

## Business English Greetings

Almost every English course, Business English or otherwise, starts with introductions – and quite properly so, as often no one in the classroom knows each other or at least the students often won't know the teacher and it is a good way to warm up the class and get everyone to relax a bit. And it is just good starting point for each course.

While in a typical conversation class the we might focus more on hobbies and interests, in a Business English class our target language following our names should move toward explaining our job functions and our company.

Unless your work setting is quite casual, the best option on the charts below is to use the FORMAL option. It is better to be more formal than to be too casual. Most non-Western cultures can be quite formal on initial meeting and being too informal can damage the potential of the meeting. Remember the Korea adage: *First impressions are everything*.

### First Meeting:

Identification	Company Information
<b>Formal:</b>	
Good morning**, I'm . . .	I'm from . . .
Hello, my name is . . .	I work for . . .
	I'm with . . .
	I'm in charge of . . .
	I'm responsible for . . .
<b>Informal:</b>	
Hi, I'm . . .	from . . .
<b>** morning/afternoon/evening</b>	

### Response to Introduction:

Initial Greeting	
<b>Formal:</b>	
How do you do?	I'm pleased to [finally*] meet you.
	It's nice to [finally*] meet you.
<b>Informal:</b>	

Hi,	Nice/good to meet you.
Hello,	Pleased to meet you.

### Response to the Greeting

#### Formal:

How do you do?	It's nice to meet you too.
	I'm pleased to meet you too.

#### Informal:

How do you do?	Nice/Good to meet you too.
Hello,	Pleased to meet you too.
Hi, (very informal)	

\* *finally* makes the greeting more cordial and friendly

Follow up with the initial response from the host might include:

#### Formal:

Please have a seat.	Please join us at the table.
Please take a seat.	Can I get you a drink?*

#### Informal:

Have seat.	Sit over here.
Take a seat.	Would you like a drink?*
Please sit.	

\* It is polite in many countries to offer tea or coffee to even an unscheduled guest. Later in the day, in certain countries or in a less informal setting, alcohol might be offered.

Situation: Ms. Anderson arrives at the Bangkok Post to meet the circulation director, Khun Suwat.

Formal Dialog:

Anderson: Good morning, I'm Janet Anderson from Jiffy Transport Company.

Suwat: How do you do? I'm pleased to finally meet you. Please have a seat.

Informal Dialog:

Anderson: Hi, I'm Janet Anderson from Jiffy Transport.

Suwat: Welcome, come have a seat.

## Dialog 2:

**NOTE:** You can easily see that less formal dialogs tend to be shorter and use ellipsis (leave out parts of the sentence). Look at the differences in the formal and informal dialogs above to note how one is different from the other.

As the conversation continues . . .

**Suwat:** What do you do at Jiffy Transport Ms. Anderson?

**Ms. Anderson:** I'm the Business Manager in charge of new accounts, Khun Suwat, and your responsibilities here?

**K. Suwat:** I'm the Circulation Manager, I make sure our newspapers get where they need to go.

## Business English Greetings Activity

### Business English for first contacts

#### 1. Practice the following dialog with a partner

**A:** Good morning, I'm [name] from Anderson Consulting.

**B:** I'm pleased to meet you, please take a seat.

**B:** What do you do at Anderson, Mr./Ms. [name]?

**A:** I'm the Operations Manager, I'm in charge of transportation. And you, Mr. Mize?

**B:** I'm Senior Sales Representative here, I supervise our sales people.

#### 2. Use the chart below and practice the dialog with other students.

	<b>Jung-Ah Hwang</b>	<b>Bill Smith</b>	<b>Wolfgang Zimmer</b>	<b>Nobuo Wakanabe</b>
<b>company</b>	Xerox	IBM	Volkswagen	Honda
<b>job</b>	engineer	systems analyst	purchasing manager	sales manager
<b>duties*</b>	designs photocopiers	oversees software development	buys car parts	supervises their salespeople
<b>* responsibilities</b>				

#### 3. Now, change the dialog and ask and answer questions about the people on the chart above, similar to the dialog below:

**A: Where does Jung-Ah Hwang work?**

**B: She works for Xerox.**

**A: What is her job there?**

**B: She is an engineer.**

**A: What does she do?**

**B: She designs photocopiers.**

Now, change the dialog a bit and ask and answer questions about other students in your classroom, similar to the dialog below:

**A: Where does Jung-Ah Hwang work?**

**B: She works for Xerox.**

**A: What is her job there?**

**B: She is an engineer.**

**A: What does she do?**

**B: She designs photocopiers.**

Business English Introductions Lesson

When introducing colleagues, coworkers, customers and/or clients to each other in a business setting it is important to pass along information about their job title or function at their company.

The structure of an introduction is like this:

**1. Introduce your guest:**

*May I introduce Mr. Anthony Kim from Kookmin Bank?*

**2. Introduce the other person to your guest:**

*Mr. Kim, this Janice Andersen.*

**3. Describe the other person's job function:**

*She's responsible for international logistics.*

**Formal:**

**May I introduce [name] from [company]?**

**Informal:**

I'd like you to meet [name] from [company].

	Formal:	Job Function
She's +	<i>responsible for +</i>	pricing our underwriting business
He's +	<i>in charge of +</i>	negotiating our shipping rates
I'm**	Informal:	training our sales representatives
	<i>takes care of +</i>	our purchasing department
		hedging our raw material costs.

\*\* you can also use this format for introducing yourself

Now add the responses you learned in the Greetings Section

Initial Greeting	
Formal:	
How do you do?	I'm pleased to [finally*] meet you. It's nice to [finally*] meet you.
Informal:	
Hi, Hello,	Nice/good to meet you. Pleased to meet you.
Response to the Greeting	
Formal:	
How do you do?	It's nice to meet you too. I'm pleased to meet you too.
Informal:	
How do you do? Hello, Hi, (very informal)	Nice/Good to meet you too. Pleased to meet you too.

\* *finally* makes the greeting more cordial and friendly

The complete dialog would go like this:

You: May I introduce Anthony Kim from Kookmin Bank?

You: Mr. Kim, this is Maurice Gerard. He's responsible for our air

cargo division.

**Mr. K:** How do you do. I'm very pleased to meet you Mr. Gerard.

**Mr. G:** I'm pleased to meet you too, Mr. Kim.

**\*\* depending on the country and culture, conversation may remain formal using Mr./Mrs./Ms./Dr. etc.**

### Business English Introductions Activity

Activity 1. Work with TWO partners and introduce the characters in the table below. Use the full dialog from the bottom of the [Introductions Lesson Page](#).

Name	Company	Responsible for
Michelle Wang	Ace Industries	Accounts Receivables
Jack Woods	Rio Golf Club	Marketing
Jesse Morales	Winchester Rifle	Research and Development
Bonnie Hammach	Rayban Glasses	Materials Acquisition
Pablo Mejia	Fine Arts Ltd.	Environmental Control

Activity 2. Now go around the room and introduce yourself to everyone using your own name and company information.

**Note:** Greetings and Introductions should not end artificially here – continue the conversation by talking about your company or your job – or by inquiring about the other person's company or job.