

Business communication | Making small talk and developing a conversation

1 Work with a partner. Look at the topics below. Which ones is it normal to talk about in your country when you meet someone from abroad for the first time?

*work the journey money the visitor's country
family politics interests holidays*

2 36▷ Listen to Dan Ford meeting Jozef Dropinski at the airport. Which topics from **1** do they talk about?

3 36▷ Complete the questions from the conversation in **2** with *do*, *did*, or *are*. Then listen and check your answers.

- 1 _____ you have a good flight?
- 2 _____ you often travel abroad on business?
- 3 _____ you see the Alhambra?
- 4 What _____ you think of it?
- 5 _____ you interested in architecture?
- 6 When _____ you usually take your holiday?

4 Complete the table with the questions in **3**.

Asking about a journey	Asking about experiences
How was your journey? _____	Is this your first time in Tokyo? Have you been here before? _____
Was the flight delayed? _____	
Asking about habits	Asking about opinions / interests
Do you ever go skiing? _____	What kind of music do you like? _____
_____	_____

» For more exercises, go to **Practice file 7** on page 114.

5 Work with a partner. Choose three of the topics in **1** and make four questions about each topic.

6 Work with a different partner. Take turns to ask and answer your questions.

7 Work with a partner. You are visiting each other's countries. Take turns to make small talk and develop a conversation, using the ideas below.

- the hotel
- the journey
- their interests
- food
- their families
- holidays

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Key expressions

Asking about a journey

How was your journey?
Did you have a good trip?
Was the flight delayed?

Asking about experiences

Is this your first time in Tokyo?
Have you been here before?
Did you see the match last night?

Asking about habits

Do you ever go sailing?
Do you often go abroad on business?
When do you usually take your holiday?


Asking about opinions

What did you think of it?
What kind of food do you like?
Are you interested in tennis?

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The travel game

Work with a partner. You are both travelling to Chris Stein's office in Prague. Student A takes one route and Student B takes another. Use a counter and throw a coin. If the coin lands on heads, move forward one space and role-play the conversation with your partner on that space. If the coin lands on tails, stay where you are and pass the coin to your partner. The winner is the first person to reach Chris's office.

Buy a plane ticket to Prague at the ticket office.	Take a taxi to the airport. Make small talk with the taxi driver.	A	YOUR OFFICE	B	Call a hotel and make a reservation for two nights.	Buy a ticket for the Airport Express train.	
Ask where you can change money.					Ask what time the next train leaves.		
Buy a drink and something to eat at the airport.					Check in for your flight at the airport.		
Your plane is late boarding. Ask the reason for the delay.					Ask how to get to Gate B22.		
Make small talk with the person sitting next to you on the plane.					Order a drink and something to eat on the plane.		
Ask at Tourist Information for the phone number of a hotel in the Old Town.					Ask at the Information desk in Prague where the taxis are.		
Call a hotel from the airport and book a room for the night.					Take a taxi to your hotel.		
Ask which bus goes to the Old Town and how much a ticket costs.					Check into your hotel and ask what time breakfast is.		
Check into your hotel and order a taxi to take you to the New Town.		Check into the company Reception.	CHRIS STEIN'S OFFICE		Make small talk with Chris Stein when he picks you up.	Ask the hotel for a wake-up call and a newspaper the next morning.	