

# BUSINESS ENGLISH

## ภาษาอังกฤษธุรกิจ

หลักสูตรประกาศนียบัตรวิชาชีพ พุทธศักราช 2545 (ปรับปรุง พ.ศ. 2546)

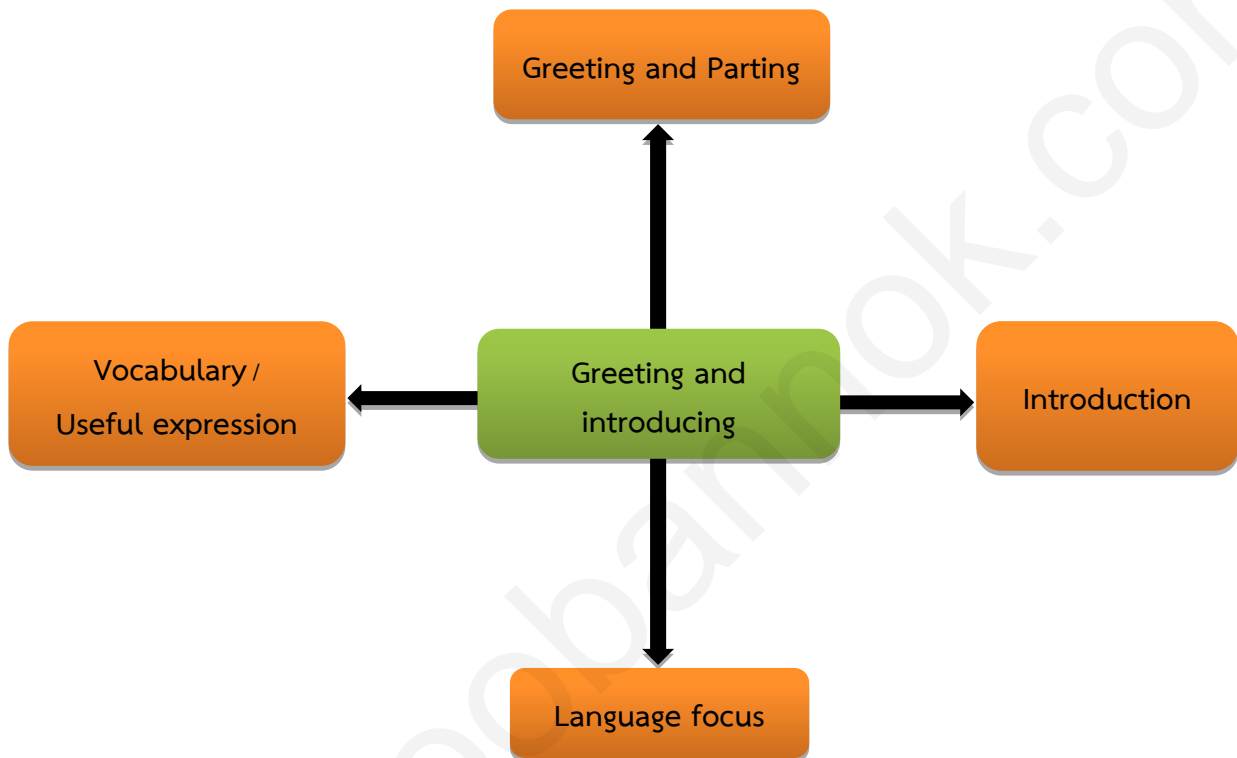


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# > Greeting and Introduction

## Unit 1



Picture 1.1 : Greeting and introducing

**แบบทดสอบก่อนเรียน (Pretest)**

**Direction : Choose the correct response for each dialogue.**

1. A : Good morning. May I introduce myself? My name is Robert Green.

B : \_\_\_\_\_

a. How do you do, Mr. Green?

b. Good morning, Mr. Robert

c. How are you, Mr. Robert?

d. How are you, Mr. Green?

2. A : \_\_\_\_\_

B : Not very well. I have a diarrhea.

a. How is it going?

b. How do you do?

c. What do you do?

d. What's the matter?

3. A : My name is Jennifer Kim.

B : How do you do? \_\_\_\_\_

a. Pleased to meet you.

b. How have you been?

c. What do you do?

d. Fine, thank you

4. A : Hello. How have you been?

B : \_\_\_\_\_

a. Quite well, thanks

b. I've been here for 2 days

c. That's all right

d. Glad to meet you

5. A : Good morning, Felix, This is my brother, Romel

B : Hello. Nice to meet you, Romel.

