

1 New contacts

- Celia:** Hi, I don't think we've been introduced ... um ... my name is Celia Wigley.
Liz: Hi Celia. My name is Elizabeth Whittenham, pleasure to meet you.
Celia: I'm sorry but I didn't catch your name. Did you say Elizabeth Whitaker?
Liz: No – no problem. It's Elizabeth Whittenham but you can call me Liz.
Celia: Oh great. It's nice to meet you Liz.

2 Old contacts

- Celia:** Oh hi ... it's Nikki [*Hi.*] isn't it? Um ... I'm Celia.
Nikki: Yes, I – I recognize your face. Where – hi – yeah ... it's nice to see you. Where – where did we meet before? Remind me?
Celia: Oh ... oh ... we met at the ... marketing conference last April in London. [*Uh.*] Do you remember?
Nikki: Uh ... I do remember ... yeah ... we were – we went out for dinner one evening I think didn't we? And ... had a good chat. [*That's right.*] Yeah, [*Yeah.*] lovely to see you again.
Celia: Great to see you too.
Nikki: Yeah.

3 Start networking

- Freddy:** Excuse me, is that seat taken?
Matt: No, no, please feel free.
Freddy: Oh, thanks. It's ... uh ... it's really nice this year here, isn't it?
Matt: It is ... yeah – there's ... uh ... really nice weather and great food as well, so ...
Freddy: Yeah ... yeah, yeah – no, it's ... uh ... it's ... uh ... a really good venue.
Matt: They make the most of what they've got, I think.
Freddy: Yeah ... and they've got a ...

4 Introducing the business

- Eva:** Hi there, I see you're wearing a HarperCollins badge ... um ... so do you work for them too?
John: Yes, yeah, I'm in the London office.
Eva: Oh ... that's cool, that's nice to meet you. Um ... by any chance – do you know – do you know a John in the sales office?
John: I don't know him personally, no, no but I ... um ... I – I know of him – do ... um ... how long have you been ... with the company?
Eva: Uh ... just ... uh ... a couple of months now but I'm based in the US office ...

5 On to Business

- Matt:** So do you travel much for work?
- Freddy:** Uh ... yeah ... I'm going to ... um ... Barcelona at the end of this month, actually.
- Matt:** Oh really? That's interesting. We've ... uh ... just opened a new office in Barcelona, actually.
- Freddy:** Oh right, have you? Where – whereabouts?
- Matt:** Uh ... Las Ramblas.
- Freddy:** Oh ... yeah, no – I – I like it there, that's the street with ... uh ... all the best bars on it – you'll – you'll find me there most evenings.
- Matt:** Oh really? Uh ... what type of business are you in?
- Freddy:** Uh ... well ... um ...

6 Great guests, perfect hosts

- Nikki:** Hello, you made it. Nice to see you.
- Celia:** Oh ... it's great to see you again.
- Nikki:** Welcome! [*Thanks for meeting me.*] No worries, welcome to our Glasgow office. Have you been here before?
- Celia:** Um ... no, this is my first time, it's really nice ... uh ... great views.
- Nikki:** Yeah, the views are lovely – rea – yeah, the views really are nice [*Yeah.*] – okay ... um ... let me take your bag for you [*Oh, that's really kind of you.*] and then we'll head upstairs.
- Celia:** Great, that's really kind of you.
- Nikki:** How was your journey?
- Celia:** Oh ... well ... not too bad ... um ... no delays, so that was great ... uh ... the fog cleared, you know what Heathrow's like [*Yeah.*] – yeah, so it was good [*Yeah, yeah especially in winter.*] yes, it's not – it's – not good at all.
- Nikki:** Yeah, okay, we're going to [*What floor are we on?*] the sec – second floor we're going to.
- Celia:** Okay great. Yeah.
- Nikki:** Yeah! And how was the weather where you came from?
- Celia:** Oh well ... so, really foggy first thing and I live really near Heathrow so I woke up and looked out the window and I was really nervous about the fog but ... um ... yes it lifted so we were able [*Yeah.*] to leave at the right time.
- Nikki:** It's nicer up here, it's not too bad up here.
- Celia:** Yeah, it's gorgeous, isn't it?
- Nikki:** Ok ... right ... um ... we're just – while we're passing the café – can I get you a coffee or anything? [*Oh.*] You must be tired [*Oh ... yeah, that would be great, yeah.*] you were up so early. Yeah?
- Celia:** Thank you, that would be great.
- Nikki:** Ok, excellent!

