

MAKING CONTACT

I'd like to speak to (Mr. Smith) please.

You can also say...

1. Could I speak to...
2. I'm trying to contact...



Conversation:

- A: QQ English. Good morning.
B: I would like to speak to Mr. Smith please.
A: I'm sorry he's in a meeting at the moment. Could you please call back?
B: Ok, I'll do that. By the way, what time will the meeting end?
A: Around 6 p.m.

Questions:

1. How often do you make phone calls in English?
2. When was the last time you spoke to a manager over the phone?
3. How do you feel talking to a manager over the phone?

GIVING MORE INFORMATION

I'm calling from (Tokyo).

You can also say...

1. I'm calling on behalf of...
2. I am phoning to...



Conversation:

- A: Where are you calling from?
B: I'm calling from Tokyo.
A: What can I do for you?
B: I would like to speak to your manager regarding our appointment tomorrow.
A: Okay. Please wait.

Questions:

1. Have you received an international call?
2. How do you feel every time you receive a call from a valued office or client?
3. Have you tried receiving a call from a legal department?

GIVING YOUR NAME

This is Mr. Smith from XBY company.

You can also say...

1. Dr. Will speaking.
2. Yes. This is he.



Conversation:

- A: Good morning. Could I speak to Mr. Smith please?
B: Yes. This is Mr. Smith from XBY company.
A: I am calling to inform you that Mr. Taylor of A1 marketing would like to talk to you tomorrow at 9 in the morning.
B: Okay.
A: Please be there on time.
B: I will. Thank you.

Questions:

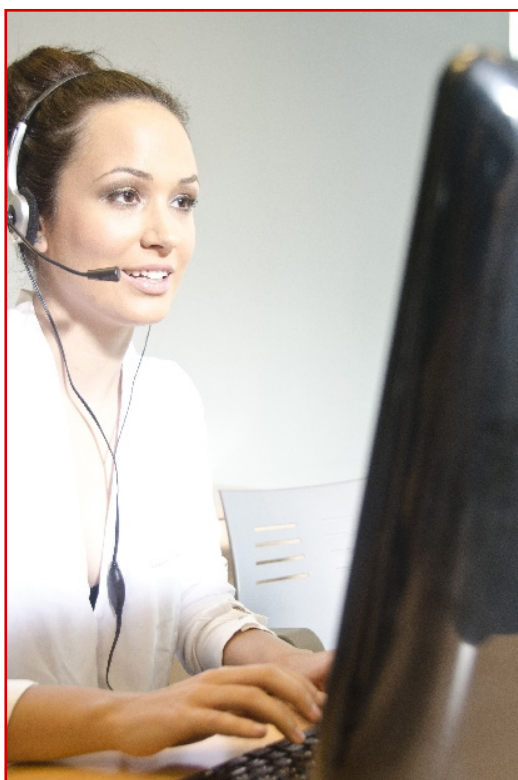
1. Have you ever given your full name to a stranger over the phone?
2. Have you ever given another name at some point in your life?
3. How do you feel answering a call when you are busy?

ASKING FOR INFORMATION

What did you say your name was?

You can also say...

1. Can I have the correct spelling of...
2. Could you please spell...



Conversation:

- A: I would like to speak to Mr. Suzuki.
B: May I know who's on the line please?
A: Mr. Winger.
B: What did you say your name was?
A: It's W-I-N-G-E-R.
B: Ok. Hold on.

Questions:

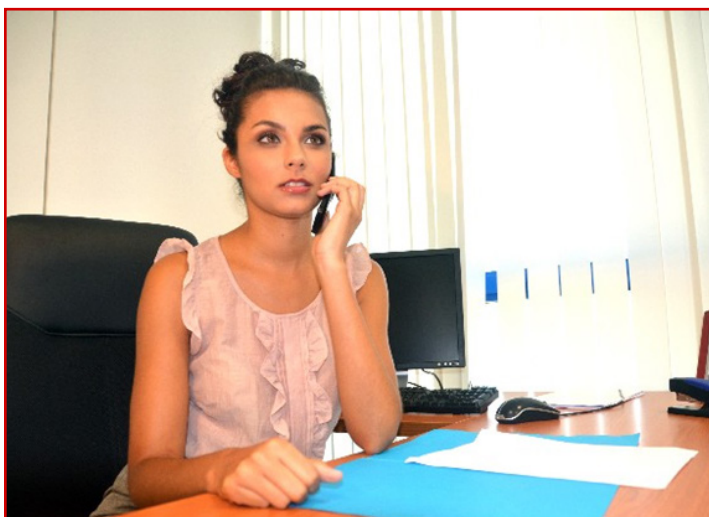
1. Are you a good listener? Why or why not?
2. Are you good at giving information over the phone?
3. Can you easily grasp information over the phone?

ASKING THE CALLER TO WAIT

Could you hold on for a minute?

You can also say...

1. One moment please.
2. Please hold the line.



Conversation:

- A: Good afternoon. May I speak to Mrs. Taylor?
B: May I know who's on the line please?
A: This is Mrs. Andrada from the Bank of Commerce.
B: Ok. Could you hold on for a minute?
A: Sure. Thank you.