C : \_\_\_\_\_

a. How have you been?

b. What's your name?

c. Nice to meet you too.

d. See you later.

6. A : Let me introduce myself. My name's Jeffy White.

B : I'm Catherine Benson, Pleased to meet you.

C : \_\_\_\_\_

a. Pleased to meet you too.

b. Enjoy your holiday

c. That's very nice of you.

d. Please call me Pat.

7. A : Judy Jones, \_\_\_\_\_, the new manager.

B : How do you do, Mr. Green?

C : How do you do, Ms. Judy?

a. It's nice to meet

b. May I introduce Mr. Alfred Green

c. I think I know you well.

d. I don't think so

8. A : I'm an accounting clerk. What do you do?

B : \_\_\_\_\_

- a. I'm quite well.
- b. I'm a General Manager.
- c. I'm sending an email .
- d. I work at a Transport Company.

9. A : Who do you work for\?

B : \_\_\_\_\_

- a. A receptionist.
- b. IBM Company.
- c. It's very large company.
- d. I'm in charge of purchasing.

10. A : \_\_\_\_\_

B : She's from Toyota, Thailand.

- |                       |                              |
|-----------------------|------------------------------|
| a. What does she do?  | b. Where is she from?        |
| c. Where does she go? | d. Where does she come from? |

### สาระสำคัญ

ในปัจจุบันนี้ภาษาอังกฤษมีความจำเป็นมากเป็นภาษาที่ใช้ติดต่อสื่อสารกันทั่วโลกทั้งในชีวิตประจำวันและการทำงานโดยเฉพาะในสังคมธุรกิจการติดต่อสื่อสารเป็นสิ่งที่สำคัญเช่นการทักทาย การแนะนำมีรูปแบบ 2 ประเภทใหญ่รูปแบบที่เป็นทางการ (Formal Form) รูปแบบที่ไม่เป็นทางการ (Informal Form) ซึ่งการใช้ภาษาในการสนทนานั้นควรให้เหมาะสมกับบุคคลและกาลเทศะเพื่อสร้างความประทับใจให้กับบุคคลที่มาติดต่อธุรกิจ

### จุดประสงค์การเรียนรู้

1. ศึกษาและเข้าใจคำศัพท์ สำนวน ประโยคภาษาอังกฤษเกี่ยวกับการทักทาย การแนะนำตนเองและผู้อื่นได้ในการติดต่อกิจตามวัฒนธรรมของเจ้าของภาษา
2. เข้าใจและปฏิบัติการฟังพูดเกี่ยวกับการทักทาย การพูดแนะนำตนเองและผู้อื่นได้ ที่ใช้ในชีวิตประจำวัน ทั้งแบบเป็นทางการและไม่เป็นทางการ
3. ปฏิบัติทักษะการอ่านและการเขียนเกี่ยวกับการทักทายและการแนะนำให้รู้จักกันทั้งรูปแบบแนะนำตนเองและผู้อื่น และใช้โครงสร้างทางภาษาได้อย่างถูกต้อง
4. เห็นคุณค่าของการใช้ภาษาในเรื่องการทักทาย การแนะนำตนเองและผู้อื่น ไปประยุกต์ใช้ในชีวิตจริงในสังคมธุรกิจและการทำงาน
5. เสริมสร้างลักษณะนิสัยของความมีมนุษยสัมพันธ์ระหว่างการสนทนาที่ต้องมีการทักทายกัน
- 6.

### สาระการเรียนรู้

1. Vocabulary
2. Saying Opening and Closing Conversation
  - 2.1 Opening
  - 2.2 First Meetings
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    - 2.2.2 Informal
    - 2.2.3 Asking for Information
    - 2.2.4 Various
  - 2.3 Closing
  - 2.4 Introduction
    - 2.4.1 Introducing Yourself



## 2.4.2 Introducing Others

## 2.5 Greeting and Introducing Responses

**3. Language Focus**

## 3.1 Simple Questions and Answer Forms

## 3.1.1 Verb to be: is, am, and are

## 3.1.2 Verb to do: do and does

## 3.1.3 Questions &amp; Short Answers by 'be' and 'do'

## 3.1.4 Questions &amp; Answers by Question Words

## 3.2 Pronouns

## 3.2.1 Subjective Pronouns

## 3.2.2 Objective Pronouns

## 3.2.3 Possessive Adjectives

## 3.3.4 Possessive Pronouns

## 3.3.5 Reflexive Pronouns

**เนื้อหาสาระ****1. Vocabulary**

English	Thai
accountant (n.)	พนักงานบัญชี
colleague (n.)	เพื่อนร่วมงาน
engineer (n.)	วิศวกร
secretary (n.)	เลขานุการ
behavior (n.)	พฤติกรรม
great (adj.)	เยี่ยม
introduce (v.)	แนะนำ
department (n.)	แผนก
approach (v.)	เข้าใกล้
greet (v.)	ทักทาย
in charge of (idm.)	รับผิดชอบ
personal (adj.)	ส่วนบุคคล

