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**Группа**: 1-ОР-21

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**Тема:** «Meeting new clients».Общение с партнерами и клиентами. Команда.  
**Основные источники:**1. Агабекян И.П. Английский язык для средних специальных заведений: учебник для сред. проф.образования. – Ростов-на-Дону, Феникс, 2010.

<https://college-balabanovo.ru/Student/Bibl/Pravo/AgabekEnglish.pdf>

**Дополнительные источники:**1. Англо-русский и русско-английский словарь. Мюллер В.К., М.: «Эксмо», 2008.  
2. Голубев А.П., Балюк Н.В., Смирнова И.Б. Английский язык: учебное пособие для студентов СПО. – М.: издательский центр «Академия», 2006.

3. Интернет-ресурсы:  
<https://www.study.ru>; [www.learn-english.ru](https://ped-kopilka.ru/go/url=http:/www.learn-english.ru)  
**Задания (lesson instructions):**

**1. Read the dialogue.**

|  |  |
| --- | --- |
| Susan Richter: Hi. I’m Susan Richter. And you must be Bob. | Здравствуйте, я – Сьюзан Рихтер. А вы – наверное, Боб? |
| Bob Fuller: Yes, Bob Fuller. Nice to meet you. | Да, Боб Фулер. Приятно познакомиться. |
| Susan Richter: Let me introduce you to some people. Annette, I’d like you to meet our new colleague. | Я хочу представить вас нескольким людям. Аннет, познакомься с нашим новым коллегой. |
| Annette Silva: Oh, hello. I’m Annette Silva. Good to meet you. | О, здравствуйте, я – Аннет Силва. Рада познакомиться. |
| Bob Fuller: Hi, I’m Bob Fuller. | А я – Боб Фулер. |
| Annette Silva: Where will you be working? | Где вы будете работать? |
| Bob Fuller: In the international sales division. | В отделе междугородной торговли. |
| Annette Silva: Oh, right next door. We’ll be seeing a lot of each other then. Let’s do lunch some time. | А в соседней комнате. Мы будем часто видеться. Давайте как-нибудь вместе сходим на ланч. |
| Bob Fuller: Yes, I’d love to. | Конечно, с удовольствием. |
| Susan Richter: Let me introduce you to Phil now. He’s the manager of our division. | Теперь я хочу представить вас Филу. Он – менеджер нашего отдела. |
| Phil Mendez: Hey, you must be Bob. We’ve been expecting you. I’m Phil Mendez. | А вы должно быть Боб. Мы вас ждали. Меня зовут Фил Мендес. |
| Bob Fuller: Nice to meet you. | Приятно познакомиться. |
| Phil Mendez: Welcome on board. | Добро пожаловать. |
| **2. Study new useful phrases. Translate them.** |  |
| What do you do? I'm In administration. He's in charge of advertising. She's responsible for... He's my boss. / He's my superior. / I report to him. Who does he report to? Who's his boss? He works part-time / full-time. I organize the work shifts. He plans the production programs. That's not my job / work. I supervise production. He deals with personnel problems. I'm a temporary worker. |  |
| **3. Read the text and retell it.** |  |

***Good manners don’t cost a thing.***

In today’s fast-paced world it is easy to forget some of the common courtesies that should be basic and non-negotiable. Unfortunately, many people appear to have forgotten the manners that were taught to them by their parents and grandparents and sadly, others do not appear to have ever been taught any manners at all.

**Basic politeness.** Showing politeness is not difficult. It is simple to say “please”, “thank you”, “you are welcome” and “excuse me”. These phrases show that a person is considerate of others. Even if someone is rude and your favourite person, it is better to be polite to them rather than sinking to their level. Do respect your coworker’s space. Offices, even if they are cubicles or open desks, should be respected as belonging to the “owner”.

**Hold that door.**This is a rule that goes not just apply to men anymore. Yes, men should still hold the door for ladies and allow them to enter or exit first, but ladies are not exempt from holding the door for their elders or someone who might have their hands full.

**Be on time.** There is nothing worse than to be kept waiting, and if you are the party who is late, it is just rude. If you tend to always run late, set your clocks ahead 10 or 15 minutes so that you will arrive on time.

**Do not groom yourself on public.** If you have something that needs scratching, combing or any other form of grooming, please do not do it in mixed company. Take your personal needs to the restroom or wait until you get home. Ladies, it is okay to quickly apply a little lipstick without using a mirror. It is not, however, okay to pull out a compact and a suitcase full of cosmetics and start redoing your face.

**Keep gum-chewing to a minimum.**If you must chew gum for a legitimate reason such as having a bad breath or dry mouth, try to do it in your car. If it is absolutely necessary to chew a gum in a public place, please do not smack it or blow bubbles with it.

**Turn the ringer off.** When entering any public establishment, the first thing you should do is set your cell phone to vibrate. Remember you do not have to answer every call, that is voice mail is for. If you know that it is a call of importance, excuse yourself and move to the lobby or another room to take the call. Keep the call time short and let your caller know that you will return their call at your earliest convenience.

**Keep the conversation polite**. When engaging in conversation, whether it is at work or in a more social setting, never discuss money, religion or politics. These subjects are a powder keg waiting to explode.

Simply put, good manners are a sign that you have consideration for others and good breeding

**4. Home task. Answer the following questions.**

1. Do you know any rules of business etiquette?

2. Who should hold the door for other people to allow them to enter or exit? Men or women?

3. Is it polite to chew gum in public places?

4. What topics are not correct for discussing at work or in a more social setting?