

Step up your game



1 Reconstruct the opening line for making small talk by adding the missing vowels. Get into pairs and compare your answers. Then act out mini-dialogues using the opening lines.

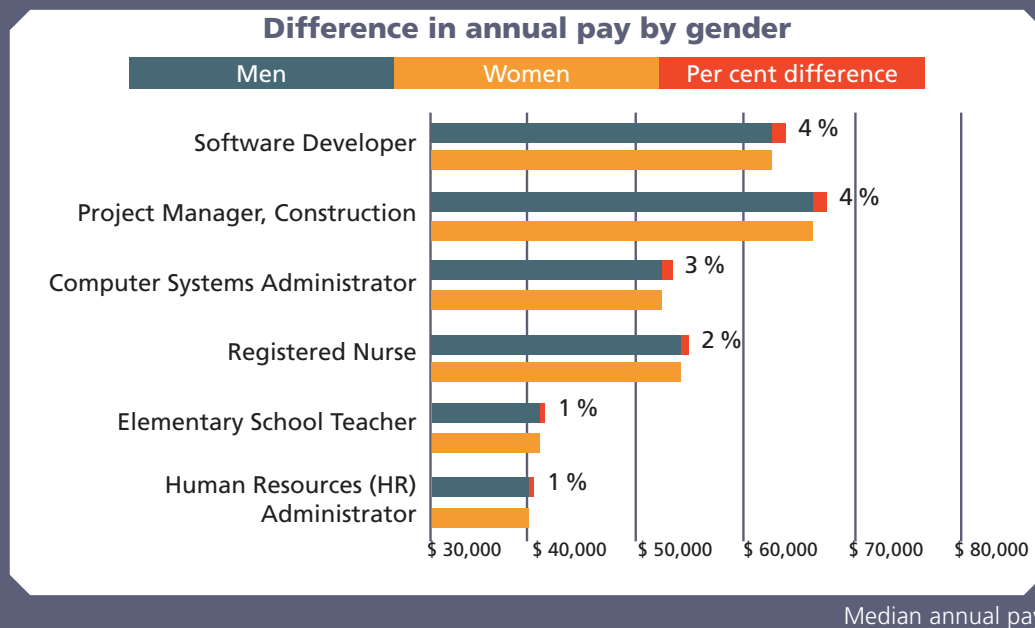
- 1 D_ y_ _ m_nd _f _ j_ _ n y_ _?
No, not at all. Please, have a seat.
- 2 Pl_ _ s_ d t_ m_ _ t y_ _.
My name is Frank. Pleasure meeting you too.
- 3 _xc_s_ m_, b_t h_v_ y_ _ b_ _n h_r_ b_f_r_?
Yes, indeed. Haven't we met at last year's conference as well?
- 4 F_rg_v_ m_ _f _'m m_st_k_n, b_t w_r_n't y_ _ t th_ m_ _t_ng _r_l_r_?
Oh, I think you must be mistaken. I wasn't at the meeting because I have just arrived.
- 5 H_, _'m Susan fr_m L_nd_n, _nd y_ _ _r_ ...?
I'm James. Great to finally meet you.

- 2 Have a look at the infographic. Compare the findings of the survey on the differences in pay by gender. Use the phrases from the box. Take turns.

more/less ... than ■ as well as ■ both ■ while ■ (not) as ... as ■ although ■ whereas

Do MEN really make more money than WOMEN?

When you compare men and women's overall earnings, men out-earn women. But, when you compare pay for men and women who are similarly qualified and working in the same job, this gender pay gap typically drops below 80 cents on the dollar figure often reported.





The English-speaking exchange student in your class is about to do his/her internship at an Austrian company. You are having a conversation about manners and business etiquette. In your conversation you should

- give tips on how to prepare for the first day of your internship
- describe appropriate manners when meeting the boss and other members of staff for the first time
- recommend positive character traits when working in a team.

Speak for about five minutes.



You are doing an internship at *Insunt*, an international tech-retailer. Your line manager has asked you to send a memo to all members of staff about handling customer complaints either on the phone or in person. In your memo you should

- explain why you are writing
- point out actions and phrases to avoid when speaking to an angry customer
- recommend phrases and strategies to successfully deal with complaints.

Write about 200 words.