

## **Business Communication- Pairwork Correction Game**

### **Student A**

*Without showing your worksheet to your partner, try to work out whose version of each phrase below is the correct one and change the wrong version.*

### **Meeting people/ Starting face to face conversations**

Is this seat free?

Can I introduce me?

You must be John.

### **Starting telephone calls**

Good morning. ABC Corp. Alex Case is speaking. How may I help you?

Hi John. This is Alex.

I'm calling about the marketing plan.

Please put me through to Jane Doe.

### **Small talk/ Social language at the start of conversations**

How is your flight?

Did you have any troubles finding us?

How's it going?

How's business?

What time is it now over there in New York?

### **Starting emails**

Thanks for your emailing.

I'm writing to you about our meeting next week.

### **Starting presentations**

The tema of my presentation is...

If you have any questions, I'll be happy to answer them at the end.

### **Ending small talk/ Getting down to business**

By the way, we have to leave this room at six, so shall we get started?

### **Requests**

Please send me some information on...

### **Talking about documents**

If you see page 73,...

Please find the agenda attached.

### **Moving on/ Changing topics**

Let's move on the next point on the agenda.

### **Turn taking (interrupting, etc)**

John, what do you think about that?

Of course. Please go ahead.

**Dictation/ Taking and leaving messages**

I'm afraid but she's away from her desk. Can I take a message?

Yes, please. Can you ask him to call me back?

Just moment while I write that down.

**Checking/ Clarifying/ Dealing with communication problems**

Sorry, I can't hear you very well. Can you speak a little more louder?

**Making arrangements (fixing meetings, etc)**

I'd like to meet next week, if you are available.

I'd love to come, but unfortunately I'm flying to America on that day.

**Apologising/ Dealing with complaints/ Giving bad news**

I'd like to apologies for any inconvenience caused.

**Asking for information/ Enquiries**

I'd also like an information about...

Last of all, I was wondering if you could tell me...

**Checking that you have finished**

Is there anything other we need to discuss?

We seem to covered everything.

**Finishing conversations**

I have to speak to a few more people, but I'd love to hear more about your company. Do you have business card?

**Ending telephone calls**

Thanks for calling.

**Ending emails**

If you need any more information, please hesitate to contact me.

I'm looking forward to hearing from you.

**Small talk/ Social language at the end**

Do you have any plan for the weekend?

It was a pleasure to meet you.

**Mentioning future contact**

Let's speak again in two weeks.

See you next week.

*Hint: There should be the same number of mistakes and therefore the same number of corrections on each worksheet (21 on Student A's worksheet and 21 on Student B's).*

**Student B**

*Without showing your worksheet to your partner, try to work out whose version of each phrase below is the correct one and change the wrong version.*

**Meeting people/ Starting face to face conversations**

Is this chair free?

Can I introduce myself?

You must John.

**Starting telephone calls**

Good morning. ABC Corp. Alex Case speaking. How may I help you?

Hi John. I'm Alex.

I call about the marketing plan.

Can you put me through to Jane Doe?

**Small talk/ Social language at the start of conversations**

How was your flight?

Did you have any trouble finding us?

How's going?

How's your business?

What time is there now in New York?

**Starting emails**

Thanks for your email.

I write to you about our meeting next week.

**Starting presentations**

The topic of my presentation is...

If you have any question, I'll be happy to answer them at the end.

**Ending small talk/ Getting down to business**

Anyway, we have to leave this room at six, so shall we get started?

**Requests**

Can you send me some information on...?

**Talking about documents**

If you look at page 73,...

Please see the agenda attached.

**Moving on/ Changing topics**

Let's move on to the next point on the agenda.

**Turn taking (interrupting, etc)**

John, how do you think about that?

Of course. Please.

**Dictation/ Taking and leaving messages**

I'm afraid she's away from her desk. Can I take a message?

Yes, please. Can you tell him to call me back?

Just a moment while I write that down.

**Checking/ Clarifying/ Dealing with communication problems**

Sorry, I can't hear you very well. Can you speak a little more loudly?

**Making arrangements (fixing meetings, etc)**

I'd like to meet next week, if you are convenient.

I'd love to come, but unfortunately I will fly to America on that day.

**Apologising/ Dealing with complaints/ Giving bad news**

I'd like to apologise for any inconvenience caused.

**Asking for information/ Enquiries**

I'd also like some information about...

At last, I was wondering if you could tell me...

**Checking that you have finished**

Is there anything else we need to discuss?

