



Exercise 7.3

Introducing others

2. Divide yourselves into groups of three so you can simulate the introductions indicated below. Take turns playing the roles.

- a. Introduce the new Sales Manager, Mr. Jovi, to Mrs. Potter, a long-time employee at Wilcox Vacuum Inc.

Mr. Jovi, this is Mrs. Potter, a long-time employee at Wilcox Vacuum Inc.

- b. Introduce your husband or wife to your boss, Ms. Dorothy Fairfield, at a company picnic.

Ms. Fairfield, have you met my husband, Sam?

- c. You are at a training session. Introduce the guest speaker, Dr. Verlinde, to the Manager, Peter Oshie.

Dr. Verlinde, I'd like to introduce you to Peter. Peter is our Manager.

- d. You are a secretary. Introduce your boss, Michel Lapointe, to Patrick O'Sullivan, who has an appointment scheduled with him.

Mr. Lapointe, this is Patrick O'Sullivan. He has an appointment with you.

- e. You are applying for a job. Introduce yourself to John Marlow, Director of Personnel.

Mr. Marlow, let me introduce myself. My name is (your name).

**Exercise 7.4****Closing a conversation**

2. Read the scenarios below and answer the questions.

Suggested answers

- a. You are on the phone with a supplier who has kindly answered all your questions. However, the exchange took longer than expected and a lot of work still needs to be done in the office. How would you end the conversation in a considerate manner?

Thank you for your time, but I have to get back to work now. Goodbye and have a nice day.

- b. A company training session on how to use the new billing system is coming to an end. You are in conversation with a senior staff member who is sitting next to you. However, in ten minutes you have a lunch date with a friend at the food court. How would you politely put an end to the conversation?

I enjoyed our conversation, but I have to go now. Someone is waiting for me. Goodbye.

- c. You have been having a delightful conversation with one of your colleagues, but there is a lot of work waiting for you at your desk. How would you end this conversation in a positive way?

It was great talking with you, but I have to get back to work. See you later.

- d. You are having lunch with a colleague. When you check the time, you realize your lunch hour is nearly over and you have five minutes to get back to the office. How would you politely end your conversation with your colleague?

Well, I have to go now. It was nice talking to you. Take it easy.

- e. Your director has brought in an outside consultant for a training session on securities. You have checked with the consultant to make sure she has everything she needs. The session is about to start. How would you end the conversation in a considerate manner?

I can see you're busy. I won't keep you any longer.

 **Exercise 7.7** Identifying appropriate small talk vocabulary

1. For each statement below, check either true or false?
 - a. Religion is a safe topic in making small talk.
True False
 - b. It is inappropriate to make small talk in the office with a new colleague.
True False
 - c. It would be rude to interrupt a conversation to make small talk.
True False
 - d. Politics would be considered a controversial subject.
True False
 - e. Sports is not a safe topic of conversation when making small talk.
True False
 - f. It is appropriate to discuss the weather in an elevator.
True False

 **Exercise 7.8** Practising small talk

1. Each unit presented below is composed of one question and one answer. Formulate a question you would use to maintain the conversation.



Examples: Question: Where are you from?
Answer: I'm from Halifax.
Follow-up: How long have you been in Québec?

a. Question: Where do you work?
Answer: I work at Future Shop.
Follow-up: How long have you worked there?

b. Question: Do you play any sports?
Answer: Yes, I do.
Follow-up: Which sports do you play?

c. Question: Do you have children?
Answer: Yes, I do.
Follow-up: How many children do you have?

d. Question: Do you like classical music?
Answer: Not really.
Follow-up: What kind of music do you like?

- e. Question: Did you meet Frank Bidden, our new employee?
 Answer: Yes, I did.
 Follow-up: When did you meet him?
- f. Question: Did Mr. Bennett leave for Halifax?
 Answer: No, not yet.
 Follow-up: When is he leaving / will he leave?

Exercise 7.9 Practising small talk

To improve your vocabulary, complete the dialogues below by adding the appropriate expressions. (Multiple answers are possible.)



Examples: I have to go to the hospital.

Oh? Why is that?

My annual check-up.

