or replace words. When traveling to another country, foreign visitors soon learn that not all gestures are universal. For example, the “O.K.” gesture (a circle made with the index finger and thumb, with the three remaining fingers up – Picture 1) in the American culture is a symbol for money in Japan. In France it means “zero” or “worthless.” In Venezuela and Turkey, gesturing to someone in this way implies that they are a homosexual. And in Brazil, the OK sign is the same as an Italian chin flick, which is the equivalent of the middle finger (Get lost!).

★ Business Etiquette Tips

Read the following sentences and fill in each gap using one of the words in the box.

Clicking/ deliberate/ confidence/ purposefully/ stare/ Biting/ appropriate/ drag/
Drumming/ uncomfortable/ Tapping/ relaxed

A professional's body language can affect the success rate of client encounters, meetings and presentations. The following etiquette tips are modeled upon Global Standards in business.

1. Posture

The posture or bodily stance exhibited by individuals communicates a variety of messages whether good or bad.

- Do stand straight and tall, keep shoulders
- Don't put your hands in your pockets. It can send a message that you lack (Picture 2)
- Don't cross arms. It may indicate that you are with your appearance, or just trying to hide something on your shirt. (Picture 3)

2. Movement

- Do move and with a stride
- Don't your feet

3. Smile

- Do smile when
- Don't smile too much in an effort to obtain approval

4. Eye Contact

- Do look at people when you speak to them
- Don't

5. Do avoid

- pens (Picture 4)
- fingernails (Picture 5)
- feet (Picture 6)
- fingers (Picture 7)

➤ Listen and answer the following questions.

1. How do you call a culture where there is a lot of emphasis on interpersonal relationships?
2. Does a low-context culture emphasize facts, logic and directness?
3. Which type of culture is needed in a mobile country?

High Context Cultures (Information implicitly received) ← → **Low Context Cultures** (Information explicitly conveyed)

Japanese/ Arab/ Latin American/ South European/ English/ North American/ North European/ German/ Swiss German

➤ Choose the best answer from the four options given.

1. Cultures like Japan and Taiwan that rely less on verbal communication and more on context to convey meaning are considered _____ cultures.

- a. basic-context
- b. moderate-context
- c. high-context
- d. low-context

2. Rules and expectations are usually spelled out in _____ cultures.

- a. basic-context
- b. moderate-context
- c. high-context
- d. low-context

Match each definition (A – T) with today's vocabulary word (1 – 20)

DEFINITIONS

- A. to communicate an idea or feeling without saying it directly
- B. the feeling that you know something without being able to explain why
- C. to include someone or something in an activity
- D. the general situation that form the setting for an idea, and in terms of which it can be fully understood
- E. a signal for someone to do something
- F. to hit something lightly and quickly, or to make a sound by doing this
- G. to put a message into a code
- H. to make a rhythmic sound by hitting repeatedly
- I. firmly fixed or not likely to move or change
- J. someone who scientifically studies humans and their customs, beliefs, and relationships
- K. to pause before doing something, especially because you are nervous
- L. to cut something using your teeth
- M. short and clear, expressing what needs to be said without unnecessary words
- N. suggested but not communicated directly
- O. to make someone upset or angry
- P. easy to understand or simple
- Q. to change a message into ordinary language
- R. intentional or planned
- S. to look at someone or something for a long time and not move your eyes
- T. clear and exact

- 1. involve (v)
- 2. cue
- 3. encode (v)
- 4. deliberate
- 5. offend (v)
- 6. bite (v)
- 7. stare (v)
- 8. concise
- 9. explicit
- 10. context
- 11. straightforward
- 12. stable
- 13. imply
- 14. intuition
- 15. decode (v)
- 16. tap (v)
- 17. anthropologist
- 18. implicit
- 19. hesitate
- 20. drum (v)

Fill in the blanks.

1. Are you i _ _ _ ing that I am fat?
2. Her approach to childcare is based on i _ _ _ _ ion.
3. The accident i _ _ _ _ ed two cars and a truck.
4. They started washing up, so that was our c _ _ to leave the party.
5. After several part-time jobs, he's now got a s _ _ _ _ e job in a bank.

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Day 24

Vocab Review

Fill in the blanks.

1. Are you i____ing that I am fat?
2. Her approach to childcare is based on i____ion.
3. The accident i____ed two cars and a truck.
4. They started washing up, so that was our c__ to leave the party.
5. After several part-time jobs, he's now got a s____e job in a bank.

1 Connections



Module 1.14 Business networking

LEAD-IN

What is business networking? Look at the definition below and try to complete the gaps.

Business networking refers to making use of meetings with other people involved in the s____ kind of work, in order to

sh____ information, h____ each other, etc. Networking events give businesspeople an o_____ to meet and converse with colleagues and potential c_____.

