

Making a Good Impression

Here are some issues to think about when you are a visitor or receive a visitor from abroad. Match the issues with the ideas. Then decide if the ideas are good or bad.

	Issue		Possible Suggestion	Good / Bad
1	Hand-shaking		Use hand signs while you talk	
2	Bowing		Touch visitors on the hand / head / foot	
3	Self-Introduction		Dip your head to show respect	
4	Company Rank		Wait a few seconds between sentences	
5	Use of Gestures		Use a firm grip	
6	Interpersonal Distance		Look people in the eye when speaking	
7	Pausing		Explain your level in your company	
8	Eye Contact		Offer tea / coffee / alcohol	
9	Bodily Contact		Stand close to the listener while talking	
10	Gifts		Take visitors to late night bars / clubs	
11	Refreshments		Give a little speech about yourself	
12	Entertaining		Give expensive presents	

When we receive foreign visitors some actions are inappropriate.

The following adjectives describe different types of such actions.

Match each problem on the left with one of the likely results on the right.

	Problem	Likely Result	
1	excessive	causing puzzlement and uneasiness	
2	offensive	causing a mild negative reaction	
3	off-putting	making visitors laugh	
4	boring	lacking awareness of your visitor's (senior) rank	
5	disrespectful	sending your visitors to sleep	
6	disconcerting	making an inappropriately large effort	
7	culturally insensitive	causing an extreme negative reaction	
8	a source of amusement	lacking awareness of your visitor's customs / manners	

Discuss the issues above with other class members.

Try to decide which (4) issues the following people should be most careful about.

- a) a U.S. citizen visiting your country on business
- b) a company in your country receiving visitors from the U.S.