

## BREAKING THE ICE

How often do you introduce yourself to other people? Is it in formal situation? Willy-nilly, as a university student, you must be able to introduce yourself in formal situation. To do that you need to consider the following items such as: **1) know well how to start; 2) remember what the main points are; 3) whom you are speaking to; 4) calculate available or given time; 4) end with common phrase, etc.** Beside it, practice is also another important factor that you may not ignore. Truly speaking, the first nice meeting that you get with other people, may create good impression upon you. To help you, take a look at the simple draft below. You will find how Hamdani introduces himself to his classmates exactly in the first session of Business English subject.

**Hello everyone. Let me introduce myself. My name is Hamdani. I'm 20 years old. I live at Jalan Ciputat Raya, number 43. At Esa Unggul, I come from Faculty of Health Sciences, majoring Nutrition in semester three. I hope, I can finish my study here on time so that I can work in an international hospital either in Indonesia or in Singapore. Thank you.**

Your turn

**First**, choose a friend among your classmates. **Second**, ask several questions in order to gather information as much as possible dealing with his/her personal details. **After that**, write a draft on available space below concerning his/her identity.

**Good morning.** In this moment, I want to introduce someone to you.  
His/her name is \_\_\_\_\_

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Take a glance at picture right side. Write three sentences of your own.

1. They are discussing important agendas.
2. I think, the man is leading the meeting seriously.
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Some Geographical Names

Country	Citizenship	Translation
Afghanistan	Afghan	
Africa	African	
America	American	
Argentina	Argentine	
Bangladesh	Bangladeshi	
Brazil	Brazilian	
China	Chinese	
Denmark	Danish	
Egypt	Egyptian	
France	Frenchman	
Germany	German	
India	Indian	
Indonesia	Indonesian	
Iran	Iranian	
Iraq	Iraqi	
Israel	Israeli	
Italy	Italian	
Japan	Japanese	
Korea	Korean	
Malaysia	Malaysian	
Pakistan	Pakistani	
Russia	Russian	
Singapore	Singaporean	
Saudi Arabia	Saudi Arabian	
Turkey	Turkish	

## STARTING COMMUNICATION

"How do you start a communication? Then do you enjoy making it?"

What is your response towards the above homely questions? I guess, some of you will say, I start holding communication by my own way and really enjoy it, whereas some others may have different opinion. As a matter of fact, university students must be able to hold an effective conversation not only in mother tongue, but also in a foreign language. According to the latest research, the first priority of job's requirements is communicative skill. In workplace, working people will meet regular or new customers, visitor and also business partners. Therefore, essential elements or key factors to produce effective conversation need to be discussed in this section. According to your mind, what are the key factors or elements of creating effective conversation? Please, write your points here and number 1 is done for you.

1. A key to create effective communication is using polite sentences.
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Some people say that it is not easy to start communication especially if they do it to those people they never meet before. Based on actual experience, there are at least three ways that everybody can apply in practice, namely:

1. As a beginner on formal communication, before starting please have notes what you are going to state in beginning, middle and the end, so that you will not miss even a single point. Truthfully, scholars and any other professionals also imitate this helpful way.
2. Undoubtedly, we need to find out as soon as possible, what someone likes and dislikes. To do this, we may take a glance at his body language (performance, dressing style, color, any physical characteristics, etc). It should be kept in mind that body language is source of information to other people. Therefore, it is too exaggerated to blame other people if they have bad image upon you since unconsciously, you produce bad body language. In order to create effective communication, let us focus on topics that s/he likes. Moreover, in order to end communication, we had better change the topics that s/he dislikes.

3. The last point is familiar and be accustomed to polite sentences during communication. Remember polite refers to someone whom you are speaking to, not to you instead. In other words, we must express all things in polite manner. Truly speaking, polite or impolite is relative. It depends on habits, cultures, nationality, etc.

### Learn the conversation below,

Conversation one,

A receptionist in a law firm converses with a visitor. They never meet before and it is the receptionist who takes initiative.

Receptionist : **Good morning.** I'm Silvi a receptionist here. Can I help you?

Visitor : Good morning, too. **How do you do, Ms. Silvi!** My name is Takasimura. I want to ask for legal assistance.

Receptionist : How do you do, Mr. Takasimura. Have a seat, please! If you want to get legal assistance you've come to the right place. We're ready to help you. However, let me ask you several questions. Where do you come from?

Visitor : Thank you. I come from Japan, but I have been staying in Jakarta for 5 years.

Receptionist : **Oh, I see.** What do you do in Jakarta?

Visitor : I run my own business. I employ around 70 workers.

Receptionist : Where is it located?

Visitor : It is located at Jalan Daan Mogot Number 235.

Receptionist : **I beg your pardon!**

Visitor : Daan Mogot, 235.

Receptionist : I get your point. It is not very far from here. Next, what is your main problem?

Visitor : Okay. Recently, some employees would like to resign from their position which is not corresponding with agreed contract. I want to know how should I handle this case based on regulation here?

Receptionist : I see. To get the solution, you may meet Mr. Sudirman our lawyer, in room number 3. You may follow me.

Visitor : **Thank you, Ms. Silvi.** I would be glad to.

Receptionist : **You're welcome.**



### Essential points about asking and giving opinion

- Do you like giving opinion? University students must be accustomed to asking and giving opinion manner.
- In giving opinion you must be able to differentiate between formal and informal situation. Examples of formal situation are meeting in office, attending lecture or seminar, doing exam, and many others, while informal situation includes personal meeting or family gathering.
- When you give opinion to other people, remember to support it with any logic reason or argument.
- Finally, you should be able to appreciate different opinion. In other words, never imagine that all people will accept your opinion, even though you think you are absolutely correct. There are some common phrases which may be applied in asking or giving opinion in formal situation. Here, they are.

ASKING	GIVING
What are the main factors to get succeeded?	I think the main factors to get succeeded are chance and motivation.
Why are they doing corruption?	In my opinion, they are doing corruption, they are not satisfied with their income.
How will you win the competition fairly?	I think, I will win the competition if I apply SWOT analysis on preparation.
What is your point of view about fate or destiny?	In my view, fate or destiny depends on my attempts. The harder I try, the more I get. It's so simple.
What can you say about parking lot here?	As far as I know, the parking lot is very wide, even though it still needs a better management.
What is your comment about online business?	My comment is that online business is easy to handle and profitable.

Give your opinion to the following questions

- 1) What are the characteristics of good university students, according to your mind?
  - (A) I think, they must read various books.
  - (B) In my opinion, they must have good attitude.
  - (C) According to my mind, they must be critical.
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_
- 2) What can you say about characteristics of an ideal lecturer?
  - (A) In my view, s/he must be smart and master his subject well.
  - (B) I think, s/he must be able to manage class without discrimination.
  - (C) According to me, an ideal lecturer must understand the condition of his/her students.
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_
- 3) As far as you know, what are influential factors to get successful?
  - (A) If I'm not mistaken, the influential factors are hard work and time management.
  - (B) I think the real factor is chance.
  - (C) In my view, it is the ability to solve problem.
  - (D) As far as I know, they are luck and motivation.
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_
- 4) What do you know about factors of achievement?
  - (A) I think it is all about hard work and motivation.
  - (B) I think, they are chance and education.
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_
  - You : \_\_\_\_\_