1. A: Mary and Bob are moving into a new house.
 B: Oh? / Really? / Is that so? / You don't say. Where are they moving?
 A: They're relocating to the West End.
2. A: I heard that John is going to retire soon.
 B: Is that so? / You don't say. When?
 A: At the end of August, I think.
3. A: He worked at I.L.S. for nearly 20 years.
 B: No kidding?
 A: No, I'm serious.
4. A: Did you know there's an opening in Customer Service?
 B: How interesting! / Really? Are you going to apply?
 A: I'm thinking about it.
5. A: The starting salary would be \$40,000.
 B: Really? / No kidding? Maybe I should apply too.
 A: Why not?

 **Exercise 7.10** Practising the echo technique

1. Use the echo technique to create questions to the sentences below.

a. I really like our new manager.

Do you?

b. Susan can help you with that.

Can she?

c. I'm leaving for Thailand tomorrow.

Are you?

d. She said you were doing an excellent job.

Did she?

e. The project was put on hold.

Was it?

 **Exercise 7.11** Repeating key words

1. Show your interest by repeating your interlocutor's key words.

a. His name is Phillip Granger.

Phillip Granger?

b. She's going to Thailand.

Thailand?

c. It took me 20 minutes to finish the document.

20 minutes?

d. It's a 20-page document.

A 20-page document?

e. Her office is on the 5th floor.

The 5th floor?



Exercise 7.13 Testing your knowledge

1. In small talk, it is important to make the distinction between topics we can discuss and those we must avoid. It is not always easy. In this exercise, you will decide whether the questions are appropriate in a conversation or not.

	Appropriate	Inappropriate
a. What did you think of last night's hockey game?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Do you believe in God?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Who did you vote for in the last election?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. What do you think of the weather we've been having?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. How much did you pay for your house?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Do you like cats?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Are you pregnant?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. What do you think of our Prime Minister?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Are you married?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
j. Where are you from?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
k. Why did they fire you?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. What kind of music do you like?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
m. What do you do in your spare time?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
n. What is your yearly income?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. How was your lunch?	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Summary exercise

1. Read the scenarios below and answer the questions.

- a. You meet Ruth Fandango in the hall 10 minutes before your training session is about to begin. How would you greet her and say goodbye politely?

You: Hi Ruth. How are you? Ruth: Fine. How about you?

You: Not too bad. Nice to see you, but I have to run. Goodbye.

- b. An important client, Peter Oshie, is about to leave the office. How would you say goodbye?

Goodbye, and have a nice day.

- c. You are having a business lunch with Ron Doherty, an important client. The meeting is over and it is time to go. How would you say goodbye?

Well, I suppose I should be going now. It was a pleasure meeting you. Goodbye.

- d. You are a secretary in HR (Human Resources). How might you introduce yourself to the new secretary (Brenda Goodwin) who has just recently been hired in your department?

Hi, I'm (your name). I'm in your department. What's your name?

- e. How would you introduce Brenda Goodwin to your colleague, Diana Boudreau, who also works in the same department?

Diana, have you met Brenda? She's our new employee. Brenda, this is Diana.

- f. How would you introduce yourself to Mr. Robert White, the director of HR at the head office in Montreal?

Let me introduce myself. I'm (your name).

- g. On his way to a meeting, Robert White stops by your desk to give you some documents. He is clearly in a hurry. How would you end the conversation with him?

I can see you're in a hurry. I won't keep you any longer.

- h. Your boss required that his next visitor, Mr. O'Connor, fill in a form before she meets with him. After greeting Mr. O'Connor, what do you say?

Ms. Stanley will be with you in a few minutes. Could you please fill out this form

in our waiting area while you wait?

2. Two colleagues had the following small talk near your workstation this morning. Since you have been aiming to improve your small talk skills, you decide to pay particular attention to the expressions they are using. Underline those that are typical of small talk.

Pete: Hi John. How was your weekend?

John: Not too good.

Pete: Why is that?

John: My three-year-old daughter had an allergic reaction to some strawberries we had for dessert, and we had to take her to the emergency room.

Pete: An allergic reaction to strawberries? Oh dear! I didn't realize that strawberries could cause that. How is she now?

John: Much better. With kids, it seems to be one worry after another.

Pete: So true.

John: What about you? Did you do anything special over the weekend?

Pete: Yes, I watched the basketball game.

John: Lucky you! I missed it, what with having to go to the hospital and all.

Pete: That's too bad. K.D. scored 38 points.

John: Did he?

Pete: Yeah. The Warriors are up 3-0 in the series.

John: 3-0?

Pete: That's right. They should win the round.