



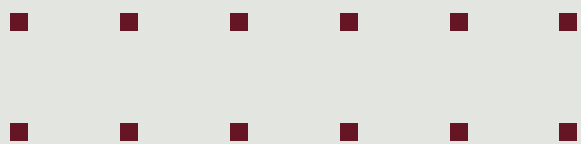
# 1551111

# LISTENING AND SPEAKING IN BUSINESS 1



# UNIT 1

# MEETING PEOPLE





# LESSON OBJECTIVES



1

Introduce oneself and others confidently in a business setting.



2

Develop conversational skills by asking appropriate questions in initial meetings.



3

Present basic information about a company, including its main business areas and goals.



4

Conclude conversations politely, using appropriate closings.



# LESSON CONTENT



**Introductions**

A black and white photograph showing a close-up of two hands shaking in a firm grip, symbolizing an introduction or agreement.

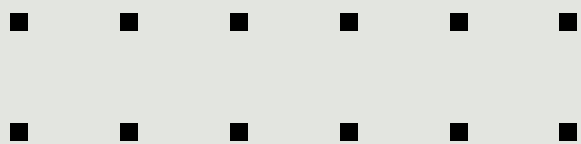
**Talking about  
a company**

A black and white photograph of a modern, multi-story building with a glass facade, viewed from a low angle looking up.

**Developing a  
conversation**

A black and white photograph of three people in business attire. Two men and one woman are standing and engaged in a conversation. One man is holding a small object, possibly a coffee cup.

**Finishing a  
conversation**

A black and white photograph of a woman in a business suit standing behind a desk. She is smiling and looking towards the camera. There are papers and a tablet on the desk.



*Let's start*



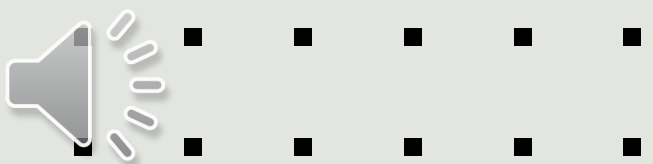
# 01

## INTRODUCTIONS



**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS





**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS





**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS

Do you both know  
each other?

No, I don't  
think we do.

Nice to meet you,  
Alice.

David, this is Alice from LG.  
She's a \_\_\_\_\_. Alice, this is  
David. He works in  
\_\_\_\_\_ at CapCom.

Nice to meet  
you too, David!



**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS

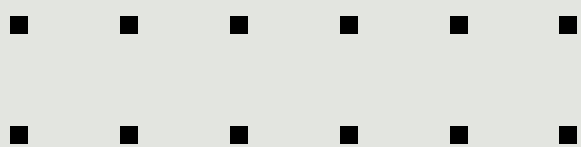
Do you both know  
each other?

No, I don't  
think we do.

Nice to meet you,  
Alice.

David, this is Alice from LG.  
She's a **sales manager**.  
Alice, this is David. He  
works in **IT** at CapCom.

Nice to meet  
you too, David!



**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS

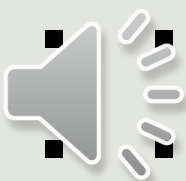
Are you  
Mr. Kenji?

I'm Sandy Ratana from the  
\_\_\_\_\_ branch. Good to  
meet you! Have you been  
waiting long?

Yes, I am.

No, I just  
\_\_\_\_\_ here.

Awesome! Should we  
head to the office?





**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS

Are you  
Mr. Kenji?

I'm Sandy Ratana from the  
**Bangkok** branch. Good to  
meet you! Have you been  
waiting long?

Yes, I am.

No, I just  
**got** here.

Awesome! Should we  
head to the office?



**Practice the conversations with a partner.  
Use your own names and replace the  
information with these ideas.**

## INTRODUCTIONS



training course  
trade fair

useful  
informative

**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS

Do you both know  
each other?

No, I don't  
think we do.

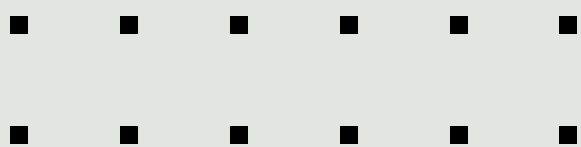
Nice to meet you,  
Alice.