Questions:

1. Is it polite to let someone wait for you over the phone?
2. How long are you prepared to wait on the line for someone to answer your call?
3. How many times or hours have you waited for someone over the phone?
Can you tell me an instance when you had to wait for someone for a long time?

CONNECTING

I'll put you through (to Mr. Smith).

You can also say...

1. I'll connect you...
2. I'm connecting you now...



Conversation:

- A: Hello, good afternoon. May I speak to Mr. Smith please?
B: Is he expecting your call ma'am?
A: Yes, he is. We were supposed to have a meeting but I wasn't able to come.
B: I'll put you through (to Mr. Smith).
A: Thank you.

Questions:

1. How do you feel about being put on hold for too long? Does it irritate you?
2. What's the most irritating situation have you encountered while making a call?
3. In your own experience - have you tried being put on hold for a long time?
Can you tell me that situation?

GIVING NEGATIVE INFORMATION- NOT AVAILABLE

I'm afraid Ms. Wilson is in a meeting at the moment.

You can also say...

1. Actually, Ms. Wilson is off work today because she's on vacation.
2. She isn't in at the moment. It's her meal break.



Conversation:

- A: Good morning. I would like to speak to Ms. Wilson.
B: I'm sorry but she is currently unavailable.
A: I see.
B: Can you try to call back later?
A: Ok. I will call back later. Thank you.
B: You're welcome.

Questions:

1. Have you ever made excuses?
2. How do you deal with a situation where you don't want to talk to the person calling you?
3. Have you tried informing someone on the other end of the line that the person he's trying to reach is not available? What did you say?

GIVING NEGATIVE INFORMATION - WRONG NUMBER

I'm afraid we don't have a Mr. Swift here.

You can also say...

1. I'm sorry...
2. I apologize for the inconvenience,...



Conversation:

- A: Could I speak to Mr. Swift please?
B: Who is that again?
A: Mr. Swift.
B: I'm afraid we don't have a Mr. Swift here.
A: Oh! I'm sorry.
B: You must have dialed the wrong number.

Questions:

1. Have you experienced dialing a wrong number?
2. How did the person react? Or what did the person say?
3. How did you feel when someone called and it was a wrong number?

TELEPHONE PROBLEMS

I'm sorry but I'm having a hard time hearing you.

You can also say...

1. The line is very bad...
2. Could you repeat...



Conversation:

- A: Hello. Can you hear me?
B: No, I'm afraid I can't hear you.
A: The line is breaking up. Could you make your voice louder please?
B: Sorry, I still can't hear you.
A: Would you mind if I call back in five minutes?
B: No, that would be better. Thanks.

Questions:

1. What are the common problems you encounter when making a business call?
2. How often do you make a business call?
3. What was the worst business call problem you encountered?

LEAVING A MESSAGE

Can I just leave a message?

You can also say...

1. Could you ask...
2. Could you tell...



Conversation:

- A: Hello, good afternoon. May I speak to Ms. Fonda please?
B: I'm sorry but she's not here. She's in a meeting at the moment.
A: Can I just leave a message?
B: Yeah sure. Hold on I'll get my notepad.
A: Please tell her that Mr. Fajardo will meet her tomorrow at Cafe George.
B: Would that be all?
A: Oh! I almost forgot the time will be 8:00 in the morning. Thank you.

Questions:

1. What are the common messages you receive from work?
2. If you could leave a message to someone right now, who would it be and what would the message be?
3. If you had 5 hours left, what message would you want to tell your family and friends?

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TELEPHONING

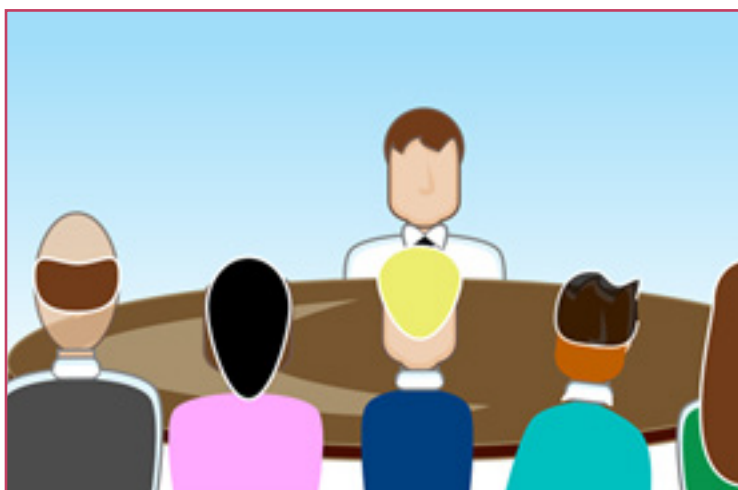
A10

INTERVIEW

I want to work with the best company in advertising.

You can also say...

