**BUSINESS ENGLISH GREETINGS LESSON**

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**

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| Identification | Company Information |
| FORMALGood morning\*, I’m …Hello, my name is … | I’m from …I work for …I’m with …I’m in charge of …I’m responsible for … |
| INFORMALHi, I’m … | From … |
| \*) morning/afternoon/evening |

RESPONSE TO INTODUCTION

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| --- | --- | --- |
| Initial Greeting |  | Response to the Greeting |
| FORMAL |  |  |  |
| How do you do? | I’m pleased to [finally\*] meet you.It’s nice to [finally\*] meet you. | How do you do? | It’s nice to meet you too.I’m pleased to meet you too. |
| INFORMAL |  |  |  |
| Hi,Hello, | Nice/good to meet you.Pleased to meet you. | How do you do?Hello,Hi, (very informal) | Nice/good to meet you too.Pleased to meet you too. |

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

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| --- | --- |
| FORMAL |  |
| Please have a seat.Please take a seat. | Please join us at the table.Can I get you a drink?\* |
| INFORMAL |  |
| Have a seat.Take a seat. | Sit over here.Would you like a drink? |
| \*) 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.

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| FORMAL DIALOGUE |
| Ms. Anderson | : | Good morning, I’m Janet Anderson from Jiffy Transport Company. |
| Mr. Suwat | : | How do you do? I’m pleased to finally meet you. Please have a seat. |
| INFORMAL DIALOGUE |
| Ms. Anderson | : | Hi, I’m Janet Anderson from Jiffy Transport. |
| Mr. Suwat | : | Welcome, have a seat. |

As the conversation continues …

|  |  |  |
| --- | --- | --- |
| Mr. 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? |
| Mr. Suwat | : | I’m the Circulation Manager, I make sure our newspapers get where they need to go. |

**INTRODUCING YOURSELF**

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| **FORMAL** |
| Hi! I am Tony |
| Hello! My name is Tony |
| Hello! This is Tony. (speaking on the telephone) |
| Excuse me, my name is Tony. |
| How do you do? I don’t think we’ve met before. My name is Tony |
| **INFORMAL** |
| May I introduce myself! My name is Tony. I am the hotel manager |
| Allow me to introduce myself. My name is Hadi, Hadi Kusuma. I’m Dani’s father. |
| First, let me introduce myself. My name is Surya. I am the headmaster |

**INTRODUCING SOMEONE**

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| **FORMAL** |
| Jack, this is Cindy |
| Jack, meet Cindy |
| Oh, jack. I’d like you to meet Cindy |
| By the way, do you each other? Jack-Cindy |
| **INFORMAL** |
| Bobby, let me introduce you (man/closer friend/younger) to Mrs Simpson (woman/new person/older) |
| Mr Hadi, may I interoduce you to Miss Arlina |
| Mr Robert, allow me to introduce you to Miss Ann |
| I’d like to introduce you to Mr Gunadi |