

Lesson 2

Greetings and Goodbyes. Introductions

Warming-up.

“For, usually and fitly, the presence of an introduction is held to imply that there is something of consequence and importance to be introduced.” – Arthur Machen

1. Why do you think introductions are important in business communication?
2. What key elements should be included in a professional business introduction?
3. Can you think of a situation where a poor introduction negatively affected a business interaction?
4. How do introductions differ in written business communication (e.g., emails, reports) compared to face-to-face interactions?

I. PRE-READING ACTIVITY

A. Answer the following questions.

1. Do you remember your first meeting with your groupmates? How did your first meeting with your groupmates go? How did you introduce yourselves to each other?
2. Do you often meet new people in your studies or part-time job at the moment? Why or why not?
3. What do you usually say in your native language when you meet someone for the first time?
4. What English words/phrases do you already know that can be useful for introductions?
5. What types of business situations require people to introduce themselves?
6. What goals does an introduction of yourself pursue in the business world?

B. Put the following phrases in the correct order.

1. you / pleased / very / to / I'm / meet

2. working / long / you / been / have / how / for...?

3. meet... / I'd / to / like / you

4. introduce / I / myself / can / name / is... / my

5. first / this / to...? / your / trip / is

6. say / just / I / want / I'm ... / to / 'Hello'.

7. the / in / I / work /... industry

8. interesting / how / oh!

9. with... / mainly / work / I

10. introduce / to... / like / I'd / to / you

C. Complete the table below with types of business situations and the appropriate phrases you already know for each. An example is provided. Be ready to complete the table further.

Types of business situations	Appropriate phrases
1. Introducing yourself	Can I introduce myself?; My name is ...; I just want to say 'Hello'; I'm ...
2. Introducing someone else	
3. Talking about your job	
4. Greeting someone	
5. Making small talk	
6. Showing interest	

D. Business Card (British Council). Practice on reading.

<https://learnenglish.britishcouncil.org/skills/reading/a1-reading/business-cards>

II. ACTIVE READING ACTIVITY

A. Read the following conversation. Based on the completed table, write appropriate phrases in the gaps in the conversation. Then, practice the dialogue in groups of four.

Petra: Hi Cecelia, how are you?

Cecelia: Hi Petra, I was hoping I would see you. How are you?

Petra: I'm great, thanks. _____¹ Juan.

Cecelia: _____² you.

Juan: _____³ too.

Petra: Juan is one of our customers from Spain.

Cecelia: Oh, that's great. _____⁴ Edinburgh?

Juan: I've been to Scotland before, but last time I was in Glasgow. It's very beautiful here. _____⁵ this company?

Cecelia: Around seven years now. _____⁶ Petra, but I do a lot of work in the marketing development too.

Juan: _____⁷. You must be very busy!

Cecelia: Yes, but I really enjoy it.

Mark: Sorry to interrupt. _____⁸ Mark. I will be with Juan tomorrow when we go to the factory.

Cecelia: Before we go, let's exchange business cards.

Juan: That's a great idea. Here's mine.

Cecelia: And here's mine. I look forward to staying in touch.

Juan: I'm very pleased to meet you.

How do you respond to the phrase nice to meet you?

To respond to the phrase nice to meet you, tell the other person that it's nice to meet them, too.

Some ways to say "It's nice to meet you, too" include the following:

Likewise

The pleasure is all mine

I'm glad to meet you, too

It's great to meet you as well

An informal and brief response is "you, too."

"Me too" only sounds right when the other person has said something of themselves, for example "I am pleased to meet you". They have said something about themselves using the pronoun 'I', and you're saying the same is true for yourself with 'me'.

Although "nice to meet you" has a similar meaning, it's really a shortening of "it's nice to meet you" which is a statement about the situation of your meeting, so "me too" as a response isn't strictly correct.

I am pleased to meet you – Me too

Nice to meet you – You too

B. Here are more examples of business conversations. Listen, practise and enrich your vocabulary by adding new business situations and appropriate phrases to the table above.

