

## Reading and Listening Part 2 – Question-Response

**Overview:** This lesson links the language used in initial meetings with Part 2 of the listening section of the TOEIC Listening and Reading test.

**Part of Exam:** TOEIC Reading and Listening section 1 (Listening) Part 2 (Question-Response)

**Language/Skills practised:**

- Functional language: starting and finishing conversations
- Listening for detailed comprehension of short passages
- Speaking: replying quickly in common situations
- Levels of formality

**Materials:** one copy of Worksheet 1 per four students; one copy of Worksheet 2 (two pages) and Worksheet 3 per student.

**Time:** 40 minutes (not including variations and extensions)

**Preparation:**

Cut up copies of Worksheet 1 (two cards per student).

**Procedure:**

**Part 1: Warmer**

1. Start the class with suitable greetings, preferably greeting each student with a different phrase. Make sure they reply.
2. If there are no questions about the language used or how to reply, greet the last student with something that is difficult to understand or wrong, e.g. *Bon voyage*.
3. Discuss what you said or any other questions the students have. Say that you are going to deal with similar language in this lesson.
4. Before moving onto Part 2, you might want to brainstorm similar phrases for meeting people on the board.

**Part 1 variation: Mingling game**

1. In this game, students must go and greet as

many people as possible in five minutes (this is also possible just speaking across the table if you lack room to walk around).

2. Each time students start a conversation they get one point. Only the first person to speak each time gets a point. They must then continue the conversation naturally and bring the conversation politely to a close before they move off and greet someone else. They can speak to the same person twice, but only if they speak to someone different in between.
3. Students must use a phrase they haven't said before each time they start a new conversation (no saying *Hello* every time). But if they hear someone using a good phrase they can copy it when they speak to someone else.
4. At the end of the game, declare a winner and discuss the language used.

**Part 2: Introduction to listening comprehension**

1. Give out the Worksheet 1 cards: one card of each type per student.
2. Tell students you are going to read out some sentences and ask them to hold up one of the cards depending on whether it's something that you would say towards the beginning or the end of a conversation. Give a few easy examples and make sure they all understand. Award points if you wish.
3. Read some sentences out from Worksheet 2, mixing up the level and formality of the sentences you use depending on your class. Read the sentences at natural speed first time.
4. If students all have the right answer, move onto another sentence without analysing the language in detail.
5. If students don't agree the first time, read again as if someone was speaking more carefully and clearly.
6. If there are still disagreements or wrong

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answers, go through the sentence word by word, spoken or on the board, and make sure everyone understands.

- Continue with maybe 10 to 15 examples, until students start to lose interest. Dropping in some more informal, amusing phrases like *Never darken my door again* can raise interest levels if students are starting to flag.

**Part 2 variation: Slap**

- With classes that like a bit more fun, instead of just holding up the cards, put the two cards between students on the table and have them race to be the first to slap their hands down on the correct one.

**Part 3: Language analysis 1 and language practice**

- Give out one copy of Worksheet 2 to each student and let them answer the first question on the sheet. As they only need to find whether each section is a greeting or ending language this should be fairly easy.
- Go through the answers as a class and answer any questions. You might want to point out that, in English, *Ciao* is only used to mean goodbye, unlike in Italian, and also explain the difference between *Nice to meet you* and *It was nice to meet you*.

Key:

*Start of conversations* – A, D, G, H, J, N

*End of conversations* – B, C, E, F, I, K, L, M

- Students can now take turns reading out sentences from the sheet and testing each other, still using the Worksheet 1 cards to indicate their choices.

**Part 4: Language analysis 2 – formality**

- On their own or in pairs, ask students to go through the sentences one more time and answer the second question (at the bottom of the worksheet), finding businesslike and less businesslike sentences. Again, each section should have sentences of more or less the same level of formality.

- Go through the answers as a class. Remind students that the businesslike sections are formal language, the 'friendly' sections are suitable for people you know well, e.g. colleagues. The unprofessional sections contain a mix of sentence types (some are warm and friendly, and others rude), but are all unsuitable in a business setting.

Key:

*Businesslike* – A, E, F, G, H, K, N

*Friendly* – D, I, J, M

*Unprofessional* – B, C, L

- Note: The distinction between the first two categories is not entirely clear cut and students often have questions about this. Sometimes, companies may have more informal cultures that make the friendly sentences more appropriate.

**Part 5: Language analysis 3 (optional)**

- Especially if students are choosing their answers from one or two examples and still haven't read through all the sentences in detail, it might be worth continuing with the third question. Note that for this question the sentences are not arranged by section and students must label each sentence individually. Alternatively, this section can be done for homework.

