2.4 How are you doing?

VOCABULARY Relationships

1 Look at these words. Then complete the table.

assistant	boss	business partner	colleague
friend	husband	IT expert	manager
other half	partner	technical guru	wife

People you work with	People you (probably) don't work with
	_

- 2 Find the three informal expressions from the words in Exercise 1: one meaning 'manager', one meaning 'expert' and one meaning 'partner'.
- 3 Work in pairs. Discuss how you would greet three of the people in Exercise 1 differently.

bow	handshake	kiss	nod of the head	
'hello'	smile			

In Japan, it's common for people to bow as a way of showing respect to another person.



LISTENING A conference meeting

4 \(\bigcap \) 10 Listen to a conversation between three people at a conference: Jim, Theresa and Franco. Who knows each other and who is meeting for the first time?

	Know each other	First meeting
a Jim and Theresa		
b Jim and Franco		
c Theresa and Franco		

5 Listen to the conversation again. Choose the correct phrases to complete the extracts. Are the phrases Jim uses formal or informal?

1 Jim: Hello, Theresa. Good to see you. *How are you doing? / How do you do?*

2 Theresa: Things are going very well, thanks. / Pleased to meet you. What brings you here?

3 Theresa: Good luck with that. By the way, may I introduce you to Franco / this is Franco, my

marketing assistant.

4 Jim: Hi, Franco. *Pleased to meet you. / Good to*

meet you. I'm Jim Hyland.

5 Franco: How do you do? / Pleased to meet you, Jim.

6 Jim: How's it going? / How do you find it? Is Theresa working you very hard?

7 Theresa: Well, we have a meeting to go to now.

But it was a pleasure to meet you / great to see you and see you tomorrow.

Pronunciation Stress in everyday phrases

6 \(\bigcap \) Listen to the phrases from Exercise 5 and repeat them. Pay attention to the stress.

SPEAKING Meetings and introductions

7 Work in groups of three. Take turns to play the roles below (A, B and C).

Student A: You are at a restaurant with your new boss, Student C. You worked with Student B at your previous company, ADG.

Student B: You see Student A at a restaurant. Student A worked at your company, ADG, but left a year ago.

Student C: You recently joined the company, ADG. You are having lunch with one of your employees, Student A.

Act out a conversation like the one in Exercise 4. Use the expressions in the Useful language box on page 27 to help you.

MEETINGS AND INTRODUCTIONS

More formal

How do you do?

Pleased to meet you.

May I introduce you to ... (Franco)?

How are you? (second meeting)

It was a pleasure to meet you.

Informal

Hi, I'm ... (Jim).

How's it going?

Good / Nice to meet you.

This is ... (Sarah).

How are you? / How are you doing? (second meeting)

It was great to meet you.

Possible responses

How do you do?

Pleased to meet you too.

Pleased to meet you, ... (Franco).

Very well, thanks. And you?

It was nice to meet you too.

Possible responses

Good to meet you, ... (Jim). I'm ... (Franco).

Yeah, good, / not bad, thanks.

You too.

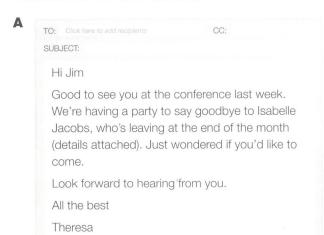
Hi, ... (Sarah). I'm ... (Faisal).

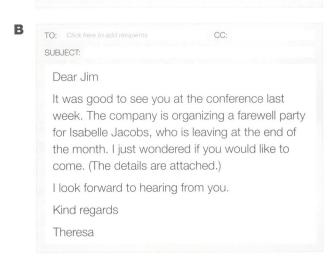
Fine, thanks. / Good, thanks.

Nice to meet you too.

WRITING Formal and informal emails

8 Read the two emails (A and B). Which email is more formal and which email is informal?

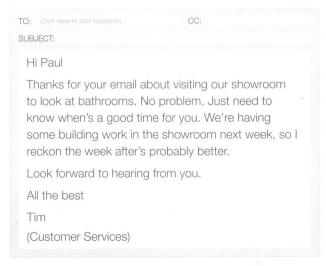




Writing skill Formal and informal language

9a Work in pairs. Underline the differences between the two emails.

- 9b Look at the pairs of words and expressions. Which expressions (a or b) are more formal?
 - 1 a thanks
- b thank you
- 2 a the following week
- b the week after
- 3 a I think
- b I reckon
- 4 a a good time
- b a convenient time
- 10 Read the email to a customer. Rewrite the email using more formal language. Then compare your email with a partner.



21st CENTURY OUTCOMES

Write a formal reply to the email. Thank Tim and suggest when you will visit the showroom.

- **12** Exchange emails. Check that your partner has:
 - used full sentences
 - used verbs in their full (not contracted form)
 - organized their email into four clear sections
 - included an appropriate greeting at the beginning and end
 - · used vocabulary that is not too informal