

Greeting colleagues and clients

COMMUNICATION

LEVEL
Beginner

NUMBER
EN_BE_1216X

LANGUAGE
English





Goals

- Can recognise and understand basic greetings for colleagues and clients at work
- Can use these words and phrases to greet and ask how someone is in a work setting







Preview and warm-up

- In this lesson you are going to practise **greeting colleagues** and **clients**.



Pleased to meet you.



Vocabulary review

Hi

How are you?

I'm doing ok.

And yourself?

Good morning

Good afternoon

Good night

I'm doing well,
thank you.





Colleagues or clients

Which phrases do you use with colleagues and which with clients? Do you use some phrases with both?



Greeting colleagues

You usually **know** your **colleagues**. You do not usually use formal language.



Hi!

How's it going?

This means *how are you?* You can use with your **colleagues** and your **friends**.



How's it going?

Good to see you

Good to see you again

Use these phrases with **colleagues** who **you know**.



Good to see you!



Good to see you again.



Sentences



Hi Marco, **how's it going?**

John! **Good to see you.**



Good to see you again, Karen.



Fill in the gaps

Fill in the gaps to complete the phrases.



How's _____ going?



Good to _____ you.



Good to see you _____.



Fill in the gaps to complete the dialogue. Then practise the dialogue with a partner.



Hi Julia, good to see you _____ .

How's it _____?

I'm _____ well, thanks.

Good _____ see you too Ian.

I'm doing ok. And _____ ?



Role play

Role play greeting a colleague. Swap roles with your partner when you are done.



Student A: Start the conversation.



Student B: Respond to student A.

Greeting clients

You use **formal language** to **greet** your **clients**.



Good morning.

nice to meet you

pleased to meet you

Use these phrases when you **meet someone** for the **first time**.



Nice to meet you.



I'm Harry, **pleased to meet you**.

I'm ... from ...

Use this phrase to say your **name** and where you **work**.



Hello, I'm Gina from Eco Green.



Hello, I'm Pete from marketing.

we spoke on the phone

Use this phrase to tell someone **how they know you**.



I'm Fran from Sea Tech. **We spoke on the phone.**



Sentences



I'm James from marketing. I sent you an email.

Hello, I'm Pete from New Game. We spoke on the phone.



Alan from accounting. Pleased to meet you.



Match to make phrases

Nice to...

Pleased...

We spoke...

on the phone.

meet you.

to meet you.



Categorise

Put the phrases into the correct category. Do some go in both?

How's it going?

Good to see you
again.

Pleased to meet
you

Good to see you.

We spoke on the
phone.

Nice to meet you.

Colleagues

Clients



Fill in the gaps then practise the dialogue with a partner.



Good morning, I'm Ursula _____ Farmer Co. I _____
you an email.

Ah, yes! I'm Jenny, _____ to meet you.



Nice to _____ you too. How _____ you?

I'm _____ well, thank you.





Role play

Role play meeting a client for the first time. Swap roles with your partner when you are done.



Student A: Start the conversation.



Student B: Answer student A.



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





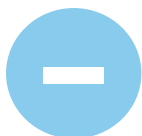
Reflect on this lesson

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. 11

it, see, again

Exercise p. 12

again, to, going, you, doing

Exercise p. 19

Nice to meet you. Pleased to meet you. We spoke on the phone.

