

FREMDSPRACHENTEXTE · ENGLISCH

Business Situations

Soforthilfe für den
geschäftlichen Alltag

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und Burkhard Dretzke

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Vorwort

Das vorliegende Buch *Business Situations* ist eine **Soforthilfe für den geschäftlichen Alltag**. In der Realität des geschäftlichen Alltags ist es nicht möglich, bei sprachlichen Problemen und Aufgaben auf umfassende Lehrwerke zurückzugreifen und die entsprechenden Kapitel nachzulesen. Dazu fehlt in der Regel die Zeit. Um gezielt und schnell Antworten zu erhalten, bedarf es eines benutzerfreundlichen und situationsangemessenen Zugriffs. Dieser Zugriff ist in der Soforthilfe gewährt.

Das **Inhaltsverzeichnis** verschafft einen Überblick über die Themen.

In der Soforthilfe werden typische **Sprachfunktionen** wie Entschuldigungen, Zustimmung, Danken und Ablehnung, **Situationen** wie Besprechungen und Verhandlungen, **Sprachtätigkeiten** wie Briefeschreiben, Verfassen von E-Mails oder Telefonieren und **Interaktions- sowie Konversationsstrategien** (Eröffnung und Beenden eines Gesprächs, Antworten, Unterbrechen, Variation in der Abfolge) behandelt. Sprachlich werden die Themen unterstützt durch

- nützliche Phrasen, Redewendungen und Dialoge,
- typische Beispiele und
- Tipps phonetischer, grammatischer, lexikalischer, stilistischer und soziokultureller Art.

Im **Extrateil** befinden sich

- die englische Aussprache von Buchstaben sowie die internationale Buchstabierliste,
- Hinweise zu Zahlen, Daten sowie Zeitangaben,
- ein Organigramm und
- zwei alphabetische Wortschatzlisten. Die **englisch-deutsche** Liste bezieht sich ausschließlich auf den vor-

liegenden Buchtext. Das **deutsch-englische** Vokabular enthält die im Buchtext erwähnten und darüber hinaus weitere nützliche Ausdrücke aus der Geschäftssprache.

Das übersichtliche **Layout** und das **Format** des Bandes tragen schließlich zur Benutzerfreundlichkeit bei.

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Meeting People

1. Introducing yourself

You may find you have to introduce yourself on many occasions, for example during a presentation, at a conference or simply when meeting someone for the first time. The following phrases should be helpful. You would of course begin by saying *Good morning* (until midday) / *Good afternoon* (until about 6 pm) / *Good evening* (after 6 pm), or even *Hello/Hi* on an informal occasion. You only say *Good night* before you go to bed.

Useful Phrases

May I introduce myself? I'm ... / My name's ...

I don't think we've met before. I'm ...

I don't think we've been introduced. I'm ...

Replying to an introduction

How do you do? And I'm ...

Pleased to meet you. My name's ...

Nice to meet you. I'm ...

Conversation (1)

A: Good morning. I don't think we've met before.
I'm Susan Roberts. I work for British Telecom.

B: Pleased to meet you. I'm James Swinbourne. I'm
with Hewlett Packard.

Conversation (2)

A: Hello. May I introduce myself? I'm Paul Simon.

B: Nice to meet you, Mr Simon. My name's Jane Barton.

A: Please call me Paul.

B: And I'm Jane.

Note

To get on first-name terms (allow someone to call you by your first name) you say *My name's Paul Simon. Please call me Paul.*

Conversation (3)

A: I don't think we've been introduced. I'm Fernando Velasquez.

B: Nice to meet you, but I'm sorry, I didn't quite catch your name.

A: It's Fernando Velasquez. Let me give you my card.

Note

If you did not understand someone's name, it is more polite to say *I'm sorry, I didn't catch your name* than *I didn't hear/understand your name.*

Describing your job

In a business context, it is always useful to be able to say a few words about your job or to comment on the occasion. The following phrases should help you to do this.

Question:

What do you do?

Possible answers:

I'm **an** engineer / **a** secretary / **a** sales rep etc.

I'm **in** marketing / the chemicals business/advertising.
(i.e. business area).

I work **for** IBM.

Do you work **at** Siemens?

Are you **with** Microsoft?

I'm based **in** ... (country/city).

I work **in** the sales department. / I'm **in** sales.

I'm responsible **for** transport / **for** organising fairs and exhibitions.

I'm self-employed. I have my own business.

I work freelance. I'm a freelance writer/designer.

Conversation (4)

A: Hello. I don't think we've met. I'm Joe Anderson.

B: Hi. Nice to meet you. I'm Jake Newman.

A: What do you think of the conference? I'm in the construction business, so I'm finding it quite informative. What do you do?

