

Unit 1

Reception



Learning Objectives

After studying this unit, you should be able to:

- make reservations
- make introductions
- start and encourage small talk
- make, receive and decline invitations
- entertain visitors
- demonstrate cross-cultural awareness in receiving visitors

Snapshot

You work at Helio Co. Mr. Skelton will come to your company from Sydney for a business meeting next Tuesday. Your line manager calls you and asks you to be responsible for the reception. Discuss the following question with your partner:

What are the typical stages of reception?

Arranging accommodations

Welcoming visitors

- (1) _____
- (2) _____

Arranging business activities

- (3) _____ in spare time

Bidding farewells

A

Making Reservations



Communication Knowledge

The first stage of reception is to arrange accommodations for the visitors. The following task involves making reservations for a group of guests from the USA.

Task

You work at APD Ltd., and you are responsible for making hotel reservations for a group of guests from the USA. The information about the group is as follows.

- This is a 7-guest group of 4 Americans and 3 Egyptians. (*Please refer to Cross-Cultural Focus on Page 6 and pay attention to the floor and room numbers.*)
- They are coming from the USA next Tuesday for a trade fair.
- They are to arrive in your city on Saturday, November 12, and plan to stay for one week.
- They will have a six-day meeting in the hotel and a city tour on the last day.

Please brainstorm the things you need to take into consideration when you are making a hotel reservation and complete the preparation checklist.

Checklist for Making a Reservation

Number of guests:	
Name:	(my name and names of the guests)
Telephone No. :	(mine for confirmation)
Duration of stay:	
Type and number of rooms:	
Service:	(restaurant, entertaining activities, etc.)
Facilities:	(conference rooms, shuttle for city tour, etc.)
Payment:	(credit card, cash, etc.)

Preparation Checklist for the USA Group

- √ Number of guests: _____
- √ Name: _____
- √ Telephone No. : _____
- √ Duration of stay: _____
- √ Type and number of rooms: _____
- √ Facilities: _____

Cultural notes: (floor and room numbers)

For Americans: _____

For Egyptians: _____

 **Listening**

In the following conversation, Louisa is calling Holiday Inn to book two rooms for her guests. Fill in the blanks with what you hear.

Receptionist: Good afternoon! Holiday Inn. How may I help you?

Louisa: Hello! 1) _____. I need two rooms for my guests in my name.

Receptionist: OK. May I have your name please?

Louisa: Of course. My name is Louisa Kailer from KAD Computer Systems. 2) _____.

Receptionist: Naomi Singh and Andrea Koss... Right, no problem. 3) _____?

Louisa: 4) _____.

Receptionist: Sunday afternoon, 5) _____.

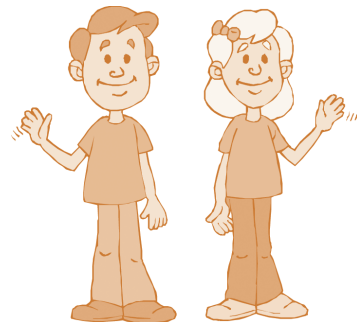
Louisa: Exactly.

Receptionist: OK. Anything else I can do for you?

Louisa: 6) _____.

Receptionist: Sure, on which days do they need it?

Louisa: Um... I'm not sure about that right now, but I



will call you as soon as I make sure.

Receptionist: OK. I see.

Louisa: Thank you very much. Bye-bye.

Receptionist: Bye.

Acting Out

1. Pair work. One student is Kim Wilson, and the other student is the receptionist. Kim Wilson is calling to the Plaza Hotel to make a reservation. Finish the following conversation using the hints in the parentheses. Refer to Appendix I if you need help.

Receptionist: Hello, _____? (*tell hotel name, offer help*)

Kim: Yes, _____. I'd like to _____ for _____.

(*tell your company and name, express your intention to make a reservation*)

Receptionist: Fine, sir. _____? (*ask about the duration: arriving and leaving*)

Kim: _____. (*offer information*)

Receptionist: Well, no problem.

Kim: By the way, _____? (*ask about the price*)

Receptionist: _____. (*offer information*)

Kim: What is the room like?

