

Business communication:

Let's practice key vocabulary and expressions:

1) Drag the correct response: Ordering by Phone

Yes, the total comes to \$450 altogether.

Let me check for you... Yes, we have 50 units available.

Certainly! Do you have the product code or item number?

Standard delivery takes three to five business days.

Yes, of course. Can I have your card details, please?

- **Situation 1**

A: Hello, I'd like to place an order for 20 office chairs, please.

B: _____

- **Situation 2**

A: Is item number TX-405 currently in stock?

B: _____

- **Situation 3**

A: How long does delivery usually take?

B: _____

- **Situation 4**

A: Could I pay for this order by credit card?

B: _____

- **Situation 5**

A: Can you confirm the total cost including delivery?

B: _____

2) Tick the write response: Asking for and Offering Help

- **Situation 6**

A: Can you give me a hand moving these boxes to Room 2B?

B: _____

That would be great, thank you very much!

Yes, please. Could you connect the projector?

Sure, no problem! I'll help you right now.

No, thanks. I'm fine—I'll take the bus.

I'm sorry, I'm busy right now. Can I help you in ten minutes?

● **Situation 7**

A: Would you like me to print these reports for the meeting?

B: _____

That would be great, thank you very much!

Yes, please. Could you connect the projector?

Sure, no problem! I'll help you right now.

No, thanks. I'm fine—I'll take the bus.

I'm sorry, I'm busy right now. Can I help you in ten minutes?

● **Situation 8**

A: Could you help me send this file by email?

B: _____

That would be great, thank you very much!

Yes, please. Could you connect the projector?

Sure, no problem! I'll help you right now.

No, thanks. I'm fine—I'll take the bus.

I'm sorry, I'm busy right now. Can I help you in ten minutes?

● **Situation 9**

A: Shall I call a taxi for you to the airport?

B: _____

That would be great, thank you very much!

Yes, please. Could you connect the projector?

Sure, no problem! I'll help you right now.

No, thanks. I'm fine—I'll take the bus.

I'm sorry, I'm busy right now. Can I help you in ten minutes?

● **Situation 10**

A: Do you need any help with the setup for the presentation?

B: _____

That would be great, thank you very much!

Yes, please. Could you connect the projector?

Sure, no problem! I'll help you right now.

No, thanks. I'm fine—I'll take the bus.

I'm sorry, I'm busy right now. Can I help you in ten minutes?

3) Join with arrows: Solving Problems

Situation 11

A: There's a problem with my order. Two items are missing.

B: _____

Let me have a look at it right away.

Situation 12

A: The printer on the second floor isn't working.

B: _____

I'm sorry about that error. I'll email you a revised invoice right now.

Situation 13

A: We received the wrong delivery yesterday—these aren't our boxes.

B: _____

I'll contact IT support to fix the issue right away.

Situation 14

A: The invoice you sent has the wrong total amount.

B: _____

I apologize for the mistake. I'll arrange a collection and replacement immediately.

Situation 15

A: The WiFi connection in conference room B is very slow today.

B: _____

I'm very sorry about that. I'll send the missing items today.