

Handling business visits

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3122X

LANGUAGE
English

lingoda

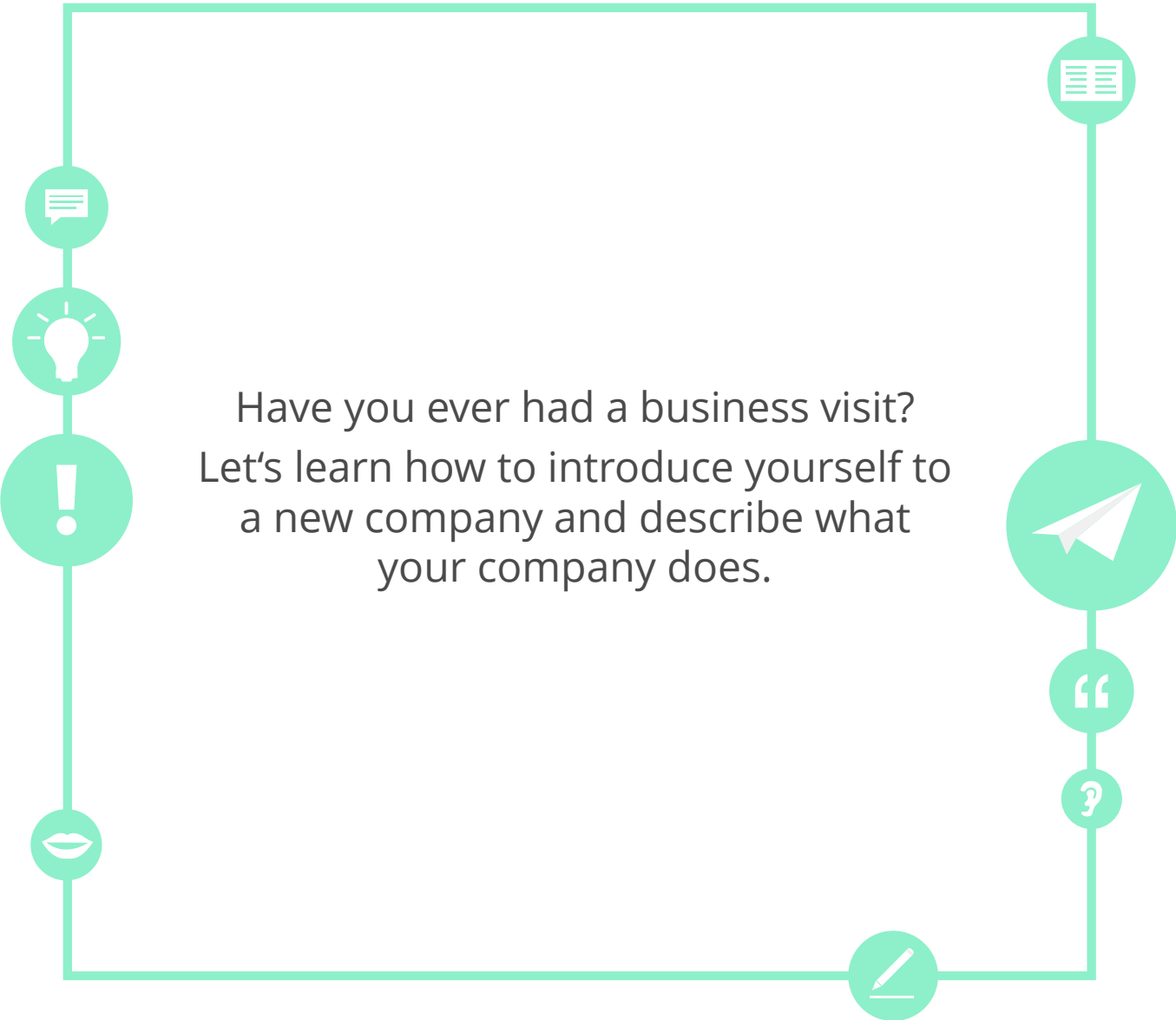




Goals

- Can recognise and understand typical phrases and etiquette for welcoming visitors to your company
- Can use appropriate phrases to introduce myself to colleagues and describe different parts of my company clearly





Have you ever had a business visit?
Let's learn how to introduce yourself to
a new company and describe what
your company does.



Preview and warm-up

- In this lesson, you will learn how to handle business visits.



Hi, I'm a member of the finance team. **Nice to meet you.**

greetings

introductions

One of the most important aspects of conducting a business meeting is making sure you **make the right impression**. In most English-speaking countries, business meetings begin and end with a **handshake**. In this part of the lesson, we will learn and practise how to **greet business guests** and how to **introduce yourself and others**.



Hello. **Nice to meet you**, Alexandra.



Pleased to meet you, Paul.



The language of greetings and introductions



Welcome to the office. **You must be Phillipa.** I'm Sandy.

Pleased to meet you, Sandy.



Can I offer you something to drink, Phillipa?