1. I want to be a part of...
2. I think I can help...



Conversation:

- A: Why did you apply for this position?
B: I want to work with the best company in advertising.
A: Why did you choose this company?
B: I felt that this was the right place for my experience and skills.

Questions:

1. What are the common questions in a job interview in your country?
2. Tell about your first job interview experience.
3. What was the most difficult question asked?

Note:

I want to + verb

I want to work with the best company in advertising.
to be part of this company.

INTERVIEW

I made it possible for the industry to prosper.

You can also say...

1. I opened the door for...
2. I was the first to...



Conversation:

A: How did Kyoto Cell Phone manage to sell their products to international companies?

B: I opened the door for Kyoto Cell Phone to market its products overseas.

A: Wow! That's great. You must be very proud.

B: I certainly am.

Questions:

1. What have you done in your life recently that has been productive?
2. What possible things would you do to keep a business?

Note:

I made it possible for Kyoto Trading to import products from Australia.
(noun)
to export products in China.
(verb)

INTERVIEW

I always try to do the most difficult tasks of a project first.

You can also say...

1. *I make it a point to...*
2. *I do my best to...*



Conversation:

- A: What approach do you take with complex projects?
B: I think the most important thing is to clarify goals.
A: I see, how do you plan on making the project go smoothly?
B: I always try to do the most difficult tasks of a project first.
A: I think that's a good idea.

Questions:

1. Do you always give your best in everything you do?
2. Have you ever experienced failing to do something you worked hard for?
3. Have you ever worked under pressure?

Note:

I always try to + verb
I always try to do the right thing.

I do my best to + verb
I do my best to make the right decisions.

INTERVIEW

I will do my best to eliminate the source of the problem.

You can also say...

1. I would make sure ...
2. I will see to it that ...



Conversation:

- A: Are you done with the report?
B: Yes, I finished it last night.
A: Please remind our clients that we will have a meeting with them tomorrow.
B: I will make sure all our clients are reminded.

Questions:

1. How do you check your work is correct?
2. Do you continue unfinished work at home?

Note:

Would

I hear a whistle. That *would* be the five o'clock train.

Will

I *will* do my exercises later.

INTERVIEW

That really motivated me to work harder.

You can also say...

1. *That really inspired me to...*
2. *That really encouraged me to...*



Conversation:

A: What are your future plans?

B: I hope to stay in this company for good. My family is depending on me.

A: I see. Is it not tough to have people depend on you?

B: No, not really. In fact, that is what motivated me to work harder.

Questions:

1. Do you have anything inspirational to your life?
2. What motivates you to work?
3. What is your motivation at work?

Note:

That really inspired me to continue my plan.
motivated me to study harder.
encouraged me to improve my English.

INTERVIEW

Aside from business, I really enjoy hiking.

You can also say...

1. Aside from business,...
2. Besides business,...



Conversation:

A: What is your main priority in life?

B: Work and being successful in my career are important to me. They're my main priority.

A: What else do you do aside from work? Do you have any hobbies?

B: Well, aside from business, I really enjoy hiking.

Questions:

1. Aside from work, what keeps you busy?
2. Can you imagine yourself not working?

Note: Aside + from = excluding
=with the exception of
ex. Aside from the small account in the bank, I have no enough money at all.

Besides = in addition
= moreover/furthermore
ex. Besides work, I enjoy shopping during weekends.

INTERVIEW

I've always wanted to have a piano of my own..

You can also say...

1. *Since I was young, I wanted to...*
2. *Many years ago, I wanted to...*



Conversation:

- A: What's your favorite musical instrument?
B: Piano. I've always wanted to have one of my own.
A: Do you know how to play the piano?
B: Yes, I do. Since I was young, I wanted to be a pianist like my grandfather.

Questions:

1. What's your lifelong dream?
2. What have you done to reach for your dreams?

Note: noun/pronoun + have/has + past participle
I/You have (always) wanted
- to become an inventor.
- to make a lot of money.

We, They wanted
- to manage our own business.
He/She has (always) wanted
- to play basketball.
- to design her own clothes.

INTERVIEW

A few years back, I didn't get along well with my father, but now, I am really thankful to have him as my dad.

You can also say...

1. Sometime ago,...
2. Prior to my graduation,...



Conversation:

- A: How is your relationship with your father?
B: I'm close with my father and siblings. A few years back, I didn't get along well with my father, but now, I am really thankful to have him as my dad.
A: What made you hate your father?
B: He was very strict. He wanted me to earn my way through school.

Questions:

1. What do you remember most about your past?
2. Is there any experience you had in life that you wouldn't want to recall?

Note:

At the time + noun + verb(past tense) + but now

Before, I didn't like my teacher, but now I'm really thankful to know her.

A few years back, she hated her officemate, but now they are good friends.

INTERVIEW

I come from a small town.

You can also say...

1. *I grew up in...*
2. *I was raised in...*



Conversation:

- A: Tell me about your city.
B: I come from a small town with a nice view of the sea.
A: Sounds like a beautiful town. Is it far from the city?
B: No, not really. It is just an hour away.

