

Second Semester -2023-
2024

Business Language

Faculty of Business and Economics

Chapter 3 – Section 2

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PALESTINE TECHNICAL UNIVERSITY-KADOORIE- RAMALLAH
BRANCH

Chapter-3



Meetings in English

Writing an Agenda

In order to keep the meeting on task and within the set amount of time, it is important to have an agenda. The agenda should indicate the order of items and an estimated amount of time for each item. If more than one person is going to speak during the meeting, the agenda should indicate whose turn it is to "have the floor". In some cases, it may be useful to forward the agenda to attendees before the meeting. People will be more likely to participate in a meeting, by asking questions or offering feedback, if they know what is going to be covered.

Sample Agenda:

- 1** Welcome, Introduction: Pierre and Stella (5 minutes)
- 2** Minutes from previous meeting: Jane (10 minutes)
- 3** Japan Tours: Pierre (15 minutes)
- 4** N.A. Tours: Pierre (15 minutes)
- 5** Korean Tours: Pierre (15 minutes)
- 6** Australian Tours: Pierre (if time allows 10 minutes)
- 7** Feedback from last year: Everyone (15 minutes)
- 8** Vote on staff picnic: Everyone (15 minutes)
- 9** Questions/Closing remarks/Reminders: Everyone (5 minutes)

Allocating roles

The person in charge of calling and holding a meeting may decide to allocate certain roles to other staff members. Someone may be called upon to take the minutes, someone may be asked to do roll call, and someone may be asked to speak on a certain subject. This should be done either in person, or in an e-mail.

Sample Personal Request:

Pierre: Hi Jane, did you get the e-mail about next week's meeting?

Jane: Yes, I'll be there.

Pierre: Great. I'd like to put you in charge of reviewing the minutes from last meeting for us.

Jane: Sure, I can do that. I think there is a copy of the minutes in my file.

Pierre: Thanks, you'll have ten minutes to remind us of what we discussed last meeting. This will be good for Stella to hear. Stella will be our new private tours coordinator.

Sample E-mail:

To: jane@paristours.com

From: pierre@paristours.com

Subject: Minutes

Hi Jane,

I just wanted to make sure that you would be available to review last month's minutes and present them at Friday's

meeting. We have a new staff member joining us, so I'd like

to give her a chance to see where things have been going

since the last meeting.

If you have any concerns about this, let me know.

Thanks,

Pierre

Opening a Meeting



Small Talk

Whether you are holding the meeting or attending the meeting it is polite to make small talk while you wait for the meeting to start. You should discuss things unrelated to the meeting, such as weather, family, or weekend plans.

Sample Dialogue:

Pierre: Hi Thomas. How are you?

Thomas: Great thanks, and you?

Pierre: Well, I'm good now that the warm weather has finally arrived.

Thomas: I know what you mean. I thought winter was never going to end.

Pierre: Have you dusted off your golf clubs yet?

Thomas: Funny you should ask. I'm heading out with my brother-in-law for the first round of the year on Saturday.

Welcome

Once everyone has arrived, the chairperson, or whoever is in charge of the meeting should formally welcome everyone to the meeting and thank the attendees for coming.

- Well, since everyone is here, we should get started.
- Hello, everyone. Thank you for coming today.
- I think we'll begin now. First I'd like to welcome you all.
- Thank you all for coming at such short notice.
- I really appreciate you all for attending today.
- We have a lot to cover today, so we really should begin.

Sample Welcome:

Pierre: I think we'll begin now. First I'd like to welcome you all and thank everyone for coming, especially at such short notice. I know you are all very busy and it's difficult to take time away from your daily tasks for meetings.