7 Opening up

- Lisa:** So, do you have any children yourself?
- Helen:** Yeah, yeah, I do actually. I have ... um ... one son.
- Lisa:** Oh, lovely. How old [*Yeah.*] is he?
- Helen:** He's nine years old.
- Lisa:** And what's his name?
- Helen:** Uh ... his name is Maani. Um ... [*Maani?*] yeah, that's ... um ... Iranian name.
- Lisa:** Oh lovely! Does it – does it mean anything in particular?
- Helen:** Um, it was ... um ... an old prophet apparently, from Ir – from Iran, yeah, yeah [*Oh okay, nice.*] So ... um ... and – and – what about you? Do you have any children at all?
- Lisa:** No I don't have any children myself but ... um ... I do have – I have five nephews [*Oh my goodness.*] and two – and two nieces [*Wow, that's a lot.*] Yeah so – that's quite good fun – don't see them all the time – I get to see them ... um ... for a short space of time – so it's – it's – great – it's great to – it's great [*Yeah.*] to just spend time with them [*Yeah, fantastic.*] the children.
- Helen:** Oh, very nice.

8 Using everyday moments

- Lisa:** Oh, hi Helen, how are you?
- Helen:** Oh, I'm really well thank you.
- Lisa:** Good, how was your weekend?
- Helen:** Oh it was good, thanks, very mu – yeah – it was really good – it was really enjoyable.
- Lisa:** What did you do? Did you do anything exciting?
- Helen:** Um ... well I went up to Cam ... um ... Camden market – Do you know that?
- Lisa:** I do – I do – I haven't been to Camden for years though. What – what – did you – what – what – did you go and look at?
- Helen:** I looked at all the stalls, there's lots of different things there but I really liked the – you know the market stalls with the food – food things – they [*Oh, okay.*] have a lot of international food.
- Lisa:** Oh, really? Lots of international food?
- Helen:** Yeah, from all around the world really, there's Chinese, there's Indian [*Uh-huh.*] ... um ... really nice [*I absolutely love Japanese food.*] mmm, [*So maybe I should go there.*] oh yeah. They have – they have – I think they have some Japanese food ... um ... yeah you should go, it's really nice [*Yeah, great! Maybe I'll go this weekend.*] ... um ... good idea ... um ... it's not far from you anyway, is it?
- Lisa:** No, not at all, I could just pop on the tube and I'll be there ...

9 Who's who and what's what

- Valerie:** Um, so this is the canteen Livia, we have lunch here if you want later on.
- Livia:** Oh, that's really good. The food looks delicious.

Valerie: Oh ... um... there's – there's Patrick here, he's our marketing manager. Have you met him before?

Livia: I don't think I have.

Valerie: Patrick, come and meet Livia ... uh ... she's based in Madrid, she's our agent and ... um ... Livia this is Patrick, Patrick this is Livia.

Patrick: Hi Livia, nice to meet you.

Livia: Hi Patrick, nice to meet you too.

Livia: What a lovely office, you're so lucky to work here.

Valerie: I agree, honest it's a great place, I can't get tired of the view ... uh ...

Livia: Thank you so much for the tour Valerie.

Valerie: You're welcome Livia.

10 Entertaining

Lily: Lucy I was just wondering actually, would you like to join me and some other colleagues for dinner after?

Lucy: Lily that actually sounds great, I'm new to London and ... um ... that would be perfect.

Lily: Oh, great! Cause there's a really nice Italian restaurant actually quite close by. We could go there perhaps.

Lucy: Okay, just one thing, I'm not allergic to anything but I am a vegetarian, I hope that's okay.

Lily: No, that's fine actually. I'm a vegetarian too so [*Oh, okay.*] it's – they've got loads of nice things.

Lucy: What time are we going to meet?

Lily: I think we're going to meet about half six – might go for a drink first and then pop over to the restaurant for about seven.

Lucy: Okay and where should we meet?

Lily: Uh ... just downstairs in the lobby.

Lucy: Okay, perfect.

Lily: How's your main course? Is it nice?

Lucy: It's delicious.

Lily: Oh good, mine's lovely as well actually.

Lucy: Do you think you might go for dessert?

Lily: Oh, I don't know ... um ... I might look at the menu but I think this will probably be enough.

Lucy: Okay, yeah I think so for me as well but thanks for bringing me here. It's been a wonderful experience!

Lily: Uh ... I'm so glad you like it.

11 Tell us a story

Karen: Did I ever tell you about that time I was heading off to Tunisia [*No, I don't think so.*] a while ago. It was quite a while ago. It must have been in the mid 1990's and they had all these strikes at – at Gatwick and we arrived and – and the plane was delayed and I think we ended up getting on our flight about eight hours later [*Oh, nightmare.*] or something around midnight. So, everyone's absolutely grumpy and complaining and we got onto the plane and sat down and Andy suddenly looked at me he said 'I've got a really weird feeling – a really odd feeling about this plane.'

