

Meeting Someone New



I. WARM-UP

Vocabulary

Match the words and phrases with their meanings.

A

1. colleague
2. newly-appointed
3. novice
4. acquaintance
5. tough job
6. coincidence
7. pointers about the job

B

- a. pieces of advice which help someone understand a situation
- b. a person you know a little and is not a close friend
- c. an associate
- d. two or more similar events occur at the same time by chance
- e. a person who has recently been assigned a position
- f. a beginner in the workplace
- g. a task that is difficult to perform or accomplish

II. DIALOGUE BOX

Peter Mitchell and Mary Simmons meet each other for the first time at a business conference.

- Peter** : Hello, I'd like to introduce myself. I'm Peter Mitchell from Mitchell Creations.
- Mary** : Nice to meet you. I'm Mary Simmons from Speakspeak International.
- Peter** : What do you do there?
- Mary** : I work as the Marketing Director. I think it's a tough job for a novice like me.
- Peter** : Wow! What a coincidence! We are actually in the same line of work.
- Mar** : Really? Then, you could give me some pointers to help me with the job!
- Peter** : Absolutely! I'd be happy to share them.

Comprehension Check

1. Where does Peter Mitchell work?
2. What does he do there?
3. What does Mary think of her job?

Meeting Someone New

III. LANGUAGE BOX

The Full Infinitive

- We are pleased **to meet** the new head of our department.
- He waited for the vice-chairman **to arrive**.

The Bare Infinitive

- The manager made him **do** it.
- Help me **introduce** our new executive assistant.

IV. SAY IT! What would you say if...?

- a. You met your high school friend and you forgot her name.
- b. You picked up a client at an airport.
- c. You met the new CEO.



Making an Offer



I. WARM-UP

Vocabulary

Guess the meaning of the underlined words.

- an official evaluation of the strengths and weaknesses of someone
 - an extra amount of money added to someone's pay
 - to make an urgent, emotional statement or request for something
 - an organization of workers aiming to improve things.
 - a general increase in the prices of goods and services
- The company expected the inflation rate would go up due to the continuing increase of prices of goods and services.
 - Peter received a bonus of \$200 from the company for closing the deal.
 - The poor employee pleaded to the management for them not to fire him.
 - The company would only allow the workers to form a union with agreeable objectives.
 - Each employee is given compensation based on the appraisal of his or her performance at work.

II. DIALOGUE BOX

- | | | |
|-------------------|---|---|
| HR Manager | : | May I start Mr. President? |
| President | : | Yes, go ahead. |
| HR Manager | : | The leaders of the worker's union have given a long list of their demands regarding the bonus based on workers performance appraisal. |
| President | : | What about giving me simple details on each demand? |
| HR Manager | : | Very well, sir. First, they want an additional 20% on the present bonus -- |
| President | : | I understand their plea but it's very difficult to meet their wants due to the economic inflation. |
| HR Manager | : | How about meeting them again to negotiate? |
| President | : | Yeah, I think that's a good idea. |

Making an Offer

Comprehension Check

1. What is the demand of the union?
2. Did the company agree to the demand?
3. What will the company do next?

III. LANGUAGE BOX

Giving suggestions using:

What

+ **about** + **verb-ing**

How

- **What about calling** the HR office tomorrow?
- **How about giving** more benefits to the workers?

IV. SAY IT! Practice giving and making suggestions.

You are in the meeting that has been going on for three hours. As the presiding officer, give and make suggestions to direct the meeting efficiently.

Guide Questions:

1. How would you point out the deficiencies of the meeting?
2. How would you redirect the meeting to make it smoother and clearer?



Offering Some Help



I. WARM-UP

Vocabulary

Match the words and phrases with their meanings.

A

1. accounting
2. icon
3. spreadsheet
4. update
5. record

B

- a. a work sheet arranged in mathematical functions
- b. keeping financial accounts
- c. graphic image
- d. account of events or information
- e. new information added to a record

II. DIALOGUE BOX

- HR Manager** : Hello Samantha, this is Ms. Chen. She is your new assistant.
- Samantha** : Hi, Ms. Chen. I'll be happy to help you with anything.
- Ms. Chen** : Oh, Thank you. I actually need help now with the accounting form.
- Samantha** : I see. First, click the documents' icons to see the employees' spreadsheet. Then, highlight an employee's name for individual record. Next, click the update box at the bottom of the sheet. Finally, click each section under that box to see if the record is updated.
- Ms. Chen** : Wow! That's easy. Thank you, Samantha.
- Samantha** : You're welcome.