David, this is Alice from LG.  
She's a **sales manager**.  
Alice, this is David. He  
works in **IT** at **CapCom**.

Nice to meet  
you too, David!

accountant  
receptionist

sales at Honda  
marketing at Samsung





**Listen to these conversations.  
Fill in the blanks.**

## INTRODUCTIONS

Are you  
Mr. Kenji?

I'm Sandy Ratana from the  
**Bangkok** branch. Good to  
meet you! Have you been  
waiting long?

Yes, I am.

No, I just  
**got here.**

Tokyo  
New York

arrived  
got off the phone

Awesome! Should we  
head to the office?





## INTRODUCTIONS

### USEFUL PHRASES

#### Formal Introductions:

- Hello, my name is \_\_\_\_\_ and I work at \_\_\_\_\_.
- Good morning, \_\_\_\_\_. It's a pleasure to meet you.
- Let me introduce myself; I'm \_\_\_\_\_ from \_\_\_\_\_.

#### Informal Introductions:

- Hi, I'm \_\_\_\_\_. Nice to meet you!
- Hello, there! I'm \_\_\_\_\_. What's your name?

# INTRODUCTIONS

## USEFUL PHRASES

### Group Introductions:

- Everyone, this is \_\_\_\_\_. She/He is a/an \_\_\_\_\_.
- I'd like to introduce you all to \_\_\_\_\_, who works in \_\_\_\_\_.

### Introducing colleagues

- This is my colleague, \_\_\_\_\_, who works in (department).
- I'd like you to meet \_\_\_\_\_, our (position).



# INTRODUCTIONS

## TASK

Imagine you have just met someone at a business conference. Use the phrases and concepts you've learned to introduce yourself and explain your role and work.

### Formal Introductions:

- Hello, my name is \_\_\_\_\_ and I work at \_\_\_\_\_.
- Good morning, \_\_\_\_\_. It's a pleasure to meet you.
- Let me introduce myself; I'm \_\_\_\_\_ from \_\_\_\_\_.

### Informal Introductions:

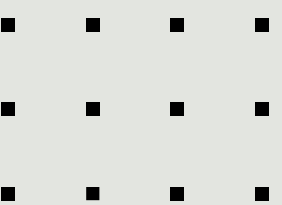
- Hi, I'm \_\_\_\_\_. Nice to meet you!
- Hello, there! I'm \_\_\_\_\_. What's your name?

### Group Introductions:

- Everyone, this is \_\_\_\_\_. She/He is a/an \_\_\_\_\_.
- I'd like to introduce you all to \_\_\_\_\_,
- who works in \_\_\_\_\_.

### Introducing colleagues

- This is my colleague, \_\_\_\_\_, who works in (department).
- I'd like you to meet \_\_\_\_\_, our (position).





# 02

## DEVELOPING CONVERSATIONS



# DEVELOPING CONVERSATIONS

## SMALL TALK



Decide if the questions below are suitable ☒ or not suitable ☒ to ask in a first conversation.



Is this your first trip to Bangkok?

Have you ever been fired?

How long have you worked there?

Are you married?  
Do you have kids?

What do you like most about your job?

How much do you make?

Who do you work for?

What is your religion?

What do you enjoy doing in your free time?



# DEVELOPING CONVERSATIONS

## SMALL TALK



Decide if the questions below are suitable ☒ or not suitable ☒ to ask in a first conversation.



Is this your first trip to Bangkok?



Have you ever been fired?



How long have you worked there?



Are you married?  
Do you have kids?



What do you like most about your job?



How much do you make?



Who do you work for?



What is your religion?



What do you enjoy doing in your free time?



# DEVELOPING CONVERSATIONS

## SMALL TALK



Listen to John and Alisa's conversation. Which question does John ask Alisa?



Who do you work for?

I work for HSBC. \_\_\_\_\_?

I work for Citibank. Is this your first trip to Chicago?

No, I come to Chicago every year.

Yes, it is. \_\_\_\_\_?



# DEVELOPING CONVERSATIONS

## SMALL TALK



Listen to John and Alisa's conversation. Which question does John ask Alisa?



Who do you work for?

I work for HSBC.  
**How about you?**

I work for Citibank.  
Is this your first trip to Chicago?

No, I come to Chicago every year.