We seem to have covered everything.

**Finishing conversations**

I have to speak to a few more people, but I'd love to hear more about your company. Do you have a business card?

**Ending telephone calls**

Thanks for your calling.

**Ending emails**

If you need any more information, please do not hesitate to contact me.

I'm looking forward to hear from you.

**Small talk/ Social language at the end**

Do you have any plans for the weekend?

I was a pleasure to meet you.

**Mentioning future contact**

Let's speak again two weeks after.

See you at next week.

*Hint: There should be the same number of mistakes and therefore the same number of corrections on each worksheet (21 on Student A's worksheet and 21 on Student B's).*

**All errors stage**

*Without looking above, work together to correct all the mistakes below.*

**Meeting people/ Starting face to face conversations**

Is this chair free?

Can I introduce me?

You must John.

**Starting telephone calls**

Good morning. ABC Corp. Alex Case is speaking. How may I help you?

Hi John. I'm Alex.

I call about the marketing plan.

Please put me through to Jane Doe.

**Small talk/ Social language at the start of conversations**

How is your flight?

Did you have any troubles finding us?

How's going?

How's your business?

What time is there now in New York?

**Starting emails**

Thanks for your emailing.

I write to you about our meeting next week.

**Starting presentations**

The tema of my presentation is...

If you have any question, I'll be happy to answer them at the end.

**Ending small talk/ Getting down to business**

By the way, we have to leave this room at six, so shall we get started?

**Requests**

Please send me some information on...

**Talking about documents**

If you see page 73,...

Please see the agenda attached.

**Moving on/ Changing topics**

Let's move on the next point on the agenda.

**Turn taking (interrupting, etc)**

John, how do you think about that?

Of course. Please.

**Dictation/ Taking and leaving messages**

I'm afraid but she's away from her desk. Can I take a message?

Yes, please. Can you tell him to call me back?  
Just moment while I write that down.

### **Checking/ Clarifying/ Dealing with communication problems**

Sorry, I can't hear you very well. Can you speak a little more louder?

### **Making arrangements (fixing meetings, etc)**

I'd like to meet next week, if you are convenient.

I'd love to come, but unfortunately I will fly to America on that day.

### **Apologising/ Dealing with complaints/ Giving bad news**

I'd like to apologies for any inconvenience caused.

### **Asking for information/ Enquiries**

I'd also like an information about...

At last, I was wondering if you could tell me...

### **Checking that you have finished**

Is there anything other we need to discuss?

We seem to covered everything.

### **Finishing conversations**

I have to speak to a few more people, but I'd love to hear more about your company. Do you have business card?

### **Ending telephone calls**

Thanks for your calling.

### **Ending emails**

If you need any more information, please hesitate to contact me.

I'm looking forward to hear from you.

### **Small talk/ Social language at the end**

Do you have any plan for the weekend?

I was a pleasure to meet you.

### **Mentioning future contact**

Let's speak again two weeks after.

See you at next week.

## Part Two: Adding errors game

### Student A

Choose one of the functions below, tell your partner which one you chose, and then say the sentence there but changed to have some kind of error in it. Make sure that it is actually an error, not just a different correct sentence.

#### Possible errors to add:

- Take out one or more words
- Add one or more words
- Change one or more words
- Change the word order (= Mix up the words)
- Make the sentence very rude
- Change the function

*If they can't correct the mistake, give them hints such as which of the problems above you have given the sentence.*

### Meeting people/ Starting conversations

Is this the right place for the new English course?

### Small talk/ Social language at the start

How's work?

### Starting teleconferences

How is the weather over there now?

### Starting telephone calls

Good morning. ABC Limited. Alex Case speaking. How can I help you?

### Starting emails

Thanks for your quick reply.

### Starting presentations

Thanks for coming to this presentation so early in the morning.

### Ending small talk/ Getting down to business

Well then, I'd love to chat more, but we have a lot to get through today, so shall we make a start?

### Requests

Could you possibly give me a hand with this document?

### Talking about documents

Let's turn to the second paragraph on page 73.

### Moving on/ Changing topics

Turning to the next topic, we also need to look at...

**Turn taking (interrupting, etc)**

Sorry, can I come in here?

**Asking people to wait**

Just a second while I check.

**Dictation/ Taking and leaving messages**

I'm sorry, she's on another line. Would you like me to take a message?

**Checking/ Clarifying/ Dealing with communication problems**

Sorry, I couldn't catch the last thing that you said. Could you say it again?

