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302en26B



Notes

FACE TO FACE COMMUNICATION IN BUSINESS

*I*t is important to have good communication skills to be successful at your work place. In this unit we suggest some ways and rules to be followed in face to face interaction.



OBJECTIVES

An the end of this lesson, you will be able to:

- greet each other and build relationships through friendly conversation;
- introduce yourself and others;
- end a conversation politely; and
- be alert to body language, eye contact, etc.

26.1 GREETINGS

In face to face communication your body language is as important as speech. At your work place, it is important that you dress neatly, sit or stand erect and have an alert smiling face. When you speak, you should speak softly yet clearly, you should be polite and courteous.

Every time you meet, there are certain expressions to be used. We choose them on the basis of certain criteria:



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- degree of closeness/distance/ family/ new colleague
- Nature of relationship-friendly/official
- Status of speakers-equal/seniors

The expressions to be used can be divided into two categories. They are:-

informal- those used with friends, long time colleagues, team mates, etc.

formal- those used with strangers, and seniors.

It is important to understand the degree of formality and respond accordingly. While greeting others, we use formula, which are fixed.

Greetings And Their Responses

	Greetings	Responses
FORMAL	1. Good morning, Mr. Das!	1. Good morning, sir!
	2. Good afternoon (sir/ma'am)! (from 12 noon to end of working day)	2. Good afternoon, Mohan / Mira!
	3. Good evening (gentlemen/ladies)! (6 p.m. Onwards)	3. Good evening
INFORMAL	Hello! Hi! How are you?	Hello! Hi! Fine, thank you!
	Hi there! Long time no see!	Yeah, long time no see!
	What a pleasant surprise!	Same here!

1. Greetings are generally returned in the same form. In reply, the listener usually uses a slightly different intonation.
2. The response for a greeting like "How are you" should be "I'm fine, thank you". Do not give a long account of your illness or problems.
3. We say "good evening" when we meet a person late in the evening like 8 or 9 o'clock. We use "good night" only at the time of parting.



INTEXT QUESTIONS 26.1

1. Study and practice the short exchanges/ dialogues given below. Identify whether the relationship is (a) formal, or (b) informal

i) A : Good morning, Sir!

B : Good morning, Harish! Didn't see you in office yesterday. Is everything all right?

A : Yes, sir, thank you. I had to take leave because a friend had come from Chennai.

ii) A : Good morning, sister. How are you?

B : I'm fine thank you, doctor,

iii) A : Hello, Abdul. How're you?

B : Fine, thanks How're you?

A : I'm fine.

iv) A : Good morning, sir.

B : Good morning, Ms. Singh. I hope you're feeling better now.

A : Much better, thank you.

v) A : Hi, Anju you are just the person I was looking for.

B : Hello, Suresh. Why, what's up?

vi) A : Good morning, Mr. Pillai, isn't it a lovely day?

B : Good morning. Yes, it's nice and cool.



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2. Match the responses to the greetings in the table below:

Greetings	Responses
i) Hi Rahul! Long time no see.	a) I'm very well thank you.
ii) It's great to see you again. So, how's life?	b) Hello Raj. Yes I've been very busy.
iii) How're you feeling now?	c) Much better, thank you.
iv) Hello Mr. Gupta! And how are you keeping these days	d) Not bad.

3. You have gone to see a senior colleague who has been admitted to a hospital. Which expression will you use? Tick the correct response.

- i) Good morning. In good shape, are you?
- ii) Good morning sir, how're you feeling now?
- iii) Hi! How's life?
- iv) Hey! how are you, old boy?

4. A new employee greets his Managing Director at a meeting, saying, "Hi! Mr. Sharma! Long time no see. What's up?"
The Managing Director is not at all pleased. Why? What should he have said?

26.2 INTRODUCING YOURSELF AND OTHERS

We often introduce people who do not or may not know each other. We often introduce ourselves to people who do not know us.