Receptionist: _____. (*offer information about the room*)

Kim: _____? (*make comments and ask for further information*)

Receptionist: _____. (*answer the question*)

Kim: _____? (*say to call again and ask the way of payment*)

Receptionist: Credit card.

Kim: OK, I see. Thank you very much! Bye.

Receptionist: Goodbye!

2. Pair work. Make up a conversation about making reservations. Refer to Appendix I if you need help.

Mrs. Louis Scott and Ms. Bates Saans have been invited to your company for a very important business meeting. Your line manager asks you to book hotel rooms for them. He also emphasizes that these two guests are VIPs of your company, and you should try to arrange everything appropriately.



Cross-Cultural Focus

Number 13

The number 13 is considered unlucky in many countries of Western Europe, North America, and Australia. Therefore, things connected with 13 are to be avoided (such as the 13th day of the month). Floors in tall buildings often skip from 12 to 14.

For Christians, the number 13 brings bad luck. The negativity of the number 13 is believed to have been derived from the Biblical narration of *The Last Supper* where Judas Iscariot became the 13th guest to sit at the table for the last supper. He would later betray Jesus, leading to Jesus' crucifixion.

The Egyptians were the first to develop a superstition for the number 13, but for them the number brought good luck. They believed that there were 12 steps on the ladder to eternal life and knowledge and to take the 13th step meant going through death into everlasting life. 13, for the Egyptians, was associated with immortality. Similarly, in Belgium, it is considered a good-luck charm for women to wear the number 13.

B

Making Introductions



Communication Knowledge

After you make the reservation, you may meet your visitors at the airport or at the office for the first time. It is necessary for you to introduce yourself and others. The following information tells about how to make introductions.

When people meet for the first time, they usually introduce themselves or others after greetings. There are several principles you need to pay attention to in making introductions.

What to introduce

First, names and positions should be introduced. Then, it would be easier for both

sides to start a conversation if you introduce a topic you are both familiar with.

What is the priority

People with lesser authority should be introduced to those with higher authority. For example, “Mr. Greater Authority, this is Mr. Lesser Authority.”

How to respond

“Nice to meet you” should be used at the beginning of the first meeting, while “Nice meeting you” should be used at the end. Never use “Nice to know you” because people seldom know each other for the first time.

Task

You work as a secretary in an advertising agency. Here are some situations where you need to make introductions. Decide the introducing priority for each situation.

Situation 1

Peter Chang, male, employee in the Sales Department of your company

Mary Wang, female, newcomer to the Sales Department

Priority: _____

Situation 2

Mr. Lee, 29, employee in the Customer Service Department

Mr. Jones, 40, employee in the Personnel Department

Priority: _____

Situation 3

Louise Scott, female, general manager of your company

Mike Johnson, male, VIP of your company, sales manager of SWQ Ltd.

Priority: _____

Listening

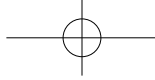
Here are two model conversations of making introductions. Fill in the blanks with what you hear.

Conversation 1 Self-introduction

Jeffers: Nice to meet you. My name is Jasper Jeffers, a fashion designer.

Zhang: Glad to meet you. I'm Zhang Danlu. 1) _____.

Jeffers: Ah! I remember now. Did you go to Mr. Roberts' birthday party last month?



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Zhang: Yes, I was there. 2) _____, aren't you?

Jeffers: You're right. I was there, 3) _____. How are you getting on these days?

Conversation 2 Introducing others

Mr. Lee: We'll get Miss Lewis' opinion on this, I think.

Mr. Jones: Miss Lewis... I've heard that name. Oh yes! 4) _____.

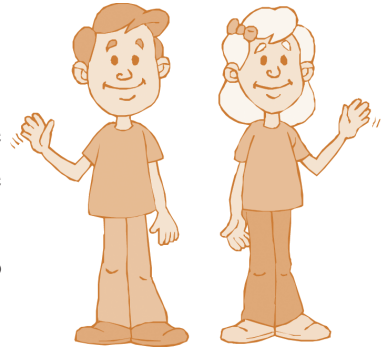
Everyone was raving about what a great job she's done in motivating the...