**Making arrangements (fixing meetings, etc)**

That would be great. See you then.

**Apologising/ Dealing with complaints/ Giving bad news**

Please accept our apologies for the problems with the delivery.

**Asking for information/ Enquiries**

My last question is about the guarantee.

**Ending presentations (Q&A, etc)**

So, that brings me to the end of my presentation.

**Summarising**

To sum up what we have agreed,...

**Checking that you have finished**

Is there anything else that we need to talk about?

**Finishing conversations**

It was really nice to meet you.

**Ending telephone calls**

Speak to you then.

**Ending emails**

If you have any more questions, please let me know.

**Ending meetings**

Well, I'm afraid I have to go to another meeting.

**Small talk at the end/ Social language at the end**

Have you finished for today?

**Mentioning the next contact between you**

Are you free to meet again next week?

## Part Two: Adding errors game

### Student B

*Choose one of the functions below, tell your partner which one you chose, and then say the sentence there but changed to have some kind of error in it. Make sure that it is actually an error, not just a different correct sentence.*

#### **Possible errors to add:**

- Take out one or more words
- Add one or more words
- Change one or more words
- Change the word order (= Mix up the words)
- Make the sentence very rude
- Change the function

*If they can't correct the mistake, give them hints such as which of the problems above you have given the sentence.*

### **Meeting people/ Starting conversations**

Can I introduce myself?

### **Small talk/ Social language at the start**

Long time no see. How have you been?

### **Starting teleconferences**

Thanks for agreeing to speak to us.

### **Starting telephone calls**

Can I speak to someone in your marketing department?

### **Starting emails**

Hope you had a good weekend.

### **Starting presentations**

Today's presentation is about the reorganisation of the HR department.

### **Ending small talk/ Getting down to business**

So, it's been lovely to chat but we'd better get started, if you don't mind.

### **Requests**

I'd be very grateful if you could help me with...

### **Talking about documents**

Can you take one and pass them along?

### **Moving on/ Changing topics**

So, shall we have a look at the next item on the agenda?

**Turn taking (interrupting, etc)**

Sorry to interrupt but can I say something here?

**Asking people to wait**

If you can give me a minute, I'll find the information for you.

**Dictation/ Taking and leaving messages**

No, that's okay, thanks. I'll call again later.

**Checking/ Clarifying/ Dealing with communication problems**

Sorry, what does the last word mean?

**Making arrangements (fixing meetings, etc)**

I'm afraid I can't make it on Tuesday. How about Wednesday?

**Apologising/ Dealing with complaints/ Giving bad news**

I'm afraid it won't be possible for us to do that before the deadline.

**Asking for information/ Enquiries**

I'd also like to enquire about your after-sales service.

**Ending presentations (Q&A, etc)**

That is the last thing that I wanted to say today.

**Summarising**

So, if I understood correctly, we have decided to...

**Checking that you have finished**

Is there any other business before we finish?

**Finishing conversations**

I have to speak to another couple of people, but I'll email you in the next couple of days.

**Ending telephone calls**

Thanks for your help.

**Ending emails**

See you on Tuesday.

**Ending meetings**

Thanks, that was very productive.

**Small talk at the end/ Social language at the end**

It was great to see you again.

**Mentioning the next contact between you**

I look forward to seeing you then.

## **Brainstorming stage**

*Without looking above, work together to brainstorm at least two phrases for each of the functions below. Tick off any which you are sure you have brainstormed correctly and put a question mark next to any you aren't sure about. There is no need to write anything in the gap.*

### **Starting**

**Meeting people/ Starting conversations**

**Small talk/ Social language at the start**

**Starting teleconferences**

**Starting telephone calls**

**Starting emails**

**Starting presentations**

**Ending small talk/ Getting down to business**

**Body**

**Requests**

**Talking about documents**

**Moving on/ Changing topics**

**Turn taking (interrupting, etc)**

**Asking people to wait**

**Dictation/ Taking and leaving messages**

**Checking/ Clarifying/ Dealing with communication problems**

**Making arrangements (fixing meetings, etc)**

**Apologising/ Dealing with complaints/ Giving bad news**

**Asking for information/ Enquiries**

**Ending  
Ending presentations (Q&A, etc)**

**Summarising**

**Checking that you have finished**

**Finishing conversations**

**Ending telephone calls**

**Ending emails**

**Ending meetings**

**Small talk at the end/ Social language at the end**

**Mentioning the next contact between you**

*Go through the ones you wrote question marks next to as a class.*