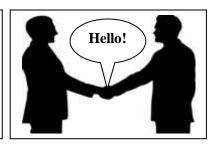
University of Setif 1

Faculty of Economics, Commerce and Management Sciences. Common Trunk department Business English (1st Year, 2nd Semester). Academic Year: 2022/2023

Lesson 01: Socializing (Greetings, Introductions & Goodbyes)

Greetings and introductions are the first thing we do when we meet people or someone new. In this lesson the students will learn how to greet, introduce and say goodbye to someone whether in a **formal** or **informal** way. (**Formal:** is more polite and used if we don't know the person. **Informal:** is used when talking to friends or persons we know very well!).



A. Warm-up: Greetings

When we meet a person or a group of persons for the first time, we greet each other. These greetings are done in different ways according to the different cultures and also vary depending on the relationship between the two persons or groups involved. The table below summarizes some words, phrases and expressions that we can use when we want to greet someone, with a sample response to each word or phrase.

Formal greetings		Informal greetings	
word or phrase	Sample response	word or phrase	Sample response
Hello, / Hello Mr. Mrs	Hello.	Hey. / Hi.	Hey. / Hi.
Good morning/afternoon/	Good morning/afternoon/	How are things?	Good.
evening/ night*	evening/ night	How's everything?	
How are you?	Fine. Thank you. And you	How's it going?	Not bad.
How do you do?**	How do you do?	What's up?	Nothing/ nothing
		What's new?	much/ nothing
		What's going on?	special.

*'Good morning' is used until noon after which one uses 'good afternoon' until 4 pm. Anytime after 4 pm. we say 'good evening' even if the time is not evening but night. 'Good night' is used at leave taking after the evening.

******The phrase **'How do you do?'** isn't a real question. It is a formal greeting used only when meeting someone for the first time, and the standard reply is **'How do you do?'** not for example: **'Fine, thank you'**.

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Example: a. Hello, Mr. Levinson. How are you?a. Hi, Sarah. How are things?b. I'm very well thank you. And you? (Formal)b. Oh fine. You know how it is. (Informal)
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B. Introductions

Greetings are generally followed by introductions where you either introduce yourself or the person/s accompanying you. There are a lot of different places and contexts where you might need to introduce yourself or others (in a classroom, in a job interview, in a new job or activity...etc.). So knowing the context and the audience is very important in this case. In social situations, we can introduce ourselves without any considerations. However, in the business world introductions are based on a person's rank or position in an organization. The person with highest position is

introduced first and the others follow in order of their position. If you introduce two people of equal rank to each other, introduce the one you know less to the one you know better.

B.1. Introducing yourself

To introduce yourself properly you must tell some necessary information and things about yourself. Some are considered basics and others are just options.

✤ <u>The basics</u>:

1. Greetings: (Formal or informal as we have seen above).

2. Name:

- I am (I'm)..., My name is (My name's) ...
- This is... (Especially on the telephone).
- 3. Location: (Where are you from, where are you living)
- I'm from..., I come from...
- I was born in...and grew up/ raised in..., but now I live in...
- I'm originally from..., but I'm now based in...

✤ <u>The options</u>:

4. Position and job:

- I work at/for ... "company name", I work in ... "general area".
- I work as a/an... "manager/accountant...".

5. Qualifications: (Especially in job interview)

- I have Baccalaureate degree (diploma) from...secondary/high school.
- Now, I'm studying *Economics* at Setif 1 University.
- I'm taking English/French/Spanish...courses at.... "center/school".
- I have bachelor of arts degree in..."marketing/management"...

6. Experience:

- I have ... years of experience in
- I have worked in the.... field for...years.

7. Family:

- I'm from a family of ...
- I'm one of siblings.
- I'm an only child.

8. Hobbies:

- I really like *running/cooking/swimming*...
- I really enjoy *drawing/watching movies*...
- I'm a big fan of...
- I'm a keen soccer/tennis player.

9. Age:

- I'm ... years old.
- I'm in my early/mid/late + *decade*.

10. Fun facts:

- An interesting fear.
- A weird like or dislike.
- A strange achievement or extraordinary experience.

Example:

Good morning everyone.

