

## GBS Day6+7+8+9

Fill in the blanks.

**Answer Key:** 1. atmosphere 2. conducting 3. purpose 4. nugget 5. turbulence 6. interrogated 7. basis

### Etiquette tips

Answer key:

1. Never be caught without business cards. Hand them over with pride and confidence and don't forget to smile.
2. In North America and Europe, business cards are treated quite casually. But in other cultures, business cards are considered part of a business person's persona, and it is improper etiquette to write on or fold business cards.
3. It is not proper to try to exchange business cards during a meal. Cards can be exchanged before or after a meal, but never during.
4. When you go back to your office, jot 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.)

If the person doesn't have a card, use one of yours. Cross out your information, and write his or her contact details 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 address the individual standing in front of you. If you are not sure which name to use (first name or surname?), then use 'formal titles + surname' unless the people you meet tell you otherwise: "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 unless a woman says she prefers Mrs. (US) or Mrs (UK).  
Ms. is used to avoid 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 old-fashioned.
- 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 position, e.g. Mr. Chairman.
- Dr. (US) or Dr (UK) /' daktər/ is a title used to address a doctor, male or female

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?

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 project a genuine interest in someone by repeating their name, but the repetition is more likely to imprint the name on your memory.

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. **A) is not correct**
  - 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. **B) is correct**
  - 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. **C) is not correct**
  - 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. **D) is correct**

**PRACTICE** Introducing someone else

- ◆ 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

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

Answer key:

You: Ms. Wilson, this is Jane Johnson, a new staff member. Jane, Ms. Wilson is our CEO.

Hilary Wilson: Hi, Jane. Nice to meet you.

Jane Johnson: Good morning, Ms. Wilson. Nice to meet you too.

2. Listen and fill in the blanks.

Answer key:

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

#### ➤ Dignitary Introductions

Answer key:

For dignitary introductions, we use very formal expressions. When high-level dignitaries, such as heads-of-

state/ government, high-ranking members of royalty, or ambassadors, are involved, first names are not used. Appropriate wording variations:

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

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

The pleasantries 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 acquaintance.

### ➤ Business Etiquette Quiz

1. The male SVP; Introduce people in business based on rank, not gender or age. In business, the client, guest or visitor outranks the boss or co-worker and should be addressed first.
2. The fund manager; When it comes to introducing clients, always remember that the client is more important. Therefore, if you were introducing a new client to your boss, you would use the client's name first in the introduction.
3. The Finance Manager; Introduce the person of lower rank to the person of higher rank, regardless of age or gender.
4. The correct answer is "D. Ms. Medici". Good business manners dictate that you maintain a certain level of formality. Clients should always be addressed by their honorific or title followed by their last name - until and unless the client asks you to do otherwise. And in business, all women are called "Ms.", regardless of their marital status.
5. The female staff. Basically, when it comes to a business setting, "position" determines rank first, and after that comes gender, and then age. In this case, the position is the same, so female members have higher rank.
6. The senior staff is the answer for the same reason as above. Your senior staff takes precedence over your junior staff.
7. Your manager. If you are introducing people of equal rank in the business world, you should say the name of the person you know better first.
8. A is the correct answer.
9. B is the correct answer.
10. B is the correct answer.
11. B is the correct answer.
12. D is the correct answer. We've all been there. Not remembering names happens to people all the time. There's no shame in confessing that you don't remember someone's name. Say "I am terribly sorry but your name seems to have temporarily slipped my mind. Please help me out."

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

Listening

Answer key:

Do you know a (colleague) at a party who starts talking with someone he/she knows while you just stand there (awkwardly), holding your drink? Not introducing someone causes (embarrassment) You feel terrible to be left in social (limbo). It is (rude) of your colleague not to introduce you. Feeling (slighted) 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**

**Answer Key:**

A-13; B-14; C-1; D-10; E-2; F-16; G-3; H-20; I-12; J-17; K-19; L-6; M-8; N-18; O-5; P-11; Q-15; R-4; S-7; T-9

Fill in the blanks.

**Answer Key:** 1. profuse 2. dignitaries 3. projects 4. connotes 5. addressed 6. misconstrued 7. lapse  
8. persona