Mr. Lee: Uh, Mike... speak of the devil... 5) _____

_____. Mary, let me introduce our new Accounting Manager, Mike Jones. Mike, this is Mary Lewis.

Mr. Jones: So you're the famous Miss Lewis! So nice to meet you at last! 6) _____

_____.



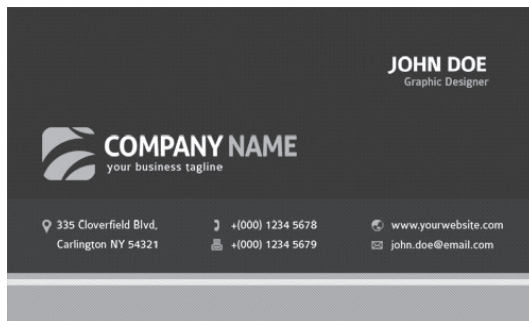
Miss Lewis: All good, I hope. It's nice to meet you, too.

Mr. Jones: Yes. I assure you, it was all good.

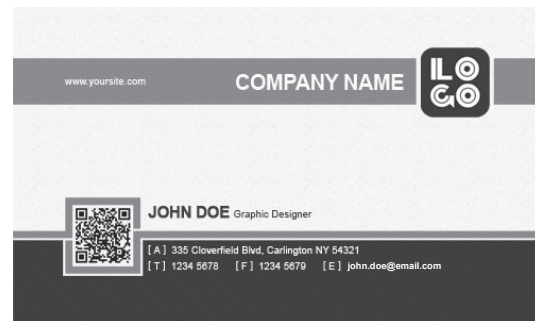
Acting Out

1. Pair work. Look at the following two templates of business cards. Make your own cards and use them to introduce yourself to each other. Say a little about yourself to make the conversation easier to start. Refer to Appendix I if you need help.

Template 1



Template 2



My Business Card

A Little Information About Myself

For example: How long have you been working for this company?

1. _____
2. _____
3. _____

2. Work in groups of three. One is the introducer. The other two are Mr. Raeder and Mr. Ghareeb. Make introductions and pay attention to the introducing priority. Refer to Appendix I if you need help.



◆ A Little Information

- ◆ You are the secretary of Mr. William M. Raeder, the president of National Braille Press Inc.
- ◆ Mr. Raeder is responsible for everything in an exhibition which will be held next Tuesday.
- ◆ Mohamed Ghareeb, a Saudi Arabian, the general manager of a printing company in the USA, is a guest of your company to attend the exhibition. He is very interested in building up business relationship with your company. He will be staying in your city for a week.

Cultural notes: Please refer to Cross-Cultural Focus about handshake on Page 172.



Cross-Cultural Focus

Appellation

In most Western countries, people address each other by their first names from the time they meet, even with elders and people of authority. Do not feel uncomfortable when someone asks you to use his/her first name—it is customary. If you are in doubt about how to address someone, you should first use the formal name with title and wait for him/her to suggest that you use the first name.

C

Starting and Encouraging Small Talk



Communication Knowledge

After you and your visitors greet and introduce each other, it is normal and necessary to start casual conversations. The following information tells why and when to make small talk, and what to make small talk about.

WHY do people make small talk?

There are a few different reasons why people make small talk. The first, and the most obvious one, is to break an uncomfortable silence. Another reason, however, is simply to fill time. That is why it is so common to make small talk when you are waiting for something. Some people make small talk in order to be polite. After someone introduces you to another person, about whom you do not know anything, it's best to start with some small talk. Small talk is also a way of establishing a relationship.

WHEN do people make small talk?

The most common time for small talk to occur is the first time you see or meet someone on a given day. For example, if you see a co-worker in the lounge, you might say hello and discuss the sports or weather. Another good time to make small

talk is during a break in a meeting or presentation when nothing important is going on. Do not interrupt two people in order to discuss something unimportant such as the weather. If someone is reading or writing at the office, it is not appropriate to initiate a conversation either. Finally, it is important to recognize any cue that the other person wants the conversation to stop.

WHAT do people make small talk about?

There are certain “safe” topics that people usually make small talk about. Weather is probably the No.1 thing that people who do not know each other well discuss. Another popular topic is current events. But make sure to avoid controversial issues while discussing current events. Sports news is a very common topic, especially if a local team or player is in a tournament or doing extremely well. Entertainment news, such as a celebrity who is in town, is another good topic. If there is something that you and the other speaker have in common, it is advisable to talk about it. For example, people in an office might casually discuss the new paint or furniture.

