Welcome to EPF



EAE Learning objectives for this lesson

Practice and improve your writing skills. Practice modal verbs and expressions for giving advice: should, would, had better, ought to. Role play exercises.

Activity One – **Questions and Answers**

With your partner or teacher, ask and answer the questions below

1) What makes you feel welcome?
2) Why is it important to make someone feel welcome when they enter a school, company, hospital etc?
3) How would make someone feel welcome?
4) Do you welcome people as part of your job?

Activity Two – **Expressions**

make a word cloud (list) with expressions for welcoming and motivating people. Here are some phrases to get you started, but add your own...

- Good morning / good afternoon / good evening.
- Welcome to [name of school /company].
- Please could I see your ID?
- How can I help you today?
- Can I offer you a drink?
- Would you like me to contact [name of person] to inform them you have arrived?

Activity Three – **Dialogue**

Practice a Dialogue between you and a prospective student.



Receptionist - Hello, welcome to EPF! How can I help you?
Visitor - Hello, I've come to visit the school because I'm interested in maybe coming to study here next year.
Receptionist - OK great. I'm happy to answer any questions you may have about the school.
Visitor - Thank you. I do have a few questions I'd like to ask.
How many degree programmes do you offer to students?
Receptionist - We have 3 different degree programmes for students to choose from.
Visitor - How many EPF students are there at your different campuses?
Receptionist - In total we have 2000 students at our three campuses in Sceaux, Troyes and Montpellier.
Visitor - Do students have the opportunity to learn a foreign language while they are studying at EPF?
Receptionist - Yes they do! In fact all EPF students have to study two foreign languages.
Visitor - Do students get the chance to do an internship during their studies?
Receptionist - While they are at EPF students get 12 months total of professional experience as interns.
Visitor - Do you have any extra information you would like to tell me about the school?
Receptionist - Yes. I'm very proud to say that 95% of EPF graduates find jobs within 4 months of leaving the school!
Visitor - Thank you very much for all the information. It seems like EPF is a very good place to study engineering.
Receptionist - You're very welcome. I'm glad I was able to help you.

Activity Four – Reading Comprehension

Read the article out loud and answer the comprehension questions below.

Simple Ways to Welcome Your New International Students On Campus

By Laura Burge (2016)

Back in the history books when I was a student, traveling overseas on study abroad or exchange was a luxury few students could afford or even consider. Now the situation is dramatically different, with over 4 million students jet-setting across the globe to start their studies in 2012 – double the number recorded in 2000! Here are my simple and creative ways, to ensure your newly arriving international students have the best possible experience on your home soil.

Pre-Arrival

Provide detailed and specialised information in advance.

It sounds obvious, but it's also critically important. Students are packing up their lives to move and study abroad for six months to up to three or four years. Having as much information as possible in a variety of formats (brochures, webpages, apps, and podcasts in a variety of languages where possible) prior to their departure will help allay their worries and ensure they are prepared for what's ahead. Importantly, whilst detail is important, keeping it simple is equally so – don't overwhelm with unnecessary details that can be conveyed on arrival or once they've settled in. Furthermore, make sure expectation = reality and you're not presenting a picture that isn't accurate.

Offer the opportunity to connect.

Who better to talk to students prior to their departure than those who have been there before – other internationals – or even better, with some of the students they will meet and socialise with upon arrival. Work out ways you can connect students together in advance – by email, apps, Skype, Q&A sessions, or social media. Keep it simple by letting students drive conversation or ask your local students to provide information about common themes – what to bring, what to expect, what the weather will be like, what to see when you get here… the list goes on (their concerns may not be what you necessarily expect!).

On Location

Make them feel welcome.

This means, where possible, meeting them at the airport (this is generally standard practice for most universities), ensuring their room is ready to go (if they are living on residence consider providing linen – there's nothing so unwelcoming as a completely empty room) and offering basic essentials free of charge or at a minimal cost (think a day or two's worth of groceries/snacks, an adapter or charger, and a phone SIM card). Many universities, including my own, provide fantastic little 'welcome bags' which include a basic toiletry kit, a few snacks, maps, drink bottle, vouchers for food outlets, and information about the local area. Bear in mind too that in many cases international students will arrive at odd hours – often the middle of the night or early in the morning – so it's critical to know exactly when they're arriving and where they need to be taken.

See all of the article at:
http://www.presence.io/blog/simple-ways-to-welcome-your-new-international-students-on-campus/

Answer the comprehension questions:

1) What does 'jet-set' mean?
2) What does 'overwhelm' mean?
3) What can we do before the international student comes?
4) How can the international student meet new people?
5) What is 'on location'?
6) How can we make the student feel welcome?



Activity Five – Modal verbs for advice

Read about different modal verbs and examples you can use for giving advice.

Had better - implies that there is a consequence if you don't do the action
Examples:
You had better show those students around quickly, otherwise they are going to get bored.
You had better plan the route around the school so that we maximise time during the visit.

Should - used both in the present and past
Examples:
You should take a break and get some rest, I can take over the tour from here.
You shouldn't **have been** so rude to the guests, now they don't want to come back.
What should I do?



Ought to - Implies moral obligation in their advice/recommendation
Examples:
You ought to offer them coffee while they wait for the Director of the school.
We ought to have more information to offer our visitors.

Would - In this situation, the speaker is giving hypothetical advice as if he/she were the listener.
Examples:
If I **were** you, I would offer everyone a drink before you start the tour.
If I **were** you, I would only take small groups around the campus so that they have the opportunity to ask questions.
What would you do?

Activity Six – Expressions

Expressions with modals for giving advice - read and repeat using the correct intonation. Notice the contractions, especially when your teacher says them.

- You should know better!
- I wouldn't do that if I were you.
- I ought to get a move on!
- What would you do in my shoes?
- If I were you, I'd move on.
- I'd better get moving or I'll miss the boat.





Activity Seven – Chatting live
Write on the chat about things you could do for new international students. Use the modal verbs that you have learned with the topics below.

- **Provide local flavour.**
- **Help them to make new friends.**
- **Make it easy for them to get involved.**
- **Offer support.**
- **Keep the bond strong after they return home.**

Activity Eight – Dictation
Listen to your teacher and write exactly what they say on the chat.

Activity Nine – What advice would you give?

Give your ideas for the top five or ten pieces of advice you would give to foreign students coming to your school. If I were you, I would….

Activity Six – Role Plays with foreign students
Act out the following role plays with your teacher

1) A new student is homesick and wants to go back to their country after just one week of being at EPF. What do you say to them?

2) A new student has just arrived and they have lost their credit card and passport, they are sure that they had everything when they moved into their new apartment? What should you do to help them?

3) A new student met some very bad people and had a problem with the police, they are really nice. How would you help them meet better people?

4) Your choice: Think of another situation a student could get into and act out this role.



