

BUSINESS ENGLISH®

3in1 WORKSHOP

2016



Networking / Phoning / Emailing



CORPORATE
ENGLISH TRAINING
& CONSULTANCY



Business English®

Corporate Language Training
& Recruitment

www.businessenglish.com.tr

Networking



Greetings and introductions

Informal greetings

Introducing yourself to business partners

Making small talk

Small talk topics

Role-play: Making small talk

Talking about your company

What your company does

Talking About Your Job

Networking

Role play: Talking about your company

Socialising

Meeting a group of business people

Role-play: Socialising at a conference

Useful phrases

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](#)

[Asking to talk to someone](#)

[Checking someone is available](#)

[Reasons for calling](#)

[Leaving and taking messages](#)

[Asking for repetition and clarifying](#)

[Ending a call](#)

[Dealing with communication breakdown](#)

[Making arrangements](#)

[Agreeing on times to meet](#)

[Telephone overview](#)

[Useful phrases and vocabulary](#)

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)
<ul style="list-style-type: none"><input type="checkbox"/> greets the caller<input type="checkbox"/> says her telephone number<input type="checkbox"/> says her company's name	<ul style="list-style-type: none"><input type="checkbox"/> says her name<input type="checkbox"/> says her department's name<input type="checkbox"/> offers help	<ul style="list-style-type: none"><input type="checkbox"/> says his name<input type="checkbox"/> greets the caller<input type="checkbox"/> offers help

Emailing



[Structuring an email](#)

[Email components](#)

[Sequencing an email](#)

[Reply to an enquiry](#)

[Apologising](#)

[Referring to previous / future contact](#)

[Reasons for e-mailing](#)

[Greetings and endings](#)

[Formal and informal language](#)

[Which style to use](#)

[Making emails more formal](#)

[Emailing politely](#)

[Making first contact](#)

[Useful phrases](#)

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?

