



Business functions review

Teacher's instructions

Photocopy one copy per student to take away, plus one copy per group to be cut up into playing cards.

Cut up one pack of cards per group of two or three students, with the shaded ones on the left hand side divided from the ones of the right and all the cards shuffled.

Give out just the shaded cards (questions) first of all, and ask students to brainstorm possible responses. Then give out the other cards (responses) and ask them to match them up. If they get stuck, tell them that there should be three responses for each question.

Give out copies for them to check their answers, and answer any questions.

To practise the language, play a selection of these games:

- *One student reads out a question, and the others try to make as many different responses as they can (not necessarily the ones in the pack)*
- *One student reads a response and the other students try to make a question that could produce that response (not necessarily the one on the worksheet)*
- *One student reads out a question, and their partner then chooses and reads out one of the responses. They then continue the conversation for as long as they can. After a few minutes of that, they hide the responses and try to have long conversations with just the questions as prompts.*



Without looking back at the worksheets, put down general language (e.g. sentence stems like "Can I...?") for each of the functions below (things you can remember from above or your own ideas)

Clarifying

Answering the phone

Phoning

Making arrangements

Negotiating

Thanking

Replying to thanks

Meeting people for the first time

Meeting people again

Complaining

Responding to complaints

Apologising

Responding to apologies

Look at the previous worksheets and add any language that you haven't put so far. Check your other phrases with your teacher or classmates.

Do the same with these other common business functions

Offering

Responding to offers

Requests

Responding to requests

Invitations

Responding to invitations

Introducing people

Making suggestions

Responding to suggestions

Starting conversations

Ending conversations

Saying hello

Saying goodbye

Showing people around

What functions above are most useful to you?

What language in those sections above are most useful to you?

Answer key

Clarifying – Did you say... (or?)/ Can repeat (the first part/ the name/ the address/ the last part/ the number)?/ Sorry, I didn't catch.../ Is that (one five or five oh)?

Phoning – Can I speak to..., please?/ Can you put me through to..., please?/ This is ... (from ...) I'm phoning about.../ I'm sorry, I dialled the wrong number/ Hi John, this is Alex

Answering the phone – 01323 678931/ (This is) Alex (Case) speaking. (How can I help you?)/ Stevie Smith's phone/

Making arrangements - Let's make it (12 o'clock)/ Why don't we...?/ How about...?/

Negotiating – If..., can you...?/ I'm going to have to insist (on...)/ It's a deal/ That sounds acceptable

Thanking - Thanks/ Thank you so much/ That's very kind of you/ You shouldn't have!/ That's very generous (of you)/ I'm very grateful/ I'll do the same for you sometime/ How can I (ever) repay you?

Replying to thanks – You're welcome/ Not at all/ Anytime/

Meeting people for the first time - Nice to meet you/ Pleased to meet you/ How do you do?

Meeting people again – Long time no see!/ It's so nice to see you again/

Complaining – Unfortunately,.../ I'm afraid.../ Could you do something about...?/ I'm not very satisfied.../ You said... but.../ Although you guaranteed...

Responding to complaints – Actually.../ To compensate you, we'd like to offer/ What can I do to make that up to you?/ It won't happen again

Apologising - Sorry/ I am terribly sorry/ I do apologise/ I'm afraid.../ I'm sorry but...

Responding to apologies – Don't worry about it/ Oh well, no damage done/ Just make sure that it doesn't happen again/ I'm sorry, that really isn't good enough

Offering - Can I help?/ Do you want me to...?/ Would you like (me to)...?/ Can I be of any assistance?/ You look like you could do with some help

Responding to offers - Yes please/ That would be lovely/ That's okay, I think I can manage. / Thanks for the offer, but...

Requests - I would like (to).../Can I (have)...?/ Could I...?/ Can I speak to...?/ Can we (make it) ...?

Responding to requests - Of course you can/ Here you are/ Here you go/ Go ahead/ Help yourself/ I'm sorry, that's not allowed here/ I'm sorry but.../ I'm afraid.../ (To be honest) I'd rather you didn't

Invitations - Do you want to (come)...? / Would you like to (come out)...?/ I'd like to invite you to.../ I'd like to take you to.../ I know a that I'd like to show you (if you are free)/ Do you have any plans for tonight?

Responding to invitations - I'd love to! / I'd love to, but.../ That sounds great/ Great, see you there/ Thanks, I would love to come/ I'm afraid (I'm meeting.../ I'm a little tired/ I really need to get home)

Introducing people - (Bob), this is (Barbara)/ (John) have you met (Margaret)?/ Can I introduce you to...?

Making suggestions – How about...?/ Why don't we...?/ Have you thought about...?/ Have you considered...?

Responding to suggestions – (Thanks) that's a great idea/ I'll give that a try/

Starting conversations – Do you have a minute (to talk)?/ Is this a good time?

Ending conversations – I really have to go/ I'll let you get on/ I really must be going/ It was nice to talk to you/ Thanks for phoning

Saying hello – Hi/ Hello/ Alright?/ Hiya/ Good morning/ Good afternoon/ Good evening

Saying goodbye - Ciao/ Bye/ See you/ Take care/ See you (next week)/ Have a good (weekend/ week/ holiday)/ So long/ Good luck/ All the best (in your future...)

Showing people around – After you/ This way please/ Please take a seat/ Help yourself to.../ Make yourself at home/ You can leave your... here (if you like)/ Can I take your coat?