B: Well, I'm a civil engineer, so I agree it's quite useful.

Tips

- It is normal to use contractions in conversations. (*I'm, it's, we're, she's, we've, I don't, he doesn't, they didn't* etc.)
- Using first names is very common in Anglo-American companies and business contexts.

- *How do you do* is not a real question. It means *Pleased/Nice to meet you*.
- In Anglo-American cultures, it is usual to shake hands only the first time you meet someone.
- The question *What do you do?* means *What job do you do?*
- You use an indefinite article when describing your job. *I'm **an** engineer.* / *She's **a** secretary.*
- Notice the prepositions you can use to talk about where you work. *I work **for** an engineering company.* / *Do you work **at** ICL?* / *I'm **with** Microsoft.*
- The abbreviations *e.g.* and *i.e.* mean *for example* and *that is* respectively.
- A verb used after a preposition is in the *-ing* form. *I'm responsible **for** organising fairs.*

2. Introducing Other People and Greetings at Subsequent Meetings

A. Introducing Other People

The following phrases are useful for introducing other people to one another.

May I introduce ...?	Do you know ...?
I'd like to introduce ...	Have you met ...?
I'd like you to meet ...	This is ...

Replying to an introduction

How do you do? / Pleased to meet you. / Nice to meet you.

Conversation (1)

(John introduces Adam Walker to Sophie Bennett)

John: Sophie, I'd like you to meet a colleague of mine, Adam Walker.

Sophie: Nice to meet you, Mr Walker.

Adam: Pleased to meet you, too. And please call me Adam.

Conversation (2)

(Jim introduces Dr Peter Klaus to his colleague, Paul Bradshaw)

Jim: Paul, have you met Dr Klaus?

Paul: I don't think so. How do you do?

Dr Klaus: Nice to meet you.

Conversation (3)

(Sarah introduces Tim to Marie Chauchix)

Sarah: Tim, this is Marie Chauchix from our Paris office. Marie, this is Tim Harper.

Marie: Hello, Tim. Nice to meet you.

Tim: Nice to meet you, too. I'm sorry, I didn't quite catch your name.

Marie: I know. A lot of people have problems with it. It's Marie Chauchix.

Conversation (4)

(Paul introduces Martin to Sue Ripley)

Paul: Sue, have you met Martin Bell? He's our sales manager.

Sue: No, I don't think so. How do you do?

Martin: Nice to meet you. Are you in sales, too?

Sue: No. I'm in human resources, actually. I work for IBM.

Tips

- A man uses the title *Mr*, whereas women may use the title *Mrs* or *Ms*. *Mrs* is used for a married woman; *Ms* is used for unmarried or married women to avoid the distinction in marital status. It is best to use the title preferred by the person herself. *Miss* for unmarried women is old-fashioned and very rarely used these days.
- These days, people usually introduce themselves and one another by using first and second names. *This is my colleague Bill Bryant* (unless the situation is very formal and you are introducing a person with a higher status). *This is Professor Bryant*.

- Academic titles are used as follows: *Doctor Mottram*; *Professor Smith*. These are used for men and women and regardless of other qualifications, e.g. **Professor Dr Smith* is incorrect.

B. Greetings at Subsequent Meetings

Introductory remarks to people you have already met can range from a simple *How are you?* to enquiries about the family, job or current project. The answers are normally positive or neutral, but may be negative. The question *How do you do?* is incorrect in this situation.

Hello / Hi / Good morning / Good afternoon / Good evening.

Nice to see you again.

How are you? / How is your wife? / And the children? / And the family?

How are things (with you)?

How's the project going/coming along?

How's your new colleague doing?

Introductory remark

Nice to see you again.

How are you?

How are things (with you)?

Response

Nice to see you, too.

Very well. / Fine, thanks.
And you?

Not too bad, thanks. And you?

Not too good, I'm afraid.

Fine. / Okay, thanks.

How's the new project going?	Fine. / Not too good. / Well, ...
How's Jim Bradshaw doing?	Fine. / Not too bad. / Well, ...

Note

If someone answers *Not too good* in response to the enquiry *How are you?*, you would normally follow up with an additional enquiry like *Oh dear! What's wrong?* or *I'm sorry to hear that. What's the matter?* to show interest or sympathy.

Conversation (1) (*fairly informal*)

- Susan: Hello, Paul. Nice to see you again. How are you?
- Paul: Fine, thanks. And you?
- Susan: Very well, thanks. So, how's the Loxton Project coming along?
- Paul: Actually, we're very happy with it. No problems at all!

