



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

Super Class



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

Who are those people
and where are they?



B



A



Nicole	It's a pleasure to welcome you to our office, Peter. Is this your first trip to Japan?
Peter	Thank you, Nicole. It is nice to be here. Yes, this is my first trip visiting Japan and I have to say , so far I am very impressed.
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, followed by a two hour visit to the factory.
Peter	Is the factory far away from this office building?
Nicole	It is approximately 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.



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.

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*



Talk about one of the following topics for one minute:

1. How to make overseas business visitors feel comfortable.
2. Greeting an overseas visitor for the first time.
3. Ways to be culturally sensitive.

*Other students in the class, ask one question each to the presenter after the speech

- Have you ever visited an office overseas before?
- What are some difficulties you might have when hosting an overseas visitor?
- What are some cultural differences between Japan and the West when meeting someone for the first time?

There is always a lot of **small talk** before an international conference begins.



help yourself – an invitation to take something freely

- We have coffee, tea and some light snacks prepared. **Help yourself.**

small talk – informal conversation

- There was a lot of **small talk** before the meeting began.

be my guest – something you say when you give someone permission to do or use something

- Do you mind if I use your photocopier? Not at all. **Be my guest.**



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.