

# 'How to Make Friends and Influence People'

## 'Communication Strategies at Work and at Play'



Daniel Brayshaw





# English...

- Food
- Drink
- Man
- Woman
- Personality (adjectives)





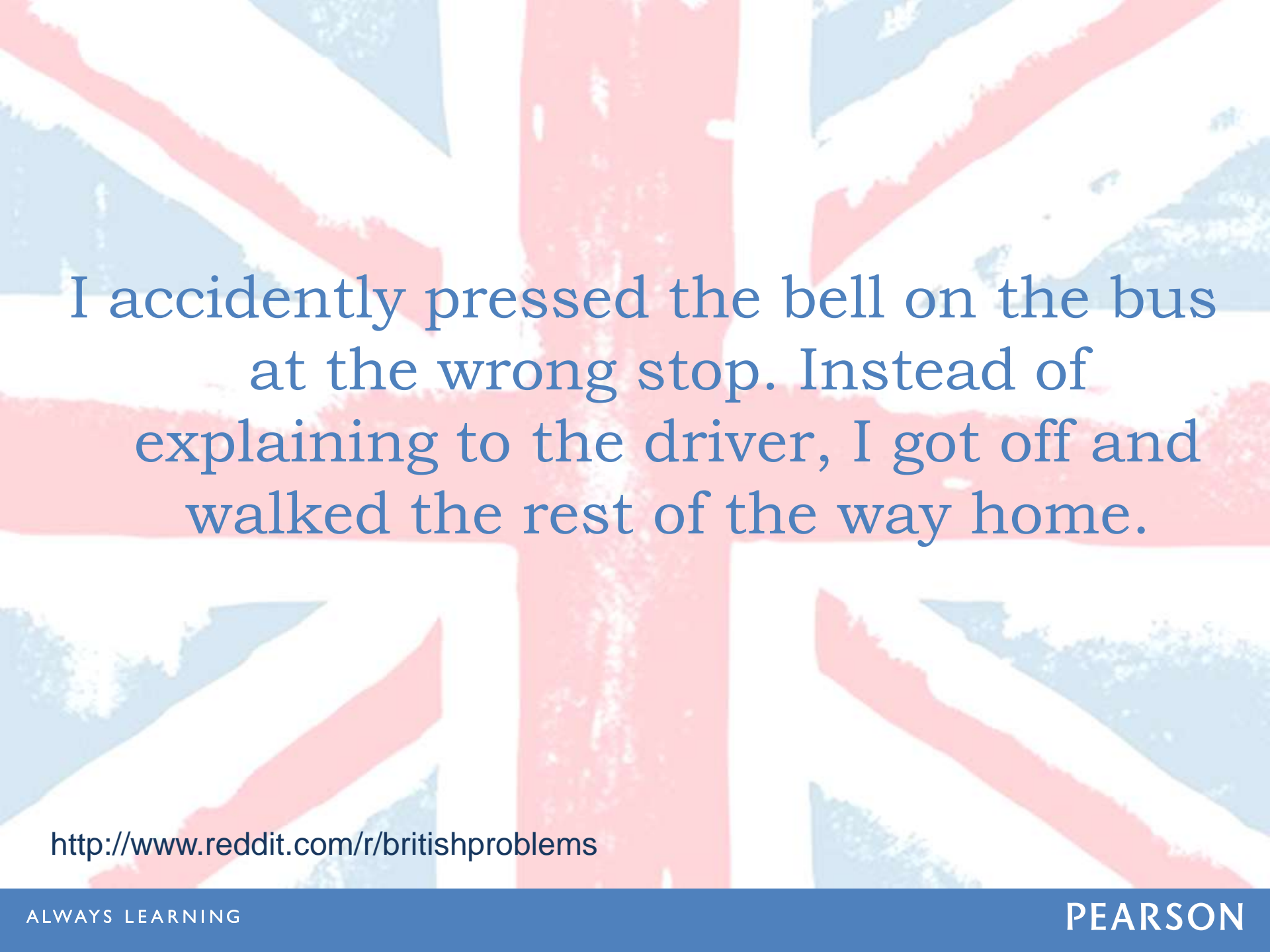
I said 'thank you' as the traffic warden handed me a parking ticket.

