

JACK C. RICHARDS DAVID BYCINA

PERSON TO PERSON

Communicative speaking and listening skills

BOOK 2

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UNIT 1

Haven't we met before?



1.

Tom: Aren't you Jim McDonald?

Jim: Yes, that's right.

Tom: I believe we met at a sales conference last year. I'm Tom Bradshaw.

Jim: Oh, yes. I remember. How've you been?

Tom: Just fine. And you?



2.

Alan: Excuse me. Haven't we met before?

Penny: I don't think so.

Alan: You work for Pan Am, don't you?

Penny: Yes, that's right.

Alan: I think I met you at Bert Conway's party last May.

Penny: Oh, really?

Alan: Well anyway, my name's Alan Baxter.

Penny: Mine's Penny Jacobs. Nice to meet you.



3.

Bill: Have you two met before?

Ellen: No, I don't think we have.

Bill: Well, let me introduce you then. Ellen Robbins, this is my friend, Ted Newman.

Ted: Nice to meet you.

Bill: Ellen's a chemist.

Ted: Oh, are you?

Ellen: Yes, I work for Bristol Myers. And what do you do, Ted?

Ted: Oh, I'm an accountant.

GIVE IT A TRY**1. Reintroducing yourself (1)**

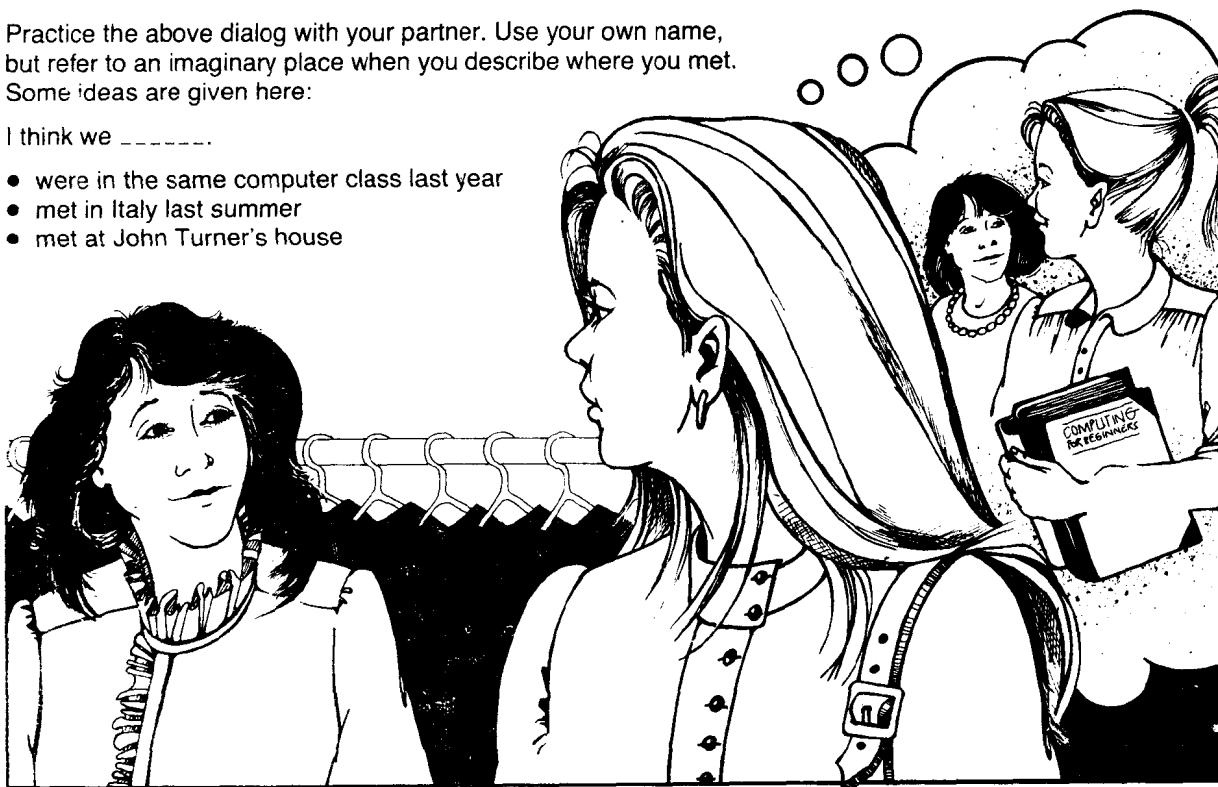
- Aren't you *Jim McDonald*?
- ▷ Yes, that's right.
- I | believe | we met at a sales conference last year.
| think |
- My name's *Tom Bradshaw*.
- ▷ Oh, yes. I remember. How've you been?
- Just fine. And you?