nice (adj.)	ดี
office (n.)	สำนักงาน
etiquette (n.)	มารยาท
appropriate gestures (n.)	ท่าทางที่เหมาะสม
polite language (n.)	ภาษาที่สุภาพ
shaking hands (n.)	จับมือ
important (adj.)	สำคัญ
manner (n.)	ท่าทาง

### Useful Expressions

## 2 Saying Opening and Introduction

### 2.1 Opening or Greeting

It is an act of communication in which human beings intentionally make their presence known to each other, to show attention to, and to suggest a type of relationship (formal or informal) between individuals or groups of people coming in contact with each other. Greetings sometimes are used just prior to a conversation or to greet in passing, such as on a sidewalk or in an office. While greeting customs are highly cultural and situation-specific and may change within a culture depending on social status and relationship, they exist in all known human cultures. Greetings can be expressed both audibly and physically, and often involve a combination of the two. This topic excludes military and ceremonial salutes but includes rituals other than gestures. A greeting can also be expressed in written communications, such as letters and emails.

A greeting can consist of an exchange of formal expression, a simple kiss, a hand shake or a hug. The form of greeting is determined by social etiquette, as well as by the relationship of the people.

*Western Greeting**Asian Greeting***Picture 1.2:** GreetingsSource: <http://www.en.wikipedia.org/wiki/Greeting>**A. Say when meeting someone**

- ▶ *Hello.* (Formal) —————▶ *Hello.* (Formal)  
 ▶ *Hi.* (Informal) —————▶ *Hi.* (Informal)

**B. Say when meeting someone usually between 12.00 am. - 12.00 pm.**

- ▶ *Good morning* (Formal) —————▶ *Good morning.*

**C. Say when meeting someone usually between 12.00 pm. – 6.00 pm.**

- ▶ *Good afternoon.* (Formal) —————▶ *Good afternoon.* (Formal)

**D. Say when meeting someone for the first time**

- ▶ *How do you do? It's nice to meet you*



- ▶ *How do you do? It's nice to meet you too.*

**E. Say when asking how someone is feeling**

- ▶ *How are you?* —————▶ *I'm fine thank you.*



- |                             |       |                                  |
|-----------------------------|-------|----------------------------------|
| ▶ <i>How is it going?</i>   | ————→ | ▶ <i>Very well, thank you.</i>   |
| ▶ <i>How are you doing?</i> | ————→ | ▶ <i>Quite well, thank you.</i>  |
| ▶ <i>How is everything?</i> | ————→ | ▶ <i>Not so well, thank you.</i> |

## 2.2 First Meetings

When meeting someone formally for the first time, we shake their hand and say “How do you do?” or “Pleased to meet you. You should remember that “How do you do?” isn’t really a question; it just means “Hello.”

When young people meet informally they sometimes say “Give me five!” and slap their hands together (high five). Generally we do not shake hands with people we know well.

First impressions are a really important aspect of any culture. Introducing yourself and others in the correct way has various do's and don'ts of etiquette. Here are the examples of greeting expressions.

Greeting	Responses
<b>Formal</b> ▶ Good morning. I'm very pleased to meet you. ▶ How do you do? It's very nice to meet you. ▶ Good evening. I'm delighted to meet you. <b>Informal</b> ▶ Hello. Glad to meet you. ▶ Hi. Pleased to meet you.	<b>Formal</b> ▶ Good morning. I'm very pleased to meet you. ▶ How do you do? It's very nice to meet you too.  <b>Informal</b> ▶ Hello. Glad to meet you too. ▶ Hi. Pleased to meet you too.

