

**CAREER
PATHS**

Business English

John Taylor
Jeff Zeter

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Etiquette

People around the world say hello and goodbye in different ways. In Asia, many people **bow** when they **greet** each other. This might seem strange to someone in the Middle East. There, men sometimes greet each other with a **kiss** on the **cheek**. In most countries, people **shake hands**. But in America and Europe the handshake is **firm**, while in Asia it is often soft. So what do you do when you meet people from other countries? Don't let these **customs** confuse you. Just be **polite**. When you meet, say '**Pleased to meet you**' and ask 'How are you?' When it is time to leave, say '**It was nice meeting you**' and 'I hope we meet again.'

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What do you say and do when you meet a friend?
- 2 Do people kiss when they greet in your country? What do you think of this?

Reading

2 Listen and read this extract from an etiquette guide. Then, choose the correct answers. How many customs are mentioned in the text?

- 1 According to the guide, which is NOT a common way of greeting?
 - A saying 'Pleased to meet you'
 - B kissing each other's hands
 - C bowing
 - D shaking hands
- 2 How does the guide suggest people react when they experience a new greeting?
 - A shake hands firmly
 - B be polite
 - C use your best judgment
 - D follow local customs
- 3 What can you guess about people in Saudi Arabia?
 - A They use a firm handshake.
 - B They say goodbye with a kiss.
 - C They don't typically bow when greeting.
 - D They have similar customs to Europeans.

Vocabulary

3 Complete the word or phrase with the same meaning as the underlined part.

- 1 The manager said, 'I am happy to see you'.
P _ e _ _ _ _ _ o _ e _ t _ _ u
- 2 Be polite when you meet and say hello to a client.
g _ _ e _
- 3 Some people kiss on the side of the face.
_ h _ e _
- 4 It was good to see and get to know you.
I _ _ a _ n _ _ _ e _ t _ _ _ o _