Practice 1

Practice the above dialog with your partner. Use your own name, but refer to an imaginary place when you describe where you met. Some ideas are given here:

I think we

- were in the same computer class last year
- met in Italy last summer
- met at John Turner's house

**Practice 2**

On a small piece of paper, write: your name, your current school or job, the name of the high school or university you attended, your home town, and a place you have visited. Exchange papers with your partner. Then practice the dialog again. This time use the "real" information you have about your partner to tell him/her where you think you met.

2. Reintroducing yourself (2)

- Aren't you from **Seattle**?
- ▷ Yes, that's right.
- I thought so. I think we met at a conference there last year.
- ▷ Oh, yes, I remember. It's good to see you again.

Practice 1

You think you recognize someone you've met, but you're not sure of his/her name. Practice conversations like the one above, using the cues that follow. Alternate roles so that you and your partner each get practice starting the conversation. Student A will ...

Start like this:

And continue like this:

- | | |
|---|--|
| 1. Don't you work for General Motors? | ... met at a sales conference last year. |
| 2. Didn't you go to Boston University? | ... were in the same dormitory. |
| 3. Don't you come from San Diego? | ... met at the country club once. |
| 4. Didn't you go to Taft High School? | ... were in the same class. |
| 5. Don't your children go to Todd School? | ... met at a parents' meeting. |
| 6. Aren't you a friend of Jan Kimble's? | ... met at a party last May. |

Practice 2

Now try this dialog again. This time use the information you exchanged with your partner earlier.

3. Identifying someone and being told you are mistaken

- Aren't you **Jim McDonald** from **Seattle**?
- Don't you work for **General Motors**?
- Didn't you graduate from **Boston University**?
- ▷ No, I 'm not.
don't
didn't
- Oh, sorry.

Practice

Write the names of

two actors or actresses: _____

two cities: _____

two companies: _____

two universities: _____

Now use the cues you have just written to practice asking and answering questions like the ones above. Be sure that your answers are like those in the model.

Student A

Student B

- | | |
|---------------------|------------------|
| 1. Aren't you_____? | 1. No, I'm not. |
| 2. Don't you_____? | 2. No, I don't. |
| 3. Didn't you_____? | 3. No, I didn't. |

4. Asking whether you've met before

<p>▶ Excuse me. Haven't we met before? I met you Don't I know you from somewhere?</p> <p>▶ I'm not sure. Have we? you? Do you?</p> <p>▶ You work for Pan Am, don't you? You're an engineer, aren't you?</p>	
<p>▷ Yes, that's right.</p> <p>▶ I think I met you at Bert Conway's we met party last May.</p> <p>▷ Oh, really? did we?</p>	<p>▷ No, I don't. You must have the wrong I'm not. person.</p> <p>▶ Oh, sorry.</p>
<p>▶ Well, anyway, my name's Alan Baxter.</p> <p>▷ Mine's Penny Jacobs. Nice to meet you. I'm</p>	

Practice 1

You see someone you think you've met before. You don't remember the person's name, but you remember something about him/her. Practice this conversation.

Student A

A: Excuse me. Haven't we met before?
B:
A: You work for Pan Am, don't you?
B:

Student B

A:
B: I don't think so.
A:?
B: Yes, that's right.

Practice 2

Practice the dialog again two or three times. Student A asks Student B questions, choosing from these cues:

1. work for IBM
2. are from Chicago
3. go to UCLA
4. are an engineer
5. were on the tennis team
6. studied at Harvard

Student B responds either affirmatively (*Yes, that's right*) or negatively (*No, I'm not/wasn't/don't/didn't*).

Practice 3

Now continue the conversation and say where you think you met. Student A can choose from the cues below, and each partner supplies his/her own name.

Student A

A: Excuse me. Haven't we met before?
 B:
 A: You work for Pan Am, don't you?
 B:
 A: I think *we met at Bert Conway's party*.
 B:?
 A: Well, anyway, my name's.....
 B:

Student B

A:?
 B: I don't think so.
 A:?
 B: Yes, that's right.
 A:
 B: Oh, really?
 A:
 B: Mine's.....

Student A says, *I think we ...*

OR *I think I ...*

- | | |
|------------------------------------|--|
| 1. met at Bert Conway's party | 4. met you on the Riviera |
| 2. were neighbors for a short time | 5. saw you at a conference last August |
| 3. were in the same class | 6. have seen you around campus |

Now change roles with your partner and practice the conversation again.

5. Introducing another person

<p>► Have you two met before? ▷ No, I don't think we have. so.</p>	<p>► Do you two know each other? ▷ No, I don't think we do. so.</p>
<p>► Well, let me introduce you, then. <i>Ellen, Miss Peters,</i> this is my friend, <i>Ted Newman, colleague, Mr. Newman.</i></p> <p>▷ <i>It's very nice to meet you.</i> <i>I'm very glad</i> <i>pleased</i> <i>How do you do?</i></p> <p>● Glad to meet you.</p>	

Practice 1

In groups of three, introduce a "friend" to another "friend." Use first names.

