

Useful phrases and vocabulary

MEETING SOMEONE ON ARRIVAL

Greeting a visitor

Hello, I'm Karla Mecová from BTO Systems.

You must be Jiří. Welcome to Prague.

Nice/Good to see you again. (*when you know sb already*)

– Good to see you too.

It's a pleasure to meet you (at last)./It's great to finally meet you in person. (*meeting sb for the first time*)

– It's a pleasure/Nice/Good/Great to meet you too.

Please, call me Geoff.

– And I'm Lukáš, of course.

Apologizing for a delay

I hope you haven't been waiting long.

– Don't worry. I just got here ten minutes ago.

Sorry to keep you waiting. The train was on time but the traffic here is terrible.

– No problem. I know how it is.

Sorry I'm late. My flight was delayed because of bad weather.

Asking about the journey

How was the/your flight/journey/drive?

– Uneventful, thankfully./Fine, thanks.

– Not so good. The traffic was terrible.

– OK, but there was some turbulence.

You must be exhausted now.

– Oh, I'm OK. I managed to get some sleep, actually.

– I am a bit tired, I have to say.

Offering and accepting help

Can I help you with your bags?/Do you need a hand/any help with that?/Shall I take that for you?

– That would be great/very nice, thanks.

Would you mind taking this?

– Not at all./Of course not.

Let me get that for you.

Freshening up

I'd just like to wash my hands (if that's OK/before we get going).

Is there a toilet (BE)/bathroom/restroom (AmE) around here/somewhere?

– Yes, there's one just this way ...

Is there a café where we could sit down/get something to drink?

– Yes, there's a nice one just over there.

– I'm not sure, but let's see if we can find one.

Do you mind if we grab/get a quick coffee before we get going?

– Not at all.

– Actually we're in a little bit of a hurry. Maybe we could have one later?

Taking the visitor to their hotel or the company

So, if you'll just come this way ...

The/My car is parked over here.

We can get a taxi over there.

Where are we going from here?

– I thought we could go to the hotel first.

– We should probably go straight to the office, if that's OK.

– I'll take you to your hotel.

Is the hotel/office/conference centre far from here?

– No, it's just 15 minutes away.

– It's probably about a 30-minute drive, but we have plenty of time.

Talking about plans and schedules

It's not far now./We'll be there in five minutes.

I thought you might like to check into your hotel first and drop off your things.

– Sounds good./Sure.

Would you like to check into your hotel first?

– Actually, we can go straight to the office if you prefer.

Then we can grab/get a spot of lunch.

There's a nice Italian place near your hotel.

After that we can go to the company.

We have the meeting with the sales team at 2, as you know.

At 4 we're going to visit the production plant.

That should only take an hour.

Then I'll take you back to your hotel and you can relax for a bit.

I'll pick you up at about 7 for dinner.

We're going to a very nice restaurant this evening.

– Sounds good./Great.

LOOKING AFTER A VISITOR TO YOUR COMPANY

Welcoming a visitor

Hello, Mr Bacon. I'm Lukáš Janský.

Nice to meet you/see you again.

Welcome to Veselý Design/our company.

Did you have any trouble finding us?

– No, not at all. The directions on your website/Your directions were very clear/good.

Was the driver there to meet you at the airport?

– Yes, he/she was. Thanks so much for arranging that.

– It's the least I could do (after your long flight).

Thanks for coming down to meet me.

– No problem at all. I wasn't sure you'd be able to find my office by yourself.

Showing a visitor around your offices

You can leave your things/your briefcase/coat here/in my office/at the reception desk.

Would you like to leave your things here?

– That would be nice, thanks.