

# SIR IELTS





# Business English by English Tutor: Behnam Alipour

## Business English Lesson Categories

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Business English lessons are targeted for people with office jobs. Each lesson contains multiple sentences that you can click on to learn how to say that sentence.

You should be able to easily find what you need by the different subcategories. Repeat after the audio files and you will improve your business English.

[Office Basics](#)

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## Office Basics ►►

1. [Machine Problems](#)
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3. [Requesting Equipment](#)
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6. [Giving/Asking Business Cards](#)

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7. [General Office](#)

8. [Office Basics - Interactive Practice](#)

## Machine Problems

2. There are many things to say while in the office. Something can go wrong with the printer, or you could be wondering why a package didn't arrive. The next several short lessons will be about Basic Office scenarios.

["Do you know what's wrong with the printer?"](#)

["Who do we call to report a problem with the printer?"](#)

["When is the printer going to be fixed?"](#)

["The printer next to the break room is broken. Where is the other printer?"](#)

["The copy machine is jammed again."](#)

["The copy machine is broken."](#)

["We need to get the copy machine fixed."](#)

["A technician is coming this afternoon to fix the copy machine."](#)

["Where is the paper for the copy machine?"](#)

["We need to order more paper. We're running low."](#)



### Mail Room

For larger size companies, a mail room is provided where each employee has their own box. Here are some sentences you might need to know.

"Where is the mail room?"

"I don't have a mail box. Who should I contact to get one?"

"Your mail box was pretty full. You should go pick them up."

"I haven't checked my mail in 2 weeks."

"I never receive anything so I don't need to check my mail often."

"What time does the delivery person usually come?"

"What time does the mail usually come?"

Large companies also have multiple buildings. So sending mail to another worker is a common practice. For example, if I need to send some financial documents to the auditor in a building down the street, I will use the Inter Office mail service. Some people might say I.O. to make it short.

"I can send it to you through Inter Office mail."

"I'll send it through Inter Office mail immediately."

"I'll IO it to you."

"I need those documents. Can you IO it to me?"

"Would you like to pick them up or should I send it through Inter Office mail?"

The term inter basically means between when there is more than one. For example, in the word international, nation is a country, and if you have inter in front of it, we have international, which means involving two or more nations.



## Requesting Equipment

"I'm out of staples. Do we have any more in the supply room?"

"The supply room is running low on pens. I think we should get more."

"My monitor is very old. It's a little blurry and it gives me a headache when I look at it for a long duration. Could I get a new monitor?"

"My computer is too slow. It slows down my work. I would like a faster computer. It will increase my efficiency on many of my tasks."

"I would like an ergonomic keyboard. I can type much faster with those."

"Can I get a new chair? This one is so uncomfortable."

"Can you get me a headset for the telephone? I'm on the phone most of the day and I would like to free up my hands."

## Company Policies

Every company has their own rules about animals, dress code, break time, vacation time, and many other policies. Let's take a moment to learn how to ask about these policies.

"How long are we allowed for lunch?"

"How long is our lunch break?"

"If I only take a 30 minute lunch, can I leave 30 minutes earlier?"

"What time should I report to work?"

"Is there a strict policy on working hours?"

"Are we allowed to start work an hour later if we work an hour more?"

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"What is the dress code here?"

"Are we allowed to wear casual clothes on Friday?"

"Does this company have the casual Friday thing?"

"If I have ten vacation days, am I allowed to use them all at once?"

"What holidays do we have off?"

"Do our vacation days expire?"

"Does this company allow telecommuting?"

"Are we allowed to work from home?"

## I'm Busy

For general statements about being tired at work or being sick of work will be covered in the 'Talking to coworkers' section. These types of statements shouldn't be said to everyone.

"I'm busy with work."

"Can I do this later?"

"Does this have to be done now?"

"When do you need this by?"

"When is the deadline?"

"I'm not going to have time for any other assignment until Thursday."

"I'll try to free up my schedule."

"I'm pretty sure I can meet the deadline."

"If I don't get any help on this, I won't be able to complete it on time."

"I'll do whatever I can to make sure this is done on time."





"You can count on me."

"Have I ever let you down?"

## Giving/Asking Business Cards

"Do you have a business card?"

