

Collins

English for Work

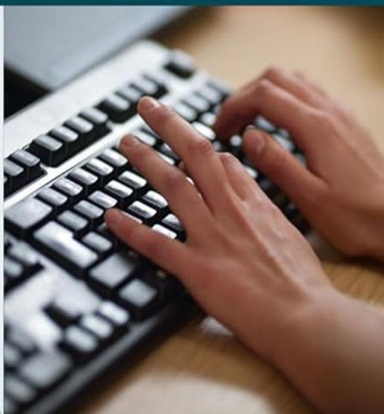
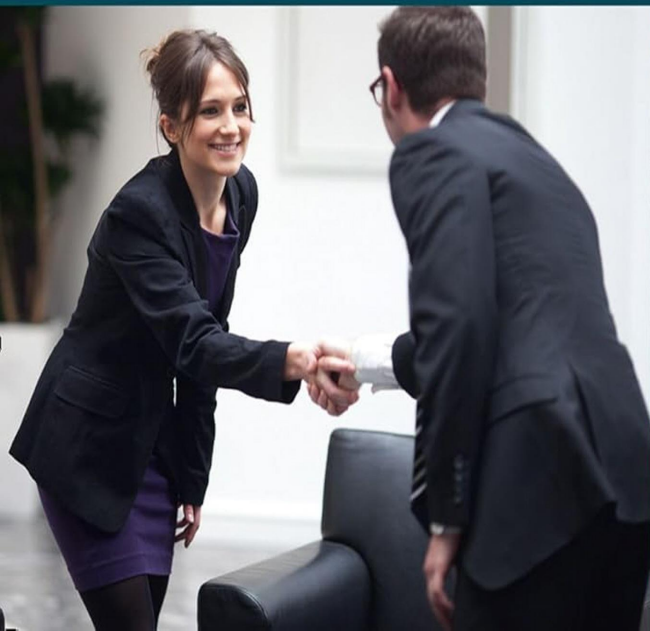


with DVD

Workplace English 1

James Schofield

Get ahead with everyday business English



DVD



Audio
online



Book

Contents

Meeting for the first time

1	At reception	6
2	Company visitors	10
3	What do you do?	14
4	Making visitors feel welcome	18
5	Small talk	22
6	Introductions	26

Emails

7	An enquiry by email	30
8	A reply to an enquiry	34
9	A follow-up email	38
10	A reply to a follow-up email	42
11	Invitations	46
12	Replies to invitations	50

Telephoning

13	Incoming calls	54
14	Outgoing calls	58
15	When things go wrong	62
16	Telephone messages	66
17	Conference arrangements	70
18	Travel plans	74

Meeting again

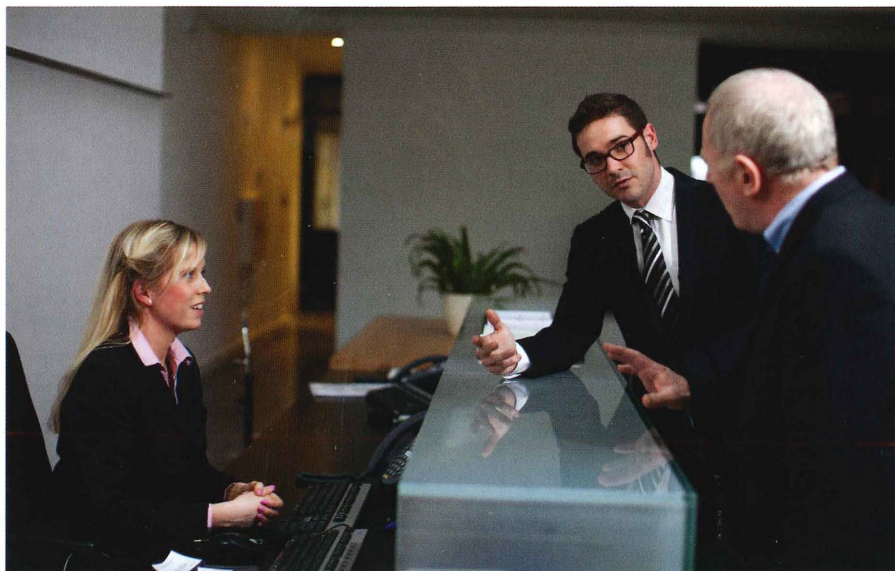
19	Welcome back	78
20	Plans	82
21	A change of plan	86
22	How was your visit?	90
23	What can I do for you?	94
24	Goodbye	98

Resource bank

Answer key / Audio script	102
Key phrases for speaking	128
Key phrases for writing	132
How to address an envelope	136
Email signatures / Out-of-office messages	137
Model schedule	138
Model minutes	139
Key words	140
Grammar reference	148
Useful abbreviations	155
How do I say ...?	156
On the phone	158

1 At reception

Greeting visitors | Asking somebody's name | Completing a form



Conversation



- 1 Sally Smith is the receptionist at Lowis Engineering in London. John Carter and Paul Rogers are visiting the company today. Read their conversation and watch the video. Who do they want to see?

Sally **Good morning, how can I help you?**

John Good morning. We're here to see Diane Kennedy at 10 o'clock.

Sally **Can I have your names, please?**

John Yes, it's John Carter and Paul Rogers from Australian Power Utilities. Here's my business card.

Sally Thank you. **I'll just call Ms Kennedy.**

Paul Thank you.

Sally And **can you complete these security forms, please?**

Paul Of course. Excuse me, can I have a pen?

Sally Here you are. Diane? I have Mr Rogers and Mr Carter in reception for you. Right. Thank you.

Sally Thank you. **Please could you wear these visitors' badges? Someone will come down to get you in a moment. Please have a seat.**

Paul Thanks.

