

Teacher's notes

LEVEL: Elementary / A1

TIME: 50 minutes

SKILLS: listening, speaking, writing

AIM: to practise welcoming and showing hospitality to a business visitor

MATERIALS: one copy of the worksheet per student; one set of cut-out cards and template per pair of students

Functions

introductions

How do you do?

Please call me ...

And you can call me ...

polite forms for offers and questions

Would you like ...?

Would you care to ...?

Can I offer you ...?

How do you like (your tea)?

Useful words and phrases

collect (someone at reception); pleasure; journey (BritE); trip (AmE); on time; visitor's badge; this way (follow); to put (on the coat rack); coat rack; suitcase; cupboard

Other possible lexis to elicit

ground floor; 1st / 2nd / 3rd / 4th / 5th floor; corridor; near the lift; appointment; leave (your coat / case in the wardrobe or office)

Procedure

As a warm-up, ask the students the following question:

What do you usually do when a customer visits your company?

Get them to make suggestions on how they'd welcome a business visitor. Write a master list on the flipchart as they are speaking. Then, if necessary, rearrange the stages in the correct order as a class.

Visitors to my company

1. The visitor comes to the reception desk.
2. I collect the visitor at reception and take him / her to my office or a meeting room.
- 3.
- 4.
- 5.

A

1. Tell the students to complete the dialogue in Activity A in pairs. Then ask them to listen to the audio and check their answers.

Key:

1. *How do you do?*; 2. *How do you do?*; 3. *you can call*;
4. *It's a pleasure*; 5. *journey*; 6. *delays*; 7. *problems*; 8. *sign in*; 9. *visitor's badge*; 10. *Would you like to*

2. Check their understanding of these expressions:

- *How do you do.*

Tell them this should not be responded to in the same way as *How are you?* but is just a formal first time greeting for meeting someone new. The response or answer is exactly the same: *How do you do?*

- *Please call me ... And you can call me ...*

Explain that while *call (me)* is normally used to mean *telephone me* or *ring me*, here it is used as a way of telling someone which name to use. Put the students in pairs and ask them to practise the short dialogue below using their preferred names.

Hello, I'm John Robinson. Please call me John.

Oh, hello, I'm George Jensen. And you can call me George.

- *Would you like to come this way?*

This is asking someone to follow you to the meeting room or office, to show them where it is.

Also remind them that *Would you like ...?* is friendly and polite, and they should not use *Do you want ...?* in business conversations, except with close colleagues.

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B

1. Now have the students complete the conversation in Activity B. Play the audio track to enable them to check their own answers.

Key:

1. *May I take;* 2. *I'll put;* 3. *Would you care to;* 4. *Can I offer you;* 5. *How do you like;* 6. *you're waiting*

Explain the following expressions:

- *May I take your coat?*

This is a friendly way to help someone with his or her coat, so you can hang it up for him / her in the cupboard or on the coat rack.

Ask the students what else a visitor could have with them.

May I take your....?

Possible answers: hat, scarf, gloves, umbrella

- *Would you care to have a seat?*

Would you care is another polite, formal way to ask someone you don't know well what they'd like to do. A normal expression would simply be *Please take a seat*. We often use *Would you care for ...?* to offer drinks as well. Ask the students which drinks they can offer at their office.

Possible answers: coffee, tea, water, orange juice, apple juice

Have the students offer each other drinks with both question types.

Can I offer you something to drink?

Would you care for something to drink?

- *How do you like your tea / coffee?*

This is asking someone what they would like in their tea, e.g. milk, cream, sugar or nothing (black).

Follow this up with a question to each of the students. Ask each one how they like their tea or coffee. Note the expression two sugars means two lumps or spoonfuls of sugar.

2. Play the entire conversation again for the students. Ask the students to practise the dialogues in pairs as a role-play. Then tell them to switch partners and do the conversations again, this time playing the other role.

C

1. First get students to write in the different stages in the correct order. Check their answers with the whole class before they move on to the second stage.

2. Then get students, working in pairs, to look back at Activities A and B and write in the missing expressions. Review the answers with the whole class.