In more formal situations, it is always the younger person who is introduced to the older, the woman to the man and the junior to the senior.



Exchanges at introducing others

	Introducing	Responses
FORMAL	Good morning, Mr. Saha. May I introduce (to you) Mr. Lal, our new finance Manager?	It's a great pleasure to meet you, Mr. Lal How do you do?
	Let me introduce our new Finance Manager, Mr. Lal	Pleased to meet you.
INFORMAL	Nita, meet Mukesh. Mukesh is our new Programmer.	Welcome to our office, Mukesh.
	By the way, do you know each other? Nita, Mukesh	Nice meeting you.
	Mukesh, Nita (Pointing with hand)	Yes, good to meet you again.

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Exchanges at introducing yourself

	Introducing	Responses
FORMAL	Good morning, I'm Sashi Tharoor from Accounts.	Pleasure meeting you Mr. Tharoor. I'm Anand Raj from Personnel.
	I'd like to introduce myself. I'm Mukesh Kohli from JK tyres.	Pleased to meet you, Mr. Kohli.
INFORMAL	Hi! I'm Sashi Tharoor How do you do?	Hello, how do you do?
	Hello, you must be Nita Singh. I'm Mukesh Kohli.	Yes, I'm Nita. Nice meeting you.
	Excuse me, aren't you Nita Singh? I'm Mukesh. Remember me?	Yes, I'm. Good to meet you again.



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REMEMBER

1. Welcome your guest to your city or place of work while making introductions. For example.
 A: Good morning, Dr. Rao. Welcome to NCL. I'm Unikrishnan, Research Associate.
 B: Thank you. I've been looking forward to meeting you.
2. In formal meetings with strangers use the appropriate title Miss/Mr./Dr. and surname. When you know each other well, use the first name like, Nita, Mukesh, etc. Do not use title and first name, For example, use Mr. Kohli or Mukesh, not Mr. Mukesh.

**INTEXT QUESTIONS 26.2**

1. Study and practice the short exchanges/ dialogues given below. Identify whether the relationship is (a) very formal (b) formal or (c) informal.
 - i) A: Good morning. How do you do? You're Veena Yadav, aren't you. I'm Neha Bajaj.
 B: How do you do, Neha. Pleased to meet you.

 - ii) A: Pardon me, your name is Rahul Sharma, isn't it?
 B: Yes, it is, And you are
 A: Iqbal Judge from the Delhi office.

 - iii) A: Ladies and gentlemen, I'd like to introduce this evening, Bill Gates, the man who has brought in the IT revolution.

 - iv) A: Rahul, I'd like you to meet my colleague, Anjali. Rahul-Anjali-Rahul.
 Rahul: Hello, Anjali. Nice to meet you. Welcome to Delhi. Is this your first trip?
 Anjali : Thanks. Yes, it is.



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2. Complete the dialogue:
- i) Mukesh: Hey, Shyam. Have you met Jim before?
 Shyam: _____
 Jim : How do you do.
- ii) Kiran: Meera, this is Neha. Neha-Meera.
 Meera: _____
 Neha : Fine, thanks. And how are you?
3. After a talk you are introduced to the speaker. Which of the following would you say:
- i) Hello, Bill!
 ii) Hi, Mr. Gates!
 iii) How do you do, Mr. Gates.
 iv) Pleased to meet you, Mr. Gates.
 v) It's an honour to meet you, Mr. Gates.
- Give reasons why you would reject the other responses?
- _____
4. When would you say this:
- I have great pleasure to welcome Ms. Yasmeen Lukmani, President, Lions Club.
- i) to your friend at a party in her house?
 ii) to a friend at an airport where you have gone to receive Ms Yasmeen.
 iii) to members of the club at a Lions Club meeting .

26.3 BUILDING RELATIONSHIPS

Social behaviour is an important aspect of dealing with people face to face. There are some broad rules that are universally followed.

