

English at work 1

Communicating face to face



1 Speaking English at work

All of these people speak English at work: *a hotel receptionist, an English teacher, a computer salesman, a ticket inspector on a train.*

Who do they speak to? Are their conversations long or short? Do they speak about the same thing all the time or about different things? What questions do you think these people often hear?

2 A visit to a company

2a Anita goes to Bristol to see Ms Flemming. Work with a partner. Write the phrases in blue in the gaps. (R = receptionist, A= Anita, F = Ms Flemming, C = Charles Ford)

<i>this is</i>	<i>say goodbye</i>	<i>have a good trip</i>
<i>I'm fine</i>	<i>your name</i>	<i>got an appointment</i>
<i>a lot for</i>	<i>how are you</i>	<i>you're welcome</i>
<i>and you</i>	<i>take a seat</i>	<i>nice to see you</i>
<i>Let's go</i>	<i>call me Sonia</i>	<i>very kind of you</i>
<i>Let me</i>	<i>introduce you</i>	<i>How do you do</i>

Introducing a visitor to a work colleague

F: Charles, have you got a moment? Can I to Anita Möllmann? Anita, Charles Ford, our sales manager.
A: How do you do?
C:?
F: Anita's from Munich.
C: Ah ... do you work in the travel business, too?
A: Yes, I do.

Arriving for an appointment

R: Good morning, can I help you?
A: Yes, I've with Ms Flemming.
R: And, please?
A: Möllmann, Anita Möllmann.
R: Please for a moment.
A: Thank you. ...
R: Ms Möllmann ... Ms Flemming can see you now. Please come with me.

Saying goodbye

F: Well, goodbye Anita.
A: Thanks everything, Sonia.
F: Oh,
A: Please to Mr Ford for me.
F: Yes, of course. show you the way out. ... Bye – and back to London.
A: Thank you. Goodbye.

Meeting a person again

R: Ms Flemming, Ms Möllmann is here.
F: Ah – hello Anita,?
A:, Ms Flemming,?
F: I'm fine, too. But please
A: Oh – yes. I'm fine, Sonia.
F: Good. It's again, Anita.
A: It's to find the time for me.
F: Oh, no problem. and talk to the sales manager first.

T 1/25 Now listen and check your answers.

2b Which expression do you think is more formal?

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|---------------------|-------------------------|
| 1 a) How do you do? | b) Pleased to meet you. |
| 2 a) This is ... | b) Can I introduce ... |
| 3 a) Let's go ... | b) Please come with me. |
| 4 a) Goodbye. | b) Bye. |
| 5 a) Thanks a lot. | b) Thank you very much. |
| 6 a) No problem. | b) You're welcome. |

2c Choose one of the four situations in 2a. Work with one or two other people and make a dialogue like the dialogues in exercise 2a. Use as many expressions from 2b as you can.