

Державний вищий навчальний заклад
“Українська академія банківської справи
Національного банку України”
Кафедра іноземних мов

**РОБОТА НАД КОМУНІКАЦІЄЮ
ТА КОМУНІКАЦІЯ НА РОБОТІ**

**WORKING AT COMMUNICATING
AND COMMUNICATING AT WORK**

Навчальний посібник з англійської мови
за професійним спрямуванням

Для студентів 1 курсу
спеціальності “Міжнародна економіка”
денної форми навчання

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FOREWORD

Students of International Economics will find that applying their knowledge and skills to the tasks of their job is sometimes pretty easy. The harder part of the job is interacting with people. Aside from working in a lighthouse, few jobs exist in which working with and getting along with others is unimportant.

Success in your work comes from more than just having expertise in your field or discipline. It also comes from being able to express that expertise so that others can understand it, from hearing what others need so you apply that expertise to serve them, and from working with others in ways that build, not damage, relationships – especially when you’re in a leadership role.

For many people, the biggest challenges they face in their jobs deal with communicating with others. From co-workers and direct reports to your boss and other members of management, from customers to vendors, you have to communicate with people to get your job done.

“Working at Communicating and Communicating at Work” is a practical and accessible coursebook specifically designed to develop communication skills. The coursebook aims to develop both competence and confidence in a variety of communication situations, so that by the end of the module “Socializing” students will have acquired sufficient experience to communicate in various situations.

MODULE “SOCIALIZING”

1. HOW TO GET ALONG

WARMING UP

Read the quotations agree/disagree and give your reasons.

1. Conversation would be vastly improved by the constant use of four simple words: I do not know.

Maurois

2. Never hold anyone by the button or the hand in order to be heard out: for if people are unwilling to hear you, you had better hold your tongue than them.

Chesterfield

1. READING

1.1. Read texts “Rules of Introduction and Greetings” and “The Usual Forms of Introduction”.

Rules of Introduction and Greetings

Though rules for introductions have become less rigid recently, certain forms must be observed. A younger person is presented to an older person. A gentleman is always presented to a lady, even though she is no older than eighteen. No woman is ever presented to a man, with the exception of the recognized head of another country.

The Usual Forms of Introduction

The simple introduction, suitable whenever two individuals are introduced, is the mere pronouncing of the two names: “Mrs. Woodman – Mrs. Norman”.

The name of the older or more notable person is said first. A woman’s name is said before a man’s, unless the preposition “to” is used before the lady’s name. If, for instance, you find yourself saying Mr. Norman’s name first, you can turn this slip into a polite gesture by saying, “Mr. Norman, may I introduce you to Mrs. Maddox?”

Formally, a man introduces another man to his wife: “Mr. Brown, I should like to introduce you to my wife”. To a good friend, a husband would say: “Jim, I want you to meet my wife” (never “the wife”). Then, as though in parenthesis, he says to his wife: “Mary, Jim Buyer” or “Mr. Buyer”. Or if they are all young, he probably says: “Mary, this is Bob Ace”.

A lady introduces her husband to friends as ‘John’ and to acquaintances as ‘my husband’. The two names of safety are ‘my husband’ and ‘my wife’ because they are correct no matter to whom you are talking. With other than friends, acquaintances and business associates, ‘Mr. Brown’ and ‘Mrs. Brown’ are quite correct.

When introducing a person to a group of people the introducer should lead up the newcomer and say to the group: “This is James Thurston (possibly “Mr. Thurston”) whom I want to introduce to you”. Then, indicating each of the group in turn: “Miss A, Mr. B, Mrs. C, Miss E and Mr. F, etc.” Strictly, perhaps, he should introduce the newcomer to the ladies first, but this may be complicated, and it would be permissible to go by the order in which the members of the group happen to be standing.

In the USA the newcomer would shake hands all round. In Great Britain he does not do this if it means a lot of moving about (as round a table, for instance). But he should say “How do you do?” and bow slightly to the owner of each name as it is uttered. If the host then goes on his way, one of the group should have the good manners to address some remark to the newcomer and draw him into the conversation.

1.2. Answer the questions.

- a) Certain forms and rules for introduction should be observed, shouldn't they?
- b) What is the simplest introduction?
- c) What are the usual forms of introduction for the older, more notable person, and a woman?
- d) How does a man introduce another man to his wife?
- e) How does a lady introduce her husband to friends and acquaintances?
- f) How would you introduce a newcomer to a group of people?

Greetings

<i>to nod</i>	<i>pleased to meet you</i>
<i>bows</i>	<i>hello, I'm glad to meet you, Joan</i>
<i>tipping</i>	<i>how do you do?</i>
<i>Disturb</i>	<i>good afternoon</i>
<i>hello</i>	<i>good morning</i>

In the USA, (1) “_____”, is the universal form of greeting acceptable in any situation except after a formal introduction. Even strangers say 'Hello' in passing, and among young people it is considered friendly after a first-name introduction: “Sally, I'd like you to meet Joan”, say: (2) “_____”.

In business world, (3) “_____” is the usual greeting before the lunch hour. After lunch, the somewhat stilted (4) “_____” has been largely replaced by “Hello”.

In Britain (5) “_____” is the usual form of greeting. This does not call for an answer and is a purely conventional phrase. But it is a better one than (6) “_____”.

In Europe a gentleman (7) _____ to a lady first. In the United States a lady is supposed to greet a gentleman first, but today few people observe this formality. When one passes a casual acquaintance, a (8) _____ or slight raising of the hat is necessary.

In theatres, restaurants, shops or almost any public place, people speak to acquaintances as long as the greeting does not create a situation that may (9) _____ others around them, as it would in the middle of a play. If they are too far apart to speak without shouting, they simply smile and wave.

Unless one has a good memory for people, it is always better (10) _____ to someone whose face is familiar than to run the risk of ignoring an acquaintance.

1.3. Find words and phrases from the text "Greetings" which mean the same as the following:

- a) satisfactory, welcome _____
- b) being in accordance with the usual requirements, customs, etc. _____
- c) a person with whom one has had no personal acquaintance _____
- d) formal; mannered _____
- e) incline the head, as in salutation, recognition, or acknowledgment _____
- f) to remove or lift (one's hat or cap) in salutation _____

Useful Hints

1.4. Read the text "Useful Hints".

In making an introduction, don't mumble, but pronounce both names distinctly. Many Americans, when introduced, have a sensible habit of repeating the name of the person just made known to them, which gives the other the opportunity to correct it, if he has not heard it properly. (But if your name is a difficult one, resign yourself with a good grace to hearing it mispronounced rather than make the other person feel embarrassed at having got it wrong.) If the introducer has mumbled, it is better for one of the new acquaintances to say to the other: "I'm sorry, I didn't catch your name". This enables the other, who may be in a similar position, to give his name and make the same remark. If you don't make sure in this way, you may have to ask on some later occasion, and it is much better to do this at a first rather than at a third meeting.

If two individuals are introduced each should shake the other's hand. If the introduction takes place out of doors, a man, who is wearing a glove, should take it off. Indeed if he thinks an introduction likely he should take it off in advance, rather than fumble with it while the other's hand is already stretched out. Shaking hands may be dispensed with if the hands of one or both are already full of parcels. There are times when tact and common sense are more important than strict observance of a convention.

- 1.5. a) discuss the text “Useful Hints” in pairs;
b) perform the sketches based on the text “Useful Hints”.

The Art of Conversation

1.6. Read the text “The Art of Conversation”.

The most enjoyable conversations are those that arise spontaneously between intimate friends who happen to hit on a stimulating topic. On such occasions talk flows freely. It is when people do not know each other well or have only just been introduced that conversation may prove difficult.

Some people have a real gift for conversation. They have a ready command of words, a gay wit and a fund of experience or ideas. We cannot all hope to match them. But if we ourselves take an interest in affairs of general concern, in books and plays, we can find things to talk about and, under the stimulus of good company, the right words in which to express our ideas. A good conversationalist does not dominate the conversation or lay down the law. He should allow others to have their say. A good story is welcome, but a succession of anecdotes is likely to become tedious. It is rude to interrupt, especially when an older person is talking. When a conversation shows signs of leading to vehement argument or where the topic appears to be distasteful to one of those present, a well-bred person will drop the subject or divert the talk into other channels. Sarcasm at the expense of someone who is shy or stupid is unforgivable.

A good talker knows how to listen to others as well as to interest them in what he has to say. It is not his business to exhibit his superior knowledge or, when engaged in friendly conversation, to score debating points.

Here is an example.

A father once took his son with him when he went to call on an elderly man. When they had taken their leave of him the son, with naïve intolerance of his seventeen years, observed: “What a rum old bird”. “Yes”, rejoined his father mildly, “I wonder what he thought of you!”

It is by our manners and our conversation that people, when we first meet them, are likely to form their opinion of us.

1.7. Read the statements, compare them with the content of the text and say if they are true or false.

- a) It is better to show your superior knowledge for a good talker;
- b) A good story and a succession of anecdotes are welcome;
- c) The most enjoyable conversations are those that arise spontaneously between intimate friends who happen to hit in a stimulating topic;
- d) It is our clothes and appearance that people, when we first meet them, are likely to form their opinion of us;

- e) All people have a real gift for conversation;
- f) The conversation may prove difficult when people do not know each other well or have only just been introduced;
- g) Sarcasm at the expense of someone who is shy or stupid is unforgivable;
- h) A good conversationalist does not dominate the conversation or lay down the law;
- i) A good talker knows how to listen to others as well as to interest them in what he has to say.

Taking Leave

1.8. Read the text "Taking Leave".

When a visitor is ready to leave, he or she merely stands and says to the one with whom he has been talking: "Good-bye, I hope I shall see you again soon," or, simply, "I'm glad to have met you." To the first, the other answers, "Thank you, I hope so too", or to both, merely, "Thank you". In taking leave of a group of strangers – whether you have been introduced or merely included in their conversation – you nod and smile a 'Good-bye' to anyone who happens to be looking at you, but you do not attempt to attract the attention of those who are unaware that you are leaving. When leaving a party early, you find your hostess and say "Good-bye" without attracting any more attention than is necessary, in order to avoid being the cause of breaking up the party prematurely.

Among friends or business acquaintances who know each other personally, "Good-bye" or "Good night" is said on parting.

1.9. Give the summary of the text "Taking Leave".

2.0. Read and practice the following patterns of conversation.

a) models of introduction and greetings:

1

Mr. Smith: Mr. Bradley, I would like to introduce Mr. Petrov.

Mr. Bradley: How do you do, Mr. Petrov?

Mr. Petrov: How do you do. Mr. Bradley?

(Mr. Petrov and Mr. Bradley shake hands)

2

Mr. Bradley: Miss Hopkins, this is Mrs. Petrova, a Professor of Moscow University.

Miss Hopkins: How do you do?

Mrs. Petrova: How do you do?

(They smile and may or may not shake hands)

3

Mrs. Hopkins: Mrs. Petrova, may I introduce Miss Smith?

Mrs. Petrova: How do you do?

Miss Smith: How do you do?

(They smile and shake hands)

4

(Two people who have met briefly once before are introduced again)

Mr. Smith: Mr. Morris, do you know Mr. Petrov?

Mr. Morris: Yes, certainly. How are you? It's been quite a long time since we met.

Mr. Petrov: Oh, yes. I'm fine, thank you. And what about you?

Mr. Morris: Fine, thank you.

(They shake hands)

5

Mr. Peterson: Good evening, Mr. Orlov. I'd like to introduce Mr. Bradley.

Mr. Orlov: How do you do, Mr. Bradley?

Mr. Bradley: How do you do? I've been looking forward to meeting you. Mr. Peterson has told me so much about you.

(They shake hands)

6

Mrs. Brown: Mr. Petrov, I'd like to introduce Professor Smith of Columbia University. He wanted very much to meet you.

Prof. Smith: Oh, yes, I've been looking forward to meeting you, Professor Petrov. How do you do?

Prof. Petrov: How do you do? I'm delighted to meet you.

Prof. Smith: I've known you for so many years through your books. I've been doing research in the very same field.

Prof. Petrov: I'm following your research with great interest.

b) models of the art of conversation:

1

Mr. Black: How do you do?

Mr. Rodionov: How do you do?

Mr. Black: How long have you been here, Mr. Rodionov?

Mr. Rodionov: For about a month.

Mr. Black: Have you had an opportunity to see the country since you've been here?

Mr. Rodionov: Yes, I've been to New York and Chicago.

Mr. Black: Did you enjoy your stay here?

Mr. Rodionov: Yes, very much.

2

Mr. Black: Hello, Mr. Ratov.

