

Unit 1. Session 1. How to manage people.



Caso práctico

Read the text to the next situation.

Mrs. Smith introduces a new worker, Eva García, to the rest of her colleagues and shows her to the main departments of the company. Eva is an 🇺🇸 intern in the company. They start at the Information Technologies Department, known as IT Department, where they meet Mónica Pérez, another Spanish girl; then they move to the Administration Department where they meet Matt who is British. Finally, they end up at the Human Resources Department, where Mrs. Johnson asks her some questions to fill in some application forms and asks her to fill in other documents.



- **Mrs. Johnson:** Welcome to the RR Company. We're going to fill in a corporate report. What's your name?
- **Eva:** Thank you. I'm Eva García.
- **Mrs. Johnson:** Is "García" an Spanish surname?
- **Eva:** Yes, it is.
- **Mrs. Johnson:** Ok. Ms. García, Where were you born?
- **Eva:** I was born in a small town in Spain. I'm Spanish.
- **Mrs. Johnson:** When were you born?
- **Eva:** I was born on August 12th, 1995.
- **Mrs. Johnson:** Could you please tell me more information, please? What's your address at home?
- **Eva:** I live in Spain, in Castilla y León. My address is number 34, Santiago street. Valladolid (Spain)
- **Mrs. Johnson:** Have you already got an address here in London?
- **Eva:** Yes, I have. I live in a rental apartment. It's 20 Oxford Street W1D 1DJ. London
- **Mrs. Johnson:** Great, What's your home telephone number?
- **Eva:** My telephone number is 00 34 923995655.
- **Eva:** I'm going to repeat it, It's 00 34 923995655.
- **Mrs. Johnson:** Are you married?
- **Eva:** No. I'm not. I'm single.
- **Mrs. Johnson:** Do you suffer from any illness?
- **Eva:** No, I don't, though I'm allergic to peppers.
- **Mrs. Johnson:** Ok, Miss. García. I think that's all for now. Thank you very much for answering.
- **Eva:** You're welcome, Goodbye.



Materiales formativos de FP Online propiedad del Ministerio de Educación y Formación Profesional.

[Aviso Legal](#)

1.- Formal and Informal communication.



Caso práctico

Eva has spent the whole morning walking around the different departments in the company and she has known a lot of workers. Now, It's time for lunch and some of her colleagues ask her to go together to the small canteen next to the office. Eva is really nervous since she is in a real English company speaking English with real English people!



One question goes on and on in her mind: Will she get used to this new situation?

What is Formal communication?

Formal communication refers to the flow of official information through proper, predefined channels and routes. The flow of information is controlled and needs deliberate effort to be properly communicated. Formal communication follows a hierarchical structure and chain of command. The structure is typically top down, from leaders in various departments and senior staff in the organization, which funnel down to lower level employees. Employees are bound to follow formal communication channels while performing their duties.

What is Informal communication?

Informal communication refers to communication which is multi-dimensional. Informal communication moves freely within the organization and is not bound by pre-defined channels and communication routes. Informal communication is particularly quick. Informal communication is far more relational than formal communication and is by nature, a very natural form of communication as people interact with each other freely and can talk about a diverse range of topics, often extending outside of their work duties. Due to the inherent nature of informal communication, it moves a lot faster and does not have a paper trail.

Informal communication in the workplace is often called the 'grapevine' and generally begins with employees through social relations. In many cases informal communications can turn to formal communication if they are added in to the formal communication information flow of a company.

Informal communication is considered effective as employees can discuss work-related issues which saves the organization time and money. It also helps to build more productive and healthy relationships in the workforce planning.



Ejercicio Resuelto

Mostrar retroalimentación

¿Qué es la comunicación Formal?

La comunicación formal se refiere al flujo de información oficial a través de canales y rutas adecuados y predefinidos. El flujo de información se controla y necesita un esfuerzo deliberado para comunicarse adecuadamente. La comunicación formal sigue una estructura jerárquica y una cadena de mando. La estructura es típicamente de arriba hacia abajo, desde los líderes en varios departamentos y el personal superior de la organización, que se canalizan hacia los empleados de nivel inferior. Los empleados están obligados a seguir canales de comunicación formales mientras realizan sus tareas.

¿Qué es la comunicación Informal?

La comunicación informal se refiere a la comunicación que es multidimensional. La comunicación informal se mueve libremente dentro de la organización y no está sujeta a canales y rutas de comunicación predefinidos. La comunicación informal es particularmente rápida. La comunicación informal es mucho más relacional que la comunicación formal y es, por naturaleza, una forma muy natural de comunicación ya que las personas interactúan entre sí libremente y pueden hablar sobre una amplia gama de temas, que a menudo se extienden fuera de sus deberes laborales. Debido a la naturaleza inherente de la comunicación informal, se mueve mucho más rápido y no tiene un rastro de papel. La comunicación informal en el lugar de trabajo a menudo se llama la "vid" y generalmente comienza con los empleados a través de las relaciones sociales. En muchos casos, las comunicaciones informales pueden convertirse en comunicación formal si se agregan al flujo de información de comunicación formal de una empresa. La comunicación informal se considera efectiva ya que los empleados pueden discutir temas relacionados con el trabajo que ahorran tiempo y dinero a la organización. También ayuda a construir relaciones más productivas y saludables en la planificación de la fuerza laboral.

We use **Formal communication** in situations that are serious or that involve people we don't know well. **Informal communication** is more commonly used in **situations** that are more relaxed and involve people we know well. **Formal** language is more common when we write; informal language is more common when we speak.





However, there are times where writing can be very informal, for example, when writing postcards or letters to friends, emails or text messages. Formal language and informal language are associated with particular choices of grammar and vocabulary. We're going to learn both.

An example an Informal and a Formal communication.

Informal communication	Formal communication
You: Hi Henry! What's up? Henry: Fine, thanks. And you?	You: Good morning Mr. Henry. How are you today? Mr. Henry: I'm well, thank you. And you?
Informal communication	Formal communication
You: Hi Henry! How's it going? Your friend: Hey! Not too bad and you?	You: Good afternoon, Mr. Henry. How are you? Mr. Henry: It's nice to see you again. You: And you.

1.1. Differences between Formal and Informal communication.

The main differences between Formal and Informal communication are:

- ✓  **Reliability:** Formal communication is the more reliable form, as there is a paper trail. Compared to informal communication which has comparatively less reliability, and is very unlikely to have a paper trail.
- ✓ **Speed:** Formal communication is slower, sometimes feeling unbearably slow due to bureaucracy. On the other hand, informal communication is very quick, often being instantaneous.
- ✓  **Time-Consuming:** Formal communication requires a number of different processes before the whole communication flow is complete, whereas informal communication requires very little process time.
- ✓  **Information Flow:** Information through formal communication is only through predefined channels, whereas information through informal communication moves freely.
- ✓  **Secrecy:** Secrecy is maintained with formal communication, whereas informal communication makes it hard to maintain full secrecy due to its reliance on individuals.



Ejercicio Resuelto

Mostrar retroalimentación

Confiabilidad: la comunicación formal es la forma más confiable, ya que hay un rastro de papel. En comparación con la comunicación informal que tiene relativamente menos confiabilidad y es muy poco probable que tenga un rastro en papel.


Velocidad: la comunicación formal es más lenta, a veces se siente insoportablemente lenta debido a la burocracia. Por otro lado, la comunicación informal es muy rápida, a menudo instantánea.

Consumo de tiempo: la comunicación formal requiere varios procesos diferentes antes de que se complete todo el flujo de comunicación, mientras que la comunicación informal requiere muy poco tiempo de proceso.

Flujo de información: la información a través de la comunicación formal es solo a través de canales predefinidos, mientras que la información a través de la comunicación informal se mueve libremente.

Secreto: el secreto se mantiene con la comunicación formal, mientras que la comunicación informal dificulta mantener el secreto total debido a su dependencia de las personas.

What does Formal communication look like?

Formal communication can sound rather complex and convoluted, but generally formal communication is governed by a  **chain of command** and follows organizational convention. Within the organizational set-up, formal communication can make up any of these forms:

1. Horizontal Communication:

Horizontal communication refers to communication between individuals who are at the same or similar levels within an organization but have different areas of responsibility. Horizontal communication is slightly more fluid and dependent on cross-individual communication. Typical examples exist as communication between managers of different departments (HR, Marketing, Sales, etc.).

2. Vertical Communication:

Vertical communication is the communication where information or messages flows between or among the subordinates and superiors of the organizational.

3. 🗑️ Downward Communication:

Downward communication represents the most stereotypical form of formal communication. Information flows from management level down to lower levels. It is the most common form of formal communication. Downward communication includes orders and instructions represented in oral or written format. Reports, emails, letters and manual communication are commonly used downward communication tools.

4. 🗑️ Upward Communication:

Upward communication contains information which passes from subordinate levels up to management and senior levels. Common forms of upward communication include (from employees to managers and above) reports, suggestions, requests, instructions and complaints).



Ejercicio Resuelto

Mostrar retroalimentación



¿Cómo se ve la comunicación formal?

La comunicación formal puede sonar bastante compleja y complicada, pero en general la comunicación formal se rige por una cadena de mando y sigue una convención organizacional. Dentro de la configuración organizacional, la comunicación formal puede constituir cualquiera de estas formas:

1. Comunicación horizontal: La comunicación horizontal se refiere a la comunicación entre individuos que están en el mismo nivel o en niveles similares dentro de una organización pero que tienen diferentes áreas de responsabilidad. La comunicación horizontal es ligeramente más fluida y depende de la comunicación entre individuos. Existen ejemplos típicos como la comunicación entre gerentes de diferentes departamentos (RRHH, Marketing, Ventas, etc.).
2. Comunicación vertical: La comunicación vertical es la comunicación donde la información o los mensajes fluyen entre o entre los subordinados y superiores de la organización.
3. Comunicación hacia abajo: La comunicación hacia abajo representa la forma más estereotípica de comunicación formal. La información fluye desde el nivel de gestión hasta los niveles inferiores. Es la forma más común de comunicación formal. La comunicación descendente incluye órdenes e instrucciones representadas en formato oral o escrito. Informes, correos electrónicos, cartas y comunicación manual son herramientas de comunicación descendente comúnmente utilizadas.
4. Comunicación ascendente: La comunicación ascendente contiene información que pasa de los niveles subordinados a los niveles gerenciales y superiores. Las formas comunes de comunicación ascendente incluyen (desde empleados hasta gerentes y superiores) informes, sugerencias, solicitudes, instrucciones y quejas.