Catherine: You're kidding.

Karen: No. I looked at him and I – I think I was quite disdainful. I just laughed and said – oh, don't be ridiculous just relax and you know – how can there be anything wrong with the plane? And he said 'No, I've got – I feel really, really uneasy, something's not right with this plane' and the engine wasn't even on, so I don't know how he would have that ...

Catherine: Is he like that normally?

Karen: No, not – not really. I mean, occasionally he has been but no not – not – not really. Anyway they ... again we were delayed about another hour and they eventually pulled off and we taxied out to the runway [*Yeah.*] and all seemed fine and he said 'Nope still not happy about this plane.' But I just ignored him and ... um ... we got to the runway and ... they roared up the engines and we started to – to – to ... um ... roar down the – the runway and sure enough about ... uh ... 20 seconds into that there was a very loud bang.

Catherine: You're joking!

Karen: No, I'm not joking. It was appalling and ... uh ... the – the pilot came on in that very low key pilot way they do and he said 'Ladies and gentlemen, you may have heard, there's been a slight technical problem with the plane [*Sure.*] the engine has in fact exploded, and we ...' [*No!*] Yes [*He didn't – he said exploded?*] he said 'the engine has in fact exploded and we will be returning to the terminal where we [*Oh.*] will be taking the plane that's due to go to Ibiza in the morning.'

Catherine: You must have been terrified.

Karen: So it was horrendous, people were just screaming [*Yeah.*] and freaking out it was awful but yeah – so, we did get eventually get to Tunisia but it was about fifteen hours late but on a different plane. No one was going back on that plane I can tell you [*And you found out your husband's got a sixth sense!*] I know he looked at me and he just gave me this really smug nod [*I bet, I bet.*] and ... uh ... said 'you'll listen to me next time.'

12 Sensitive Topics

- Patric:** Hey, how are you doing?
Stuart: I'm alright thanks. You?
Patric: I'm – I'm okay. Uh ... hey I heard you got a promotion. How much more money are you getting?
Stuart: Sorry it's company policy not to talk about salaries.
Patric: Oh, I'm – I'm sorry. I – I didn't know that. I won't ask about it.
Stuart: It doesn't matter. It's a common mistake.

13 Goodbye – for now!

- John:** Um, well that was very useful, thank you for your time. I need to be going to my next meeting now.
Eva: Thanks very much to you too, it was really nice to meet you ... uh ... so maybe we can catch up next time you're here.
John: Absolutely, that sounds great ... uh ... thank you for your hospitality and I'll see you soon.
Eva: See you soon! Bye for now.
John: Bye.

14 Phone, video and online meetings

- Lisa:** Hello; Lisa Sutherland.
Catherine: Hi Lisa, it's Catherine in London.
Lisa: Hello, hi Catherine.
Catherine: How are you?
Lisa: I'm alright, thank you. How are you?
Catherine: Great. I'm fine thanks. I'm here with Lucy and Karen ... uh ... Celia's actually running a bit late. I think she's late back from lunch with a client but I'm sure she'll be here any minute.
Lisa: Oh okay, hi everyone!
Karen: Hi Lisa, how are you?
Lucy: Hello.
Lisa: Fine thanks. How are you?
Karen: Yeah, it's sunny, it's nice down here, it's pretty good.
Lisa: Good that's nice for you [*What's it like?*] it –
Celia: Sorry I'm late.
Lisa: What's it like up here? [*I was ...*] It's a bit overcast actually, really overcast and yesterday absolutely bucketed down with rain but Sat ... um ... Saturday was absolutely gorgeous so can't really complain too much.
Catherine: Good ... uh ... just to say Celia's joined us now.
Celia: Hi Lisa [*Oh, okay.*] sorry about that ... um ... I was with a distributor and they served our lunch really slowly so it overran, sorry about that.

Lisa: Oh that's okay no – no worries.

Catherine: Okay, so we're all here now ... uh ... Lisa's ... uh ... up in Glasgow today so ... uh ... we can get going.

Catherine: Okay, so is there anything else anyone wants to bring up in the meeting?

Celia: No, I think [*Not for me, no.*] that's it.

Catherine: Okay, so we covered everything. Alright Lisa, well, thanks for joining us by phone.

Lisa: Okay, thanks.

Catherine: Alright, we'll see you when you're down ... uh ... on Wednesday.

Lisa: Yeah see you all then.

Celia: Thanks Lisa, good to talk to you.

Lucy: Bye Lisa.

Catherine: Okay.

Karen: Bye Lisa, see you soon!

Lisa: Bye.

Celia: Bye.