Mr. Ratov: Hello, Mr. Black. It's a long time since we've met. How are you?

Mr. Black: I'm quite all right now, thank you. I was ill last month – influenza, you know.

Mr. Ratov: I'm glad to hear you're all right now. My wife has had the flu too.

Mr. Black: How is she now?

Mr. Ratov: She's fine, thank you.

3

Mr. Rostov: Good evening, Mr. Brown.

Mr. Brown: Good evening, Mr. Rostov.

Mr. Rostov: How was your first day in Kyiv? What are your impressions?

Mr. Brown: We had a wonderful time. We went to Kyiv University. We talked to lots of students and teachers. And the day was beautiful too.

Mr. Rostov: Yes, the weather was wonderful.

4

Mr. Brown: Good morning, Mr. Petrov. I'm sorry, I'm late. I got into a traffic jam. Something dreadful.

Mr. Petrov: Good morning. I thought something unexpected had happened. Yes, it's very difficult to get through now – in the rush hours. How are you? I hear you've been ill.

Mr. Brown: I'm all right now, thank you, though I've been laid up for ten days.

c) models of taking leave:

1

Mr. Brown: I'm glad to have met you. Good-bye.

Mr. Black: Good-bye.

2

Mr. Bradley: See you next Friday. Bye.

Mr. Petrov: Thank you. Bye.

2. LISTENING

2.1. Introducing yourself.

2.1.1. You are at a conference and you don't know anybody. What can you say to start a conversation with someone? Listen and complete the four conversations below. (Source: tape from "In Company" (Pre-intermediate), Unit 12, task 2, 12.1).

1

A: Excuse me, _____ the ITM conference?

B: Yes, that's right.

A: Me too. _____

B: I think it's over there.

A: Oh, yes. Right, I'm Paulo, _____

B: Hello, Paulo. I'm Kate. _____

2

A: Phew! _____

B: Yes, they always seem to have the heating on full.

A: So, it's not _____

B: No, it's my fourth time here.

A: Oh, right, so _____ . I'm Boris.

B: David. _____

3

A: Is it _____ , or is there some problem with coverage here?

B: Oh, _____. No, mine seems _____ okay.

A: Typical, flat batteries and nowhere to charge up.

B: _____

A: Oh, _____ , but I was expecting a call on this number.

B: I see.

A: _____ Nadine, by the way. From Xanadu Electronics.

B: Pleased to meet you. I'm Miko.

4

A: Excuse me, _____

B: No, I'm sorry, I don't.

A: _____

B: Oh, here. _____

A: Thanks. By the way, I'm Bill Smart from Silicon Technologies.

B: Right, _____ ? I'm Kazuo Yamada from Lexico.

2.2. Starting a conversation.

2.2.1. Allan Vilkas is having a quiet drink in a hotel in Dublin after dinner. The other customer in the bar has a newspaper, but he's not reading it. What do you think Allan says to begin a conversation?

2.2.2. Complete the conversation using the phrases in the box. Then listen and check your answers. (Source: tape from "In Company" (Pre-intermediate), Unit 12, task 4, 12.2).

finished with it	your time	if I had a quick look at	here on
to check out	go ahead	the way	

Allan: Excuse me, would you mind _____ your newspaper?

Stranger: Er, no, _____. I've _____.

Allan: There's just something I want _____.

Stranger: No problem. Take _____.

Allan: Thanks. By _____, my name's Allan. I'm _____ a business trip.

Stranger: Oh, right.

2.2.3. Now Allan has the newspaper. Giving it back is another excuse to begin a conversation. Which of the following do you think he does?

- a) mention the political situation;
- b) comment on the weather forecast;
- c) say something about sport;
- d) invite the other person for a drink.

Listen and find out. (Source: tape from "In Company" (Pre-intermediate), Unit 12, task 5, 12.3).

2.2.4. In the first meetings, people often ask each other some of the following questions. Reorganise the words to make questions. Then match them to the answers (1-10). There are two possible answers for each question.

- a) you where are from

Where are you from?

1

- b) been have long you how here

- c) long staying how are you

- d) think what you Dublin do of

- e) business here you on are

- 1. I'm from Turkey.
- 2. Until Friday.
- 3. Another four or five days.
- 4. It seems very nice.
- 5. I've been here for a couple of days now.
- 6. Yes. I'm visiting some customers.
- 7. I come from South Africa.
- 8. It's a bit cold for me.
- 9. Since Saturday.
- 10. Yes. I'm here to buy some machinery.

2.2.5. Listen to the conversation. Which of the questions and answers in 2.2.4 do the speakers use? Circle them. (Source: tape from “In Company” (Pre-intermediate), Unit 12, task 7, 12.4).

2.3. Keeping the conversation going.

2.3.1. What do you say when you meet people?

When English-speaking people meet, they often follow a pattern.

2.3.2. Listen. What do the people talk about?

Number the items (1-3). One of the items has been done for you. (Source: tape from “Active Listening”, Unit 1, Listening Task 2, p. 8).

When people meet, they usually:

- ask questions;
- talk about something they have in common – № 1;
- say their names.

2.3.3. Listen. You’re going to get ready to have a conversation. Follow the instructions. The first example has been done for you. (Source: tape from “Active Listening”, Unit 1, Listening Task 2, p. 8).

Situation 1. In class	Situation 2. At a party
1. This class is great	1. Nice party
2.	2.
3.	3.

2.4. Saying goodbye.

2.4.1. Complete the conversation. Then listen and compare your answers. (Source: tape from “In Company” (Pre-intermediate), Unit 12, task 9, 12.5).

Sean: Oh, well, Allan, it’s getting late. I have to _____. Thanks for the _____, and good luck with your _____.

Allan: Right, it was nice _____.

Sean: It was nice to _____. Cheerio, then.

Allan: Bye.

2.4.2. When Sean wants to end the conversation, he says **It’s getting late. I have to be off.** Match the parts of the sentences below to make other ways to end a conversation.

- | | |
|---|---|
| A Excuse me, but I've just ... | 1 ... a call on my mobile. I'll catch you later |
| B I think they're going ... | 2 ... someone is trying to catch my attention |
| C Excuse me, but I think ... | 3 ... do you know where the toilets are? |
| D Mm, that's interesting. Excuse me, but, ... | 4 ... seen someone I have to talk to |
| E Hang on a minute, but I think I have ... | 5 ... to start. I'll see you later |
| F Sorry to cut you off, but I arranged ... | 6 ... to meet someone at the bar five minutes ago |

2.4.3. Listen to these dialogues and match them to the situation described below, as in the example. (Source: tape from "Business Basics", Unit 12.3, task A).

- A the end of a presentation _____
- B ending negotiations _____
- C the end of a meal with a client at a restaurant _____ 1 _____
- D saying goodbye at the end of a sales visit _____
- E saying goodbye to colleagues at the end of the day _____
- F saying goodbye to colleagues on an intensive language course _____

3. FLUENCY

3.1. There exist some safe conversation topics and 'conversation killers'. What topics are safe? Which should you avoid? Circle the safe topics.

cars	religion	politics and the state of the world	personal life
business	the stock exchange	money and personal finance	
the weather	art	music	local attractions
			the opposite sex

3.2. Work with a partner. Look at the headlines below. Imagine you borrowed your partner's newspaper and you are now giving it back. Start a conversation about one of the headlines. Maintain the conversation as long as possible. Start like this: **Thank you for the newspaper. Have you seen this article about...?**

- Prime Minister says economic situation 'hopeless';
- Scientists discover link between golf and IQ;
- Mobiles banned on public transport;
- UK to drive on right;

- Dog wins lottery;
- Intelligent life discovered on Mars;
- Princess Diana alive and living in New Jersey;
- US President consults private astrologer;
- Bill Gates wants to buy the football team “Arsenal”;
- Angelina Jolie adopted a kid from Sumy;
- Barack Obama bought a house in Bezdryk;
- Britney Spears became the President of Uganda;
- Sumy became the capital of Ukraine;
- Hryvna is more expensive than dollar.

3.3. Complete the dialogues using the following words: **thank, thanks, speak, see, soon, calling, been, coming**. Practise the dialogues in pairs.

- A** “OK. Thank you very much for (1) _____ Mr. Jones”.
 “Well, thank you for asking me. When will you decide?”
 “We’ll send you a letter within a week”.
 “Well, (2) _____ you for your time. See you again, maybe?”
 “Yes of course. Goodbye”.
- B** “I think that brings us to the end of the agenda. Thank you all for coming”.
 “It’s been a good day. (3) _____ you all next month”.
- C** “(4) _____ very much for your help”.
 “Not at all. Thanks for (5) _____”.
 “OK (6) _____ to you soon. Bye”.
 “Bye”.
- D** “Thanks very much. It’s (7) _____ a lovely day”.
 “Thanks for coming. Drive safely. See you (8) _____”.
 “Yes. Definitely. Good bye”.
 “Good bye”.

3.4. Work in pairs. Practise saying goodbye and thank you in the following situations.

	Student A	Student B
1. It is the end of a party. Student B is the host, Student A is leaving	<ul style="list-style-type: none"> • thank your host; • offer an invitation; • say goodbye 	<ul style="list-style-type: none"> • reply; • thank; • reply
2. In a restaurant. Student B is Student A’s boss	<ul style="list-style-type: none"> • comment on the meal; • offer to pay; thank 	<ul style="list-style-type: none"> • agree; • refuse the offer; • reply

	Student A	Student B
3. It is the end of an annual conference	<ul style="list-style-type: none"> • say goodbye; • reply; • thank 	<ul style="list-style-type: none"> • ask about next year; • wish a good journey; • say goodbye
4. It is the end of the day. You are leaving work	<ul style="list-style-type: none"> • say goodbye to your colleague; • reply – invite for a drink later; • agree – say goodbye 	<ul style="list-style-type: none"> • say you are on holiday tomorrow; • agree – fix time for 7 o'clock; • say goodbye

3.5. Common American English Rejoinders.

a) reassurance that the speaker is being listened to

Yes, yeah, uh-huh, or hmmm (at periodic intervals);

b) politeness

Thank you.

You're welcome.

Not at all.

Don't mention it.

Think nothing of it.

Excuse me.

Surely.

Certainly.

Of course.

Would you like a piece of candy?

Yes, thank you.

Yes, thanks.

No, thank you.

No, thanks.

Thanks, I would.

Yes, please.

No, thanks, I wouldn't.

May I have a piece of candy?

Certainly.

Surely.

Yes, of course.

Go right ahead.

Help yourself;

c) interest

I'm going to buy a new car.

Really?

How nice!

Oh, how nice!

You don't say!

d) enthusiasm

I'm writing a book.

Great!

That's great!

Wonderful!

Fantastic!

Marvelous!

Terrific!

e) surprise

John just won a thousand dollars!

Oh, really?

He did?

He did? He won a thousand dollars?

John won a thousand dollars?

What do you know about that!

f) disbelief

He's nearly eighty years old.

Kidding!

I don't believe it!

I can't believe it!

Impossible!

Incredible!

That's incredible!

I don't believe a word you say!

You must be joking!

Nonsense!

g) regret

I won't be able to come to the party Saturday night.

I'm sorry to hear that!

That's too bad!

h) sympathy

My sister broke her leg yesterday.

Oh, that's too bad!

What a shame!

That's a shame!

I'm sorry to hear that!

Oh, I'm so sorry!

i) horror

Richard had a heart attack.

Oh, how awful!

That's terrible!

How horrible!

That's dreadful!

j) agreement

This is a good meal.

Right.

You're right.

It is.

Yes, it is, isn't it?

It certainly is.

It surely is.

You remember Mary, don't you?

Yes, of course.

Of course, I do.

Why, of course.

Certainly.

Surely;

k) concurrence

I want ice cream.

I do too.

So do I.

Shall we go swimming?

Yes, let's.

Yes, let's go.

Why not.

Sure, why not.

I don't like that painting.
Neither do I.
I don't either;

l) lack of concurrence

Shall we leave now?
No, let's not;

m) disagreement

I liked the movie.
I didn't.

You didn't see the movie, did you?
Oh, yes, I did!

n) emphatic disagreement

You should retire.
No, never!
Never!

3.6. Common American English Exclamations.

(**Note:** * denotes a spelling attempt)

Oh! (said in surprise, wonder, fear, or pain)

Oho! (said in surprise or in taunting)

Oh, well! (said when the speaker is resigned to the circumstances)

Oh-oh! (said when something unfortunate has happened or is about to happen)

Oh, no! (said when something unfortunate has happened or is about to happen)

Oh, boy! (said in excitement or enthusiasm)

Ah! (said in admiration or satisfaction)

Aha! (said in satisfaction, pleasure, triumph, or sudden comprehension)

*Whew!** (said in relief or after the speaker has had a narrow escape)

Ow! (said in pain)

Ouch! (said in pain)

Whoops! (said when the speaker drops something, stumbles, or is otherwise clumsy)

Oops! (said when the speaker drops something, stumbles, or is otherwise clumsy)

*Hmmm!** (said when the speaker is thinking something over or examining something)

*Mmmm!** (said when the speaker is eating especially tasty food)

Well! (said in surprise, as a preface to a remark, or to give the speaker a chance to think)

Well, well! (said in mild surprise or when the speaker has discovered something)

Indeed! (said in surprise, bitterness, doubt, or sarcasm)

*Tsk-tsk!** (a clucking sound uttered in disapproval)

*Ugh!** (said in revulsion)

*Yuck!** (said in revulsion)

Help! (an actual call for help or said in a humorous way when the speaker is experiencing some slight difficulty)

*Ahem!** (clearing the throat to get someone's attention but verges on the impolite)

*Psst!** (said when the speaker wants to call someone's attention)

Look out! (said as a warning to someone in danger)

Watch out! (said as a warning to someone in danger)

Watch it! (said as a mild warning or a sign of annoyance)

Say! (said when the speaker suddenly remembers something or wants to call attention to something)

Wow! (said in surprise or admiration)

*Brrr!** (said when the speaker is very cold)

Gosh! (said in surprise)

Gee! (said in surprise)

Gad! (said in surprise or disgust)

Darn! (said in anger, annoyance or disappointment)

Darn it! (said in anger, annoyance or disappointment)

I'll be darned! (said in surprise or annoyance)

Note: The following exclamations all have approximately the same meaning. They express surprise, astonishment, fear, or consternation.

Heavens!

Heaven forbid!

Good heavens!

Heaven help us!

For heaven's sake!

For heaven's sakes!

Land sakes!

Goodness!

My goodness!

For goodness sake!

For goodness sakes!

Mercy!

Mercy me!

My! (said in surprise or admiration)

Oh, my! (said in surprise, admiration, or in a worried fashion)

My, my! (said in surprise or in a worried fashion)

My word! (said in surprise or astonishment)

Well, I never! (said in amazement)

*Eeek!** (said when the speaker is frightened by a mouse or is in a similar frightening predicament)

Oh, dear! (said in worry or consternation)

In addition to using various exclamations, speakers of American English may use the following pause forms in conversation: *uh**, *um**. The speaker sometimes inserts these forms between words or phrases when pausing to think.

3.7. Your turn to talk.

Now you're going to have your own conversations. Stand up. Go to a classmate you don't know. Start a conversation, using these steps:

- Talk about something you both have in common;
- Say your name and find out your partner's name;
- Ask a question.

Keep the conversation going for as long as possible. Then end your conversation. ("Excuse me. I need to talk to someone over there. It was nice meeting you"). After you end the conversation, find a new partner and start a new conversation. Meet as many classmates as possible.

3.8. Improvisations. *The improvisation is a dramatic hypothetical situation in which two speakers interact without any special preparation. Drama students learn how to polish their acting abilities in improvisations. Any students working with improvisations use the language in an inventive and entertaining form.*

Create a plausible conversation around the situations using appropriate facial expressions and gestures.

1. You run into an old friend whom you have not seen for years. He used to weigh 100 kilos. Now he weighs 75 kilos.
2. You get off a train in a strange country. You find a person who speaks a little English and ask him how to get to a certain address. After speaking with him for some time, you understand how to get where you want to go.
3. You are very near-sighted, and you lose your eye-glasses in a crowded room. You ask someone to help you look for them.
4. You are strolling downtown. Suddenly you meet an old friend of yours whom you have not seen since you were in elementary school. You are surprised to learn that he has become a millionaire.

5. You are walking down the street. Suddenly you see a friend in front of you. You run up to him and say hello, but when he turns around you discover that he is a stranger.
6. You are at a resort. While you are walking to the beach, you see your best friend. You call his name, but he acts as if he does not know you at all.
7. You are describing your boy-friend to an acquaintance of yours. She describes her boy-friend, too. Suddenly you realize that she is describing the same boy.
8. You are downtown. A stranger comes up to you and asks you for directions. You are also a stranger in the city, and you apologize for not being able to help him.
9. You ask a man for directions to the post office. He keeps asking you to repeat what you said. After a while, you discover that the man is partly deaf.
10. You go to a pet shop to buy a canary. The pet shop owner does not have any canaries, but he tries to sell you a parrot that is very expensive.
11. You sit down in a chair. Suddenly you realize that you are sitting on your friend's hat. The hat is ruined and you apologize to your friend, offering to buy him a new hat instead.
12. You are walking downtown with a friend. Suddenly you remember that you left some meat cooking on the stove at home.
13. You visit a friend's home. After sneezing several times, you realize that you are allergic to your friend's cat.
14. One day you get up early and go downstairs. There, to your surprise, is a stranger sleeping on the sofa. You wake your mother up and ask her who the stranger is.
15. You are at home alone. Suddenly the telephone rings. You pick up the receiver and hear a strange voice on the other end of the line.

4. LANGUAGE CHECK

4.1. Choose the right answer.

1. Your annual to the Book Club is now due.
 - a) contribution;
 - b) investment;
 - c) offering;
 - d) subscription.
2. I'm going to spend a few days with some of mine who live in England.
 - a) companies;
 - b) familiars;
 - c) neighbours;
 - d) relatives.

3. People under 18 years old are not to join this club.
 - a) admissible;
 - b) advisable;
 - c) desirable;
 - d) eligible.
4. The party was awful. It was a complete
 - a) failure;
 - b) prospect;
 - c) success;
 - d) treat.
5. I had to the invitation as I had a previous engagement.
 - a) abandon;
 - b) deny;
 - c) leave;
 - d) refuse.
6. We have been able to use these splendid premises this morning by kind of the Director of the University Museum.
 - a) allowance;
 - b) courtesy;
 - c) permission;
 - d) thanks.
7. He is the of the committee that arranges the programme.
 - a) chairperson;
 - b) director;
 - c) leader;
 - d) president.
8. She arranged the party to help put the strangers at
 - a) comfort;
 - b) delight;
 - c) ease;
 - d) pleasure.
9. I had to be up early the next morning, so I myself and left the party.
 - a) apologized;
 - b) excused;
 - c) refused;
 - d) thanked.

10. I'd like to a warm welcome to our visitors from abroad.
- extend;
 - prolong;
 - search out;
 - stretch.
11. Please accept my for not coming to the meeting last week.
- apologies;
 - excuses;
 - forgiveness;
 - pardon.
12. I would like to say how pleased I am to be here.
- Earliest;
 - First;
 - Foremost;
 - Primarily.

4.2. Complete the sentences with the right form of the following words: **to amuse, to enjoy, to entertain, to socialize**. Sometimes there is more than one possible answer.

- Peter himself by throwing chestnuts into the fire.
- I wondered what could have led me to so ludicrous a thought.
- We had a beautiful house where we many famous people.
- Dancing is sometimes that I really doing.
- As he was rather an introvert he found it difficult to
- During my school years I was happy to with the biology students.
- We had to keep thinking of things to her.
- We the guests with a detailed description of the trip we had so enormously.

4.3. Idioms as responses.

Complete the dialogues below with a suitable idiomatic phrase. Choose from the following and use each phrase once only. The first one has been done for you.

a little bird told me	all ears	and pigs might fly
better safe than sorry	have a go	I haven't a clue
it serves him right	it's a mug's game	keep your hair on
mind your own business	no way	sleep on it
the more the merrier	rings a bell	your guess is as good as mine
	you're pulling my leg	

1. A: Hurry up, will you, or we'll be late!
B: All right! **Keep your hair on!** I'm coming!
(Meaning: *Stay calm; don't get excited!*)
2. A: So are you going to take the job or not?
B: I'm not sure. I'd like to _____ first!
(Meaning: *I'd like to put off making a decision until I've thought about it some more*)
3. A: How did you find out that Rosita and I had got engaged?
B: _____ !
(Meaning: *You say this when you don't want to give the name of the person who told you*)
4. A: Do you ever play the National Lottery, Jack?
B: No, _____ ! You don't have a ghost of a chance of winning!
(Meaning: *It's something only fools would get involved in as you can never win*)
5. A: Do you think Mark and Helga will ever get married?
B: _____ ! But it's possible, I suppose.
(Meaning: *I have no idea*)
6. A: Have you heard of Billie Redman?
B: Yes, her name _____ ! She's been on TV, hasn't she?
(Meaning: *Her name sounds familiar; I recognize the name*)
7. A: Shall we bother with holiday insurance this time? We're only away for a week.
B: Yes, I think we should. _____ !
(Meaning: *It is better to be careful now so that nothing bad will happen later*)
8. A: Can I borrow the car, Dad?
B: _____ ! You nearly crashed it the last time you drove it!
(Meaning: *Definitely not*)
9. A: Jacques and Monique have split up!
B: Oh, no. I can't believe it! _____ ! They've always been so happy together.
(Meaning: *You're teasing me; you can't mean it*)
10. A: Have you heard the latest about the new boss?
B: I'm _____ ! I love a bit of gossip!
(Meaning: *I'm listening with great interest and attention*)

11. A: Could you help me wallpaper the bedroom?
B: I'm no expert, but I'll _____ .
(Meaning: *I'll try and do it*)
12. A: Is it OK to bring a few friends along to the party?
B: Yes, sure. _____ !
(Meaning: *You use this when you tell someone you will be happy if they and others join you in something you are doing*)
13. A: How much do you earn?
B: _____ !
(Meaning: *You use this phrase to tell someone that something is private and that you don't want them to ask about it*)
14. A: He was caught stealing a car and now he's in prison.
B: Well, _____ ! People who break the law should expect to be punished.
(Meaning: *It's his own fault, he deserves it*)
15. A: I'm sure Wales will qualify for the next World Cup!
B: Yes, _____ ! Have you seen who's in their group – Germany and Russia!
They haven't got a chance!
(Meaning: *You say this when you believe that something is very unlikely to happen*)
16. A: Do you know where Broad Street is, please?
B: Sorry, _____ ! I've only just moved here.
(Meaning: *I have no idea*)

4.4. Choose the right answer.

1. The party was already in full when they arrived.
a) career;
b) cry;
c) flood;
d) swing.
2. The from last week's charity ball were far more than expected.
a) acquisitions;
b) earnings;
c) proceeds;
d) winnings.

3. I am never free on Sunday evenings as I have a arrangement to meet my school friends.
 - a) long-lasting;
 - b) long-lived;
 - c) long-range;
 - d) long-standing.
4. One can become a member of this club only on paying the fee.
 - a) enrolled;
 - b) legitimate;
 - c) requisite;
 - d) regulated.
5. The organization is mainly staffed by workers.
 - a) free;
 - b) unsolicited;
 - c) voluntary;
 - d) willing.
6. Our new neighbour's party went on into the hours.
 - a) bright;
 - b) early;
 - c) first;
 - d) small.
7. All , there must have been at least a hundred people at the party.
 - a) found;
 - b) meant;
 - c) said;
 - d) told.
8. He made a very excuse for not attending the meeting.
 - a) faint;
 - b) feeble;
 - c) fragile;
 - d) frail.
9. He has a wide circle of friends and so leads a fairly social life.
 - a) fast;
 - b) furious;
 - c) hectic;
 - d) speedy.

10. of all of us, I would like to thank you for accepting our invitation.
- In person;
 - Instead;
 - On account;
 - On behalf.

4.5. Match the sentences (1-10) with the correct replies (a-j).

1. It was nice to see you again	A Yes, I will
2. Thanks for the invitation. It was a lovely evening	B No, this is on me
3. Thanks for your help	C Yes, could you explain...
4. I will write to all candidates next week	D Yes, speak to you soon. Bye
5. That's all from me. Now, any questions?	E Not at all. It was very interesting
6. Thanks very much for your time	F Don't mention it
7. Thanks for ringing. I'll speak to you soon	G You too. Got any plans?
8. OK. See you tomorrow. Have a good evening	H You too
9. Well, that was an excellent lunch. I'll get the bill	I Thanks for coming
10. Drive carefully	J In that case, I look forward to hearing from you

5. WORD CHECK

vastly	immensely
rigid	inflexible; strict
notable	important; prominent
command	expertise; mastery
tedious	long and tiresome
vehement	impassioned; violent; angry
divert	to turn aside or from a path or course
consternation	a sudden, alarming amazement or dread that results in utter confusion
taunt	to reproach in a sarcastic, manner; mock

2. MAKING PROFESSIONAL CONTACT

WARMING UP

1. How many ways do you know to introduce yourself in English? Write as many as you can.
2. What topics do you talk about when you first meet someone? Write at least five.
3. What topics DON'T you talk about? Write at least three.