Yes, it is.  
**And you?**



# DEVELOPING CONVERSATIONS

## SMALL TALK

Practice the conversation with a partner.



Who do you work for?

I work for HSBC.  
How about you?

I work for Citibank.  
Is this your first trip to Chicago?

No, I come to Chicago every year.

Yes, it is.  
And you?



# DEVELOPING CONVERSATIONS

## TASK

Start a conversation and ask about different topics like job, nationality, travel experience, etc. Use the questions below:

### Job:

- Who do you work for?
- What do you do?
- How long have you worked there?
- What do you like most about your job?
- How long have you worked there?

### Journey:

- How was your flight?
- Was it a long travel?

### Travel experience

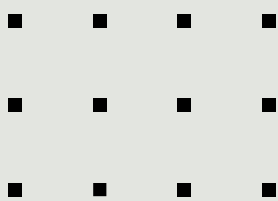
- Is this your first trip to Bangkok?
- What do you think of Bangkok?

### Nationality/Home

- Where are you from?
- Where are you based?
- What's your nationality?
- Which part of Canada are you from?

### Others:

- What languages do you know how to speak?
- What do you enjoy doing in your free time?
- Have you read any good books lately?
- What's your favorite type of food?





03

## TALKING ABOUT A COMPANY





**Listen to the following conversations  
and complete the notes.**

## **TALKING ABOUT A COMPANY**

### **Conversation 1**

**Company name:**  
**Main area of business:**  
  
**Other information:**

### **Conversation 2**

**Company name:**  
**Main area of business:**  
  
**Other information:**



**Listen to the following conversations  
and complete the notes.**

## **TALKING ABOUT A COMPANY**

### **Conversation 1**

**Company name:** Samsung

**Main area of business:**  
electronic products

**Other information:**  
main office - South Korea  
3,000 retail stores  
open more stores next year

### **Conversation 2**

**Company name:** Pink Massage and Spa House

**Main area of business:**  
spa and massage services

**Other information:**  
celebrity customers  
Bangkok and nearby provinces branches  
go international



# TALKING ABOUT A COMPANY

## READ THE FOLLOWING DESCRIPTIONS.

### Samsung

- Samsung **produces** electronic products.

### Pink Massage and Spa House

- Pink Massage and Spa House **provides** massage and spa services.

## TALKING ABOUT A COMPANY

### READ THE FOLLOWING DESCRIPTIONS.

#### Samsung

- Samsung **produces** electronic products. We **have** 3,000 retail stores worldwide. We **plan to** open more stores next year.

#### Pink Massage and Spa

- Pink Massage and Spa House **provides** massage and spa services. We **have** branches in Bangkok and nearby provinces. We **plan to** go international and open branches in China and USA.

# TALKING ABOUT A COMPANY

## TASK

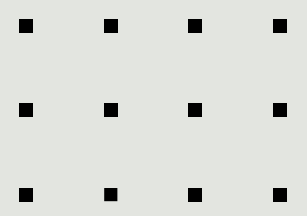
Write a description of your company or a company you know well.

Main business area: We produce / provide \_\_\_\_\_

Offices / Branches / Factories: We have \_\_\_\_\_

Future plans: We plan to \_\_\_\_\_

Tell your partner about the company.



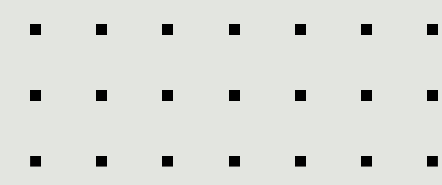


# 04

## FINISHING CONVERSATIONS







# FINISHING A CONVERSATION

## ENDING

Listen to the conversations and answer the questions.



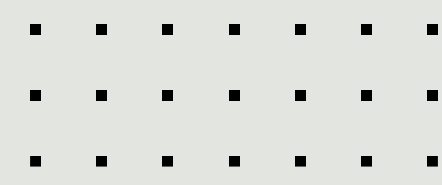
What do you think is the relationship of the speakers?

---

What phrase/sentence was used to end the conversation?

---





# FINISHING A CONVERSATION

## ENDING

Listen to the conversations and answer the questions.



What do you think is the relationship of the speakers?