Questions:

1. Describe the place where you grew up.
2. What's the most memorable moment you had when you were there?
3. Do you live in a nuclear family or an extended family?

Note:

Come from = originate from
= grew up in
= live in

ex. I grew up in a populated town.
I live in a beautiful city.

INTERVIEW

I'm good at dealing with problems.

You can also say...

1. *My biggest strength is...*
2. *My greatest ability is...*



Conversation:

A: What are your strong points?

B: I'm good at dealing with problems.

A: What about your weaknesses?

B: My biggest weakness is that at times, I expect my team to stay up all night, just to meet a deadline.

Questions:

1. What are your strong and weak points?
2. How do you deal with your weaknesses?
3. What's the biggest problem that you have encountered?

Note:

at

- I'm good *at* motivating a team.
- She is good *at* organizing a party.

in

- I'm good *in* planning.
- She is good *in* designing.

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EMAIL

I'm writing to express my dissatisfaction with your product.

You can also say...

1. I'm writing to inform...
2. I'm writing to request...



Conversation:

- A: I'm writing to inform you that we have received our order today.
B: We are looking forward to another transaction with you, sir.
A: Yes, we will be informing you about our order soon.

Questions:

1. How often do you check your emails?
2. How often do you send email to another person?
3. Have you ordered anything via email?

Note:

I am writing to + verb
ex. I am writing to inform you about our meeting tomorrow.

EMAIL

I'm attaching our price list plan.

You can also say...

1. I've attached...
2. I'm enclosing...



Conversation:

- A: I'm attaching our price list file.
B: Well, thank you. That would be a great help.
A: It would be easier for you to choose from our line.
B: Yes, that's right.

Questions:

1. What kind of documents do you usually send via email?
2. What was the last email you read?
3. How important is sending email?

Note:

enclosed - inside the envelope, part of the body or text
attached - added to the main page

EMAIL

Could you please forward this email to companies in Canada that might be interested in distributing our products?

You can also say...

1. Could you please post...
2. Could you please distribute...



Conversation:

A: Could you please forward this email to companies in Canada that might be interested in distributing our products?

B: Do you think Canada is a difficult place to market our products?

A: I think it would be fine as long as we just limit the quantity of products that we will sell. What do you think?

B: Well, you have a point.

Questions:

1. Are there emails that you don't read?
2. Do you make memos?
3. What companies do you communicate with via email?

Note:

Could
-past ability
ex. I could play the violin seven years ago.

- formal request
ex. Could you please pass these reports?

EMAIL

Please contact me if you have any questions.

You can also say...

1. Please call me if you need something.
2. Please phone me if the shipment arrives.



Conversation:

- A: Please contact me if you need any further information.
B: Do you have any local numbers for this?
A: Oh yeah, local number 334.
B: Okay. I got it. Thanks.

Questions:

1. What are the advantages and disadvantages of exchanging contact details?
2. What could happen when you give contact information to a stranger?

Note:

Please is always followed by a verb.

ex. **Please** contact me if there's a problem.
Please phone me if you need anything.
Please save me a seat.

EMAIL

You are cordially invited to a special showing of our new furniture line.

You can also say...

1. I'm pleased to invite you...
2. Please join us...



Conversation:

- A: You are cordially invited to the grand opening of our 50th store in Tokyo.
 B: I'm sorry. I don't think I can attend the opening. I am scheduled to meet some foreign clients on that date.
 A: We understand sir. We hope to see you on your future engagements.
 B: Yes, that's right.

Questions:

1. Do you remember the last gathering or occasion that you have attended?
2. Do you always accept invitations from people you know?
3. What is the recent celebration you've attended?

Note: useful expressions
(inviting someone)

You are cordially invited to...
 I would like to invite you to...

I am pleased to invite you...
 How would you like to...
 Why don't you...

EMAIL

I would be delighted to attend the demonstration of your new product lines.

You can also say...

1. *I'm happy to...*
2. *I'd be honored to...*



Conversation:

- A: I would be delighted to attend the demonstration of your new line of products.
B: That's good to hear sir. You may come in your casual attire.
A: That's better. So I'll be there 9 a.m. sharp.
B: That's just perfect. See you then.

Questions:

1. Do you attend product demonstrations?
2. What is good about observing product demonstrations?
3. Have you tried demonstrating your new products yourself?

Note:

I am

I would be happy/ delighted

To attend this meeting.

To see your presentation.

To be invited in your party.

EMAIL

We specialize in consulting manufacturers.

You can also say...

1. We specialize in publishing...
2. We specialize in manufacturing...



Conversation:

- A: What does your company specialize in?
B: We specialize in consulting manufacturers.
A: Is that so? Do you have a specific company that you handle?
B: Currently we are handling four companies.

Questions:

1. What does your company specialize?
2. What's the reason for companies to specialize in something?
3. What is your field of expertise?

Note:

I/we specialize in

Publishing
Online teaching
Marketing

EMAIL

Will you send me a copy of your product catalog?

You can also say...

