

Business English- Ending presentations politeness competition game

Work in groups of two or three. Choose one of the phrases below and take turns making it more and more formal/ polite, until you both/ all can't take it any further. Then do the same with other phrases.

Summarising

Basically, there was no need for all that boring info because I can explain it all in one sentence, being...

Stating a conclusion

With the evidence that I've given you, any idiot can see that...

Ending the main part of the presentation

Well, that's all./ So, that's it./ Right. I'm done.

Inviting questions/ Asking for questions

Questions?/ Now ask me questions./ Okay, question time!/ Hands up for questions.

Inviting more questions

More?/ More questions?

Encouraging people to ask questions

No questions at all? Really?/ Please ask me about...

Indicating who can ask a question (while pointing with an open hand)

Yeah, okay./ Yes?/ Yes, you./ What?/ (just pointing)/ Yes, the fat man over there.

Checking the meaning of the question

I don't understand what you are saying./ What?/ Say again!

Commenting on the question

Odd question!/ What a strange question!/ Oh no, not that question!

Speaking while you are pausing, e.g. for thought or to look at your notes

Wait!/ Please wait!/ Got that right here!

Mentioning what you said earlier

Don't you remember that I said...?/ I already clearly explained in my intro that...

Not (really) answering the question because you don't have the information

No idea./ I didn't research that.

Not (really) answering the question for other reasons

That's a secret./ I can't answer that.

Offering to answer the question another way

Come up and speak to me later./ Catch me later on and ask me again.

Checking if your answer was okay

Do you understand?/ Okay?/ Clear enough now?/ Need more info?

Ending the questions

Stop, stop! No more questions please!/ No more time for questions, thank goodness!

Thanking at the end

Thanks for sitting through my long boring presentation./ Thanks for putting up with me.

Showing sources of further information

After this presentation, read this./ You can email me for more info if you must.

Put the phrases on the next page into order of politeness by writing numbers next to them from 1 for the most casual/ informal/ impolite.

Mixed answers

Summarising

- ✧ Basically, there was no need for all that boring info because I can explain it all in one sentence, being...
- ✧ If I were to attempt to summarise all the things I have talked about today in one sentence, it would probably be...
- ✧ To sum all that up...
- ✧ To sum up all that I've told you,...
- ✧ To summarise the content of my presentation,...

Stating a conclusion

- ✧ Basically, all that means that...
- ✧ Hopefully I have proved to you that...
- ✧ I hope that has convinced at least some of you that...
- ✧ I sincerely hope that I have opened your eyes to at the very least the possibility that...
- ✧ With the evidence that I've given you, any idiot can see that...

Ending the main part of the presentation

- ✧ And with those words I will bring my presentation to a close.
- ✧ Right, that's all I want to say today.
- ✧ So, that brings me to the end of my presentation./ ... which is the last thing that I wanted to say today.
- ✧ So, that's the end of my presentation.
- ✧ Well, that's all./ So, that's it./ Right. I'm done.

Inviting questions/ Asking for questions

- ✧ Any questions, anyone?/ Anyone have any questions?
- ✧ Any questions?
- ✧ Does anyone have any questions?/ Are there any questions?/ Please put your hands up if you have any questions.
- ✧ I will now be delighted to answer any questions that anyone may have./ There'll now be a brief question and answer stage.
- ✧ I'll now be happy to answer any questions./ We now have five minutes for Q&A.
- ✧ I'll now be very glad to answer your questions./ Please raise your hand if you'd like to ask a question.
- ✧ Questions?/ Now ask me questions./ Okay, question time!/ Hands up for questions.

Inviting more questions

- ✧ Any more questions?
- ✧ Any more?
- ✧ Does anyone have any further questions?/ Is there anything else that anyone would like to ask me about?
- ✧ Does anyone have any more questions?/ Are there any more questions?/ Would anyone else like to ask a question?
- ✧ More?/ More questions?

Encouraging people to ask questions

- ✧ Are there any questions about...?/ E.g., anyone want to ask me about...?
- ✧ I imagine there might perhaps be some questions about...
- ✧ No questions at all? Really?/ Please ask me about...
- ✧ Would you perhaps like to ask me about...?/ Did anyone perhaps have any questions about...?/ For example, I'm not sure that I explained... very well.