<http://www.reddit.com/r/britishproblems>



I asked if anyone wanted the last  
biscuit. Someone did.

<http://www.reddit.com/r/britishproblems>



I accidentally pressed the bell on the bus  
at the wrong stop. Instead of  
explaining to the driver, I got off and  
walked the rest of the way home.

<http://www.reddit.com/r/britishproblems>

# Today's menu

- **The building blocks**
  - vocabulary & collocation
  - structures & accuracy
- **Communication strategies**
  - being appropriate
  - being indirect



# Vocabulary and collocation





# Gin khao liang?









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# Urgh!

- bottled meat
- chocolate fish
- egg ice cream
- tough water
- white salad



# Collocations



**vegetables**



**steak**

## Listening: What the locals eat

1 Do you like trying new dishes when you travel? What is the most unusual dish you have ever eaten?

2 An Australian crooner, Dottie and Barbara, are on holiday in the

3 Listen again and complete the expressions.

1 What would you \_\_\_\_\_?

2 OK, that \_\_\_\_\_ good.

## Word focus: Food and entertaining

4 Put these words into three groups.

knife and fork, boiled, salty, grilled, salt and pepper, roast, delicious

## Speaking: I'd recommend

5 Work in pairs. Prepare a conversation. Student A



## 9 Match the correct combinations.

- |   |   |   |            |
|---|---|---|------------|
| 1 | grilled / tender / tough / raw              | a | ice cream  |
| 2 | fresh / frozen / white / tuna               | b | stew       |
| 3 | rare / medium / well-done / fillet          | c | water      |
| 4 | green / prawn / fruit / egg                 | d | steak      |
| 5 | chicken / beef / lentil / tripe             | e | vegetables |
| 6 | steamed / stir fried / boiled / roasted     | f | salad      |
| 7 | bottled / tap / still / sparkling           | g | meat       |
| 8 | low-fat / chocolate / homemade / strawberry | h | fish       |

## TALKING POINT

- How often do you entertain guests at home? In a restaurant?
- Which factors are the most important for you when choosing a restaurant?



## 11 Discuss these questions.

- 1 What is your favourite meat dish, fish dish, snack, ice cream, fruit and vegetable?
- 2 What food and dishes do you never eat?
- 3 What starter, main course and dessert would you usually order in a restaurant?
- 4 What do you usually drink with your meals?



### TALKING POINT

- How often do you entertain guests at home? In a restaurant?
- Which factors are the most important for you when choosing a restaurant?

# Lifes

English for work, socializing

Elementary  
Coursebook



Irene Barrall & John Rogers

# Lifes

English for work, socializing

Pre-intermediate  
Coursebook



Vicki Hollett & Norman Whitby

# Lifes

English for work, socializing

Intermediate  
Coursebook



Iwonna Dubicka & Margaret O'Keeffe

# Lifestyle

English for work, socializing & travel

Upper Intermediate  
Coursebook



Irene Barrall & John Rogers

ALWAYS LEARNING

PEARSON

# Scattergories

- ❑ Something found in the kitchen (not food)
- ❑ A fruit or vegetable
- ❑ A way of cooking
- ❑ A dish made with meat
- ❑ A drink

**Beginning with...**

**S**



# Vocabulary Ninja

**A**

**B**

sport / non-sport

play / go

2 syllables / 3 syllables



# Structures and accuracy





# Where in the world...





- Do not begin to eat until the host signals to do so
- Do not be afraid of making a mess
- An honoured guest starts eating first
- It's good etiquette to insist on the most senior person being served first



- Base form with to or -ing form
- Food and entertaining
- Quantifiers
- Communication strategies Saying 'no'
- Interaction The visit board game



# Be my guest



## Reading: Taking your food seriously

1 What rules of etiquette do people follow when they are eating in your country? Consider the following things.

- using a napkin
- waiting to be seated
- sitting on the floor
- serving yourself first
- putting your elbows on the table
- talking loudly
- leaving a little food on your plate
- eating with your fingers

2 1.11 Listen to someone describing a meal they had. What was the situation and what happened? What would you think if this happened to you?