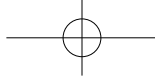
There are also some subjects that are considered unacceptable when making small talk. Discussing personal information such as salary or a recent divorce is not advisable between people who do not know each other well. Compliments on clothing and hair are acceptable; however, you should never comment on (good or bad) a person’s body. Negative comments about another person who is not related to the conversation are not acceptable, either. You should not talk about private issues, as you do not know if you can trust the other person with your secrets or personal information. Also, it is not safe to discuss controversial or sensitive subjects such as religion or politics. Lastly, it is not wise to continue talking about an issue that the other person does not seem comfortable with or interested in.

Task

Two people run into each other in the company lounge. Find out five mistakes in their conversation and try to correct them.

Woman: Hi there.

Man: Hi. I haven’t seen you before. Have you been working long?



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Woman: No, I've only been here a few months. I work in the Human Resources Department.

Man: Oh, you must make more money than I do then. I'm in Sales.

Woman: Sales sounds like an interesting job.

Man: Yes, it is. Hey, you look like you really need a coffee.

Woman: Yes, it's been a really hectic week.

Man: Say, did you happen to catch the game last night?

Woman: No, I was working late.

Man: It was a great game. We won in overtime.

Woman: Actually, I don't even know who was playing. I don't really follow sports.

Man: The Chiefs! Do you think they're going to make it to the finals this year?

Woman: I'm not sure. Well, I'd better get back to my desk.

Man: Speaking of desks, what do you think of the new office furniture?

Woman: It's nice, but I would rather get paid for my overtime hours than have new furniture.

Man: Oh. Well, I think I'll be heading home early today. It looks like it might snow.

Woman: I know. I can't believe all of this cold weather. Hopefully spring will come soon.

Man: I can't wait until spring.

Woman: Me neither! My divorce will finally come through by then!

Listening

In the following model conversation, Peter and Janis are talking at their office after a business meeting. Listen and fill in the blanks.

Peter: 1) _____?

Janis: No, it's my first visit.

Peter: Well, I hope you like it.

Janis: I'm sure I will.

Peter: 2) _____?

Janis: No, it wasn't actually.

Peter: Oh, dear, I'm sorry to hear that. What's the problem?

Janis: It was raining quite hard. 3) _____.

Peter: Hmm. I hope you didn't feel too bad. And... er, is the hotel all right?

Janis: Yes, it is very comfortable.

Peter: That's good. So, 4) _____?

Janis: No, I have to go back tomorrow afternoon.

Peter: Oh, that's a pity. 5) _____ . You'll have to come back again.

Janis: Yes, I'd love to.

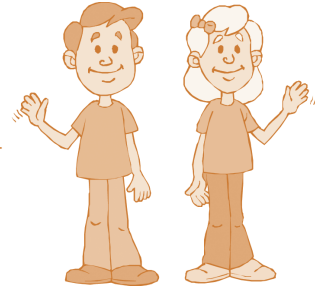
Peter: So what's the time of your flight tomorrow?

Janis: Early evening, 18:30.

Peter: Well, I can book you a taxi if you like, 6) _____ .

Janis: That's very kind of you. Thank you.

Peter: No problem at all.



Acting Out

1. Pair work. Finish the following conversations. You may use the suggested topics. Refer to Appendix I if you need help.

Conversation 1

Suggested topic: weather

Woman: We couldn't ask for a better day, could we?

Man: I know. I love this time of year.

...

Conversation 2

Suggested topic: transportation

Woman: Ah, this bus seems to be running late. How long of a wait is it already?

Man: I've been here for at least 15 minutes now.

...

Conversation 3

Suggested topic: travel

Man: I'm going to Britain next week.

Woman: Oh, I came back from Edinburgh yesterday.

...

Conversation 4

Suggested topic: holiday

Man: Well, let's talk about something different. How about your holidays?

Woman: Wonderful! I met a lot of old friends and we had a good time.

...

