



Context: For employees working in multinational teams, dealing with clients, or joining English-speaking business environments

Business Introductions & Small Talk



The English Hub

Welcome & Objectives

Today you'll learn how to introduce yourself and build rapport in business settings.

Objectives:

- Use formal and informal business greetings
- Describe your role and background clearly
- Initiate and respond to small talk professionally
- Practise polite turn-taking and asking questions

The Purpose of Business Introductions

Why are introductions so important in business?

Discussion:

- To build trust and credibility
- To create a good first impression
- To start conversations with future partners or team members

Question:

What do you usually say when you introduce yourself in a work environment?

Vocabulary – Job Titles & Roles

Discuss the following terms with your tutor:

Job Title	What They Do
Project Manager	Organises tasks, deadlines and meetings
Sales Executive	Contacts clients and closes deals
Marketing Coordinator	Manages campaigns and branding
Software Engineer	Builds apps, websites or systems
Customer Service Rep	Helps clients with questions or issues

Formal vs Informal Introductions

Discuss the tone and style differences below:

Formal Setting	Informal Setting
“Good morning, I’m Ms Kim from HR.”	“Hi, I’m Kim from HR.”
“Pleased to meet you.”	“Nice to meet you.”
“May I introduce myself?”	“I just joined the team.”

Discuss: Which version would you use when meeting a client?

Structure – How to Introduce Yourself

Structure:

Greeting → Name → Company/Role → Responsibility or Focus

Example:

“Hello, I’m Alex Chen, the Marketing Lead at OneScope. I manage digital campaigns and brand partnerships.”

PRACTICE: Tutor introduces themselves using this format. Then, student does the same.

Use 3 different professional roles to introduce yourself.

Speaking Practice – Introduce Yourself

Complete the sentence below with your real or imagined professional role:

“Hi, I’m _____. I work at _____ as a _____. I’m responsible for _____.”

- Repeat with one formal and one casual tone. Focus on:
- Clarity
- Tone
- Confidence

Take turns with your tutor and repeat this one more time!

Grammar Focus – Present Simple for Roles

What is the Present Simple?

The **Present Simple** is used to describe:

Facts or **regular actions**

Example:

“I send weekly reports.”

Job responsibilities or **daily tasks**

Example:

“He manages the support team.”

Structure:

Subject	Verb (Base form)
I / You / We / They	work / lead / write
He / She / It	works / leads / writes



Grammar Practice

Task: Complete the sentences below:

- I _____ (handle) customer accounts.
- He _____ (lead) the development team.
- They _____ (coordinate) the regional sales.



What Is Small Talk in Business?

Small talk = light, polite conversation at the start of meetings or events

Purpose:

- Build comfort
- Show interest
- Avoid jumping into business too fast

Note:

Small talk is NOT the same as gossip

Small talk is a tool to build trust

Topics for Small Talk (Do & Don't)

Safe Topics	Avoid These
The weather	Politics or religion
Travel or conferences	Personal salary or finances
General hobbies	Relationship status
The workplace environment	Controversial news

Discuss: What do people usually talk about during 'small talk' in your country?

Phrases – Starting Small Talk

Useful openers:

- “How was your weekend?”
- “Have you been to this office before?”
- “I heard you’re working on the XYZ project – how’s that going?”
- “I’ve just started at the company — everyone’s been helpful.”

Repeat the phrases above after your tutor. Then, create 2 new questions of your own



Listening Practice – Identifying Small Talk

Read the dialogue out loud with your tutor:

A: Hi, I'm Serena from Logistics. Great to meet you.

B: Nice to meet you too. Did you travel far today?

A: Not too bad – just 20 minutes on the metro.

B: That's lucky! Mine was almost an hour with traffic. I should've taken the train.

A: Oh no! At least you made it in time. Do you work in this building too?

B: Yes, I'm based on the 5th floor – I'm with the Marketing team. How about you?

A: Logistics is on 3. We usually don't see much of Marketing unless it's for big launches.

B: True! Maybe we'll get a chance to work together on the next product rollout.

A: I'd like that. It's always interesting to see how the departments connect.

B: Definitely. Anyway, good to meet you – let's catch up again later!

Task: Identify greeting + small talk + response

Discuss: Is this formal, informal or neutral?



Fill in the Gaps (Introductions)

Complete these conversations:

- “Hello, I’m _____ from the finance team.”
“Nice to _____ you.”
- “Hi, I’m Liam. I just joined as a developer.”
“Welcome _____ the team!”

Keywords: [meet / to / Raj]



Cultural Note – Introductions Around the World

Discuss differences in greetings with your tutor and express your views on them:

- Some countries bow, others shake hands
- Eye contact can be polite or rude
- First names vs. titles (Mr, Dr, etc.)

How are people introduced in your culture? What should others know before introducing themselves in your culture?

Pronunciation Focus – Names, Job Titles, Greetings

Practice and repeat after your tutor to improve pronunciation:

- “I’m the regional coordinator.”
- “Nice to meet you, Mr. Thomas.”
- “She works in corporate sales.”

Tip: Your tutor will emphasise **word stress** for clarity

Bonus Vocabulary – Departments & Colleagues

Discuss the following terms with your tutor:

- Colleague = someone you work with
- Supervisor = your manager or boss
- Department = part of a company (HR, Sales, etc.)
- Client = someone who buys services
- Vendor = external service provider

Discuss:

Which words relate to you the most in your professional life?

Can you build a sentence using each word?



Final Practice – Student-Led Conversation

Choose one of the following roles:

- New hire in HR
- Salesperson meeting a client
- IT support at an onboarding meeting

Or, make up your own/use your real life role!

Task:

- Introduce yourself
- Ask one question
- Make a small talk comment
- End politely



Common Mistakes to Avoid

- ✗ Too much personal detail
- ✗ Speaking too quickly or too softly
- ✗ Saying “I am work in...” instead of “I work in...”
- ✗ Not asking questions in return