1.2. Types of Formal communication.

Below we provide a comprehensive list pertaining to the types of Formal communication:

- ✓  Memos or Memorandum.
- ✓ Intranet.
- ✓ Meetings.
- ✓ Conferences.
- ✓ Formal One-on-Ones.
- ✓ Bulletin Boards.
- ✓  Handouts.
- ✓ Letters.
- ✓ Presentations.
- ✓ Speeches.
- ✓ Notice Boards.
- ✓ Organizational blogs.
- ✓ Emails from managers and leaders.



Ejercicio Resuelto




Mostrar retroalimentación

A continuación, ofrecemos una lista completa de los tipos de comunicación Formal:

- ✓ Memos o Memorandums.
- ✓ Intranet
- ✓ Reuniones
- ✓ Conferencias.
- ✓ Formales uno a uno.
- ✓ Tabla de anuncios.
- ✓ Folletos.
- ✓ Presentaciones.
- ✓ Discursos.
- ✓ Tablones de anuncios.
- ✓ Blogs organizacionales,.
- ✓ Correos electrónicos de gerentes y líderes.

1.3. Types of Informal communication.

Below we provide a comprehensive list pertaining to the types of Informal communication:

- ✓  Gossip.
- ✓ Single Strand – a form of informal communication wherein each person communicates with the next in a single sequence.
- ✓  Cluster - a very common form of informal communication, in cluster networks a person will receive information and choose to pass it on to their cluster network or keep the information to themselves. Each individual will pass on the information to the next cluster network.
- ✓ Probability Chain – each individual  randomly tells another individual the same piece of information.



Ejercicio Resuelto

Mostrar retroalimentación

A continuación, ofrecemos una lista completa de los tipos de comunicación informal:

- ✓ Chisme.
- ✓ Línea única: una forma de comunicación informal en la que cada persona se comunica con la siguiente en una sola secuencia.
- ✓ Clúster: una forma muy común de comunicación informal, en las redes de clúster, una persona recibirá información y elegirá pasarla a su red de clúster o guardar la información para sí misma. Cada individuo pasará la información a la siguiente red de clúster.
- ✓ Cadena de probabilidad: cada individuo le dice al azar a otro individuo la misma información.

2. What to say. Introducing people.



Debes conocer

Communications.

Formal communication	Informal Communication
<ul style="list-style-type: none"> ✓ Hello, I'm ... or My name is ...: Hola, soy... o Mi nombre es ... ✓ Good morning: Buenos días ✓ Good afternoon: Buenas tardes (entre las 12:00 pm y las 5:00 pm) ✓ Good evening: Buenas tardes (entre las 6:00 pm y las 8:00 pm) ✓ How are you?: ¿Cómo estás? ✓ Good to see you: Me alegro de verte. ✓ Nice to see you: Me alegro de verte. ✓ May I introduce myself? My name is ... : ¿Puedo presentarme? Soy ✓ I'd like you to meet ... : Me gustaría presentarte ... ✓ I don't think we've met. I'm ... : Creo que no nos conocemos. Soy ... ✓ I work in RR Company as salesman: Yo trabajo en la empresa RR como comercial. ✓ Please to meet you / Nice to meet you / Good to meet you: Encantado de conocerte. ✓ This is ... or I introduce my colleague ... : Esta persona es ... / Te presento a mi colega/compañero. ✓ Have you met...?: Conoces a ...? ✓ How do you do. / Pleased to meet you: Encantado. / Encantado de conocerle. ✓ I dont think we've been introduced: No creo tener el gusto de conocerlo. ✓ To introduce Pablo to Juan: Presentar Pablo a Juan. 	<ul style="list-style-type: none"> ✓ Hi: Hola. ✓ Hey!: Hola. ✓ Yo!: ¡Eh! ✓ How's it going?: ¿Cómo te va? ✓ How are you all?: ¿Cómo están todos? ✓ What's up? / what's new?: ¿Qué hay?



Listening. Introducing people.

Listen to this audio about introductions:

[Introducing people.](#)

Mostrar retroalimentación

Did you understand it?

- ✓ Mr. Kelmer, I would like you to meet Sarah Tent, our marketing manager, Sarah, this is Roy Kelmer from 🇺🇸 Dentsy.
- ✓ How do you do Mr. Kelmer? (Shake hands)
- ✓ How do you do Mrs. Tent?




Now it's your turn.

Record your voice introducing yourself in a formal situation.


You've got a lot of information and now you have to imagine you are new at a British Corporation. Think about what you would say to introduce yourself in an informal and formal way. When you are ready, enter the forum and **record your voice**. Try to sound natural.

3. Tips to introduce yourself.

What do you say when you meet someone new? You introduce yourself of course!

Introducing yourself is much more than saying your name. You need to tell some more information about you in English. Introducing yourself to strangers can be  **tricky** because what you say depends on the context, situation (introducing yourself in a job interview, introducing yourself in an email or making a self presentation in a meeting or in an English class).

Tips to introduce yourself.

<p>Introduce Yourself: Name</p> <p>Question: What's your name?</p> <p>Answers:</p> <ul style="list-style-type: none"> ✓ My name is .../ I'm ... ✓ My full/ first/ last name is ... ✓ You can call me .../ They call me .../ Please call me .../ Everyone calls me ... ✓ My  nickname is ... 	<p>Self-Introduction: Country</p> <p>Questions:</p> <p>Where are you from?/ Where do you come from?</p> <p>Where were you born?</p> <p>Answers:</p> <ul style="list-style-type: none"> ✓ I'm from .../ I hail from .../ I come from .../ My hometown is .../ I'm originally from ... (country) ✓ I'm ... (nationality) ✓ I was born in ...
<p>Introduce Yourself: Address</p> <p>Question: Where do you live?/ What's your address?</p> <p>Answers:</p> <ul style="list-style-type: none"> ✓ I live in ... / My address is ... (city) ✓ I live on ... (name) street. ✓ I live at ... ✓ I spent most of my life in ... ✓ I have lived in ... for/ since ... ✓ I grew up in ... 	<p>Self-Introduction: Age</p> <p>Question: How old are you?</p> <p>Answers:</p> <ul style="list-style-type: none"> ✓ I'm ... years old. ✓ I'm ... ✓ I'm over/ almost/ nearly ... ✓ I am around your age. ✓ I'm in my early twenties/ late thirties.
<p>Introduce Yourself: Education</p> <p>Questions:</p> <p>Where do you study?</p> <p>What do you study? / What is your major?</p> <p>Answers:</p> <ul style="list-style-type: none"> ✓ I'm a student at ... (school) ✓ I study at .../ I am at .../ I go to ... (school) ✓ I study ... (majors) ✓ My major is ... <p>Majors in English: accounting, advertising, arts, biology, economics, history, humanities, marketing, journalism, sociology, philosophy, ...</p> <p>Questions:</p> <p>Why do you study English?</p> <p>Do you speak English?</p> <p>How long have you been learning English?/ How long have you learned English?</p> <p>Answers:</p> <ul style="list-style-type: none"> ✓ I study English because ... ✓ I can speak English very well. ✓ I've been learning English for/ since ... 	<p>Self-Introduction: Hobbies</p> <p>Questions:</p> <p>What's your hobby?/ What do you like?/ What do you like to do?/ What's your favorite ... ?</p> <p>Answers:</p> <ul style="list-style-type: none"> ✓ I like/ love/ enjoy/ ... (sports/ movies/ .../) ✓ I am interested in ... ✓ I am good at ... ✓ My hobby is .../ I am interesting in ... ✓ My hobbies are .../ My hobby is ... ✓ My favorite sport is ... ✓ My favorite color is ... ✓ I have a passion for ... ✓ My favorite place is ... ✓ I sometimes go to ... (places), I like it because ... ✓ I don't like/ dislike/ hate ... ✓ My favorite food/ drink is ... ✓ My favorite singer/ band is ... ✓ My favorite day of the week is ... because ... <p>Because: (self-introduction sample)</p> <ul style="list-style-type: none"> ✓ There are many things to see and do

- ✔ I can express myself and communicate in English.

Because: (self introduction sample)

- ✔ I like it a lot
- ✔ I love it.
- ✔ I think it's important
- ✔ I have to
- ✔ It's very important and necessary.
- ✔ I want to learn more about this language.
- ✔ I love to improve my English skills.

Questions:

Which grade are you in?

Which year are you in?

- ✔ I'm in ... grade.
- ✔ I'm in my first/ second/ third/ final year.
- ✔ I am a freshman.
- ✔ I graduated from .../ My previous school was ...

Question: What's your favorite subject?

Answers:

- ✔ My favorite subject is ...
- ✔ I am good at ... (subjects)

Subjects: Maths, English, Physics, Physical Education, Science, Music, ...

- ✔ This is one of the most beautiful places I have ever visited.
- ✔ I can relax there
- ✔ It's relaxing/ popular/ nice/ ...
- ✔ **Hobbies** – Free time activities for self-introduction.
 - ✦ Reading, painting, drawing
 - ✦ Playing computer games
 - ✦ Surfing the Internet
 - ✦ Collecting stamps/ coins/ ...
 - ✦ Going to the cinema
 - ✦ Playing with friends
 - ✦ Chatting with best friends
 - ✦ Going to the park/ beach/ zoo/ museum/ ...
 - ✦ Listening to music
 - ✦ Shopping, singing, dancing, travelling, camping, hiking, ...
 - ✦ **Movies:** action movie, comedy, romance, horror, documentaries, thriller, cartoons, ...
 - ✦ **Sports:** volleyball, badminton, tennis, yoga, cycling, running, fishing, ...

Self Introduction: **Birthday/ Phone number**

Questions:

What is your date of birth?/ When is your birthday?

What is your phone number?

Answers:

- ✔ My birthday is on ...
- ✔ My phone number is ...

Introduce yourself: Jobs

- ✔ I am a/ an ...
- ✔ I work as a/ an ...
- ✔ I work for (company) ... as a/ an ...
- ✔ I'm unemployed./ I am out of work./ I have been made redundant./ I am between jobs.
- ✔ I earn my living as a/ an ...
- ✔ I am looking for a job. / I am looking for work.
- ✔ I'm retired.
- ✔ I would like to be a/ an .../ I want to be a/ an ...
- ✔ I used to work as a/ an ... at ... (places)
- ✔ I just started as ... in the ... department.
- ✔ I work in/at a ... (places)
- ✔ I have been working in ... (city) for ... years.

