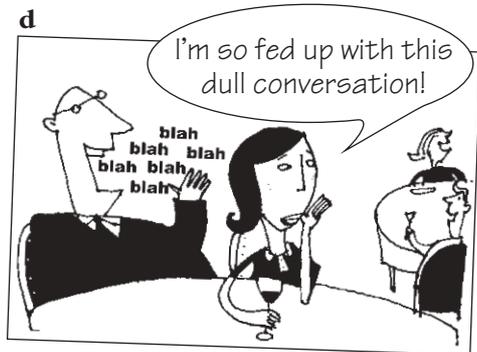


9b Socialising with confidence Rosemary Richey

1 Look at each awkward situation and think of two ways of rewriting the negative language.



2 Roleplay the following situations, using as much polite language from 1 as you can.

Situation 1

Student A

You are the sales manager at a meeting with an important client. The negotiation for a valuable new contract is going very well but then you spill coffee on the client's white shirt. What can you say to apologise and to make amends?

Student B

You are a client negotiating an important contract at a meeting with the sales manager. You're about to sign when the sales manager spills coffee on your white shirt. It's an expensive designer label and one of your favourites. What do you say?

Situation 2

Student A

You are a guest at a dinner with a VIP client. The restaurant is noisy and smoky and you think the food and service are awful. You want to get out of the place as quickly as possible. How can you politely excuse yourself?

Student B

You are the host of a dinner at your favourite restaurant. One of your guests looks uncomfortable and approaches you about leaving early. It bothers you that he/she wants to leave, but you can't force him/her to stay. How can you handle the situation diplomatically?

Situation 3

Student A

You applied for job with another company with higher pay and better promotion prospects. You didn't get the job because you failed a test in the interviewing process. How can you explain this to your colleague?

Student B

You see your colleague in the canteen. You've heard he/she applied for a better job, but didn't get it. How can you diplomatically ask what happened?