

GENERAL ENGLISH

Lesson 1 - Greetings



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Introduction

Almost every English course, Business English or otherwise, starts with introductions – and quite properly so, as often no one in the classroom knows each other or at least the students often won't know the teacher and it is a good way to warm up the class and get everyone to relax a bit. And it is just good starting point for each course.



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Introduction



While in a typical conversation class the we might focus more on hobbies and interests, in a Business English class our target language following our names should move toward explaining our job functions and our company.

Unless your work setting is quite casual, the best option on the charts below is to use the FORMAL option. It is better to be more formal than to be too casual. Most non-Western cultures can be quite formal on initial meeting and being too informal can damage the potential of the meeting. Remember the Korea adage: *First impressions are everything.*

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Useful Expressions

First Meeting

Identification	Company information
FORMAL: Good morning**, I'm.. Hello, my name is ...	I'm from ... I work for ... I'm with ... I'm in charge of ... I'm responsible for ...
INFORMAL Hi, I'm...	from...
**morning, afternoon, evening	



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Useful Expressions

Response to first meeting

INITIAL GREETING	
Formal: How do you do?	I'm please to (*finally*) meet you. It's nice to (*finally*) meet you.
Informal: Hi, Hello,	Nice / Good to meet you. Pleased to meet you.
RESPONSE TO THE GREETING	
FORMAL	
How do you do?	It's nice to meet you too. I'm pleased to meet you too.
INFORMAL	
How do you do? Hello Hi, (very informal) * finally makes the greeting more cordial and friendly	Nice / Good to meet you too. Pleased to meet you too.

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Exercises

Follow up with the initial response from the host might include:

Formal:

Please have a seat.

Please join us at the table.

Please take a seat.

Can I get you a drink?*

Informal:

Have seat.

Sit over here.

Take a seat.

Would you like a drink?*

Please sit.

* It is polite in many countries to offer tea or coffee to even an unscheduled guest. Later in the day, in certain countries or in a less informal setting, alcohol might be offered.



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Exercises

Activity 1. Practice the following dialog with a partner

A: Good morning, I'm [name] from Anderson Consulting.

B: I'm pleased to meet you, please take a seat.

B: What do you do at Anderson, Mr./Ms. [name]?

A: I'm the Operations Manager, I'm in charge of transportation.

And you, Mr. Mize?

B: I'm Senior Sales Representative here, I supervise our sales people.



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Exercises

Activity 2. Use the chart below and practice the dialog with other students.

	Jung-Ah Hwang	Bill Smith	Wolfgang Zimmer	Nobuo Wakanabe
company	Xerox	IBM	Volkswagen	Honda
job	engineer	systems analyst	purchasing manager	sales manager
duties*	designs photocopiers	oversees software development	buys car parts	supervises their salespeople
* responsibilities				



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Exercises

Activity 3. Now, change the dialog a bit and ask and answer questions about other students in your class, similar to the dialog below:

A: Where does Jung-Ah Hwang work?

B: She works for Xerox.

A: What is her job there?

B: She is an engineer.

A: What does she do?

B: She designs photocopiers.

5 Tips To Create A Positive First Impression

Did you know it takes only three to five seconds for someone to form a first impression? And while you might wish that opinion were based on your intelligence or experience, most studies show that first impressions are shaped by what can be seen or heard in those initial few seconds. What impression are you creating?

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Helpful Reminders

5 Tips To Create A Positive First Impression

Tip #1: Analyze your attire.

Do your clothes project an appropriate personal image? For example, if you're trying to cultivate an executive presence in a fairly formal industry and company, do you dress the part by wearing suits? If you want people to view you as creative, do your clothing (and jewelry) choices reflect your individual creativity? Personal shoppers and stylists are great resources to help you upgrade your wardrobe and overall 'look.'



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Helpful Reminders

5 Tips To Create A Positive First Impression



Tip #2: Role-play your verbal communication. Do you speak clearly, professionally and at an appropriate pace and sound level when first meeting someone? Ask a friend to role-play and look for ways you can modify your verbal communication to create an improved first impression.

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Helpful Reminders

5 Tips To Create A Positive First Impression

Tip #3: Evaluate your non-verbal communication. Do you shake hands like a limp fish? Practice non-verbal communication, such as shaking hands firmly and establishing good eye contact to ensure you aren't doing anything that could damage a good first impression.



5 Tips To Create A Positive First Impression

Tip #4: Examine your attitude. Do you smile when first meeting someone, even if you're busy and have other things on your mind? Are you focusing on that person and giving them your full attention? If not, you might be harming your image.



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Helpful Reminders

5 Tips To Create A Positive First Impression

Tip #5: Scrutinize your grooming (hair, make-up, cleanliness, etc.). Does your hair (and make-up, if female) project the image you want to project? Maybe it's time to consult a stylist for an updated style or sit down with a make-up artist to create a different look.





**Next Lesson:
Introductions**

The End