**WEBINAR**

**THE BASICS:**

1. **Greetings:**

* **pozdravljanje in prvi stik**
* **pozdravi glede na čas v dnevu in situacijo (formal/informal)**

Pozdravi glede na čas v dnevu:  
- good morning do 12h (12pm)/midday  
- good afternoon do cca 18h (6pm) ali malo manj pozimi (npr. 16h, 17h9  
- good evening do konca dneva  
- good night = lahko noč  
- good day v Avstraliji

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| --- | --- |
| Formal: | Informal |
| * Vsi prej našteti pozdravi * Hello (manj formalno) | * Hi (very inf) |

Po tem, ko se spoznamo z nekom:

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| Greeting | Odziv |
| - How do you do? (form) - I'm very pleased to meet you. - It's very nice to (finally\*) meet you. - Pleased to meet you. - Nice/good to meet you (inf) - Nice to have you with us. | - How do you do/ nič - Pleased to meet you too. - The pleasure is all mine. - Nice/good to meet you to. - Glad to meet you too. - Nice meeting you. (tudi na koncu) |

**HANDSHAKES**

Americans greet each other with a handshake. This is true for men greeting women, women greeting women, or women greeting men. Sometimes, if we have a long conversation, we will shake hands again when we are saying goodbye.

Make sure that you use a firm handshake. If your handshake is weak, American business people may feel that you are not a strong person.

When shaking hands, look the person in the eye. If you look away when you are introducing yourself or shaking hands, American business people will feel that you are hiding something or that you are not friendly.

* **pravilno naslavljanje oseb**

What is the difference between Mr., Mrs., Ms. and Miss?

Mr. (Mister) – poročen ali samski moški  
Mrs. (pronounced “misses”) – poročena, ločena ali vdovela ženska  
Miss – mlada, neporočena ženska  
Ms. (pronounced “mizz”) – za vse ženske nad 20 za katere nismo prepričani, ali so poročene

Američani so nasploh manj formalni kot npr. Angleži, nasploh pa je v angleško-govorečem poslovnem svetu normalno, da se ljudje naslavljajo kar z imeni – kar pa nujno ne pomeni bolj prijateljskega odnosa.

Npr.  
Hello, Mr. Baker!  
Oh, just call me Richard.  
Ok, I'm Ben.   
  
Velikokrat lahko kakšno ime skrajšamo npr. Elizabeth – Liz., Robert - Bob  
Če bi vseeno želeli, da nas kličejo drugače 🡪 Sorry, but I prefer to be called Elizabeth.

* Poslavljanje

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| - It was/has been nice meeting you.  - See you again, I hope.  - Hope to see you again soon. - Goodbye/Bye. (inf) - Looking forward to seeing you again/... - Good day. Good night\* - Thank you, I'll call you ...\* - Thanks, I'll be in touch.\* (inf) - Talk to you soon.\* - See you on ../at ... - See you later. \*\* - Let's have a drink sometime.\*\* - We must have lunch together.\*\*  - We must catch up soon!\*\* | - Yes, you too. - The pleasure is all mine. - Likewise.  - Yes, see you then.  - Yes, that would be nice. - Yes, absolutely. |

1. **Visitors**

* sprejemanje gostov
* pozdravljanje gostov

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|  |  |
| - Hi, Hello ... (pozdravi od prej).  - Welcome to \_\_\_\_\_\_. How can I help you? - Come in, please! - Nice to see you again! - Hi, did you have any trouble finding us? - It's been a while since we last saw each other ... - How was your flight/trip? - You can leave your things here/at the reception. - Can I take your coat/jacket? - Let me take you around the company. - If you'd like to come this way ... - Let's go into the office. | - Please, have a seat./take a seat - Please join us at the table. - Have a seat (inf). |

* nekaj ponudimo

V mnogih državah je vljudno, da nekaj ponudimo (vodo, čaj, kavo).

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| - Would you like something to drink (while you wait)? - Would you like a drink? - Would you like some coffee/tea/water? a glass of water? - What can I get you? - Can I get you something? - How do you take your coffee? - How would you like your coffee? - With sugar? How many sugars? - Sorry we don't have ... Can I get you .. instead? - Please, help yourself to the biscuits, coffee ... - Here you are. | - A cup of coffee/tea, please.  - Some water/juice would be nice, thank you. - Just black, no sugar.  - With milk and sugar.  - Can/Could I have a sweetner instead of sugar, please? |

* težave z imeni

Včasih ne razumemo sogovornika, ne vemo, kako se napišejo ali izgovorijo njihova imena ...

