

It is customary in English meetings for there to be some small talk before the meeting officially commences. This could be when participants arrive, take off their jackets, grab a coffee and take their seats. Perhaps you know all the participants in your meeting, or perhaps someone is new, someone you've only spoken to on the phone. In English speaking cultures, small talk is generally seen as an important part of a productive business relationship.

Let's look at common phrases we use, and also common topics we discuss during this phase of a meeting.

In the video lecture you heard some colleagues greeting one another - Steve, George, Paula, Doris and Andre. Have another listen to their greetings and fill the gaps in this dialogue to form common phrases used when greeting participants and meeting new people.

1. Nice to \_\_\_\_\_ you again. \_\_\_\_\_ are you?
2. \_\_\_\_\_, thanks. And you?
3. I'm \_\_\_\_\_, thank you.
4. \_\_\_\_\_ you \_\_\_\_\_ my colleague, Doris Strauß?
5. Hello, I'm George Frank. \_\_\_\_\_ to meet you.
6. Pleased to \_\_\_\_\_ you \_\_\_\_\_.
7. \_\_\_\_\_ me \_\_\_\_\_ my colleague, Andrew Jakob?
8. How \_\_\_\_\_ do?

Now let's work on your small talk skills. This activity comes in two parts.

First - match these sentence halves to make small talk questions.

1	Are you	A	come here by plane?
2	Did you	B	the first time you've come to Berlin for a meeting?
3	Do you know	C	have you worked for your company?
4	How long	D	are you staying at?
5	Is this	E	a colleague of Martin Ward's?
6	Which airport	F	my colleague, Irene Culjak?
7	Which hotel	G	did you fly into?

Now, match these answers to the questions.

<b>A)</b> Not really. He works in sales and I work in HR.	<b>B)</b> Almost 12 years.	<b>C)</b> No, I don't think we've met.	<b>D)</b> The Hotel Adler, next to the Brandenburg Gate.
<b>E)</b> No, we came by car.	<b>F)</b> Berlin Schönefeld.	<b>G)</b> No, it's not. I was here in December for the board meeting.	