3 1.12 Listen to the boss's version of the story. Why didn't the woman get the job?

4 Discuss these questions.

- 1 Why does the boss take job candidates to a seafood restaurant?
- 2 Do you think it's a good way for bosses to find out who to hire?
- 3 In what ways can sharing a meal help people get along?

5 Read some tips for international dining. Match each tip to one of the countries in the box. Then check your answers in File 29, page 135.

Turkey Japan Saudi Arabia Germany

## Dining etiquettes of the world

Cross-cultural understanding is important for today's global businessperson. A lack of cross-cultural awareness can result in misunderstandings, which may offend others and have a negative impact on your business. One area of importance is the different dining etiquettes of the world.

A \_\_\_\_\_ Do not begin eating until the host signals to do so. It is impolite to rest your elbows on the table. You should eat everything on your plate. Indicate you have finished by laying the knife and fork parallel across the right hand side of the plate.

B \_\_\_\_\_ An honoured guest starts eating first and sits at the centre of the table furthest from the door. Learn to use chopsticks – never point them, never pierce food with them and place them on the chopstick rest when breaking for a drink or a chat. It is polite to try a bit of everything. People usually prefer to talk quietly.

C \_\_\_\_\_ Meals are a social affair and people enjoy having loud conversations. The head of the family or honoured guest is served first but it is good etiquette to insist on the most senior person being served first. If you go to a restaurant, the person who made the invitation must pay.

D \_\_\_\_\_ Traditionally, meals are eaten on the floor. Sitting with your legs crossed is normal behaviour. Never sit with your feet stretched out. Guests are served specialities such as head, eyes, etc. Eat with your right hand only. Do not be afraid of making a mess. When you have finished, leave a little food on your plate. If you don't, it will be filled immediately. Asking for more food is a compliment.



address: knowledge or understanding of a subject or situation  
 etiquette: formal rules for polite behaviour  
 behaviour: things that a person does



6 Read the dining tips again and rewrite them so that they are true for your country.

Asking for more food is not very polite.

7 What other things are good manners when you are dining out in your country? For example, punctuality.

## Grammar: base form with to or -ing form

8 Look at the information in the table. Complete the example sentences from the article.

### the base form with to or -ing form

1 We use the base form without to after modal verbs.  
 You should \_\_\_\_\_ everything on your plate.

2 Some verbs are followed by the base form with to.  
 Learn \_\_\_\_\_ chopsticks.

3 Some verbs are followed by the -ing form.  
 People enjoy \_\_\_\_\_ loud conversations.

4 A few verbs can be followed by the base form with to OR the -ing form.

Do not begin eating until the host signals to do so.  
 (or begin to eat)

An honoured guest starts \_\_\_\_\_  
 (or starts to eat)

People usually prefer \_\_\_\_\_ quietly.  
 (or prefer talking)

5 Use the -ing form when the verb is the subject of the sentence.  
 Sitting with your legs crossed is normal behaviour.  
 \_\_\_\_\_ for more food is a compliment.

6 Use the -ing form after a preposition.  
 Indicate you have finished by \_\_\_\_\_ the knife and fork parallel.  
 Do not be afraid of \_\_\_\_\_ a mess.

7 Use the base form with to after it is + adjective.  
 It is impolite \_\_\_\_\_ your elbows on the table.  
 It is polite \_\_\_\_\_ a bit of everything.

>> For more information on the base form and the -ing form, see page 173.

8 Look at the information about dining etiquette in China. Complete the sentences using the correct form of the verbs in brackets. There may be more than one possibility.

