

创新
职业英语

Oral English in Business

职场英语口语

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Unit 1

Meeting Business People



Unit Objectives

After studying this unit, you are able to effectively use communication skills to:

- greet people in different countries
- introduce yourself and others
- meet business partner at the airport or other workplaces
- proceed small talks with the guest
- receive business visitors in the company

I. Starting up

Task 1 Look at the following pictures, and tell the different greeting ways each picture stands for.



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

Task 2 Cross out the job titles which are often used in greeting.

☐ manager

☐ professor

☐ software engineer

☐ chief accountant

☐ project manager

☐ general manager

☐ sales director

☐ business manager

☐ vice chairman

Task 3 Look at the pictures and discuss the questions below with your partner.



1. Where are these people when this encounter occurs?
2. What is the likely relationship between them?
3. How do you greet these people when you meet them?
4. Do you know the etiquette of introducing people? What are they?
5. What kind of clothes should you wear when you meet clients?

Task 4 Tick the boxes to show which expressions in the sheet are often used in meeting people.

Hi, I'm Mike. Are you George Brown?

☐

I'd like to introduce my manager to you.

☐

It's a great honor to meet you.

☐

Good evening. What can I do for you?

☐

I'm Margaret, but everyone calls me Peggy.

☐

I have been looking forward to meeting you.

☐

II. Listening Activities



Task 1 Listen to the short dialogues, and fill in the blanks with what you have heard.

1. A: Excuse me. _____?

B: Yes, I am.

A: _____. I am Mike Brown, the assistant of Mr. Martin.

2. A: Good morning, I _____ at 10:30.

B: Are you Mr. Jackson of International Trade Corporation?

A: Yes, _____.

3. A: Good morning, Mr. Johns. _____.

B: Nice to see you. A good beginning gets you half way to success. _____.

4. A: _____? Was it comfortable?
 B: On the whole, it's not too bad. _____.
5. A: _____? We've got a limo waiting outside.
 B: Thank you.

Task 2 Listen to the dialogue, and then decide whether the statements are true or false.

- ☐ 1. Mr. Kent is from Collins Trade Company.
☐ 2. Miss Zhang is from the same company as Mr. Kent.
☐ 3. The service in the plane is not so good.
☐ 4. The journey is long but enjoyable.
☐ 5. Miss Zhang helps Mr. Kent with his luggage.

Task 3 Listen to the dialogue and choose the best answer for each of the following questions.

1. Where is Elinor Bray from? ()
 A. USA. B. UK. C. Canada. D. China.
2. Whom does Elinor have an appointment with? ()
 A. Mr. Long. B. Mr. Young. C. Mrs. Long. D. Mrs. Young.
3. What does the receptionist give to Elinor? ()
 A. A new credit card. B. New service about credit card.
 C. The material of new service. D. A brochure.
4. Who wants to open a new credit card? ()
 A. Elinor's sister. B. The manager. C. Elinor. D. Nobody.
5. Where does the conversation most probably take place? ()
 A. In a company. B. In a bank. C. In a bar. D. In a store.

Task 4 Fill in the blanks with the exact words you have heard.

When greeting new people it's important to remember your manners. Some situations may 1 you to be very polite, while others may be more casual or 2 . In general, if you are meeting someone for the first time it's best to be as 3 as possible. This is especially true if the person is older than you or in a 4 of authority. When meeting someone new for the first time, it is very common to shake hands. If someone 5 his hand out to shake your hand when he meets you, it would be considered 6 not to shake his hand. In some countries, though, it may be considered 7 to hug or kiss someone when

you first meet them. This is common in countries in ____8____ and South America. However, this practice is usually only for people who you are already well ____9____ with. You would never hug or kiss a ____10____.

III. Situational Dialogues

Dialogue 1

Situation: Mr. Gao and his secretary Miss Li are waiting at the International Arrivals Hall at an airport. Mr. Gao holds a large sign reading “Welcome Ms. Jones” and Miss Li holds a bunch of flowers. Ms. Jones walks through the Green Exit. And then she sees the sign, waves and goes towards them.

A=Mr. Gao, B=Ms. Jones, C=Miss Li

A: Excuse me, are you Ms. Jones?