Introduce Yourself: **Family**

Questions:

How many people are there in your family?

Who do you live with?/ With whom do you live?

Do you have any sibling?

Answers:

- ✔ There are ... (number) people in my family. They are ...
- ✔ There are ... (number) of us in my family.
- ✔ My family has ... (number) people.
- ✔ I live with my ...
- ✔ I am the only child.
- ✔ I don't have any siblings.
- ✔ I have ... brothers and ... (number) sister.

Self-Introduction: **Marital status**

Questions: What is your marital status?

Are you married?


Do you have a boyfriend/ girlfriend?

Answers:

Introduce Yourself: **Others**

- ✔ I've got a ... (pet)
- ✔ I am a ... person/ I'm ... (character & personality)
- ✔ My best quality is ... (character & personality)
- ✔ My best friend's name is ...

<ul style="list-style-type: none"> ✔ I'm married/ single/ engaged/ divorced. ✔ I'm not seeing/ dating anyone. ✔ I'm not ready for a serious relationship. ✔ I'm going out with a ... (someone) ✔ I'm in a relationship./ I'm in an open relationship. ✔ It's complicated. ✔ I have a boyfriend/ girlfriend/ lover/ ... ✔ I'm in love with ... (someone) ✔ I'm going through a divorce. ✔ I have a husband/ wife. ✔ I'm a happily married man/ woman. ✔ I have a happy/ unhappy marriage. ✔ My wife/ husband and I, we're separated. ✔ I am available. ✔ I haven't found what I'm looking for. ✔ I'm ready for a rebound relationship. ✔ I'm a widow/ widower. ✔ I'm still looking for the one. ✔ I (don't) have ... (number) children. 	<ul style="list-style-type: none"> ✔ I (don't) have ... (number) international friends. ✔ My dream is ... <p>Character & Personality for self introduction: brave, calm, gentle, courteous, creative, hard-working, rude, unfriendly, unreliable, lazy, stingy, insensitive, ...</p> <p>Pets: dog, puppy, mouse, rabbit, cat, goldfish, ...</p>
---	---




Now it's your turn.

Speak with your colleague and introduce yourself!

Speak with your colleague and introduce yourself in an **informal situation**.

1. Could you introduce yourself? It's your turn... come on!
2. Do you like meeting new people? Why? Why not?
3. Do you usually get nervous when meeting new people? Why? Why not?
4. What do you usually do when you are new in a place, do you go and introduce yourself or do you wait for people to come to you? Why?



Exercise

Could you introduce yourself, Carlos?

Mostrar retroalimentación

Tips. Let me introduce myself

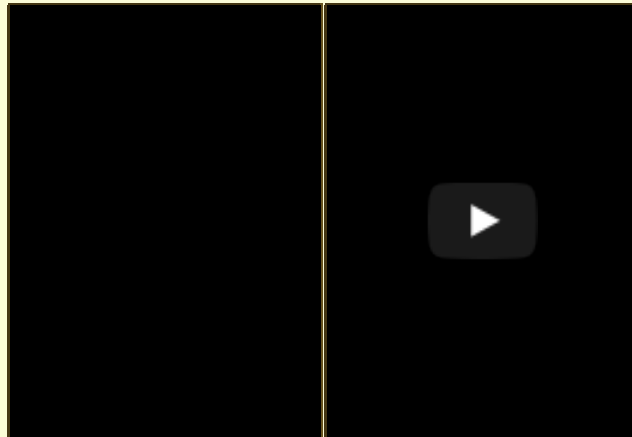
<p>Hello, I'm Carlos López.</p> <p>I'm from Spain.</p> <p>I'm 29 years old.</p> <p>There are 4 of us in my family.</p> <p>I live with my wife and children.</p>	<p>I work as an accountant.</p> <p>My hobbies are reading books, playing tennis and listening to music.</p> <p>I also like walking when I'm free time.</p> <p>I'm interested in football.</p>
---	---

<p>My birthday is on January 1st.</p>	<p>I love travelling.</p> <p>I don't like running.</p> <p>My favorite drink is orange Fanta.</p>
<p>I like watching documentary films.</p> <p>My favorite singer is Michael Jackson.</p> <p>I sometimes go to Burgos, I like it because it is a beautiful place.</p> <p>I'm married.</p> <p>I have 2 children.</p> <p>I've got a kitten.</p>	<p>I'm calm, hardworking and responsible.</p> <p>I have many international friends.</p> <p>I study English because it's very important and necessary to work.</p> <p>I've been learning English since I was 3 years old.</p> <p>I can express myself and communicate in English.</p>



A step ahead


Listen to these videos about people introducing themselves. In the first one, you will learn how to introduce yourself in an **informal situation**, whereas in the second one, you'll listen to what to say when looking for a job, in a **formal situation**. Have fun!



[Text summary.](#)

[Text summary.](#)

4. Greetings. Meeting people. Common questions and answers and how to introduce someone else.

 **Greeting** is an act of communication in which human beings intentionally make their presence known to each other, to show attention to, and to suggest a type of relationship (usually cordial) or social status (formal or informal) between individuals or groups of people coming in contact with each other.

Hello!

There are several ways to say our name, greet people and say goodbye in English. When meeting new people, it is quite normal to talk about oneself since after all, this is what meeting people consists of. Here you will find some useful phrases for you to ask, and others to help you introduce yourself so that you can interact with other people in English.

Common questions.

COMMON QUESTIONS	TRANSLATION
Hello/Hi, my name's X, what's your name?	Hola, me llamo X, ¿Cómo te llamas?
Hi, how are you?	Hola, ¿Qué tal?
Where are you from?	¿De dónde eres?
What do you do for a living?	¿Cómo te ganas la vida? ¿A qué te dedicas?
What nationality are you?	¿Cuál es tu nacionalidad?
Where do you live?	¿Dónde vives?
What's your telephone number?	¿Cuál es tu número de teléfono?
What's your job?	¿En qué trabajas?
What do you usually do in your free/spare time?	¿Qué sueles hacer en tu tiempo libre?
What's your address?	¿Dónde vives? ¿Cuál es tu dirección?

Common answers.

COMMON ANSWERS	TRANSLATION
Hi, nice to meet you.	Hola, encantado/a de conocerte.
It was nice meeting you, bye!	Ha sido un placer, hasta la próxima.
My name's X and I'm X years old.	Me llamo X y tengo X años.
I live in London.	Vivo en Londres.
My address is number 8, Princess Avenue.	Mi dirección es Princess Avenue, número 8.

My home telephone / mobile number is...	Mi fijo es... / mi móvil es...
I've got 2 brothers and one sister.	Tengo dos hermanos y una hermana.
I'm an only child.	Soy hijo único (o hija única)
I'm a teacher / an engineer.	Soy profesor/a, soy ingeniero/a.
I'm English.	Soy inglés/a
I'm single / married / engaged.	Estoy soltero/a, casado/a, comprometido/a.
I love/ enjoy playing basketball / travelling.	Me encanta jugar al baloncesto / viajar.
In my free time I usually read books.	En mi tiempo libre suelo leer.
My favourite film/ book is ...	Mi película/libro favorita/o es.
I'm good at painting/languages...	Se me da bien pintar / se me dan bien los idiomas.
I'm interested in politics.	Me interesa / me gusta la política.

Introduce someone else.

FORMAL	
May I introduce my colleague, Katie Smith?	¿Te puedo presentar a mi colega, ...?
Allow me to introduce my colleague, Katie Smith the sales manager.	Permíteme presentar a mi compañero, ...
I would like you to meet my colleague ..	Me gustaría que conociera ...
INFORMAL	
This is my friend, Katie	Esta es mi amiga, Katie.



Listening. Meeting people.

Listen to the audios about greetings and meeting people.

 [Greetings.](#)

 [Meeting people.](#)

 [John.](#)

Mostrar retroalimentación

Did you understand them?



Reflexiona

What do you mean "**Whazzup?**" and "**Hiya!**"?

Mostrar retroalimentación

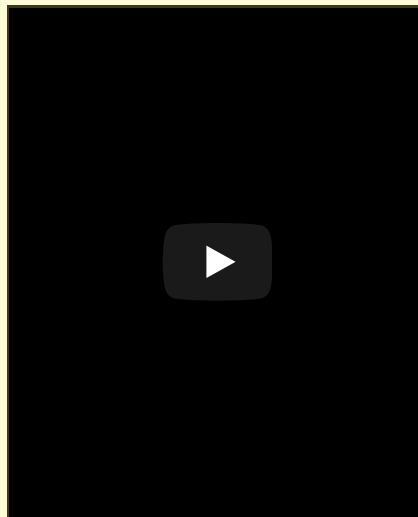
"Whazzup?" es la abreviatura de What's up?.

"Hiya!" es la abreviatura de How are you? y se usa mucho en algunas partes del Reino Unido.



Para saber más

This is a video about greetings:



4.1. Courtesy treatments.

🇺🇸 Courtesy treatments in English.

SINGULAR	PLURAL	Traducción
Mr.	Messrs.	Sr. No indica si el hombre está casada o soltero. Es neutro.
Mrs.	Mesdames	Sra. Implica que la mujer está casada.
Miss.	Misses	Srta. Implica que la mujer está soltera.
Ms.	Mses. or Mss.	Sra. No sugiere si la mujer está casada o soltera. Es neutro.



Debes conocer

“What’s wrong?” I asked.

Although I can't speak about South America, in Spain, it is very common to kiss people when you meet them. This is a kiss on both cheeks. Men shake hands. People don't always kiss each other, for example in a business context. As a restrained Englishman I don't really understand when you should kiss someone and I only kiss people when they go to kiss me, I hope nobody thinks I'm unfriendly.

Here's the common count for a sampling in other countries:

- ✔ **One Kiss:** Colombia, Argentina, Chile, Peru, the Philippines
- ✔ **Three Kisses:** Belgium, Slovenia, Macedonia, Montenegro, Serbia, the Netherlands, Switzerland, Egypt, and Russia (where it's accompanied by a bear hug)
- ✔ **Two Kisses:** Spain, Italy, Greece, Germany, Hungary, Romania, Croatia, Bosnia, Brazil (though, like France, the number can differ by region), and some Middle Eastern countries (though not between opposite sexes).