Comprehension Check

1. What does Ms. Chen ask from Samantha?
2. Did Samantha willingly help Ms. Chen?
3. If you were Ms. Chen, would you ask for help?

Offering Some Help

III. LANGUAGE BOX

Sequence adverbs (*adverbials of sequence*) are signal words used to understand the order of a process or activity. They are followed by a comma (,). The most common ones are:

first/firstly then after that
first of all next finally

Look for these signal words in the **Dialogue Box**.

IV. SAY IT! Practice giving and making suggestions.

You are going to work with a colleague from China. Both of you are in charge of a new project in your department. Your manager wants you to orient the system of your office to the Chinese co-worker.

Guide Questions:

1. What are the things you will introduce to your new colleague?
2. How are you going to build rapport with her?



Taking Down Information



I. WARM-UP

Vocabulary

Do you know these gadgets? What are they for?

II. DIALOGUE BOX

| | | |
|------------------|---|---|
| Secretary | : | Hello, Speakspeak English, good morning! |
| Caller | : | Hello, this is Bob Hall. May I please speak to Mr. Mitchell? |
| Secretary | : | I'm sorry, could you spell your last name, please? |
| Caller | : | It's spelt H-A-L-L. |
| Secretary | : | Thank you, Mr. Mitchell is out to lunch right now. Would you like to leave a message? |
| Caller | : | No, I'll call him later. May I know what time he'll be in? |
| Secretary | : | He won't be back to the office until 2 p.m. |
| Caller | : | Excuse me. Did you say two o'clock in the afternoon? |
| Secretary | : | Yes, that's right. |

Comprehension Check

1. Who is the caller looking for?
2. Where is Mr. Mitchell at that time of the call?
3. Do you think the caller was surprised to know Mr. Mitchell's coming back late?

Taking Down Information

III. LANGUAGE BOX

The following **expressions** are commonly used *when asking clarifications on what someone else have just said*.

- **Pardon me / I beg your pardon** (more polite)
- **I'm sorry**
- **Excuse me**

Look for these expressions in the **Dialogue Box**.

IV. SAY IT! You are going to call Imperial Palace Hotel to book a room for 5 people for 3 nights.

Ask the following queries:

- a. room accommodation
- b. meals
- c. other amenities (e.g. Internet connection, pool, etc.)



Small Talk



I. WARM-UP

Vocabulary

Look up for the words in the Dialogue Box and guess their meanings.

A

1. small talk
2. previous
3. say
4. a bit
5. whereabouts

B

- a. used to express surprise or get attention
- b. a little
- c. a light conversation
- d. in what place
- e. coming before something else

II. DIALOGUE BOX

Mr. Watanabe was waiting for a taxi at an airport exit door when Peter Mitchell, an American, standing next to him started to make a small talk.

- Peter Mitchell** : The weather is getting hotter, isn't it?
Mr. Watanabe : What?
Peter Mitchell : It wasn't as hot as this in previous years, so I think the weather nowadays is getting hotter.
Mr. Watanabe : Yeah, I was a bit surprised when I step out from the plane.
Peter Mitchell : Say, where are you from?
Mr. Watanabe : I'm from Japan.
Peter Mitchell : Whereabouts?
Mr. Watanabe : Tokyo. It's my first time to visit the US.
Peter Mitchell : Wow! Welcome to America.
Mr. Watanabe : Thank you. But, I can't take a taxi from here, can I?
Peter Mitchell : Of course, you can. Here's one coming.
Mr. Watanabe : Ah.

Comprehension Check

1. Where is Mr. Watanabe?
2. Do you think Mr. Watanabe was surprised at Peter Mitchell?
3. What would you do if you were Mr. Watanabe and Peter Mitchell suddenly started a conversation?

Small Talk

III. LANGUAGE BOX

Tag Questions are short questions added to the end of a positive or negative statement.

We use tag questions to ask for confirmation.

(+) **Positive statement**
Snow is white,

(-) **Negative Tag**
isn't it?

Tag questions with 'be'

(-) **Negative statement**
The food isn't delicious,

(+) **Positive tag**
is it?

Tag questions with 'do'

(-) **Negative statement**
She doesn't like English,

(+) **Positive tag**
does she?

(+) **Positive statement**
She likes English,

(-) **Negative Tag**
doesn't she?

Tag questions with Modals

(+) **Positive statement**
She can speak English,

(-) **Negative Tag**
can't she?

(-) **Negative statement**
He shouldn't do that,

(+) **Positive tag**
should he?

IV. SAY IT! Start a small talk

You are going to pick a colleague at an airport. Ask him about his flight or other topics you think would be interesting for both of you.

Other suggested topics:

- weather
- stock market
- latest headlines



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