



Business functions review

Playing cards/ Students' copy

Have we met?	No I don't think so. I'm Alex Case. I work in the Yokohama office.	I think perhaps we have. Were you at the conference in March? -	I'm pretty sure we haven't. Let me introduce myself...
Long time no see	Yes, it's been ages, hasn't it?	Has it really been two years? How have you been?	It has been a while. I almost didn't recognise you!
Unfortunately, the delivery doesn't seem to have arrived yet.	I'm sorry to hear that. Hold the line please, and I'll see if anyone knows what has happened	Just a moment, let me check on my computer.... According to my records, it is due tomorrow morning	I do apologise. If you can give me the order number, I'll phone the driver and find out where he is
Could I possibly halve the amount of my last order?	Of course. No problem. I'll change the details right now.	I'm afraid the order has already been processed, so there's really nothing I can do. Sorry.	I'm afraid that's not really possible. I could arrange for some to arrive later, though
I'm really sorry it took me so long to get back to you.	Don't worry about it	No need to apologise. I know you've been really busy.	That's alright, I've been in a meeting all day anyway.
I brought these samples back from Norway for you	Thanks, you're a lifesaver. I owe you one.	That's very kind of you. I'll do the same for you sometime.	That's very generous of you. You must let me buy you a drink.
Thanks for standing in for me yesterday.	No problem. Anytime.	Not at all. You're very welcome	It was my pleasure. If you need my help again, just ask.



If we pay that price, can you deliver a week earlier?	That might be possible. I'll see what I can do	I'm really sorry, I'm going to have to insist on that date	Okay. That's a deal.
Are you free on Friday?	Do you mean tomorrow or next week?	Just a second, I'll have a look in my diary... I have a space in my schedule between two and half four.	I'm afraid I'm attending a conference then. How about the following Monday?
Can I speak to someone in your sales department, please?	Of course. I'll put you through to someone right away.	Please hold, I'll check who is available.	Of course. If you could tell me what it is concerning, I'll connect you to the right person
Can you put me through to Mr Smith, please?	I'm sorry, his line is busy at the moment. Can I take a message?	I'm afraid he is on another line at the moment. Shall I put you through to someone else in accounts?	I'll check if he is available. Can I ask who is calling?
... and the order number is IB9997TTG	I'm sorry, I didn't catch the last part.	Can I just check that back?	Did you say B for bear or V for violin?



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?