Thank you. A glass of water would be great.





The language of greetings and introductions



Nice to meet you, Mandy. I'm Deborah,
the head of the human resources
department.

Nice to meet you, Deborah.



May I introduce you to Mike, the team
leader for the communications
department?

Pleasure to meet you, Mike.





Practise greetings and introductions

Using these phrases, and any others you know of, practise introducing yourself to a classmate.

What's your name?

I'm responsible for...

I don't think we've met before.

I'm in charge of...

My pleasure.

Good morning!

Haven't we met before?

I'm pleased to finally meet you.

Please take a seat.

Nice to meet you.

Can I offer you something to drink?

Thank you for agreeing to meet with me.



Brainstorm

Brainstorm with your classmates/teacher what other things you would say and do in the first five minutes of a business meeting in order to make a good impression.



Practise introductions and greetings in the following scenarios.

You are a German business executive visiting a Chinese company in China. How would you introduce yourself in this context? Would it differ to other contexts?

You are having a meeting with a very important client who has expressed reservations about renewing their contract with you. You want to continue the contract. Role play your introductions and follow-up small talk.



International networking in business

You are at a networking meeting full of potential business contacts, clients, and investors. You haven't been introduced to anyone at the event, but you were invited by the organiser. How do you go about introducing yourself? How are you going to remember the names of the people you meet? Choose one of the people from below and practise making introductions with your classmates/teacher.

This is a great event. I'm Cynthia.



Hello, I'm Elizabeth. I think we've met before.



Fantastic food, isn't it? I'm Rodrigo!



Hello. I'm Peter. I'm an IT developer at Synx.





Showing visitors around the office

reception

The area in a business or hotel that greets guests.

canteen

A restaurant provided by a business, school or other organisation.

corridor / hallway

The passage that links different parts of an office together.

department

A division of an organisation. For example, the finance department or the human resources department.

lift

A device that takes people between different levels of a building.

vending machine

A machine where one can buy bottled drinks and snacks.



Giving directions and showing around new employees



Hello. I am looking for a **vending machine**.

Go down the **corridor**, turn left, and then take the **lift** to the 3rd floor; there is one on the left-hand side.



Excuse me, I'm looking for the **reception**.

Reception is located on the 5th floor near the finance **department**, opposite the **canteen**.





Match the text to the pictures

1. Corridor

2. Vending machine

3. Photocopier

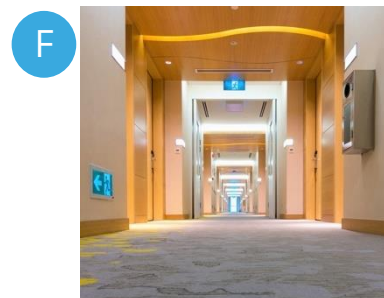
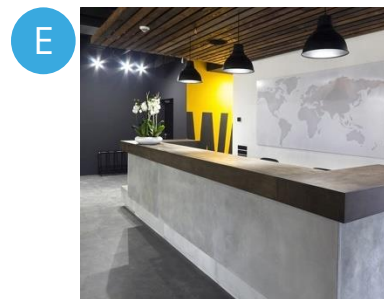
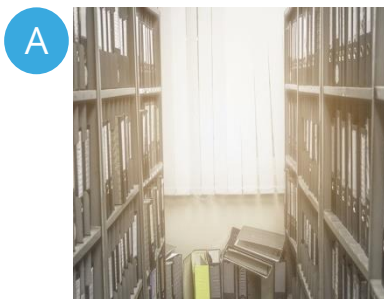
4. Stationery cupboard

5. Reception

6. Canteen

7. Car park

8. Store room





What's important about business visits?

Take turns explaining what your company does and what kinds of business visits you make.

What types of things are important to you when visiting a new company for the first time?

What things are important to you when welcoming a guest to your company for the first time?





Making business visits

Imagine you are showing a client around your workplace. Practise making the client feel welcome, and making small talk to pass the time and to get to know them.

Robert is a project manager. He is welcoming Peru to the company and showing him through the main departments. Peru owns a company interested in investing in an upcoming project managed by Robert.





Delivering a short presentation to a visiting business delegation

Imagine you have an upcoming business visit to your company. Prepare a 5-minute presentation to give to the visiting delegation. Include in your presentation the following points:



1

Begin by welcoming the delegation and explaining what your company specialises in and why you are looking forward to their visit.

2

Outline the structure of your company and things that the delegation should know about the building and the local area. For example, you could mention where the best restaurants are located.