However, **Coronavirus is changing social interaction:**

Nowadays, with Covid-19 we must limit close contact with others, especially if they are showing 🇺🇸 flu-like symptoms, so the everyday greetings have changed and the new coronavirus etiquette is coming: Elbow-bumps and footshakes.

The Virus means handshakes, cheek-kisses, and hugs may not be as welcomed as they used to be.



Think about it

What do you think British people usually do when meeting new people? And when they see someone they have already met?

Mostrar retroalimentación

British people usually introduce themselves by shaking hands, never by kissing like in Spain or other European countries. However, when they find someone they already knew, shaking hands between men or kissing between women is also allowed. As in any other language, the more you know someone, the more affection you show.



Citas Para Pensar

"You meet people who forget you. You forget people you meet. But sometimes you meet those people you can't forget. Those are your friends." **Unknown author.**

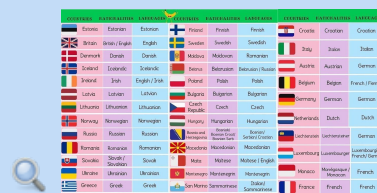
4.2. Countries, Nationalities and their languages.

Where are you from? or Where do you come from? To answer these questions you should know it.

There are four **common suffixes**: *-ish*, *-ic*, *-ese*, *-ian* (or sometimes *-ean*),...

From the list, I find 8 major suffixes, they are:

1. **-ish** (English, Irish, Danish, Finnish, Polish, Spanish, Swedish, Turkish, Northern Irish, Scottish)
2. **-ic** (Icelandic, Greenlandic, Icelandic, Arabic)
3. **-ese** (Chinese, Japanese, Burmese, Chinese, Japanese, Maltese, Portuguese, Vietnamese)
4. **-ian** (Italian, Norwegian, Albanian, Armenian, Bosnian, Bulgarian, Croatian, Estonian, Georgian, Hungarian, Italian, Korean, Latvian, Lithuanian, Macedonian, Norwegian)
5. **-ean** (Chilean, Korean)
6. **-an** (American, Mexican)
7. **-er** (Icelander, New Zealander)
8. **-i** (Iraqi, Pakistani)



Below there is a list of countries with the appropriate nationality. The Language that appears is the main language that is spoken in the country. We have not included all the languages that they may speak in that country.

Country	Nationality (Adjective)	Nationality (Noun)	Language
Afghanistan	Afghan	an Afghan	Dari (Persian) - Pashto
Albania	Albanian	an Albanian	Albanian
Algeria	Algerian	an Algerian	Arabic
Argentina	Argentine Argentinian	an Argentine an Argentinian	Spanish
Australia	Australian	an Australian	English
Austria	Austrian	an Austrian	German
Bangladesh	Bangladeshi	a Bangladeshi	Bengali
Belgium	Belgian	a Belgian	French / Flemish
Bolivia	Bolivian	a Bolivian	Spanish
Botswana	Batswana	a Botswanan	English, Setswana
Brazil	Brazilian	a Brazilian	Portuguese
Bulgaria	Bulgarian	a Bulgarian	Bulgarian
Cambodia	Cambodian	a Cambodian	Cambodian
Cameroon	Cameroonian	a Cameroonian	French / English

Canada	Canadian	a Canadian	English / French
Chile	Chilean	a Chilean	Spanish
China	Chinese	a Chinese person	Chinese
Colombia *	Colombian	a Colombian	Spanish
Costa Rica	Costa Rican	a Costa Rican	Spanish
Croatia	Croatian	a Croat	Croatian
Cuba	Cuban	a Cuban	Spanish
Czech Republic	Czech	a Czech person	Czech
Denmark	Danish	a Dane	Danish
Dominican Republic	Dominican	a Dominican	Spanish
Ecuador	Ecuadorian	an Ecuadorian	Spanish
Egypt	Egyptian	an Egyptian	Arabic
El Salvador	Salvadorian	a Salvadoran	Spanish
England	English	an Englishman an Englishwoman	English
Estonia	Estonian	an Estonian	Estonian
Ethiopia	Ethiopian	an Ethiopian	Amharic
Fiji	Fijian	a Fijian	English, Fijian
Finland	Finnish	a Finn	Finnish
France	French	a Frenchman a Frenchwoman	French
Germany	German	a German	German
Ghana	Ghanaian	a Ghanaian	English
Greece	Greek	a Greek	Greek
Guatemala	Guatemalan	a Guatemalan	Spanish
Haiti	Haitian	a Haitian	French / Creole
Honduras	Honduran	a Honduran	Spanish
Hungary	Hungarian	a Hungarian	Hungarian
Iceland	Icelandic	an Icelander	Icelandic
India	Indian	an Indian	Hindi / English

Indonesia	Indonesian	an Indonesian	Indonesian
Iran	Iranian	an Iranian	Persian
Iraq	Iraqi	an Iraqi	Arabic, Kurdish
Ireland	Irish	an Irishman an Irishwoman	Irish / English
Israel	Israeli	an Israeli	Hebrew
Italy	Italian	an Italian	Italian
Jamaica	Jamaican	a Jamaican	English
Japan	Japanese	a Japanese person	Japanese
Jordan	Jordanian	a Jordanian	Arabic
Kenya	Kenyan	a Kenyan	Swahili
Kuwait	Kuwaiti	a Kuwaiti	Arabic
Laos	Lao	a Laotian	Laotian
Latvia	Latvian	a Latvian	Latvian
Lebanon	Lebanese	a Lebanese	Arabic
Libya	Libyan	a Libyan	Arabic
Lithuania	Lithuanian	a Lithuanian	Lithuanian
Madagascar	Malagasy	a Malagasy	Malagasy / French
Malaysia	Malaysian	a Malaysian	Malay / Malaysian
Mali	Malian	a Malian	French
Malta	Maltese	a Maltese	English, Maltese
Mexico	Mexican	a Mexican	Spanish
Mongolia	Mongolian	a Mongolian	Mongolian
Morocco	Moroccan	a Moroccan	Arabic / French
Mozambique	Mozambican	a Mozambican	Portuguese
Namibia	Namibian	a Namibian	English
Nepal	Nepalese	a Nepalese	Nepali, English
Netherlands	Dutch	a Dutchman a Dutchwoman	Dutch
New Zealand	New Zealand	a New Zealander	English / Maori

Nicaragua	Nicaraguan	a Nicaraguan	Spanish
Nigeria	Nigerian	a Nigerian	English
Norway	Norwegian	a Norwegian	Norwegian
Pakistan	Pakistani	a Pakistani	Urdu, English
Panama	Panamanian	a Panamanian	Spanish
Paraguay	Paraguayan	a Paraguayan	Spanish
Peru	Peruvian	a Peruvian	Spanish
Philippines	Philippine	a Filipino	Tagalog / Filipino
Poland	Polish	a Pole	Polish
Portugal	Portuguese	a Portuguese person	Portuguese
Romania	Romanian	a Romanian	Romanian
Russia	Russian	a Russian	Russian
Saudi Arabia	Saudi	a Saudi (Arabian)	Arabic
Scotland	Scottish	a Scot	English
Senegal	Senegalese	a Senegalese person	French
Serbia	Serbian	a Serbian	Serbian
Singapore	Singaporean	a Singaporean	English, Malay, Mandarin, Tamil
Slovakia	Slovak	a Slovak	Slovak
South Africa	South African	a South African	Afrikaans, English, + 9 more
South Korea	Korean	a Korean	Korean
Spain	Spanish	a Spaniard	Spanish
Sri Lanka	Sri Lankan	a Sri Lankan	Sinhala, Tamil
Sudan	Sudanese	a Sudanese person	Arabic, English
Sweden	Swedish	a Swede	Swedish
Switzerland	Swiss	a Swiss person	German, French, Italian, Romansh
Syria	Syrian	a Syrian	Arabic

Taiwan	Taiwanese	a Taiwanese person	Chinese
Tajikistan	Tajikistani	a Tajikistani	Tajik (Persian)
Thailand	Thai	a Thai person	Thai
Tonga	Tongan	a Tongan	English, Tongan
Tunisia	Tunisian	a Tunisian	Arabic
Turkey	Turkish	a Turk	Turkish
Ukraine	Ukrainian	a Ukrainian	Ukrainian
United Arab Emirates	Emirati	an Emirati	Arabic
(The) United Kingdom	British	a Brit	English
(The) United States	American **	an American	English
Uruguay	Uruguayan	a Uruguayan	Spanish
Venezuela	Venezuelan	a Venezuelan	Spanish
Vietnam	Vietnamese	a Vietnamese person	Vietnamese
Wales	Welsh	a Welshman a Welshwoman	Welsh / English
Zambia	Zambian	a Zambian	English
Zimbabwe	Zimbabwean	a Zimbabwean	16 languages

5. How to say "Thank you".

To thank is very important for the English people in both formal and informal communication. It is quite important to thank people what they do or did for us. Here you have some common ways to do so orally.

COMMON PHRASES	TRANSLATION
Thank you for coming.	Gracias por venir.
Thanks for your help.	Gracias por tu ayuda.
Thank you for agreeing to meet with me.	Gracias por aceptar reunirse conmigo.
I appreciate your help / Much appreciated. Thanks a lot.	Agradezco tu ayuda / Lo agradezco mucho. Muchas gracias.
I really appreciate what you did for me, I'll never forget it.	Aprecio realmente lo que has hecho por mi y nunca lo olvidaré.
What would I have done without you!	¡Qué habría hecho sin ti!
Thanks a million / a ton / a bunch.	Millones de gracias.
Thank you very much. /Thanks very much.	Muchas Gracias.
Thanks a lot. This was very kind of you.	Muchas Gracias. Muy amable de su parte.
Thank God it's Friday.	Gracias a Dios es viernes.
Thanks. You're awesome for helping me/ for thinking of me.	Gracias. Eres muy amable por ayudarme /por pensar en mi.
I'll never thank you enough for all your help.	Nunca te lo agradeceré lo suficiente.
You were too kind, thank you very much.	Fuiste muy amable, muchas gracias.
You were my saviour, I would have been lost without you.	Fuiste mi salvación, habría estado perdido sin ti.
I don't know what to say, Thank you. / I don't know how to thank you.	No sé cómo decirte gracias.
I don't even have the words to thanks you	No tengo palabras para agradecértelo.
All I can say is thanks.	Todo lo que puedo hacer es agradecértelo.
That's very kind of you. Thank you.	Es muy amable por tu parte. Gracias.
I can't thank you enough.	No puedo agradecerles lo suficiente.
You shouldn't have.	No tenías por qué hacerlo.
My pleasure.	Un placer.

