



## BUSINESS ENGLISH PHRASES

### Small Talk In English Super Triple Pack

<b>Series One</b>	<ol style="list-style-type: none"><li>1. Small Talk Series 1: How To Welcome A Visitor</li><li>2. Small Talk Series 2: How To Talk About Hobbies and Interests</li><li>3. Small Talk Series 3: 'ARE' Small Talk Technique</li><li>4. Small Talk Series 4: How To Keep The Conversation Going</li><li>5. Small Talk Series 5: Business Dinners and Lunches</li></ol>
<b>Gold Series</b>	<ol style="list-style-type: none"><li>6. Small Talk Gold Series 1: Coffee Break</li><li>7. Small Talk Gold Series 2: After Works Drinks</li><li>8. Small Talk Gold Series 3: Training Courses I</li><li>9. Small Talk Gold Series 4: Training Courses II</li><li>10. Small Talk Gold Series 5: Corporate Hospitality I</li></ol>
<b>Platinum Series</b>	<ol style="list-style-type: none"><li>11. Small Talk Platinum Series 1: Corporate Hospitality II</li><li>12. Small Talk Platinum Series 2: Business Meetings</li></ol>

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<b>Small Talk 1 How To Welcome A Visitor</b>	
<b>Say hello and introduce yourself</b>	<ul style="list-style-type: none"> <li>- <i>"Hi Pamela. I'm Christopher Wright. Nice to meet you. Welcome to London."</i></li> <li>- <i>"Hi Pamela. I'm Christopher Wright. Nice to meet you at last / Nice to finally meet you in person. Welcome to Madrid."</i></li> </ul>
<b>Ask about your visitor's trip and how they arrived</b>	<ul style="list-style-type: none"> <li>- <i>"How was your trip?" (not your <del>"travel"</del>).</i></li> <li>- <i>"How was your flight?"</i></li>   <li>- <i>"Did you find your way here alright?"</i></li> <li>- <i>"Did you manage to get here ok?"</i></li> <li>- <i>"Did you have any problems getting here from the airport?"</i></li> </ul>
<b>Offer something to drink</b>	<ul style="list-style-type: none"> <li>- <i>"Can I offer you something to drink, like tea or coffee?"</i></li> <li>- <i>"What would you like to drink?"</i></li> <li>- <i>"Can I get you something to drink?"</i></li> </ul>
<b>Ask if it is their first time visiting.</b>	<ul style="list-style-type: none"> <li>- <i>"Have you been to London before?"</i></li> <li>- <i>"Is this your first time in London?"</i></li> <li>- <i>"How long are you staying?"</i></li>   <li>- <i>"Will you have any time to visit places in London?"</i></li> <li>- <i>"Will you have any time to look around London?"</i></li> <li>- <i>"Can I recommend a few places to visit?"</i></li> </ul>
<b>Start talking about business</b>	<ul style="list-style-type: none"> <li>- <i>"Ok, shall we go to the meeting room?"</i></li> <li>- <i>"Maybe now is a good time to start the meeting."</i></li> <li>- <i>"Whenever you want to we can start."</i></li> </ul>



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### Small Talk 2 How To Talk About Your Hobbies / Interests

<p><b>Asking indirectly about hobbies / interests</b></p>	<ul style="list-style-type: none"> <li>- <i>“What do people like doing for fun in London?”</i></li> <li>- <i>“So, what’s popular to do in London?”</i></li> <li>- <i>“What do people like doing this time of year (in London)?”</i></li> </ul>
<p><b>Play:</b> “games”, “musical instruments” and “team sports”.</p> <p><b>Go:</b> Individual sports and go to places</p> <p><b>Do:</b> “do other activities”</p>	<ul style="list-style-type: none"> <li>- <i>“I play tennis”, “I play the piano”</i></li> <li>- <i>“I go running”, “I go swimming”, “I go skiing” and “I go horse riding”.</i></li> <li>- <i>“I go out with friends”, “I go to the movies” and “I go to the theatre”.</i></li> <li>- <i>“I do martial arts/karate/judo”, “I do yoga/pilates”, “I do gardening”, “I do DIY (do-it-yourself)”.</i></li> </ul>
<p><b>Into + verb-ing</b></p>	<ul style="list-style-type: none"> <li>- <i>“I’m kind of into going running. I run 20km every weekend.”</i></li> <li>- <i>“I’m really into doing yoga. I go to Yoga retreats.”</i></li> </ul>



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### Small Talk 3 'ARE' Small Talk Technique