## Speaking: Copy your host

10 Work in groups of three. You work as cross-cultural consultants and are giving advice on dining etiquette to a group of international MBA students. Student A: Turn to File 1, page 132 for information about Russia. Student B: Turn to File 20, page 139 for information about Argentina. Student C: Turn to File 29, page 140 for information about India. Choose four of the most important tips to memorize and tell your partners.

11 What are the main differences when dining in someone's house in those countries? Make notes about the main points.



## When in China

- 1 Take off your shoes before \_\_\_\_\_ (enter) someone's house.
- 2 Chinese people prefer \_\_\_\_\_ (entertain) at home.
- 3 If you don't want \_\_\_\_\_ (eat) delicacies like fish eyes, you should \_\_\_\_\_ (not serve) them to others.
- 4 It's important \_\_\_\_\_ (remove) the serving tray to other people around the table.
- 5 \_\_\_\_\_ (eat) the last piece of food from the serving tray is considered \_\_\_\_\_ (be) impolite.
- 6 You can \_\_\_\_\_ (show) your appreciation of the meal by \_\_\_\_\_ (knock) on the table.
- 7 Insist on \_\_\_\_\_ (pay) for the meal, although your host will \_\_\_\_\_ (refuse) your offer.
- 8 Next time you meet your host, it is polite \_\_\_\_\_ (offer) a meal of a similar quality.

- TALKING POINT
- Describe the last time you had a formal lunch or dinner at someone's house.
  - When was the last time you had a meal with people from work? Who was it with, where and why? What did you eat? Who paid the bill?

# Target Structure?

- Do not begin to eat until the host signals to do so
- Do not be afraid of making a mess
- An honoured guest starts eating first
- It's good etiquette to insist on the most senior person being served first



# Base form with *to* or *-ing* form

- Do not begin to eat until the host signals to do so
- Do not be afraid of making a mess
- An honoured guest starts eating first
- It's good etiquette to insist on the most senior person being served first



我听见 我忘记;  
我看见 我记住;  
我做 我了解

I hear and I forget;  
I see and I remember;  
I do and I understand.



## Grammar: base form with to or -ing form

**8** Look at the information in the table. Complete the example sentences from the article.

### the base form with to or -ing form

1 We use the base form without to after modal verbs.

*You should \_\_\_\_\_ everything on your plate.*

2 Some verbs are followed by the base form with to.

*Learn \_\_\_\_\_ chopsticks.*

3 Some verbs are followed by the -ing form.

*People enjoy \_\_\_\_\_ loud conversations.*

愚者不問，  
問者不愚。

>> For more information on the base form and the -ing form, see page 173.

The fool does not ask;  
he who asks is no fool

**Grammar:** base form with to or -ing form

**8** Look at the information in the table. Complete the example sentences from the article.

**the base form with to or -ing form**

- 1 We use the base form without to after modal verbs.  
*You **should** \_\_\_\_\_ everything on your plate.*
- 2 Some verbs are followed by the base form with to.  
***Learn** \_\_\_\_\_ chopsticks.*
- 3 Some verbs are followed by the -ing form.  
***Be careful** \_\_\_\_\_ food.*

*An honoured guest **starts** \_\_\_\_\_.*

*(or **starts to eat**)*

*People usually **prefer** \_\_\_\_\_ quietly.*

*(or **prefer talking**)*

- 5 Use the -ing form when the verb is the subject of the sentence.

***Sitting with your legs crossed** is normal behaviour.*

*\_\_\_\_\_ for more food is a compliment.*

- 6 Use the -ing form after a preposition.

*Indicate you have finished **by** \_\_\_\_\_ the knife and fork parallel.*

*Do not be afraid **of** \_\_\_\_\_ a mess.*

- 7 Use the base form with to after It is + adjective.

***It is impolite** \_\_\_\_\_ your elbows on the table.*

***It is polite** \_\_\_\_\_ a bit of everything.*

>> For more information on the base form and the -ing form, see page 173.

