

Переведите текст, затем выполните упражнения 2,3,4.

1

Greetings and goodbyes



Everyone's Business: Issue 344

Page 12

Etiquette

People around the world say hello and goodbye in different ways. In Asia, many people **bow** when they **greet** each other. This might seem strange to someone in the Middle East. There, men sometimes greet each other with a **kiss** on the **cheek**. In most countries, people **shake hands**. But in America and Europe the handshake is **firm**, while in Asia it is often soft. So what do you do when you meet people from other countries? Don't let these **customs** confuse you. Just be **polite**. When you meet, say **'Pleased to meet you'** and ask 'How are you?' When it is time to leave, say **'It was nice meeting you'** and 'I hope we meet again.'

4

Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What do you say and do when you meet a friend?
 - 2 Do people kiss when they greet in your country? What do you think of this?

Reading

- 2 Listen and read this extract from an etiquette guide. Then, choose the correct answers. How many customs are mentioned in the text?

- 1 According to the guide, which is NOT a common way of greeting?
 - A saying 'Pleased to meet you'
 - B kissing each other's hands
 - C bowing
 - D shaking hands
- 2 How does the guide suggest people react when they experience a new greeting?
 - A shake hands firmly
 - B be polite
 - C use your best judgment
 - D follow local customs
- 3 What can you guess about people in Saudi Arabia?
 - A They use a firm handshake.
 - B They say goodbye with a kiss.
 - C They don't typically bow when greeting.
 - D They have similar customs to Europeans.

Vocabulary

- 3 Complete the word or phrase with the same meaning as the underlined part.

- 1 The manager said, 'I am happy to see you'.
P _ e _ _ _ _ _ o _ e _ t _ _ u
- 2 Be polite when you meet and say hello to a client.
g _ _ e _
- 3 Some people kiss on the side of the face.
_ h _ e _
- 4 It was good to see and get to know you.
I _ _ a _ n _ _ _ e _ t _ _ _ _ o _

4 Read the sentence pairs. Choose where the words best fit in the blanks.

1 bow / customs

Most nations have different _____ for greeting strangers.

Japanese businessmen often _____ to each other.

2 kiss / shake hands

Some people don't _____ unless they are in a romantic relationship.

Business people often _____ when they come to an agreement.

3 polite / firm

Be _____ when meeting new people.

In America, a _____ handshake shows a strong personality.

Listening

5 Listen to a conversation between a manager and his colleague. Mark the following statements as true (T) or false (F).

- 1 ___ The manager advises his colleague to bow.
- 2 ___ The manager advises his colleague to shake hands softly.
- 3 ___ The manager suggests shaking hands with Mr. Yakamoto.

6 Listen again and complete the conversation.

Manager: When you meet Mr. Yakamoto, be very **1** _____. He is a very important client.

Colleague: It's the Japanese **2** _____ to bow. Should I do that?

Manager: No, you don't have to bow. Just say '3 _____ meet you' and 4 _____.

Colleague: Okay.

Manager: But don't make your handshake too 5 _____. Japanese people usually have a softer handshake.

Colleague: And when he leaves? What then?

Manager: Just say 'It was 6 _____' and shake his hand again.

Colleague: Okay, that's fine!

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

You must be polite.

It is the custom to ...

Don't make your handshake too firm.

Student A: Give advice to your colleague about how to:

- greet a client
- shake hands
- say goodbye

Make up a client's name and nationality

Student B: You are meeting a client from another country. Ask Student A for advice about greetings.

Writing

8 Use the conversation from Task 7 to complete the memo.

Uniworks

Employee Manual

5.54 GREETING CLIENTS

When greeting clients, you must always _____

With American clients, _____

With Japanese clients, _____

When you greet the client, say _____

When the client leaves, say _____ and _____