<https://learnenglish.britishcouncil.org/skills/speaking/a1-speaking/meeting-new-people>

<https://learnenglish.britishcouncil.org/skills/speaking/a2-speaking/talking-about-personal-interests>

<https://learnenglish.britishcouncil.org/skills/speaking/a2-speaking/showing-interest>

<https://learnenglish.britishcouncil.org/skills/speaking/b1-speaking/keeping-conversation-going>

<https://learnenglish.britishcouncil.org/skills/speaking/b1-speaking/meeting-face-face>

C. Making small talk. A good way to get to know someone you've just met is to make small talk. Match the following questions and answers. Clarify the meaning of highlighted words in a dictionary. Then, practice mini-dialogues in groups of two.

1. Is this your first trip to Scotland?
2. How long have you been working for Roth Industries?
3. How was your trip?
4. Have you been living in Barcelona for long?
5. So, what do you do when you're not working?
6. The weather has been interesting lately, hasn't it?
7. Do you know any good places to eat around here?
8. Have you been to any other countries on business?

a. I do a lot of running. I'm actually in training for an **ultramarathon** next year.

b. Only about a year or so. I'm still **learning the ropes** really.

c. I have a lot of clients in Brussels, so I've been there several times. They took me on an **outing** to Bruges one time which is gorgeous. I really want to go back there.

d. Yeah, if you can handle spicy food, there's a Mexican place that does the best chilli I've tasted outside of Mexico.

e. Yes, it's been very **unpredictable**. But I read that there's going to be a **heatwave** next week.

f. It was quite busy on the plane and I nearly missed **my flight** to San Francisco due to an unpredictable delay. But otherwise, I didn't have any real difficulties.

g. I've lived here for most of my life, although I did spend a couple of years living and working in Porto, but I found the work quite **monotonous**.

h. No. I came here with my family on holiday a long time ago. I see there's been a lot of expansion in Edinburgh since then, but it's still a really beautiful place.

Vocabulary notes

trip – a journey in which you go somewhere, usually for a short time, and come back again

Ex.: She's going on a trip to New York, all expenses paid.

business trip – a journey taken for business purposes

Ex.: She's away on a business trip and won't be back until next week.

journey – an occasion when you travel from one place to another, especially over a long distance

Ex.: Have a safe journey! / Did you have a good journey? / It's a two-hour train journey from York to London.

D. Follow-up questions. A good way to get people talking is to ask them questions about themselves. You can start with small talk questions and then get them to give more information with follow-up questions.

Follow-up questions are needed to find out more information about someone or something.

Part 1: Suggest possible follow-up questions to Exercise C.

Part 2: Find a suitable continuation for five conversations from Part C.

1. – What did you see when you were with your family?

– We drove from Edinburgh to the Highlands, exploring ancient castles and rugged coastlines. We spent plenty of time camping and enjoying the countryside.

2. – What did you do before this?

– I worked in sales for a software company in Silicon Valley for about 7 years. It was really interesting, but I find this job more engaging and challenging.

3. – Have you had problems with the flight before?

– Oh yeah, once I was stuck at the airport in Dubai for almost a whole day, but it's a fantastic airport with so much to do that it turned out to be a really good time.

4. – What was it like living in Porto?

– Life was actually quite fun. There were plenty of charming cafes and scenic streets to explore, and many people my age. I just didn't enjoy my job very much.

5. – How long have you been training for the ultramarathon?

– I ran a marathon just over a year ago and really enjoyed it, so about two months later I decided to push myself further by preparing for an ultramarathon.

[adapted from [linguahouse https://www.linguahouse.com/esl-lesson-plans/business-english/introductions](https://www.linguahouse.com/esl-lesson-plans/business-english/introductions)]

Part 3: Come up with some ideas for other mini-dialogues and continue them. Then, practice in groups of two. Use phrases from the Part B.

III. SPEAKING ACTIVITY

A. Outline at least five main topics for small talks at a business meeting and make up your own vocabulary for each.

Example. Talking about the weather.

“What’s the weather like there?”

“It’s a beautiful day today, isn’t it?”

