

HW 9

Ex 2

- 1) What I'd like to do today is to make some suggestions on how we can make our handbooks more userfriendly.
- 2) The purpose of my talk is to provide you with information on the major developments in the insurance market in the last few months.
- 3) What I want to do this morning is to show you how we could reorganize our working hours.
- 4) The objective is to bring you up to date with the latest changes which will be introduced on January 1.

Ex 4/16

- 1) c
- 2) a
- 3) b
- 4) e
- 5) d

Ex 4/17

- 1) so that`s
- 2) let`s move on
- 3) as I said earlier
- 4) I`d like to tell
- 5) let me give you
- 6) my next point
- 7) so much fun
- 8) let`s now turn
- 9) what I said earlier

Ex 5

- 1) In this part of my presentation, I'd like to tell you about...
- 2) So, let me give you a brief overview...
- 3) This now leads us to my next point.
- 4) Let's move on to the next point.
- 5) Let's now turn to the next issue.
- 6) So much for...
- 7) So that's the background...
- 8) As I said earlier...
- 9) Let me now come back to what I said earlier.

Ex 6

- 1) Before I move on to my next point, let me go through the main issues once more.
- 2) This brings us directly to my next question.
- 3) This leads to the next point, which is price.
- 4) Let's turn now to the issue of customer service.
- 5) As I mentioned before, I'd like to give you a brief overview of our activities.
- 6) I'd like to come back to this question later.
- 7) Let's go back to what we were discussing earlier.
- 8) As I said earlier, I'll be focusing on our new sales strategies.

How to Read Body Language

- 1) Eye crinkles are the sign of a genuine smile.
- 2) Raised eyebrows are a sign of discomfort.
- 3) When body language is mirrored it's a sign of the conversation that is going well.
- 4) Extremely long eye contact could be a sign of lying.
- 5) Crossed legs are the sign of being closed off mentally, physically and emotionally.
- 6) A furrowed brow is a sign of stress.
- 7) Crossed arms are a sign of defensiveness.