





Reply to these statements by denying them. Use the auxiliary verb in the correct tense.

1 You don't live near here.

.....

2 I have a better idea than you.

.....

3 She won't finish the job on time.

.....

4 You can't speak English.

.....

5 We should tell him.

.....

6 They can get there before 8.

.....



Introduce today's sentences.

## Target Language

### Grammar Focus

- Polite Expressions for Building Rapport
- Polite Expressions for Setting the Agenda



### Key Expressions

- Would you like anything to drink?
- Before we begin, shall we have a look at the main points on the agenda?



Listen to the teacher and repeat.

## Word Focus



business trip



agenda



web design



icons



Listen to the audio and repeat.

## Conversation

Aya is at the employees' lounge preparing for today's meeting when Ms. Smith, the secretary of Aya's client, arrives.

**Aya:** Good morning, Ms. Smith. **Would you like anything to drink?**

**Ms. Smith:** Green tea, please. I've been busy lately with all the business trips. I had to go to Kanagawa yesterday.

**Aya:** **How was the trip?**

**Ms. Smith:** It was a great success. They accepted all the changes we proposed.

**Aya:** Glad to hear that. **Before we begin, shall we have a look at the main points on the agenda?**

**Ms. Smith:** **No problem.**

**Aya:** So, **the main purpose of today's meeting is** to finalize the web design of Mr. Park's online language school. We also need to talk about the icons used on the website. **Is there anything you'd like to add?**

**Ms. Smith:** None so far. We can now start checking with the changes.





Learn the grammar.

## Grammar

### Small talk before the meeting

#### Someone you know

- *How have you been?*
- *Are you going to the business convention?*
- *How's the family?*

#### Someone you don't know

- *Would you like anything to drink?*
- *Have you been to the Tokyo Skytree in Japan?*
- *Can I offer you some recommendations on places to eat?*

Why is **building rapport** important in a business meeting?





Learn the grammar.

## Referring to the agenda

### Informal Setting

- *I called this meeting to get your views on the 3 points listed on the agenda.*
- *I want to get through the following 3 items on the agenda today.*
- *Has everyone got a copy of the agenda?*

### Formal Setting

- *Before we begin, shall we have a look at the main points on the agenda?*
- *As you will all see, the agenda has 3 main items to be covered today.*
- *I trust you all have a copy of the agenda.*

What are other expressions we can use to **officially open a meeting?**



Learn the grammar.

Note:

Your **tone** depends on the person you are speaking with.

### Informal

when speaking to family, friends, or people you've known for a long time;

suggest that you know aspects about their life.

### Formal

when speaking to people you've met for the first time, boss or someone in authority;

more polite and use correct forms for asking questions without being too personal.

## Grammar

### Let's Practice

Informal → Formal

1 What did you do today?

2 We're here to discuss the new product.





Decide whether the statement is formal or informal.

**Formal**

or

**Informal**

- 1 How was the weekend?
- 2 I'm told you are from China. What's it like this time of year?
- 3 Today, our aim is to cover the following agenda items.
- 4 If everyone is here, we can start the meeting.
- 5 Are you enjoying your stay at the hotel?
- 6 How's the new project coming along?



Change each expression into a more polite tone.

1

What's up?

2

Nice to meet you.

3

What's going on?

4

Are you going to the Lantern Festival?

5

Thanks for attending, Mark.

6

Let's get started.

