

2º ENGLISH

Introductions

01

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OBJECTIVES



Greet other people (formal and informal way).

Introduce ourselves and introduce other people.

Meet customers/patients for the first time.

Say goodbye to our customers/patients.

Learn vocabulary about days of the week and months.



/ 1. Introduction, practical context

In this first unit, we will learn how to greet and say goodbye to other people (formal and informal situations). English is a very polite language, it is extremely important not to make mistakes in these contexts, we can look like rude people because we have used the wrong expression in the wrong situation.

Listen to the following audio, which includes a case study that will be solved along this lesson.



Fig. 1. Introducing our doctor.



Audio Intro. Mary, the assistant.

<https://bit.ly/2MD1NfZ>





/ 2. Greetings and introductions



Audio 1. "Greetings and introductions"
<https://bit.ly/2ZzrCj5>



In English, it is extremely important to greet and introduce people properly, because English is a very polite language. Introducing and greeting are the first things we say to someone when meeting him/her (whether or not for the first time).

In the first chart below, we will learn how to greet and introduce in a formal manner; in the second chart, we will learn how to do it in an informal way. Formal is more polite, and also if you don't know the person. Informal is used when talking to friends only.

Greetings (Formal)		Introductions (Formal)	
Sample sentence	Sample response	Sample sentence	Sample response
Hello, Mr. Smith	Hello.	Teacher Albert, I'd like to introduce you to my friend Alice	It's a pleasure to meet you. / Pleased to meet you.
Hello, teacher.	Hello.		
Good morning.	Good morning.		
Good afternoon	Good afternoon	May I introduce a good friend of mine? This is Mary	It's a pleasure to meet you. / Pleased to meet you.
Good evening.	Good evening.	May I introduce myself? My name is Paul	Pleased to meet you, Paul.
How do you do?	How do you do?	I'd like to introduce myself. I'm Peter.	Pleased to meet you, Peter.
How are you?	Fine, thank you/Fine, thanks, and you?/ Very well, and you?		

Greetings (Informal)		Introductions (Informal)	
Sample sentence	Sample response	Sample sentence	Sample response
Hey/Hi.	Hey/Hi.	Mary, this is Peter. He's in my class.	Hi Peter. Nice to meet you.
How are you?	I'm good/All right.		
How are things?	Pretty good/Not too bad, thanks.	Hi. My name's Erick.	I'm John. Nice to meet you.
How's it going?	OK/Not bad.		
How're you doing?	I'm doing good.	Have you met Pauline?	Hi Pauline. Nice to meet you.
What's up? What's new?	Nothing much/ Not a whole lot/ Nothing/ Nothing special/Not much.	I want to you to meet Alison.	Hi Alison. Nice to meet you.
What's happening?		Hi, I'm Richard.	Hi Richard. Nice to meet you
What's going on?			



/ 3. First meetings with clients/patients



Video 1. "First meetings"

<https://bit.ly/2TapXOs>



A crucial aspect of customer care (and health care too) is how to communicate with clients or patients. The ability to communicate well is everything for becoming an excellent professional and clinic assistant, who will need to foster the skills necessary to maximize her/his communication potential.

A good professional must make a great first impression whenever meeting a client/patient for the first time. It should be our main goal to start building a relationship of trust from that very first meeting, because if a client/patient does not develop that feeling, he/she will be thinking on getting another provider.

According to several studies, whenever we meet someone for the first time, it will only take seven seconds to form a judgement about the other person. In those first seconds we judge the other person's friendliness, cooperation and competence. This happens at a subconscious level; those first impressions may be always right or not, but we know that it is very difficult to come back from a bad first impression.

There are three main things that we can do in those first seconds to make a better impression, and to convey that we are friendly, caring and competent:

- **Use facial expression properly:** This is the first thing somebody will notice when they look at us. A genuine smile (known as 'Duchenne smile') and a facial expression of friendliness will be always well received.
- **Maintain constant eye contact:** Don't glance at the client/patient and then look away instantly. The client/patient must feel that he or she has our full attention.
- **Beware of your body posture and movements:** We must not look hesitant, hurried or tense. Our main goal is to radiate that we are calm and good listeners.