Key (suggested answers):

A

*I don't think we've met before.* **G / H**

*I've been looking forward to meeting you.* **G / H**

*Is it your first time here?* **H**

*Who are you here to see, please?* **H**

*Delighted to meet you.* **G / H**

*Welcome to Nippon Chemicals.* **H**

*Hi, I'm here to see Mr Gonzales.* **G**

*Pleased to meet you.* **G / H**

*How do you do?* **G / H**

*It's great to see you again!* **G / H**

E

*Thanks again.* **G / H**

*It was nice to meet you.* **G / H**

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Hope to see you again some time. **G / H**

I'll email you tomorrow. **G / H**

See you on Wednesday. **G / H**

I'm sorry, we really must be going. **G**

I'm afraid I must be leaving. **G**

**F**

Do you want me to give you a lift to the airport? **H**

Well, I don't want to keep you any longer... **G**

I'm really glad we had this time to talk. **G / H**

It was a pleasure meeting you. **G / H**

I'm terribly sorry, but I have a train to catch. **G**

This has been very productive, thank you. **G / H**

Send my regards to Mr Jones. **G / H**

**G**

Make yourself at home. **H**

Can I get you anything? **H**

I'm supposed to meet John Webster. Is that you, by any chance? **G**

Did you have any trouble getting here? **H**

We've spoken many times on the phone but this is the first time face to face, isn't it? **G / H**

**H**

Come on up, we're on the third floor. **H**

Let me introduce myself. **G / H**

Please come in. **H**

Take a seat. **H**

Can I ask your name, please? **H**

How was your journey? **H**

How was your flight? **H**

**K**

I'll let you get on then. **H**

I think that's about all we need to do today. **G / H**

Thanks for your hospitality. **G**

So, I won't keep you any longer. **G / H**

Could you possibly call me a taxi? **G**

**N**

May I introduce you to my colleagues? **H**

May I take your coat? **H**

On behalf of our Chief Executive Officer, I'd like to welcome you to our plant. **H**

OK. Shall we get started? **H**

Good afternoon. I have an appointment with Mr Miller. **G**

Please call me Linda. **G / H**

## Part 6: TOEIC-style listening

1. Move on to discussion of how to reply to some of the sentences on Worksheet 2, e.g. the difference between replying to *How do you do?* and *How are you?*
2. Read out question 1 from Worksheet 3 and discuss as a class.
3. Read out the rest of the questions and get students to write their answers (A, B or C) on some blank paper.
4. Give out copies of Worksheet 3 and let them try again by reading the questions, before going through the answers as a class:

Key:

1 c, 2 b, 3 b, 4 c, 5 b,

6 a, 7 c, 8 c, 9 c, 10 b,

11 a, 12 b, 13 a, 14 b, 15 b

5. Mention that they have now just done something like a real TOEIC Listening Part 2 task.
6. Students can then test each other from the sheet, eventually moving on to replying without being given the three options.

## Part 7: Extensions – writing and speaking

1. Put the students into pairs or small groups and ask them to write similar tasks to Worksheet 3 with sentences from Worksheet 2.
2. When all the groups have at least two examples, ask them to read them out to the class for the rest of the students to try to find the correct answer.
2. With a good class, you can then move on to having them use the sentences on Worksheet 2 to improvise two to five-line dialogues in pairs.
3. After or instead of this, you could move onto doing a real TOEIC listening task.

## Reading and Listening Part 2 – Question-Response

Worksheet 1

<b>Meeting</b>	<b>Leaving</b>
<b>Meeting</b>	<b>Leaving</b>
<b>Meeting</b>	<b>Leaving</b>
<b>Meeting</b>	<b>Leaving</b>

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Decide if each section below consists of phrases used near the start of conversations (S) or near the end (E).

A

I don't think we've met before.  
I've been looking forward to meeting you.  
Is it your first time here?  
Who are you here to see, please?  
Delighted to meet you.  
Welcome to Nippon Chemicals.  
Hi, I'm here to see Mr Gonzales.  
Pleased to meet you.  
How do you do?  
It's great to see you again!

B

Thanks for having me.  
Give my love to William.  
Don't forget to write.  
Don't call us, we'll call you.  
Promise to write every day!  
I never want to see you again!

C

We had a lovely time.  
Get lost!  
I'll never forget you!  
I'll be back.  
Get out of here!