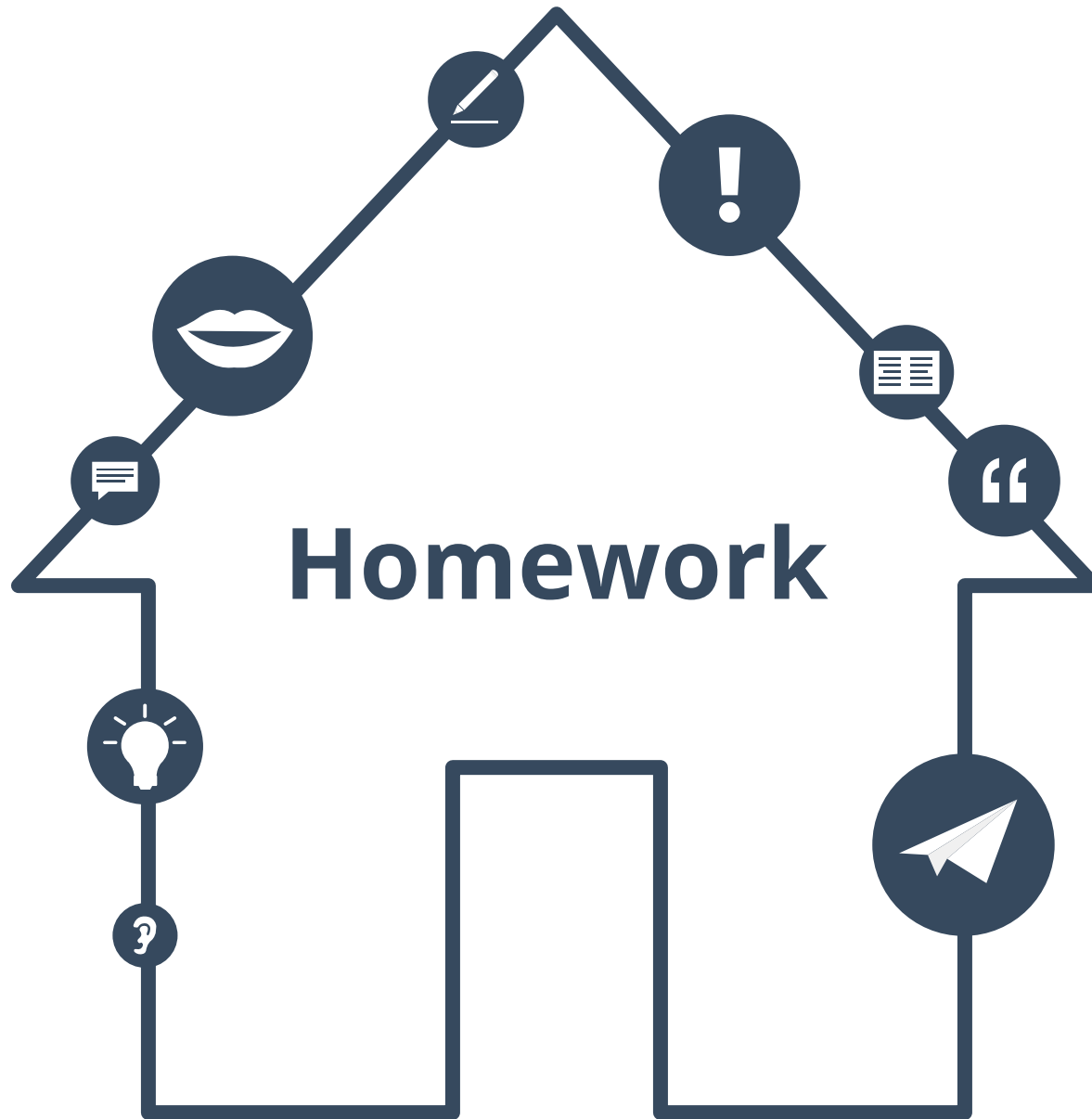
Exercise p. 20

Colleagues: how's it going? Good to see you. Good to see you again.

Clients: Pleased to meet you. We spoke on the phone. Nice to meet you.

Exercise p. 21

from, sent, pleased/nice, meet, are, doing





Matching

1. How's it...

2. Good to...

3. Good to see

4. Nice to...

5. Pleased...

6. We spoke...

a. you again.

b. meet you.

c. going?

d. on the phone.

e. see you.

f. to meet you.



Writing

[illegible]



Homework answer key

Exercise p. 27

1. C, 2. E, 3. A, 4. B, 5. F, 6. D



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