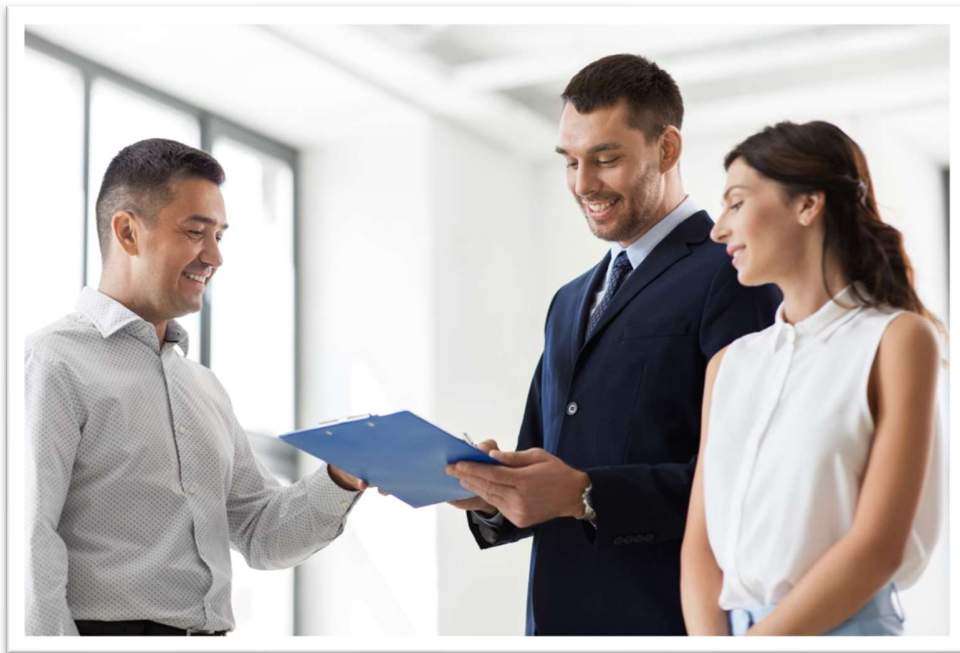


UNIT 22



## Visiting Clients or Out of the Office

### I. Express Yourself



### II. Vocabulary

Read and familiarize yourself with the following word/s or phrases.

in person

...-driven

benefit

shortly

## III. Conversation Practice

Practice the conversation with your teacher by doing a role play.

**Receptionist:** Good afternoon.

**Steve:** Good afternoon. I'm here to see Mr. Simpson. My name is Steve Bernstein from Relix Securities. He's expecting me.

**Receptionist:** Yes, Mr. Bernstein, Mr. Simpson will be with you shortly. You'll be meeting in conference room 2. Right this way. Can I get you any coffee or tea?

**Steve:** No, I'm fine. Thank you.

**Receptionist:** OK, just a moment, please.

**Carl:** Good afternoon, I'm Carl Simpson, thanks for coming over.

**Steve:** Hi, I'm Steve Bernstein. Nice to meet you in person. I've heard a lot about you.

**Carl:** All good, I hope. My colleagues will be joining us shortly. So, how long have you been with Relix Securities?

**Steve:** I joined Relix about one month ago after 10 years at Global Securities.

**Carl:** How are you enjoying it so far? They're very different firms.

**Steve:** Yes, they are. I'm enjoying it a lot. There's a lot to learn but I like the people and Relix is very research-driven which I think benefits my clients.

**Carl:** I agree with you.

 **Comprehension Check**

1. Who was Steve meeting with?
2. Where did the meeting take place?
3. What did Steve tell Carl about Relix Securities based on their conversation?



<p><b>He's expecting me.</b></p>	<ul style="list-style-type: none"> <li>- I have an appointment.</li> <li>- He knows I'm coming.</li> <li>- He's waiting for me.</li> </ul>
<p><b>Can I get you any coffee or tea?</b></p>	<ul style="list-style-type: none"> <li>- Would you like some/any coffee or tea?</li> <li>- Would you like something/anything to drink?</li> <li>- Can I offer you something/anything to drink?</li> </ul>
<p><b>How long have you been with Relix Securities?</b></p>	<ul style="list-style-type: none"> <li>- How long have you been working for...?</li> <li>- Have you been working here long?</li> </ul>

**IV. Exercises**

**Exercise A**

**Vocabulary Building**

Fill in the blanks with the correct words from the box.

in person      driven      benefit      shortly

1. My friend is career-\_\_\_\_\_. That's why he works so hard.
2. It's better to meet you \_\_\_\_\_ so we can talk well.
3. Please wait a second. She is going to see you \_\_\_\_\_.
4. We all \_\_\_\_\_ from exercising.

 Exercise B

Make a question or statement using the ideas below.

**Ex. Offering something to drink: Orange Juice**

**Ans. Would you like some orange juice?**

1. Asking someone's working experience in a company:

*a. bank*

*b. manufacturing company*

2. Offering something to drink:

*a. wine*

*b. water*

3. Telling the receptionist about your appointment:

*a. 3 p.m. appointment with Mr. Jones*

*b. attend a conference meeting at 9 a.m.*

**Exercise C**

Which of these are important things to do when visiting a client? Give explanations for each statement.

**1. Choose your words correctly when talking to a client.**

**2. Small talk is a must in building connections with the client.**

**3. It's good to talk about politics, religion and other intense topics with your clients.**

**4. You should take note of a person's body language to determine his/her interest in the conversation.**

**5. Talk more than your client.**

✚ ROLEPLAY

You go to a restaurant with your client. Make a small talk before introducing your main topic.

