

Building Relationships



This week...

Todd and Haya are meeting face-to-face for the first time. They are getting to know each other and commenting on some recent projects of each other's companies.

Lesson Objectives...

- Meeting someone face-to-face for the first time
- Building business relationships

Business English Conversation

Advanced Class



Is building business relationships an important part of your job?

Why does he look so pleased?



A



B



Is this their first face-to-face meeting?

Todd	It is great to finally meet you, Haya.
Haya	We have been talking over the phone for over a year now, and it is nice to meet you in person.
Todd	I am really impressed with your company's new advertising campaign. We are going to do some advertisements too, but we need to find a good advertising agency.
Haya	We are very pleased with the results. I can introduce you to the company we use if you like.
Todd	That would be great, thanks.
Haya	I really like the look of your new website. It has a lot of interesting material.
Todd	I am glad you noticed that. We have been working very hard on it.
Haya	My business partner is coming to this city tomorrow morning. If you have time , let's all get together and have lunch.
Todd	Good idea. I look forward to it.

I am really impressed
with your English these
days.

1. I am really impressed with
2. We are very pleased with
3. I really like the look of
4. If you have time,



Role Play – Building Relationships

Student A is meeting Student B in person for the first time. They are getting to know each other and commenting on some recent projects as well as the service of each other's companies.



Student A: Tell Student B that it is great to finally meet him/her in person.

Student B: Greet Student A in a polite and friendly manner.

Student A: Comment on a **Recent Project/Service**.

Student B: Give a response then comment on a **Recent Project/Service**.

Key Phrases

- It is great to finally meet you.
- It is so nice to meet you in person.
- I can if you like.
- I really like the look of
- I am glad you noticed that.
- If you have time,
- I really appreciate
- *Other*

Recent Projects / Service

- Website - nice design/features
- Advertising campaign - eye catching
- Customer service - very friendly/efficient
- Communication - efficient/professional
- *Other*



1. It is important to meet clients face-to-face regularly.
2. It is not necessary to go out to lunch or dinner with important clients.
3. Building strong business relationships is essential to every kind of business.

- What is a good way to build a strong relationship with a client?
- What skills are needed to build long-lasting business relationships?
- Do you often meet clients for lunch or dinner?

- efficient - *The new secretary is very **efficient**.*
- essential - *It is **essential** the work is done on time.*
- impressed - *I am **impressed** with your new website.*
- necessary - *It is not **necessary** to come tomorrow.*
- noticed - *I never **noticed** that before.*
- pleased - *I'm very **pleased** with your customer service.*
- regularly - *He **regularly** comes to the office on weekends.*
- results - *The **results** were better than expected.*