★ Tips for Successful Business Networking Skills



Listening

Listen and fill in the blanks.

The prospect of walking into a business networking event or conference can be, but meeting new contacts and building relationships is essential to growing any business. When done right, networking can help you build a bigger circle of contacts and form mutually relationships. Here are some tips to help you work the networking circuit and the rewards.

1. a 30-second introduction beforehand: "Hi, I don't think we've met. My name's Mark Johnson. I work for ABC Corp. We provide ...
2. Put your phone on
3. When you meet a new contact, smile, shake hands, and yourself.
4. You might into acquaintances. But don't stick to them. You are there to introduce yourself and your business to new clients.
5. Make sure you holding your glass in your right hand, which you should keep free for shaking hands.
6. There's undoubtedly a variety of conversations held during networking events. Instead of thinking about what you want to say next, listen actively to the people you meet and appropriately. Take general interests during conversations by asking questions. Listen closely for information that will help you ask questions to keep conversations going. If you are constantly looking over their shoulder to see who else is out there, you will miss the chance to make a meaningful connection with the person right in front of you!

7. The first key to networking is to be and friendly. The true goal of networking should be to help others. When you are talking to someone, always keep in mind what you can do for them.
8. Although giving your attention to the new contact you are speaking with, don't spend the rest of the event with the same person. Mingle and meet as many contacts as possible.
9. Before requesting a business card from guests, invest in meaningful conversations to learn more about their businesses and interests. Once you've built a, you can ask for a card.
10. Once you make a connection, it by becoming a trusted contact. Send them articles that are related to their businesses and projects, send them well wishes for holidays and birthday or send a referral their way, staying in touch beyond exchanging business cards is beneficial. Your goal should not be to collect a stack of business cards but to make real contacts that will further your career. There is no need to hand out thousands of business cards. Instead, focus on building relationships with people that are relevant to you and your business.
11. Some interactions may not seem completely at the time, but you never know who will back into your business life someday so it is important to maintain good relationships with everyone. You should be willing and happy to offer help and advice without expecting anything in return. Think of it as a way to "pay it forward" and earn some good business karma! In doing so, you will endear yourself to a number of new business contacts and leave them with a solid first impression of you and your business.
12. A day or two after meeting someone for the first time, send them a short follow-up email. This is a great opportunity to continue building a relationship. To make your follow-up stand out, try to something you discussed during your conversation or include a link to an article you think they will find interesting. If you have trouble remembering specific details about people, jot down a few notes on the back of their business card after you have finished talking.
13. Watch your hands when you are speaking to people. Pointing and over-..... can make people uncomfortable, particularly if you invade their personal space. Be aware of the actions you take with your body and the proximity of theirs.

➤ Look at the dialogue below and try to complete the gaps.

(Starting a conversation with a stranger)

A: Excuse me, do you m___ if I join you?

B: N___ at all.

(Talking about your job)

A: What li___ of work are you in?

B: I'm in the grocery li___.

(Talking about your company)

A: So, what company are you w___?

B: I'm w___ a Japanese company called Kaichi.

A: What does your company ___ exactly?

B: We p_____ children's books.

A: I've heard of your company before. Where are you b___d?

B: In Matsumoto. And what about you? What do you ___?

(Ending a conversation politely)

A: Sorry, I really have to ___ now. It was great meeting you.

B: It's been a pleasure t_____g to you.

(Exchanging business cards is often a signal you want to end the conversation)

A: Listen, do you h___ a card?

B: Sure, h_____ my card.

Match each definition (A – J) with today's vocabulary word (1 – 10)

DEFINITIONS

- A. to meet someone you know when you have not planned to meet them
- B. to try very hard to keep something
- C. to have or use something at the same time as someone else
- D. complete
- E. making you feel slightly frightened or worried about your ability to dealing with something
- F. liking to talk a lot in a friendly, informal way
- G. to develop or make progress in something
- H. to encourage
- I. agreement or sympathy between people
- J. to make movements with your hands or arms, to express something or to emphasize what you are saying

- 1. share (v)
- 2. daunting
- 3. bump into
- 4. cling to
- 5. undivided
- 6. rapport
- 7. further (v)
- 8. gesticulate
- 9. nurture
- 10. chatty

Fill in the blanks.

- 1. If you just wait till I've finished this bit of work you will have my u_____ed attention.
- 2. The country was faced with the d_____ing prospect of overcoming four decades of division.
- 3. Additional training is probably the best way to f_____r your career these days.
- 4. He was an inspiring leader who n_____ed the talents of his colleagues.
- 5. She has a good r_____t with her staff.