FORMAL REPLIES	
That's all right.	Está bien.
Don't mention it.	No hay de qué.
Not at all.	No hay de qué.
It's nothing.	No es nada.
It's my pleasure!	Es un placer.
You're welcome.	De nada.
You would have done the same!	Tú habrías hecho lo mismo.
It was the least I could do.	Era lo menos que podía hacer.

INFORMAL REPLIES	
You're the best.	Eres el mejor.
I owe you one.	Te debo una.
You shouldn't have bothered!	No te deberías haber molestado.
You rock.	Molas.
You saved my life.	Me has salvado la vida.
No worries!	¡Sin problemas!
No sweat!	No me ha costado nada.
Forget it!	¡Olvidalo!
It's nothing!	¡No es nada!
Anytime.	Cuando quieras.

6. When to say "Sorry / Excuse me / Pardon".

FORMAL COMMUNICATION	
I'd like to apologise for ...	Me gustaría disculparme por ...
Please accept my apologies / My apologies.	Por favor, acepta mis disculpas / Mis disculpas.
Sorry for the delay.	Perdón por el retraso.
I cannot express how sorry I am.	No puedo expresar cuánto lo siento.
I shouldn't have done it.	No tenía que haberlo hecho.

INFORMAL COMMUNICATION	
It's all my fault.	Todo es culpa mía/Es mi culpa.
I hope you can forgive me.	Espero que me perdones.
Oh, my bad.	Fallo mío. Es propio del 🇺🇸 slang.



You should know when to use

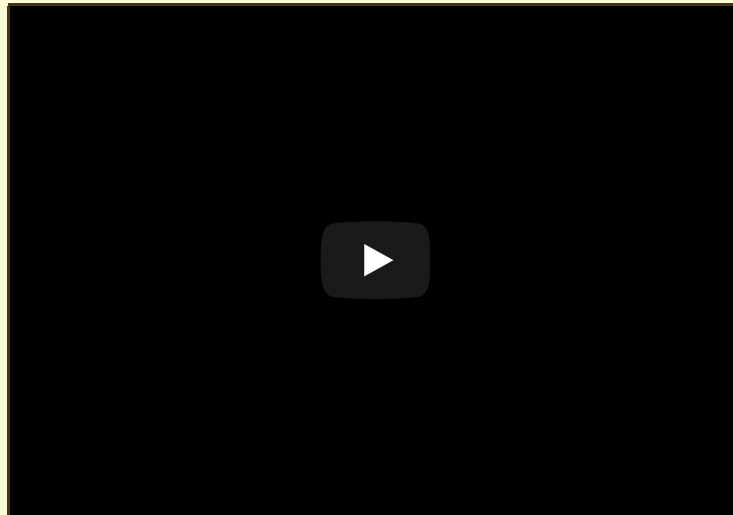
SORRY (I'm sorry... o Sorry!)	EXCUSE ME	PARDON
<ul style="list-style-type: none"> ✓ to ask someone to repeat something that you have not heard properly. ✓ to be sorry for an inconvenience, trouble, delay, etc. 	<ul style="list-style-type: none"> ✓ to ask/interrupt someone politely. ✓ to apologise for something rude or embarrassing. 	<ul style="list-style-type: none"> ✓ to ask someone to repeat something that you have not heard properly. (It's less used)
<ul style="list-style-type: none"> ✓ <i>I'm sorry I'm late.</i> ✓ <i>I'm sorry about what I said.</i> ✓ <i>Are you coming? - Sorry? - I said "are you coming?"</i> ✓ Sorry for the inconveniences this may cause. Sorry for the delay in the delivery. I'm sorry for not telling you before. ✓ <i>I'm sorry that I can't come tomorrow.</i> ✓ <i>I'm really sorry if I said</i> 	<ul style="list-style-type: none"> ✓ <i>Excuse me, could you help me?</i> ✓ <i>Excuse me for a minute. I'll be right back.</i> ✓ <i>Excuse me, can I go inside?</i> ✓ <i>Excuse me, are you Mr. Taylor?</i> ✓ <i>Excuse me interrupting, but there's a thing I've got to say.</i> 	<ul style="list-style-type: none"> ✓ <i>I beg your pardon?</i> ✓ <i>Pardon, I couldn't hear you.</i>

<p>anything wrong.</p> <p>✔ I'm sorry, I forgot about our meeting appointment.</p>		
<p>Se utiliza para pedir a alguien que te repita algo que no has oído, para pedir disculpas por un inconveniente, problema, retraso, etc.</p>	<p>Se utiliza para llamar la atención de alguien, pedir permiso, preguntar o interrumpir de manera educada, para pedir disculpas por algo que puede resultar maleducado o puede ofender a otra persona.</p>	<p>Se usa para expresar a nuestro interlocutor que no hemos oído o entendido algo.</p>



Para saber más

In the next video you can learn more about these expressions:



Autoevaluación

Fill in gap with the correct word:

Dr. Gila, sorry the delay, but I was unable to send last month's payment on time due to unexpected medical expenses.

Enviar

7. Farewells.

👋 **Farewell** is used in parting with another or others, usually to express good wishes. It is the act of saying goodbye. 👋

Farewells	
Good-bye. / Bye.	Adiós.
Good night.	Buenas noches (solo cuando vas a dormir).
See you later.	Hasta luego./Nos vemos. (o <i>I'll see you later.</i> , etc.)
See you tomorrow.	Hasta mañana.
See you soon.	Hasta pronto.
See you in a minute.	Hasta ahora.
See you on Monday.	Hasta el lunes.
So long.	Hasta luego.
Have a nice day.	Qué tengas un buen día.
Take it easy.	Forma coloquial de decir: Have a nice day. ¡Qué te vaya bien!
I'm off.	Muy coloquial. Equivale a nuestro: Me piro.
Take care.	Cuídate.
I was nice to see you again / it was nice seeing you.	Me ha encantado verte.
Later.	Nos vemos. Forma parte del 👋 slang.
I must go now.	Me tengo que ir.

8.- Grammar: The present: simple and continuous.



Think about it

Read these two sentences carefully, what is the main difference between them?

- ✓ *Our Sales Manager always **speaks** English to her partner in Germany. (Present simple)*
- ✓ *Our Sales Manager **is speaking** English with her partner in Germany. (Present continuous)*



Mostrar retroalimentación

Great! As you may have thought, in the first sentence the verb “speaks” refers to a habitual action, something our Sales Manager usually does, that is why it is in **the present simple**. However, in the second sentence, the action takes place at the moment of speaking and therefore we need to use **the present continuous**.



Ejercicio Resuelto

Click here to read the Spanish version.

Mostrar retroalimentación

Muy bien, te has dado cuenta de que:


1. En la primera frase el verbo (speaks) se refiere a una **acción habitual**, algo que nuestro director de ventas suele hacer cada día por ello va en **presente simple**.
2. Por el contrario, la segunda frase, el verbo (is speaking) habla de una acción que **está teniendo lugar en el momento de hablar** y por ello se escribe en **presente continuo**.

We use the present simple to:

- ✓ Give actual information about permanent activities. E.g.:
 - ◆ *Robert **makes** luxury cakes.*
- ✓ Describe a state that doesn't change:
 - ◆ *She **looks** like her father.*
 - ◆ *Nothing **succeeds** like success.*
- ✓ Talk about routine activities, repeated actions or habits. This use of the present simple is associated with adverbs of frequency:
 - ◆ *We usually **have** our weekly **sales meeting** on Mondays.*
 - ◆ *I often **travel** abroad on business.*

- ◆ We sometimes **get**  complaints, but not many.

We use the present continuous to:

- ✓ Describe actions that take place at the moment of speaking. E.g.:
 - ◆ She's **talking** to him on the phone right now.
 - ◆ I'm **checking** her emails at the moment.
 - ◆ Mr. Smith **is having** lunch right now.
 - ◆ The Acatur delegation **is staying** at the Sheraton until Tuesday.
- ✓ Refer to future arrangements. We use it when we want to talk about what we have already arranged to do:
 - ◆ I'm **meeting** his colleagues tomorrow at 9.30 a.m.
 - ◆ He's **starting** a new job next month.
 - ◆ My boss **is travelling** to London on Monday morning.
- ✓ Describe changing situations:
 - ◆ We're **developing** a new  marketing strategy.



Ejercicio Resuelto

Click here to read the Spanish version.

Mostrar retroalimentación

Usamos el presente simple para expresar:

- ✓ Informar sobre actividades permanentes, las cuales se hacen siempre.
- ✓ Describir aspectos que no cambian.
- ✓ Hablar sobre actividades rutinarias, acciones repetitivas o hábitos. Relacionado con adverbios de frecuencia.

Usamos el presente continuo para expresar:

- ✓ Acciones que tienen lugar en el momento de hablar.
- ✓ Acciones futuras ya planeadas de antemano o anotadas en una agenda.
- ✓ Describir situaciones que cambian en el momento que se comentan.

Here are the structures of present simple and present continuous:

Present simple

AFFIRMATIVE FORM:

Subject + verb + Complement

I/You/We/They **go** to the office.

He/She/It **goes** to the office.

NEGATIVE FORM:

Subject + Don't / Doesn't + verb +

I/You/We/You/They **don't work**.

Complement	<i>He/She/It doesn't work.</i>
INTERROGATIVE FORM: Do/Does + Subject + verb + Complement ?	<i>Do I/You/We/They go?</i>
	<i>Does He/She/It go?</i>
Present continuous	
AFFIRMATIVE FORM: Subject + to be + main verb + ING + Complement	<i>I/You/We/They are (= 're) working to the office.</i>
	<i>He/She/It is (= 's) working to the office.</i>
NEGATIVE FORM: Subject + to be + not + main verb + ING + Complement	<i>I/You/We/You/They are not (= aren't) working.</i>
	<i>He/She/It is not (= isn't) working.</i>
INTERROGATIVE FORM: To be + Subject + main verb + ING + Complement ?	<i>Are I/You/We/They working?</i>
	<i>Is He/She/It working?</i>

Common present continuous time expressions:

- ✓ At the moment.
- ✓ Now.
- ✓ Today.
- ✓ This week.
- ✓ This month.
- ✓ Tomorrow.
- ✓ Next week (for future arrangements).
- ✓ Currently.



8.1.- Now put it into practice.



Autoevaluación

Choose the correct verbal tense.

