easy access english

Mind your Manners!

Being Polite in English.

English people are taught from an early age to mind their P's and Q's. This means their 'please' and 'thank yous'. It is important to show respect to others by profusely expressing gratitude or regret. They have a lot of set expressions used regularly and repeatedly in order to express themselves politely. You should use these when dealing with English people and could use them whenever you are speaking English in order to make a good impression and put people at ease in a variety of situations. Good manners are important in everyday life and business. You can make an excellent impression with a minimum of effort just by choosing the right words. Here are some examples:

Asking for help or asking a question

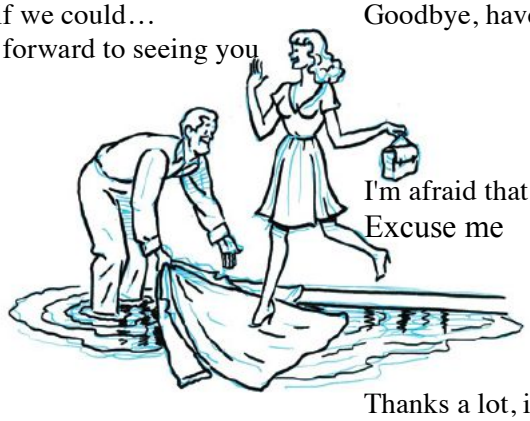
I was wondering if you could tell me…
I was wondering if you could help me…
Sorry to bother you, would it be possible for you to…
I'm terribly sorry to interrupt but I was wondering if
Excuse me, would it be possible for you to…
Would you mind if I asked you
Could I ask you to explain…
I'm not sure if I understood correctly, could I ask you to repeat that…
Would it be possible for you…
Could I possibly ask you to…
I hope you don't mind my asking but…

Cutting short/guiding a conversation

I'm afraid I'm going to have to go now.
I was wondering if we could talk about
Could we talk about…
I was wondering what you thought about
Could I ask what you think about…
I'm afraid I am running out of time.
I'm sorry I'm going to have to leave you now…
In fact I was wondering if we could talk about that at another time, I'm in rather a hurry.

Telephone expressions

Hello, would it be possible to speak to Fred please?
Hello, Fred speaking, is John available please?
Hello, I'm calling about…
Hello, I was wondering if we could…
Well thanks a lot, I look forward to seeing you soon.
Thanks so much for you help, I really appreciate it
Thanks a lot, have a good afternoon.
Goodbye it was really good of you to help.
Goodbye, have a good day, I'll see you soon.



Apologising

I'm terribly sorry
Please excuse me
I must apologise
I'm afraid that totally slipped my mind
Excuse me

Saying Thankyou

Thanks so much
I really am most grateful
I really do appreciate your help
Thanks so much for all your help
Thanks a lot, it's much appreciated
I must thank you for all your help
Thanks so much for your time
Thanks very much indeed

Business Dinner Etiquette

1. How often do you go out for a business lunch?
2. Do you feel comfortable discussing business over a meal?
3. Do you think more can be achieved at a business dinner than a normal meeting?
4. What types of food would you avoid?
5. Do you feel confident about etiquette at the table in general?
6. List some dos and don'ts for table manners.

1/ Now watch the video:

- **Business Dinner Etiquette**

http://www.youtube.com/watch?v=wUwSOVK_PyA

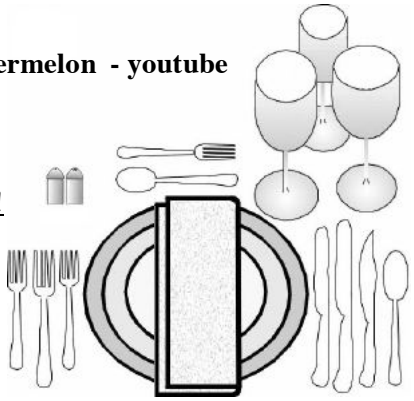
1. What are the do's and don'ts the presenter discusses?
2. What different pieces of advice does she give you?
3. What inappropriate things does she see frequently?

2/ Now watch another video and explain what advice you are taught:

- **The Business Lunch & Tricky Foods: How to eat Watermelon - youtube**

http://www.youtube.com/watch?v=Dd2YDQw2-ck

3/ And finally – let's let Mr Bean show us how to be polite in a restaurant!



- **Mr Bean - Restaurant Etiquette**

http://www.youtube.com/watch?v=iGPldwfoddw

Role Plays – Using the expressions from above.

1. You are at a business lunch and the person you are meeting with is talking a lot about all sorts of things but not about the business question you came to discuss. You politely guide the conversation back to this.

2. You are having a business lunch and need to ask the colleague you are with about their opinion on a delicate matter…

3. You spill your drink of red wine on the table and some of it goes onto a business partners smart white shirt !

4. You forgot to bring your file with all the reports and presentations you were supposed to be showing at a business dinner.

5. You are having a lunch meeting with someone in order to thank them for being of valuable help to you at work. They want to pay but you insist on them being your guest as you want to thank them.

6. You make a telephone call from work to ask someone for help with a project you are working on.

7. You need to cancel a meeting and you call to do this and to re-schedule it for another time.

8. You are in a webex meeting and you have to cut it short because you have another meeting straight afterwards. You suggest rescheduling it and apologise.