# Achieving appropriacy





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# You really must try the tripe...

Oh... It smells great... I'm so sorry...  
but I've just eaten... Thanks for the offer...  
Maybe next time...

Give an excuse  
Apologize  
Hesitate  
Suggest an alternative  
Say something positive  
Say thank you

Hesitate  
Say something positive  
Apologize  
Give an excuse  
Say thank you  
Suggest an alternative

## Speaking: Hosts and guests

1 When is it polite to argue with people? Think of some situations where it is polite to say 'no' and disagree with other people.

2 Look at the man and the woman in the photos. Each one is having a conversation with another person. Read their half of the conversation. Which person is a host and which is a guest? What are they arguing about?

### Conversation 1



A: Is that the check?  
Let me get that.

A: No, no. Why don't we split it?

A: Are you sure?

A: Well, that's very kind of you.

A: Well, thank you very much. It was a terrific meal.

### Conversation 2

A: Have some more paella.

A: Some more shrimps then?

A: You don't need to lose weight!

A: Just a few more?

A: Good, and a little more paella?



3 What would you say to the host and guest in exercise 2 if you were talking to them? Use these phrases to create the two complete conversations.

- |   |  |
|---|--|
| 1 I do!   | 6 No, no I insist. You're our guest.                       |
| 2 It's our pleasure.                                    | 7 No, no. It was terrific, but I couldn't manage any more. |
| 3 No really, I'm full. I'm trying to diet.              | 8 Oh no. This is on me.                                    |
| 4 I'm glad you enjoyed it. Don't forget your doggy bag. | 9 Well ... maybe just a few then.                          |
| 5 No really. I'll have to pass on that, but thank you.  | 10 Yes, the company's paying.                              |

4 1.16 Listen to the two complete conversations and check your answers.

5 What qualities does a perfect host have? What qualities does a perfect guest have?

6 Look at some things that English speakers often do when they turn down invitations. Then label the different parts of the refusal using items 1-6 from the table.

### Saying 'no'

- 1 Give an excuse
- 2 Apologize
- 3 Hesitate
- 4 Suggest an alternative
- 5 Say something positive
- 6 Say thank you

3  
Oh ... It sounds great. I'm so sorry, but I have to study.  
Thanks for thinking of me. Perhaps we can meet up another time?

## Listening: An invitation

7 When was the last time you said 'no' to an invitation? What was the event and why did you turn it down?

8 1.17 Listen to one half of a telephone conversation. What's the event and why can't Gabriella go?

9 Look at what Gabriella said. What do you think Sandy said?

Hello ... Sandy! Great to hear from you. How are you?  
... Not too bad. How's Peter? ... Oh, nothing exciting. I've got some exams coming up so I'm studying all weekend. ... Oh ... I don't think I can. Sunday, you say? ... It sounds great, but I have two exams the next day - Marketing and Accounting. ... I'm really sorry, but I have to study. ... Thanks for thinking of me. Look, when my exams are over, perhaps you and Peter can come over to my place for a meal? ... OK, choose a restaurant you want to go to and it'll be my treat. ... No, no, I insist. It'll be your birthday present. ... OK, I will. And have a lovely birthday on Sunday. ... Bye.

10 Now listen to the complete conversation. Were your answers similar?

11 Try to remember the missing words from the conversation. Then listen again and check your answers.

- 1 Listen, what 1 \_\_\_\_\_ this Sunday?
- 2 Can you 2 \_\_\_\_\_? It's my birthday and I'm 3 \_\_\_\_\_ a party.
- 3 Oh, what a 4 \_\_\_\_\_!
- 4 It's OK, I 5 \_\_\_\_\_.
- 5 6 \_\_\_\_\_ be nice. Or 7 \_\_\_\_\_ all go out to a restaurant together.
- 6 Oh no. We'll pay for 8 \_\_\_\_\_.
- 7 No, you 9 \_\_\_\_\_ do that. Let's talk about it later.