My name is Omer and I am 18 years old. I am from a family of four. I'm originally from Constantine, but now I live in Setif City. I'm studying Economics at Setif 1 University, and I'm taking English courses at the Intensive Language Teaching Center (CEIL), University of Setif1. I have three years of experience in sales. I really like swimming, and I am a big fan of fitness classes.

B. 2. Introducing others

In social or business contexts, we frequently meet new people. Very often, you may be introduced to unknown people by someone who is already known to you. Certainly, you also need to introduce other people who are unknown to your family members, friends or colleagues. To introduce someone, you should give some details about the person (his/her name, place where he/she lives, works or studies, his/her qualifications or hobbies...etc).

When you are in a formal situation, you should use formal language such as the following expressions:

- Would you please allow me to introduce...
- I would like to introduce you to...
- May I introduce...
- Please let me introduce you to...

Example: 'Hello everybody! I would like to introduce our new administrative officer, David Robinson. He is an Oxford graduate in management studies...'.

In an informal setting, introducing others is often made simply by saying: 'This is (*name*). You don't need to be that careful about what you say as you need to be in a formal context.

Example:

Ali: Adam, this is Abraham.Adam: Hi, nice to meet you.Abraham: Nice to meet too.Ali: Abraham is my cousin.

B. 3. Small talk

When you meet someone especially for work, it is important to have a short social conversation about common interests before you actually begin to talk shop. This is called 'small talk'.

Small talk helps to build relationship and create a favorable environment for talking business and to put people at ease before they get down to business. It may also help to develop a better understanding of the person that you are doing business with.

Example:

Mr. Mehta: it's a lovely weather today! Isn't it?

Mr. Burns: Yes. It is indeed.

Mr. Mehta: how was your flight?

Mr. Burns: it was very good. Thank you.

Mr. Mehta: Is this your first visit to India?

Mr. Burns: No. it isn't. I first came here ten years ago for a Trade Fair.

Mr. Mehta: Would you like something to drink before we start the meeting?

Mr. Burns: No. thank you.

Mr. Mehta: So let get down to business.

C. Goodbyes

When leaving someone you have many words or phrases to say to them. You can choose formal or informal farewells depending on the relationship with the person. The table below shows some of these words or phrases that we can use when we want to leave someone, with a sample response to each word or phrase.

Formal goodbyes		Informal goodbyes	
word or phrase	Sample response	word or phrase	Sample response
Goodbye.	Goodbye.	Bye / bye-bye.	Bye / bye-bye
Good day/ night.	Good day/ night.	Bye for now.	
Have a good (nice) day/	Thank you. You too.	See you (ya).	See you (ya)
weekend/ time!		See you (ya) later.	See you (ya) later.
		I gotta go.	Bye.
		So long! friends (folks). Bye.	
It was nice (pleasure) to	It was nice to meet	I'm off.	Ok. Bye
meet (see) you.	(see) you too.		
I look forward to see	Same to me.	Take care.	You too.
you again.		Take it easy.	

Language review:

- Subject Pronouns: I, you, he, she, it, we, you, they.
- **Object pronouns:** me, you, him, her, it, us, you, them.
- **Possessive pronouns:** mine, yours, his, hers, ours, yours, theirs.
- Possessive Adjectives: my, your, his, her, its, our, your, their.
- Wh-questions words: what, when, where, why, who, which.

Exercise 1: Put the words or phrases from the panel in the correct columns in the table below?

Greetings	Introductions	Goodbyes
Hello. Goodbye. Bye. What's u		-

<u>Exercise 2</u>: Do you use formal (F) or informal (I) language with the following people? Write (F) or (I) in the brackets?

1.	Your grandfather.	()	
2.	Your neighbor's son.	()	
3.	Your teacher.	()	
4.	Your colleague in the office.	()	
5.	A stranger you meet on the train.	()	
6.	Your classmate.	()	
7.	Your friends.	()	

Exercise 3: Look at the example above (in the section **B. 1**). Then you practice introducing yourself. Use the clues given below.

A greeting word/expression. Name Age Numbers of your family Location where you live Studies/Qualifications Place of study/work Experience Hobbies

Exercise 4: Put students in groups of 3 or 4 and give them few minutes to get to know each other. Then have them practice introducing each one to another. Each student should say some necessary information about the other (their name, what they do/study, how they know each other,... etc.)