**Dialog 1:** Mr. Bean meets Mrs. Brook, one of his colleague, and her husband in the street.

**Mr. Brook:** Good morning, Mrs. Brown.

**Mrs. Brown:** Good morning, Mr. Bean. How are you?

**Mr. Brook:** I'm fine thanks, and you?

**Mrs. Brown:** Not too bad. Mr. Bean, this is my husband Michael, Michael this is Mr. Bean my colleague.

- Mr. Brown:** Pleased to meet you.
- Mr. Brook:** Pleased to meet you too. Are you from Germany, Mr. Brown?
- Mr. Brown:** Yes, East Germany, from Dresden. And you, are you from London?
- Mr. Brook:** No, I'm from Derby, but I live in London now.
- Mrs. Brown:** Well, goodbye Mr. Brook, it was nice to see you.
- Mr. Brook :** Yes, goodbye.

### 2.3 Closing or Farewell

Farewell is very important to close a conversation. It is an etiquette. There are many expressions in parting. It can be used in saying goodbye. Here are some examples below.

Expressions	Meaning
▶ I have to go now. / I must leave now.	ฉันต้องไปแล้วล่ะ
▶ I really must be going.	ผมจะต้องไปจริง ๆ แล้ว
▶ It's getting late.	นี่ก็สายมากแล้ว
▶ I'm going for .....	ฉันต้องไปต่อ
▶ It's time to say goodbye.	ถึงเวลาต้องบอกลากันแล้ว
▶ Say hello to .....	ฝากสวัสดีคุณด้วยนะ
▶ See you again. / See you later. / See you then.	แล้วพบกันใหม่
▶ See you soon.	แล้วพบกันเร็ว ๆ นี้
▶ See you again tomorrow.	แล้วพบกันวันพรุ่งนี้
▶ See you again on.....	แล้วพบกันใหม่วัน.....
▶ See you again next time.	พบกันใหม่โอกาสหน้า
▶ See you again next week/month/year.	พบกันใหม่ (สัปดาห์ / เดือน / ปี) หน้า

#### Dialogue 1

- Jacky:** It's time to say goodbye. Say hello to your mother for me.
- Tom:** All right. Please keep in touch.
- Jacky :** Certainly. Goodbye.

**Dialogue 2**

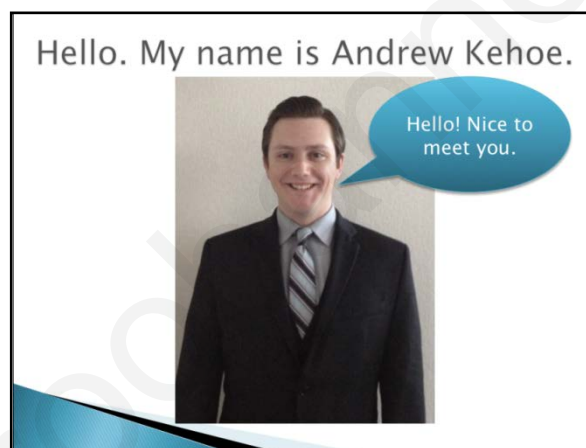
**Penjai:** I must leave now. I'm going for a job interview.

**Natty:** Goodbye and good luck.

**Penjai:** Thanks. Goodbye.

**2.4 Introduction**

There might be occasions where you will have to introduce yourself. For example, if you are meeting a new colleague or an associate, you might start off by extending your hand and saying "Hello! I am .....". If you have been introduced earlier to someone, do not assume that the person would remember you and be prepared to reintroduce yourself should it be necessary. There are some useful tips below.



**Picture 1.4:** Introducing Yourself

Source: [www.entrepreneur.com](http://www.entrepreneur.com) (November 9, 2013)

**A. Greeting and introducing yourself**

Identification	Responding
<b>Formal</b> <ul style="list-style-type: none"> <li>• Good morning**, I'm . . . I'm from...</li> <li>• Hello, my name is . . . I work for...</li> <li>• I'd like to introduce myself. I'm... I'm with . . .</li> <li>• Good afternoon, May I introduce myself. My name is ..... I'm in</li> </ul>	<ul style="list-style-type: none"> <li>• It's nice to meet you.</li> <li>• I'm pleased to meet you .</li> <li>• How do you do?</li> </ul>

charge of . . . <ul style="list-style-type: none"> <li>• Good afternoon, May I introduce myself. My name is ..... I'm responsible for . . .</li> </ul> <b>Informal</b> <ul style="list-style-type: none"> <li>• Hi, I'm . . .</li> </ul>	<ul style="list-style-type: none"> <li>• Nice/Good to meet you.</li> </ul>
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**B. Introducing others**