2.1. FIRST MEETINGS

1. LISTENING

1.1. Information transfer.

Listen to a dialogue, in which three partners meet and greet each other. As you listen, complete the information about each of the speakers. (Source: tape from "Developing Business Contacts", Unit 23, task 1.1).

Name	Based in	Job
Luis		
Sheila		
Antonio		

1.2. Communication.

In the listening extract, the speakers exchanged information about their place of work and their responsibilities. In a similar professional situation, what other information would you share or exchange?

1.3. You are going to hear a number of people introducing themselves. Some of the introductions involve two people, some involve three. First read the conversations below. Then, as you listen, number these conversations in the order you hear them. (Source: tape from "Early Business Contacts", Unit 1).

a)

A: Hello, I'm...

B: Nice to meet you. My name's ...

b)

A: Hello, let me introduce myself. My name's ...

B: Pleased to meet you. I'm...

c)

A: I don't know anyone here. You'll have to introduce me.

B: Of course. Roger, this is...

C: Nice to meet you.

d)

A: How do you do?

B: Nice to meet you. Mine's...

e)

A: I haven't met your Managing Director yet.

B: Oh, I'm sorry. Doctor Mannheim, this is...

C: Very nice to meet you.

f)

A: Let me introduce you two. Maxine, this is Francis.

B: Nice to meet you.

g)

A: Could you introduce me to the Marketing Manager?

B: Of course. Philip, let me introduce you to...

C: Nice to meet you.

1.4. A good first impression.

"First impressions" are what you think when you meet someone for the first time. Your opinion is based on what the person says and does.

Listen. (Source: tape from "Active Listening", Unit 1, Listening Task 1, p. 7) People are meeting for the first time.

What do they say? Write the missing words.

What do the people do to make a good first impression? Write their strategies.

The first example has been done for you.

1. It's nice to meet you, **Sue** . Would you like to join me, **Sue** ?

Strategy: Try to remember people's names by using them.

2. Yes, I really like _____ .

Strategy: Try to add _____ .

Don't just say _____ .

3. Have you ever taken a _____ with this _____ before?

Strategy: Try to find _____ .

4. Before I meet someone, I sometimes _____ .

Strategy: Think about _____ .

Note: The ways we start and end a conversation can depend on culture. In English, if you are the person who is ending the conversation, it's usually a good idea to give a reason. Here are some examples:

- I'm sorry, but I have to go. It was nice talking to you;
- You'll have to excuse me. I need to talk to someone over there;
- It's late. I need to be going. I'll see you tomorrow.

What do you say to end a conversation in your country?

1.5. Presenting yourself.

Manders Plc are having their annual party. Listen to the dialogues overheard at the party. Match up the people's names with their type of work. The first one has been done for you. (Source: tape from "Early Business Contacts", Unit 2).

Names	Type of work
1. Peter	a) Production
2. John	b) Personal Assistant
3. Susan	c) software development
4. Mike	d) market research
5. Sarah	e) fashion design
6. Mr. Fields	f) Personnel
7. Martin	g) Accounts
8. Jean	h) Sales
9. Jean's husband	i) Finance

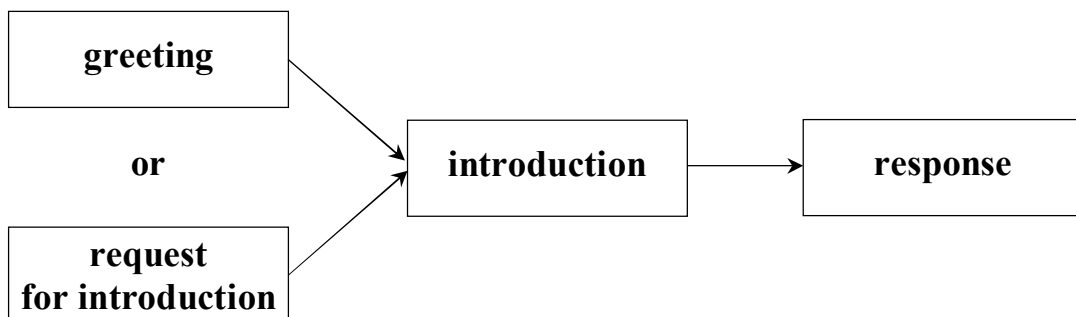
2. PRESENTATION

In the dialogue 1.1, the speakers did the following:

- greeted each other;
- introduced themselves or someone else;
- exchanged information about their jobs;
- acknowledged information.

Study the language they used in more detail.

2.1. Introductions often include these steps:



There are two types of introduction:

- introducing yourself;
- introducing someone else.

2.2. Greetings and introductions.

Often the greetings and the introductions follow this sequence:

- greeting;
- introducing oneself or someone else;
- replying to introduction.

2.2.1. Greeting and introducing oneself at the first meeting.

Greeting	Introducing oneself	Reply
How do you do?	I'm...	How do you do? I'm...
Pleased to meet you	My name is...	Pleased to meet you, too. Mine's...
Nice to meet you		Nice to meet you, too
Glad to meet you		Glad to meet you, too

2.2.2. Presenting yourself.

It is very common to present yourself in terms of your job. The job identifies the person. The dialogues that you heard follow a certain pattern:

Question / Comment	Filler	Response	Comment / Question
A: What do you do (for a living)?	B: Well,	I'm in computers	B: Not a bad job
A: Do you work?		B: Yes, I'm a fashion designer	A: That's interesting
A: What do you do (in the _____ Department)?	B: Oh,	I'm on the market research side	B: What about you? / And you?
A: I haven't seen you around before		B: No, I've just started with Manders. I'm in the Sales Department	A: What do you do there?

Notes:

- We often use the simple present when talking about jobs.
e.g. A: What *do you do*?
B: I *work* for Manders.
- We use a variety of prepositions to indicate work relationships.
e.g. I work *for* Manders (they are my employers).
I work *at* Manders (the place).
I work *with* Manders (a sense of collaboration).

I'm *in* computers (general type of work).
 I'm *on* the market research side (general type of work).
 I'm *in* the Sales Department (specific place of work).

2.2.3. *Greeting someone at the second and subsequent meeting.*

Greeting	Reply
How are you?	Very well, thanks. And you? Fine, thanks. And you? Not bad/So-so/Could be worse. And you? Not too good, I'm afraid. Absolutely awful/terrible/dreadful

The greeting above often comes after the following exchange:

A: Nice to see you.

B: Nice to see you, too.

Notes:

1. The greeting 'How are you?' is a real question and request for information.

2. There is usually a difference between 'meet' for a first meeting and "see" for a second and subsequent meeting, e.g. 'Pleased to meet you' (first time), 'Nice to see you' (subsequent time).

3. After "Not too good, I'm afraid" and "Absolutely awful/terrible/dreadful", it is common and polite for the other person to ask, "What's the matter/problem?"

2.3. *Introducing someone else.*

May I introduce (you to)...?

I'd like to introduce (you to)...

This is...

Request for introduction	Introduction	Response
Could you introduce me to _____ ?	Of course. Let me introduce you to _____	Nice to meet you
I haven't met _____	I'm sorry. This is _____	Very nice to meet you
I don't know anyone here. You'll have to introduce me	Of course. I'll introduce you to _____, this is _____	Nice to meet you
	Let me introduce you two. _____, this is _____	Nice to meet you

Notes:

1. Some introductions are more formal than others. The use of first names indicates *informality*.

2. In English-speaking cultures, people usually *shake hands* on first meeting.

2.4. Now listen 1.3. again and indicate whether the introduction is formal (F) or informal (I). The first one has been done for you.

Introduction 1 (F)

Introduction 2 ()

Introduction 3 ()

Introduction 4 ()

Introduction 5 ()

Introduction 6 ()

Introduction 7 ()

2.5. *Exchanging job information.*

Question	Answer
What do you do?	I work for a factory manager. (job title) I work for an electronics company. (company sector) I'm retired
Who do you work for?	I work for Ebor Electronics. (name of employer) Actually, I'm self-employed
What do they do?	We/They make telephone equipment. (activity)
Where are you based?	I am based in Barcelona. (location)
And what exactly do you do?	I'm responsible for/in charge of our financial services consultancy
How many people do they employ?	Oh, about 8,000 all over Spain. About five
How long have you been working on the project?	Two months now

2.6. *Acknowledging information.*

When exchanging information in a conversation, there are three strategies that can be used to indicate that we understand and to encourage the speaker to continue:

Noises	Words/Phrases	Echo
Uh-huh. Mm. Ah. Oh	OK. Right. Fine. Really? Amazing! I see. I know. Yes. No. I didn't know that. I can't believe that. Quite (so). Indeed. Of course	Eight thousand? 600 years? The biggest in Europe?

3. CONTROLLED PRACTICE

3.1. Complete the following dialogue:

- A: Hello, Paul. Nice to _____ you again. How _____ ?
 B: Fine, _____ ?
 A: Oh, not too bad, not too bad.
 C: _____ Tony Robson.
 A: Ah, _____ ? I'm Simon Brown. I _____ the Frankfurt office.
 C: _____ . _____ Antonio Robles.
 A: _____ . And where _____ ?
 C: In the Zurich office.
 A: Uh-huh. And what _____ ?
 C: Well, I'm part of the marketing consultancy team.
 A: I see. And _____ you _____ in the Frankfurt office?
 C: In all about 150.
 A: 150? That/s quite a lot. So, how _____ ?
 C: I'm quite new. I only started at the beginning of the year.
 A: Well, good luck.
 C: Thanks.

3.2. Complete the introductions.

- Peter King introduces himself to Jack Simpson:
Peter King: Hello, _____. My name's Peter King.
Jack Simpson: _____. I'm Jack Simpson.

2. Philip introduces Sarah to James:
Sarah: Philip, I _____ here. You'll have to _____ .
Philip: Of _____, I'll _____ to James. He's an old friend of mine.
 James, _____ Sarah, she's just joined the company.
James: _____, Sarah. Where do you come from?
3. Rod Burton introduces Pete Taylor to an important customer:
Pete: Rod, I _____ Mrs. Rogers, the Purchasing Manager from Kentons.
Rod: I'm _____ . Come and meet her. Mrs. Rogers, _____ Pete Taylor, our Export Sales Manager.
Mrs. Rogers: _____ . What countries do you cover?
4. Klaus Fisher introduces himself to an American visitor:
Klaus Fisher: How _____ ? My _____ .
American: _____ Brenda Cole.

3.3. Complete the sentences with an appropriate preposition.

1. What do you do _____ a living?
2. I work _____ Manders.
3. I'm _____ the recruitment side.
4. He's _____ the Production Department.
5. I work _____ home.
6. She's been _____ Manders _____ years.

3.4. Choose the most appropriate response.

1. I'm in computers. What about you?
 - a) Oh, I live in London;
 - b) Well, I work in Sales;
 - c) Oh, I've been here for years.
2. I'm Mr. Jones' secretary. He is the Production Manager.
 - a) Ah, that's interesting;
 - b) Is that one of your colleagues over there?
 - c) Oh, I haven't met him.
3. I live in Paris.
 - a) I'm a fashion designer;
 - b) I live right here;
 - c) Well, I work from home.
4. My husband's in the Production Department.
 - a) I'm in the Sales Department;
 - b) Not a bad job;
 - c) Oh yes, I think I've met him.

5. Hello, I'm Sarah. I haven't seen you around before.
- What do you do for a living?
 - Is that one of your colleagues?
 - No, I'm new here.

4. WORD STUDY

4.1. Complete the following sentences with a word formed from the words given in the box below. Use each word once. The first one has been done for you.

exactly	introduce	base	responsible
division	employ	consultancy	retire

- At present the senior ***consultant*** is out of the office.
- Do you know the _____ date when he will be back?
- Somebody needs to take _____ for the final decision.
- I'm afraid the _____ prospects look rather poor at the moment.
- We have now _____ the department into four teams.
- The _____ for my optimistic forecast is our excellent performance last year.
- As an _____ offer we can give you a 10 % discount.
- What is the normal _____ age in your company?

5. TRANSFER

5.1. Group work.

Work in groups of three.

- Introduce yourself to the others.
- Introduce the other two to each other.
- Ask to be introduced.

5.2. Pair work.

Student B: Below you can see business two cards. Use the information to practise two introductory conversations about jobs and places of work.