Conversation (2) (*fairly informal*)

- Chris: Hi, Mark. I haven't seen you for ages. How are you?
- Mark: Oh, not too good, I'm afraid.
- Chris: Oh, dear! What's wrong?
- Mark: Well, just a few problems at work, you know the usual.
- Chris: I'm sorry to hear that.
- Mark: Yes, well, I hope I can get them sorted.
- Chris: Yes. Let's hope so.

Conversation (3) (*quite formal*)

Ms Trent: Good morning, Professor Trimble. It's nice to see you again.

Trimble: And you. How are things? How's Doctor Taylor doing?

Ms Trent: He's fine. He's fitted well into the team, and we're right on schedule.

Trimble: That's good.

Tips

- *How do you do?* means *Hello* or *Pleased to meet you*, whereas *How are you?* is an enquiry about how a person is feeling or the person's personal situation.
- *How are things?* is a more general enquiry, often about the job etc. in a work situation.
- When you ask about a thing like a project, you say *How's the project coming along?*
- When you ask about a person's progress, you say *How's Jim Bradshaw doing?*
- The word *Well, ...* at the beginning of a sentence is common and is used to:
 - a) 'soften' a statement – *Well, jazz is quite nice, but I really prefer classical music.*
 - b) give the speaker time to think – *Well, let me see, I think we can finish by Friday.*
 - c) introduce something negative – *Well, I'm afraid I don't agree.*

3. Introductory Remarks: Welcoming a Visitor and Saying Goodbye

A. Welcoming a Visitor – Useful Phrases

It is important to be able to get through the first, sometimes awkward, moments of a meeting or first contact with a business partner. The following phrases should be helpful.

Good morning, Mr Goodman. Welcome **to** ... (first visit)

Good morning, Bill. Nice to see you again. (subsequent visit)

How are you? (see Chapter 2)

Did you have a good journey? / How was your journey/ flight?

Did you have any problems getting here?

Is this your first visit **to** ...? (if person unknown)

We're having some terrible/lovely weather at the moment.

What was the weather like in ...? (where person lives)

May/Can I take your coat?

Please take a seat.

May/Can I offer you something to drink? / Would you like something to drink? / How about a coffee?

I'll just let Mr Smith know you are here. / Mr Smith will be with you in a moment.

Mr Smith will see you now.

Would you excuse me for a moment, please? / Please excuse me for a moment. (e.g. if you have to leave the office or make a phone call)

Would you come this way, please?

Asking about nationality etc.

- A: Where are you from? B: I'm from Germany.
 A: Whereabouts in Ger- B: From a small town near
 many? Stuttgart. Have you ever
 been to Germany?

Conversation (1)

Herr Müller: Good morning, Mr Cox. Welcome to Hamburg. It's very nice to meet you.

Mr Cox: Pleased to meet you.

Herr Müller: May I take your coat?

Mr Cox: Yes, thanks.

Herr Müller: Please take a seat.

Herr Müller: Is this your first visit here?

Mr Cox: Yes, it is. I'm looking forward to it very much.

Herr Müller: Can I offer you something to drink?

Mr Cox: Yes, please. That would be lovely.

Herr Müller: What would you prefer – tea, coffee or perhaps mineral water?

Mr Cox: Coffee would be fine, thanks.

Conversation (2)

Secretary: Good morning. Can I help you?

Ms Dubois: Good morning. My name's Janine Dubois. I have an appointment with Mr Crane.

Secretary: Of course, Ms Dubois. Welcome to CBI. May I take your coat? How was your flight?

Ms Dubois: It was fine except for a bit of bad weather and turbulence.

Secretary: Oh, dear! Well, I'm glad the weather is better here. It's lovely at the moment.

Ms Dubois: Yes, it is, isn't it?

Secretary: Please take a seat. I'll just let Mr Crane know you're here.

Ms Dubois: Thank you very much.

Secretary leaves the room.

Secretary: Mr Crane will be with you in a moment. May I offer you something to drink?

Ms Dubois: That would be lovely.

Secretary: What would you prefer – tea, coffee?

Ms Dubois: Coffee would be fine, thanks.

Secretary: Here we are. Just help yourself to milk and sugar.

Ms Dubois: Thanks.

Secretary: Is this your first visit to London?

Ms Dubois: No, I've been a few times before.

Secretary: Well, if you have time, there are a few new sights to see.

Phone rings.

Secretary: Please excuse me for a moment.

She answers the phone.

Mr Crane will see you now, Ms Dubois. Would you come this way, please?

Conversation (3)

Steve: Hi, Ken. Nice to see you again. How are you?

Ken: Fine, thanks. And you and your family?

Steve: They're all fine, thanks. How was your flight? Everything okay?