1. Please send...
2. Would you mind sending me...



Conversation:

- A: Will you send me a copy of your product catalog?
B: By when would you like to receive it?
A: As soon as possible. I need to check on something.
B: Okay. I'll send it now.

Questions:

1. What was the last catalog that you checked?
2. What kind of catalog do you usually check?
3. What are the some of the things you order from the catalog?

Note: Will you please
Could you please

Would you please send me
-a copy of the document.
-a letter.
-the product of the company.

EMAIL

I can confirm that the companies will supply the parts.

You can also say...

1. This is to confirm...
2. This is to acknowledge...

SUMMER 2016 MEETING SCHEDULE	
JUNE	
01	IN CLASS
08	IN CLASS
15	DISTANCE LEARNING
22	IN CLASS
29	DISTANCE LEARNING
JULY	
06	DISTANCE LEARNING
13	IN CLASS
20	DISTANCE LEARNING
27	IN CLASS

Conversation:

- A: Can you ask someone to call these companies and confirm whether they can supply the parts next week?
B: I'm not busy today. I can confirm that the company will be able to supply the parts.
A: That's good. So here is the list of companies and their contact numbers at the back page.
B: Thank you. I'll give you updates later today.

Questions:

1. How important is confirming an order, meeting or an appointment for you?
2. Are there any disadvantages of confirming a schedule?
3. Do you confirm your schedules?

Note:

This is to confirm the schedule of the meeting
know whether we are going or not.
acknowledge the attendees.

EMAIL

We are pleased to announce our 50th anniversary.

You can also say...

1. We are happy to...
2. We are delighted to...



Conversation:

- A: We are pleased to announce our 50th anniversary and we are having a fundraising activity for this month to help the less fortunate.
 B: Wow, sounds good. So how can we join?
 A: We will be informing you the details at the end of the week.
 B: Great. I will be happy to help.

Questions:

1. What was the most recent announcement made by your company?
2. What kind of announcement makes you happy?
3. Have you tried making an announcement yourself?

Note:

We are/I am pleased to announce the 50th anniversary
 happy/glad to welcome the guests.
 delighted to introduce the quests for today.

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ORGANIZING A MEETING

I'd like to officially open our meeting now.

You can also say...

1. *It's a great pleasure/ honor for me to open...*
2. *I declare...*



Conversation:

A: Because everyone is already here for today's meeting, I would like to call on our project manager to open the meeting.

B: Good morning, ladies and gentlemen. I'd now like to open officially our meeting.

Questions:

1. Have you tried opening a meeting?
2. What do you usually do to ensure everyone's time in the meeting is productive?

Note:

The way a meeting leader opens a meeting is usually an indicator of how effective and productive the rest of the meeting will be.

ORGANIZING A MEETING

I'd like to thank Mr. Smith for attending today's meeting.

You can also say...

1. *I really appreciate...*
2. *Thank you for gracing us...*



Conversation:

- A: We are pleased to announce that we have an important person here with us, Mr. Kenny Rogers, whose presence is vital in today's meeting. A round of applause, please.
B: Thank you for the warm welcome. The pleasure is all mine.
A: (After the meeting) I will put into writing your suggestions and will have them read by the president, himself. They will certainly save us a lot of time and money. Again, I'd like to thank you, Mr. Rogers, for attending our meeting.
B: Thank you for having me here. It was good to hear what everyone had to say.

Questions:

1. Have you experienced being the guest speaker of a meeting? Describe your experience.
2. How do you thank guest speakers in your country?

Note:

You will need to have focused on at least one point made during the speech to make your thank-you speech sound both relevant and sincere. It should be short and should not express any argument with the guest speaker or make any corrections to that speech.

ORGANIZING A MEETING

He is the marketing head for the North American project.

You can also say...

1. He is in charge...
2. He is responsible...



Conversation:

A: I'd like to welcome everyone to our meeting. As you all know, we are trying to get an important account that will help increase our company's income. To help us do that, I would like to call the head of marketing for the said account. Please join me in welcoming him.
B: Thank you very much. I am looking forward to sharing my thoughts regarding this matter.

Questions:

1. What is one successful project that you headed? What did your colleagues say about it?
2. Have you tried talking with a person of high position? How did you address him?

Note:

Every person with a higher position deserves a thoughtful and professional introduction. If you have been asked to introduce him/her, it is an honor that should be taken very seriously. Your purpose is to help establish the speaker's credibility and to set a positive tone for the meeting.

ORGANIZING A MEETING

Our goal is to provide good quality not quantity.

You can also say...

1. The aim is...
2. Our purpose here is...



Conversation:

A: I am calling this meeting with regard to the overwhelming response of the public to our newly released product.

B: According to the survey made, our product is currently on top of every consumer's list, which is why we have to work double time to meet the growing demands.

A: That is true. But, let us always bear in mind that our goal is to provide the public with good quality rather than quantity.

B: Yes sir, of course. Our company's goal will never be sacrificed.

Questions:

1. What is your primary goal in life?
2. What is the primary objective that your company would like to project to the public?

Note:

Objective/Goal/Aim/Purpose/Target is the process of deciding what you want to accomplish and devising a plan to achieve the result you desire.