7

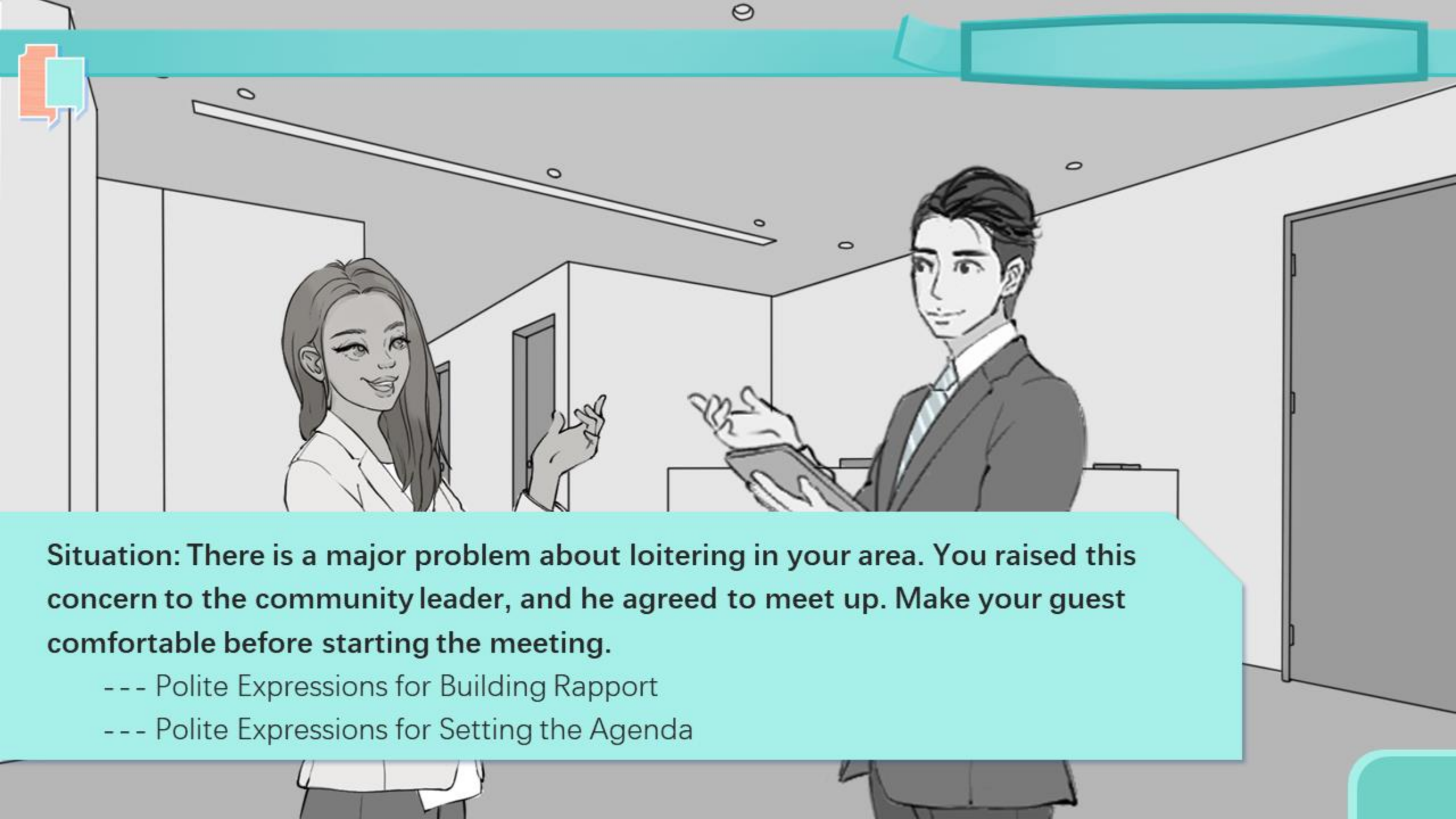
Could you please tell me the agenda?

8

Let's keep this meeting to one hour.

9

Firstly, let's talk about last month's sales.



**Situation: There is a major problem about loitering in your area. You raised this concern to the community leader, and he agreed to meet up. Make your guest comfortable before starting the meeting.**

- Polite Expressions for Building Rapport
- Polite Expressions for Setting the Agenda



Read what we learned today.

## Summary



### Word Focus



business trip      agenda



web design      icons



### Grammar Focus



▪ Polite Expressions for Building Rapport



▪ Polite Expressions for Setting the Agenda