Student A: Use the business cards below to practise introductory conversations. Tell Student B about your job and place of work, and find out about Student B's occupation.

<p><i>M</i> <i>O</i> <i>Productions Plc</i> Sandy Vincent Art Director 235 High Street London W6 7DP Tel: 081 743 5892 Fax: 081 743 6351</p>
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<p><i>Harbin Bell Economic and Trade CO</i> Han Li Ping Vice President 72 Diduan St. Harbin Tel: 494 130 Fax: 0451-484318</p>

6. WORD CHECK

to move	go from one place to another go to live in a new house/town/area
space	area available for working
to solve (a problem)	find the answer to...
to join	start working with
to be based	have one's main office
team	small group of people who work closely together
division	part of an organization
pretty	very
to report to	be responsible to (someone in the hierarchy)
to retire	stop work because of age or poor health
posting	job, usually away from one's home
Marketing Manager	person in charge of the marketing department
Computer Manager	person in charge of the computer department
yet	up to now (in questions and negatives)
to be over	to be here on a visit from another country
host	person who invites or receives guests
these parts	this area
Plc	Public Limited Company. A Company whose shares you can buy on the Stock Exchange
annual	every year, yearly
fashion designer	person who plans new styles in clothes
Production Department	section of a company which deals with the making of the company's products
market research	examination of the possible demand for a product before it is put on the market

2.2. SMALL TALK

WARMING UP

A friendship founded on business is better than a business founded on friendship.

John D. Rockefeller, American industrialist.

What exactly is small talk? How important do you think it is in business?

1. LISTENING

1.1. *Informational transfer.*

Listen to three extracts of small talk in classic social situations:

- *meeting at an airport;*
- *before a business meeting;*
- *at dinner.*

As you listen, complete the information below. (Source: “Developing Business Contacts”, Unit 24, 1.1).

Dialogue 1
Name of traveler: _____
Name of host: _____
Offer to help: _____
Accepted/declined*
Weather: good/ bad*

*delete as appropriate

Dialogue 2
Name of American: _____
Job of American: _____
Length of stay: _____
Name of female colleague: _____
Job of female colleague: _____
Name of London colleague: _____

Dialogue 3
Type of food: _____
Nationality of Juan Romero: _____
Reasons for refusing more food:
Helmut: _____
Juan: _____

1.2. *Communication.*

As examples of small talk, were the dialogues in 1.1:

- successful/unsuccessful?
- formal/informal?

What features did you notice?

1.3. Listen to some people socializing at a conference. What are they talking about? Do they get on with each other? (Source: tape from “In Company” Intermediate, Unit 2, 2.3).

Topics of conversation	Do the speakers get on?
1.	
2.	
3.	
4.	
5.	

2. PRESENTATION

2.1. Learn the language patterns from dialogues 1.1.

The dialogues included examples of the following language:

Offering and declining

A: Let me take your case.

B: No problems, I’m travelling light.

A: You should visit us in Newcastle.

B: I’d love to visit you. Perhaps, next time.

A: Helmut, would you like some more?

B: I’d love some. But I’ve already eaten too much.

A: Juan, will you have some more?

B: No thanks. That was lovely.

Making comments

About food:

That was delicious!

The best beef I’ve tasted in years.

That was lovely.

About the weather:

I see the weather’s much the same.

Lovely weather!

What a fantastic day!

About a job/news:

Sounds exciting!

That sounds interesting.

The real skill of successful small talk is: ***Following up a topic of conversation.***

Here are some examples.

The weather:

September's been wonderful! It's just changed.

Work:

You should ... see what real work is about. These Londoners don't know how lucky they are.

Food:

I'm sure Juan... has tasted better beef in Argentina.

2.2. Taboo or not taboo?

Work with a partner. Imagine you meet some business people at a conference for the first time. Which of the following topics are:

- *interesting?*
- *safe?*
- *conversation killers?*
- *a bit risky?*
- *taboo?*

family	the news	your country	religion	clothes	your health
politics	sex	sport	the weather	food and drink	
people you both know		how work's going		the city you're in	
the hotel you're staying at				your holiday plans	

3. CONTROLLED PRACTICE

3.1. Follow the instructions.

1. Offer to carry someone's suitcase. _____
Decline the offer. _____
2. Offer someone a drink. _____
Decline the offer. _____
3. Comment on the terrible weather. _____
4. Comment on somebody's job as a government agent. _____
5. Comment on a marvelous dish of strawberries. _____
6. Make follow-up remarks to these statements:
 - a) "She works 12 hours a day". _____
 - b) "I hate flying". _____
 - c) "English food has improved enormously". _____

3.2. Keeping the conversation going.

The expressions below were in the conversations 1.3. Can you remember the first three words of each expression? Contractions (*it's, you'll, I'm*, etc.) count as **one** word. If necessary, listen again and check.

- a) _____ first visit to Russia?
- b) _____ do, by the way?
- c) _____ you a drink?
- d) _____ business are you in?
- e) _____ these – they're delicious;
- f) _____ somewhere before?
- g) _____ me, I have to make a phone call;
- h) _____ talking to you;
- i) _____ your talk this morning;
- j) _____ enjoying the conference?
- k) _____ awful? Half a meter of snow this morning!
- l) _____ me a moment? I'll be right back;
- m) _____ go and say hello to someone;
- n) _____ many people here?
- o) _____ you anything from the buffet?

3.3. Look at the expressions in 3.2.

- a) Which would be good ways of opening a conversation?
- b) Which would help you to keep a conversation going?
- c) Which could you use to politely end a conversation?

4. WORD STUDY

4.1. Match the formal expressions on the left with their informal equivalents on the right. The first example has been done for you.

- | | |
|---|---------------------------|
| 1. I am sure... | a) I'm travelling light |
| 2. Two | b) That was great! |
| 3. That's no problem | c) 'Fraid not |
| 4. My suitcase is very light | d) Sorry, I'm full up, |
| 5. I look forward to it | e) I bet... |
| 6. When did you arrive? | f) No probs. (Australian) |
| 7. That was delicious | g) Can't wait |
| 8. Unfortunately not | h) A couple |
| 9. Would you like some more? | i) When did you get in? |
| 10. I'd love some but I've already eaten too much | j) How about a bit more? |

5. TRANSFER

5.1. Group work.

Role-play the following situations:

1. Meeting a friend at an airport.
2. Inviting some colleagues to dinner.
3. Discussing food, drink, etc., over dinner (roles: hosts, guests).
4. Discussing plans for the weekend at work.

6. WORD CHECK

rude	impolite
to run (a sales office)	manage...
left-overs	what remains, e.g. food left after a meal
dessert	sweet, pudding

2.3. FURTHER CONTACT

WARMING UP

Discuss the following aphorisms:

- The word unsaid is your slave, the word said is your master;
- Before saying something think a bit, otherwise you can, by chance, say what you really think;
- If you can't speak, learn to listen.

1. LISTENING

1.1. Responding appropriately in social situations is an important part of communication. Below is an example of an appropriate and an inappropriate response.

Appropriate response

A: Can I come in?
B: Yes, of course.

Inappropriate response

A: Can I come in?
B: Really? How interesting.

On the tape you will hear a number of responses. Decide whether the responses you hear are appropriate (A) or inappropriate (I). The first one has been done for you. (Source: tape from "Early Business Contacts", Unit 4, Task A).

- | | | |
|--------|-----|-----|
| 1. – A | 6. | 11. |
| 2. | 7. | 12. |
| 3. | 8. | 13. |
| 4. | 9. | 14. |
| 5. | 10. | 15. |

1.2. Now listen again. This time all the responses are appropriate. (Source: tape from "Early Business Contacts", Unit 4, Task B).

2. PRESENTATION

2.1. Polite responses can be grouped into several categories. This section gives examples of different situations and tells you what you can say.

Situation	Response
<p>Thanking Thanks for your help.</p> <p>Thanks for the lovely meal</p>	<p>Not at all. You're welcome.</p> <p>Glad you liked/enjoyed it</p>
<p>Apologising Sorry, I must have got the wrong number</p>	<p>It doesn't matter. Don't worry. Never mind</p>
<p>Inviting Would you like to come to dinner?</p> <p>How about a drink?</p>	<p>Yes, I'd like/love to.</p> <p>That would be nice. That's a good idea</p>
<p>Asking permission <i>If the answer is 'yes'</i> May I come in?</p> <p>Do you mind if I smoke?</p> <p><i>If the answer is 'no'</i> Do you mind if I smoke?</p>	<p>Yes, of course. Please do. Certainly.</p> <p>No, of course not. No, not at all.</p> <p>Well, actually, I'd prefer you didn't/not to. I'd rather you didn't</p>
<p>Giving news <i>Bad news</i> I didn't get that job.</p> <p>My neighbour died last night.</p> <p><i>Good news</i> We've had a fantastic year.</p> <p><i>Surprising news</i> She's 99 years old, you know</p>	<p>Never mind. Better luck next time.</p> <p>Oh, I am sorry to hear that.</p> <p>I'm glad to hear that. Congratulations.</p> <p>Really?</p>

Situation	Response
<p>Agreeing</p> <p>I think we should leave now.</p> <p>I hope it doesn't rain</p>	<p>So do I.</p> <p>I hope so too.</p> <p>Me too</p>
<p>Giving good wishes</p> <p>Have a good weekend</p>	<p>You too.</p> <p>Same to you</p>

3. CONTROLLED PRACTICE

3.1. Write down an appropriate response. The first one has been done for you.

- We lost the match. *Never mind. Better luck next time.*
- Do you mind if I open the window? _____
- Would you like to go to a concert this evening? _____
- Sorry, I interrupted you. _____
- Could you pass me the file? _____
- I hope he gets the job. _____
- Have a good Christmas. _____
- She's only 22 and she's already the head of the Sales Department. _____
- I think it's going to rain. _____
- Thanks. That was a delicious meal. _____
- My car broke down again this morning. _____
- Can I see you for a moment? _____
- How about something to eat? _____
- You must come round for dinner. _____
- I'm sorry. I've taken the wring file. _____

4. TRANSFER

4.1. Pair work.

Student A: Look at the table in the Presentation section. For each situation listed (thanking, apologizing, inviting, etc.), make a statement.

e.g. (*thanking*) Thank you for helping me with this exercise.

Student B: Respond appropriately to Student A's statements.

e.g. You're welcome.

When you have finished, Student B makes statements and Student A responds appropriately.

4.2. Situations for improvisation.

- You are a teacher. When you walk into the classroom you see that one student is crying at his desk. You ask him/her why he/she is so upset.

2. You bought a plane ticket to London. You go to the airport and learn from the airline representative that the flight has been cancelled. You are very upset because you must be in London today.
3. You bought a lottery ticket and left it in your coat pocket. Your wife does not know the ticket is there and she gives the coat away because it is so old. Later on you learn that you have the winning number. You ask your wife for the coat.
4. You go to the bank to withdraw some money from your account. When the cashier asks for your identification, you discover that you have left all identification at home.
5. You buy a new radio. You take it home, but it does not work, so you take it back to the store and complain to the manager.
6. You are at your mother-in-law's home. You are admiring a vase on the table. You pick it up and then drop it accidentally. You apologize to your mother-in-law.
7. You lose your child at the supermarket, and you are very worried. You go to the man in charge and ask him to help you find your child.
8. You have just won a thousand dollars. You tell your friend the good news, but he does not believe you.
9. You are parking your car. You don't see a sign that says "No Parking". A police officer comes up and asks you why you're parking there.

5. WORD CHECK

to respond	to reply
response	answer
appropriately	in the right way
lovely	enjoyable
glad	happy, pleased
to hand	to give
concert	musical performance

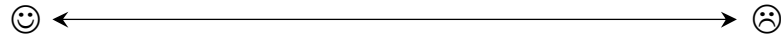
3. MIND YOUR MANNERS! CULTURE MATTERS

WARMING UP

1. *Think about things that make you angry.*
2. *How angry do these things make you? Draw lines.*

It doesn't bother me at all.

It drives me crazy!



- a) A friend is a half-hour late meeting you;
 - b) You're waiting in line at a public phone. Someone is talking for a long time.
3. *Work with a partner. Think of three more "rude behaviors". How strongly do you feel about them? Draw lines.*
 4. *Now join another pair. Ask how strongly they feel about your items.*
 5. *Defining Culture.*

While culture has many definitions, most observers agree on certain fundamental characteristics. Here is a number of definitions of culture presented in the form of short quotations. Take 5 minutes to read these quotations and then note in the spaces below 6-8 ideas, concepts or key words that are repeated more than once. Assembling these recurring phrases gives you a good working definition of culture.

