



What are the people doing?

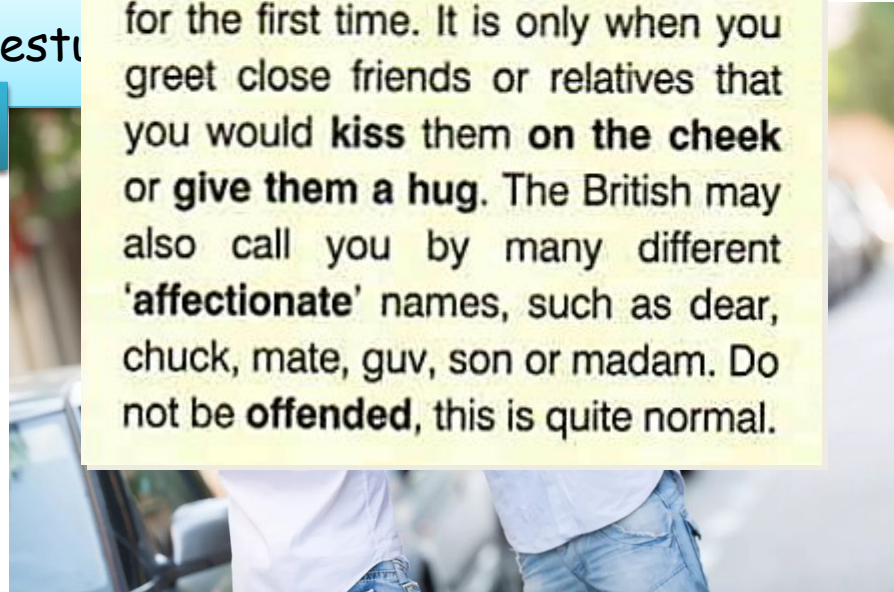
What is the difference between the gesture

How do people greet each other for the first time in your country?

What about people who are friends?

Greeting the in UK

British people are quite reserved when greeting one another. A handshake is the most common form of greeting when you meet someone for the first time. It is only when you greet close friends or relatives that you would **kiss** them **on the cheek** or **give them a hug**. The British may also call you by many different '**affectionate**' names, such as dear, chuck, mate, guv, son or madam. Do not be **offended**, this is quite normal.



# UNDERSTANDING DIFFERENT CULTURES



I'M CHINESE

It is impolite to open gifts when received.

Remove your shoes before entering someone's home

If you are invited to someone's home, you should always bring a gift to the hostess.

When receiving and offering business cards, always do it with both hands and never write on it!



I'M FRENCH

You should always dress well. It is better to be formal than too casual.

Do not give anything with the number 13. It is bad luck to French people!

It is OK to open gifts when received.

Handshake is common way of greeting but friends may greet by kissing on both cheeks.



I'M KOREAN

Do not wrap your gifts in green, white, or black colored paper.

You should never sign or write anything in red ink.

When eating, the eldest or senior person should eat first.

When meeting someone, the person of lower status should bow to the person of higher status first.


Photo credit: www.cartistopfoto.com



Some differences between China, France and Korea





2  1.20 Listen to ten extracts from dialogues. Match each extract with a photo, A or B.



A

Transcript

A 1

B 2

A 3

A 4

B 5

B 6

B 7

A 8


A 9

B 10



B



3  1.20 Listen again. Rewrite the sentences making them formal. Use the words in brackets to help you.

- 1 Hi there. (good) 1 Good morning / afternoon.
- 2 We don't know each other. (believe / met) 2 I don't believe we've met.
- 3 Good to meet you. (a pleasure) 3 It's a pleasure to meet you.
- 4 Come and meet some of my friends. (allow me / introduce / colleagues) 4 Allow me to introduce you to my colleagues.
- 5 Fancy a coffee? (could / fetch / at all) 5 Could I fetch you a coffee at all?
- 6 Sure, why not? (kind / to offer) 6 It's very kind of you to offer.



