



Welcoming Visitors

Business > Intermediate 6



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

The manager of a company is welcoming a visitor, Mr. Holt, who has just arrived at the office.

Manager: You must be Mr. Holt. Welcome to Golden Shoes!

Mr. Holt: Thank you for having me!

Manager: I'm Hank Philips, the manager of this company.

Mr. Holt: So, you're the person I've talked with over the phone, is that right?

Manager: That is correct. It's great to finally meet you in person.

Mr. Holt: Nice to meet you, too, Mr. Philips!

Manager: How was your flight?



Mr. Holt: It was fine, but it was a very long flight.

Manager: I see. You must be very tired, then. Please have a seat and make yourself comfortable. Would you like something to drink, perhaps a cup of coffee or tea?

Mr. Holt: Some water would be nice. Thank you.

Manager: Right away. So, is this your first time in the city?

Mr. Holt: Yes, this is my first time here.

Manager: I hope you didn't have any problems finding us.

Mr. Holt: No, not at all. Your directions were very clear. This is a lovely space you have here. Have you been in this location long?

Manager: No, we actually just moved into this building a few months ago. After the meeting, I can show you around the building, if you'd like.

Mr. Holt: Yes, I'd love that! Thank you.



Check your understanding:

1. What company was Mr. Holt visiting?
2. Does Mr. Holt already know the manager?
3. What will Mr. Holt do after the meeting?



Exercise 2 – Learning

Useful Expressions

- Welcome to Golden Shoes!
- I'm Hank Philips of/from Golden Shoes.
- You must be Mr./Ms. Holt.
- Please have a seat and make yourself comfortable.
- Would you like something to drink?
- Is this your first time in the city?
- Did you have any trouble finding us?
- Did you find your way here all right?
- I can show you around the building, if you'd like.
- I could give you a quick tour of the company, if you want.



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You are welcoming a guest, as a company's representative. The guest's name is Mr. Jackson. You may use the expressions learned during the class. The teacher can be Mr. Jackson.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Have you ever welcomed a visitor to a company that you worked for?
2. What should be done to make new employees feel comfortable and welcome?
3. How important is reputation in business?