Indicating who can ask a question (while pointing with an open hand)

- ✧ Yeah, okay./ Yes?/ Yes, you./ What?/ (just pointing)/ Yes, the fat man over there.
- ✧ Yes, please ask away./ Yes, go ahead./ Yes, do you have a question?
- ✧ Yes, please go ahead./ Yes, please ask your question.
- ✧ Yes, the man over there./ Yes, the woman in the red dress.
- ✧ Yes, what's your question please?/ Yes, what would you like to know?/ Yes, the gentleman in the corner./ Yes, the lady in the second row?

Checking the meaning of the question

- ✧ I don't understand what you are saying./ What?/ Say again!
- ✧ Sorry, could you ask me that again?/ Are you asking...?/ Do you mean...?
- ✧ Sorry, could you repeat the question?/ I'm afraid I didn't catch that./ Do you perhaps want to know...?/ If I understand your question correctly, you want to know.../ I'm afraid I don't really understand what you mean by...

Commenting on the question

- ✧ Odd question!/ What a strange question!/ Oh no, not that question!
- ✧ Thank you for that very interesting question.
- ✧ That's a tricky one!/ I was hoping no one would ask me that!/ I should've expected that one!
- ✧ That's an interesting question./ That's a difficult question./ I'm glad you asked me that./ I'm sure many people have the same question.
- ✧ That's rather a difficult/ complex/ big/ deep/ philosophical question./ I'm very glad you asked me that.

Speaking while you are pausing, e.g. for thought or to look at your notes

- ✧ Erm. Just a mo'./ Just a sec.
- ✧ If I can just go back a couple of slides to look at that chart in more detail,... / What's the best way to answer that question? Well,...
- ✧ Just a minute. I have the information here somewhere./ Just a second while I look at my notes./ Let me think./ Let me see.
- ✧ Just a moment while I find the right slide./ How can I best answer that?
- ✧ Wait!/ Please wait!/ Got that right here!

Mentioning what you said earlier

- ✧ Don't you remember that I said...?/ I already clearly explained in my intro that...
- ✧ As I said in my introduction,.../ As I mentioned earlier,...
- ✧ That's related to my introduction, where I said...
- ✧ As you might remember from the second section of my presentation,.../ As I briefly mentioned a few minutes ago,.../ You may remember that I showed a graph which.../

Not (really) answering the question because you don't have the information

- ✧ I'm afraid I didn't research that topic in much detail because.../ I'm sorry I don't have any actual data on that, but.../ I'm terribly sorry but I don't have the exact answer to that question due to...
- ✧ I'm afraid I didn't research that./ I'm sorry but I don't know the answer to that question.
- ✧ I'm sorry but I don't really know.
- ✧ No idea./ I didn't research that.
- ✧ Sorry, I don't know.

Not (really) answering the question for other reasons

- ✧ I hope you can understand that I'm not really able to share that information due to...
- ✧ That's a secret./ I can't answer that.
- ✧ That's confidential./ I'm sorry but I'm not able to answer that.
- ✧ Unfortunately, I can't really give much of an answer on that because of.../ Due to confidentiality concerns...

Offering to answer the question another way

- ✧ Actually, it might be better for us to discuss that later in person, if you don't mind.
- ✧ Actually, it might be better for us to discuss that later in person, if you don't mind too much.
- ✧ Come up and speak to me later./ Catch me later on and ask me again.
- ✧ I'd love to be able to talk about it later./ Maybe you'd be better asking me in person later.
- ✧ Please come up and speak to me later.

Checking if your answer was okay

- ✧ Do you understand?/ Okay?/ Clear enough now?/ Need more info?
- ✧ Does that answer your question?/ Is that what you wanted to know?
- ✧ Does that help?/ Is that alright?
- ✧ I really hope that I have at least partly answered your question.
- ✧ Is that a bit clearer now?/ I hope I have answered your question./ I hope that answers your question.
- ✧ Is that answer alright?
- ✧ Is that clear now?/ Alright?/ Do you need more details?