B: Yes, I'm Miranda Jones from Flora Garment Trading.

A: My name is Gao Hua. I'm the sales manager for Yuetian Sweaters. How do you do, Ms. Jones?

B: How do you do? It's very nice of you to come to meet me.

A: You're welcome. And may I introduce my secretary, Miss Li?

B: Sure. It's a pleasure to meet you, Miss Li.

C: The pleasure is mine. The flowers are for you, Ms. Jones.

B: Oh, thank you. They are beautiful.

A: How was your flight, Ms. Jones?

B: Very nice. The service on board was superb. And I managed a few hours' sleep, so I feel fine now.

A: I'm glad to hear that. Oh, let me help you with your luggage.

B: Thank you.

A: Is this your first visit to China?

B: No. But it's my first visit to Hangzhou. I hope it won't be my last.

A: I hope you will have a pleasant stay here.

B: I'm sure I will.

A: Our car is out in the parking lot. Shall we drive to your hotel now?

B: Yes, thank you. Let's go.

C: This way, please.

Dialogue 2

Situation: Xiao Meng is a secretary of a foreign trade company. Jenny White is the sales manager of the Pioneer Computer Company. Mr. White comes to Xiao Meng's company to see the manager. Xiao Meng receives him.

A=Xiao Meng, B=Jenny White

A: Good morning, sir. Can I help you?

B: Yes, I'd like to see your manager, Mr. Zhou.

A: Do you have an appointment?

B: Oh, I'm afraid not. But I'll only take a few minutes of his time.

A: Could I have your name, please?

B: White. Jenny White. I'm from Pioneer Computer.

A: May I know your purpose of this visit?

B: To let him know the advantages of our products over other brands. Here is my card.

A: Thank you. Sit down, please, Mr. White. Let me see if he is available... I am sorry, Mr. White, Mr. Zhou is in the middle of a very important meeting at the moment. Would you like to see someone else in the company?

B: No, I must see Mr. Zhou. I can wait.

A: He can't finish his meeting until 12:30. Besides, he has a lunch appointment at 12:50.

B: Really?

A: I'm afraid Mr. Zhou can't see you today. But I'll ask him to get in touch with you later. I'll give him your name card.

B: Thank you very much.

A: Thank you for coming. Good-bye.

B: Good-bye.

Dialogue 3

Situation: Miss Cheng Hua, sales assistant of Xidebao Silk Company, is receiving Mr. Alan Cooper, sales manager of ICB Textile Co., Ltd., at her stand at the spring trade fair.

A=Cheng Hua B=Alan Cooper

A: Good morning, sir. Welcome to our booth.

B: Good morning. Your booth was arranged very nicely.

A: Thank you for your compliment. Would you like to have a seat?

B: Thanks.

A: May I introduce myself? I'm Cheng Hua, the sales assistant. Here is my business card.

B: Thank you. Here is mine.

A: Thank you. Oh, Mr. Cooper, you are from Canada. Have you heard of our company before?

B: Sorry. Would you tell me something about it?

A: OK. Our company is engaged in silk production for many years, and our products have been sold all over the world.

B: May I know some of your new products?

A: OK, here is the brochure. All our products are shown in it.

B: Thank you. I am really interested in your products.

A: I'm glad to hear that. If possible, you are welcome to our factory to look around.

B: Thank you. I will contact you when I come.

A: I am looking forward to seeing you soon.

Vocabulary

- | | |
|------------------------------------------|------------------------------------|
| 1. bunch <i>n.</i> 束, 串, 捆 | 2. exit <i>n.</i> 出口, 通道 |
| 3. garment <i>n.</i> 衣服; 服装 | 4. sweater <i>n.</i> 毛衣; 运动衫 |
| 5. superb <i>adj.</i> 极好的; 华丽的; 丰盛的; 豪华的 | 6. purpose <i>n.</i> 意志; 目的; 作用 |
| 7. advantage <i>n.</i> 益处; 优越(性) | 8. brand <i>n.</i> 商标; 牌子 |
| 9. available <i>adj.</i> 可获得的; 有空的 | 10. booth <i>n.</i> 售货棚, 摊位; 公用电话亭 |
| 11. compliment <i>n.</i> 恭维; 敬意; 道贺; 致意 | 12. engage <i>v.</i> 从事; 紧密结合 |
| 13. brochure <i>n.</i> 小册子; 册子 | 14. on board 在船(火车, 飞机, 汽车)上; 已装船 |
| 15. parking lot 停车场 | |

Task 1 Make sentences according to the examples.