12 Look back at what Gabriella says in exercise 9 and underline the different ways she uses to say 'no'.

13 Look at the audio script on page 146. Are there any things people might say differently in your culture?

## Speaking: Turning someone down

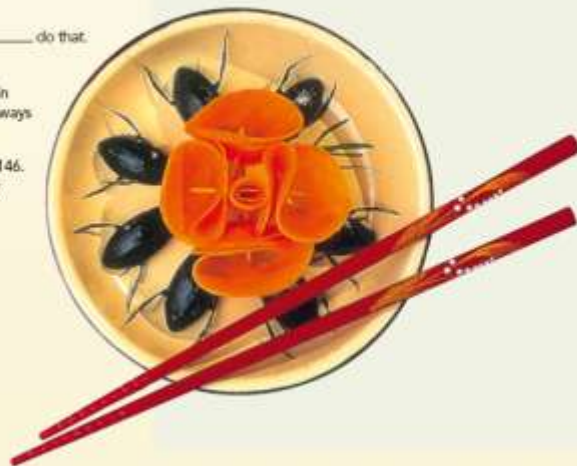
14 Work in pairs. Think of different ways to say 'no' in these situations. Try to think of good excuses.

- 1 Have you ever tried sheep's brains/insects/fish eyes? Do try some. They're a delicacy.
- 2 We're going jogging at six o'clock tomorrow morning. Would you like to join us?
- 3 Terminator 10 is playing at the Roxy Cinema. Do you want to come and see it?
- 4 I'm going to the library to study. Would you like to come?
- 5 We need to clean out the garage. Would you like to help?

15 Work in pairs. What could hosts and guests say in these situations?

- 1 A classmate invites you to a late-night party this Friday. You have to work on Saturday.
- 2 Your English teacher invites all the class to see a Shakespeare play. It will last about three and a half hours.
- 3 Your Polish host offers you tripe soup in a restaurant.
- 4 Your cousin, who lives in Canada, invites you to visit him this winter. He says he'll pay for the flight. The ticket is expensive and it's very cold in Toronto in winter.
- 5 Your new boss invites all the people in your department for a meal after work on Tuesday.
- 6 Your supplier offers you two free flights to Rome but it is company policy not to accept expensive gifts.

16 Work in pairs. Act out situations 1-3. Student A: Turn down the offer or invitation. Student B: Insist a little. Then change roles and act out situations 4-6.



6 Look at some things that English speakers often do when they turn down invitations. Then label the different parts of the refusal using items 1–6 from the table.

### Saying 'no'

- 1 Give an excuse
- 2 Apologize
- 3 Hesitate
- 4 Suggest an alternative
- 5 Say something positive
- 6 Say thank you

3  
Oh ... It sounds great. I'm so sorry, but I have to study.  
Thanks for thinking of me. Perhaps we can meet up another time?

# Just a few more?

- 1) Well, thanks but I full.
- 2) Sorry, but for me it's disgusting.
- 3) I'm afraid it's not my pot of tea.
- 4) God no, I'm totally full.



# Being indirect

“Would you like the last biscuit?”



# Being indirect

- *Are you busy?*
- *Well, it's getting late...*
- *Is anybody else feeling hot?*
- *Oh no, I forgot to bring a pen!*
- *Do you have to leave that there?*
- *Are you going past a post box on your way home?*



**Everything in  
place?**



# Reminder

We use *will* to make offers and promise help.  
*I'll come and get you. I'll wait outside.*

When someone apologizes, we can say:  
*It's all right.*  
*It doesn't matter.*  
*It's not a problem.*

Grammar reference page 169

## Listening: Help!

1 What problems do people often have when they are travelling by train? Make a list.

2 1.7 Listen to a traveller making a telephone call. What problem do they have and what do they arrange to do?