Ending the questions

- ✧ I'm afraid I've run out time, so.../ If there are no further questions,...
- ✧ Sorry but I've run out of time, so.../ If no one else has any questions,...
- ✧ Stop, stop! No more questions please!/ No more time for questions, thank goodness!
- ✧ There don't seem to be any further questions. In that case,.../ I'm terribly sorry but I've run out of time, but...

Thanking at the end

- ✧ Thank you for your kind attention.
- ✧ Thank you very much for your kind attention.
- ✧ Thanks for all your great questions.
- ✧ Thanks for sitting through my long boring presentation./ Thanks for putting up with me.

Showing sources of further information

- ✧ After this presentation, read this./ You can email me for more info if you must.
- ✧ Here are some sources of more information./ Please email me if you'd like to know more.
- ✧ This slide shows some sources of further information, should you require any./ If you require any further information, please do not hesitate to contact me at any time.
- ✧ This slide shows some sources of further information./ Please feel free to email me if you'd like further information.

Compare with the suggested answers on the next page.

Suggested answers

Summarising

- 1 Basically, there was no need for all that boring info because I can explain it all in one sentence, being...
- 2 To sum all that up...
- 3 To sum up all that I've told you,...
- 4 To summarise the content of my presentation,...
- 5 If I were to attempt to summarise all the things I have talked about today in one sentence, it would probably be...

Stating a conclusion

- 1 With the evidence that I've given you, any idiot can see that...
- 2 Basically, all that means that...
- 3 Hopefully I have proved to you that...
- 4 I hope that has convinced at least some of you that...
- 5 I sincerely hope that I have opened your eyes to at the very least the possibility that...

Ending the main part of the presentation

- 1 Well, that's all./ So, that's it./ Right. I'm done.
- 2 So, that's the end of my presentation.
- 3 Right, that's all I want to say today.
- 4 So, that brings me to the end of my presentation./ ... which is the last thing that I wanted to say today.
- 5 And with those words I will bring my presentation to a close.

Inviting questions/ Asking for questions

- 1 Questions?/ Now ask me questions./ Okay, question time!/ Hands up for questions.
- 2 Any questions?
- 3 Any questions, anyone?/ Anyone have any questions?
- 4 Does anyone have any questions?/ Are there any questions?/ Please put your hands up if you have any questions.
- 5 I'll now be happy to answer any questions./ We now have five minutes for Q&A.
- 6 I'll now be very glad to answer your questions./ Please raise your hand if you'd like to ask a question.
- 7 I will now be delighted to answer any questions that anyone may have./ There'll now be a brief question and answer stage.

Inviting more questions

- 1 More?/ More questions?
- 2 Any more?
- 3 Any more questions?
- 4 Does anyone have any more questions?/ Are there any more questions?/ Would anyone else like to ask a question?
- 5 Does anyone have any further questions?/ Is there anything else that anyone would like to ask me about?

Encouraging people to ask questions

- 1 No questions at all? Really??/ Please ask me about...
- 2 Are there any questions about...?/ E.g., anyone want to ask me about...?
- 3 Would you perhaps like to ask me about...?/ Did anyone perhaps have any questions about...?/ For example, I'm not sure that I explained... very well.
- 4 I imagine there might perhaps be some questions about...

Indicating who can ask a question (while pointing with an open hand)

- 1 Yeah, okay./ Yes?/ Yes, you./ What?/ (just pointing)/ Yes, the fat man over there.
- 2 Yes, the man over there./ Yes, the woman in the red dress.
- 3 Yes, please ask away./ Yes, go ahead./ Yes, do you have a question?
- 4 Yes, please go ahead./ Yes, please ask your question.
- 5 Yes, what's your question please?/ Yes, what would you like to know?/ Yes, the gentleman in the corner./ Yes, the lady in the second row?

Checking the meaning of the question

- 1 I don't understand what you are saying./ What?/ Say again!
- 2 Sorry, could you ask me that again?/ Are you asking...?/ Do you mean...?
- 3 Sorry, could you repeat the question?/ I'm afraid I didn't catch that./ Do you perhaps want to know...?/ If I understand your question correctly, you want to know.../ I'm afraid I don't really understand what you mean by...