1. Excuse me, are you Mr. Peter Smith from the United States?

1) 请问, 您是法国来的Krauss小姐吗?

2) 请问, 您是来自苹果公司的Brown先生吗?

2. I am Hong Mei, the sales manager for Yuetian Sweaters.

1) 我叫赵强, 是Ivy公司的市场部经理。

2) 我叫江琳, 是翔鹏国际贸易公司的总经理。

3. May I introduce my secretary, Miss Li?

1) 向您介绍一下销售员刘先生。

2) 向您介绍一下经理王先生。

4. Allow me to introduce Mr. Song, our marketing manager to you.

1) 请允许我向您介绍我们总经理, 王先生。

2) 我介绍一下我们的新上司。

5. We've reserved a room for you on the 18th floor in the Friendship Hotel.

1) 我们已经在黄龙饭店为您预订了一间5楼的单人房。

2) 我们已经在我公司对面的新华宾馆为你们预订了一间双人房。

Task 2 Fill in the blanks with the expressions given in the box. Then act the dialogue out with your partner.

- A. I'll be all right by tomorrow and ready for business.
 B. We have talked to each other so many times over telephone.
 C. Call me Tina, please, Mr. Cooper.
 D. Please allow me to introduce myself first.
 E. If you need any help, please don't hesitate to tell me.
 F. It's a pleasure to have an opportunity to come to Hangzhou.

Z=Zhang Ding, C=Cooper

Z: Excuse me, are you Mr. Cooper from Silver Brother's Inc.?

C: Yes, I am.

Z: 1 I'm Zhang Ding from Sunshine Company. I am here to meet you.

C: Glad to meet you. I feel that we have known each other for a long time.

Z: Of course. 2 It's very nice to finally meet you.

C: Thank you. 3

Z: The pleasure is ours. We hope your visit will reinforce our business relations. Let me take your luggage for you. It looks heavy.

C: That's all right. I can manage.

Z: How was the journey?

C: On the whole, it's not too bad. 4

Z: I wish you a pleasant stay here. 5

C: Thank you, Miss Zhang.

Z: 6 If everything is ready, we'd better start for the hotel. We've reserved a suite for you at Xinhua Hotel.

C: Oh, thank you very much, Tina. Let's go.

Z: This way, please. Our car is waiting outside.

Task 3 Complete the short dialogues by translating the Chinese into English.

- A: Hello. Mr. Li, haven't see you for ages. _____ (欢迎到我们公司来).
 B: Hello, I'm really pleased to see you again.
- A: Excuse me, are you Roy?
 B: Yes, I am. You are...
 A: Oh, _____ (我是新来的). My name is Ding Feng.
- A: Mr. Li, _____ (能否向您介绍一下我们总经理)?

B: How do you do, Mr. Li? Nice to meet you.

4. A: Hello. _____ (请允许我介绍一下我自己). My name is Sarah.
I am from America.

B: Oh, hello, Sarah. Nice to see you. I'm Lin Hong.

5. A: Good morning. Are you Mr. Brown from America?

B: Yes, I am Brown.

A: I am Xiao Ming from ICB Company. _____ (我们公司派我来这接您).

B: That's so nice of you.

IV. Communication Activities

Task 1 Practice the following patterns with your partner, using specific information of your own if necessary.

Starter	Response
Greeting	
1. Good morning/afternoon/evening, sir/madam. 2. Glad/Nice/Pleased to meet you. 3. Welcome to our company. 4. Here is my name card. 5. It's very nice to have a chance to meet you. 6. How are things going with you?	1. Good morning. 2. Nice to meet you, too. 3. Thank you. 4. Thank you. Here is mine. 5. I am very glad to meet you. 6. As usual./Couldn't be better, thanks.
Introducing oneself and others	
1. How do you do? My name is... 2. Allow me to introduce myself. I'm Susan Li, the receptionist from the Friendship Hotel. 3. Hi, I'm Mike. May I know your name please? 4. Let me introduce you to each other. This is..., and this is...	1. How do you do? I am... 2. How do you do? My name is... 3. Hi, I'm... 4. Nice to meet you.