- **CULTURE** is the collective programming of the mind which distinguishes the member of one group from another;
- **CULTURE** is the shared set of assumptions, values, and benefits of a group of people by which they organize their common life;
- **CULTURE** consists in patterned ways of thinking, feeling and reacting. The essential core of culture consists of traditional ideas and especially their attached values;
- **CULTURE** consists of concepts, values, and assumptions about life that guide behavior and are widely shared by people... [These] are transmitted from generation to generation with explicit instructions, by parents, and other respected elders;
- **CULTURE** is the outward expressions of a unified and consistent vision brought by a particular community to its confrontation with such core issues as the origins of the cosmos, the harsh unpredictability of the natural environment, the nature of society, and humankind's place in the order of things;
- **CULTURE** is an integrated system of learned behavior patterns that are characteristic of the members of any given society. Culture refers to a particular group of people. It includes what a group of people thinks,

says, does and makes – its customs, language, material artifacts, and shared systems of attitudes and feelings.

6. *Communication and culture.*

Every culture has its own communication style. Think about your culture and give your answers.

When people have conversations, do they...

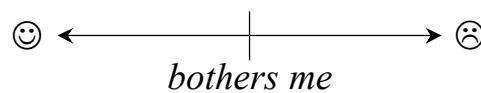
	Often	Sometimes	Not very often
interrupt each other?			
disagree directly?			
touch the other person when talking?			
say “no” directly?			

1. LISTENING

1.1. *Listen. People are talking about rude behavior and how strongly they feel about it. Draw lines.*

How did you know their feelings? Write a few words. The first example has been done for you. (Source: tape from “Active Listening”, Unit 10, Listening task 1, p. 34).

a) Chatting on a public telephone.



- b) Double-parking;
- c) Friends who are late;
- d) Using a mobile phone in a public place;
- e) Not giving up a seat on the train or bus;
- f) Students who are late for class.

1.2. *Ask Miss Manners.*

Miss Manners is a newspaper columnist. She gives advice about manners and relationships.

- *Read her list of the five worst behavior “mistakes”. The list is surprising. At first, the things on the list look good;*
- *Now listen. (Source: tape from “Active Listening”, Unit 10, Listening task 2, p. 35) Why does Miss Manners think the things can be bad? Write examples and reasons. The first item has been done for you.*

**JUDITH MARTIN
MISS MANNERS**

The Five Worst Behavior Mistakes

1. Honesty

Example: Telling someone his/her clothes don't look good.

Reason: It's not OK to hurt people's feelings.

2. Helpfulness

Example: _____

Reason: _____

3. Health-consciousness

Example: _____

Reason: _____

4. Idealism

Example: _____

Reason: _____

5. Being true to your own feelings

Example: _____

Reason: _____

Now listen to some questions. Follow the instructions. (Source: tape from "Active Listening", Unit 10, Listening task 2, p. 35).

1.3. Listen. People are describing conversation styles in three cultures. (Source: tape from "Active Listening", Unit 8, Listening task 1, p. 28).

Which things are OK to do? Put (+) in the boxes.

Which are not OK? Put (-) in the boxes.

The first line has been done for you.

	Latin America	Korea	Saudi Arabia
1. Touching the other person while speaking	+	+	+
2. Interrupting someone			
3. Saying "no" directly			
4. Disagreeing with someone			
5. Calling out answers in class			

2. READING

Now you will deal with the information that can help you to avoid cross-cultural difficulties and misunderstandings. This will prepare you for successful cross-cultural communication.

2.1. Read the passage from the text entitled “The Culture Concept”. Compare your definition of the culture with the one suggested in the text.

A culture is the way of life of any society, including its artifacts, beliefs, accumulated knowledge, and the system of values by which its members live. Also the arts, family life, child rearing, customs of marriage and courtship, education, occupations, government – in short the total effective legacy of the society which is potentially available to its members. The culture concept has the advantage of enabling us to look at the whole society, making clear the fact that one cannot understand group behavior except as a part of the culture patterns.

Culture helps determine personality. It creates a wide variety of personalities within boundaries. At the same time, the individuals that make up a society can be classified and organized in several ways. Each member has a place in the age-sex system, in the prestige series, in the system of special occupations, in his family, and in various association group – alumni, fraternities, secret orders, sport, clubs, boards of trustees. One can clearly identify certain responses belonging to particular social groups within the society.

Despite these differences, all members of the society have a number of behavior patterns in common. Within the range of wide variety of individuals, national character can be recognized, since every person within the culture is influenced by a common heritage. A child born in Germany to German parents, but taken in infancy to France and raised in a French family, would grow up to be French no matter what his technical nationality might be.

To understand people, then, we must look at their physical environment (geography, climate, natural resources, food supply, power resources, etc.), the human influences (parents, siblings, friends, neighbours, fellow workers, teachers, police and other officials), their institutions (the family, school, church, peer groups, government, occupations), their artistic expressions, their ideology (as expressed in national or local rituals, constitutions, religions, group loyalties, ancestor-worship), and the manner in which they go about achieving the three basic needs – self-preservation, self-reproduction and self-expression.

Every culture is a web, each part woven into the other. But because of the limits of our minds, we have to break the human web, the web of culture, into its separate threads. Then we can try to see as a whole.

2.2. Read the passage “Crossed Cultures” and identify crossed signals typical of different cultures. Write them out.

International exchange has become so quick and easy nowadays that we are able to have more contacts with other cultures than ever before. This crossing of cultures is stimulating and enriching. In fact, it is by such cross-breeding that civilization has advanced. Greece was fertilized by what it learned from the ancient empires of the east. Rome was brought out barbarism by its contact with Greek culture. Northern Europe raised its civilization upon the contact with Roman culture.

While the crossing of cultures is enriching, it also is fraught with dangers. Crossed cultures can also lead to crossed signals, as when the characteristic sidewise headshake of India is taken to mean *no* when it means *yes*, or when the Japanese answers a negative question, “Didn’t you go?” with “Yes” – meaning “No”.

These crossed signals become more serious when they involve what we regard as discourtesies or deception. In Japan it is thought impolite to say anything which might cause inconvenience or distress. This delicate sense of politeness and consideration often seems dishonest to more forthright nations. The German respect for authority and rank produces a kind of politeness or deference which is discomfiting to Americans who try to treat everyone with equal casualness and to pretend that no ranks exist. It even seems insincere, and therefore irritating.

From crossed signals it is an easy step to crossed words and even crossed swords. In the international world we live in today it is more than ever important that we understand what these signals mean. Otherwise, the flood of foreign contacts may create more animosity than friendship. Living and travelling abroad is a delicate business. Those who lack the tools of understanding quickly lose their delight at being in strange places and grow bitterly critical.

American tourists are conspicuous examples of this fault, and are well known abroad for complaining that the food, the beds, the trains are not like American food, beds and trains. Of course not! Why did they come travelling, if not to see what was different? Yet these same Americans at home are highly sensitive to criticism of their own country. They love visitors, they love to entertain them and display the beauties and conveniences of American life. But they resent criticism. In fact, there is a routine response to all criticism of America by foreigners: “Why don’t they go back where they came from, then?”

The persistence of this sort of intercultural misunderstanding suggests that one reason why people go abroad is to reassure themselves that home is best.

Criticism is also the product of homesickness, a fear of failure. It projects the inner feelings of the visitor upon the environment. When he says: “English food is flat and unpalatable,” he really means: “I prefer American food. Besides, the waitress was not respectful, Londoners can’t understand American English, and if they have trouble in understanding my accent, will I be able to make the proper impression at the university I’m going to, and pass my courses with high marks?”

As Freud released men from fear and unhappiness by making it possible for them to understand themselves and others as individuals, so the culture concept now makes it possible for men to understand that the differences which divide them into cultural groups are not as important as the underlying humanity which unites them, and that a study of these differences, and allowance made for them, will lead to harmonious international living in a world where men will be visiting distant places ever more frequently.

2.3. Answer the question: *What kind of dangers are cross-cultural misunderstandings fraught with?*

2.4. Read a passage “The culture Iceberg”. This information will help you to understand other cultures better.

Culture can be compared to an iceberg. Just as an iceberg it has a visible section above water-line, and a larger, invisible section below the water-line, so culture has some aspects, that are observable and others that can only be suspected, imagined, or intuited. Also like an iceberg, the part of the culture that is visible (observable behavior) is only a small part of much a bigger whole. In most cases, the invisible aspects of culture influence or cause the visible ones. Religious beliefs, for example, are clearly manifested in certain holiday customs, and notions of modesty affect styles of dress.

2.5. Answer the questions:

- *What culture items/features do you consider to be observable behavior?*
- *What invisible aspects of culture do you know?*

3. LANGUAGE USE

3.1. Fill in the spaces with culture elements that match the areas of the most frequently occurring cross-cultural misunderstandings.

Time and Space

Rituals and Superstitions

Values, Beliefs

Perception of Oneself and Others

Work

Conventions, Social Norms, Manners and Behaviors

Language

Roles

Learning/Teaching Styles

Hierarchies

1. National stereotypes: danger of overgeneralization.
2. Group vs. individual allegiance.
3. Judgment about the causes of behavior of oneself and others.

4. Patterns of common, everyday behavior.
5. Patterns of culturally conditioned social behavior.

6. Attitudinal differences.
7. Relation between on-task effort and social interaction.
8. Ways of doing similar work or jobs in different cultures.

9. Attitudinal differences (deadlines, work schedules, planning, etc.).
10. Various concepts for different interpersonal encounters.

11. Different cultural connotations of words and phrases.
12. Culturally conditioned images associated with specific words and phrases.
13. Cultural differences in humor perception.

14. Differences in role expectations (e/g/ in the family, at work, etc.).

15. Understanding internalized, less apparent views of people.

16. Differences between rituals (weddings, funerals, holidays, etc.).
17. Culture A's "intelligent practices" – Culture B's superstitions.

18. Relative importance of social class distinctions and high vs. low class markers.

19. Different roles of the teacher and the student.
20. Different learning aims and ways of their achievement.

3.2. The numbered items below are features of behavior and culture. Find out features of observable behavior and the invisible aspect of culture.

1. Facial expressions.
2. Religious beliefs.
3. Religious rituals.
4. Importance of time.
5. Artifacts.
6. Values.
7. Literature.

8. Child-raising beliefs.
9. Concept of leadership.
10. Gestures.
11. Holiday customs.
12. Concept of fairness.
13. Nature of friendship.
14. Notions of modesty.
15. Foods.
16. Eating habits.
17. Concept of self.
18. Rules of social etiquette.
19. Work ethic.
20. Concept of beauty.
21. Concept of personal space.
22. Styles of clothes.
23. General world view.
24. Understanding of the natural world.
25. Music.

4. FLUENCY

4.1. Culture Matters. Read the statements and consider the question below.

- Behavior has no built-in meaning; it means whatever the observer decides it means;
- When we look at behavior, we interpret what is happening through the filter of *what our culture tells us is happening*;
- Behavior makes more sense when you understand the value or benefit behind it;
- Some behaviors are shared by us all, while some are unique to individuals;
- While people learn most of their behavior, after they learn it they come to regard that behavior as natural and normal – *for everyone*.

Is it important to learn culture as a phenomenon – its components, laws, causes and effects?

4.2. Culture Matters. Read the following opinions on culture matters and tick off the three which you share the most and the two you strongly disagree with. Give your reasons.

1. When members of different cultures meet, it is easy to feel uneasy.
2. Culture is the software of the mind.
3. Language is the carrier of culture.

4. To know another's language and not his culture is a very good way to mark a fluent fool of oneself. (Winston Brenbeck)
5. Culture is mediated through language.
6. Cultural awareness hopes to cope with being a stranger in a strange land.
7. Forewarned is forearmed.
8. Culture is a social construct, the product of self and other perception.
9. Culture is opposition to Nature.
10. Culture is difference, variability and always potential source of conflict when one culture enters into contact with the other.
11. Intercultural competence can end disputes, save lives, radically transform the existence of millions of people.

4.3. Find the classmates who share the same ideas (task 4.2) as you do and co-operate in providing your point.

4.4. Now find the classmates who back up the ideas (task 4.2) you reject and exchange opinions.

4.5. Mind Your Manners! Culture corner.

What are polite topics of conversation? What topics are impolite?

In some countries, it is impolite to talk about money, politics, or religion. You probably aren't surprised by that. In England, Spain, and other parts of Europe, it is unusual in social situations to talk about work. In the Middle East, people who do business together don't usually talk about their families. In most places, sports, travel, and free-time activities are good things to talk about with someone you don't know very well.

