

Тема урока: "**Business etiquette**".

Today we'll speak about good manners, politeness, rules of communication with business partners and dress-code. So, the plan of our lesson is the following:

learn new grammar (modal verbs) and do some exercises;

learn some new words and read the text;

at last we'll sum up all our knowledge and discuss your marks.

Do you know any rules of etiquette?

Who should hold the door for other people to allow them to enter or exit? Men or women?

Is it polite to chew gum in public places?

What topics are not correct for discussing at work or in a more social setting?

We'll know if you are right a little bit later and find the right answers in the text, but before we start reading I want to explain you some grammar material.

### **Первичное введение нового материала. Презентация**

Today we'll speak about modal verbs. Open your copy-books and right down the theme. Look at the monitor.

## Что такое модальный глагол?

- **Модальные глаголы в английском языке отличаются от остальных глаголов тем, что они не используются самостоятельно и не обозначают конкретного действия или состояния, они отражают его модальность, то есть **отношение** к нему говорящего.**

You **must** set your cell phone to vibrate when entering library. –

Вы **должны** поставить свой сотовый телефон в режим вибрации, когда заходите в библиотеку.

## Признаки модальных глаголов:

- ▶ У модальных глаголов есть только одна основная форма, то есть у модальных глаголов отсутствуют формы герундия, прошедшего и будущего времени.
- ▶ Модальные глаголы не изменяются по лицам.
- ▶ Модальные глаголы не используются вместе с другими модальными глаголами.
- ▶ Модальные глаголы всегда стоят перед основными глаголами в предложении.

### 5. MAY

1. можно (имеет значение вероятности или разрешения);

**May** I come in?

It **may** rain today.

### 6. MIGHT

2. форма прошедшего времени глагола MAY;

He **might** call me yesterday.

### 7. SHOULD

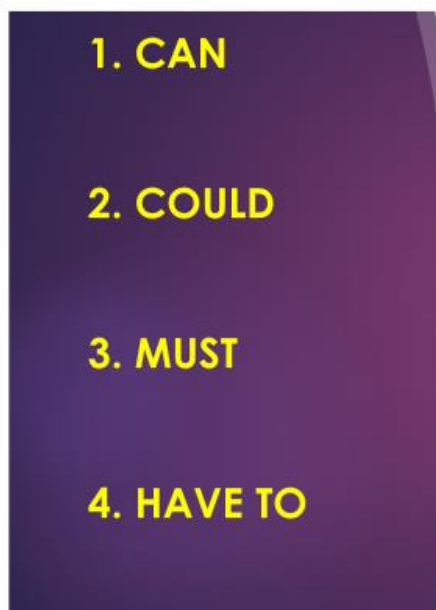
3. следует (имеет значение необязательной к исполнению рекомендации, совета);

You **should** keep a healthy diet.

### 8. OUGHT TO

4. должен (имеет значение морального долга или обязательства);

We **ought to** help elderly people.



1. мочь, уметь (для отражения физической или умственной способности, умения что-то сделать)

I **can** speak English.

2. форма прошедшего времени глагола CAN отражает подчеркнуто вежливый тон;

**Could** you show this card?

3. должен (употребляется для выражения непосредственной необходимости или обязанности);

People **must** protect nature.

4. должен (используется для выражения необходимости что-то сделать из-за определенных обстоятельств);

They **have to** pass exam tomorrow.

### Первичная проверка понимания

Ok, now answer my questions, please.

Что такое модальный глагол?

Назовите признаки модальных глаголов?

Как образуются утвердительные, отрицательные и вопросительные предложения с модальными глаголами?

Какой модальный глагол употребляется в значении долженствования, возникшего в силу определенных обстоятельств?

Какой модальный глагол употребляется в значении необязательной к исполнению рекомендации, совета?

Какой модальный глагол употребляется в значении вероятности или разрешения?

Какой модальный глагол употребляется в значении морального долга?

Какой модальный глагол употребляется для выражения умственной или физической возможности?

### Первичное закрепление

Now we will do the task.