- Before working, she often [] up to the place round the main street. (go)
- Apple [] a new iPhone 12 in one month. (launch)
- Her boss [] a videoconference with his partner in London right now. (have)
- I [] like doing all this stuff today. (not feel)
- [] Peter [] to the office tomorrow? (come)
- David and Katie [] always [] about their job. (complain)
- He is at the bank. He [] here, (not work)
- John [] the new Sales Manager because he is very unpolite and ambitious. (like)
- [] she [] a lot for business? (travel)
- The Euro [] against the 🇯🇵 Yen. (fall)
- Robert [] in our family company at the moment till he finds a better job. (work)
- Arianna always [] at the canteen on Tuesday. (have lunch)



Averiguar la puntuación

Mostrar/Ocultar retroalimentación

Mostrar/Eliminar las respuestas

- Before working, she often goes up to the place round the main street. (go)
- Apple is launching a new iPhone 12 in one month. (launch)
- Her boss is having a videoconference with his partner in London right now. (have)
- I don't feel like doing all this stuff today. (not feel)
- Is Peter coming to the office tomorrow? (come)
- David and Katie are always complaining about their job. (complain)
- He is at the bank. He doesn't work here, (not work)
- John doesn't like the new Sales Manager because he is very unpolite and ambitious. (like)
- Does she travel a lot for business? (travel)
- The Euro is falling against the 🇯🇵 Yen. (fall)
- Robert is working in our family company at the moment till he finds a better job. (work)
- Arianna always has lunch at the canteen on Tuesday. (have lunch)



Autoevaluación

Complete this text with the correct present tense.

My name [] (to be) Peter, I [] (to live) in the center of Washington with my family. Most people [] (believe) we [] (to be) poor because we [] (to live) for a rent in a very small apartment. But our family [] (to seem) to be like any other one. Have a look: Kelly, my wife, [] (to love) reading. She [] (to enjoy) being in the library with her friends.

At the moment she (to write) a book and you can't talk to her because she (to think) in all her free time. What really (to worry) her is our son, who (to prefer) to chat in front of his computer instead of reading with her. Like many teenagers, John always (to complain) about his parents and he (to think) it (to be) easier to get advice from someone Peter (not + to go to) see later than listening to his parents. It's 6:30 pm. Now Peter (to play) football outside and I (to speak) by phone with my grandmother, waiting for that delicious dinner that my wife (to cook).

Averiguar la puntuación

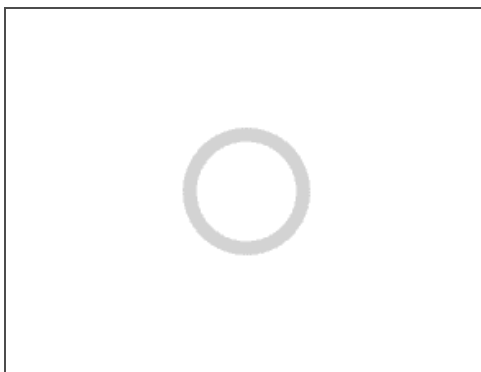
Mostrar/Ocultar retroalimentación

Mostrar/Eliminar las respuestas

My name is (to be) Peter, I live (to live) in the center of Washington with my family. Most people believe (believe) we are (to be) poor because we live (to live) for a rent in a very small apartment. But our family seems (to seem) to be like any other one. Have a look:

Kelly, my wife, loves (to love) reading. She enjoys (to enjoy) being in the library with her friends. At the moment she is writing (to write) a book and you can't talk to her because she thinks (to think) in all her free time. What really worries (to worry) her is our son, who prefers (to prefer) to chat in front of his computer instead of reading with her. Like many teenagers, John is always complaining (to complain) about his parents and he thinks (to think) it is (to be) easier to get advice from someone Peter is not going to (not + to go to) see later than listening to his parents. It's 6:30 pm. Now Peter is playing (to play) football outside and I am speaking (to speak) by phone with my grandmother, waiting for that delicious dinner that my wife is cooking (to cook).

8.2.- Dynamic and Stative verbs.



According to expert grammarians, there are two types of verbs: **dynamic and stative verbs**.

Here you have a list of the **verbs that cannot be used in the present continuous because they are stative verbs**.

Like. → Know. → Belong. → Love. → <u>Realise</u> . → Fit.
Hate. → Suppose. → Contain. → Want. → Mean. → Consist.
Need. → Understand. → Seem. → Prefer. → Believe. → Depend.
Agree. → Remember. → Matter. → Mind. → Recognise. → See.
Own. → Appear. → Look. (=seem) → Sound. → Taste. → Smell.
Hear. → <u>Astonish</u> . → Deny. → Disagree. → Please. → Impress.
Satisfy. → Promise. → Surprise. → Doubt. → Think (=have an opinion).
Feel (=have an opinion). → Wish. → Imagine. → Concern. → Dislike.
Be. → Have. → Deserve. → Involve. → Include. → Lack.
<u>Measure</u> . (=have length etc) → Possess. → Owe. → Weigh. (=have weight).



Autoevaluación

Do you think that this sentence is correct?

I'm understading this exercise.

Verdadero Falso

Falso

"To understand" is a static verb, so it can NOT be in present continuous, only in present simple.



A step ahead

To learn more about Stative verbs, watch the following tutorial.



[Text summary](#)

8.3.- Now put it into practice.



Autoevaluación

Choose the present simple or present continuous (these are sometimes stative verbs). Use contractions when possible.

- 1.- Mathew (have) a headache.
- 2.- We (not / think) that's a good idea.
- 3.- This coffee right (not / taste) right.
- 4.- I (not / see) anything, I lost my corrective lenses.
- 5.- It (be) hot today.
- 6.- You (not / have) a lorry.
- 7.- The waiter (taste) the wine now.
- 8.- Patrick (not / be) a lawyer.
- 9.- We , (see) David and Rose next month.
- 10.- What (you / think) about Word War I?
- 11.- Peter (like) having a bath every evening.
- 12.- My daughter (always / taste) the food second.
- 13.- Where's Katie? She (see) the dentist now.
- 14.- John (have) a party at the weekend.



Averiguar la puntuación

Mostrar/Ocultar retroalimentación

Mostrar/Eliminar las respuestas

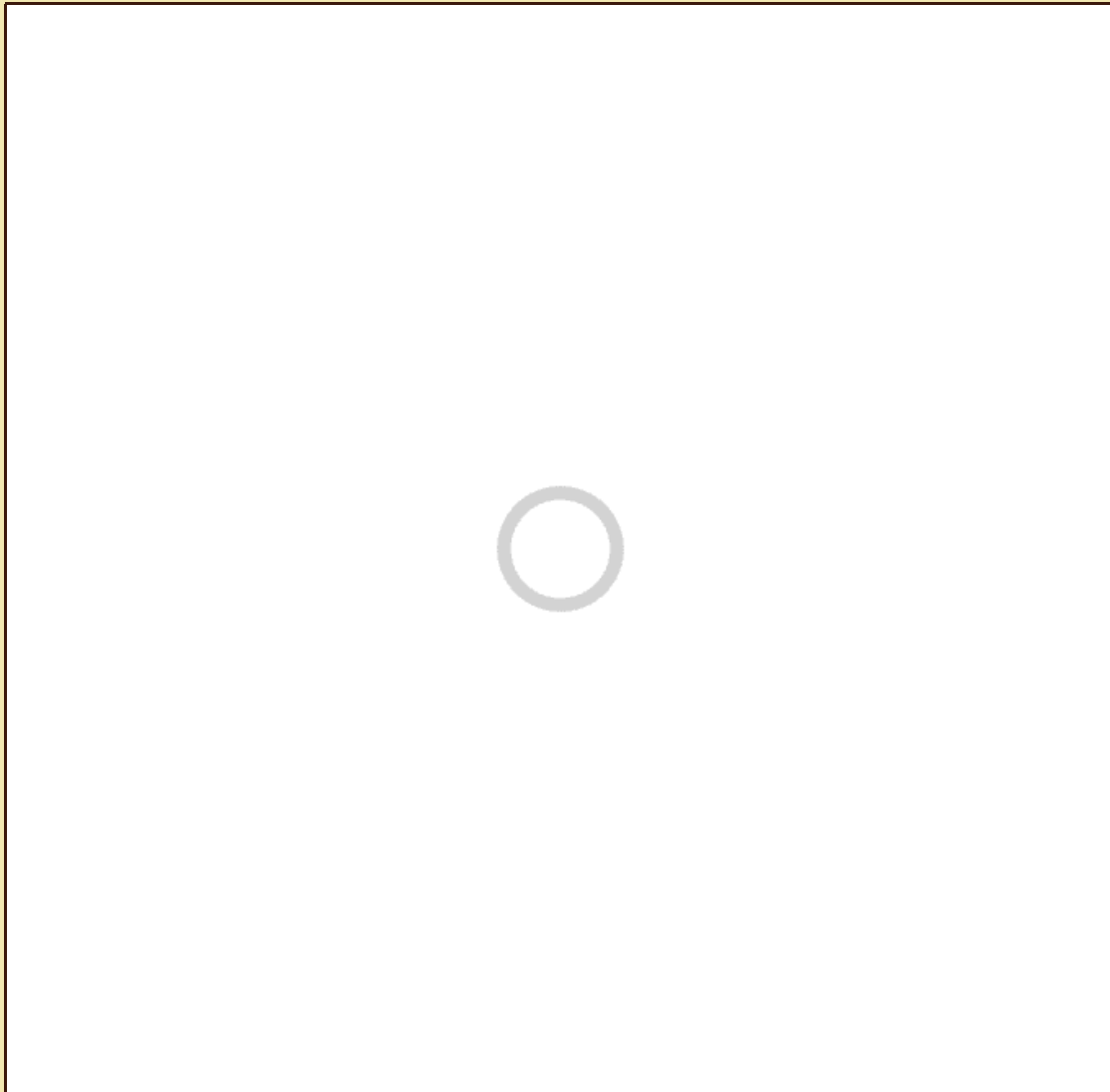
- 1.- Matheo has (have) a headache.
- 2.- We don't think (not / think) that's a good idea.
- 3.- This coffee doesn't taste right (not / taste) right.
- 4.- I don't see (not / see) anything, I lost my corrective lenses.
- 5.- It is (be) hot today.
- 6.- You don't have (not / have) a lorry.
- 7.- The waiter is tasting (taste) the wine now.
- 8.- Patrick isn't (not / be) a lawyer.
- 9.- We are seeing, (see) David and Rose next month.
- 10.- What do you think (you / think) about Word War I?
- 11.- Peter likes (like) having a bath every evening.
- 12.- My daughter always tastes (always / taste) the food second.
- 13.- Where's Katie? She is seeing (see) the dentist now.
- 14.- John is having (have) a party at the weekend.

