

BULATS Speaking and Writing first lesson

Introduce yourselves to the other people in the class

How were those introductions similar or different to how you should typically introduce yourself in English in your business life?

What situations do you have to introduce yourself in English? What phrases could you use to start and end those conversations?

Compare your ideas to the suggested answers on the next page. Which ones are most suitable and unsuitable for your business life?

In BULATS Speaking Part One the examiner will welcome you into the room, check your name and ask you some questions about topics like your past, present and future work (or studies if you aren't working), leisure, travel, languages studies, sport and exercise and home. What phrases would you use to start and end that part of the exam if you were the examiner?

Compare your ideas with the suggested answers. Could you use similar phrases to these in your business life?

How could you respond to those phrases?

In BULATS Speaking Part Three you will roleplay a short one-to-one business meeting in which you are asking the examiner for some information about their company, products and/ or services, usually in order to decide if you will use their services or not. You are usually asked to imagine they have come to your company to give you that information. What phrases would you use to start and end such a conversation?

Compare your ideas with the suggested answers. Could you use similar English phrases in your business life? How could you respond?

How can you start and end your business emails?

How about reports?



Starting conversations

- I don't think we've met, have we?
- Are you new here?/ Is it your first day today?
- Is anyone sitting here?
- I see you went to the session on...
- Is this the right place for...?
- Terrible weather, don't you think?

Introducing yourself

- (I think) I should introduce myself.
- Sorry, I forgot to tell you my name.

Phrases after giving your name

- Nice to meet you./ Pleased to meet you./ Glad to meet you./ Delighted to meet you.

Questions about the other person

- How about you?/ What about you?/ And you?
- That's interesting/ That's fascinating/ I had no idea. So,...?

Talking about your job and company

- We mostly.../ We specialise in.../ Our main area of business is...
- I work for.../ I work in the ... branch/ office/ department/ division of...

Meet someone you've had previous contact with but never met

- We've written to each other a couple of times, but...
- It's so nice to finally meet in person.

Talking about their company or job

- I might have heard the name, but...
- I'm afraid I don't know much about your/ that industry/ area of business/ sector.
- I'm not sure I've heard of it. How do you spell it?/ Does it do much business in...?
- I've met your colleague Walter quite a few times.
- We've been doing business with your organisation for a while.

Exchanging business cards

- Here's my business card.
- Can I give you my business card?
- Perhaps we should exchange business cards./ Do you have a business card (on you)?
- It's (all) written on my business card.
- I have a business card with me (somewhere).
- Let me just get my business cards./ Just a second while I find a business card.



- **Commenting on business cards**
- Ah, so your office is in...
- ... department? Does that mean you know...?
- Sorry, how do you pronounce this word here?

Ending conversations

- (Well), it was really nice to meet you.
- There are a couple of other people who I have to speak to before I leave, so...
- I think my next session is about to start.
- I've got your contact details here.
- I hope we have the chance to meet again soon.
- It's been really interesting talking to you.
- I'm sure we'll meet again at the next one of these.

BULATS Speaking Part One examiner's script

Hello./ Good morning./ Hi.

Come in, please. Take a seat (over here). Can I have your examination sheet?

I'm Alex Case and I'm your examiner today.

Can I check how to pronounce your name?/ Is it okay for me to call you...?/ What would you like me to call you?/ So you are.... Is that right?

Thank you. I'd like to start by asking you a few questions about yourself, if that is okay.

Beginning BULATS Speaking Part Three roleplay meetings candidate's script

Hello.

(I'm... and I'm/ I work...)

Thanks for coming here today./ Thanks for coming here to see me./ Thanks for making the time to see me./ Thanks for coming all the way to my office.

((As you know) the aim of today's meeting is.../ I've invited you here today to.../ I asked you to come here so I can...)

First of all, I'd like to ask you...

Thanks for all the information./ That's all very useful information./ I think that is all I needed to know.

I'll...

(Thanks again for coming to see me.)



Starting emails

- I am writing to you about/ concerning/ because/ (in order) to/ in connection with...
- With reference to your email/ your phone call/ our conversation.../ Re:.../ In reply to...
- Thank you for your letter dated 17 June 2011.
- Thank you for your email yesterday/ this morning/ on Friday/ last week.
- I hope this email finds you well.
- I'm just emailing to ask...
- How are you?/ How's it going?/ How are things?
- I hope you had a good weekend/ break/ day off/ holiday/ evening.
- Sorry to write again so soon, but...
- I saw/ heard/ read that... over there. How are things now?/ I hope you are all okay.
- This is just a (very) quick note to say...
- I have to leave in two minutes, but I just wanted to let you know that...
- It was nice to speak to you/ meet you (yesterday/ at the conference).

Ending emails

- I look forward to hearing from you soon/ meeting you soon./ I look forward to your reply.
- See you./ CU.
- See you then/ on Monday/ tomorrow/ this evening.
Cheers/ Thanks/ Thank you in advance.
- Thanks again./ (Once) again,...
- Have a good weekend/ evening/ holiday.
- If you need any further information, please do not hesitate to contact me (at any time)./
If you have any other questions, please let me know./ Let me know if you need any
more info./ I hope that is clear./ Any questions, drop me a line.
- I'll write again...
- I hope that helps.
- Can you confirm that you got this email/ the attachment?
- Any feedback you could give me would be gratefully received.
- Any help you can give me in this matter would be much appreciated.

Starting reports

- The purpose of this report is (to)...
- I have written this report (in order) to...
- This report was written (in order) to...
- This report shows/ recommends/ examines...
- ... asked me to write this report/ commissioned this report/ asked for this report to be
written so that/ in order to...

Ending reports

- In conclusion,.../ To conclude...
- To summarise (the information above)...
- Due to the reasons given above, (I recommend/ strongly recommend)...