John OK.

Did you know?

In English we do not use the 24-hour-clock in everyday conversation. If we want to make it clear it is morning or afternoon, we normally use *am* or *pm*, or say *in the morning* or *in the afternoon / evening*.

Understanding



2 Watch again. Are the sentences true (T) or false (F)?

- 1 John and Paul work at Lowis Engineering. T / F
- 2 Diane knows John and Paul are coming to see her. T / F
- 3 John and Paul will have to wear badges. T / F
- 4 John and Paul will have to wait a long time for Diane. T / F

Key phrases

Dealing with visitors at reception

<i>Good morning / afternoon / evening, ...</i>	<i>Please could you wear this badge / these badges?</i>
<i>How can I help you?</i>	
<i>Can I have your name(s), please?</i>	<i>Someone will come down to get you.</i>
<i>I'll just call Ms ...</i>	<i>Please have a seat.</i>
<i>Can you complete this form / these forms, please?</i>	

Practice

3 Put the words in the sentences into the correct order.

- 1 evening, Good help I can how you
_____?
- 2 I Can names, your please have
_____?
- 3 Please you these complete could forms
_____?
- 4 will get come Someone down to you
_____.
- 5 seat Please a have
_____.

4 Match the questions to the answers.

Receptionist

- 1 Good afternoon. How can I help you?
- 2 Could you wear this badge, please?
- 3 Can I have your name, please?
- 4 Please can you complete this form?

Visitor

- A Ali Khan.
- B I'm here to see Diane Kennedy.
- C Can you give me a pen?
- D Of course.

5 Look at John Carter's business card and complete the details on the visitor form.

Lowis Engineering – Visitor Form

Surname / Last name _____

First / Given name _____

Company address _____

Email _____

Visiting _____

Time in _____ 9.30 _____ Time out _____

Signature *John Carter* _____



6 Complete the visitor form with information about yourself.

Language tip

Telling the time

Say *nine o'clock* or *nine am* for 9.00.

For 11.15 you can say *a quarter past / after (US) eleven* or *eleven fifteen (am)*.

For 14.30 you can say *half past two* or *two thirty (pm)*.

For 19.45 you can say *a quarter to eight* or *seven forty-five (pm)*.



Speaking

01-02
CD

7 You work at the reception of Lewis Engineering when a visitor arrives. Read the instructions and welcome the visitor. Play Track 01 and speak after the beep. You start. Then listen to Track 02 to compare your conversation.

You *Good morning madam, can I help you?*

Guest Yes, I have an appointment with Diane Kennedy for 11 o'clock.

You *(Ask her name.)*

Guest Jane Taylor from Taylor and Curtiss Consultants.

You *(Ask her to complete a security form.)*

Guest Can you give me a pen?

You *(Offer a pen.)*

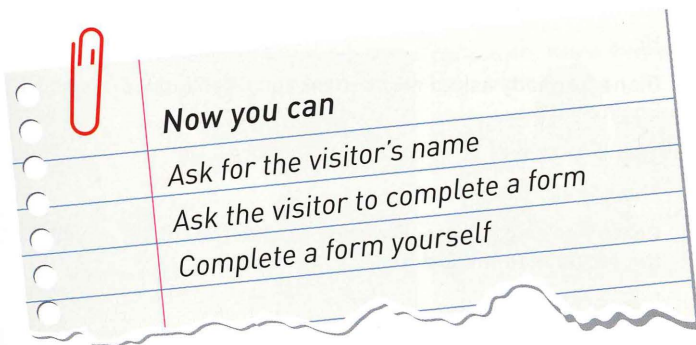
Guest Thanks.

You *(Ask her to wear a visitor badge.)*

Guest Of course.

You *(Ask her to have a seat and say someone will come to get her.)*

Guest Good! Thanks for your help!



2 Company visitors

Welcoming visitors to a company | Introducing yourself | Taking visitors to a meeting



Conversation



- 1 Jasmine Goodman is Diane Kennedy's personal assistant at Lewis Engineering. She comes down to meet the visitors in reception. Read their conversation and watch the video. Who asked Jasmine to meet the guests?

Jasmine	Excuse me, are you John Carter and Paul Rogers?
John	Yes, we are. I'm John Carter and this is my colleague, Paul Rogers.
Jasmine	Hello, I'm Jasmine Goodman.
Paul	Hi.
John	Hi.
Jasmine	Diane Kennedy asked me to meet you. Welcome to Lewis Engineering.
Paul	Thank you.
John	Thank you.
Jasmine	Come this way, please. We need to take the lift or, as you'd say, the elevator to the 3rd floor.
Paul	It's a great building.
Jasmine	Yes, it is. It's a nice place to work.

Did you know?

In American English it is *elevator*. In British English it is *lift*. Also, the *first floor* in American English is the *ground floor* in British English.

Understanding



2 Watch again and answer the questions with *yes* and *no*.

- 1 Do John and Paul know Jasmine already?
- 2 Does Jasmine work at Lowis Engineering?
- 3 Do they need to take the lift?
- 4 Does Jasmine like where she works?

Key phrases

Meeting company guests

Excuse me, are you ... ?

Come this way, please.

I'm ... / this is ...

We need to take the lift / elevator / stairs to the 3rd floor.

Diane Kennedy asked me to meet you.

Welcome to ...

Practice

3 Join the two parts of the sentences together.

- | | |
|--------------------|-------------------------------------|
| 1 Excuse me, | A to our company. |
| 2 I'm Paul and | B take the stairs to the 1st floor. |
| 3 Ms Kennedy asked | C are you Paul Rogers? |
| 4 Come this way, | D this is John. |
| 5 Welcome | E me to meet you. |
| 6 We need to | F please. |

