



This week...

Nicole is showing an overseas visitor, Peter around her office. She is going through the afternoon schedule with him.

Lesson Objectives...

- Welcoming overseas visitors
- Building relationships

Business English Conversation

Advanced Class



Have you ever had an overseas business associate visit your office in Japan?

Who are those people
and where are they?



B



A



Who is the man in the middle?

Nicole	It's a pleasure to welcome you to our office, Peter.
Peter	Thank you, Nicole. It is nice to be here.
Nicole	I know you are on a tight schedule, so let me quickly go through what I have planned for you this afternoon.
Peter	Sure, go ahead.
Nicole	We will have a brief meeting with the sales manager after lunch. After that, we will visit the factory for two hours.
Peter	Is the factory far away from this office building?
Nicole	It is about 20 minutes away by car. We plan on leaving at 2 pm and should be back here at around 5 pm.
Peter	That's fine. I have to be at the airport by 7 pm.
Nicole	You should have plenty of time to make it by then.

I have to be at the hotel for a meeting **by 3 pm.**

1. We will have a brief meeting with after lunch.
2. After that, we will visit
3. We plan on leaving at
4. I have to be at by



Student A is visiting **Student B's** office in Japan for the first time. They are greeting each other and talking about the afternoon schedule.



Student B: Welcome **Student A** to your office.

Student A: Thank **Student B** for the welcome.

Student B: Go through the afternoon plan with **Student A**.

Key Phrases

- It's a pleasure to welcome you to our office.
- Let me quickly go through what I have planned for you this afternoon.
- We will have a brief meeting with
- You should have plenty of time.
- Thank you. It's nice to be here.
- I'm afraid I won't be able to
- I have to be at by
- *Other*

Schedule Ideas

- tour the office
- greet department managers
- brief meeting with the sales manager
- visit factory
- listen to presentation
- have dinner with CEO
- *other*



1. It is difficult to deal with cultural differences.
2. As the host, you should pay for any meal expenses.
3. It is easier to host an overseas visitor than to be one.

- Have you ever visited an office overseas before?
- What are some difficulties you might have when hosting an overseas visitor?
- What are some ways to make an overseas visitor feel comfortable when visiting your office?

brief - We will have a *brief* meeting tomorrow morning.

factory - What time will we visit the *factory*?

greet - Please *greet* the guests in the lobby.

pleasure - It is a *pleasure* to meet you for the first time.

plenty - I have *plenty* of time to meet tomorrow.

schedule - Could you please show me the *schedule*?

tight - We are traveling on a *tight* budget.

visitor - A *visitor* from Vietnam will come next week.



Telephone Interruptions

Phone calls don't always come at the best time. What should you do when you don't have time to receive a call, but the call is urgent? What should you do when you're too busy, but the calls keep on coming? Next week we look at ways of ending calls swiftly but politely, and ways of expressing that your call is urgent, and simply can't wait.