



Business Greetings & Politeness
Asking and Answering Questions Politely
Expressing Gratitude and Making Requests



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Why Is Politeness Important?

- ✓ Makes a good first impression
- ✓ Shows respect in business
- ✓ Builds good relationships

How we say things is important. Being polite helps us look professional and friendly.

Formal Greetings – First Meeting



- 🗨️ "Good morning, my name is Anna."
- 🗨️ "Nice to meet you."
- 🗨️ "How do you do?" (very formal)
- 👋 Goodbye.
- 👋 It was nice meeting you.
- 👋 Have a nice day.



Common mistakes in Greetings

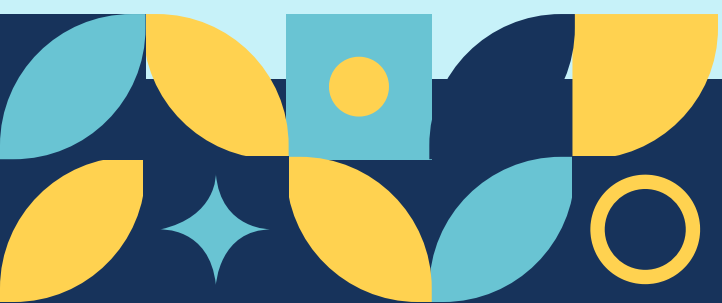


✗ MISTAKE: "How are you?" = asking for a real answer

- Person 1: "Hi! How are you?"
- Person 2: "My back hurts, my dog is sick, my car is broken..."

✓ BETTER: This is just a greeting, not a real question!

- Just answer politely: "I'm fine, thank you. And you?"



Asking Questions Politely

- ? Can I ask you a question?
- ? Could you help me, please?
- ? May I know your name?

Don't say 'Hey, what's your name?' That's too direct.
We should ask gently. Say: 'May I know your name?'

Answering Politely

- ✓ Yes, of course.
- ✓ Certainly.
- ✓ I'm sorry, I don't know.

Even when we don't know the answer, we say: 'I'm sorry, I don't know.'

Expressing Gratitude

🙏 Thank you very much.

🙏 I appreciate your help.

🙏 Thanks for your time.

“Saying thank you is powerful. In business communication, we say it often. ‘I appreciate your help’ is formal and polite.

Making a Request

- ✉ Could you send me the report, please?
- ✉ Would you mind helping me?
- ✉ May I have your email?

“When we ask for something, we say it politely. Don’t say ‘Give me your email!’ Say, ‘May I have your email?’”

Saying "No" Politely

✗ Bad: "No."

✓ Better:

- "I'm afraid I can't."
- "I'm sorry, that's not possible."
- "Let me check and get back to you."

Asking for information

Person A	Person B
"Good morning. Could I ask you a question?"	"Of course! What can I help you with?"
"Do you happen to know the meeting time today?"	"Yes, it's at 2 PM in the conference room."
"Thank you. Could you tell me where the conference room is?"	"Of course! It's on the third floor."
"I appreciate your help. Thank you very much."	"No problem! Happy to help."

Asking for help

Person A

Person B

"Excuse me, would you mind helping me with this form?"

"Sure! I'd be happy to help."

"May I ask how to fill this section?"

"Just write your name and date here."





"Thank you! That was very helpful."

"You're welcome!"

How to respond when you know the answer

- "Yes, of course."
- "Certainly."
- "I'd be happy to help."
- "Sure! Here's the information..."
- "Yes, let me help you with that."

How to respond when you don't know the answer

-  "I'm sorry, I don't know."
-  "I'm not sure, but let me find out for you."
-  "I don't have that information right now."
-  "Let me check and get back to you."

When you need more information/clarity

- "Could you explain a bit more?"
- "I'm not sure I understand. Could you give me an example?"
- "Do you mean...?"

Body Language in Business Greetings

- 👍 Smile
- 👍 Make eye contact
- 👍 Nod when listening
- 👍 Use polite gestures

“Being polite is not just words. Use your face, eyes, hands!”

Body Language in Business Greetings

- 👍 Stand straight/good posture
- 👍 Open arms/hands visible
- 👍 Face the person
- 👍 Keep 1-1.5 meter distance

CLASS ACTIVITY



Thank You