We can have different situations when meeting new clients/patients. For instance, if the assistant is free and a client or patient is coming towards the reception area, the assistant will greet him/her, ask the name and hour of appointment, and he/she will ask the client/patient to fill in a form with personal details to keep a record.

In case the assistant is on the phone when the client/patient is entering the reception area, he/she will hold the person on the phone and greet the client/patient at the reception, ask the name and hour of appointment and the assistant will ask him/her to fill in a form with personal details to keep a record.



Fig. 2 Let's get to know each other

/ 4. Case study 1: "Introductions"

Situation: A patient arrives at our clinic for the first time. He is walking towards the reception area. From the very moment he is entering the area, the assistant greets him with a smile and a friendly expression, and offers to help.



The patient says that he has an appointment with Dr Stevenson. She asks him if he has seen the doctor before, but the patient explains that this is his first appointment. The assistant asks the patient his full name. The patient tells her that his name is Ronald Peters, the assistant asks the patient to fill in a form with his personal details. All along the conversation, the assistant is maintaining constant eye contact with the patient, she keeps a calm attitude and listens to the patient carefully.

When the patient is starting to fill in the form, the assistant introduces him to her colleague Alice, who is going to help him filling in that document.

Question: This is a formal communicative situation, in which the assistant is meeting a new patient at the clinic. Do you think the clinic assistant is making a good first impression to the patient? What three things has she done to say that she is friendly, caring and competent?

Solution: Yes, she is. The assistant uses facial expression properly (greet him with a smile and a friendly expression), she maintains constant eye contact with the patient all along the conversation, and she is mindful of her body posture and movements (she keeps a calm attitude and listens to the patient carefully).



Fig. 3. Nice to meet you



Audio 2. "Dialogue with patient"
<https://bit.ly/2OFBlli>



/ 5. Farewell

Saying goodbye to our patients/clients properly is as important as greeting them when they arrive for the first time.

If the correct greeting makes a good impression, that is, if it builds a trust relationship between assistant and client/patient, it will be quite sure that our patients will come back again to our clinic.

That is the reason why saying goodbye to our patients/clients every time they visit us is so vital in customer care. If we don't fulfill the three main steps that we carried out when greeting them for the first time, our client/patient will not come back anymore.

Let's remember those three steps:

- Use facial expression properly.
- Maintain constant eye contact.
- Beware of your body posture and movements.



In general terms, formal expressions to say goodbye to our clients may be the following:

Goodbye
Have a good/nice day
Have a good morning/afternoon/evening
Thank you for coming
We hope to see you again soon
It was nice meeting you
It was nice to see you
Have a good/nice weekend
We'll see you again on the (5th November)
We look forward to seeing you again
You'll always be welcome
We look forward to your next visit
We're glad you liked it
We expect to have fulfilled your expectations

/ 6. Vocabulary: days of the week/month

If we are dealing with our clients/patients, we will sometimes need to give them new appointments in our clinic.

Let's see some vocabulary about days of the week:

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday

And now, some vocabulary about the months of the year:

January	February
March	April
May	June
July	August
September	October
November	December



- **NEXT:** When we are referring to future situations, we may need to use the expression “**next**”: next week, next month, next year, next weekend...

- **IN:** Other times, the preposition “**in**” is used in some expressions:

in two weeks, in a few days, etc.

The preposition “**in**” is also used with months and years:

in March, in 2018, in the year 2008...

- **ON:** With the days of the week, we use the preposition “**on**” (singular and plural):

on Tuesday, on Tuesdays...

- **AT:** Finally, in other expressions we use the preposition “**at**”:

at the weekend, at Christmas, at Easter, at the end of the year, at the end of the month, at the end of the week...



Fig 4. Diary

/ 7. Case study 2: “Mr. Peters is leaving”



Video 2. “Mr. Peters is leaving”
<https://bit.ly/2GRT7NI>



Situation: The patient Ronald Peters is leaving our clinic after his first visit.

The assistant tells the patient that it is necessary to schedule a new appointment with Dr. Stevenson.

