

# Welcoming Visitors

## Learning Objectives

Upon completion of this lesson, you will be able to...

- » greet and guide visitors to your company
- » introduce yourself, the company and your colleagues

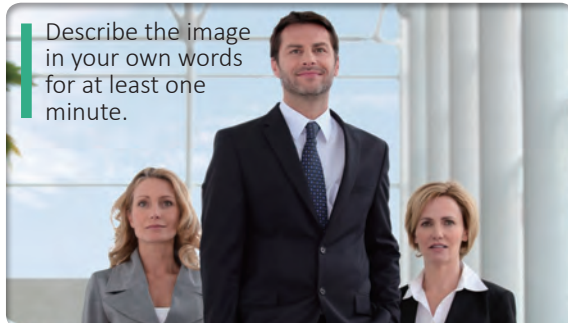
## Overview

- Getting Started
- Language Practice
- Situation & Dialogue
- Case Scenarios
- Business Basics



## 1 Getting Started

### A Let's look at the image.



Describe the image in your own words for at least one minute.

### B Discuss the following questions.

- What can you do or say to make a visitor feel welcomed at your company?
- How can you address a person when you meet them for the first time at a business setting?
- How do greetings differ in formal and informal settings?

*Good to Know*

**Common Mistakes**

**Which is right? Check the answers and explanations in the back of the book.**

- Everyone **were/was** convinced that he would win the negotiation.
- I think every person in this room **is/are** happy.
- Everybody **have/has** memories of their first love.

## 2 Language Practice

### A Business Expressions

Read the expressions and write your own sentence using the expression.

**go the extra mile** : to do more than one is required to do to reach a goal.

*Ex) I like doing business with that company; they always go the extra mile.*

Make your own: .....

**back to square one** : if you are back to square one, you have to start working on a plan from the beginning.

*Ex) I thought everything was settled, but now my clients say they're not happy with the deal, so I'm back to square one.*

Make your own: .....

**take matters into your own hands** : to deal with a problem yourself because the people who should have dealt with it have failed to do so.

*Ex) Because Nick wasn't able to finish the project on time, his boss decided to take matters into his own hands.*

Make your own: .....

### B Key Patterns

Here are some key patterns that you can use when welcoming visitors or as a visitor.

#### I'm in charge of...

- the R&D department
- product marketing and advertising
- the international cooperation team

#### Allow me to...

- direct you to the waiting area
- confirm your appointment
- pass on your details

#### Could you direct me to...?

- the HR office
- the nearest restroom
- the manager of this department

## 3 Situation & Dialogue

A Answer the following questions using the information given below.

- 01 Look at the characters and describe the situation.
- 02 What is the relationship between the characters?
- 03 What do you think will happen next?

**Mr. Andes** | In charge of the marketing department of Speed Telecom. Company

#### MISSION

Ask Mr. Smith who he is looking for and introduce Mr. Smith to Mr. Jones, the new CTO of the company.

**Mr. Smith** | An investor of Speed Telecom. Company

#### MISSION

When Mr. Andes asks why you're here, tell him you're here for a business meeting.

**Mr. Jones** | When Mr. Andes asks why you're here, tell him you're here for a business meeting.

#### MISSION

Ask Mr. Smith who he is looking for and introduce Mr. Smith to Mr. Jones, the new CTO of the company.

## Quote of the Day!

"A business that makes nothing but money is a poor business."

Henry Ford

"There are no secrets to success. It is the result of preparation, hard work, and learning from failure."

Colin Powell

- ✓ What does success mean to you?
- ✓ What do you think are the "must-have qualities" to be successful? Make a list and share.
- ✓ Do you think money always follows success? Why or why not?

**B** Practice the dialogue with your partner.

## Welcome to Our Company

**Mr. Andes:** Hello. You seem to be a visitor; could you tell me who you're looking for?

**Mr. Smith:** Yes, I'm here for a business meeting with Mr. Andes of the marketing department.

**Mr. Andes:** Oh that would be me, and you must be Mr. Smith. You're here a little early for our meeting. That's okay. Would you mind following me this way?

