

You are on a business trip, representing your company. Do you know the etiquette for the following things:

● **Ne quittez pas, je vous le passe....**

You have several people to meet have brought your cell phone to arrange the meeting. But each client works in a different office.

Do you understand how to telephone each office, ask to speak to each person and arrange your meetings?

If someone is occupied and cannot take your call, what do you do?

Can you leave clear instructions for him or her to call you back on your cellphone?

How do you say your telephone number? How do you tell a client the address and location of your hotel?

Do you feel comfortable meeting a client for lunch? How would you arrange this?

When you feel comfortable with your new acquaintances, do you start to *tutoyer* (use the familiar form of address)?

You sense you have made a *faux pas* (done something wrong); should you say anything to apologize and, if so, what?

● **Bonjour, Monsieur le Directeur...**

You are very active during your trip to France and you visit many places.

What is the one pair of phrases you always say? How and when do you say them?

How many different ways can you use the phrase *s'il vous plaît* – what different meanings can it have? What other words might you use with it, and for what purposes?

How do you speak to the different people you meet all day:

- to the clerk at your hotel as you leave in the morning

- to the waiter who brings you breakfast in a café

- to your host at lunch

- to the secretary who earlier took your telephone messages to arrange a conference

- to the colleague who volunteers to drive you back to your hotel

Why (and when) would you wish different individuals a good day, a good afternoon, a good evening, a good weekend, a good Sunday, a good celebration, a good trip or a good *continuation*?

How many ways can you think of to thank people in person ? How would you compose and address a letter of thanks – or would you send an email ?