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# INTRODUCTIONS, PEOPLE AND EMAIL COMMUNICATION



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## INTRODUCTIONS, PEOPLE YOU WORK WITH AND EMAIL COMMUNICATION

### INTRODUCTIONS AND MEETING PEOPLE

One of the most important parts of English communication are greetings and introductions. We use them every day and any time:

- When you walk into an office, a house, a store, anywhere...
- When you leave a place
- When you meet someone new, etc.

For this reason, we will learn some vocabulary that will help you communicate in these situations. Look at the following pictures. Try to match them with the words in the center.





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1. \_\_\_\_\_



2. \_\_\_\_\_



3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_



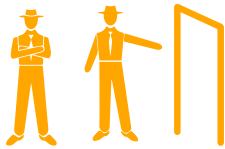
7. \_\_\_\_\_



8. \_\_\_\_\_



9. \_\_\_\_\_



10. \_\_\_\_\_

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*Nice to meet you. | You are late. | Let's welcome our newest staff member*

*I'd like to introduce myself | Please come in! | I've heard so much about you...*

*It's so good to see you again... | I'd like to you meet our new boss*

*Could you follow me please | Let me introduce you to my friend*





When working in an office, it is very common to meet new people or to have to introduce them to others.

Greetings change from one situation to another one; however, we can group them in two big groups:

## **FORMAL GREETINGS**

These are greetings that are usually used when you meet someone for business, at the office or in a meeting. Some of these phrases are also used when you meet someone for the first time. Some of these are:

| *Excuse me...*

| *May I introduce you to...?*

| *My name is...*

| *Do you know...*

| *This is...*

| *Hello / Hi*

| *Nice to meet you.*

| *Nice to meet you, too*

| *Pleased to meet you*

| *Have you met...*

| *May I introduce myself?*

| *I'd like you to meet my friend/brother/colleague, etc.*

| *How do you do?*



## INFORMAL GREETINGS

These greetings are more common. They are used generally with friends or with people in non-formal situations. Some of these are:

| *Hi / Hello*

| *I'm...*

| *This is my friend...*

| *This is...*

| *Have you met...?*

| *Nice to meet you*

| *Pleased to meet you.*

| *My pleasure*

Look at the following dialogue:

*(At a party)*

**Peter:** Hello.

**Jane:** Hi!

**Peter:** My name is Peter. What's your name?

**Jane:** My name is Jane. Nice to meet you.

**Peter:** It's a pleasure. This is a great party!

**Jane:** Yes, it is. Where are you from?

**Peter:** I'm from Amsterdam.

**Jane:** Amsterdam? Really, are you German?

**Peter:** No, I'm not German. I'm Dutch.

**Jane:** Oh, you're Dutch. Sorry about that.

**Peter:** That's OK. Where are you from?

**Jane:** I'm from London, but I'm not British.

**Peter:** No, what are you?

**Jane:** Well, my parents were Spanish, so I'm Spanish, too.

**Peter:** That's very interesting. Spain is a beautiful country.

**Jane:** Thank you. It is a wonderful place.





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And now, let's watch a video called: Introducing people: The one with Rachel's sister in order to listen to a real life introduction.



## PEOPLE YOU WORK WITH

In an office, there are many people that does different things. Of course this varies depending on the type of office, but many of these occupations are the same from one place to another.

Some of the different professions you can find in an office are the following:

### GENERAL MANAGER

The general manager is the person in charge of the way in which the office works. He trains managers, coach them, works in order for the office environment to be the best and for everything to work well.

### HUMAN RESOURCES

People who work in Human Resources are in charge of doing recruitment, handling company's policies and making sure they are properly followed by all the staff.

### CUSTOMER SERVICE AGENTS

Depending on the company, there are always a group of agents that takes care of the customers. They get phone calls, they take their orders or requests and they make sure they are happy with the service.





## **CLEANING STAFF**

The cleaning staff is in charge of maintaining places clean and looking good. Without them, everything would be a mess.

## **QUALITY ASSURANCE**

There is always one or more people who check on the quality of the work being done. They review the work developed by others in order to make sure it follows the policies and the best service is being provided.

## **SECRETARY**

Of course, there is always a secretary, who takes care of all the paperwork, handles all the phone calls, looks for people and received visitors to the office. She also handles appointments when needed.

There are some places in which there are other types of employees, it all depends on the services provided by the offices. For example, some places have a cafeteria; therefore, we would also have:

## **COOK**

The person in charge of cooking the food that will be sold/delivered to the employees each day.

## **CAFETERIA STAFF**

People who sell/serve the food to the employees at the cafeteria.

Regardless of the job they develop, all people deserve to be treated in the best possible way. Remember that we are all humans and all jobs are important.





## EMAIL COMMUNICATION

With the advances of technology, email communication has become one of the more common means of communication. Emails are used every single day; and therefore, it is a tool that people need to learn how to use.

The following article from esl-lab.com, explains a little bit about this.

### EMAIL: A TOOL FOR INTERNATIONAL COMMUNICATION (PART I)

Sending and reading email has quickly become one of the most common daily activities around the world, either for business or pleasure. Now, more and more teachers and students are using this form of communication to improve their language skills, particularly English.

Several reasons why email has become a great tool is that it is fast, convenient, and affordable. One particular activity that takes advantage of these points is a keypal exchange. In the past, teachers often organized pen friends project where their students

**SENDING AND READING EMAIL HAS QUICKLY BECOME ONE OF THE MOST COMMON DAILY ACTIVITIES AROUND THE WORLD, EITHER FOR BUSINESS OR PLEASURE.**

would exchange letters with another group of students in another country. However, the turn-around time for sending and receiving traditional letters (and then follow-up replies) can take up to month for the whole process, and by that time, stu-

dents might lose interest in the project or the class might end before a series of meaningful exchanges can take place. Furthermore, student have to pay international postage to send the letters, something the students might be unwilling to do.

With email, however, messages can be sent at a click of a button at school, home, or an Internet cafe, and if you are using a free email account, the cost is free (not taking into account any Internet Service Provider fees you have to pay). Instead of waiting days or weeks for a response, students can receive a reply within days, hours, or even minutes. Email has a lot to offer for language learners and teachers in the classroom.

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