Identification	Responding
<b>Formal</b> <ul style="list-style-type: none"> <li>• I'd like you to meet my co-worker, Collin Beck</li> <li>• Allow me to introduce myself/my colleague, Ms. Winters</li> <li>• Let me introduce you to my colleague, Dean Richards.</li> <li>• Mrs. Conway , I'd like you to meet Mr. Johnson.</li> <li>• May I present Miss Linda.</li> </ul>	<ul style="list-style-type: none"> <li>• How do you do?</li> <li>• It's a pleasure meeting you.</li> <li>• I'm pleased to meet you.</li> </ul>
Identification	Responding
<b>Informal</b> <ul style="list-style-type: none"> <li>• This is my boss, Mr. Stratford.</li> <li>• Jared, this is my secretary, Barbara.</li> <li>• Have you met, Jason? Jason, this is Teresa.</li> <li>• Hi, I'm Jill Watson.</li> <li>• I don't believe we've met. I'm Greg.</li> </ul>	<ul style="list-style-type: none"> <li>• Good to meet you.</li> <li>• Nice to meet you.</li> <li>• My pleasure</li> </ul>
<b>Important body language to remember:</b> Smile, eye contact, firm handshake.	

## C. Asking personal information

In the questions to get information we use question words (Who, Which, What, When, Where, How) to begin questions.

Question	Answer
<ul style="list-style-type: none"> <li>What do you do?</li> <li>Where do you live?</li> <li>Where is Mr. Han from?</li> <li>Who does Ms. Zhang Yu work for?</li> </ul>	<ul style="list-style-type: none"> <li>I'm an engineer.</li> <li>I live in Seoul.</li> <li>He's from Hong Kong.</li> <li>She works for Hyundai.</li> </ul>



Picture 1.5: Introducing Others

Source: <http://www.dufferinresearchdoo.com/naskutak/index.php>  
(retrieved 10 May 2014)

Formal & Informal of First Meetings and Possible Responses

Introducing Yourself	Introducing Others	Responding to an Introduction	On Leaving
How do you do? My name is Mrs. Hand.	Mrs. Hand, may I introduce my boss, Mr. Smith	Pleased to meet you, Mrs. Hand.	Goodbye. It's a pleasure to have met you.
Hello, Lynne Hand. I'm the owner of this website.	Lynne, I'd like you to meet John Smith, our salesman. John, this is Lynne.	Pleased to meet you.	Goodbye. Nice to have met you.
<b>Informal</b> Lynne Hand.	Lynne, meet John, my husband. John, this is my teacher, Lynne.	Hi, Lynne. How are you?	Bye. It was nice to meet you.

**Dialogue:** Mr. Clark is introducing himself to Mr. Shan in a conference.

**Mr. Clark:** Hello. Let me introduce myself. My name is John Clark

**Mr. Shan:** Nice to meet you. Mr. Clark, I'm Roger Shan.

**Mr. Clark:** Nice to meet you too. Where are you from, Mr. Shan?

**Mr. Shan:** I'm from Belgium, but now I live in Sydney. And you?

**Mr. Clark:** I'm from London.

**Mr. Shan:** What company do you work for?

**Mr. Clark:** I work for Delta.

**Mr. Shan:** What do you do?

**Mr. Clark:** I'm a sales manager.

**Mr. Shan:** Oh sorry. I must go now. See you again next time.

**Mr. Clark:** Please go ahead. See you later.

### 3. Language Focus

#### 3.1. Simple Question and Answer Forms

##### 3.1.1 Verb to be: **is**, **am**, and **are**

Present Tense	
I <b>am</b>	We <b>are</b>
You <b>are</b>	You <b>are</b>
He / She / It <b>is</b>	They <b>are</b>

#### Yes / No Questions – be

Subject and verb change their position in statement and question. We always use the short answer, not only “Yes” or “No” This sounds rude.

Statement	1. You <b>are</b> from Belgium.
Question	2. <b>Are</b> you from Belgium?

#### Note:

≈ If the answer is “Yes”, we always use the long form.

**Example:** – Yes, I **am**.

≈ If the answer is “No” we either use the long or the contracted form (short form)



Example: - No, I **am not**. Or No, **I'm not**.

