

## How to greet business guests

### Key phrases

- Checking the identity of people you are meeting for the first time:

*Excuse me. Are you John Smith from British Rail?*

*Hello. You must be Mr Simons from Kellogg's.*

*Yes, that's right.*

- Introducing yourself:

*I'm George Simons from Kellogg's.*

*My name is Ann Brown. I'm the Technical Sales Manager.*

### 'Hello'

*In more formal situations, use:*

**'Good morning'**  
(up to 12 noon),  
**'Good afternoon'**  
(12.00 to 6 pm) or  
**'Good evening'**  
(after 6 pm)

- Introducing other people:

*Let me introduce*

*I'd like you to meet*

*May I introduce*

} *my colleague, Peter Burgess.*

} *He's our new Purchasing Manager.*

*This is Paul Forbes, head of our Overseas Sales Division.*

- Greeting when meeting for the first time:

*How do you do?*

*Pleased to meet you.*

Reply:

*How do you do? or Pleased to meet you.*

*Pleased to meet you, too.*

- Greeting when meeting again:

*It's good (or nice) to see you again.*

*How are you?*

Reply:

*Good (or Nice) to see you again, too.*

*Very well, thanks. And you?*

### Questions of style

In the English-speaking world, people like a nice firm handshake – but no bone-crushing, please! In business we shake hands every time we meet.

When greeting or introducing people for the first time, it is a good idea to give full names:

*I'm Mary Caversham (rather than I'm Mrs Caversham)*

*This is Peter Hamley (rather than This is Mr Hamley)*

If the other person is your host, listen to how he/she uses your name:

*Pleased to meet you, Mary. → Pleased to meet you, too, Peter.*

*How do you do, Mrs Caversham? → How do you do, Mr Hamley?*

If you think first names will be acceptable, you might say:

*By the way, please call me Peter.*

### Important:

*Do not use the surname alone when talking to English-speakers*

*Always add Mr, Mrs or Miss*