

SKILLS

Social English



A CD1.48 Listen to a conversation between two people who have recently met. What is wrong? How can it be improved?

B Work in pairs. In what business situations would you use these expressions?

Congratulations!	I don't mind.	I'm afraid ...	After you.
Cheers!	Excuse me.	Yes, please.	That's no problem.
Make yourself at home.	Sorry.	Could you ... ?	Bad luck.
Help yourself.	It's on me.	That sounds good.	Not at all.

C What would you say in the following situations?

- 1 You don't hear someone's name when you are introduced to them.
- 2 You have to refuse an invitation to dinner with a supplier.
- 3 You are offered food you hate.
- 4 You want to end a conversation in a diplomatic way.
- 5 You have to greet a visitor.
- 6 You have to introduce two people to each other.
- 7 You offer to pay for a meal.
- 8 You have to propose a toast.
- 9 Your colleague has been made redundant.
- 10 You arrive half an hour late for a meeting.

D CD2.1 Listen and compare your answers to Exercise C.

E CD2.2 What can you say in the first five minutes of meeting someone? Match the questions (1–10) to the answers (a–j). Listen and check your answers.

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|---|---|
| 1 Is this your first visit to the region? | a) At the Metropolitan Hotel. |
| 2 Oh really! What do you do? | b) Nearly five years now. |
| 3 How long have you been there? | c) No, I come here quite a lot, but usually to Hong Kong. |
| 4 Have you been to Tokyo before? | d) I'm an Account Director for a marketing company. |
| 5 Business or pleasure? | e) Business, I'm afraid. |
| 6 How long have you been here? | f) Until tomorrow evening. |
| 7 How long are you staying? | g) No, this is my first trip. |
| 8 Where are you staying? | h) Six days. |
| 9 What's the food like? | i) I really like it. There's so much to see and do. |
| 10 So, what do you think of Tokyo? | j) It's very good, but eating at the Metropolitan can be quite expensive. |

F What are the 'safe' topics of conversation for this sort of situation? Which topics would you avoid?

G In your opinion, which of these items of advice for a successful conversation are useful and which are not?

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| 1 Listen carefully. | 5 Ask questions. |
| 2 Give only 'yes' or 'no' answers. | 6 Stay silent. |
| 3 Interrupt a lot. | 7 Keep eye contact. |
| 4 Be polite. | 8 Be friendly. |