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| - I'm sorry, can/could you repeat your name/surname/last name?  - Sorry, I didn't catch your name. Can you repeat it? - I'm sorry, did you say Harry or Harrison?  - Sorry, I've lost your name. Can you repeat it?  - Could you spell your name, please?  - How do you spell that? |  |

1. **Introduction**

* predstavitev sebe (identifikacija, kje delamo, kaj delamo)

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| - Hi/Hello (pozdravi od prej)  - Allow me to introduce myself, I'm ...  - May I introduce myself?  - I'm ... My name is ... from ...  - I work for ... / at ...  - Formal – I’m in charge of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  - I’m responsible for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  - My job involves \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  - Informal– I handle\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  - I oversee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  - I take care of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  - I am a/an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ here at company name.  - I deal with ... | - Hi. I don't think we've met before. - Have we met before? - I think we've met before. |

* predstavitev drugih (identifikacija, kje delamo, kaj delamo)

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| - Hi/Hello (pozdravi od prej)  - Allow me to introduce ... She/he/they ...  - May I introduce ... / May I introduce you to ...  - I'd like to introduce ... - Excuse me, may I ... (can I)  - This is my colleague ...  - I'd like you to meet ... (inf)  - This is ... (inf)  (nato isto kot prej, z drugimi zaimki) | - Have you met ...? |

* predstavitev firme

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|  |  |
| - Our company was established/founded/set up in ...  - Our company (company's headquarters) are located in/at ...  - Our company employs ... - There are ... workers at our company ... - Our company has ... employees  - We make/produce/manufacture/supply/ specialise in/develop/research  \*\*\*developing/researching  - We/out products have revolutionised ... | - Our annual turnover is ... - We make annual profits of ...  - We are the leading company in the field of ... - Our company has grown ... - We co-operate ... - We work closely with ... |

* predstavitev Slovenije

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| - Slovenia lies .../is locates/boarders on ...  - It has a population of ... - The official language is ... - Our currency is ... - The capital city of Slovenia is Ljubljana - Slovenia has a rich culture/tradition ... - Slovenia is famous for ...  - typical dishes include ... /traditional food is ... |  |

1. **Small talk**

Velikorat vprašamo po počutju (vljudnostno), posebno če gre za znance/sodelavce:

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| Pozdrav | Odziv |
| - How are you? - How's things? - How are you doing? - What have you been up to? - How's life? - How's business? - How's the family? /wife and kids?  - How are you feeling today?  - What's new? | - Fine, thanks. - Very well, thanks. - Not too bad. - And yourself? And you? - Great.  - Not bad.  - Can't complain. - Very well, yours? |

Kadar komuniciramo s tujci se izogibamo osebnih tem in se poslužujemo bolj nevtralnih tem kot so vreme, potovanje, država, ... Izogibamo se tem kot so politika, vera, posel ..

(skeni)

1. **Communication Problems**

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| - I'm afraid my English is a bit rusty/isn't very good. - Could you please speak a bit more slowly?  - Could you speak a bit louder?  - Could you speak up a bit, please?  - Could you repeat that, please?  - I'm sorry, I didn't understand that. - I'm sorry, I didn't catch that.  - Could you explain that again?  - Could you spell that, please?  - How do you pronounce that? |  |

1. **Useful Vocabulary**

**Izražanje želja**

* Could you send me your brochure, please?
* Could you help me with ..
* Could you do me a favour?
* Would you be kind enough to ... Would you be so kind as to help me ...
* We would be very grateful if ...
* Would it be possible to ...
* May I/Would it be alright if I ..?
* Do you mind if I...?

**Odzivanje**

* Certainly. Yes of course.
* Sure, no problem. Go ahead.
* I'm afraid not.
* That might be a bit of a problem.
* Unfortunately that wouldn't be possible.

**Zahvala**

* Thank you. Thank you very much.
* That's very kind of you.
* You're welcome.
* My pleasure. / Don't mention it.

**Opravičimo se:**

* Oh, sorry!
* I beg your pardon.
* I'm very sorry.
* I must apologise for ..
* Sorry for being late ...
* That's ok, don't worry about it.

**Kažemo zanimanje**

* Is that so?
* Oh, really?
* I see.
* That's interesting
* I'm very impressed.

**Datumi, dnevi, čas**

* What's the date today, please'
* It's Tuesday. The first of June. June the first.
* IN the morning/afternoon/evening
* At lunchtime/night
* Midday, noon, midnight
* Yesterday/tomorrow/the day before yesterday/the day after tomorrow
* A week tomorrow/a month tomorrow
* Last week/this month/next year
* Could you tell me the time, please?
* What's the time?