Carmela: Forget about struggling with dictionaries and grammar books. We’ll bring you the kind of everyday English that people use all the time in business but that you won’t learn from your text book. It’s probably a good idea for you to get a pen and some paper so that you can note down the expressions from today’s programme. Today we’ll hear how to introduce new people to the workplace. As usual I’m joined by Business English expert, David Evans. David, I’ve worked at places where I wasn’t really shown around properly and it does make a difference to first impressions of a company doesn’t it?

David: Yes, it creates a very bad first impression and also it’s a real waste of time for the new comer to spend so long exploring the new company for themselves.

Carmela: And as we just heard, it’s not a good idea to overload the newcomer with too much information and introductions.

David: No, people find a lot of information hard to remember. Tell them two or three
important things and leave it there.

Carmela: Let’s hear an example of somebody being shown round on their first day at work. We’re going to Deep End - a web design company which is based in London. Dionne is showing new staff member Helena around.

CLIP Dionne & Helena

Dionne: -Hi, Helena! Nice to see you. Did you get here alright?
Helena: -Yes Yes. It’s been great!
Dionne: -Good OK. I’ll give you a quick whizz round and then we’ll settle you in.

So upstairs is the meetings space which you can book by ringing Lorna, she’s got a diary, so you know who’s in there.

Helena: …how many people can we book in the room…
Dionne: .. I think we can probably sit about twenty people - and that’s quite big… So if you need to use that, give Lorna a call. This is reception - Kate and Sanj who both answer the phones … and behind them is where we keep all the stationery.

Helena: … all right…
Dionne: ..So if you need anything - just grab it from there. This is where you’ll be sitting, it’s opposite me, this is your desk. The laptop is all set up for you to use and I’ll show you through the email package and everything a bit later. ……

END OF CLIP

Carmela: Now, before actually pointing out where things are, Dionne made the new staff member feel at home, feel comfortable. The phrase that was used for that

David

David: … yes, she just said “Did you get here alright?”. In other words she asked
about her journey to the office that day. It’s a very standard way of breaking the ice. She then says …

**I’ll give you a quick whizz round.** That’s quite a colloquial expression which really just means “I’ll show you round” … Now, she uses this kind of informal phrase, I think, because she simply wants to put Hellena at her ease, to make her relax and feel welcome.

**Carmela:** And then there was the offers of help. The phrase “if you need something” - could you tell us how that’s used and if you can use it in any situation?

**David:** Yes, you can use this kind of expression in any situation. It’s what we would call a “zero conditional” - in other words is an “if sentence” with the present simple verb in the first half and the present simple verb in the second half.

**Carmela:** … and can you give us an example, David?

**David:** I think the example we heard there was… “If you need to use it, give me a call” - or “if you need anything, take it from there”. You might often hear this phrase used with “just” as well…”if you need any help, just call me” and that makes it a little bit more welcoming for the other person, “feel free to call me, don’t worry about calling me”

**Carmela:** The final part was actually pointing out where things are physically, where things are located, could you tell us about the language that was used there?
David: Dionne just used very simple language there. Really, “this is”… This is reception … This is where you’ll be sitting.

Carmela: … So, being simple and clear is very important when welcoming a new staff member, and of course, showing office equipment to them is very important too. Here’s another example of someone being shown around on their first day.

CLIP Claire and Regina

Actually, while we’re here, I’ll just take you to the photocopying and fax machine. Now the fax machine - you need 9 for an outside line.

Oh right.

And it’s really straightforward - you just put the sheet of paper face down and it goes through like that.

So that’s the fax machine. The printer is over here on our right and the photocopier is just next to that. Let me show you how the photocopier works. OK, so what you do, you lift the lid, and place the piece of paper face down and I’ll give you the code to make it work a bit later on.

END OF CLIP

Carmela: An essential piece of office equipment being shown there, the photocopier.

David, can you talk us through some of the language used.

David: I think there, Clare was trying to make it as easy as possible for Regina to
understand what was happening. She emphasized this with the phrase - It’s **really straightforward**, in other words “it’s really easy”. She also used the phrase “let me show you” which is the standard phrase to use in this situation, I think she said “let me show how the photocopier works”. But you can use it for a lot of things : *let me show you where the canteen is*/*let me show you how the phone system works” and so on.

**Carmela:** You’re listening to “Business Language to Go” from the BBC World Service.

As well as being shown around of the office, and how the equipment works, first days also involve a lot of introductions to new people. Let’s go back to the web design company to see how Dionne introduces her colleagues to Helena.

**CLIP Dionne & Helena**

Dionne: -Well **you’ve seen everything now** so **what I'll do now is** I’ll introduce you to a couple of people who you haven’t met yet, who’ll you be working a little more closely with

Helena: -... good

Dionne: -Okay **let me introduce you to** Gary who’s just joined our department as well - this is Helena who’ll be working with me

Gary: - Hi Helena, how’re you doing? ..

Helena: - .Good!

Dionne: -This is her first day so I’m giving her a little tour around and showing her where things are **etc etc**. *so if you need anything just ask* Gary, as well. You can sort her out with some keys hopefully.

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Gary: - Keys or anything you need for the studio, we have fire drills now and then and I’ll just show you through the basics

Helena: - Oh, sure, great yah

Dionne: - ..There’s Nick, one of the directors who spends most of his time sitting in there tends coming in and out of meetings quite a lot. So you’ll be dealing a lot with him as well

The other essential person you need to meet is Rosie who manages the café. So let me introduce you to Helena who’s just joined to work with me.

Rosie: - Hi nice to meet you ..?

Helena: … nice to meet you….

END OF CLIP

Carmela: Now, it’s really useful to have a couple of ways of introducing people, because it makes you sound more fluent. And it reduces the monotony too, - it makes the tour a much more interesting experience - for both of you. David, what are the different ways of introducing people:

let me introduce you to..

David: Well, we heard a few of them there. We heard Dionne use the phrase “let me introduce you to” . She said “let me introduce you to Gary”. That’s a pretty standard way of doing it. We also heard her say- “there’s Nick” - and I think she was using that expression because Nick was some distance away from them. If Nick had been standing much closer, she would probably had said “this is Nick” - or indeed she could have just said - Meet Nick.
Carmela: OK those are the ways of introducing people - what about the other bits of language she used?

David: Well, I think - one thing that Dionne is very good at is signalling what’s coming next, which makes it much easier for Helena to understand what’s happening. The phrase that I remember her using there is: “what I'll do now is…” - “what I’ll do now is, introduce you to Gary” for example. So that’s a common expression used when giving a tour of the company. Of course we also heard the phrase that we heard earlier: - if you need anything, just ask.

Carmela: And if you want to bring a tour to an end this is a typical way of doing it.

CLIP Claire & Regina

Clare: I think that’s about it really I think I’ve wrapped everything up for you. Have you got any questions that you want to ask me? Any worries or anything?

Regina: Um no, I don’t think so at the moment. I’ll take in and see how I get on

Clare: OK. If you’ve got any worries or queries or questions don’t hesitate to ask, OK? I’m only sitting right by you.

Regina: OK thanks very much.

END OF CLIP

Carmela: David, can you summarise the language that was used there?

David: First of all, Clare signalled that it was the end of the tour, using the phrase “I
think that’s about it, really”.

She than just checked to make sure that Regina had understood everything she’d said using the phrase:

**Have you got any questions for me?**

And than finally reassured her that she wasn’t really expected to remember everything she’d been told by saying to her:

**Don’t hesitate to ask.**

**Carmela:** And don’t you hesitate to join David and me again soon for more “Business Language to Go”. 