3in1 WORKSHOP

2016

1/3

2/3

3/3

Networking / Phoning / Emailing

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Networking

Introducing yourself to business partners

Greetings and introductions

Read expressions a-h. They can all be used in the first few minutes of a meeting. Match them with the functions 1-8.

1	Greet someone you've never met before.	a	Good to see you again!
2	Check someone's name if you didn't hear it very well.	b	I'm Jan Davis, the Human Resources Manager.
3	Greet someone you often meet.	c	I'm sorry I didn't catch your name. Can you say it again?
4	Greet someone you haven't met though you've had contact with them by phone or email.	d	I'm sorry, I don't know your name.
5	Greet someone you've met before, some time ago.	e	Hi! How are you?
6	Introduce yourself.	f	This is Carla Suarez. She's in charge of exports.
7	Introduce a colleague.	g	Good morning. Pleased to meet you.
8	Ask someone what their name is.	h	Nice to meet you at last!

What other expressions do you know that match these functions?

Walk round the room and try to talk to each person very briefly.

- Greet the other person and introduce yourself.
- Say where you work and what your job is.
- Find out the name, company and job of the other person.

Phoning

Making and taking calls

Answering the phone

1. How do you answer the phone? Tick what you do.

- ❏ greet the caller
- ❏ say your name
- ❏ say your company's name
- ❏ say your department's name
- ❏ say your telephone number
- ❏ offer to help the caller

2. ▫ (Track 01) **Listen to a telephone call. Three people answer. Tick what they do.**

Person 1 (Reception)	Person 2 (Sales)	Person 3 (Vitale Marini)
❏ greets the caller ❏ says her telephone number ❏ says her company's name	❏ says her name ❏ says her department's name ❏ offers help	❏ says his name ❏ greets the caller ❏ offers help

Emailing

Structuring an email

netiquette n. The unwritten rules of behaviour on the Internet, especially related to the use of e-mail, chatrooms and newsgroups.

Check these common symbols and abbreviations used in emails and write the names next to each:

-	_	.	Cc	Reply
@	ABC	abc	Bcc	Forward

Email components

Look at the email below and consider these questions.

1. Who is the sender; the receiver?
2. Is there a signature? a disclaimer?
3. Is the subject line filled in?
4. Has the e-mail been copied to anyone else (using the bcc (blind carbon copy) or cc (carbon copy) field)?
5. What is the purpose of the e-mail?
6. What format would the attachment be in?
7. What is the receiver expected to do?

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