

Start Talking & Physical Appearance

ENGLISH

Subject

Class:: Your Name: Date:

1. Opening a Conversation

Treating guests with **respect** and **courtesy** at all times will ensure that you represent your company in a positive **manner**. Welcoming a guest means giving a warm and friendly first impression.



What can you say to open the conversation?

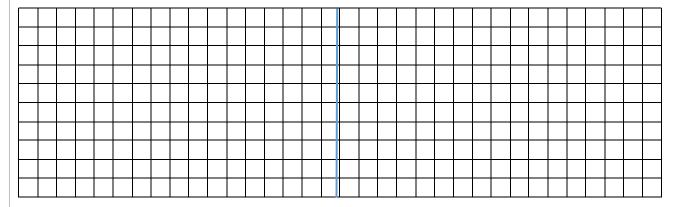
- Hallo, I'm Mark, nice to meet you.
- Let me welcome you here at Meyer GmbH. I'm Mark.
- I don't think we've met I'm Mark.
- Hi Paula! How have you been?

To continue a conversation, one usually starts asking. In a professional context, that could cover these aspects.

Travel & Arrival	Intentions	Desires & Needs
 How was your travel? Did you find your way here well? Is this your first time in the company? Thanks for coming Is the weather holding up out there? 	 Can I assist you? Can I show you where the room is I guess, you need to see It's nice to see you again! We're sure having a busy/slow day today 	 "Let me hang your coat for you." How is your day going so far?" Will you need Wi-Fi access? Can I get you a tea. or

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<u>Task:</u> Develop a short situation where a third-year apprentice welcomes the "Newbie" the first day @ company.



2. Introducing a Third Person

The purpose of introducing people is to give them an opportunity to know each other. Beyond just stating names of the two parties, it is often helpful to establish a contact and help them to initiate a conversation.

You can manage that by saying:

- Let me introduce you to Mr./Mrs/Mark ...
- I would like to present Mr./Mrs/Mark ...
- Please meet Mr./Mrs/Mark ...
- This is Mr./Mrs/Mark ...

<u>**Tipp**</u>: \rightarrow State the 'higher-ranking' person <u>first</u> | Offer some <u>details</u> about each, as appropriate.



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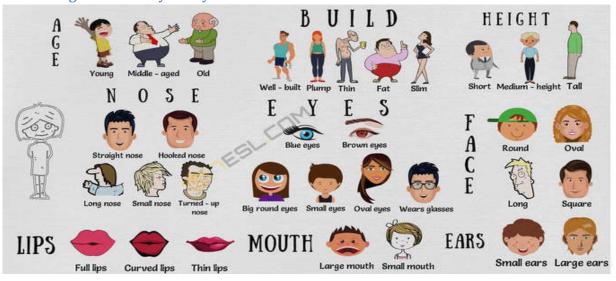
3. About a Person

Class::

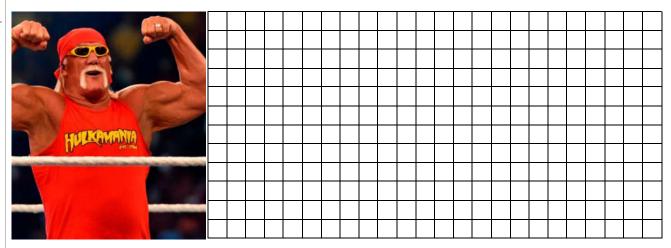
Sometimes (unknown) people you need to meet the first time are not around. Colleagues usually describe them to give you an idea how to find the right person.

Your Name:

Describing a Person Physically



1. Task: How would you describe this person? What kind of clothes and accessories does he usually wear?



2. Task: A) Fill-Out your role-cards and pass it back to the teacher. B) You need to present an unknown person.

Persons by Their Function

Match the following jobs, to their descriptions:

a.	an instructor	1) does electrical work
b.	a technician	2) teaches apprentices
c.	an operator	3) learns a trade
d.	an engineer	4) does skilled technical work
e.	an apprentice	5) designs and makes machines
f.	an electrician	6) works at a machine
g.	a manager	7) organizes work processes

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