Key:

Stage 1 First greeting

- 1 *How do you do?*
- 2 *Nice to meet you*
- 3 *It's a pleasure*

Stage 2 Introducing yourself and repeating the visitor's name

- 1 *Please call me*
- 2 *And you can call me*

Stage 3 Making small talk with the visitor

- 1 *How was your journey?*
- 2 *Did you have any problems finding us?*

Stage 4 Giving the visitor a visitor ID card

- 1 *Could you please sign in and take a visitor's badge?*

Stage 5 Showing the visitor the way to the meeting

- 1 *Would you like to come this way?*

Stage 6 Making the visitor feel comfortable before the meeting

- 1 *May I take your coat?*
- 2 *Would you care to have a seat?*
- 3 *Can I offer you something to drink?*
- 4 *How do you like your tea?*
- 5 *Here's our company brochure ...*

Teaching tip:

With stronger students, try to elicit the missing expressions before they look back at Activities A and B. With weaker students, you might need to give them extra help by filling in one or two of the missing expressions at the beginning.

3. Write up some visitor questions and statements and the replies that go with them on the flipchart. Tell students that there are mistakes in the replies. Can they think of better ways of saying them? Elicit their answers

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by asking each pair to give their corrected answers. As they are speaking, write the corrected answers for them on the board or flipchart. It should end up looking like this:

Welcoming a business visitor

Question (Q)

Reply (R)

Q: *How do you do?*

R: ~~Fine, thanks.~~

How do you do?

Q: *Please call me Kate.*

R: ~~Ok, I'll phone you tomorrow.~~

And you can call me Rose.

Q: *Would you like to come this way?*

R: ~~I can do it myself, thanks.~~

Certainly, I'll follow you.

Q: *May I take your coat?*

R: ~~No, it's mine. You can't have it.~~

Yes, that'd be really nice of you.

Q: *How do you like your tea?*

R: ~~I like coffee, not tea.~~

With sugar please.

11. *May I take your suitcase? I'll put it in the cupboard for you.*

12. *Yes, that'd be very nice of you.*

13. *Can I offer you something to drink?*

14. *Just black coffee would be fine.*

15. *Here's our company magazine for you to read.*

16. *Thanks, I'll have a look at it.*

Follow-up

1. In pairs, students can write up a procedure with language on greeting and welcoming a business visitor for their company manual. They can use their ideas from the warmer activity with added steps for hospitality or for taking the visitor to lunch or dinner. Give them the template at the end of these notes to use for writing their answers in.

2. Then ask the students in pairs to give a small presentation on their procedure.

D

As a wrap up, get the student to work in pairs or small groups. Give each pair / group a set of the cut-out cards with excerpts of the conversation at the end of these notes. Ask them to put them in in the correct order to make a conversation. Check their answers as a whole class. Then have the pairs read the cards to each other as a role-play.

Key:

1. *How do you do?*

2. *How do you do?*

3. *Please call me Paul.*

4. *And you can call me Mary.*

5. *It's a pleasure to meet you.*

6. *Nice to meet you, too.*

7. *How was your journey?*

8. *Fine, thanks. There were no problems with British Airways.*

9. *Would you like to come this way?*

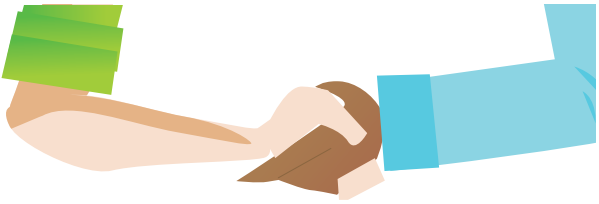
10. *Of course, I'll follow you.*

A

Complete the conversation with words or phrases from the box. Listen to check your answers.

problems	How do you do	journey
visitor's badge	delays	you can call
How do you do	Would you like to	It's a pleasure
		sign in

Welcoming a visitor to Horizons International



Helen: Mr Jones? _____ [1]?
I'm Mr Windsor's assistant, Helen Brown.
Please call me Helen.

Gerald: _____ [2], Helen? Nice to meet you. And _____ [3] me Gerald.

Helen: _____ [4] to have you here for the meeting. How was your _____ [5] to London?

Gerald: Fine, thanks. The train arrived on time with no _____ [6].

Helen: That's great. Did you have any _____ [7] finding us?