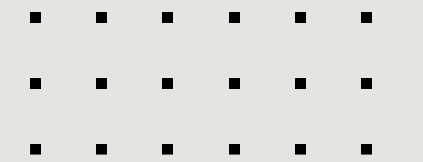
They have just met each other.

What phrase/sentence was used to end the conversation?

I hope we can meet again sometime. /Give me a call when you're in town again.

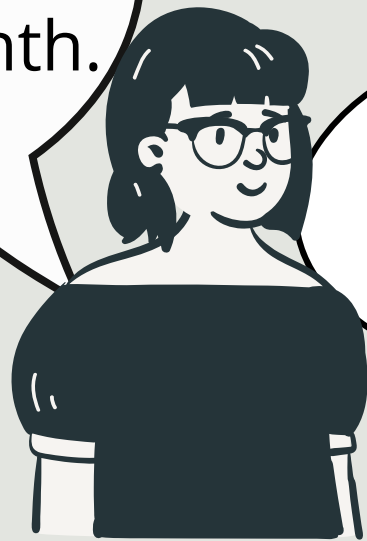
# FINISHING A CONVERSATION

## ENDING



Listen to the conversations and answer the questions.

...and the new products are set to launch next month.



Of course, no problem. Safe travels!



That's exciting! I'm sorry, but could you excuse me? I need to head to the airport.

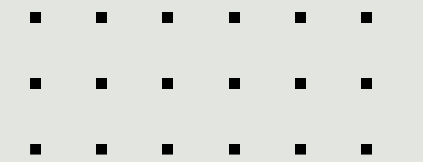


What do you think is the relationship of the speakers?

What phrase/sentence was used to end the conversation?







# FINISHING A CONVERSATION

## ENDING

Listen to the conversations and answer the questions.



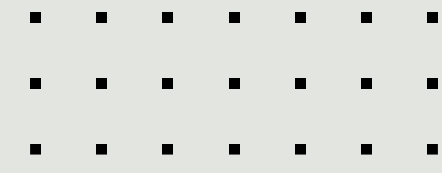
What do you think is the relationship of the speakers?

They might be colleagues or business partners.

What phrase/sentence was used to end the conversation?

I'm sorry, but could you excuse me? I need to head to the airport.







# FINISHING A CONVERSATION

## ENDING

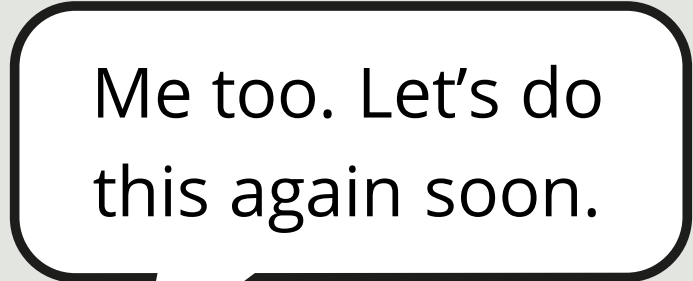
Listen to the conversations and answer the questions.



...I really enjoyed catching up with you, Ben.



Definitely, that would be great!



Me too. Let's do this again soon.



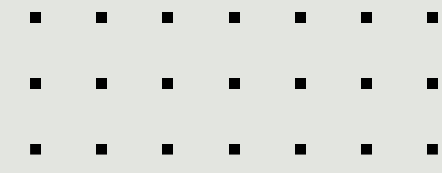
What do you think is the relationship of the speakers?

---

What phrase/sentence was used to end the conversation?