3 Here is what Ana says but what about Bridget? Work in pairs. Write what you think Bridget says.

A: Bridget? It's Ana.  
 B: 1 \_\_\_\_\_

A: I'm at the airport, London Heathrow. But Bridget, I have a problem.  
 B: 2 \_\_\_\_\_

A: My bag didn't arrive.  
 B: 3 \_\_\_\_\_

A: They say it's in Miami. They'll send it on the next plane.  
 B: 4 \_\_\_\_\_

A: I'll get it tomorrow but my driving licence is in the bag. I can't hire a car to get to your house.  
 B: 5 \_\_\_\_\_

A: Oh, that's very kind of you. I'm so sorry to trouble you.  
 B: 6 \_\_\_\_\_

A: I'm at terminal 3. How long will it take you to get here?  
 B: 7 \_\_\_\_\_

A: OK. I'll wait outside in half an hour. Bridget, thank you so much.  
 B: 8 \_\_\_\_\_

A: I'm looking forward to seeing you, too. See you soon.

4 1.8 Listen to the whole conversation and see if you are right.

5 Play a game in pairs. You are going to London to make a presentation at a conference. The first person to finish is the winner.

### Rules

- 1 Toss a coin to move. Heads, move one square, tails move two.
- 2 Follow the instructions on each square. When necessary, act out conversations.
- 3 If you land on a square someone landed on before, move on to the next new square.

		<p>1 What will you need to take to the conference? Say what you'll pack in your bag.</p>	<p>2 Call and book a taxi to the station.</p>	<p>3 Your taxi doesn't arrive. How will you get to the station?</p>
	<p>4 You think the passenger next to you has finished with their newspaper. Ask if you can read it.</p>	<p>5 You spill some coffee over the passenger sitting next to you. What will you say?</p>		
<p>6 At the airport check-in they ask: 'Do you want a window or an aisle seat?' What will you say?</p>	<p>7 It's time to get on your flight but you can't find your boarding pass. What will you do?</p>	<p>8 It's windy when you're getting on the plane. Your hat blows away. What will you do?</p>		<p>9 You're vegetarian but the flight attendant asks: 'Chicken or beef?' What will you say?</p>
<p>10 You take a taxi to your hotel. Ask the driver for a receipt.</p>	<p>11 There's nobody to meet you at the airport. What will you do?</p>	<p>12 Your luggage doesn't arrive. What will you do?</p>	<p>13 The British immigration officer asks: 'What's the purpose of your trip?' Explain.</p>	<p>14 Your headphones aren't working. The passenger next to you is not using theirs. What will you say?</p>
<p>15 You want to have dinner in your hotel room. Call room service and order a meal.</p>			<p>16 The television in your room isn't working. Call and ask for help.</p>	<p>17 Your room is very cold. You don't know how to increase the temperature. What will you do?</p>
	<p>18 You wake up and remember it's your mother's birthday. You forgot! What will you do?</p>	<p>19 You think the restaurant bill is wrong. What will you say to the waiter?</p>	<p>20 You have dinner in the hotel restaurant. You don't understand something on the menu. Ask the waiter to explain.</p>	
<p>21 You go to the conference and check in. They ask what equipment you'll need for your presentation. Tell them.</p>	<p>22 You need some extra photocopies. What do you ask the conference organizer?</p>	<p>23 You left your reading glasses at home and can't read your presentation notes. What will you do?</p>	<p>24 The person introducing you gets your name wrong. What will you do?</p>	
<p>Finish Congratulations!</p>	<p>25 It's time to go home. What will you remember about this conference?</p>	<p>26 There's a mistake on your hotel bill. They're charging you £90 for phone calls but you didn't use the phone. What will you do?</p>	<p>27 You booked a sightseeing tour at your hotel but now you have no time for it. Ask if you can cancel and have your money back.</p>	<p>28 Half way through your presentation, the electricity goes off. You can't show your PowerPoint presentation! What will you do?</p>



# Summary

- **The building blocks**
  - vocabulary & collocation
  - structures & accuracy
- **Communication strategies**
  - being appropriate
  - being indirect



# Thanks & Happy Teaching!



## Daniel Brayshaw