Gerald: Not at all. Your directions were very good.

Helen: Oh, thanks. So, could you please _____ [8] and take a _____ [9]? ...

Helen: The meeting room is on the second floor. _____ [10] come this way?



B

Now complete the rest of the conversation by choosing the right phrases. Listen to check your answers.

Welcoming a visitor to Horizons International

Helen: So, here we are. *May I take / It's OK to take* [1] your coat, Gerald?

Gerald: Yes, that's very kind of you.

Helen: *I'll put / I'm putting* [2] it here on the coat rack for you. The meeting will start in just a few minutes.
Don't you care / Would you care to [3] have a seat in the meeting room now?

Gerald: Yes, that sounds fine.

Helen: *Can I offer you / Do you want me to bring you* [4] something to drink? A cup of coffee or tea?

Gerald: Tea would be nice.

Helen: *What do you like / How do you like* [5] your tea? With milk and sugar?

Gerald: Just milk please ...

Helen: Here you are. Here's our company brochure for you to read while *you're waiting / you can wait* [6].

Gerald: Oh, thanks. I'll take a look at it.



Worksheet

C

Here are six stages of greeting a visitor.

Giving the visitor a visitor ID card	Introducing yourself and repeating the visitor's name
<u>First greeting</u>	Making the visitor feel comfortable before the meeting
Making small talk with the visitor	Showing the visitor the way to the meeting

Put them in the correct order in the boxes below. The first one is done for you. Then write in some of the phrases used in the conversations from Activities A and B.

Stage 1 First greeting

1 How do you do

2 _____

3 _____

Stage 2 _____

1 _____

2 _____

Stage 3 _____

1 _____

2 _____

Stage 4 _____

1 _____

Stage 5 _____

1 Would you like to come this way?

Stage 6 _____

1 May I take your coat?

2 Would you care to have a seat?

3 Can I offer you something to drink?

4 _____

5 Here's our company brochure ...



D

1

How do you do?

2

How do you do?

3

Please call me Paul.

4

And you can call me Mary.

5

It's a pleasure to meet you.

6

Nice to meet you, too.

7

How was your journey?

8

Fine, thanks. There were no problems with British Airways.

9

Would you like to come this way?

10

Of course, I'll follow you.

11

May I take your suitcase? I'll put it in the cupboard for you.

12

Yes, that'd be very nice of you.

13

Can I offer you something to drink?

14

Just black coffee would be fine.

15

Here's our company magazine for you to read.

16

Thanks, I'll have a look at it.



D Follow-up

Steps for welcoming and greeting the business visitor

Meet the business contact at the reception desk.

1

2

Be friendly and welcoming by saying ...

1

2

Ask small talk questions, such as ...

1

2

Give him / her a visitor's badge.

1

2

Show him / her the way to the meeting room or office.

1

2

Offer to help with his / her things.

1

2

Find out if he / she wants to sit down.

1

2

Offer him / her something to drink.

1

2

Give him / her something to read about the company.

1

2

Other friendly offers.

1

2



Activity A

Helen: Mr Jones? How do you do? I'm Mr Windsor's assistant, Helen Brown. Please call me Helen.

Gerald: How do you do, Helen. Nice to meet you. And you can call me Gerald.

Helen: It's a pleasure to have you here for the meeting. How was your journey to London?

Gerald: Fine, thanks. The train arrived on time with no delays.

Helen: That's great. Did you have any problems finding us?

Gerald: Not at all. Your directions were very good.

Helen: Oh, thanks. So, could you please sign in and take a visitor's badge? ...

Helen: The meeting room is on the second floor. Would you like to come this way?

Activity B

Helen: So, here we are. May I take your coat, Gerald?

Gerald: Yes, that's very kind of you.

Helen: I'll put it here on the coat rack for you. The meeting will start in just a few minutes. Would you care to have a seat in the meeting room now?

Gerald: Yes, that sounds fine.

Helen: Can I offer you something to drink? A cup of coffee or tea?

Gerald: Tea would be nice.

Helen: How do you like your tea? With milk and sugar?

Gerald: Just milk please.

Helen: Here you are. Here's our company brochure for you to read while you're waiting.

Gerald: Oh, thanks, I'll take a look at it.