ORGANIZING A MEETING

Can we hear from our sales manager about the sales report for this month?

You can also say...

1. I'd like to call...
2. He will talk to...



Conversation:

A: As you all know, our company is currently undergoing a serious technical mishap. It is a good thing that our senior vice president, Mr. Roy Andersen, specializes in this field. Now, I would like to call on Mr. Andersen, to talk to us about the project proposal that he has prepared.

B: Thank you for that wonderful introduction. I am confident that this matter will be resolved quickly. I am looking forward to having your full cooperation.

Questions:

1. Have you been a bearer of good or bad news? What did you feel at that time?
2. Tell me about a significant situation where an issue arose and how you dealt with it?

ORGANIZING A MEETING

If you look at the sales this year, our income went up by twenty percent.

You can also say...

1. I'd like to draw your attention to ...
2. As you can see...



Conversation:

A: Good afternoon everyone. Today, we will talk about the status of our marketing sales in the Western part of the region. If you look at the chart, there is a twenty percent increase in sales compared to last year. What do you think this means?

B: I strongly believe that our consumers from the Western part are satisfied with the quality of our products.

A: Correct! With this increase, we must always monitor the productivity of our company. Job well done, everyone.

Questions:

1. How do you manage to cope up with your shortcomings?
2. Do you strive doing your best after succeeding?

ORGANIZING A MEETING

What we really need is to have the most responsible employee do the task.

You can also say...

1. What we are looking for is...
2. What we have in mind is...



Conversation:

A: Demand for bottled drinking water has been growing rapidly since the 1980s as a result of the declining consumer confidence in the safety and quality of municipal water supplies. Consumer demand for bottled water is expected to continually increase, as water supplies worldwide are deemed undrinkable or unhealthy. Then, how should we address this problem?

B: What we really need to do is produce bottled water by the gallon, rather than singly, will meet the increasing demand. This will also benefit the company itself.

A: Your suggestion will be raised to the higher management and a feasibility study will be made. Thank you for that.

Questions:

1. What is your motivation in life?
2. Do you get easily swayed when you do not meet others' expectations?
3. What is one thing you are really good at?

ORGANIZING A MEETING

The fall in sales is mainly due to the recession affecting world markets.

You can also say...

1. ...is caused by...
2. ...is because of...



Conversation:

A: The delay of our products' release is mainly due to a strike of the union. Have you any suggestions on how to resolve this issue?

B: I believe one answer is hiring skilled workers who will be given compensation only.

A: That's great! In a week or two, we will be hiring employees. I hope our problem will be solved by then. Meeting adjourned.

Questions:

1. What are the common problems in the world of business?
2. What do you suggest to lessen these problems?

ORGANIZING A MEETING

I suggest that we change our distribution strategy to meet changing consumer demands.

You can also say...

1. I propose that...
2. Maybe we should think about...



Conversation:

A: Due to the growth in consumer demand, our need to supply is also increasing. With that in mind, I would value any suggestions on ways to improve our products.

B: Firstly, I suggest that we do a survey to determine their individual needs. Then we need to establish how to meet those needs.

A: Brilliant! I must say your suggestion will save us a lot of time, effort, and money.

B: Thank you, sir.

Questions:

1. What vital suggestion have you raised that profited your company's success?
2. Do you listen to other people's suggestions or comments? How well do you handle them?

(Note: Giving suggestion and providing constructive criticism to others in the workplace is an important skill to develop. You can do this by focusing on the current issue, being objective and specific in providing constructive criticism/suggestion, and helping develop a plan to identify specific actions for the employee to take.)

ORGANIZING A MEETING

I totally agree with Mr. Smith's opinion.

You can also say...

1. *I have come to the same conclusion with...*
2. *I have to agree with...*
3. *You are with...*



Conversation:

- A: I think the best way to expand our sales is to lower our target consumers.
 B: I agree with Mr. Smith's opinion. We should also consider the class C people who want to buy our products but can't afford them.
 C: That's a brilliant idea. That's a good option.

Questions:

1. Are you a person who easily agrees without weighing things?
2. What do you do to come up with a good conclusion?

STARTING THE PRESENTATION

The topic of my presentation today is about ways to improve our sales.

You can also say...

1. What I'm going to talk about today is...
2. The aim of today's presentation is...



Conversation:

- A: Are you ready for your presentation?
B: Yes, I am. I'm a bit anxious about it. It's a little complicated.
A: Why? What's your topic?
B: The topic of my presentation today is about ways to improve our sales.

Questions:

1. How often do you hold a presentation at work?
2. What's the usual focus of your presentation?
3. What are the things needed to be prepared for the presentation?

Note: *Am going vs. will. The difference between them is that "will" is used to express decisions. (spontaneous), while "going to" -- intentions. ex. I am going to go scuba diving in summer holidays. (definite) I will go shopping this weekend. (maybe/not 100% sure).*

WHY YOU ARE GIVING THIS PRESENTATION

CHAPTER 5

The purpose of this presentation is to enable each department to build a good working relationship.

