

## 10. Business Tips

Level: B1

Aims: To practise both understanding and giving tips in a business context

Timing: 45 minutes with ideas for extension

Download from the website: Video 'How to: look after business visitors' (Topic 10\_Task 1\_Video)

Stage	Objective	Interaction	Timing
Introduction	Talking about giving and receiving tips in everyday life	Whole class	5 mins
Task 1	Watching a video clip and identifying the five tips, choosing the correct summary and passing on the information.	Whole class/pairs	20
Task 2	Reading a text on customer service and passing on the information.	Whole class/pairs	20
Extra task	Students present their own favourite tips	Pairs/groups	

### Introduction

Elicit times when it is useful to ask for tips/recommendations, e.g., what job to choose, where to go on holiday, which restaurant to go to, etc.

### Task 1 How to: look after business visitors

**a** This is one of the listening exercises in telc English A2·B1 From School to Job. While watching the video clip, students should identify the statement that best sums up each tip. There are always 5 tips.

Answers:

Tip 1	Know what's happening
Tip 2	Speak loudly and clearly
Tip 3	Make small talk
Tip 4	Look after the visitors
Tip 5	Stay calm

**b** Watch again and ask students to mention as many details as possible. You could interrupt the video after each tip or ask students to take notes. Then ask them to choose the correct summary. Two summaries have details that are not mentioned in the video.

Discuss: What experience do students have with looking after visitors? Is the video helpful?

Answer: c

**c** There are other ways to give tips but the structure with you should is the easiest.

## Video script:

Hi! I'm Jamie and I'm here to share some tips on how to look after visitors to your company.

As the person seated at the front desk, you represent your company. It's essential that when visitors arrive, you create a positive first impression. To do that, follow these simple rules.

One. If you're the one greeting visitors, check the diary at the start of the day. Inform yourself of who's arriving, who's meeting them and where they need to go. When you're prepared, you look professional, and it makes visitors feel welcome and respected.

Two: This may seem obvious, but when you greet people, make sure that the visitor can hear you. Don't mumble or speak too fast. Ask for the person's name and when they introduce themselves, note the pronunciation. This is particularly important if you work with international partners or customers.

Three: If you're bringing the visitor to a conference room or the boss's office, make some light conversation. If you get nervous in these situations, just ask the visitor about their trip, and if they plan on doing any sightseeing while in the city. The secret is to stick to easy topics and be yourself.

Four: Make your visitors feel welcome by offering them some refreshments. Don't just ask your visitors if they want coffee, some people prefer tea or just water. Offer them a choice and, if it is going to be a long meeting, organise some biscuits or fresh fruit. Having something to drink also makes waiting more enjoyable.

Five: Sometimes the job can be stressful; there will be crazy moments when visitors are arriving, phones are ringing and people are asking questions you don't have answers to. Keeping a cool head is important. People are happy to wait in busy situations if it seems like everything's under control. So breathe and take it step by step.

These tips will help you make a great impression when looking after business visitors.

## Task 2 Customer Service

This text contains useful business vocabulary so when reading the text in class, students should note down the words they don't know.

Answers for 2c

c 4, b 2, c 7, d 5, e 6, f 1

## Extra Task

Have students work in pairs to prepare their own short presentation on Friendly Customer Service choosing their five favourite tips. They should copy Jamie's style and could present to the class or to small groups.

## 10. Business Tips

### Task 1 How To: Look after business visitors

**a** Watch the video and choose the correct statement for each tip

Tip 1	Give brief information Help visitors prepare Know what's happening
Tip 2	Avoid saying foreign names Practice different greetings Speak loudly and clearly
Tip 3	Enjoy having visitors Make small talk Talk about hobbies
Tip 4	Don't leave visitors alone Look after the visitors Take visitors out to lunch
Tip 5	Answer the phone quickly Give clear instructions Stay calm

**b** Watch the video and choose the best summary

A

When visitors arrive they see you first, so you must look good. Greet them in a friendly and professional way and offer them coffee. Even when things are busy, don't forget to smile.

B

Greet visitors when they arrive and take them to the conference room. Offer them something to eat and drink and enjoy talking to them so that they feel at home. Don't let anybody wait long.

C

Give visitors a friendly welcome so they get a positive impression. Make sure they understand you, offer them something to drink and talk to them about their trip. Even when it's busy, try to stay calm.

### c Giving tips

Note down the points from the video that you thought were especially important and then give you partner advice on how to look after business visitors. You can also add your own ideas.

Use *you should* plus verb infinitive, e. g. You should always be friendly.

**Task 2 Customer Service**

Here is some advice for people who have to look after customers. Read the text and answer the questions

**a** With a partner, list what you think is important for good customer service and talk to each other about your experiences.

**b** Read the text below and compare the tips with your list.

**Friendly Customer Service**

Building positive customer relationships is vital to the success of a business. Studies show that many consumers spend more money, come back more often and recommend businesses to friends and family when they experience friendly customer service. Here are some tips on how to provide good customer service.



1. Smile. A smile makes you seem friendlier, even when you're talking on the phone.
2. Listen. And as you listen, you should also watch for non-verbal clues that might provide more information about a person's mood.
3. Say thank you. After every phone call, every visit and every sale, say thank you. Customers will appreciate and remember that thoughtfulness.
4. Respect people, even when they are angry or emotional. When customers get upset with you, be polite and do your best to remain calm.
5. Do your best to help. If you don't have an answer, let the customer know that you'll look into it or offer other options. Be responsive, even if you can't immediately assist.
6. Set boundaries. Don't argue. When a customer complains, try not to take things personally. Just use the feedback to improve your business.
7. Act quickly. A quick response shows customers that they are important to you.

**c** Which tip mentions that when you work in customer service you should ...

- |   |   |
|---|---|
| a not shout at your customers.                  | d try to solve the customer's problem.    |
| b try and find out how the customer is feeling. | e use every opportunity to become better. |
| c not keep your customers waiting.              | f sound friendly when telephoning.        |

**d** Underline the points in the text that you think are especially important and then give your partner advice on how to provide friendly customer service.

Use you should plus verb infinitive, e.g. You should say thank you at the end of a phonecall.