The assistant and the patient try to reach to an agreement about the day and hour of the new appointment.

The patient finally agrees to come on the day and hour the assistant suggests him, and she takes note of the appointment on the agenda.

When the patient is finally leaving the clinic, the assistant calls her colleague Alice, who opens the door for the patient, and they both bid farewell to him smiling.

Question: This is a formal communicative situation, in which the assistant is saying goodbye to a patient, and giving him a new appointment. Let's imagine that the day of this visit is Tuesday 10th of May, and they arrange the new appointment on Monday 16th May. What is the sentence that the assistant will use with the patient for expressing the date of the new visit?

Solution: “Mr. Peters, we'll see you again next Monday” or also “Mr. Peters, we'll see you again on 16th May”



/ 8. Reading

Read the text and answer the questions. Source (adapted from: <https://www.mindtools.com/CommSkill/FirstImpressions.htm>)

Making a Great First Impression: Getting Off to a Good Start

It takes just a quick glance, maybe three seconds, for someone to evaluate you when you meet for the first time. In this short time, the other person forms an opinion about you based on your appearance, your body language, and how you are dressed. These first impressions can be nearly impossible to reverse or undo, and they often set the tone for the relationship that follows.

Be on Time

Someone you are meeting for the first time will not be interested in your “good excuse” for running late. Plan to arrive a few minutes early, and allow flexibility for possible delays in traffic or taking a wrong turn. Arriving early is much better than arriving late, and is the first step toward creating a great first impression.

Present Yourself Appropriately

Of course physical appearance matters. The person you are meeting for the first time doesn't know you, so your appearance is usually the first clue he or she has to go on.

First, think about the way that you dress. What is the appropriate dress code for the meeting or occasion? And what will the person you'll be meeting be likely to wear? If your contact is in the creative arts or the music industry, a pinstripe business suit may not strike the right note!

Have a Winning Smile!

As the saying goes, “Smile and the world smiles too.” So there's nothing like a smile to create a good first impression. A warm and confident smile will put both you and the other person at ease.

Be Courteous and Attentive

It goes without saying that good manners and polite, attentive and courteous behaviour help make a good first impression. In fact, anything less can ruin the one chance that you have at making that first impression. Set aside modern day distractions, for instance, by turning off your mobile phone so that you can give the person your full attention.

Questions

- a. According to the text, if you fail to make a first good impression you can always change other people's opinion of you in following meetings. TRUE / FALSE
- b. You should turn off your phone to show to the person you are meeting that they have your full attention. TRUE / FALSE



/ 9. Summary and unit's practical case resolution

Throughout this unit, we have learnt, remembered and reinforced the following concepts:

- Greeting other people (formal and informal way): We have learnt that it is extremely important to distinguish between greeting our clients in a proper formal way and greeting our friends or family in an informal way.
- Introducing ourselves and introducing other people (formal and informal style): We have learnt expressions to introduce ourselves and introduce other people when in formal situations or in informal context.
- Meeting customers/patients for the first time: We have learnt that meeting our customers properly is not only a matter of language and correct expressions, it also implies body language.
- Saying goodbye to our customers/patients: We have also learnt that saying goodbye to our customers in a proper way is as important as first impressions.
- Learning vocabulary about days of the week and months: We have learnt this type of vocabulary because it will be necessary when giving new appointments to our clients/patients.

Practical case resolution

At the beginning of this unit we had proposed the practical case of Mary, the clinic assistant. She had two communicative situations quite different. The first situation was with a client of the clinic, and the second one was with a friend of hers. We asked why she was using the surname in the first case, and why she wasn't using it in the second one. The answer to this is that the situation with the customer is a formal context, and the situation with her friend is an informal context.

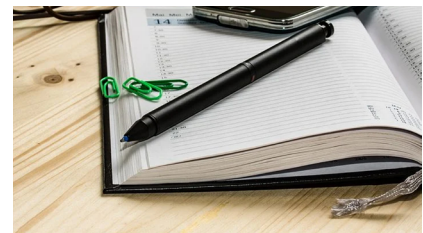


Fig 5. Things to do

/ 10. Bibliography

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