2. Pair work. Create a role play according to the situation. Refer to Appendix I if you need help.

Student A

You work for DFM, a London-based pharmaceutical company. You are expecting Albert Johnson, an overseas visitor with an appointment to see your department manager, Rowena Stanton. Ms. Stanton has just called to tell you that there has been an accident on the motorway and she will be late for about half an hour. She asks you to look after Mr. Johnson before she arrives. You need to:

- explain the problem.
- chat with Mr. Johnson.
- offer to help Mr. Johnson.

Student B

You are Albert Johnson from Australia. You have just arrived at DFM, a London-based pharmaceutical company. You have an appointment with Rowena Stanton. You need to:

- make small talk with the person looking after you.
- ask for a recommendation on a nice gift for you to take home.

D

Inviting



Communication Knowledge

After people get to know each other, they often invite each other to have various entertainment. The following information tells about principles in making, accepting and rejecting invitations.

“Drop in anytime” and “come see me soon” are often used in social settings but seldom meant to be taken literally. It is wise to telephone before visiting someone. People may invite others by telephone or an invitation letter. If you receive a written invitation to an event that says “RSVP”, you should respond to let the person who sent the invitation know whether or not you plan to attend. Never accept an invitation unless you really plan to go. You may refuse by saying, “Thank you for inviting me, but I will not be able to come.” If you are unable to attend after accepting, be sure

to tell those expecting you as far in advance as possible that you will not be there. A thank-you note or a telephone call after the visit is also considered polite and is an appropriate means to express your appreciation for the invitation.

Task

Analyze the following two cases of inviting and rejecting. Choose the best answer to each question.

Case 1

Host: There's a very nice opera at the City Hall tomorrow. If you like, I could book you a ticket. Mozart's *Don Giovanni*.

Visitor: No, I don't like listening to opera.

This rejection tends to be _____.

- A. too direct and rude B. too straight but courteous C. honest and direct

Case 2

Host: So, Viktor, would you like to join us this evening for a game of tennis?

Visitor: Tennis?! (*laughter*) I've got a wooden leg! It's been 10 years since I played tennis. I think a walk to a restaurant would be enough for me...

Host: You never know! Tennis could be just what you need.

Visitor: (*laughter*) It would kill me.

This rejection tends to be _____.

- A. pleasant but indirect B. humorous but sarcastic C. funny and delighted

Listening

Here are two model conversations of inviting, accepting and rejecting. Listen and fill in the blanks.

Conversation 1 Inviting and Accepting

Mr. Jones: Mary! I haven't seen you since our dinner with Mr. Lee last week. 1) _____
_____?

Miss Lewis: Oh, hi, Mike. I've been out of town the last few days. What did you need?

Mr. Jones: Really, nothing big. I just heard about your ideas on employee motivation and I wanted to chat with you about a few things going on in my department.

Miss Lewis: Well, 2) _____. The door's always open.

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Mr. Jones: Actually, 3) _____ . Would you be interested in joining me for dinner some time this week? 4) _____ everyone's been talking about.

Miss Lewis: Sure, Mike. I'd love to.

Mr. Jones: Is this evening too soon?

Miss Lewis: No, that's perfect. 5) _____ .

Conversation 2 Inviting and Rejecting

Mr. Jones: Leo! 6) _____ on the budget. We're having a get-together after work at Carl's Karaoke Club to celebrate having finished it. We'd love to see you there.

Mr. Lee: What fun! Normally I'd love to, but I'm afraid I have to work late tonight.

7) _____ .

Mr. Jones: Oh, right. You're busy with that contract. 8) _____ ?

Mr. Lee: Unfortunately, I just can't make it this time. I have to go straight home. It's my second wedding anniversary, and 9) _____

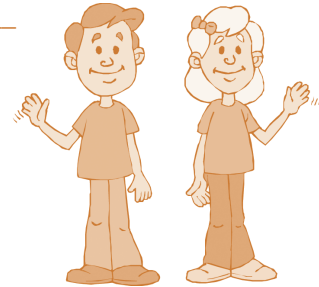
_____ .

Susan would kill me if I missed it.

Mr. Jones: Happy anniversary! Sorry you won't be there.

10) _____ ?

Mr. Lee: Yeah, maybe. Thanks, anyway. Hope you guys have a great time!



