

## CHAPTER 1: Communication – Meetings

**UNIT 1: INFORM****1. WARM-UP DISCUSSION**

**Answer the following questions with your tutor.**

1. Discuss a time when you had to present information to your colleagues. How did you prepare for it?
2. What are the important parts that you need to cover when presenting information in a meeting?
3. How important is it to relay information in your line of work?
4. How do you ensure your colleagues' understanding of the information you present?

**2. USEFUL EXPRESSIONS**

**A. Please repeat after your tutor. Practice reading some common words, phrases and expressions below.**

Useful Expressions	Sample Sentences
let me share with you~	<i>Let me share with you</i> our company's sales targets for this quarter.
that concludes my presentation. To summarize,~	<i>That concludes my presentation. To summarize,</i> we will be changing our logo and slogan to align them with our company's re-branding.
let me illustrate by showing you~	<i>Let me illustrate by showing you</i> some design mockups of your new product.

~bring you up to speed	Please read my email about our upcoming meeting. It'll <i>bring you up to speed</i> .
moving on,~	Thank you for clearing that up. <i>Moving on</i> , I'd like now to focus your attention to another issue.

**B. Construct a sentence using the ideas in each item. You may use the ideas in different orders.**

**Example:**

*increase sales / That concludes my presentation. To summarize,~ / good initiative  
That concludes my presentation. To summarize, this good initiative will increase sales.*

1. sales report / let me share with you~ / growth
2. ~bring you up to speed / security protocols / new
3. read emails / next agenda / moving on~
4. results of satisfaction survey / let me illustrate by showing you~ / graph

### 3. Q&A

**Read the dialogues from several business meetings with your tutor. Answer the questions that follow.**

Tutor:	Please welcome Mr. Davis. He is here to share with us the new products of Service Messengers. Mr. Davis, you have the floor.
Student:	Good day! Thank you for that introduction. <b>Let me share with you</b> a new cost-efficient courier service that we would like to offer your company.

1. What do you think is the difference between using "Let me share with you" and "Let me discuss"?
2. In what situation can you use "Let me share with you" when providing information? (e.g. boss talking to employees, in a presentation, etc.)

Tutor:	That's a great point. I think that option has a lot of potential for our company.
Student:	I'm happy to hear that. <b>Moving on</b> , let me now discuss the downside of picking that option.

1. What do you think is the meaning of "Moving on"?
2. Aside from "Moving on", what other expressions can you use to transition through your report?

Tutor:	Mr. Jones, can you share the status of our sales with the rest of the team?

Student:	No problem. As of the last quarter, our sales have doubled. <b>Let me illustrate this by showing you</b> the recent sales graph.
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1. How can illustrations (e.g. graphs, images, etc.) help when you inform participants in a meeting?
2. Describe a time when an illustration was necessary in your presentation.

Tutor:	Very well presented. Do you have any more information to share?
You:	No, that's all. <b>This concludes my presentation. To summarize,</b> employees feel more motivated if they receive incentives such as awards, certificates or gifts for their good performance.

1. How important is it to summarize main points when providing information?
2. Aside from summarizing main points, what are other ways to conclude a presentation?

Tutor:	Thank you for attending today's meeting. I'll give the floor to Mr. Parker.
Student:	Thank you. I'd like to <b>bring you up to speed</b> on the current situation of our company's stocks.

1. What do you think is the purpose of using the expression "bring you up to speed"?
2. Aside from a formal meeting, where else can you use the expression "bring you up to speed"?

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#### 4. SHARE IT

**Read the following memo. Inform your tutor about the contents of the memo by summarizing it.**

## Memorandum

To: All employees of Sunrise Export Enterprise  
 From: The Management  
 Priority: High  
 Date: January 10, 2013  
 Re: Reminder of Security Protocols and Annual Security Seminar

In our company, information is the key to our success. We take pride in keeping our clients' trust and providing them with excellent service.

As information theft has been rampant nowadays, we would like to remind everyone of our security protocols regarding confidential information, including but not limited to client, employee and operation records.

Our company will conduct its annual security seminar in March. Attendance is mandatory. Each department is scheduled to take the seminar within the month. Kindly coordinate with

your supervisors for your team's schedule.

## 5. INFORM ME

**Read the topics and guide questions below. Create a short speech informing your tutor about each topic. You may use the suggested expressions below.**