Verb - be	Subject	Complement	Yes / No	Subject	Verb - be + Not
<b>Are</b>	you	from Belgium?	Yes,	I	<b>am.</b>
<b>Is</b>	he	your friend?	No,	he	<b>is not.</b>
<b>Are</b>	Jane & Rob	from England?	No,	they	<b>are not.</b>

### 3.1.2 Verb to do: **do and does**

Auxiliary	Subject	Verb	Complement	Yes/No	Subject	Auxiliary (+ not)
<b>Do</b>	you	have	a calculator?	Yes,	I	<b>do.</b>
<b>Do</b>	you	have	a new car?	No,	I	<b>do not.</b>
<b>Does</b>	your boss	have	a car?	Yes,	he	<b>does not.</b>
<b>Do</b>	they	contact	a teller?	Yes, No,	they they	<b>do.</b> <b>do not.</b>

### 3.1.3 Questions with Question Words – Be in the Simple Present

Question Words	Verb	Complement	Answer
Where	<b>are</b>	you from?	I'm from Stuttgart.
What	<b>is</b>	your name?	My name <b>is</b> Peter.
How	<b>are</b>	Pat and Sue?	They're fine.

### 3.1.4 Questions with Question Words - Do in the Simple Present

Question Word	Auxiliary	Subject	Verb	Complement	Answer
What	<b>do</b>	you	play	on your computer?	I <b>play</b> games on my computer.
When	<b>does</b>	your mother	go	to work?	She <b>goes</b> to work at 6 o'clock.
Where	<b>do</b>	you	meet	your friends?	I <b>meet</b> them at the bus stop.

## 3.2. Pronouns

<b>Pronoun Chart</b>					
	Subject Pronouns	Object Pronouns	Possessive Adjectives	Possessive Pronouns	Reflexive Pronouns
1 <sup>st</sup> person	I	me	my	mine	myself
2 <sup>nd</sup> person	you	you	your	yours	yourself
3 <sup>rd</sup> person (male)	he	him	his	his	himself
3 <sup>rd</sup> person (female)	she	her	her	hers	herself
3 <sup>rd</sup> person	it	it	its	(not used)	itself
1 <sup>st</sup> person (plural)	we	us	our	ours	ourselves
2 <sup>nd</sup> person (plural)	you	you	your	yours	yourselves
3 <sup>rd</sup> person (plural)	they	them	their	theirs	themselves

Picture 1.6: Pronoun Chart

Source: <http://www.ego4u.com/en/cram-up/grammar/pronouns/>  
Retrieved December 10, 2012

**Definition:** A **pronoun** is a word that takes the place of a noun. Pronouns can be in one of three cases: Subject, Object, or Possessive.

**Here are some examples:**

1. Personal Pronouns - Subject Form

**Example:** **We** have got some books.

2. Personal Pronouns - Object Form

**Example:** The books are for **us**.

3. Possessive Adjectives

**Example:** These are **our** books.

4. Possessive Pronouns

**Example:** The books are **ours**.

5. Reflexive Pronouns

**Example:** He can carry the bags **himself**.

**Note:**

♣ **Pronouns:** A pronoun is used in place of a noun or nouns. Often a pronoun takes the place of a particular noun. This noun is known as the antecedent. A pronoun "refers to," or directs your thoughts toward, its antecedent. To find a pronoun's antecedent, ask yourself what that pronoun refers to.

≈ A **subjective pronoun** acts as the subject of a sentence – it performs the action of the verb. These subjective pronouns are *he, I, it, she, they, we, and you*.

≈ An **objective pronoun** acts as the object of a sentence and it receives the action of the verb. The object pronouns are *her, him, it, me, the, us and you*.

≈ We use **possessive adjectives** to show who owns or ‘possesses’ something. The possessive adjectives are *her, his, it, my, our, their and your*.

≈ A **possessive pronoun** tells you who owns something. The possessive pronouns are *hers, his, its, mine, ours, theirs, and yours*.

≈ A **reflexive pronoun** refers back to the subject of a sentence. The reflexive pronouns are *herself, himself, itself, myself, ourselves, themselves, and yourselves*. Each of these words can also act as an intensive pronoun.

### Activity

#### Listening Practice



#### Dialogue 1 : Introduce yourself to the colleague

**Situation :** Mr. Stirland works in the Sales Department. He is the new Sale Manager. He introduces himself to his colleague.

**Mr. Stirland :** Good morning. May I introduce myself? My name is Robert Stirland. I’m the new Sale Manager.

**Ms. Ross :** How do you do? Mr. Stirland. I’m Jenny Ross. I’m the Head of Administration in the Marketing Department.

**Mr. Stirland :** Pleased to meet you, Ms. Ross. Please call me Rob.

**Ms. Ross :** Thank you, Rob. Welcome to Blueberry Systems.

**Mr. Stirland :** Thank you.

**Task 1 :** Listen to the conversation . Check (✓) in which expressions you heard these statements.

Expressions	Check (✓)
1. How do you do? Mr. Stirland.	
2. Mr. Johnson. I'd like to introduce you to Mr. Andrew Scott.	
3. Welcome to Blueberry Systems.	
4. Good morning. May I introduce myself?	
5. Good morning, I'm Janet Johnson from the Jiffy.	