#### Choose the correct verb.

Visitors must/may/can carry their passports at all times while travelling.

If you lose your passport, you can/may/can't apply for a visa.

Passengers should/mustn't/ don't have to smoke anywhere on the aircraft.

Monday is a public holiday. I mustn't/don't have to/can't work.

You can/must/might shake hands during introduction to a business meeting.

You can't/ mustn't smoke in public places.

I think you should/ must/may learn how to negotiate in Chinese. It would be a good skill if you had time to learn it.

Should/could/might you type this paper for me, please?

Will you speak louder, please? I don't have to/shouldn't/can't hear you.

John, take your umbrella. It has to/may/ought to rain tonight.

Thank you very much.

### Новая лексика

Now let's find answers for the questions which I asked you at the beginning of the lesson. But at first look at list of words at the monitor. Let's read and translate them.

To race	развиваться	To comb	причесывать(ся)
Courtesy	правила приличия	Restroom	туалет
To appear	казаться	Compact	компактная пудра
Considerate	внимательный	To redo one's face	заново наносить макияж
Rude	грубый	Gum-chewing	жевание жвачки
To sink	опускаться	Legitimate	уважительный
Cubicle	кабинка	To smack	чавкать
To knock	стучать	Bubble	пузырь
Otherwise	иначе, по-другому	Ringer	звонок
To announce	объявлять	Establishment	учреждение
To refrain	воздерживаться	Lobby	вестибюль
To lean	опираться, облакачиваться	Convenience	возможность
To apply	относиться	To engage	вступать (в разговор)
Exempt	освобожденный	Powder keg	пороховая бочка
To groom	приводить в порядок	To explode	взрываться
To scratch	чесать(ся)	Sign	знак

## Практическая работа с текстом

Ok, now you are ready to start reading.

Good manners don't cost a thing.

In today's fast-paced world it is easy to forget some of the common courtesies that should be basic and non-negotiable. Unfortunately, many people appear to have forgotten the manners that were taught to them by their parents and grandparents and sadly, others do not appear to have ever been taught any manners at all.

**Basic politeness.** Showing politeness is not difficult. It is simple to say "please", "thank you", "you are welcome" and "excuse me". These phrases show that a person is considerate of others. Even if someone is rude and your favourite person, it is better to be polite to them rather than sinking to their level. Do respect your coworker's space. Offices, even if they are cubicles or open desks, should be respected as belonging to the "owner".

**Hold that door.** This is a rule that goes not just apply to men anymore. Yes, men should still hold the door for ladies and allow them to enter or exit first, but ladies are not exempt from holding the door for their elders or someone who might have their hands full.

**Be on time.** There is nothing worse than to be kept waiting, and if you are the party who is late, it is just rude. If you tend to always run late, set your clocks ahead 10 or 15 minutes so that you will arrive on time.

**Do not groom yourself on public.** If you have something that needs scratching, combing or any other form of grooming, please do not do it in mixed company. Take your personal needs to the restroom or wait until you get home. Ladies, it is okay to quickly apply a little lipstick without using a mirror. It is not, however, okay to pull out a compact and a suitcase full of cosmetics and start redoing your face.

**Keep gum-chewing to a minimum.** If you must chew gum for a legitimate reason such as having a bad breath or dry mouth, try to do it in your car. If it is absolutely necessary to chew a gum in a public place, please do not smack it or blow bubbles with it.

**Turn the ringer off.** When entering any public establishment, the first thing you should do is set your cell phone to vibrate. Remember you do not have to answer every call, that is voice mail is for. If you know that it is a call of importance, excuse yourself and move to the lobby or another room to take the call. Keep the call time short and let your caller know that you will return their call at your earliest convenience.

**Keep the conversation polite.** When engaging in conversation, whether it is at work or in a more social setting, never discuss money, religion or politics. These subjects are a powder keg waiting to explode.

Simply put, good manners are a sign that you have consideration for others and good breeding.

## 10. Проверка понимания

And now let's answer the questions, which I asked you at the beginning of the lesson.