**Mr. Smith:** Yes, thank you.

**Mr. Andes:** Did you have any problems finding our company?

**Mr. Smith:** No, it was quite easy to find.

**Mr. Andes:** Great. Now let me properly introduce myself. I'm John Andes and I'm in charge of the marketing department here. It's a pleasure to meet you. I would also like to introduce you to our new CTO, Mr. Jones. Mr. Jones, this is Mr. Smith, one of our investors.

**Mr. Jones:** Very nice to meet you Mr. Smith. I want to thank you for taking your time to visit our company. I hope today's meeting produces positive outcomes.

**C** Comprehension Questions

- 01 | What are some questions you can ask to make your visitor feel comfortable?
- 02 | What are some important information to include when introducing somebody?
- 03 | Imagine you are Mr. Jones, the CTO of the company. What can you say to greet and welcome Mr. Smith?



## 4 Case Scenarios

Read the scenarios and complete each stage.

✓ Scene 1 | Scene 2

A professionally dressed man walks into your office. You think he is a visitor but you're not sure. Ask him why he's here and who he's looking for. Greet the visitor and make him feel welcomed. Then guide him to the meeting area. Introduce yourself and tell him what you are in charge of.

Role A | Employee      Role B | Visitor

Scene 1 | ✓ Scene 2

An important business partner visits your company for the first time. Guide your partner to the meeting area. Introduce yourself, the company, and your team members. Then introduce the visitor to everyone else.

Role A | Employee      Role B | Visitor

01  
Stage

Brainstorm the mission of each character.

» Role A | Mission

» Role B | Mission

02  
Stage

How would you feel in each character's position? Explain.

03  
Stage

Act out the situation. Make sure to complete the mission of each character and use the key patterns.

## 5 Business Basics

### A Cross Cultural Greetings

Greetings are crucial for leaving positive first impressions. Methods and styles of greeting vary greatly around the world, and you need to know which practices apply in different circumstances.

Country	Greetings	How They Greet
Arab countries	<ul style="list-style-type: none"> <li>• As-salaam (Peace be upon you)</li> <li>• Sabah el-khair (Good morning)</li> <li>• Masa' el-khair (Good evening)</li> </ul>	They shake hands with the right hand only, for longer but less firmly than in the West. Contact between the opposite genders in public is considered obscene. Do not offer to shake hands with the opposite sex.
Philippines	<ul style="list-style-type: none"> <li>• Magandang umaga (Good morning)</li> <li>• Magandang hapon (Good afternoon)</li> </ul>	English is widely spoken in the Philippines. English greetings are also accepted.
China	<ul style="list-style-type: none"> <li>• Nǐ hǎo (Mandarin greeting)</li> </ul>	In formal greetings, oldest person is always greeted first. Handshakes are the most common form of greeting with foreigners.
India	<ul style="list-style-type: none"> <li>• Namaste ("I bow to divine you")</li> </ul>	Greeting your Indian business colleagues with a "namaste" is considered a compliment. It sets the right tone for the rest of your meeting and shows that you've taken time to understand Indian exchanges.
Spain	<ul style="list-style-type: none"> <li>• Hola, como esta? (Hello, how are you?)</li> </ul>	Most Latinos are more accustomed to physical contact. Even people who know each other only slightly may embrace when greeting.

### B Share Your Thoughts

- 01 >> Try practicing each countries' greetings with your partner
- 02 >> Imagine your partner is from abroad. Explain your country's greeting. What is it? How do you say it? What gesture do you make?
- 03 >> Do you know any other greetings from a different culture? What do you think these different cultural greetings tell about each country?



In general people shake hands when they meet for a business; however, knowing different cultural greetings may succeed in the international business world. So let's try to keep an open mind.

**Review** Share 3 things you learned from this lesson

### Sneak Peek

- 01 Do you have a comfortable relationship with your boss? What do you call your boss?
- 02 Have you been transferred to a different department before?