Acting Out

Pair work. Practice inviting, accepting and rejecting by using the following advertisements. Refer to Appendix I if you need help.



E

Entertaining Visitors



Communication Knowledge

1. It is quite common for you to entertain your guests in your spare time. The following information tells about various ways of entertaining.

There are many ways to provide acceptable local entertainment for visitors. Typical ideas are arts and cultural events (theater, cinema, concerts, exhibitions, etc.), sports events, spots of interest, as well as more private corporate hospitality such as parties, receptions, and possibly invitations to someone's home—though this is highly culture-dependent and may be more common in the USA, the UK and some parts of Continental Europe than elsewhere.

Task 1

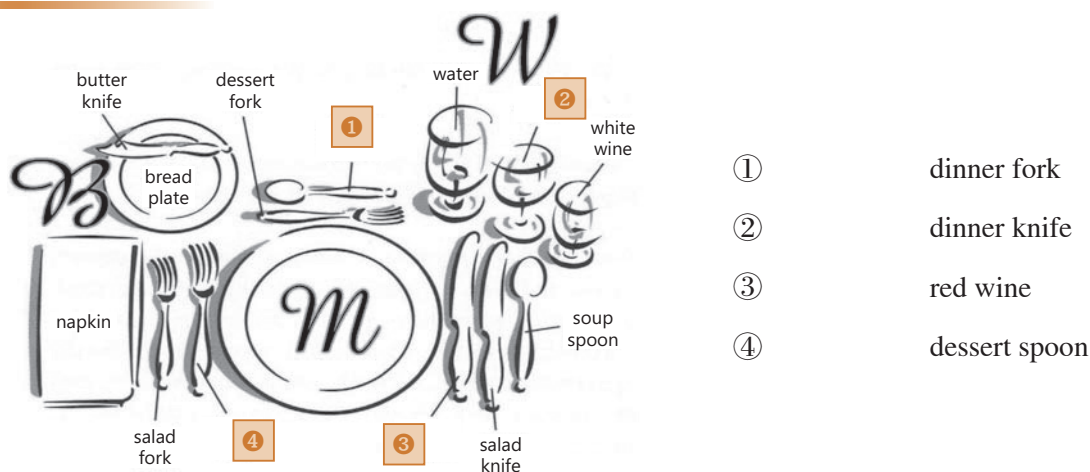
Please give some examples for each of the following entertainment in your city.

	Entertainment	Examples
1	theater	
2	exhibitions	
3	sports	
4	games	
5	spots of interest	
6	banquet	

2. Table setting is very important in business meals.

Task 2

The following is a standard table setting for a three-course meal. Please match the numbers to the corresponding dinnerware.



3. When you decide to have a dinner party, you have to take many things into consideration. An important consideration is where the guests should be seated, as this could determine whether or not your guests enjoy themselves. Here are some tips to guide your decision.

- ① The host and hostess should be seated at each side of the table.
- ② Seat the VIP at the right side of the host.
- ③ Seat people who have common interests together.
- ④ Pair male and female guests.

Task 3

Henry, the general manager from Monarch Paint Company, Inc., will invite Mike, the general manager from Payne-Wyatt Publishing Company, Inc. for dinner at his home. Here are the people to be present. Please make seat arrangements for them.

● *Monarch Paint Company, Inc.*

Henry: male, general manager (host)

Mary: female, wife of Henry (hostess)

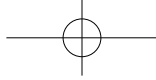
Susan: female, HR manager, loves traveling

● *Payne-Wyatt Publishing Company, Inc.*

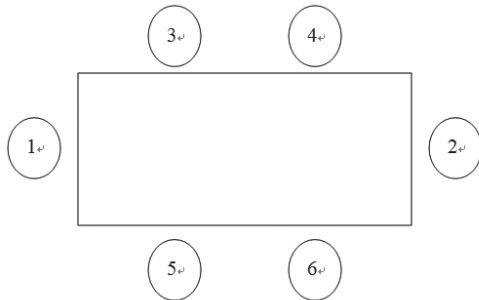
Mike: male, general manager

Steven: male, marketing manager, loves traveling

Vivian: female, HR manager



Unit One



Listening

Here is one model conversation of entertaining a guest in a bar in China. Listen and fill in the blanks.

