

ESTHER ESMERALDA PIEDRA ARCE.

WHAT DO YOU DO WHEN YOU MEET A FRIEND?

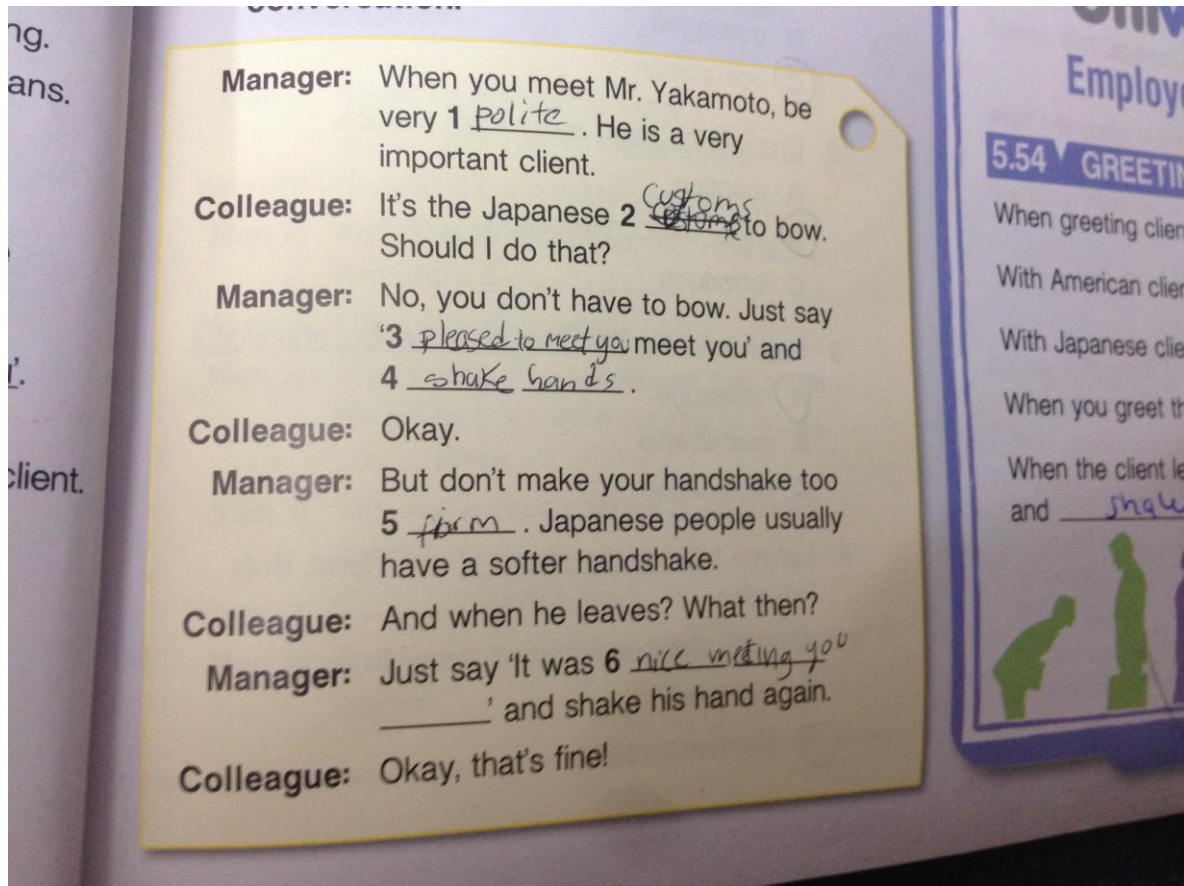
I SAY, HELLO AND I KISS ON THE CHEEK

DO PEOPLE KISS WHEN THEY GREET IN YOUR COUNTRY?

SOMETIMES, WHEN YOU KNOW THE PERSON

WHAT DO YOU THINK OF THIS?

WELL I THINK THAT IS GOOD BECAUSE ITS SIGNAL OF TRUST



(F)

ow.

ith

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 be polite

With American clients, shake hands firmly


With Japanese clients, bow

When you greet the client, say nice to meet you

When the client leaves, say goodbye
and shake hands



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 Which is NOT a common way of greeting mentioned in the guide?
 - A saying 'Pleased to meet you'
 - B kissing each other's hands x
 - 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.

- (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'.
Please to meet you
- 2 Be polite when you meet and say hello to a client.
ghet
- 3 Some people kiss on the side of the face.
cheek
- 4 It was good to see and get to know you.
nice meeting you

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

1 bow / customs

Most nations have different customs for greeting strangers.

Japanese businessmen often bow to each other.

2 kiss / shake hands

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


Business people often shake hands when they come to an agreement.

3 polite / firm

Be polite when meeting new people.

In America, a firm handshake shows a strong personality.

Listening

5  Listen to a conversation between a