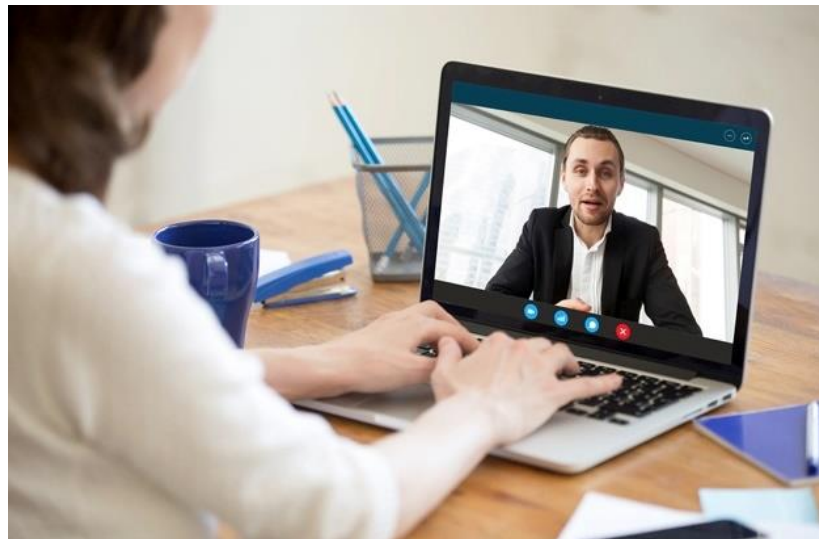
3

Conclude your presentation by giving a brief outline of what you hope to achieve during the visit and by thanking the delegation for their visit.



What do you do when problems occur?

- In this section, we are going to discuss **problems** that can occur during business meetings.



One thing we could do to improve the situation is encourage our colleagues to meet more regularly using online platforms.



Expressing your opinion and making suggestions

- Here are some useful phrases for **expressing your opinion** and **making suggestions** when problems occur.

making suggestions

- One thing we could do is...
- It might be worth...
- It could be helpful if we...

expressing your feelings

- My main concern is...
- What worries me is...
- My impression is that...



Here are some more phrases you can use when a problem occurs. Can you think of any more?

I can see where you are coming from.

Let's look at it again in a few days' time.

Let's review it at our next meeting.

I don't think that will work, but I will think it over.

What's really bothering you?

We should return to it when we have a clearer picture.

I understand what you are saying.

What's the best approach do you think?

What's your solution?

How do you think we should deal with this?



Problems with business visits



What problems have you experienced/could you imagine experiencing during business visits either to your company or to other companies? Are these problems organisational or are they related to the expectations of the companies involved?

Explain how you responded/would respond to these problems.



Problems during business meetings

Here are some examples of things that can go wrong during business meetings.

Describe what you would do in these cases.

What phrases would you use to apologise for or clarify the situation?



A business meeting has gone on too long and the visitors don't look like they are ready to leave.

There has been a communication breakdown due to a misunderstanding.



The receptionist at your office was rude to a visitor. The visitor has complained about the staff at your company.

A fire alarm sounds during a business meeting and you are forced to end it prematurely.



Ending a meeting and providing follow-up

In English-speaking countries business people shake hands at the end of a meeting. How do you usually conclude a meeting? Discuss how you follow-up on business meetings to make sure they lead to positive results.





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise p. 14
1f, 2g, 3d, 4c, 5e, 6b, 7h, 8a





Writing a follow-up e-mail after a business visit

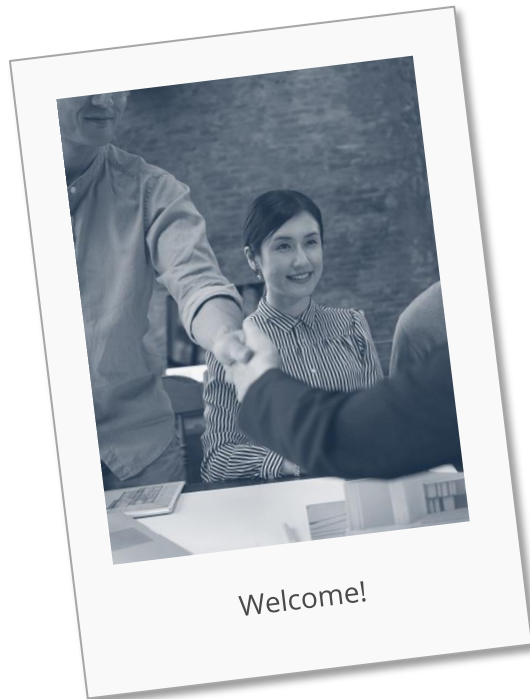
After a business visit, it is sometimes a good idea to write an e-mail thanking the company for inviting you and to follow-up on any matters discussed during the visit. Based on one of the role plays in this lesson, practise your writing skills by writing a follow-up e-mail.

| | | | |
|---|---|---|---|
| | - | □ | × |
| To: sandy@mail.com | | | |
| Subject: Thank you for the meeting | | | |
| Dear Sandy, I am writing to thank you for the opportunity to meet with your company last week. I gained some excellent feedback... | | | |



Practise with dialogues

Practise writing or verbally expressing a dialogue that you could use when a new client comes to your business for a visit. Using the vocabulary in this lesson, practise explaining what your company does, where important locations in the office are located, and making the client feel welcome at your company





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