1. Do you know any rules of etiquette?

2. Who should hold the door for other people to allow them to enter or exit? Men or women?

3. Is it polite to chew gum in public places?

4. What topics are not correct for discussing at work or in a more social setting?

### **Домашнее задание, подведение итогов**

Study new grammar material.

Перевод текстов (понимать в целом о чем идет речь)

#### **DINING ETIQUETTE**



When you are invited to a dinner or to a restaurant you should not be more than 10 minutes late. However, the more south you get in France, the more flexible time is.

French people dress well and are very fashion conscious and might have a different perception of what is "casual" than North American people, for example.

Table manners are continental. When dining with French business partners you should not begin to eat before the host says "bon appetit"; neither put your elbows on the table nor your hands in your lap.

When going out for a drink, French people do usually not have more than one drink or two.

When asking for the bill, French people make a writing gesture in the air.

Business etiquette Etiquette is the established rules of conduct in business, official relations. It is the most important aspect of the morality of professional behavior of a business person. Although etiquette and involves the establishment of only external forms of behavior, but without internal culture, without the observance of ethical standards can not develop a real business relationship. Business etiquette prescribes compliance with the rules of cultural behavior, respect for the person.

Six basic commandments of business etiquettet Tip 1. Do everything on time. Tardiness not only interferes with work, but also is the first sign that a person can not be relied on. The principle of "on time" applies to reports and any other tasks assigned to you. 2. Don't talk too much. The meaning of this principle is that you are obliged to keep the secrets of the institution or a particular transaction as carefully as the secrets of a personal nature. Never tell anyone what you sometimes hear from a colleague, Manager or subordinate about their personal life. 3. Be kind, friendly and welcoming. Your customers, customers, customers, co-workers or subordinates can find fault with you as much as they want, it does not matter: you are still obliged to behave politely, affably and benevolently.

4. Think of others, not just yourself. Attention should be paid not only to customers or customers, it extends to colleagues, superiors and subordinates. Always listen to the criticism and advice of colleagues, superiors and subordinates. Don't start snapping right away when someone questions the quality of your work, show that you appreciate the considerations and experience of other people. Self-confidence should not prevent you from being modest. 5. Dress as it should be. 6. Non-verbal etiquette Etiquette is expressed in a variety of aspects of our behavior. For example, a variety of movements of a person, poses that he takes can have a positive meaning. Compare the polite position facing the interlocutor and the impolite-back to him. This is called non-verbal etiquette (i.e. dumb). However, the most important role in the proper expression of relations to people is played by



speech-it is verbal etiquette. Speak and write good language. Delicacy It is necessary to observe delicacy that any address did not turn into familiarity and familiarity which are characteristic at the address only on a patronymic: "Nikolaich", "Mikhalych". Treatment in this form is possible from an elderly subordinate, most often a worker, to a young boss (master, foreman). Or, on the contrary, the young specialist addresses to the elderly worker: "Petrovich, try to finish work by a dinner". But sometimes such treatment carries a tinge of self-irony. Under this form of conversation is used appeal on "you". Greeting An important place in business etiquette is a greeting. Meeting with each other, we exchange phrases: "Hello", "Good afternoon (morning, evening)", "Hello". People celebrate the meeting with each other in different ways: for example, the military salute, men shake hands, young people wave, sometimes people hug when they meet. In greeting, we wish each other health, peace and happiness. Greeting An important place in business etiquette is a greeting. Meeting with each other, we exchange phrases: "Hello", "Good afternoon (morning, evening)", "Hello". People celebrate the meeting with each other in different ways: for example, the military salute, men shake hands, young people wave, sometimes people hug when they meet. In greeting, we wish each other health, peace and happiness. Culture of speech A prerequisite for business contact is the culture of speech. Cultural speech is first of all correct, competent speech and, in addition, the correct tone of communication, the manner of conversation, precisely chosen words. The greater the vocabulary (lexicon) of a person, the better he knows the language, knows more (is an interesting interlocutor), it is easier to Express their thoughts and feelings, as well as understand themselves and others The principles of business meeting Accuracy. Honesty. Correctness and tact. Ability to listen. Concreteness.