

UNIT 2

MEETINGS

Content

Section 1

CHECKING AND CLARIFYING AT A MEEETING



Oral discussion



Video watching



Language use – vocabulary

Section 2

STARTING A MEEETING



Informal Oral discussion



Listening activity

Language use – vocabulary



Oral assignment as final project (campus)

Section 3

SHORT COMMUNICATIONS

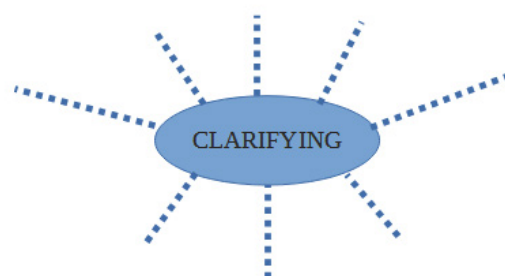
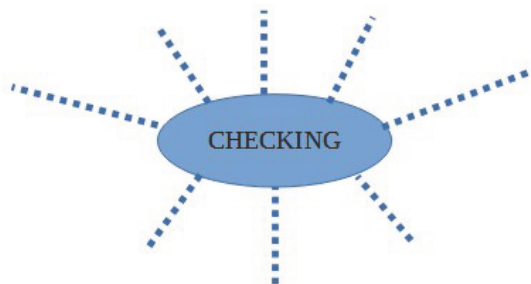


Informal email

Language use – vocabulary

Oral Section 1: CHECKING AND CLARIFYING AT A MEETING

Why should we “check” and “clarify” information at a meeting? What do you understand by the words “checking” and “clarifying”? Which ideas come to your mind when you relate these concepts to a meeting? Are there any expressions you already know?



2. Speaking. Oral discussion: “The last meeting you took part in”.

Work in pairs. Think about the last meeting or discussion you took part in at your place of work or study. How many of these people attended your meeting? Think of two or three more.

- | | |
|---|--|
| 1 The person who always arrives late. | 3 The person who takes lots of notes. |
| 2 The person who talks a lot but is very unclear. | 4 The person who spends a lot of time looking at their mobile phone. |

B In small groups, discuss where on the line you would put the people in Exercise 1A. Explain your choice.



3.



2.3.1 Watch the video as Shaun and Alex prepare to meet their client, Nick from Zapna Clothing. Answer the questions.



- 1 What is the purpose of the meeting?
- 2 What type person in Exercise 1A does Shaun say Nick is?

How easy do you think it will be for Shaun and Alex to get the information they want from Nick?


4. Watch Video A and complete as much of the information sheet as you can. How do you think Shaun and Alex feel about the meeting now? Why?

Candidate Profile Form		TGC THE GALLAGHER CONSULTANCY
Company name	Zapna Clothing	
Job title	Assistant Manager	
Location	Poznań, Poland	
Contract type	¹ replacement / maternity cover / new post	(circle)
Contract length	² _____ months	
Experience	³ _____	
Language(s) spoken	English and ⁴ _____	
Language level	⁵ basic knowledge / working knowledge / fluent	(circle)
Package offered	bonus scheme subsidised staff canteen gym membership private healthcare pension	⁶ (tick) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Relocation package	⁷ Yes / No / Needs further discussion	(circle)
No. of candidates for interview	6 maximum	

- What can Shaun and Alex do to get the information they need from Nick?

5. Watch video B and complete the rest of the information sheet above.

- How do you think Shaun and Alex feel about the meeting now?
- What did Shaun and Alex do to improve their communication with Nick?

6.  2.3.4 Watch the Conclusions section of the video and note the main points the speaker makes about checking and clarifying information.



Think about how you check and clarify information in English. In pairs, discuss how you could improve your skills.

7. Checking-and-clarifying expressions

Watch the video again and complete these expressions for checking and clarifying.

- 1 So Nick, _____ you want someone with logistics experience?
- 2 And _____, you're looking for someone with a good language level?
- 3 _____ you want to hire someone locally?
- 4 Yes, you said that, but _____?
- 5 There's an international airport not far from Poznań, _____?
- 6 _____, it's a sensitive topic.

B Match the responses (a-f) with the correct questions in Exercise 7A.

- a No, not necessarily, but they must be prepared to move.
- b Exactly; fluent in English and Polish.
- c That's right, Poznań has its own airport.
- d Yes, of course. We understand.
- e Correct, but they also need a diploma in management.
- f I mean there's a good bonus scheme and a subsidised staff canteen.

8 Put the words in the correct order to make sentences.

- 1 you / for / confirm / us / just / can / that / ?
- 2 I / what Tim / think / means / is / the best candidate / that / won't live locally
- 3 relocation / what / package / you / by / do / mean / ?
- 4 right / that / is / ?
- 5 you say / it's a / what / sensitive topic / when / you / do / mean / ?

2.B. Section: STARTING A MEETING

1. Work in pairs to discuss the following: How do you start an everyday conversation? Would you use a formal or informal register?

Which phrases and expressions would you use at a professional meeting? Are there any other aspects -different from our speech- we should take into account at a meeting?