8.4.- Grammar Revision.



A piece of advice

Why don't we revise some of the main grammar points we've seen in this unit? Take a look at the following presentation. You might find it interesting.



[Text summary](#)

9.- Pronunciation. English alphabet.

The **English alphabet** consists of 26 letters, each having an 🇺🇸 upper case (A) and 🇺🇸 lower case (a) letters forms. Other forms are: semicolon (;) or dot (punto), script (-), at (@), so on.

The vowels are:

A, E, I, O, U,

The consonants are:

B, C, D, F, G, H, J, K, L, M, N, P, Q, R, S, T, V, W, X, Y, Z

🎵 [Phonetic pronunciation of the English alphabet](#)

A	ei	/ei/
B	bi	/bi:/
C	si	/si:/
D	di	/di:/
E	i	/i:/
F	ef	/ɛf/
G	gi	/dʒi:/
H	eich	/eɪf/
I	ai	/aɪ/
J	jei	/dʒeɪ/
K	kei	/keɪ/
L	el	/ɛl/
M	em	/ɛm/
N	en	/ɛn/
O	ou	/oʊ/
P	pi	/pi:/
Q	kiu	/pi:/
R	ar	/ɑr/
S	es	/ɛs/
T	ti	/ti:/
U	iu	/ju:/
V	vi	/vi:/
W	dabeliu	/ˈdʌbəl ju:/
X	exs	/ɛks/
Y	wai	/waɪ/
Z	set	/zɛd/



It's your turn. Spell it.

Could you spell your surname?

Yes, of course. It's

9.1. Voiced, voiceless and sibilant sounds.

A **voiced** consonant (or sound) means that it uses the vocal cords and they produce a vibration or humming sound in the throat when they are said. Put your finger on your throat and then pronounce the letter L. You will notice a slight vibration in your neck / throat. That is because it is a **voiced** sound.

A **voiceless** sound (sometimes called unvoiced sound) is when there is no vibration in your throat and the sound comes from the mouth area. Pronounce the letter P. You will notice how it comes from your mouth (in fact near your lips at the front of your mouth). The P sound doesn't come from your throat.

Another sound which is relevant to this is the **sibilant sound** which is produced by forcing air out toward your teeth. It is characterised by a hissing sound (sssss), a buzzing sound (zzzzz) or the sound teachers make when they want you to be quiet (shhhh!).

The ending is pronounced /s/ after a voiceless sound, it is pronounced /z/ after a voiced sound and is pronounced /ɪz / or /əz/ after a sibilant sound:



- ✓ **Voiceless:** helps /ps/ -- sits /ts/ -- looks /ks/
- ✓ **Voiced:** crabs /bz/ -- words /dz/ -- gloves /vz/
- ✓ **Sibilant:** buses /sɪz / or /səz /, bridges /dʒɪz / or /dʒəz /, wishes /ʃɪz / or /ʃəz /

VOICELESS SOUND	VOICED SOUND	SIBILANT SOUND
<p>If the last consonant of the word is voiceless, then the S is pronounced as /s/. Be careful not to create an extra syllable. NOTE: The consonants c, s, sh, ch and x are voiceless though they use the sibilants ending seen above.</p>	<p>If the last letter of the words ends in a voiced consonant (or sound), then the S is pronounced like a Z /z/(without creating another syllable). This Z sound is similar to the sound a bee makes zzzz.</p>	<p>If the last consonant sound of the word is a sibilant sound (a hissing or buzzing sound), the final S is pronounced as /ɪz/. This /ɪz/ sound is pronounced like an extra syllable. (e.g. the word <i>buses</i> has two syllables) If the sound has a J sound (/dʒ/ like the letter J at the beginning of the word <i>jacket</i> or /ʒ/ like the S in <i>pleasure</i>), then the final S is also pronounced as /ɪz/. Remember: after verbs ending in -sh, -ch, -ss and -x, we add the -es to the end of the verb (in third person) and the pronunciation is /ɪz/ as an extra syllable.</p>
<p>Examples of words ending in the /s/ sound:</p> <ul style="list-style-type: none"> ✓ P: cups stops, sleeps ✓ T: hats, students, hits, writes ✓ K: cooks, books, drinks, walks ✓ F: cliffs, sniffs, beliefs, laughs, graphs (the <i>-gh</i> and <i>-ph</i> here are pronounced like a F) ✓ TH: myths, tablecloths, 	<p>Examples of words ending in the /z/ sound:</p> <ul style="list-style-type: none"> ✓ B: crabs, rubs ✓ D: cards, words, rides, ends ✓ G: rugs, bags, begs ✓ L: deals calls, falls, hills ✓ M: plums, dreams ✓ N: fans, drains, runs, pens ✓ NG: kings, belongs, 	<p>Examples of words ending in the /ɪz/ sound:</p> <ul style="list-style-type: none"> ✓ C: races (sounds like "race-iz") ✓ S: pauses, nurses, buses, rises ✓ X: fixes, boxes, hoaxes ✓ Z: amazes, freezes, prizes, quizzes ✓ SS: kisses, misses, passes, bosses ✓ CH: churches, sandwiches, witches, teaches

months (voiceless <i>th</i>)	<p>sings</p> <ul style="list-style-type: none"> ✓ R: wears, cures ✓ V: gloves, wives, shelves, drives ✓ Y: plays, boys, says, ✓ THE: clothes, bathes, breathes ✓ VOWEL SOUNDS: sees, fleas 	<ul style="list-style-type: none"> ✓ SH: dishes, wishes, pushes, crashes ✓ GE: garages, changes, ages, judges
-------------------------------	---	---



Ejercicio Resuelto

Click here to read the Spanish version.

Mostrar retroalimentación

Observa y aprenderás:

Todos los sonidos producidos en el inglés pueden ser con voz o sin voz. Es decir, con la vibración en la garganta (sonoras) o sin vibración (sordas). La terminación *-(e)s* del presente simple se pronuncia como /s/ tras los sonidos sordos, excepto: /s/, /sh/, and /ch/. Los sonidos sordos se producen sin vibración de las cuerdas vocales. Los sonidos sordos en Inglés son: /f/, /k/, /p/, /s/, /th/ (como en "with"), sh (como en "wash"), ch (como en "watch").

Los sonidos sonoros se producen cuando las cuerdas vocales vibran cuando se produce el sonido. No hay vibración de las cuerdas vocales al producir sonidos sin voz.

Para probar esto, coloque la punta de los dedos en la garganta y diga los sonidos. Al decir los sonidos sonoros no va a sentir vibración. Todas las vocales en inglés son sonoras. Algunos de los sonidos de las consonantes son sonoras y otras son sordas.



Now It's your turn

-(e)s pronounced as [S]

The pronunciation of S at the end of plural nouns, verbs in third person and as a part of the possessive case sometimes causes problems for non-native speakers because it can be pronounced in some different ways like / s / or / z /.

Example, in English, we mostly form the plural of a noun by adding 's'. In some cases we add 'es':

- ✓ 1 dog, 2 dogs
- ✓ 1 class, 2 classes

Read these words aloud. You should to make an effort to pronounce the final *-(e)s* sound:

Attacks → Attempts → Attracts → Beeps

Blinks → Boasts → Breaks → Circulates



9.2. Pronunciation. Ordinal and Cardinal numbers.

A **Cardinal Number** is a number that says **how many** of something there are, such as one, two, three, four, five.

An **Ordinal Number** is a number that tells the **position** of something in a list, such as 1st, 2nd, 3rd, 4th, 5th etc.

Most ordinal numbers end in "th" except for:

- ✔ one ⇒ first (1st)
- ✔ two ⇒ second (2nd)
- ✔ three ⇒ third (3rd)

♫ CARDINAL NUMBERS		♫ ORDINAL NUMBERS	
1	one	1st	first
2	two	2nd	second
3	three	3rd	third
4	four	4th	fourth
5	five	5th	fifth
6	six	6th	sixth
7	seven	7th	seventh
8	eight	8th	eighth
9	nine	9th	ninth
10	ten	10th	tenth
11	eleven	11th	eleventh
12	twelve	12th	twelfth
13	thirteen	13th	thirteenth
14	fourteen	14th	fourteenth
15	fifteen	15th	fifteenth
16	sixteen	16th	sixteenth
17	seventeen	17th	seventeenth
18	eighteen	18th	eighteenth
19	nineteen	19th	nineteenth


20	twenty	20th	twentieth
21	twenty-one	21st	twenty-first
22	twenty-two	22nd	twenty-second
30	thirty	30th	thirtieth
40	forty	40th	fortieth
50	fifty	50th	fiftieth
60	sixty	60th	sixtieth
70	seventy	70th	seventieth
80	eighty	80th	eightieth
90	ninety	90th	ninetieth
100	a/one hundred	100th	hundredth
101	a/one hundred and one	101st	hundred and first
200	two hundred	200th	two hundredth
1.000	a/one thousand	1.000th	thousandth
10.000	ten thousand	10.000th	ten thousandth
100.000	a/one hundred thousand	100.000th	one hundred thousandth
1.000.000	a/one million	1.000.000th	one millionth



Listening. Letters & Numbers.

How do you communicate at an airport? Can you understand when a air hostess says flight numbers before taking off?

Listen an air hostess and order the flights:

 [Listening Flights](#)

Flights:

1. VH 293
2. SH 137
3. ST 347
4. NY 0785
5. GR 972
6. AGR 331

Mostrar retroalimentación

Correct order:

1. AGR 331
2. VH 293
3. SH 137
4. ST 347
5. NY 0785
6. GR 972

10.- Vocabulary. Words you need at work in English.

Do you need to learn new words to understand and express yourself clearly in English?

Tips for Improving Your Business English Vocabulary Quickly

Learning vocabulary will help you improve your language level and communicate in English confidently and effectively.

One easy way to *memorize* English words, as you know, there is a **glossary** to sum up the main business vocabulary at work.

Improving your business vocabulary takes more than just learning new words. You need to find out how they're used. The fastest way for an advanced learner like you to do that is **to read** and **watch** business news often. One easy way to start keeping up with the latest business news is to read to *The New York Times* or another business newspaper and try to read at least one article every day. Their Business Day section includes articles on a wide variety of business topics, and covers both U.S. and international business news.