Commenting on the question

- 1 Odd question!/ What a strange question!/ Oh no, not that question!
- 2 That's a tricky one!/ I was hoping no one would ask me that!/ I should've expected that one!
- 3 That's an interesting question./ That's a difficult question./ I'm glad you asked me that./ I'm sure many people have the same question.
- 4 That's rather a difficult/ complex/ big/ deep/ philosophical question./ I'm very glad you asked me that.
- 5 Thank you for that very interesting question.

Speaking while you are pausing, e.g. for thought or to look at your notes

- 1 Wait!/ Please wait!/ Got that right here!
- 2 Erm. Just a mo'./ Just a sec.
- 3 Just a minute. I have the information here somewhere./ Just a second while I look at my notes./ Let me think./ Let me see.
- 4 Just a moment while I find the right slide./ How can I best answer that?
- 5 If I can just go back a couple of slides to look at that chart in more detail,... / What's the best way to answer that question? Well,...

Mentioning what you said earlier

- 1 Don't you remember that I said...?/ I already clearly explained in my intro that...
- 2 As I said in my introduction,.../ As I mentioned earlier,...
- 3 That's related to my introduction, where I said...
- 4 As you might remember from the second section of my presentation,.../ As I briefly mentioned a few minutes ago,.../ You may remember that I showed a graph which.../

Not (really) answering the question because you don't have the information

- 1 No idea./ I didn't research that.
- 2 Sorry, I don't know.
- 3 I'm sorry but I don't really know.
- 4 I'm afraid I didn't research that./ I'm sorry but I don't know the answer to that question.
- 5 I'm afraid I didn't research that topic in much detail because.../ I'm sorry I don't have any actual data on that, but.../ I'm terribly sorry but I don't have the exact answer to that question due to...

Not (really) answering the question for other reasons

- 1 That's a secret./ I can't answer that.
- 2 That's confidential./ I'm sorry but I'm not able to answer that.
- 3 Unfortunately, I can't really give much of an answer on that because of.../ Due to confidentiality concerns...
- 4 I hope you can understand that I'm not really able to share that information due to...

Offering to answer the question another way

- 1 Come up and speak to me later./ Catch me later on and ask me again.
- 2 Please come up and speak to me later.
- 3 I'd love to be able to talk about it later./ Maybe you'd be better asking me in person later.
- 4 Actually, it might be better for us to discuss that later in person, if you don't mind.
- 5 Actually, it might be better for us to discuss that later in person, if you don't mind too much.

Checking if your answer was okay

- 1 Do you understand?/ Okay?/ Clear enough now?/ Need more info?
- 2 Is that clear now?/ Alright?/ Do you need more details?
- 3 Does that help?/ Is that alright?
- 4 Is that answer alright?
- 5 Does that answer your question?/ Is that what you wanted to know?
- 6 Is that a bit clearer now?/ I hope I have answered your question./ I hope that answers your question.
- 7 I really hope that I have at least partly answered your question.

Ending the questions

- 1 Stop, stop! No more questions please!/ No more time for questions, thank goodness!
- 2 Sorry but I've run out of time, so.../ If no one else has any questions,...
- 3 I'm afraid I've run out time, so.../ If there are no further questions,...
- 4 There don't seem to be any further questions. In that case,.../ I'm terribly sorry but I've run out of time, but...

Thanking at the end

- 1 Thanks for sitting through my long boring presentation./ Thanks for putting up with me.
- 2 Thanks for all your great questions.
- 3 Thank you for your kind attention.
- 4 Thank you very much for your kind attention.

Showing sources of further information

- 1 After this presentation, read this./ You can email me for more info if you must.
- 2 Here are some sources of more information./ Please email me if you'd like to know more.
- 3 This slide shows some sources of further information./ Please feel free to email me if you'd like further information.
- 4 This slide shows some sources of further information, should you require any./ If you require any further information, please do not hesitate to contact me at any time.

Underline useful words and expressions for being more polite/ formal above.

How would you define formal and informal language?

Label the things below as formal (F) or informal (I):

- ✧ Abbreviations
- ✧ Idioms and slang
- ✧ Like everyday speech
- ✧ Long sentences
- ✧ Long words
- ✧ Polite language
- ✧ Short sentences
- ✧ Short words
- ✧ Unlike everyday speech

Play the first game again.

Circle all the phrases above which could be suitable for your own presentation.

Draw a star next to the best phrases above for you.