A: Here we are at Changle Bar. 1) _____?

B: We'd like to have Chinese drinks. But we know little about them. 2) _____?

A: Yes, of course. 3) _____, such as Maotai, Wuliangye, Jiannanchun, Kongfu Jiajiu and so on. 4) _____. Of course, a lot of people like to have beer. Here they usually serve Qingdao Beer and Yanjing Beer.

B: Oh, 5) _____! I'd like to have um... Qingdao Beer. How about you, Mary?

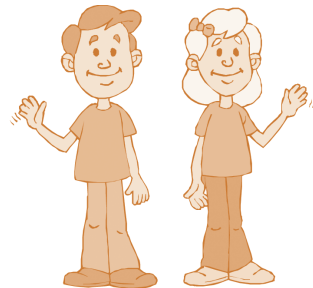
C: I don't drink at all. Any soft drinks?

A: Sure, 6) _____.

C: That sounds interesting. I'll take that.

A: Waitress, two glasses of Qingdao Beer and one non-alcoholic cocktail.

W: Yes, sir.



Acting Out

1. Pair work. Your partner is a visitor to the town where you work. You would like to invite him/her to some entertainment. Think about the possibilities of entertainment, then make an arrangement with your partner.

Step 1: You: offer possibilities of entertainment

Visitor: give comments on each one

Step 2: You and visitor: decide the entertainment

Step 3: You and visitor: make a schedule

2. Pair work. Imagine you are taking your guests from London to one or two famous sights in your city today. Find out the following information about the sights and then introduce them to your guests.

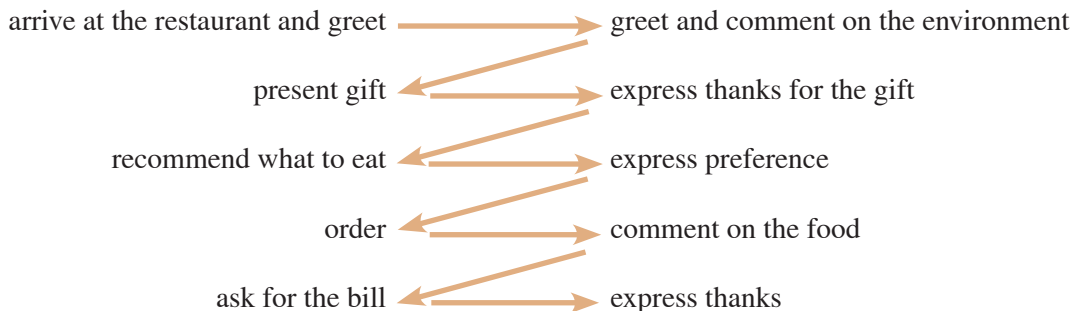
Try to get information on:

- names of the sights
- what makes them famous
- locations
- description of the sights


3. Pair work. You have invited a visitor of your company to dinner. The visitor comes from New Delhi, India. Now you are at the restaurant. Look at the menu on next page. Make up a conversation with the given hints.

Student A

Student B




















Note: Refer to Cross-Cultural Focus about gift-giving on Page 21.