---

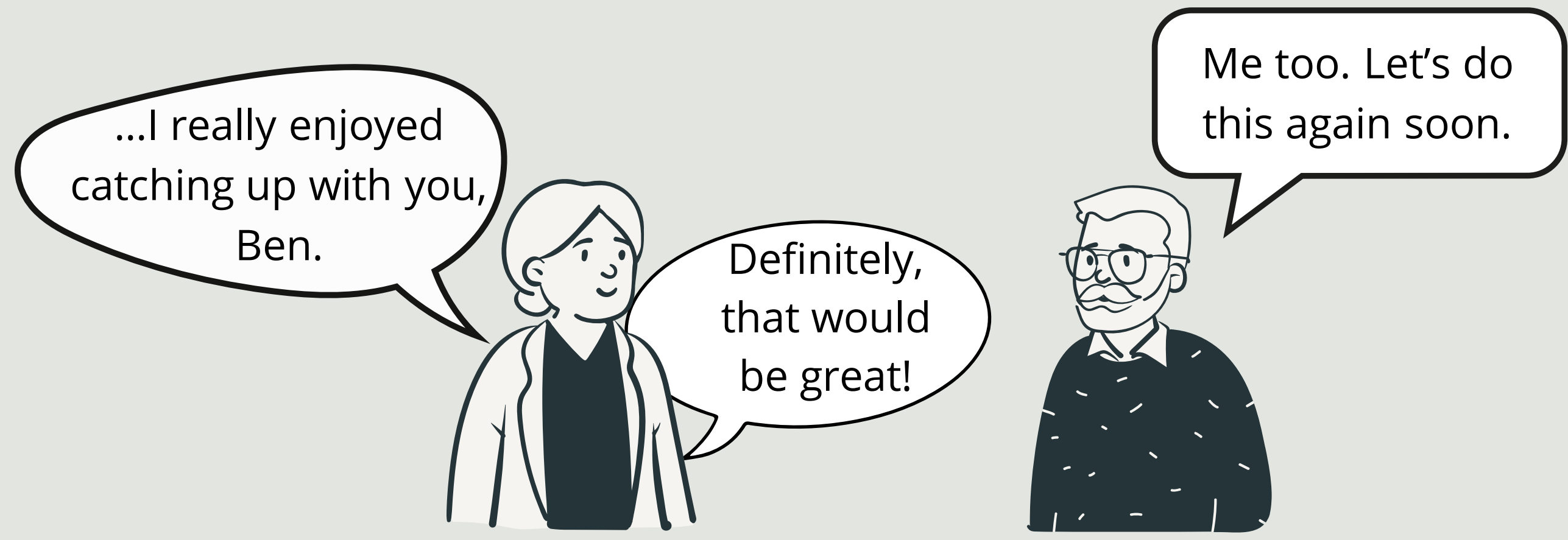




# FINISHING A CONVERSATION

## ENDING

Listen to the conversations and answer the questions.



What do you think is the relationship of the speakers?

They know each other well.

What phrase/sentence was used to end the conversation?

I really enjoyed catching up with you, Ben./Let's do this again soon.

# FINISHING A CONVERSATION

## USEFUL PHRASES

### Formal

- It was a pleasure speaking with you.
- Thank you for the conversation. I hope you enjoy the rest of your day.
- I look forward to working together in the future.
- Let's keep in touch. Here's my contact information.
- I'll let you get back to the event. It was great meeting you.
- I'm afraid I have to excuse myself. It was a pleasure speaking with you.
- I'm afraid I need to excuse myself now. Let's stay in touch.
- Please excuse me; I don't want to keep you any longer.

# FINISHING A CONVERSATION

## USEFUL PHRASES

### Informal

- It was great chatting with you!
- Let's catch up again sometime.
- Thanks again! Hope we get a chance to talk again.
- Take care, and let's keep in touch!
- I should get going, but it was nice talking to you!
- I've got to run, but let's chat again soon.
- I'll catch up with you later! Take care.
- I've got to get back, but thanks for the chat!



# TASK

Imagine you've just met someone at a business conference. Use the phrases and strategies you've learned to introduce yourself, engage in small talk, talk about your company, and politely close the conversation.



Introduction



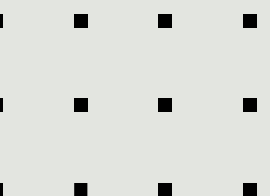
Small talk



Company



Ending

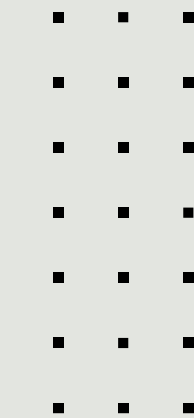


# REFERENCES:

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2015). Business Venture 1. Oxford University Press.

Barnard, R., Cady, J., Buckingham, A., & Trew, G. (2018). Business Venture 2. Oxford University Press.

Helliwell, M. (2016). Business Plus: Preparing for the workplace. Student's Book 1. Cambridge University Press.







# UNIT 1

# MEETING PEOPLE

*Thank you.*

