

PAGE	TITLE	TOPICS	LANGUAGE TIPS AND STRATEGIES
5	1 Making contact	Making arrangements via email Meeting visitors on arrival Talking about the weather Talking about plans	Attitudes to time in different cultures Talking about the future
14	2 Welcoming visitors	Welcoming visitors to your company Talking about the offices and the company Offering a visitor refreshments Giving directions in a building Introducing a visitor	Using first names Asking for clarification
23	3 Getting acquainted	Making small talk before a meeting Talking about personal possessions Talking about free-time activities Talking about travel and places you have visited Following up a visit with an email	Moving from small talk to business Talking about mutual acquaintances Keeping a conversation going
31	4 Entertaining a visitor	Showing a visitor around your town Talking about the place where you live Recommending things to do and places to see Giving directions in a town or city	Talking about recent Czech history 'Used to' Talking about origins Dealing with invitations
40	5 Eating out	Making small talk in a restaurant Deciding what to order Talking about family and relationships Talking about education Thanking somebody for a meal	Explaining a menu Commenting on what someone says 'Seriously' – the role of humour in different cultures
49	6 Networking at a trade fair	Starting a conversation with a stranger Talking about your company Talking about products at the stand Trying out new small-talk topics Following up a new contact via email	Networking tips Safe small-talk topics Ending a conversation politely Telling a story or an anecdote

PAGE	APPENDIX
58	Test yourself!
60	Partner files Partner A
62	Partner files Partner B
64	Answer key
69	Transcripts
75	A–Z word list
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