D

Long time no see.  
How's it going?  
How are things?  
How was your weekend?  
How's business?  
How are your kids?  
You're looking good.  
You're looking well.  
How's life?

E

Thanks again.  
It was nice to meet you.  
Hope to see you again some time.  
I'll email you tomorrow.  
See you on Wednesday.  
I'm sorry, we really must be going.  
I'm afraid I must be leaving.

F

Do you want me to give you a lift to the airport?  
Well, I don't want to keep you any longer ...  
I'm really glad we had this time to talk.  
It was a pleasure meeting you.  
I'm terribly sorry, but I have a train to catch.  
This has been very productive, thank you.  
Send my regards to Mr Jones.

G

Make yourself at home.  
Can I get you anything?  
I'm supposed to meet John Webster. Is that you,  
by any chance?  
Did you have any trouble getting here?  
We've spoken many times on the phone, but this is  
the first time face to face, isn't it?

H

Come on up, we're on the third floor.  
Let me introduce myself.  
Please come in.  
Take a seat.  
Can I ask your name, please?  
How was your journey?  
How was your flight?

I

Sorry, I've got to make a move.  
Can you find your own way out?  
I'll be getting along then.  
I've got to shoot.  
Ciao.  
Catch you later!  
Take care.  
Have a nice trip.

J

Do you have a minute?  
Can I just have a word?  
Did you have a good weekend?  
Did you see the match last night?

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K

I'll let you get on then.  
I think that's about all we need to do today.  
Thanks for your hospitality.  
So, I won't keep you any longer.  
Could you possibly call me a taxi?

L

That's it! I've had enough!  
I'm out of here!  
Get out of my sight!  
I can't stand another minute of this!

M

See you.  
Say 'Hi' to John from me.  
So, shall we call it a day?  
I'm afraid I have to dash.  
Bon voyage.  
What are your plans for the weekend?  
Well, I think that about wraps it up.

N

May I introduce you to my colleagues?  
May I take your coat?  
On behalf of our Chief Executive Officer, I'd like to welcome you to our plant.  
OK. Shall we get started?  
Good afternoon. I have an appointment with Mr Miller.  
Please call me Linda.

Worksheet 2

Which of the sentences above would you be happy using at the beginning and end of the conversation the first time you meet a client or supplier (Businesslike = B)? Which could you use with colleagues or other people you meet regularly (Friendly = F)? Which could you not use at work (Unprofessional = U)?

Which are you most likely to use in your life?

In the businesslike sentences, which sentences are used by the host (H) and which are used by the guest (G)?

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Choose one correct response for each sentence.

1. It's great to see you again.
  - a) Nice to meet you.
  - b) Thanks.
  - c) It's great to see you too.
2. Can I get you anything?
  - a) Yes, you can.
  - b) I'd love a cup of coffee.
  - c) No problem.
3. I'd love a cup of tea.
  - a) I get you one.
  - b) I'll get you one.
  - c) I'm afraid.
4. How are you getting on?
  - a) I'm fine, thank you.
  - b) How do you do?
  - c) I've nearly finished.
5. What do you do?
  - a) I'm replacing the disk drive.
  - b) I'm in computers.
  - c) How do you do?
6. I'll be getting along then.
  - a) Okay. Thanks for coming.
  - b) That's fine.
  - c) I'm getting along fine too.
7. Thanks for showing me around.
  - a) It doesn't matter.
  - b) I don't care.
  - c) It was a pleasure.
8. Long time no see.
  - a) Long time no see.
  - b) Yes.
  - c) Yes, it's been two years, hasn't it?
9. How's business?
  - a) 10% better than last year.
  - b) Very profitable.
  - c) Not bad.
10. Do you want me to give you a ride to the station?
  - a) No, thanks.
  - b) Thanks, but I already have a ticket for the bus.
  - c) It's too much trouble.
11. I'm supposed to meet John Webster. Is that you, by any chance?
  - a) I'm afraid not. Please take a seat and I'll find him for you.
  - b) Yes, I am.
  - c) There's no chance.
12. Can I just have a word?
  - a) Just one word? Okay.
  - b) Of course. Come in.
  - c) Can I have one too?
13. Thanks for your hospitality.
  - a) Thanks for coming.
  - b) Thanks for being a guest.
  - c) Thanks for being hospitalized.
14. Take a seat.
  - a) Where to?
  - b) Thanks. Is here okay?
  - c) Yes I do.
15. Have a good evening, then.
  - a) Good night.
  - b) Thanks, you too.
  - c) Yes, I will.