

## Chapter- 26 B

### Face to Face Communication in Business

### Worksheet

**A) Read the following dialogues and write an analysis of the dialogues in about 100-150 words.**

Jatin: Good evening, may I speak to the hotel manager please?

Manager: Speaking, how can I help you?

Jatin : Hello, I would like to book two rooms for four nights from next Monday please.

Manager: No problem, would you like double beds or single beds?

Jatin : Singles are fine, thank you. Is breakfast included in the price?

Manager: Yes, it is. That will be Rs4000 altogether. How would you like to pay?

Jatin: I will pay when we arrive. Many thanks for your help.

Manager: No problem. See you next week. Goodbye.

Jatin: Goodbye!

**B) Fill in the blanks with suitable words.**

- Our business needed money so we ..... from the bank.
- Last Diwali, my friend ..... me 500 Rs because I didn't have any money to buy presents.
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- They've lowered the price of the product because the average customer ..... it.
  
- You shouldn't ..... money if you know you can't pay it back.
- We ..... the client a month ago, but he still hasn't paid us.
- Can you .....me some money until I get paid next week?
- How much do you owe.....?

**C) Fill in the blank with suitable dialogues and sentences.**

Jake: Would you like to have some ice cream?. Which flavour do you like?

Noah:....., please.

Jake: Would you like some more ice cream?

Noah: .....

**D) In reference to the following statements mention the differences between formal and informal greetings.**

Formal ways to greet someone include:

Some informal greetings:

- Hello
- It's a pleasure to meet you
- Good morning/afternoon/evening

- Hi
- Hello
- Hey
- Yo!
- What's up? – this is an informal way to say: *how are you?*

**E) Generally when people start a conversation in English with someone they know it's polite to enquire about how the other person is.**

- How's it going?
- Hi, how are you?
- How's your day going?
- Having a busy day?
- How's life?
- How's everything?

Prepare a formal conversation following ideas and questions from the above mentioned list of questions.

**F) It is important to have good communication skills to be successful at your work place. Mention any ten essential skills for effective communication.**

**G) Why do you think body language is important in face to face communication?**

**H) . Identify whether the relationship is (a) formal, or (b) informal i)**

i) A : Good morning, Sir!

B : Good morning, Harish! You seem quiet today. Is everything all right?

A : Yes, sir, thank you for asking, but I am not feeling well today.

ii) A : Good morning, sister. How are you?

B : I'm fine thank you, doctor.

iii) A : Hello, Aryan. What's up? ?

B : Fine, thanks How're you?

A : I'm fine.

iv) A : Good morning, sir.

B : Good morning, Mrs. Sinha. I hope you're feeling better now.

A : Much better, thank you.

**I) How to introduce yourself professionally and casually? Write your introductions in both ways in around 100-150 words.**

**J) “Ending a conversation normally involves two steps”, how do you end a conversation formally and casually? Explain your answer in about 150-200 words.**