“The weather has been unpredictable lately, hasn’t it?”
“I heard there might be a heatwave coming up this week.”
“Perfect weather for a productive day, don’t you think?”
“I hope you had a chance to enjoy the lovely weather over the weekend.”
“It’s one of those days when the outdoors looks so inviting.”
“They say this time of year is known for its crisp mornings.”
“This weather really puts a spring in your step!”

B. Below real business situations are provided. Pick up one of them and make up a dialogue according to their context. Stick to the following scheme: greetings, introductions, talking about working issues, keeping small talk, and closing. Then, practice the dialogue in the groups of two.

1. Conference Networking Scenario. At an international business conference held in Prague, professionals from various industries gather for seminars and networking sessions. The conversation starts in a lounge area where two participants meet during a coffee break.

2. Business Mixer at a Networking Event. At an evening networking event hosted in a stylish hotel lobby, professionals gather for informal conversations and exchanges of business cards. The relaxed setting encourages discussion about the event, industry trends, and even the evening ambience.

3. Welcoming a New Colleague in the Office. During the first day in a corporate office, a new employee is introduced in the break room. The conversation is light, focusing on introductions and small talk about the company culture and even the day’s nice weather.

4. Coffee Meeting with a Prospective Client. A consultant meets a prospective client at a local coffee shop to discuss potential business collaborations. The informal setting allows them to introduce themselves and break the ice with some small talk about the pleasant day and the café’s ambience.

5. Business Lunch Meeting. Two professionals meet for a lunch meeting at a quiet restaurant. The conversation begins with a brief introduction and moves into small talk about the restaurant’s ambience and even the pleasant weather outside.

6. Introducing a Business Partner at a Client Meeting. You and your business partner run a consultancy firm specializing in innovative digital solutions. At a networking event, you meet a prospective client interested in your services. To make a strong

impression, you decide to introduce your partner, who is the technical expert behind your successful projects.

7. Introducing a Guest Speaker at a Student Business Seminar. You're a member of your university's Business Club, and your team has organized a seminar on innovative marketing strategies. Your role is to introduce the guest speaker – a seasoned marketing executive with extensive experience in global campaigns – to an audience of students and local professionals. The introduction should be brief, engaging, and highlight the guest's expertise to set the tone for the seminar.

Vocabulary notes

Venue – the place where a public event or meeting happens.

*Ex.: The hotel is an ideal **venue** for conferences and business meetings.*

Keynote speech / address – the most important speech given at a large meeting.

*Ex.: She'll be delivering **the keynote address** at the conference on Friday.*

Ambiance – the character of a place or the quality it seems to have.

*Ex.: Despite being a busy city, Dublin has the **ambiance** of a country town.*

Break room – a room in a workplace that is set aside for employees to use during a break from work, as to relax, socialize, or eat.

Expertise – a high level of knowledge or skill.

*Ex.: We admired the **expertise** with which he prepared the meal.*

Seasoned – experienced, having a lot of experience of doing something and therefore knowing how to do it well.

*Ex.: a **seasoned** traveller, a **seasoned** campaigner for human rights*

Run (a verb) – to be in control of something.

*Ex.: He's **been running** a restaurant/his own company since he left school.*

Insights – (the ability to have) a clear, deep, and sometimes sudden understanding of a complicated problem or situation.

*Ex.: It was an interesting book, full of fascinating **insights** into human relationships.*

Common collocations

Welcome aboard (informal), **welcome on board** (formal) – commonly used in professional or casual settings to welcome a new person to the group or team

Let's grab a coffee – idiom, to get, to buy, to drink a coffee (quickly)

I beg your pardon / beg pardon (short form) – used to ask someone to repeat what they have just said

Ex.: 'The meeting's on Wednesday.' 'I beg your pardon?' 'I said the meeting's on Wednesday.' / "He's been in Haiti for the past two months." "Beg pardon? He's been in Hawaii?" "No, Haiti."

Shall I/ We do (spoken) – used to make a suggestion, or ask a question that you want the other person to decide about

Ex.: Shall I open the window? / Shall we say 6 o'clock, then? / What shall I get for dinner?