How are they greeting each other? Let's guess!



### 3C Formal versus informal language

#### LEARN THIS! Use of formal language

Phrasal verbs tend to be used in more informal situations. We tend to avoid them in written English, though they are not incorrect:

*go away* → *depart*   *look at* → *review*   *come up* → *arise*

#### 1 Match the phrasal verbs with their formal equivalents.

- |                    |   |              |
|--------------------|---|--------------|
| 1 let someone know | → | a represent  |
| 2 look forward to  | → | b submit     |
| 3 put off          | → | c inform     |
| 4 hand in          | → | d anticipate |
| 5 stand for        | → | e omit       |
| 6 leave out        | → | f postpone   |



#### 2 Complete the sentences with the correct form of the words and phrases below. Say which sentence is formal or informal.

apologise   inform   let you know   postpone  
put off   sorry

- 1 **Sorry** about breaking your vase!
- 2 We are writing to **apologise** for the late delivery of your order.
- 3 We regret to **inform** you that the item you requested is no longer in stock.
- 4 Just thought I'd better **let you know** that we can't make your party.
- 5 We regret to announce that the meeting has been **postponed**.
- 6 We'll have to **put off** that dinner till next week.

- 4  1.21 Read the **Listening Strategy**. Then listen and match each dialogue (1–6) with a text type (a–f). Give reasons for your answers.

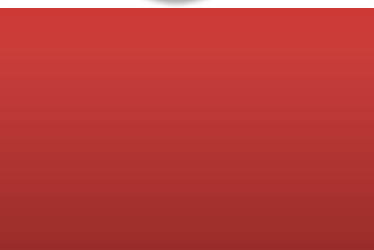
### Listening Strategy

As you listen, focus on features that tell you what type of text you are hearing (e.g. news, interview, advertisement, notice, story, review, joke, etc.) and what the topic is. Such clues include register (formal or informal), subject vocabulary, or the speaker's tone of voice.

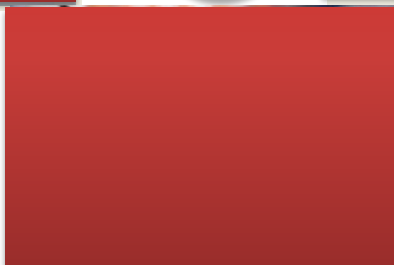
## Listening Strategy



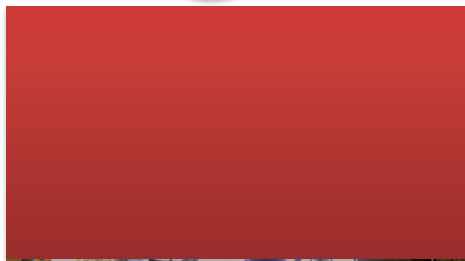
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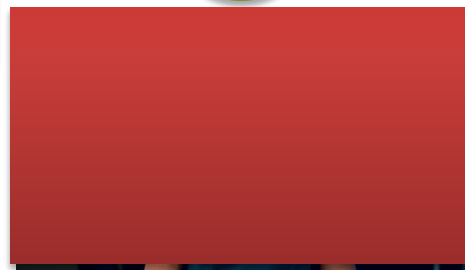
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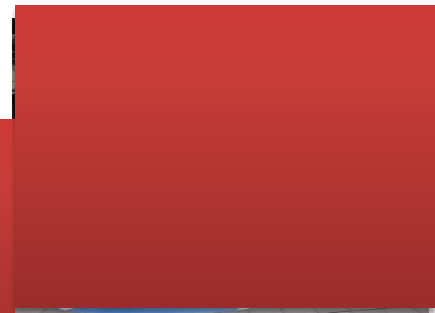
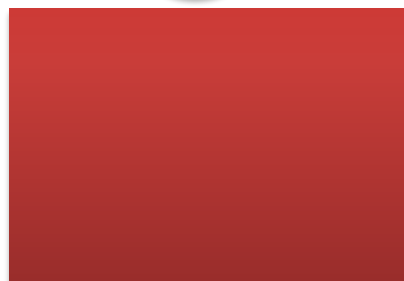
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6



4




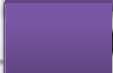



5  1.22 Listen to four texts. Match the situations (1–4) with the speakers (a–d).