<b>Anchor</b>	<p>-<i>"The seafood menu looks delicious."</i></p> <p>(other person)- <i>"I like seafood but I don't know a lot about it."</i></p>
<b>Reveal</b>	<p>- <i>"I really like seafood and the best seafood in Spain is from Galicia. It's a lovely green region in the northwest of Spain and is also good for walking."</i></p> <p>- (other person) <i>"Yes I love the outdoors and going walking in the countryside."</i></p>
<b>Encourage</b>	<p>- <i>"Yes me too, I did the 'Camino de Santiago' last year, it's one of Europe's most popular walking routes (comment). Where are the best places to go walking near San Francisco?" (question)</i></p>



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### Small Talk 4 How To Keep The Conversation Going

Ask good open questions	<p><i>-“Which talks/presentation have you enjoyed most?”</i></p> <p><i>-“What do you think of the event so far?”</i></p>
Listen and show real interest	<p><i>-“Mmm. Yes I see exactly what you mean.”</i></p> <p><i>-“True. I see what you’re saying.”</i></p> <p><i>-“Is that right. I hear Paris is beautiful this time of year.”</i></p> <p><i>-“Really. That must have been really interesting.”</i></p>
Changing the subject	<p><i>-“That reminds me. Haven’t I heard somewhere that you play golf”</i></p> <p><i>-“Didn’t Richard say that you play golf.”</i></p> <p><i>-“While we’re on the subject of finance, what do you think about the recent corporate tax law changes?”</i></p> <p><i>-“Speaking of summer, how is the 3Q (third quarter) going?”</i></p> <p><i>-“Before I forget, how did the new product launch go?”</i></p> <p><i>-“By the way did I tell you we’re going to the WMC Conference in Singapore.”</i></p>
Active Listening phrases	<p><i>“Uh huh”</i></p> <p><i>“Mmm, I see what you mean”</i></p> <p><i>“Yes, I know what you mean”</i></p> <p><i>“That’s right”,</i></p> <p><i>“How interesting”</i></p> <p><i>“I’d like to do that”</i></p> <p><i>“I’d like to try that”.</i></p>



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### Small Talk 5 Business Dinners and Lunches

<p><b>Welcome</b></p>	<p><i>(other) - "It's a pleasure to meet you John." (you) - "The pleasure is all mine."</i></p> <p><i>(you) - "It looks a popular restaurant. Have you been here before?" (other) - "Yes it is very popular. I've been here a few times and the food is great. Plus the service is quick which at lunchtime is an advantage."</i></p> <p><i>(you) - "Do you usually have lunch at the office or go out for lunch?" (other) - "It depends on my agenda and workload. If it's a busy week, I usually eat more at the office." (you) - "Yes me too."</i></p>
<p><b>Talking about the menu</b></p>	<p><i>(other) - "What would you like to drink?" (you) - "Thanks. I will have sparkling/still mineral water please."</i></p> <p><i>(other) - "This restaurant has an excellent set menu and you can choose between two or three courses." (you) - "Thanks. I had a good breakfast, so I will have the set menu for two courses."</i></p> <p><i>(you) - "The set menu looks very good. What would you recommend?" (other) - "Well, what do you like to eat? Meat, fish?" (you) - "Fish."</i></p> <p><i>(other) - "Mmm. I would recommend the smoked mackerel. I had it last week and it was very tasty." (you) - "Ok I'll have the smoked mackerel."</i></p>
<p><b>How to talk about food, restaurants and cuisine</b></p>	<p><i>(you) - "This restaurant is very popular. Is it also popular at the weekend?" (other) - "You would be surprised. The financial district is deserted at the weekends."</i></p> <p><i>(you) - "Do you go to a lot of restaurants?" (other) - "Yes especially on business trips, it's the good part of the job. At the office I don't always have time."</i></p>

*(you) - "And outside of work, do you go to a lot of restaurants?"*

*(other) - "My wife and I make a habit of going out to a restaurant at least once per week. We're lucky we can be in the city centre in 15 minutes by tram and there's lots to see and do in the centre."*

*(you) - "My partner and I often do the same. We like to go out to a restaurant and see a musical or theatre show, but the traffic can be a pain."*

*(you) - "What type of restaurants and cuisines do you like?"*

*(other) - "Italian, Spanish, Mediterranean and Argentinean."*

*(you) - "I like Italian cuisine but I've never had Argentine cuisine. What's it like?"*

*(other) - "I'm biased! The meat is world class and the "asado" the way the meat is barbecued over hot coals is delicious. The cuisine also has a very strong Italian influence with lots of pasta, pizza and ice-cream."*

## **Author**

My name is Christopher Wright and co-director of The English Training Company ([www.englishco.com](http://www.englishco.com)).

I'm a Business English trainer and have books and articles published by Amazon, Oxford University Press and McGraw Hill.

And my company and I have helped thousands of professionals like you succeed in Business English and to speak, meet and present in English with confidence!



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