- Ken: Well, it was delayed for an hour, but otherwise everything was okay.
- Steve: How about a coffee? Here you are. I've forgotten, do you take milk and sugar?
- Ken: Just milk, thanks. That's great.
- Steve: Would you excuse me for a minute, Ken. I just have to make a quick phone call. Please help yourself to more coffee.
- Ken: Thanks. And take your time. There's no rush.

Tips

- The word *please* is placed at the end of a polite request. *Can you help me, please?* But it is placed at the beginning of a polite invitation to do something. *Please take a seat. Please help yourself to coffee.*
- *May I ...?* is more formal than *Can I ...?* For example: *May I take your coat, Mr Smith?* / *Can I take your coat, Sue?*
- *May I offer you something to drink?* is more formal than *How about a coffee?*
- When you pass something to someone you say *Here you are* or *Here we are*.

B. Saying Goodbye

Preliminary remarks

(will depend on the situation)

Well, I really enjoyed seeing the production plant.

Responses

That's good. / I'm glad.

I think the meeting was very useful.	Yes, me too.
Thank you for taking the time to see me.	It was a pleasure.
I've really enjoyed my visit.	That's good. / I'm glad.
Thanks for all your trouble.	My pleasure.
Thanks for coming.	I enjoyed it.

General remarks

Well, it's time I was leaving.
 Well, it's time I was off. / I must be off now.
 It was nice meeting you. (first meeting)
 It was nice seeing you again. (later meeting)
 Hope to see you again some-time.
 I look forward to seeing you in July etc. (formal)
 See you again/soon/next month etc. (more informal)
 Have a good trip/flight back.
 Take care. / All the best. (if you know someone well)
 Bye.

Responses

Right./Okay.
 Right./Okay.
 Likewise.
 Likewise.
 Likewise.
 Likewise. / Me, too.
 Yes. I'll look forward to that.
 Thanks. (You, too.)
 You, too. / Same to you.
 Bye.

Conversation (1)

John: Well, Sven, I think this meeting has been very useful.
 Sven: Yes, me too.

John: Thanks for taking the time to explain everything in detail.

Sven: It was a pleasure.

John: Well, I think it's time I was off. It was nice seeing you again, Sven.

Sven: Likewise. Thanks for coming.

John: See you again next month.

Sven: Yes, see you then, John. Have a good flight back.

John: Thanks. All the best.

Sven: Same to you. Bye.

John: Bye, Sven.

Conversation (2)

Mr Black: Well, I really enjoyed looking round the factory. It was very interesting.

Herr Ott: That's good. I'm glad.

Mr Black: I think I must be off now, or I'll miss my flight.

Herr Ott: It was very nice meeting you, Mr Black.

Mr Black: Likewise. Hope to see you again some time.

Herr Ott: I'll look forward to that. Have a good trip back.

Mr Black: Thanks. And thanks for all your trouble. Bye.

Herr Ott: Bye.

4. Your Personal Profile

It is useful and gives you more confidence if you can say a few words about your background and job situation. These phrases will help.

Useful Phrases

Background

My name's ...

I was born in ...

I went to school in ... / I went to primary/secondary/
grammar/comprehensive school in ...

My parents came from ...

I'm married with two children.

I'm married to Steve.

Training/Education

I did an apprenticeship / a training course in ... (subject)

I trained as a ... (job description e.g. electrician)

I went to university in Hamburg.

I studied / did a degree in physics at Birmingham University.

I did my PhD in ...

Work experience

After that, I joined a small engineering company as a trainee manager.

My first job was with an advertising agency in Cologne.

At the moment I'm working for / I'm with Baker Ltd.

We're / I'm based in Southampton.

Our address is ...

Our phone/fax number is ... / My extension is ... / Our email address is ...

I've been with Smithsons **for** 10 years.

I've had this job **since** 1990.

My job involves **designing** new models / **meeting** a lot of people.

We deal mostly with foreign clients / questions about our products.

I'm responsible for sales / **supplying** our main customers.

I report directly to Mr Ferguson. / Jim Burton's my boss. / Sue's our team leader.

Jim's a colleague of mine.

Tips

- You say *I **was** born in China.* (Not **I am born ...*)
- *I'm married with two children* means *I'm married and I have two children.*
- *PhD* means *Doctor of Philosophy* and is equivalent to the German title Dr.
- When you talk about an activity which started in the past and is continuing into the present you say *I **have** worked here **for** 3 years* (you indicate the length of time) or *I **have** worked here **since** 2000* (you name the starting point of the activity).
- Note that if a second verb follows the verb *involve*, the second verb is in the *-ing* form, e.g. *That would **involve spending** a lot of money.*
- *Ltd* means *Limited Liability Company* (a company in which shareholders cannot be asked to pay debts beyond the face value of their shares). Compare *plc*