What things do strangers talk about in your country? What topics are impolite?

4.6. Mind Your Manners! Your turn to talk.

Work in groups of six. Each person writes one rude behavior on a piece of paper. Then mix up the papers.

Now work in pairs. Each pair chooses one behavior. What would you say to someone doing it? What do you think Miss Manners would say (task 1.2)? Write your answers. (If you finish before the other pairs, choose another behavior and continue.)

When everyone finishes, take turns reading your answers. Do the other pairs agree? Can they offer other ideas?

4.7. Communication and Culture. Culture corner.

Cultures have different ideas about "personal space" – how close people generally like to sit or stand from each other. People in the Middle East stand the closest. Each of the groups below stands a little farther away. People in East Asia stand the farthest away.

Middle East

Southern Europe

Latin America

United States and Canada

Northern Europe

East Asia

How close to other people do you like to stand? Work with a partner. First, stand up and face each other. Stand at arm's length. Then slowly move closer. What is the closest you can stand and still feel comfortable?

4.8. Communication and Culture. Your turn to talk.

Work in groups of three. What customs in your own country do foreigners find surprising? Make a list of at least ten.

People from other cultures sometimes “break the rules” simply because they don't know the customs. Decide which customs are very serious (many people will think it's very bad if someone doesn't follow the customs). How would you explain each custom to someone who doesn't know it? Can you give a reason for the custom?

e.g. You shouldn't _____ because

5. WORD CHECK

assumption	something taken for granted; a supposition
cosmos	the world or universe regarded as a harmonious system
artifact	any object made by human beings, esp. with a view to subsequent use
double-park	to park alongside another vehicle that is already parked parallel to the curb
rear	to take care of and support up to maturity
alumnus	a graduate or former student of a specific school, college, or university
fraternity	a group of persons associated by or as if by ties of brotherhood
sibling	a brother or sister
fraught with	full of; involving; accompanied by
conspicuous	attracting special attention

4. TESTS "SOCIALIZING"

4.1. WAYS OF DISAGREEING

1. I'll have to company with you there, I'm afraid.
 - a) separate;
 - b) divide;
 - c) part;
 - d) leave.

2. There's no way I can that.
 - a) incline;
 - b) consume;
 - c) indicate;
 - d) accept.

3. We'll have to agree to over that.
 - a) differ;
 - b) differentiate;
 - c) deny;
 - d) decide.

4. Don't even think about it! I can't possibly take that on
 - a) deck;
 - b) place;
 - c) board;
 - d) position.

5. No matter how you are, I won't change my mind.
 - a) perceptive;
 - b) perverse;
 - c) pernicious;
 - d) persuasive.

6. You can't talk until the come home. I won't accept that scheme.
 - a) dogs;
 - b) cows;
 - c) cats;
 - d) hens.

7. Sorry the subject is now
 - a) closed;
 - b) locked;
 - c) done;
 - d) completed.

8. I regret I have no choice but to reject the plan out of
- a) power;
 - b) court;
 - c) hand;
 - d) grip.
9. No matter how much you object, I am I am right and you're wrong.
- a) convicted;
 - b) convinced;
 - c) conduced;
 - d) concerned.
10. You might as well admit it! You haven't a to stand on.
- a) foot;
 - b) arm;
 - c) hand;
 - d) leg.

4.2. WAYS OF AGREEING

1. I'm certainly you on that.
- a) on;
 - b) with;
 - c) by;
 - d) to.
2. I'm of a mind on that, too.
- a) same;
 - b) identical;
 - c) parallel;
 - d) like.
3. Yes, we definitely see eye eye on that one.
- a) for;
 - b) over;
 - c) to;
 - d) of.
4. In that respect we are of mind on that.
- a) one;
 - b) single;
 - c) target;
 - d) absolute.

5. I can't with that.
a) question;
b) talk;
c) speak;
d) argue.
6. Let's on that.
a) control;
b) shake;
c) handle;
d) wave.
7. There's only one word I can use now to show my agreement and that's –
.....
a) follow;
b) execute;
c) deal;
d) hold.
8. I'll that in writing to show my acceptance.
a) confirm;
b) establish;
c) ground;
d) found.
9. There's absolutely no doubt that you're right.
a) howsoever;
b) whatsoever;
c) whosoever;
d) whichever.
10. The seem eminently suitable to me.
a) tendencies;
b) actualities;
c) events;
d) terms.

4.3. HOW TO AGREE

1. You can be absolutely sure I'm on your
a) road;
b) corner;
c) route;
d) side.

2. You can on me for your support.
 - a) show;
 - b) rely;
 - c) try;
 - d) test.

3. Our views clearly at this point I'm pleased to say.
 - a) convert;
 - b) concert;
 - c) conduct;
 - d) coincide.

4. Fortunately the leader and all her members were singing from the same sheet.
 - a) hymn;
 - b) prayer;
 - c) lyric;
 - d) sermon.

5. It's good that we both have the same way of at things.
 - a) seeing;
 - b) peeping;
 - c) looking;
 - d) viewing.

6. I'm pleased to say that we speak on this matter with one
 - a) sound;
 - b) tone;
 - c) harmony;
 - d) voice.

7. I certainly won't any objection when you make your proposal.
 - a) rise;
 - b) raise;
 - c) lift;
 - d) arise.

8. I'm you all the way as far as that's concerned.
 - a) with;
 - b) by;
 - c) at;
 - d) across.

9. I'm happy to those sentiments and wish you every success.
a) encompass;
b) enthuse;
c) endorse;
d) endure.
10. When it comes to the vote I'm willing to put my up and support you.
a) head;
b) chin;
c) arm;
d) hand.

4.4. WAYS OF THREATENING

1. If I've you once, I've done it a hundred times. Don't do it!
a) spoken;
b) said;
c) told;
d) mentioned.
2. I'll give you just one more and after that, you'll be in real trouble.
a) go;
b) occasion;
c) time;
d) chance.
3. I'm telling you loud and that you really must get it right this time.
a) bright;
b) clear;
c) simple;
d) obvious.
4. She told him that if his manners didn't, he would be sent home.
a) approve;
b) disprove;
c) disapprove;
d) improve.
5. He agreed because he said it was like having a gun held to his
a) nose;
b) eye;
c) head;
d) foot.

6. I'll lend you money for the very last time because after that you're on your
- a) own;
 - b) self;
 - c) side;
 - d) back.
7. I can't tell you how lucky you've been this time but just till next time.
- a) attend;
 - b) wait;
 - c) expect;
 - d) delay.
8. I'm prepared to your mistake on this occasion but I can't ever do it again.
- a) oversee;
 - b) overtake;
 - c) overhear;
 - d) overlook.
9. If you leave me now, you don't to come back.
- a) need;
 - b) require;
 - c) demand;
 - d) order.
10. Let me put it simply one more incident like that and you're out on your
- a) eye;
 - b) nose;
 - c) ear;
 - d) head.

4.5. WAYS OF THANKING

1. Words can't possibly how grateful I am for what you have done.
- a) detail;
 - b) delineate;
 - c) underline;
 - d) express.

2. Thank you so much for helping me. I really it.
 - a) accept;
 - b) agree;
 - c) appreciate;
 - d) deserve.

3. A thousand thanks for all your hard work. I shall never it.
 - a) forego;
 - b) forget;
 - c) foretell;
 - d) forbid.

4. They showed their great gratitude by sending us a large of money.
 - a) sum;
 - b) packet;
 - c) box;
 - d) bundle.

5. Thank you for all you've done from the of my heart.
 - a) base;
 - b) foundation;
 - c) end;
 - d) bottom.

6. I'm sending this bunch of flowers as a small of my thanks and appreciation.
 - a) piece;
 - b) token;
 - c) counter;
 - d) emblem.

7. How can I thank you enough for all you've done?
 - a) entirely;
 - b) probably;
 - c) possibly;
 - d) exactly.

8. On the watch they gave him were the words: ... gratitude for 40 years loyal service.
 - a) at;
 - b) of;
 - c) by;
 - d) in.

9. It's very difficult for children to their gratitude for what their parents have done for them.
- a) show;
 - b) initiate;
 - c) enclose;
 - d) refer.
10. Look upon this as a of thank you present for all your endeavours on our behalf.
- a) type;
 - b) sort;
 - c) sign;
 - d) species.

4.6. HOW TO APOLOGIZE

1. Please me for interrupting you, I didn't realize you were busy with someone else.
- a) forget;
 - b) forfeit;
 - c) forbid;
 - d) forgive.
2. I'm very that I'm late but there is a train strike on at the moment.
- a) sore;
 - b) sorry;
 - c) sorrow;
 - d) sorrowful.
3. Please send my to the meeting as I shan't be able to attend.
- a) apologies;
 - b) apologize;
 - c) apologized;
 - d) apologizing.
4. There's really no for my behaviour last night. I can only think that I'd had too much to drink.
- a) exception;
 - b) escape;
 - c) excuse;
 - d) exclusion.

5. I know I shouldn't have made those remarks about your work and I hope you now know how deeply I what I said.
- a) review;
 - b) regret;
 - c) respect;
 - d) restore.
6. I must your pardon, I mistook you for somebody else.
- a) bid;
 - b) bide;
 - c) beggar;
 - d) beg.
7. If it helps to put things right, please let me take everything I said earlier.
- a) again;
 - b) back;
 - c) in;
 - d) across.
8. Please accept this small present as my way of making ... for all the trouble I've caused.
- a) attempts;
 - b) attention;
 - c) amends;
 - d) arrears.
9. All I can do now is simply beg your and hope that in time we can get back to where we used to be.
- a) interest;
 - b) interpretation;
 - c) inclination;
 - d) indulgence.
10. In their religion as long as they, they will be forgiven their sins.
- a) repent;
 - b) restore;
 - c) repeat;
 - d) request.

4.7. HOW TO COMPLAIN

1. I'm really not satisfied with the way you have the situation.
 - a) dealt;
 - b) handled;
 - c) done;
 - d) fingered.

2. I've really had enough of all your excuses, what I want is some
 - a) action;
 - b) acting;
 - c) acted;
 - d) active.

3. You've refused to help me now for six months and so I shall now have to take the matter
 - a) on;
 - b) longer;
 - c) far;
 - d) further.

4. I must you do something immediately as I've been patient long enough.
 - a) persist;
 - b) desist;
 - c) insist;
 - d) consist.

5. I now want some kind of compensation for the total ... of service I've experienced.
 - a) lack;
 - b) fail;
 - c) failing;
 - d) missing.

6. I'm obviously not getting anywhere with my complaint, please let me talk to someone to you.
 - a) older;
 - b) above;
 - c) over;
 - d) senior.

7. I'm very unhappy with the way I've been No one seems at all interested in my case.
- a) considered;
 - b) treated;
 - c) placed;
 - d) pushed.
8. I believe I have very good for suing your company for negligence.
- a) lands;
 - b) terrains;
 - c) grounds;
 - d) areas.
9. If you don't do something today, I shall be to take legal action.
- a) held;
 - b) ordered;
 - c) commanded;
 - d) forced.
10. You're the tenth person I've been put through to and I'm on the point of losing my
- a) mood;
 - b) temper;
 - c) state;
 - d) feeling.

4.8. HOW TO CRITICIZE

1. Quite honestly I didn't think of the standard of acting in the play.
- a) lot;
 - b) few;
 - c) little;
 - d) much.
2. If you want my opinion, I thought the food tasted revolting.
- a) honoured;
 - b) honourable;
 - c) honest;
 - d) honour.
3. To come straight to the I think the management team needs replacing.
- a) summit;
 - b) top;

- c) topic;
 - d) point.
4. There are several matters on which I should like to take concerning your report.
- a) outcome;
 - b) outlook;
 - c) issue;
 - d) outing.
5. There's really no virtue in me pussy..... around because I might as well tell you it's awful.
- a) treading;
 - b) footing;
 - c) walking;
 - d) tripping.
6. I have a long of things I think are wrong, where shall I start?
- a) story;
 - b) description;
 - c) file;
 - d) list.
7. I'm afraid to tell you that your standard of work has fallen well below what we think is
- a) considerable;
 - b) believable;
 - c) acceptable;
 - d) available.
8. In all honesty if I said that everything was all right, I'd simply be
- a) lying;
 - b) laying;
 - c) loading;
 - d) letting.
9. If you can't improve your level of work, I'm afraid you'll have to look for another job.
- a) anywhere;
 - b) elsewhere;
 - c) nowhere;
 - d) somewhere.