**Dialogue 2 : Introducing another person**

**Situation :** Ms. Green, the receptionist introduces Barbara Johnson to Mr. Andrew Scott, the Marketing Manager.

**Receptionist :** Ms. Johnson. I'd like to introduce you to Andrew Scott, the Marketing Manager. Mr. Scott, this is Barbara Johnson. She is the new secretary.

**Mr. Scott :** (Shakes hands) Nice to meet you, Ms. Johnson.

**Ms. Johnson :** Nice to meet you too.

**Mr. Scott :** I hope you enjoy working here.

**Ms. Johnson :** Thank you very much Mr. Scott.

**Task 2 : Listen to the following dialog and fill in the missing information.**

**Situation :** Ms. Green, the \_\_\_\_\_ introduces Barbara Johnson to Mr. Andrew Scott, the \_\_\_\_\_ Manager.

**Receptionist :** Ms. Johnson. I'd like to \_\_\_\_\_ you to Andrew Scott, the Marketing Manager. Mr. Scott, this is Barbara Johnson. She is the new secretary.

**Mr. Scott :** (Shakes hands) Nice to \_\_\_\_\_ you, Ms. Johnson.

**Ms. Johnson :** Nice to meet you too.

**Mr. Scott :** I hope you \_\_\_\_\_ working here.

**Ms. Johnson :** Thank you very much Mr. Scott.

**Dialogue 3: Greeting people you know**

Ms. Johnson : Good afternoon, Mr. Scott.

Mr. Scott : Good afternoon ,Barbara. How are you?

Ms. Johnson : I'm fine, thank you. And you?

Mr. Scott : I'm good, thank you. Are there any messages for me?

Ms. Johnson : Yes, there are . They're on your desk.

Mr. Scott : Great!

**Task 3 :** According to the dialogues above. Write T if the statements are true and F if they are false.

- \_\_\_\_\_ 1. Barbara's Boss is Mrs. Scott.
- \_\_\_\_\_ 2. There is a message on Mr. Scott's desk.
- \_\_\_\_\_ 3. Ms. Johnson's first name is Barbara.
- \_\_\_\_\_ 4. Mr. Scott's messages are on his fax machine.
- \_\_\_\_\_ 5. They are talking in the

**Task 4:** Listen and practice the dialogues above.

**Speaking Practice**



**Task 5:** Barbara Brown meets her boss for the first time. How does she greet him?  
Mark appropriate greetings with a ✓ and inappropriate greetings with a ✗.

- 1. \_\_\_\_\_ Hello. I'm Barbara Brown.
- 2. \_\_\_\_\_ Hi! Boss. How is it going?
- 3. \_\_\_\_\_ Good morning, sir. My name is Barbara Brown.
- 4. \_\_\_\_\_ How do you do? I'm Barbara Smith.
- 5. \_\_\_\_\_ Good evening sir. How are you today?

**Task 6:** Are these expressions formal or informal? Check (✓) the right box.

**Situation:** Meeting a business acquaintance: We generally use formal expressions with strangers, and informal expressions with friends.

Expressions	Formal	Informal
1. Good morning, Mr. Asano	( )	( )
2. How are you doing?	( )	( )
3. Hello, Brian	( )	( )
4. Hi, Peter	( )	( )
5. How do you do?	( )	( )
6. How are things?	( )	( )
7. Pleased to meet you.	( )	( )

### Reading Practice



#### Greetings and Introduction in Business

Proper etiquette is important in business greetings. Make sure to use polite language such as “please” and “thank you”. Gestures should also be used. Shaking hands is common in most English speaking countries. It is also important to smile.

#### *Greeting and Introduction*

##### Tips

1. Introduce yourself with name and title.
2. Shake hands.
3. Express happiness to meet the other person.
4. Give or accept directions.

##### Introduction

Manners are very important in every country but different countries have different ideas about what good behavior and good manners are. Nowadays, many people travel abroad, so it is important to learn a little about what to do (and what not to do) in a foreign country.





Here are a few rules of introduction which are useful to remember:

1. Men are introduced to women
2. Old friends to new comers
3. Young people to older ones
4. A young girl to a married woman

Socially women are never presented to a man unless he is the Head of state or a member of the Royal family.