Practice 2

You are at a business conference. Again in groups of three, introduce your colleague to another businessman/woman.

6. Talking about occupations

▶ Ellen	's a chemist. works for Bristol Myers.
▷ Oh,	really? are you? do
• Yes, I	work for Bristol Myers. And what do you do, Ted? 'm a chemist.
▷ Oh, I	'm an accountant. in the import-export business. work for Universal Imports.

Practice 1

Still in groups of three, continue introducing your friends/colleagues to each other. Follow the model above.

Practice 2

Now put exercises 5 and 6 together and practice introducing two friends from the beginning.

7. Introducing another person more formally

▶ Excuse me,	Ted.	I'd like	to introduce	Ellen Peters.
	Mr. Newman.		you to meet	
Ms. Peters*	is a chemist (at Bristol Meyers). at Bristol Meyers.			

* In formal social situations, it is traditional to use Miss /*mis*/ for unmarried women and Mrs. /*misiz*/ for married women. In professional settings, it is common to use the title Ms. /*miz*/, which does not distinguish women on the basis of marital status.

Practice

Now you are in a more formal setting. Introduce your partner to two other people in the class using titles (Mr., Mrs., Miss; Ms., etc.) and last names. They will respond with, "It's very nice to meet you." "How do you do?" Your partner will continue the conversation by asking what the other person does.

LISTEN TO THIS

1. Look at the five pictures. You are going to hear four conversations. Listen. Where do you think the people are? Look for the appropriate picture and put the number of the conversation next to it. Does the second speaker recognize the first one? Check "yes" or "no" under the picture.



☐ yes ☐ no



☐ yes ☐ no



☐ yes ☐ no



☐ yes ☐ no



☐ yes ☐ no

Now listen again and check your information.

2. You are going to hear three conversations. In each one, people are making introductions. Listen to the introductions and match each name on the left with the information that is given about that person on the right. The first one has been done as an example.

Conversation 1

Jeannie Turner is Mr. Turner's — boss
wife

Don McNeil is Mr. Turner's — colleague
sister
daughter



Conversation 2

Murray Goldman is — a political science student
a business student

Jack Anderson is — a philosophy student
an economics student
a geography student
an engineering student



Conversation 3

Mr. Jiménez is in — the Marketing Department
the Accounts Office

Ms. Rosetti is in — the International Division
the Public Relations Department
the Personnel Department
the Sales Department

Now listen again and check your answers.



UNIT 2

Would you mind telling me?

LEGAL ASSISTANT

Prestigious law firm seeks bright college grad for entry level position. Ideal candidate will have excellent communication skills and broad educational background. Position involves heavy client contact and some case research. Typing and steno necessary. Growth opportunity. Excellent benefits.

Ms. Blake: Let's discuss your educational background, Miss Kelly, you were an English major, weren't you?

Ms. Kelly: Yes. That's right. It was my best subject at college.

Ms. Blake: Fine. And could you tell me what kind of work experience you've had?

Ms. Kelly: My last position was with Loomis and Martin. That's a law firm in Sacramento.

Ms. Blake: And when was that exactly?

Ms. Kelly: From 1980 to 1983.

Ms. Blake: Uh huh.

Ms. Kelly: Before that I worked for Bishop and Baldwin. That was from 1978 to 1980. And I've been doing free-lance work for the last few months.

Ms. Blake: Well, Ms. Kelly, your qualifications for the job are excellent. Could you tell me what kind of salary you are expecting?

Ms. Kelly: Well, in my last job I was making \$1500 a month. I understand that this position has a starting salary of around \$1600 a month.

Ms. Blake: That's right.

Ms. Kelly: That would be fine with me.

Ms. Blake: And is there anything you'd like to ask about the job?

Ms. Kelly: Yes, I'd like to know if the company provides opportunities for further education.

Ms. Blake: Yes, our employees are allowed to take up to six hours a week at full pay, to attend college courses.

Ms. Kelly: That's very generous.

Ms. Blake: Is there anything else you'd like to know?

Ms. Kelly: No, not at this time.

Ms. Blake: Well, I've enjoyed meeting and talking with you. We'll call you within the week.

Ms. Kelly: Thank you. I appreciate the time you've given me.

GIVE IT A TRY**1. Confirming information**

▶ You	were an English major, weren't you? take shorthand, don't you?
▶ Yes,	that's right. I was. I do.

Practice

Student B is being interviewed for a job. Student A asks questions using the cues below. Student B answers, giving additional information if possible. For example:

A: You read the job description, didn't you?

B: Yes, I did. It sounds like a very interesting job.

