



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

Super Class



Is building business relationships an important part of your job?

Picture Description

Why does he look so pleased?



B



A



Todd	It is great to finally meet you, Haya.
Haya	Yes, it is. We have been communicating over the phone and by email for over a year now. It is nice to put a face to the voice.
Todd	I am really impressed with your company's new advertising campaign. We are thinking of doing some advertisements too, but we need to find a reputable 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 and useful links.
Todd	I am glad you noticed that. We spent a lot of time trying to perfect it.
Haya	My business partner is coming to this city tomorrow morning. If you have time, we should all get together and have lunch.
Todd	That's a good idea. I look forward to it.



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.

Key Phrases

- It is great to finally meet you.
- It is so nice to put a face to the voice.
- I am really impressed with
- 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*



Talk about one of the following topics for one minute:

1. How to build business relationships
2. The importance of business relationships in Japan
3. Ways to maintain business relationships

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

- In your opinion, what is the best way to build a relationship with a client?
- What skills are needed to build long-lasting business relationships?
- Do you often meet clients for lunch or dinner?

I am looking forward to **rubbing shoulders with** the executives at the next international conference.



rub elbows/shoulders with (someone) – to meet and mix with other people

- It is a good opportunity to **rub shoulders with** the CEO at the company function tonight.

move in the same circles – to socialize with others who have a similar background, interests or lifestyle

- I've never met the owner of that company personally. We don't **move in the same circles**.

bend over backwards – do everything possible to help someone

- He **bent over backwards** to help his new colleague settle in to his new position at the company.



E-Commerce

E-commerce typically refers to buying and selling goods and services online. The e-commerce market continues to grow at a steady pace and many companies are shifting focus from traditional business methods to e-commerce to keep up with the competition. Next week we will look at the advantages and disadvantages of e-commerce.