The simplest form of introduction is the pronouncing of the two names:

**1. Man to man**

- Mr. Walters, Mr. Jordan
- Mr. Walters, this is Mr. Jordan.

**2. Man to woman**

- Miss Blake. Mr. Jordan.
- Miss Blake, this is Jack Jordan.

The more formal forms of introduction are:

**3. Man to man**

- Mr. Walters, may I introduce Mr. Jordan.
- Mr. Walters, I'd like you to meet Mr. Jordan."

**4. Man to woman**

- Miss Blake, may I introduce my assistant, Jack Jordan?
- Miss Blake, I'd like you to meet my assistant, Jack Jordan.

**Task 5:** Write **T** if the statements are **true** and **F** if they are **false** according to the passage.

- \_\_\_\_\_ 1. When you introduce yourself only tell your name.
- \_\_\_\_\_ 2. Always introduce men to women.
- \_\_\_\_\_ 3. Always introduce young people to older ones.
- \_\_\_\_\_ 4. Appropriate titles and gestures shouldn't be used.
- \_\_\_\_\_ 5. Mrs. Blake, may I introduce my assistant Mr. Robert?

**Task 6:** Write the summary from the passage.

**1. Tell the proper etiquette in greetings;**

- 1.1 \_\_\_\_\_
- 1.2 \_\_\_\_\_
- 1.3 \_\_\_\_\_
- 1.4 \_\_\_\_\_

## 2. Tips for greetings;

- 2.1 \_\_\_\_\_
- 2.2 \_\_\_\_\_
- 2.3 \_\_\_\_\_
- 2.4 \_\_\_\_\_

## 3. The rules of introduction;

- 3.1 \_\_\_\_\_
- 3.2 \_\_\_\_\_
- 3.3 \_\_\_\_\_
- 3.4 \_\_\_\_\_

## Writing Practice



**Task 7:** Read the information in the chart and write into sentences.

Personal Information					
Picture	Name	From	Lives	Company	Job
	Ping Lin	China	Singapore	Lenovo	Accountant
	Robert Stirland	England	Thailand	BMW	Engineer
	Jim Federix	Cameroon	Hong Kong	IBM	Marketing Manager
	Sascha Funk	Germany	New York	Apple	Sales Manager

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_

**Task 8:** Put the following forms of be (am, are, is) into the blanks. Do not use short / contracted forms.

1. My mother \_\_\_\_\_ a Sales Manager.
2. Ours colleagues \_\_\_\_\_ not at the office today.
3. Risa's manager \_\_\_\_\_ from Singapore.
4. I \_\_\_\_\_ a Production Manager.
5. The weather \_\_\_\_\_ quite nice today.
6. Peter Corp \_\_\_\_\_ a Marketing Manager from Apple Company.
7. My friend \_\_\_\_\_ in the cafeteria now.
8. \_\_\_\_\_ you from Sheffield?
9. Mr. Yochida \_\_\_\_\_ the President's Secretary.
10. Hey John! Who \_\_\_\_\_ you with?

**Task 9:** Complete the following sentences with do, does, don't, doesn't in the blanks.

1. My mother likes chocolate cake, but she \_\_\_\_\_ like fruit cake.
2. What \_\_\_\_\_ the children wear at your school?
3. Lynn's father watches soccer on TV, but he \_\_\_\_\_ watch to do.
4. Where \_\_\_\_\_ the Masons buy their fruit?
5. \_\_\_\_\_ the cat like to sleep on the sofa?
6. Jane flies to Rome. She \_\_\_\_\_ fly to Venice.
7. Where \_\_\_\_\_ Sam and Ben hide their CDs?
8. We eat pizza, but we \_\_\_\_\_ eat hamburgers.
9. \_\_\_\_\_ Mrs. Miller read magazines?
10. \_\_\_\_\_ the boys play cricket outside?



8. A : I'm a programmer. What do you do?

B : \_\_\_\_\_

- a. I'm an accounting Manager.
- b. I work at a Transport Company.
- c. I'm quite well.
- d. I'm sending an email .

9. A : Who do you work for?

B : \_\_\_\_\_

- a. A receptionist.
- b. ICT Company.
- c. It's very large company.
- d. I'm in charge of purchasing.

10. A : \_\_\_\_\_

B : She's from Honda, Thailand.

- a. Where is she from?
- b. What does she do?
- c. Where does she come from?
- d. Where does she go?