

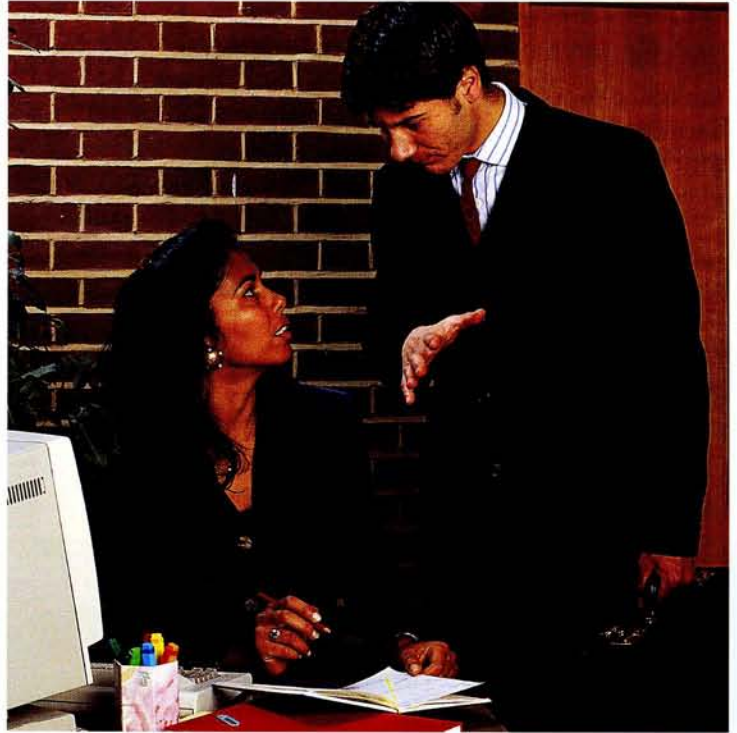


2 Introductions

1.04 **Michael Robertson has arrived at Chicago Associated Industries.**

Michael: Good morning. My name's Michael Robertson.
P.A.: Good morning, Mr. Robertson. How can I help you?
Michael: I have an appointment with Ms. Adams.
P.A.: Ah, yes. Mr. Robertson. Ten fifteen?
Michael: That's right. Sorry I'm late.
P.A.: No problem. Please follow me. It's this way.

1.05 **Jessica:** Mr. Robertson? How do you do?
Michael: Fine, thank you, Ms. Adams. And you?
Jessica: I'm fine. Please, call me Jessica.
Michael: OK, Jessica. And I'm Michael.
Jessica: So, how was the trip, Michael?
Michael: Not too bad. But the plane was late. I'm sorry.
Jessica: That's OK. How was the traffic from the airport?
Michael: Pretty bad!



1.06 **There is a knock at the door.**

Jessica: Oh, that'll be Dave. Come in. Michael Robertson, this is Dave Scott, our Canadian representative.
Michael: Good to meet you, Dave.
Dave: It's good to meet you too, Michael.
Jessica: Michael is the Purchasing Manager at AlphaCom in Toronto.
Dave: Yes, I know AlphaCom ... Tell me, is this your first trip to Chicago, Michael?
Michael: Yes. Yes, it is ...



1 Match the greetings with the most likely responses.

Greeting	Response
How do you do?	Hello.
Good morning.	Good morning.
Good afternoon.	Hi!
Good evening.	Good to meet you, too.
Hello, there.	Fine, thank you. And you?
Hi!	Good evening.
Good to meet you.	Good afternoon.

What is the general rule for responses to greetings?

2 **Practice greetings and responses.**

3 Look at the conversations and highlight the three questions which are useful for 'breaking the ice' (starting a friendly conversation).

4 What other things could you ask about to 'break the ice'?

- ☐ How was your trip?
- ☐ How was the traffic (from the airport)?
- ☐ Do you like (this city)?
- ☐ Did you find our offices easily?
- ☐ How is your family?
- ☐ Is this your first visit to (Chicago)?

Culture File **2** Names