If you want to focus more on business news that's relevant to your particular job or field, see if you can find something that fits your needs and you can pick up new business words all around you. Sometimes it's as simple as talking to people or reading news sites. But don't stop there.

Learning new vocabulary is a good thing. But what's more important is learning how and where to use these words. To do that, you need to actually **use** these words in your daily work. Apply them to different situations and contexts until you're comfortable using them.



Reflexiona

Could you sum up these tips to improve your business English vocabulary?

Mostrar retroalimentación

Tips:

1. Read and watch business news.
2. Set a target to learn new words every day.
3. Use the words you've learned.
4. Check glossary.

10.1. Company departments and positions.

As you already know, most companies are divided into different departments and sections, all of them with workers carrying out different tasks. Let's take a look at the most common ones.



Vocabulary related to the parts of a company.

PARTS OF A COMPANY	TRANSLATION
DEPARTMENTS	DEPARTAMENTOS
Headquarters.	Sede central.
Head Office.	Oficina central.
Shareholders.	Accionistas.
Board of directors.	Junta directiva.
Managing director.	Director General.
Sales.	Departamento de Ventas.
After-Sales Service.	Servicio post venta.
Purchasing.	Departamento de Compras.
Accounts.	Departamento de Contabilidad.
Finance.	Departamento de Finanzas.
Customer Service.	Departamento de Atención al cliente.
Public Relations (PR).	Relaciones públicas.
Research & Development (R&D).	Departamento de Investigación y desarrollo.
Production.	Departamento de producción.
Marketing.	Departamento de Marketing / Mercadotecnia.
Sales Market Research	Búsqueda de mercados.
Advertising.	Publicidad.
Warehousing.	Departamento de Almacenaje.
Legal.	Departamento Legal.
Reception.	Recepción.
Board of Directors.	Junta Directiva.
Human Resources.	Recursos Humanos.

Research and Development.	I + D.
IT (Information technology).	Informática.
Production.	Producción.
Logistics.	Logística.
Distribution.	Distribucción.
Organization chart.	Organigrama.
JOBS / POSITIONS	CARGOS
Managing director.	Director General.
 CEO (Chief Executive Officer)	Director/a ejecutivo/a.
 COO (Chief Operating Officer)	Director/a de Operaciones
Senior Manager.	Gerente Senior
Manager.	Director, Gerente, administrador/a.
Director.	Director/a.
Executive.	Ejecutivo/a.
Community Lead.	Leader de comunidad digital.
Sales excutive.	Ejecutivo de ventas.
Sales representative.	Comercial.
Sales manager.	Jefe/a de ventas.
Marketing manager.	Jefe/a de marketing.
Personnel manager.	Jefe/a de personal.
Area Supply Manager.	Director/a de almacenamiento.
Project supervisor.	Supervisor de proyectos.
Internal Auditor.	Auditor/a interno.
 Account Manager (AM).	Director/a de contabilidad.
Account advisor.	Asesor contable.
Invoicing.	Facturación.
Personal Assistant / Personal Manager	Asistente personal vinculado a la dirección / Director de personal.
Secretary.	Secretario/a.
Deputy manager.	Sub-gerente, segundo de abordo (o segunda).

Accountant.	Contable.
Clerk.	Administrativo, oficinista.
Typist.	Mecanógrafo.
Intern.	Becario/a.
Analyst.	Analista.
Engineer.	Ingeniero.
Designer.	Diseñador/a.
Programmer.	Programador.
Chairman / president.	Presidente/a.
Commercial agent.	Comercial.
Cleaning staff / Housekeeping.	Plantilla de limpieza / Limpieza de hotel.
Caretaker / Concierge.	Conserje.
Supplier	Proveedor.
Retail / Wholesale	Venta al por menor / Venta al por mayor.
OTHER FACILITIES	OTRAS INSTALACIONES
Parking lot.	Aparcamiento.
Reception desk.	Mostrador de recepción.
Cafeteria / Canteen.	Cafetería.
Lifts (British English) / Elevators (American English).	Ascensores.
Vending machine.	Máquina expendedora.
Toilets (UK) / Restrooms (USA).	Baños.
Staff room.	Sala de personal.
Cleaning room.	Cuarto de la limpieza.

Some questions about organizational chart.

Formal	What position do you hold?	¿Cuál es tu puesto?
	What's your job title?	¿Qué cargo tienes?
	What are your responsibilities at work?	¿Cuáles son tus responsabilidades en el trabajo?

Informal	What do you do?	¿Qué haces o a qué te dedicas?
	What are you?	¿Qué eres?



Listen & answer. What position does Nancy Lewis hold?

1. Listen, "**How Nancy introduces herself and answer**": What position does she hold?

 [Nancy](#)

2. Listening, **What position do they hold?**

1. [L1](#)
2. [L2](#)
3. [L3](#)

Mostrar retroalimentación


She is in the Sales Department (She checks customers orders).

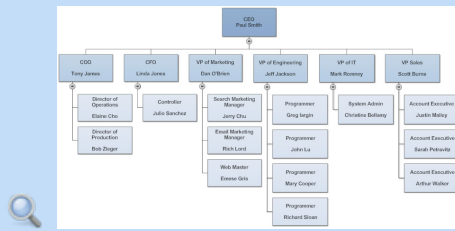
Good morning! My name is Nancy I work for SMT. I'm in sales and my job is to check customers' orders. I'm working at the head office in London. STM is a British company that sells chemical products all around the world.

2. Positions. The positions are:

1. She is an **engineer**. She supervises the **Product Department**.
2. She is an **accountant**. She deals with **accounts and taxes**.
3. She is **Mr. Thomson's secretary**. She works in the **Finance Department**.

10.2. Organizational chart.

An  **organizational chart** is a **diagram** that visually conveys a company's internal structure by detailing the roles, responsibilities, and relationships between individuals within an entity.



Para saber más

In this video you can learn more about organizational chart templates:



11.- Now put it into practice.



Autoevaluación

Write the following departments to what they do.

COO / AM / CEO / Human Resources / Research and Development / IT Information technology / Production / Logistics / Finance / Marketing /Sales / Customers

- 1.- Who is the highest-ranking executive in a company?.
- 2.- Who is the second-in-command at the firm, especially if the highest-ranking executive?
- 3.- Who is responsible for the management of sales and relationships with particular customers?
- 4.- Responsible for taking care of customers' needs. .
- 5.- Responsible for making the product. .
- 6.- Responsible for selling the product. .
- 7.- Responsible for how the product is launched. .
- 8.- Responsible for hiring and dealing with staff. .
- 9.- Responsible for the company's network and computers.
 .
- 10.- Responsible for payments, bills and expenses. .
- 11.- Responsible for developing and improving the product.
 .
- 12.- Responsible for the shipping and handling of the product. .

Averiguar la puntuación

Mostrar/Ocultar retroalimentación

Mostrar/Eliminar las respuestas

- 1.- Who is the highest-ranking executive in a company?. CEO
- 2.- Who is the second-in-command at the firm, especially if the highest-ranking executive? COO
- 3.- Who is responsible for the management of sales and relationships with particular customers? AM
- 4.- Responsible for taking care of customers' needs. Customers .
- 5.- Responsible for making the product. Production .
- 6.- Responsible for selling the product. Sales .
- 7.- Responsible for how the product is launched. Marketing .
- 8.- Responsible for hiring and dealing with staff. Human Resources .
- 9.- Responsible for the company's network and computers. IT Information Technology .
- 10.- Responsible for payments, bills and expenses. Finance .
- 11.- Responsible for developing and improving the product. Research and Development .
- 12.- Responsible for the shipping and handling of the product. Logistics .



Autoevaluación

There are different posts in a company. Fill in the gaps with the right job.

Analyst / designer / chairperson / partner / secretary / manager / commercial agent / accountant / receptionist / cleaning staff.











1. She works as a [redacted] at the Palace Hotel and she needs to speak languages to speak with clients.
2. Bill Gates is the [redacted] of Microsoft.
3. David works at Bank of America as a financial [redacted] .
4. Our [redacted] will visit your business soon.
5. Please, contact my [redacted] to arrange our next meeting.
6. Robert would like to speak to the [redacted] of the sales department.
7. Our office has been refurnished. Now I need the [redacted] to 🗑️ tidy up the mess.
8. Oh, sorry, you are right. The [redacted] has made a mistake in the bill.
9. The [redacted] of our company logo has been awarded a prize.
10. Mr. Smith has been my business [redacted] and my friend for over 10 years.

Enviar

1. She works as a receptionist at the Palace Hotel and she needs to speak languages to speak with clients.
2. Bill Gates is the chairperson of Microsoft.
3. David works at Bank of America as a financial analyst .
4. Our commercial agent will visit your business soon.
5. Please, contact my secretary to arrange our next meeting.
6. Robert would like to speak to the manager of the sales department.
7. Our office has been refurnished. Now I need the cleaning staff to 🗑️ tidy up the mess.
8. Oh, sorry, you are right. The accountant has made a mistake in the bill.
9. The designer of our company logo has been awarded a prize.
10. Mr. Smith has been my business partner and my friend for over 10 years.

Appendix.- Licences of resources.

Licences of resources.

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
	By: SMJJP. License: CC by. From: http://www.flickr.com/photos/21231237/4648496819/		By: Ilamont.com. License: CC by-nc-nd. From: http://www.flickr.com/photos/the-g-uk/12424394/
	By: Thai Jasmine.. License: CC by-nc. From: http://www.flickr.com/photos/22193699@N04/4008129390		By: Billaday. License: CC by-nc. From: http://www.flickr.com/photos/Billaday/12349893367/in/photostream/
	By: Ilamont.com. License: CC by-nd. From: http://www.flickr.com/photos/bask/1575234263		By: Billaday. License: CC by-nd. From: http://www.flickr.com/photos/billselak/2417001179
	By: JuanPablo.SantosRodríguez. License: CC by-nc-sa. From: http://www.flickr.com/photos/juanpablo-santos/5152721780		By: Ilamont.com. License: CC by-nd. From: http://www.flickr.com/photos/ilamont/45492723178
	By: Ilamont.com. License: CC by-nc-nd. From: http://www.flickr.com/photos/streetfly_jz/2733448236		By: Ilamont.com. License: CC by-nd. From: http://www.flickr.com/photos/ilamont/454931223178