Task 2 Based on Situation 1 and Situation 2, make up dialogues according to the clues given.

Situation 1: You two meet for the first time. Exchange greetings and get acquainted.

Clue Card A	Clue Card B
<p>You are Zhang Wei, a secretary from ABC company. You need to:</p> <ul style="list-style-type: none"> - Exchange greetings. - Introduce yourself. - Ask about Miss Smith's journey. - Tell her your arrangement for her accommodation. 	<p>You are Judy Smith from USA, the production manager of the Sunshine Company, USA. You need to:</p> <ul style="list-style-type: none"> - Exchange greetings. - Introduce yourself. - Tell something about your journey. - Thank Mr. Zhang for his arrangement.

Situation 2: You are receiving a client (Milton White), who has an appointment with your boss (Mr. Thompson) in your company.

Clue Card A	Clue Card B
<p>You are Xiao Liu, a secretary of Xinyu International Trade Company. You need to:</p> <ul style="list-style-type: none"> - Exchange greetings. - Ask the purpose. - Ask him to take off coat. - Ask him to wait for some time. - Ask him to have a drink. - Tell him to see the boss. 	<p>You are Milton White, the sales manager of the ICB Company. You need to:</p> <ul style="list-style-type: none"> - Exchange greetings. - Tell the appointment time and purpose. - Take off your coat. - Thank her. - Want white coffee with sugar. - Thank her.

Task 3 Translate the following Chinese sentences into English orally.

1. 很荣幸见到您。我叫Thomas Clinton.
2. 请问您尊姓大名?
3. 请问, 如何称呼您?
4. 自我介绍一下, 我叫王芳, 是本公司销售经理。
5. 您的行李看起来很重, 我来帮您拿吧。
6. 您的行李都齐了吗?
7. 车在出口, 请随我来。
8. 如果您需要任何帮助, 请一定告诉我们。
9. 我们在酒店给您订了一间房。希望您在此过得愉快。
10. 如果您愿意等一会儿, 我想他是愿意见您的。

Task 4 Group work

Work in groups of 4–6 students. Each group plays the situational drama in a company. The roles are visitors, receptionists, secretaries, managers, etc. The group members discuss the roles assignment and carry out the presentation in class.

V. Summarizing

A: Useful Expressions When You Greet People

The most simple one:

Hi/Hello.

Based on time of day:

Good morning/afternoon/evening/night.

Common greetings:

How are you?

How are you doing?

How are things going?

When people meet for the first time:

Nice/Glad/Pleased to meet you!

How do you do? (shake hands)

When people meet after a period of time:

Long time no see.

It's been a long time.

I have missed you very much.

I haven't seen you for years/ages.

B: Key Sentences in Meeting People

1. Allow me to introduce myself.
2. Would you like me to introduce our manager?
4. How about your flight?
5. Is this your first visit to China?
6. Is there any trouble going through the customs?

7. What can I do for you?
8. Here is my business card.
9. Do you have an appointment in advance?
10. Have a seat and get a drink.

C: Tips for Meeting Etiquette

Etiquette in meeting people:

1. Always act in a polite and professional manner.
2. Stand up when you meet someone.
3. Put a smile on your face.
4. Look at the people you meet.
5. Introduce yourself immediately.
6. Extend your hand as you give your greeting.
7. Use first names of people.
8. Receive the name card with both hands.

Unit 2

Making Business Calls



Unit Objectives

After studying this unit, you are able to effectively use communication skills to:

- make business calls in a polite way
- answer business calls in a polite way
- use different ways to make business contact
- proceed phone conversations

I. Starting up

Task 1 Look at the following pictures, and tell the different ways of making business contact each picture stands for.



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

Task 2 Cross out expressions which are often used in making business calls.

- ☐ Please hold on.
- ☐ One moment, please.
- ☐ Just hang on a minute, please.
- ☐ The line is engaged.

- ☐ Just a minute, please.
- ☐ Don't hang up, please.
- ☐ Hold the line for a minute.
- ☐ Wait a moment, please.