1. are a college graduate
2. can use a word processor
3. were active in school organizations
4. have taken courses in business
5. have worked in a law firm before
6. will be able to start work this month

2. Asking questions in formal situations

▶ Could Would	you tell me what kind of work experience you've had?
▶	My last position was with <i>Loomis and Martin</i> . That's a law firm in Sacramento. Before that I worked for <i>Bishop and Baldwin</i> . That was from 1978 to 1980. And I've been doing free-lance work for the last few months.

Practice 1

Student A interviews Student B for a job and starts by asking what sort of work experience he/she's had. Student B can answer as he/she chooses. Student A listens and then asks further questions if necessary to find out:

1. what the name of her/his last employer was
2. how long he/she worked there
3. who her/his superior was
4. how much he/she earned

Practice 2

Now do the interview again, but this time fill in the form below as you ask the questions.

EMPLOYMENT HISTORY

Name of last employer _____ Position _____
 Name of supervisor _____
 Length of service _____ Salary _____
 Reason for leaving _____

3. Asking for clarification

- (And) when was that (exactly)?
 where was that
 what did you do there
- ▷ From 1980 to 1983.
 Sacramento.
 I was a *secretary*.

Practice 1

Look at the resumé summaries below. Student B will take the part of Bill Wingard, and Student A will talk to him about his business experience. Then alternate roles, using the other resumé summaries. Use this model.

A: Could you tell me what kind of business experience you've had?

B: My last position was at _____.

A: And when was that exactly?

B: _____.

A: Where was that?

B: _____.

A: I see. And what did you do there?

B: _____.

Name: Bill Wingard
Employer: Texas Instruments
Location: Houston, Texas
Dates: 1980-1984
Responsibilities:
 Supervise staff training program

Name: Marilyn Price
Employer: Olivetti Business Machines
Location: Phoenix, Arizona
Dates: 1978-1984
Responsibilities:
 prepare sales manuals

Name: Koji Takano
Employer: RCA Corporation
Location: California Los Angeles
Dates: 1981-1984
Responsibilities:
 supervisor in purchasing dept.

Practice 2

Interview your partner. Ask about his/her education.

A: Could you tell me where you went to high school?
college?
graduate school?

B: _____

A: When was that exactly?

B: _____

A: I see. And what did you study there?

B: _____

Practice 3

Interview your partner. Ask about his/her work experience.

A: Have you ever worked part time or during the summer?

B: Yes, I have.

No, I haven't.

A: Where was that?

B: _____

A: And what did you do exactly?

B: _____

A: Are you working now?

B: Yes, I am.

No, I'm not.

A: When did you start your present position?

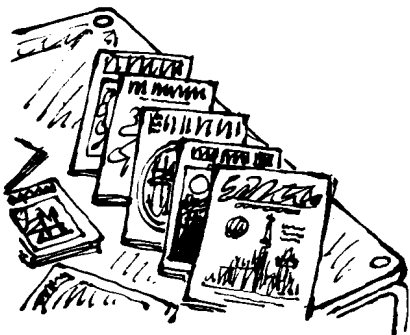
B: _____

A: And what do you do there exactly?

B: _____

Ask these questions.

1. how you found out about this position
2. what kind of work experience you've had
3. what you majored in in college
4. what kind of salary you expect



4. Asking for further information

► I'd like to know if whether the company provides opportunities for further education.
 what the salary is.

► Yes, you can take up to 6 hours a week for college courses.
 Well, this position has a starting salary of \$1600 a month.

Practice 1

You are applying for a position with the Lord Motor Company.
 Ask questions about the following:

1. if there is a retirement plan
2. whether medical insurance is available
3. if there are recreational facilities.
4. if overtime is available

Practice 2

Try it again. This time ask about these things:

1. what the starting salary is
2. how long the vacation is
3. what kind of recreational facilities there are
4. how much the company pays for medical insurance

**LORD
MOTOR COMPANY**

Join a company that cares!

- 38½ hour working week; 8:30 – 5:00
- overtime available
- complete medical insurance for all employees (company pays half)
- all staff fully covered by our retirement plan
- exercise and recreational facilities available at all major plants (gym and pool)
- Starting salary: \$20,500 – \$22,000
- 7-day vacation

5. Closing an interview

► Well, I've enjoyed meeting and talking with you. We'll call you within the week.

► Thank you. I appreciate the time you have given me.
 I look forward to hearing from you.

Practice

This time, you are applying for a position with the Bank of Chicago. Practice a conversation like the one in Exercise 4. This time ask what the working hours are. Then Student B will close the interview following this model:

B: Are there any other questions?

A: No, I don't think so.

B: Well, I've enjoyed.....

A: Thank you. I appreciate.....

Clerk, foreign exchange
 department
 salary: \$1200 per month
 vacation: 14 days a year
 hours: 9:00-5:00
 Monday to Friday
 No weekend work.