It is important not to start talking about business or the work at hand, immediately after the greeting. To build a warm friendly relation you must show some interest in your client or colleague without becoming too personal. Generally this kind of conversation is called "small talk". You can talk about your client or client's journey,



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family, common friends. It is often best to offer some drink (tea/coffee) or offer to do any little job like making a phone call, sending a fax, etc. Similarly, before ending the conversation and bidding good bye, small talk about coffee, lunch, snacks, travel, etc. often occur. At a party or lunch, is best to avoid politics, religion and other personal private details. It is safe to talk about holidays, travel, traffic, public transport, tourist interest, etc. The purpose of a social exchange with a new person is to discover what you have in common, so that you can exchange experiences. With a senior or older person, it is best to respond politely to queries.

26.4 BEING ALERT TO SIGNALS

Speakers send out signals in a variety of ways: sighing, clicking the tongue or pen, tapping the foot, looking at a watch, clock, etc. These show the extent of concentration, mood, desire to leave, etc. An alert and efficient speaker must respond to these non-verbal signals.

Statements like:

“Shall we get started?”

“Now to business.....”

“Right, lets get down to business, shall we?”

“We won’t finish by one if we aren’t brisk”, etc usually signal a change from small talk to the work/ task at hand. Similarly, looking at the door or watch signal a need to end or break. The switch can be signalled with statements like:

“Shouldn’t that do for now/today?”

“Don’t you think we should call it a day?”

“I’d like to stretch my legs for a bit.”

“You will notice that these signals come as suggestions.”

26.5 LEAVE TAKING

Ending a conversation normally involves two steps: signaling that the conversation is coming to an end, and the actual leave taking.

Signals of ending usually consist of thanking a person. Often you may give a reason or make an excuse for leaving. It is important to be able to recognise these signals, for it would be considered rude to ignore them.



While parting, like greetings, we use set phrases. People who meet regularly leave informally.

Formal leave takings are more elaborate. On leaving a meeting or at a gathering, you must seek out the organiser, thank him/her and bid him/ her good bye.

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	Pre-Closing	Responses
FORMAL	Thank you very much for your attention/ interest/ support	The pleasure has been mine.
	Well, I think that's all Thank you for giving me this opportunity.	It's been a pleasure. Thank you for coming.
INFORMAL	Well, I'd better be going.	Oh? What a pity. Thanks for coming.
	It's been very interesting talking to you, but	Yes, I've enjoyed it too.
	Well, I must leave/ be off Great seeing you.	Same here.
	Sorry I've got to go now. Come over. Drop in some time.	Sure/ Yes, I will.

	Closing	Response
FORMAL	Good bye! Hope to see you again.	Good bye!
	Look forward to seeing you soon. Good night.	Good night.
INFORMAL	Bye! See you soon/later.	Bye! Take care!
	Look after yourself.	And you.
	So long. Take care.	you too!

1. We usually repeat the expression used by the leave taker while bidding good bye.
2. For "Take care" and "Look after yourself" the response is "And you" or "you too".



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**OVERALL QUESTIONS**

1. Read the three pieces of dialogue given below and answer the following questions for each of them:
 - a. When does the conversation take place?
 - i) after greetings
 - ii) before taking leave
 - iii) while working
 - b. Are the persons meeting each other for the first time?
 - c. What is the topic for small talk? Is it appropriate?
- I.** Deepa : How do you do, Ms.Nagpal. I've been looking forward to meeting you.
- Veena : Oh! Please call me Veena.
- Deepa : And I'm Deepa. Well, Veena, did you have a good journey?
- Veena : Well, not too bad. There was a minor fault in the line and we were delayed by half hour.
- Deepa : Yes, delays are irritating.....
-
- II.** Deepa : We've been working very hard. I think we need a break. Let me get you a drink.
- Veena : Yes, I'd like tea, thanks.
- Deepa : Sure. With milk and sugar?
- Veena : Yes, please. Let's go to the canteen. I'd like to stretch my legs.
-
- III.** Deepa : Well, that's quite a lot of work done; don't you think?
- Veena : We'll call it a day. Shall we?
- Depa : Yes, of course. Care to join me for lunch?
- Deepa : Never mind. Would you like some coffee before you leave?
- Veena : No. thanks. I should be leaving.....
-



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2. Some sentences are missing in the dialoue given below. The missing sentences are given in a box after the dialogue below. Complete the dialogue with sentences from the box.