- 1 informal conversation
- 2 dialogue between strangers

- 3 radio advert
- 4 TV travel show

-  actor in a voiceover
-  media presenter
-  friends
-  airport employee



6  1.22 Listen again. Choose the correct answers (a–c).

1 In text 1, why did Anna feel embarrassed during the meal?

- a Her colleague did something which shocked the other diners.
- b She accidentally did something that was culturally unacceptable.**
- c She ignored somebody who was being introduced to her.



2 In text 2, what mistake did one of the speakers make?

- a He put his laptop in the tray.
- b He failed to empty his pockets.**
- c He walked through the wrong door.

2 A Queue this side, please ... Take a large tray and put all your personal items in it. Sir, please remove your shoes and belt if you're wearing one and place them in the tray. Put your watch, phone, the contents of your pockets, and liquids in the tray.



3 A Hey, Anna, how was your trip to Hong Kong?

B Great, thanks, Steve.

A What's Hong Kong like?

B Gosh, it's amazing. I had a wonderful time. It was so ultra-modern in so many ways, but so different, it's easy to make a mistake.

A Like what?

B Well, tell me what's wrong with my colleague and a group of people who were over to be introduced. So I put my back to the bowl and turned round to speak to her.

A What? You shouldn't turn round to speak. You mustn't show your back to anyone.

B No! You mustn't put your chopsticks in the bowl. You should leave them sticking straight up!

3 Secret Hideaway offer holidays with a difference – peace and quiet.

Swim in the sea.

Beautiful views.

Mountain views.

Snorkel in the sea.

As you wish.

Choose your own holiday.

And go now.

Speak now. Speak out.

You haven't spoken.

You haven't spoken.

You haven't spoken.

4 One of the many delights of the street markets here is the sheer abundance of the different herbs and spices on offer. Just look here at the piles of turmeric, cumin, paprika and garlic. Wonderful. Also wonderful are all the snacks that you can buy, freshly cooked right here on the spot. They say the best food you can eat here in Morocco is on the street in the markets, not in the hotels or cafés. I'm going to try some of this local crusty bread – called *khobz* – with a rich fava bean soup, flavoured with as much garlic as possible! You don't have to use cutlery – you can eat it with your fingers, dipping the bread into the soup. Oh my! It's delicious! You must come here and try it for yourself.



Text 1

Text 2

Text 3

Text 4

C Fine. Collect your belongings from over there, sir.



Good morning. Allow me to...



A

**7 SPEAKING** Work in pairs. Prepare two short role-plays where you meet someone for the first time – the first is at a formal event and the second is at a friend's party. Include the following:

- Greet and introduce yourself.
- Explain why you're there / how you know the host.
- Exchange some personal information.
- Offer to get your new friend / colleague a drink.
- Bring the conversation to an end.

- 1 Hi there. (good) **1** Good morning / afternoon.
- 2 We don't know each other. (believe / met) **2** I don't believe we've met.
- 3 Good to meet you. (a pleasure) **3** It's a pleasure to meet you.
- 4 Come and meet some of my friends. (allow me / introduce / colleagues) **4** Allow me to introduce you to my colleagues.
- 5 Fancy a coffee? (could / fetch / at all) **5** Could I fetch you a coffee at all?
- 6 Sure, why not? (kind / to offer) **6** It's very kind of you to offer.



B

Hello. I don't believe we've met...

exercise 3

# Homework

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What have you learned today?

What can you do now?