10. I'm sick and of always having to put right your mistakes.
- a) weary;
 - b) exhausted;
 - c) fatigued;
 - d) tired.

4.9. HOW TO DISAGREE

1. I'm sorry but I can't your opinion on that.
- a) take;
 - b) share;
 - c) give;
 - d) find.
2. I very much regret that we must company on that issue.
- a) divide;
 - b) devise;
 - c) part;
 - d) leave.
3. Let's be honest about it we'll never agree on that because our views are diametrically
- a) apposed;
 - b) imposed;
 - c) supposed;
 - d) opposed.
4. We'll never agree, that's clear so let's to differ.
- a) ask;
 - b) bid;
 - c) beg;
 - d) try
5. You can argue with me till the cows come but I can't accept that.
- a) away;
 - b) along;
 - c) back;
 - d) home.
6. I really see no point in continuing this argument because we have no ground.
- a) basic;
 - b) own;
 - c) common;
 - d) similar.

7. There's absolutely no way I can you on that matter.
 - a) meet;
 - b) hold;
 - c) take;
 - d) find.

8. Nothing in the world will ever make me change my on that subject.
 - a) thought;
 - b) mind;
 - c) idea;
 - d) heart.

9. I would love to meet you half way but I'm afraid I can't because with me it's a matter of
 - a) principal;
 - b) principles;
 - c) principally;
 - d) principle.

10. Let's it, you and I will never see eye to eye on this.
 - a) look;
 - b) take;
 - c) face;
 - d) see.

4.10. HOW TO ENCOURAGE

1. Well! This is a very good piece of work.
 - a) made;
 - b) done;
 - c) finished;
 - d) taken.

2. I must congratulate you on your efforts. it up!
 - a) Continue;
 - b) Take;
 - c) Keep;
 - d) Hold.

3. Don't give up whatever you do. I'm sure you'll it in the end.
 - a) acquire;
 - b) get;
 - c) put;
 - d) make.

4. I'll by you no matter what happens.
 - a) stand;
 - b) keep;
 - c) lean;
 - d) support.

5. I'm sure if you, you'll succeed.
 - a) pursue;
 - b) proceed;
 - c) propel;
 - d) persevere.

6. You've clearly got and it's obvious that you'll get to the top.
 - a) control;
 - b) power;
 - c) talent;
 - d) strength.

7. I've watched a lot of young people try to make a success of it, but you're the only one I really in.
 - a) think;
 - b) trust;
 - c) hold;
 - d) believe.

8. I see no why you shouldn't be accepted as an employee.
 - a) cause;
 - b) sense;
 - c) reason;
 - d) doubt.

9. Never up. That's a good philosophy.
 - a) give;
 - b) do;
 - c) take;
 - d) try.

10. You mustn't ever be off by a few setbacks.
 - a) taken;
 - b) held;
 - c) put;
 - d) pushed.

4.11. WAYS OF DIAPPROVING

1. There is no way that I can agree to you early today.
 - a) submitting;
 - b) renouncing;
 - c) leaving;
 - d) departing.

2. I must object and make it clear that I am totally any measures that suggest changes to the original scheme.
 - a) up;
 - b) without;
 - c) against;
 - d) off.

3. He has the of always rejecting any idea that will change the current arrangements.
 - a) habit;
 - b) custom;
 - c) task;
 - d) job.

4. I cannot condone that sort of in my establishment and would ask you to remember that in future.
 - a) routine;
 - b) manners;
 - c) going;
 - d) behavior.

5. I have no choice really but to turn your recent proposal because it is completely unworkable.
 - a) off;
 - b) over;
 - c) down;
 - d) across.

6. They can't possibly go with your suggestions because it will involve too much expenditure.
 - a) over;
 - b) along;
 - c) in;
 - d) above.

7. Quite honestly I'd have to be out of my to sanction what is a crazy proposition.
a) sense;
b) balance;
c) thought;
d) mind.
8. When her father discovered that his daughter wanted to marry a pop singer, he decided to put every in their way to prevent the marriage.
a) obstacle;
b) burden;
c) impediment;
d) problem.
9. He told me there was definitely no that I would pass my examination until I did some work.
a) occasion;
b) chance;
c) opportunity;
d) time.
10. You could tell by the he refused to smile that he didn't like the story.
a) method;
b) plan;
c) way;
d) path.

4.12. WAYS OF COMMENTING

1. If you want my honest opinion, I thought the play was
a) litter;
b) dust;
c) waste;
d) rubbish.
2. It was quite a good film but I thought the characters were a bit like
a) paper;
b) cardboard;
c) plastic;
d) material.

3. It's quite a nice car but there was not very much in the back.
 - a) area;
 - b) limit;
 - c) room;
 - d) fullness.

4. She's pleasant enough but not very pretty. In fact I'd say she was rather
 - a) plain;
 - b) straight;
 - c) simple;
 - d) casual.

5. The first time you see the view you can't believe it. It almost takes your breath
 - a) out;
 - b) over;
 - c) under;
 - d) away.

6. I sat through the concert feeling really bored and sleepy and had to stop myself from several times.
 - a) gaping;
 - b) yawning;
 - c) stretching;
 - d) crying.

7. It was one of the most embarrassing moments of my life and I just wanted the ground to up and swallow me.
 - a) ease;
 - b) throe;
 - c) open;
 - d) crack.

8. In my opinion no one in their right mind would ever go and pay to see a play that.
 - a) as;
 - b) same;
 - c) more;
 - d) like.

9. The room was good, the bed was comfortable and the service was excellent but the hotel food left a lot to be
- a) required;
 - b) desired;
 - c) demanded;
 - d) included.
10. To be perfectly honest with you I think that this is the best test I've ever taken in my entire
- a) life;
 - b) days;
 - c) duration;
 - d) stay.

4.13. WAYS OF GREETING

1. Great to see you again. I haven't seen you ages.
- a) by;
 - b) from;
 - c) of;
 - d) for.
2. Welcome to our house. Come in and make yourself
- a) comfortable;
 - b) easy;
 - c) relaxing;
 - d) comforting.
3. How do you do? I don't think we've met
- a) after;
 - b) since;
 - c) then;
 - d) before.
4. Hi Mary. Where have you been yourself all this time?
- a) discovering;
 - b) hiding;
 - c) finding;
 - d) looking.
5. Good morning, sir. I hope you will have an enjoyable in our hotel.
- a) stay;
 - b) halt;
 - c) stop;
 - d) sojourn.

6. Good evening to you all. Let me find you a(n) near the window.
 - a) corner;
 - b) angle;
 - c) table;
 - d) part.
7. How are you, David? I must you're looking very well.
 - a) declare;
 - b) recite;
 - c) state;
 - d) admit.
8. Hello there. I just don't believe it. You haven't changed a since we last met.
 - a) bit;
 - b) piece;
 - c) little;
 - d) section.
9. Ah, you must be Mary's husband. Do come in and everyone.
 - a) see;
 - b) look;
 - c) find;
 - d) meet.
10. Here you are at last! I hope your here wasn't too horrible.
 - a) travel;
 - b) journey;
 - c) trip;
 - d) voyage.

4.14. WAYS OF SAYING GOODBYE

1. I'm afraid it's we left.
 - a) occasion;
 - b) time;
 - c) opportunity;
 - d) hour.
2. If you don't, I think we'll be cutting along.
 - a) care;
 - b) think;
 - c) believe;
 - d) mind.

3. I'll be seeing you then in due
 - a) path;
 - b) direction;
 - c) course;
 - d) route.

4. Well, as they say all good things come to an
 - a) end;
 - b) conclusion;
 - c) finale;
 - d) finality.

5. Thank you so much for us you must come to us next time.
 - a) taking;
 - b) getting;
 - c) making;
 - d) having.

6. Good bye then and me to all your family.
 - a) remind;
 - b) remember;
 - c) recall;
 - d) repeat.

7. If we don't leave now I'm afraid we'll the last train.
 - a) forget;
 - b) fail;
 - c) miss;
 - d) turn.

8. It's been great meeting up again and we mustn't it so long next time.
 - a) leave;
 - b) take;
 - c) wait;
 - d) lose.

9. Looks we ought to be going really as it's got so late.
 - a) as;
 - b) like;
 - c) when;
 - d) for.

10. Well, there's for it but simply to wish you well and say goodbye.
- a) something;
 - b) everything;
 - c) anything;
 - d) nothing.

4.15. WAYS OF SHOWING ANGER

1. I've had just as much as I can from you.
- a) find;
 - b) lean;
 - c) stomach;
 - d) point.
2. You do that again and I'll your head off.
- a) consume;
 - b) devour;
 - c) munch;
 - d) bite.
3. I'm sorry but I can't take any more. I'm afraid I've reached point.
- a) screaming;
 - b) crying;
 - c) howling;
 - d) shouting.
4. You just touch that piece of paper and I'll kill you.
- a) attempt;
 - b) dare;
 - c) try;
 - d) endeavour.
5. How many more times do I have to it to you, stupid?
- a) restrain;
 - b) render;
 - c) repeat;
 - d) resign.
6. I know you find this highly amusing but to me it's no matter.
- a) chortling;
 - b) chuckling;
 - c) grinning;
 - d) laughing.

7. I'm warning you. I can take just that much and more.
 - a) any;
 - b) no;
 - c) some;
 - d) enough.
8. Everybody just get of my way and leave me alone.
 - a) out;
 - b) off;
 - c) with;
 - d) over.
9. Not another word from either of you. That's
 - a) conclusive;
 - b) final;
 - c) ending;
 - d) concluded.
10. Right. I'm leaving. You can do whatever you like. I couldn't care
 - a) more;
 - b) lesser;
 - c) least;
 - d) less.

4.16. WAYS OF APPROVING

1. I'm quite happy to support you in your for a loan.
 - a) subscription;
 - b) indication;
 - c) application;
 - d) abdication.
2. I must admit I think your idea is well considering.
 - a) valuable;
 - b) worthy;
 - c) value;
 - d) worth.
3. I shall certainly recommend your for improving safety in the work place.
 - a) proposal;
 - b) preference;
 - c) preferment;
 - d) proponent.

4. You can on me for support when the next election comes up.
 - a) number;
 - b) count;
 - c) account;
 - d) detail.
5. I would like to endorse your scheme for saving water.
 - a) full heartedly;
 - b) open heartedly;
 - c) wholeheartedly;
 - d) complete heartedly.
6. The local council has approved the plans for their house.
 - a) developing;
 - b) lengthening;
 - c) widening;
 - d) extending.
7. You can on me to support you when the matter is discussed at the next meeting.
 - a) rely;
 - b) trust;
 - c) believe;
 - d) follow.
8. His choice of a new wife with his parents' approval.
 - a) struck;
 - b) met;
 - c) hit;
 - d) fell.
9. They all promised they would stand him when he put forward the idea of a strike.
 - a) on;
 - b) to;
 - c) by;
 - d) through.
10. The meeting unanimously supported the chairman when he suggested that they the meeting.
 - a) shut;
 - b) finalise;
 - c) stop;
 - d) close.

4.17. WAYS OF SHOWING PLEASURE

1. Now that's what I call absolutely
 - a) perfect;
 - b) finished;
 - c) completed;
 - d) ended.

2. You couldn't have made that drink better if you'd
 - a) tested;
 - b) trailed;
 - c) required;
 - d) tried.

3. What a delightful those flowers give off when you touch them.
 - a) bloom;
 - b) colour;
 - c) scent;
 - d) smell.

4. Words just me when I try to say how happy I am.
 - a) fail;
 - b) miss;
 - c) pass;
 - d) fool.

5. I can say that I don't think I've ever enjoyed myself so much before.
 - a) surely;
 - b) safely;
 - c) clearly;
 - d) notably.

6. There's really nothing like it, is there, when you find you've all the answers to the test right?
 - a) found;
 - b) seen;
 - c) acquired;
 - d) got.

7. The only problem with your cooking is that the more I eat, the more I want ... more.
 - a) any;
 - b) all;
 - c) some;
 - d) no.

8. I must be because it's all too good to be true.
- a) thinking;
 - b) dreaming;
 - c) sleeping;
 - d) dozing.
9. Just let me try one more of your delicious chocolates and then I'll not to take any more.
- a) promise;
 - b) assure;
 - c) confirm;
 - d) affirm.
10. It's absolute here. I think I'll stay at this hotel one more week.
- a) clarity;
 - b) certainty;
 - c) bliss;
 - d) fortune.

Навчальне видання

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ТА КОМУНІКАЦІЯ НА РОБОТІ**

**WORKING AT COMMUNICATING
AND COMMUNICATING AT WORK**

Навчальний посібник з англійської мови
за професійним спрямуванням

Укладач
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