Please Note: There are more sentences than you need, so choose with care:

- Habib : Have you been to Pune before?
 Lekha : No, its my first visit.
 Habib : (a) _____
 Lekha : I'm sure I will.
 Habib : So, do you have much time here in Pune? Are you staying long?
 Lekha : No, I have to go back tomorrow afternoon.
 Habib : (b) _____
 You'll have to come back again.
 Lekha : (c) _____
 Habib : So what time's your flight tomorrow?
 Lekha : Early evening 18.35.
 Habib : Well, I can book you a taxi if you like, to get you there in good time.
 Lekha : (d) _____

- (i) What was the problem?
 (ii) That's very kind. Thank you.
 (iii) Oh, that's a pity. There's such a lot to see.
 (iv) Well, I hope you like it.
 (v) That's good
 (vi) Yes, I'd love to.

3. There are two sets of dialogue given below. Identify the unacceptable dialogue in each set. Also say what makes it so.

- A (a) Manager : Is this your first visit here?
 Thomas : No, in fact the first time I came here was for a trade fair. It was the Auto Trade fair at Pragati Maidan in 1999.



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Manager : Shall we have a look around the plant before lunch?

(b) Manager : Is this your first visit here?

Thomas : No, in fact the first time I came here was for a trade fair. It was the Auto Trade fair at Pragati Maidan in 1999.

Manager : Ah yes, I remember the exhibition well. So it was very successful for you, was it?

Thomas : Well, we made a lot of useful contacts.

Manager : Of course..... now, shall we have a look round the plant before lunch?

B (a) Visitor : Hello, I'm NK Bajaj from Bakson. I have an appointment with Ashok Sahani.

Receptionist: Oh, yes, Mr. Bajaj. Welcome to Telco. Mr. Sahani will be along in a few minutes. Can I get you something to drink?

Visitor : No thanks, I'm fine. Sir, _____ but I wonder if I could use a phone?

Receptionist: Yes, of course. And anything else _____

(b) Visitor : Hello, I'm NK Bajaj from Bakson. I have an appointment with Ashok Sahani.

Receptionist: Just a moment, please..... I'm sorry Mr. Sahani is not in.

Visitor : Well, I think I'll wait. Could you give the message to his secretary.?

I have another appointment to catch up with.

Receptionist: Yes.

**CHECK YOUR ANSWERS****26.1 Intext Questions**

1. i) formal ii) formal iii) informal iv) formal v) informal vi) formal

2. i)-b), ii-d; iii-c; iv-a.
3. (ii)
4. The remark is very informal, therefore in-appropriate. He should have said, Good morning, Sir,



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26.2 Intext Questions

1. i) formal (ii) formal (iii) Very informal (iv) informal
2. i) No. Pleased to meet you, Jim.
ii) How're you, Neha?
3. v). Reject (i) & (ii) for being too informal (iii) and (iv) would be quite acceptable. But (v) expresses the pleasure of meeting a special person best.
4. (iii)

OVERALL QUESTIONS

1. I. (a) after greetings
(b) yes
(c) Journey-Yes
II. (a) while working
(b) have been working together for some time.
(c) snacks/ drink yes
III. (a) before leave taking
(b) same as (b) above
(c) Lunch-Yes.
2. (a) iv (b) iii (c) vi (d) ii
3. A (a). inappropriate. Switch of topic to work at hand is too sudden and soon. It sounds rude.
B (b). inappropriate. The receptionist is very reluctant to help. Though her language is not rude, she does not show the warmth and co-operation that should be extended to a visitor/ client.