

## Showing a Visitor Around

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### 0. Advertisement.

#### 1. Introduction.

#### 2. Dialogue. (2:15)

"The direction you gave me were excellent."

"Good to hear. Ah, before we get started, is there anything I can get you. water? coffee? or coca perhaps?"

"Thanks, I am fine. Is lunch so long for the tour"

"Yes, of course. It has been set up in conference room. Shall we get started? Follow me, and we will head down to factory floor."

"This is my third inspection this week, I must say I am pretty impressed by everything I've see so far."

...

"So, this is our main produciton area, and here, on the left, you can see the liquid detergent line."

"You said this line has most down time."

"Yes. unfortunately. The equipment is pretty antiqueted"

"Ah, yes, it have been phased out elsewhere. "

"and it will be replaced before the end of the month here too."

"Just over here we have a newest,state of the art piece of equipment. As you can see, it is a laser guided machine for environmental sustainable packaging."

"It looks really cutting edge. It use recycled news paper, right?"

"Exactly. We are doing our best to follow company's CSR policy by switching ove to green production techniques wherever possible."

"Have you any question before we move on?"

"How long does it take to retour the line?"

"less than a week usually."

"I see. And what happens ..."

...

"And, so you can see that making a change happens pretty quickly."

"So you have seen the factory floor, Let's head back to my office. We've got about half an hour before lunch, so maybe we can discuss the new order you mentioned."

### 3. Explanation of the Dialogue. (4:20)

It sounds like Ingrid has given quite a few tours and she is very knowledgeable about the processes carrying up. She is familiar with various production lines used to make and package GC cleaning products. and knows all the equipment well. You should be just prepared when you take someone on the tour of your factory,

After Ingrid greet Carl, she offers drink. this is formality to show hospitality, and give visitors a moment to relax and recover from the trip to the factory.

“Good to hear. Ah, before we get started, is there anything I can get you. water? coffee? or coca perhaps?”

In certain seasons, it may be appropriate to take a person’s coat. In other case, such as after long journey. you might want to offer visitor a chance to fresh up, which is a polite way to offer visitor a bathroom.

Let’s practice a few more ways to make offers.

- 1). “May I offer you something?”
- 2). “Would you like something to drink?”
- 3). “Can I take your coat?”
- 4). “Perhaps you’d like to fresh up before we start.”

2. You are ready to begin.

“Shall we get started? Follow me, and we will head down to the factory floor.” It’s time to start the tour.

Ingrid first meaning they will go that direction. YOU are ready to

- 1). “Please walk this way, I will start the tour.”
- 2). “If you follow me, we can begin our tour.”
- 3). “If you are ready, we can make our way now.”
- 4). “we should get moving because there is a lot to see.”

3. Once you got tour started, such as “above us”, “below us”, where liquid detergent is produced.

“So, this is our main production area, and here, on the left, you can see the liquid detergent line.”

If you take a visitor on tour, you will have to be familiar with many of this different way to indicate things are located. listen to the way the location of this parts of the factory are described.

- 1). “Behind this door is the control room.”
- 2). “Just ahead of us, you see the lab.”
- 3). “After the right, you will find the warehouse.”
- 3). “Below us, is the power generator for the entire system.”
- 4). “Just be on the workshop, is the quality control department.”
4. In general, during a tour, on certain areas interesting piece of equipment, “and it will be replaced before the end of the month here too.”

“Just over here we have a newest, state of the art piece of equipment. As you can see, it is a laser guided machine for environmentally sustainable packaging.”

Ingrid and Carl discuss this particular machine because it is state of the art, or features latest technology. It use laser for part of operation. and produce package that does not harm environment, this is obviously something interesting to both Carl and Ingrid and probably important to the company itself.

you may have to find out about specialized interest of your visitor or highlight something you think they should take a close look at. here is some way to do this.

- 1). “If you are interested, I can show you the lab.”
- 2). “This, of course, is the highlight of the tour.”
- 3). “Coming up is something I know you want to see.”
- 4). “This area is the heart of the operations for all the simple work.”
- 5). “Let me just draw your attention to the new production line we are setting up.”

5. Visitor are likely to have questions even during an excellent tour such as Ingrid. and it is important to acknowledge this and not make visitor feel that they are interrupting you to ask questions. As the tour progresses, It is a good idea to check if there is any questions as Ingrid does here with Carl.

“Exactly. We are doing our best to follow company’s CSR policy by switching over to green production techniques wherever possible. Have you any question before we move on?”

Ingrid and Carl are discussing green or environmental issue, and Ingrid mentions. Company’s Corporate Social Responsibility or CSR policy. which encourage production technique which will not harm the environment. Ingrid know here will be a move to other area, so he asked Carl if he has any questions before they do so.

you can check to see whether your visitors have questions by using expressions like this.

- 1). “Is everything clear?”
- 2). “Feel free to ask question whenever you like”
- 3). “Would you like to know anything else?”
- 4). “Perhaps you like to ask a question or two?”
- 5). “Let me know if there is anything you want to know more detail about?”

6. go on for too long if only you have work to do. if only because you have other work to do?

“So now you have seen the Factory floor, Let’s head back to our office. we got about half an hour before lunch” you need to signpost the

- 1). “That’s the end of the tour, so let’s go back to office.”
- 2). “we have just covered everything we want to see. So how about some refreshments?”

- 3). "Well, we've just seen it all now, why don't we get back to the office?"
- 4). "That is all about it for the tour. Would you like to get by to eat?"

#### 4. Exercise and Practices. (12:50)

Now it's your turn to practice some of the language we've looked at today. First let's review the language of Indicating locations. Imagining you are take someone on the tour of the factory, you will hear question about place associated with the factory plus a location. make a statement that starts with the location given.

For Example, if you hear:

"Where is the warehouse? On our right."

You can say:

"On our right, you can see the warehouse."

Are you ready? Let's give it a try.

- 1). Where is the loading area? At the west end of the factory.
- 2). Where is the control room? Behind this door.
- 3). Where is the lab? To the right.
- 4). Where is the inspection point for this line? Just ahead.

Now let's listen to some example answers.

- 1). Where is the loading area?

Answer: At the west end of the factory, we will find the loading area.

- 2). Where is the control room?

Answer: Behind this door is the control room.

- 3). Where is the lab?

Answer: To the right, you can see the lab.

- 4). Where is the inspection point for this line? Just ahead.

Answer: Just ahead is the inspection point for this line.

(15:00)Now we will review some of vocabulary from this episode. You will hear a series of sentences with the word replaced with the beep. Repeat the whole sentence saying the missing words. For example, if you hear:

"we stay on cutting edge through continuous improvement."

You can say:

"we stay on cutting edge through continuous improvement."

After each response, we will play the correct answer. Let's begin.

I am afraid we have to shut down the production line for an hour.

I am afraid we have to shut down the production line for an hour.

We phased out that equipment last year as it kept breaking down.

We phased out that equipment last year as it kept breaking down.

Can we set up tour for Monday morning?

Can we set up tour for Monday morning?

Only enviornmently ?????????? products are made in this facility.

Only enviornmently sustainable products are made in this facility.

We are proud of our changing of to making ????? product.

We are proud of our changing of to making green product.

### **5. Sum up. (17:00)**

That's all for this episode, we study language and expression Starting the tour.

Indicating the locations focus on the area of interest. concluding the tour.

See you next time and thanks for listening.