You can also say...

1. The importance of this presentation is...
2. The objective of this presentation is...



Conversation:

- A: What's the purpose of this presentation?
B: The purpose of this presentation is to enable each department to build a good working relationship.
A: Sounds good. Why did you pick that topic?
B: It's for our company to succeed.

Questions:

1. Have you ever made a presentation?
2. What was the purpose of the presentation?
3. What was the most difficult part in your presentation?

INTRODUCING THE FIRST POINT

Let's start with the areas that need improvement.

You can also say...

1. I'm going to start with...
2. Let's look at...



Conversation:

- A: Okay, let's start.
B: Let's start with the areas that need improvement.
A: What needs improving in these areas?
B: I believe that we need to add more staff to be able to comply with the demands.

Questions:

1. When was the last time you had a presentation?
2. How did you start with presentation?
3. How did you motivate people to focus on the presentation?

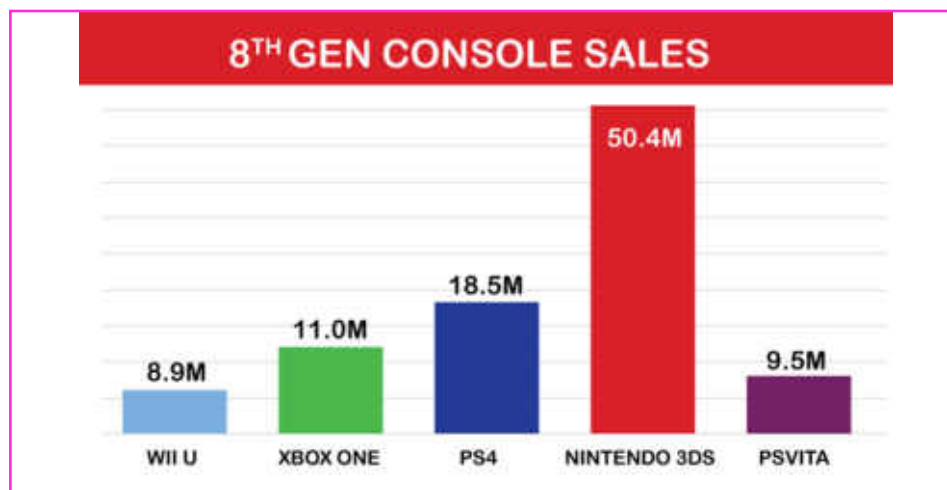
SHOWING GRAPHICS, TRANSPARENCIES, SLIDES, etc. 1

CHAPTER 5

I'd like to illustrate this by showing you the old graphs we had previously.

You can also say...

1. Let me explain this by showing you...
2. Let me emphasize this by showing you...



Conversation:

- A: How would you illustrate the growth of this company over the past 3 years?
B: I'd like to illustrate this by showing you the old graphs we had previously.
A: Let's see the difference. So, do you think that it could surpass the outstanding progress that the company achieved last year?
B: I'm very positive about this. With the help of the new ideas and the sharing of new techniques we will make this year bigger and brighter for our company.

Questions:

1. How does your company present the progress?
2. What's the common graph used in your company when they make a presentation?
3. How important is illustration to the presentation?

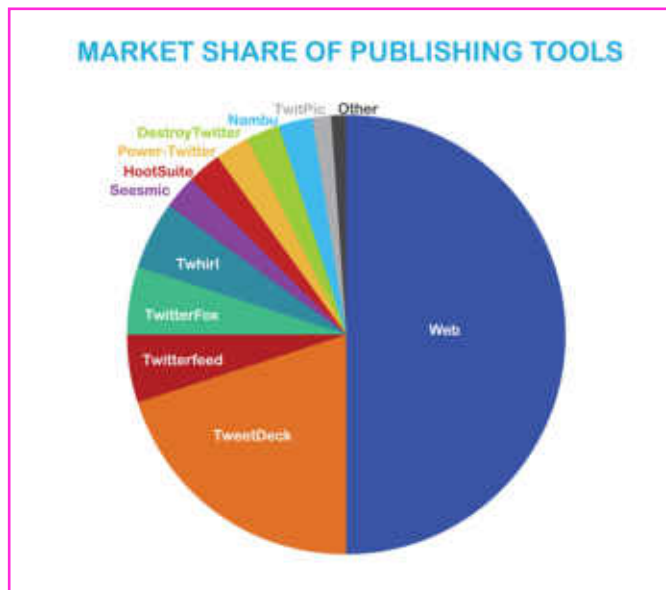
SHOWING GRAPHICS, TRANSPARANCIES, SLIDES, etc. 2

CHAPTER 5

Please take a look at the pie chart.

You can also say...

1. I want you to pay attention to...
2. Please refer to...



Conversation:

- A: Please take a look at the pie chart.
B: What is the difference between this year's and last year's chart?
A: As you can see, there is a slight difference in terms of percentage growth.
B: Yeah, you're right.

Questions:

1. Why are pie charts always used in business presentations?
2. What other illustrations can you use during a business presentation?