Come again?(*idiom, informal*) – used to ask someone to repeat something that you have not heard or understood

IV. POST-READING ACTIVITY

A. Read the following text. Make brief notes on your own.

How to Introduce Yourself Professionally

As you progress in your career, you will meet people who can help you grow professionally. Having a well-prepared professional introduction can make a strong first impression and build valuable connections. Whether you are meeting an interviewer, a supervisor, a mentor, or a business contact, introducing yourself effectively can create opportunities for collaboration and career advancement.

In this article, you will learn how to introduce yourself in a professional setting and make a great impression with practical tips and examples.

Why a Strong Professional Introduction Matters

Knowing how to introduce yourself in a professional environment offers several benefits. A confident and well-structured introduction can make you appear self-assured and competent. Whether you are applying for a job, seeking a mentor, networking, or meeting a potential client, a strong introduction helps create a positive impression. When others perceive you as approachable and professional, they are more likely to remember and engage with you.

Four Effective Ways to Introduce Yourself

1. State Your Purpose Clearly

When introducing yourself, start with your name and job title, but also include additional details that make your introduction more engaging. If you are at a networking event, you might mention your professional interests or what you hope to achieve from the interaction. In an interview, briefly summarize who you are and why you are a good candidate for the position.

Example for a job interview:

"My name is Tara, and I moved to New York City because I am passionate about advertising. I specialize in audience analysis and messaging optimization, and I believe my skills would be a valuable asset to your team."

Adapt your introduction based on the situation. At a formal event, you might offer a handshake and introduce yourself using your full name, while in a casual setting, a simple introduction followed by a friendly question can help start a conversation.

2. Use Confident Body Language

Your body language plays a key role in how your introduction is received. Make eye contact, smile naturally, and speak in a clear, steady voice. A firm handshake (when appropriate) can also reinforce a confident first impression.

Example for meeting a new colleague:

If you meet a new team member, say: "Hi [Name], I'm [Your Name]. I work in [Department], and I look forward to collaborating with you."

Maintain eye contact and use open body language to show engagement.

3. Highlight Your Value

If you are in a professional setting where you need to stand out, such as an interview or networking event, briefly mention what makes you unique. Highlight your key skills, experience, or achievements that are relevant to the conversation.

Example for an interview:

"My name is Ebony, and I have ten years of experience in public relations. I have worked with over 20 destination marketing organizations to boost tourism, increasing visitor numbers by 40% at certain locations."

Providing a specific achievement can make your introduction more memorable.

4. Adapt to the Professional Culture

Before introducing yourself, consider the setting and company culture. Research the organization's website and social media to understand whether the environment is formal or informal. This can help you decide whether to use a formal tone or include a bit of humor in your introduction.

Example for a casual work environment:

"Hi, I'm Yuri, and I'm excited to be part of the team working on the new building project. Looking forward to collaborating with all of you!"

For a more formal setting, keep your introduction professional and concise.

By mastering these techniques, you can introduce yourself with confidence in any professional setting. A well-prepared introduction can help you build meaningful connections and make a lasting impression.

[Adapted from <https://www.indeed.com/career-advice/career-development/introduce-yourself-professionally>]

B. Identify False and True statements based on the text.

1. A professional introduction should always be formal, regardless of the setting.
2. Using confident body language, such as eye contact and a steady voice, helps make a positive impression.
3. Introducing yourself effectively can create opportunities for career growth and collaboration.
4. It is unnecessary to state your purpose when introducing yourself in a professional setting.
5. A strong introduction can make you appear self-assured and competent.
6. Providing specific achievements in an introduction is discouraged, as it may seem boastful.
7. A handshake is always required when introducing yourself in a professional setting.
8. Researching an organization's culture can help you decide on the appropriate tone for your introduction.
9. An introduction should only include your name and job title without additional details.

10. A well-prepared professional introduction can help others remember and engage with you.

C. Answer the questions.

1. Why is having a strong professional introduction important in a career setting?
2. What are some key elements to include when stating your purpose in an introduction?
3. How does body language impact the effectiveness of a professional introduction?
4. Why is it beneficial to highlight your value in an introduction, and how can you do so?
5. How can researching a company's culture help you tailor your introduction?
6. What are some differences between introducing yourself in a formal setting versus a casual work environment?