2. 2.03

Listen to part of the meeting and decide if the sentences are true (T) or false (F). In pair, correct the incorrect sentences.

- | | |
|---|--|
| 1 Everyone is on time for the meeting except Josh. | 4 Ellen doesn't want to take the minutes. |
| 2 Harry has just joined the team. | 5 The team discussed the micro-kitchen idea during the last staff meeting. |
| 3 Harry agrees to manage the timing of the meeting. | 6 The budget for the micro-kitchen is more than 500 pounds a month. |

B Listen again and complete the expressions.

- | | |
|---|--|
| 1 Right, so let's _____. | 4 And could I have a volunteer to _____? |
| 2 Does anyone want to add anything _____? | 5 So, _____ to item 5: this is Deirdre's point, I think. |
| 3 Harry, _____ you to be time-keeper? | 6 The reason _____ discuss this _____ agree on a budget. |

Opening a meeting, referring to the agenda and stating purpose

3. Look at these expressions from the meeting. Match the beginnings (1-8) with the endings (a-h).

- | | |
|------------------------------------|---------------------------------|
| 1 I'd like to start | a item 1, Matters Arising. |
| 2 Nice to see everyone, and | b to item 2? |
| 3 So, one reason for meeting is to | c introduce you all to Harry. |
| 4 Does everyone have | d on time. |
| 5 The main aim today is to | e a copy of the agenda? |
| 6 Could I have a volunteer | f catch up before the holidays. |
| 7 Let's look at | g welcome back to Ellen. |
| 8 Sorry, can we just go back | h to take the minutes? |

B Complete the table with the expressions from Exercise 4A.

Opening a meeting	Stating purpose	Giving tasks	Referring to the agenda
<i>I'd like to start on time.</i>			

4. Complete the questions and sentences with the words in the box.

aim everyone go back like look moving reason see volunteer want

- The reason I _____ to have this meeting is to agree on a sales target.
- Let's _____ at the last item on the agenda.
- I'd _____ to start at 9.30, please, so we can finish before lunch.
- The main _____ today is to find a solution to the packaging problem.
- Does _____ have a copy of the minutes from the last meeting?
- Nice to _____ everyone.
- One _____ for the meeting is to discuss the new marketing campaign.
- Could I have a _____ to do some research on warehouses for rent?
- So, _____ on to item 6: let's talk about the sales figures for the year.
- Can we just _____ to item 4 on the agenda, please?

ORAL ASSIGNMENT

Work in groups of four. Write up an agenda for a meeting.

Work in different groups of four. You are going to take turns to chair the opening of a meeting. Use your agendas from Exercise 5A to chair your meetings.

- Open the meeting
- Welcome and introduce everyone
- Give roles – minute-taker, time-keeper
- Discuss the agenda
- Explain the purpose of the meeting and/or one or two agenda items

When you have finished, discuss how easy or difficult it was to open a meeting in English. Share your experience with another group.



2.C. Written Section: SHORT COMMUNICATIONS

1A Read the messages between an estate agent and his secretary and answer the questions.

- 1 What is the problem?
- 2 Why does Jeff, the estate agent, want to contact his client, Dana, urgently?

Hi Jeff. Where are you?

Waiting outside Duke St offices for Dana Matthews.

FYI Dana sent email last night to cancel. She's in Rome. Didn't you see it?

No. She needs to see offices ASAP. Other companies interested, appointment times TBC. Emailing her now.

Are you coming back now?

Yes. With you in 20.

B Read the email reply to Jeff from Dana. What does she want to do?

Hi Jeff,

Thanks for your email and sorry I had to cancel our meeting today. I'm working in Rome at the moment. Back tomorrow, ETA 1800 hrs, so can we rearrange the appointment for Thurs? About 4 p.m.? I'm WFH that day and Duke Street is very close to my apartment.

I hope this is OK for you.

Regards,

Dana Matthews

Functional language

2A What do you think the underlined abbreviations in Exercises 1A and 1B mean?

B Match the abbreviation in each sentence to the meaning in the box.

by the way close of business
end of day to be announced

- 1 We should get an answer by COB.
- 2 Will complete report by EOD.
- 3 Product ready for markets. Launch date TBA soon.
- 4 Thanks for finishing presentation. BTW, it looks good.

C Look at the table and complete the gaps. Use two to three words in each gap.

Formal	Informal
Use full forms ¹ _____ outside the Duke St offices. Other companies ² _____.	Use shortened forms Waiting outside Duke St offices. Other companies interested.
Use pronouns Sorry I had to cancel.	Don't use pronouns ³ _____ to cancel.
Use articles She sent ⁴ _____ last night.	Don't use articles Sent email last night.
Use all words I will be with you ⁵ _____.	Don't use unnecessary words With you in 20.

3. Write an informal email to a work colleague. Follow these steps:

- Greet him/her.
- Say your report is almost ready.
- To finish it, you need last month's sales figures. Ask him/her to send you the sales figures for last month.
- Tell him/her you will finish it by the end of the day and send it to him/her.
- Remind him/her that you are working from home tomorrow.
- End your email.