

**FOUNDATION LEVEL ENGLISH** [Certificate/Diploma Levels]  
**UNSTRUCTURED GAP-FILL** [Pair/Group] **EXERCISE – 14**

**NAME:****LECTURE GROUP:****SCORE: /20**

Instructions: *Please write your answers (either a word or a phrase) in the space left below, you must discuss the answers with your own group(s) and prepare to tell the Tutor WHY you have chosen that answer ©*

TITLE? \_\_\_\_\_

In the workplace, you are required to meet and greet people either \_\_1\_\_ or even informally. If you establish a good first contact (and leave a good first \_\_2\_\_), subsequent ones go smoothly and easily \_\_3\_\_ with colleagues or your clients. \_\_4\_\_ the tips below:

- Make sure you stand up when you meet \_\_5\_\_ new. This allows you to talk to the person on an equal level. If you \_\_6\_\_ seated, you send a message that you don't think the \_\_7\_\_ person is important enough to talk to. But, if you can't stand up (for example, someone has glued you to your chair) please try to \_\_8\_\_ an apology and an explanation.
- One of the easiest ways to leave a lasting impression is to show \_\_9\_\_ your pearly whites and cute smile. Your facial expression says \_\_10\_\_ than your words. Remember to look as if you are really pleased \_\_11\_\_ meet the other person (regardless of what is on your mind, or you know he is an idiot). Always try to put a smile on your face for the person standing \_\_12\_\_ front of you.
- Normally, you need to extend your hand as you give your greeting. \_\_13\_\_ it or not, the person who puts a hand out first comes across as confident and \_\_14\_\_ ease. And make sure your greeting is professional, please don't shake too \_\_15\_\_ like a gorilla or too soft like a squid. You also need to remember that certain customs dictates that you can \_\_16\_\_ shake hands with the same sex.
- One of the best ways to make people happy is to remember their names, and they will \_\_17\_\_ you. It is common to be thinking about what you are going to say and not focus on the other person. So, please try to concentrate and \_\_18\_\_ the name of this new person as soon as you hear it. People \_\_19\_\_ not like you but they will respect you, \_\_20\_\_ you know who they are!

\* Original Material

(Date) Week Ending: