

ENGLISH
Introductions

Greetings and introductions

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		
How do you do?	How do you do?	May I introduce myself? My	Pleased to meet you, Paul.
How are you?	Fine, thank you/Fine, thanks, and you?/ Very well, and you?	I'd like to introduce myself. I'm Peter.	Pleased to meet you, Peter.

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.	Hi. My name's Erick.	I'm John. Nice to meet you.
How are things?	Pretty good/Not too bad, thanks.		
How's it going?	OK/Not bad.	Have you met Pauline?	Hi Pauline. Nice to meet you.
How're you doing?	I'm doing good.		
What's up? What's new?	Nothing much/Not a whole lot/Nothing/ Nothing special/Not much.	I want 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?			

First meetings with clients/patients

- **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.

Farewell

Three steps:

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

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

Vocabulary about days of the week:

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday

Vocabulary about the months of the year:

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

- **NEXT:** future situations, we may need to use the expression **“next”** : next week, next month, next year, next weekend...
- **IN:** in two weeks, in a few days, etc. Also used with months and years: in March, in 2018, in the year 2008...
- **ON:** With the days of the week (singular and plural): on Tuesday, on Tuesdays...
- **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...