

# Phone English

## Lesson: B101

### Making introductions and small talk

**Aim: to be able to meet, greet and make introductions.**



### **To be able to make ‘small talk’ with clients and suppliers**

#### A. About you

- Who do you normally do business with in English? Clients/suppliers
- What do you normally say when you meet a new client in English?
- Do you find meeting and talking in English with clients/suppliers easy? Why/why not?

#### B. Making Introductions

Look at the business cards below. Gabriel and Johan are meeting for the first time.

**WorldCargo** ~ ~ ~  
*when it has to be there on time...*

**Gabriel Rodriguez**  
International Advertising Manager

*Av. Correos Martin, Alcobaca, Portugal*  
*Tel: +39 45 67 78 78*  
[www.worldcargo.net](http://www.worldcargo.net)

**Jervis & Ways Ltd**  
Design Consultants

**Johan Bakk**  
Graphic Designer

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#### C. Now read the following exchange with your teacher

**Gabriel** Hello, I'm Gabriel Rodriguez. I'm the international Advertising Manager here at World Cargo. *Pleased to meet you.*

**Johan** *Pleased to meet you, too.* I'm Johan Bakk from Jervis and Ways.

Read it again, but this time, use your own business card details instead of Gabriel's.

# Phone English

## Alternative formal exchanges for a first meeting only

### Gabriel

How do you do?

Good to meet you.

Pleasure to meet you.

### Johan

How do you do?

Good to meet you, too.

Pleasure to meet you.

Notice that when Gabriel says hello, Johan usually would reply in a similar way.

## D. Meeting again.

Some months later, Johan meets Gabriel again at his office. Read the exchange with your teacher.

**Gabriel** Hello, Johan. Good to see you again. *How are you?*

**Johan** *Not bad at all*, thanks. *How are you?*

**Gabriel** *Fine, thanks*. It's good to see you again. How was your trip?

How do the exchanges differ from those in part C? Why do you think this is?

## E. Practice making introductions

Try to use a variety of phrases to introduce:

- Johan to your teacher
- Yourself to a new colleague
- Your boss to your teacher
- Your best friend to your teacher

## Useful phrases

I'd like to introduce you to (my colleague)...

Let me introduce you to...

Have you met...?

I don't think we've met. I'm...

This is....

# Phone English

## F. Making small talk.

Here are the answers. What are the questions?

_____ ?	Johan Bakk.
_____ ?	J-o-h-a-n.
_____ ?	I'm German.
_____ ?	Yes, the flight was fine, thanks.
_____ ?	Jervis & Ways Ltd.
_____ ?	Jervis & Ways Ltd. I'm a graphic designer
_____ ?	Germany, just outside Berlin.
_____ ?	At the Hilton.
_____ ?	3 nights. I go back on Thursday.

## G. Revision

Pretend your teacher is a client coming to visit you for the second time. Greet him/her then continue the conversation.

## H. Homework

Write 3 more typical 'small talk' questions and answers.

_____ ?	_____
_____ ?	_____
_____ ?	_____