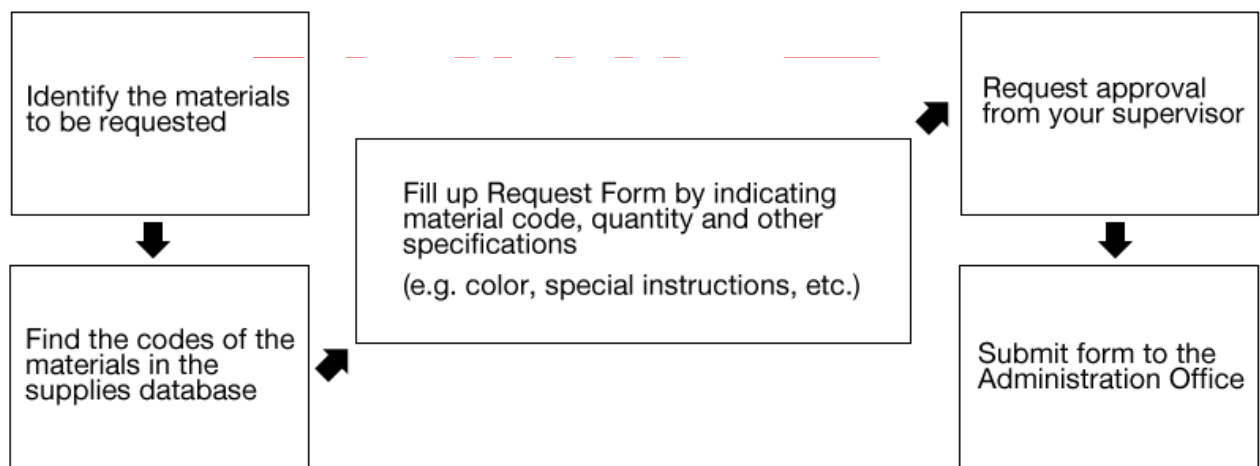
1. Inform your tutor about your work and your company. Compose 4-5 sentences of information about the company that includes details and descriptions. You may use the following guide to formulate your speech.
  - a. Describe the industry your company is involved in.
  - b. Share your company's mission and vision.
  - c. Describe your role in meeting the company's goal.

Suggested expressions:

- Let me share with you~
- I will talk about~

• I'd like to start by~

2. Your tutor is a newly hired employee. Instruct him/her how to request supplies from the Administration Team based on the diagram below.

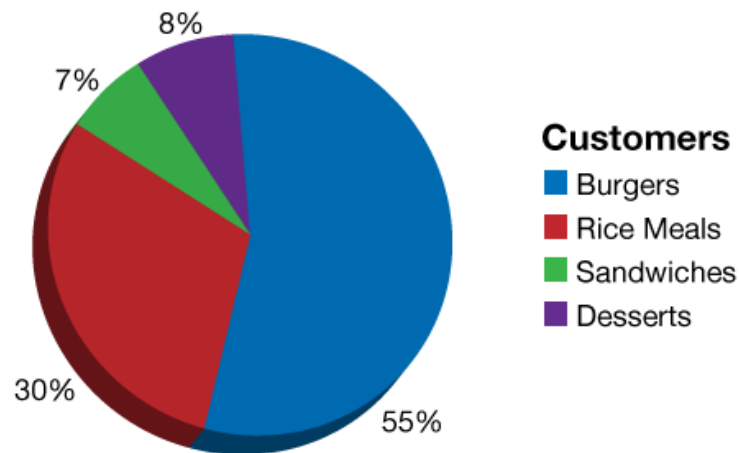


Suggested expressions:

- Let me share with you~
- Next

• Let me illustrate by showing you~

3. This graph illustrates the percentage of satisfied customers of Yum Burgers, Inc. It details what products the customers are most or least satisfied with. Inform the tutor of the status of the restaurant's products.



Suggested expressions:

- Let me share with you~
- Let me discuss~
- Let me illustrate by showing you~

4. Below is Tent Inc. Tumblers' sales report for this year. Inform the tutor about the status of this year's sales using the information below.

Period	No. of Tent Inc. Tumblers Sold	Factors that resulted to the sales number
1 <sup>st</sup> quarter	1,500	• Low introductory price
2 <sup>nd</sup> quarter	800	• Regular price implemented
3 <sup>rd</sup> quarter	1,000	• Competitor company developed same product with lower price
4 <sup>th</sup> quarter	3,000	• Aggressive marketing to establish product's superiority

Suggested expressions:

- Let me share with you~
- Let me bring you up to speed.
- That concludes my presentation. In summary,

## 6. PRESENT IT!

Below is information about a product that you are selling. Present the product by filling in the blanks of the meeting dialogue below.

Background:

You are a sales representative for Sunny Papers Corporation, a manufacturer and distributor of high-tech office copiers. You are scheduled to present your new product at a client



meeting.

Included in the meeting are the following people: Mr. Joseph Santos (Purchasing Head), Ms. Erica Jones (Purchasing Officer) and Ms. Jill Lawrence (Administration Officer).

SP Multifunction Copier Model XV28		Other Copiers
Price	\$ 14,000	Average of \$10,000 to \$13,000
Speed	55 pages per minute	35 pages per minute
Standard Function	Copy	Copy
Optional Functions	Email, Fax, Print, Scan	Fax, Print, Scan
Maximum Paper Capacity	5,000 sheets in 3 trays	3,000 sheets in 1-2 trays

### **The Meeting:**

<b>Joseph:</b>	Good day! I would like to give the floor to Mr./Ms. (student's name) from the Sunny Papers Corporation. He/she will be discussing their new product. Please introduce yourself and your product.
<b>Student:</b>	
<b>Erica:</b>	That sounds interesting. Can you tell me about its price?
<b>Student:</b>	
<b>Jill:</b>	Okay. What are the features of your new model?
<b>Student:</b>	
<b>Joseph:</b>	Those are very interesting features. Will this product be available soon?
<b>Student:</b>	
<b>Erica:</b>	Well, thank you very much for your presentation. We will consider this and let you know our decision.
<b>Student:</b>	

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