Note:

Look + preposition

Look for = to search for something or someone. ex. I'm looking for the documents.

Look at/pay attention to = study carefully; focus, concentrate on

ex. Please look at the chart carefully.

MOVING ON THE NEXT POINT

Now, let us move on to the next point.

You can also say...

1. Let's now turn to...
2. Moving on to...

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Product	Quantity	Unit Price	Total
Book Stage 1	10	\$25.00	\$250.00
Book Stage 2	20	\$25.00	
Country Philippines		Subtotal \$500.00 Delivery Fee \$0 Sales Tax \$0 Invoice Total \$500.00	

Conversation:

- A: Do you have any questions?
 B: None, so far.
 A: Okay. Now, let us move on to the employee's benefits.

Questions:

1. How do you start your presentation?
2. How do you continue and change the topic of your presentation?
3. How does your company choose the person in charge for the presentation?

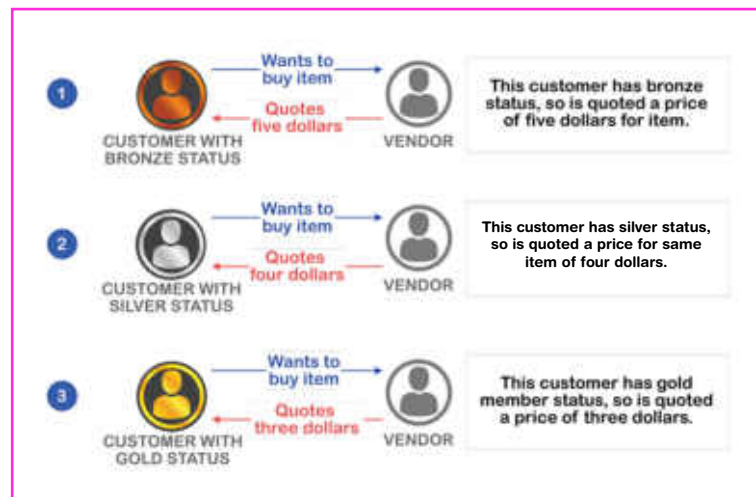
SUMMARIZING

Let me summarize the main points here.

You can also say...

1. I'd like to make the main points of my presentation. (Business Rule Presentation)

- a. First, a customer with bronze status is quoted a five dollars for an item; then, a customer with a silver status is quoted a price for the same item of four dollars and finally, a customer with a gold status is quoted a price of three dollars.
- b. To sum up, the price of an item depends on the membership status of a customer.



Conversation:

- A: Let me summarize the main points here.
 B: So where do you want to start?
 A: It would be better if I just give the general summary so we can finish everything earlier.
 B: Sounds good.

Questions:

1. Describe the illustration above.
2. What are the presenters trying to achieve?
3. How do you end the presentation?

Note:

Tell them what you just told them, in other words, summarise the presentation. Just as you need to attract the interest of your audience at the beginning of the talk, so you must finish on a high note.

CONCLUSION

So that concludes my talk on why we need to revise the company's policy.

You can also say...

1. In conclusion, business travel is still suffering from economic crisis.
2. Therefore, I conclude that the depreciating dollar is one factor that causes exchange rate to fluctuate.



Conversation:

A: So that concludes my talk on why we need to revise the company's policy. Are there any questions? Yes. Mr. Smith?

B: I think we need to study your proposal and make decision on a revised policy.

A: Ok. No problem.

Questions:

1. Can you think of strategies for making conclusions?
2. Do you have difficulties in giving conclusions?
3. Which is harder, starting a presentation or ending a presentation? Why?

Note:

To summarize or conclude, you can say: – in brief, – in conclusion, – therefore, – as a result, – in short, – summing up, – to conclude

QUESTIONS

Do you have any questions?

You can also say...

1. Do you need...
2. Do you want ...



Conversation:

- A: I think that's the end of my presentation. Do you have any questions?
B: (attendee raising his hand for question) I don't have any questions but could I ask for a hand out?
A: Sure. No problem.

Questions:

1. Do you prefer questions during or after the presentation? Why?
2. How do you feel about the question period at the end of the presentation?
3. How do you deal with questions you don't want to answer?

Note:

some/any Use "**some**" in positive sentences. We use some for both countable and uncountable nouns. Use "**any**" in negative sentences or questions. We use any for both countable and uncountable nouns. If you want to be more polite, it is better to use less direct questions.

CLOSING

To close the conversation, I would like to thank you all for coming today and listening to today's presentation.

You can also say...

1. To close,...
2. To formally end...



Conversation:

- A: To close the conversation, I would like to thank you all for coming and listening to today's presentation.
 B: Your presentation is interesting.
 A: Thank you so much.

Questions:

1. How do you usually end a presentation?
2. How do you feel about doing presentations?
3. How would you feel if your attendees applauded you after the presentation?

Note: Expressions when praising someone:

- I love the way you presented the topic.
- That was fantastic!
- That was a great presentation!
- That was wonderful!
- That was perfect!

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