John Barleycorn

1100 AMERICAN LN. SCHAUMBURG, IL.

	Three-Egg Omelet \$6.95 Choose any two ingredients: spinach, onions, broccoli, mushrooms, bacon, ham, sausage, tomatoes, jalapenos, Swiss, Blue Cheese, American, Cheddar, Pepper Jack or mozzarella. Additional ingredients - .50¢ each. Served with O'Brien potatoes & whole wheat, dark rye or Texas toast, or pancakes. Substitute egg whites add \$1 - Substitute bagel for toast add \$1
	Two Eggs Any-Style \$6.95 Served with O'Brien potatoes and choice of breakfast meat (bacon, sausage or ham) and toast (whole wheat, dark rye or Texas) - Substitute a bagel for toast add \$1
	Buttermilk Pancakes \$5.95 Three fluffy buttermilk pancakes served with butter, maple syrup and a side of fresh fruit.
	Chilaquiles \$7.95 Crispy tortilla chips simmered with diced onions, tomatoes and jalapenos and topped with eggs your way & Chihuahua cheese, side salsa & sour cream.
	Eggs Benedict \$7.95 Toasted English muffin topped with poached eggs, Canadian bacon and hollandaise sauce, with O'Brien potatoes.
	Eggs Florentine \$7.95 Toasted English muffin topped with poached eggs, sautéed spinach and hollandaise sauce with O'Brien potatoes.
	Eggs Barleycorn \$7.95 Toasted English muffin topped with poached eggs, mini burger patties and hollandaise sauce with O'Brien potatoes.
	Waffle Boats \$6.95 Three thick, golden waffles topped with whipped cream, bananas and strawberries. Served with butter and maple syrup, a la mode add \$1
	Steak & Eggs \$9.95 A grilled 8-ounce rib-eye steak with two eggs cooked any-style. Served with O'Brien potatoes & choice of English muffin or whole wheat, dark rye or Texas toast. Substitute steak with John Barleycorn famous burger patty, no charge!!!
	Huevos Rancheros \$7.95 Crispy corn tortillas topped with poached eggs, salsa, green onions, O'Brien potatoes and sour cream. Add rib-eye steak or JB Burger patty for \$2.50.
	Corned Beef Hash \$7.95 A hearty house-made hash of corned beef, potatoes and onions topped with two eggs cooked any-style, O'Brien Potatoes & choice of toast or English muffin.
	Breakfast Burrito \$6.95 A 12-inch flour tortilla stuffed with scrambled eggs and American cheese, side of O'Brien Potatoes, Served with sour cream and salsa, add breakfast meat (bacon, sausage or ham) for \$2.00
	Cinnamon French Toast \$6.95 Four slices of battered and griddled thick-cut toast served with maple syrup, butter and a cup of fresh fruit
	Bagel with Cream Cheese \$2.00
	Fresh Fruit Bowl \$5.95 Sliced strawberries, watermelon, cantaloupe, honeydew and bananas (seasonal fruits substituted when necessary)
	Sunrise Yogurt Cup \$5.95 Strawberry or vanilla yogurt topped with granola and raisins
	Sides \$2.00 Bacon, ham, sausage or O'Brien potatoes (potatoes sautéed with fresh scallions and seasonings)



Cross-Cultural Focus

Gift-Giving Taboos

People usually prepare gifts to show courtesy or appreciation. However, different countries have different gift-giving taboos.

In China, giving someone a clock as a gift is loosely translated as telling someone that “his days are numbered.” You might not want to do it if you do not want a mob to chase you out of the country. In Japan, giving a gift with an image of a fox symbolizes greed. Do not give chrysanthemums or handkerchiefs in Italy. These items are associated with funerals. In India, it is best not to give gifts that are leather or made from animals. Cows and other animals are sacred.

It is very important to know the customs of other cultures in order that your gift-giving occasion will not turn into an embarrassing moment.

Assessment

Work in groups of four or five. Your group is required to give a performance at a reception event. Please follow the directions below.

- 1 Design the background **information** about the reception. Use the following questions to identify different factors.

What is the basic information about the host company?

- company name
- major business
- city and country
- personnel: names and positions

What is the basic information about the visitors and their company?

- company name
- purpose of the visit
- city and country
- major business
- duration of the visit
- personnel (visitors): names and positions

What is the basic information about the hotel?

- hotel name
- location
- hotel standard
- facilities

- 2 Determine your plan of reception with the help of the following hints. Give details for each of the following scenes.

Scene 1

Making a reservation

- Make a preparation checklist before making a reservation.

Scene 2

Welcoming visitors: making introductions and encouraging small talk

- Pay attention to the introduction etiquette: appellation, priority, etc.
- Choose safe small talk topics and make your conversation smooth.

Scene 3

Entertaining visitors: inviting visitors and arranging activities

- Pay attention to the ways of making, accepting or rejecting an invitation.
- Choose one way to entertain your visitors and make good arrangements.

- 3 Allocate roles in your group and practice the three scenes above. Then give a performance to the class.

Suggested role allocation:

- host company: department director/person who is in charge of the reception
- guest company: one or two visitors
- hotel: receptionist