"Could I have one of your business cards?"

"Can I have your business card?"

Responding to these questions are very easy. You can just say 'sure' or 'no problem.'

"Can I get your phone number or email address?"

"What is the best way to contact you?"

"Can I get your contact information?"

"Let me give you one of my business cards."

"My contact information is on my business card. Let me give you one."

"You can reach me by calling the number on my business card."

"My email address is on my business card."

## General Office

If you can't find a file, you can ask around.

"Do you know where the ABC file is at?"

"Do you have the ABC file?"

"Is anybody using the ABC file right now?"

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"Did you check the file cabinet? It should be there."

"Check the bin. Sometimes people throw it in there after they are done."

"Oh... it's on my desk. I forgot to put it back."

"It's in my office. I'll get it for you."

If you see a file or a book you need on someone's desk, you can ask to borrow it.

"Are you using this book right now?"

"Can I borrow this book?"

"Are you finished with this file?"

"Are you done with this report?"

"Can I use this file?"

If you need something, it is common to ask around. Here are some examples of what you might need in the office.

"Do you have an extra mouse? Mine broke."

"Do you have another network cable? The one I have is too short."

"Do you have a blank floppy disk I can have?"

"I ran out of labels. Do you have any I can have?"

"Can I borrow your stapler?"

"Do you have a hole puncher?"

"Do you have a staple remover by any chance?"





## Office Basics ~ Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "I can't get the printer to work."

B: "Did you check to see if it had paper?"

A: "Yeah. That's the first thing I checked."

B: "I don't know then. You might have to call the technician."

A: "How do I do that?"

B: "Just tell the admin and she should take care of it."

A: "Is there another printer that I can use?"

B: "Yeah. There's one down the hall next to the supply room."

A: "Oh yeah... I remember that one. Thanks."

B: "No problem."

2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Do you have a lot of work?"

B: "Yeah. I'm pretty busy. Why?"

A: "Oh. I needed some help on documenting this process."

B: "Does this have to be done right now?"

A: "The manager wants it by Friday."

B: "I'll try to free up my schedule. Remind me again tomorrow morning, and I'll help you in the afternoon."

A: "Do you need to read the documents first?"

B: "Yeah. That would help."

A: "I'll print you a copy and then drop them off."

B: "Make sure you drop it off before five because I have to leave early."

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A: "No problem. Thanks."

3

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Are you new here?"

B: "Yeah. I just started yesterday."

A: "Welcome aboard. I'm Jack."

B: "I'm Mark. Nice to meet you."

A: "What are you going to be working on?"

B: "I'm going to work on the planning team. But I haven't started yet. I'm still in training."

A: "The planning team is great. Our marketing team works with them closely. We'll end up working together sometimes."

B: "That's great. Oh, can I ask you some questions?"

A: "Sure."

B: "Does this company have a casual Friday?"

A: "Not really. You can get away with wearing slacks, but I've never seen anyone wear jeans."

B: "That's alright. Do you know any good places to eat around here?"

A: "Yeah there's a deli right across the street. They have fresh sandwiches and sometimes hot dishes like teriyaki. It's pretty good."

B: "That sounds good. Thanks for the info."

A: "No problem. If you need anything, I sit right around the corner here."

## Late or No Show ►►

1. [A Little Late](#)
2. [Very Late](#)
3. [Leaving Work Early](#)
4. [Sick day](#)
5. [Vacation](#)
6. [Late or No Show - Interactive Practice](#)

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## A Little Late

When you work for a company, there are times when you are late or you can't make it to a meeting. Sometimes you are sick, or sometimes you are stuck in traffic. We will study sentences you need to know to say why you are late or can't make it to work.

## Late

Some jobs require you to 'punch in' when you get to work. Punching in keeps track of how long you worked. Many hourly jobs use this system. But if you are a salary person and do not have to 'punch in', then you have more flexibility. Let's say you are going to be five minutes late. If you have your own office, then nobody will know. But if you work in a setting where your boss sees you coming in, then you will need an excuse. We'll cover everything about being late here.

## Five minutes late

If you are going to be just a little late, then you don't need to call in. However, you will need to tell them why you are late when you get in the office. Here are some examples.

"Sorry I'm late. Traffic was unusually bad today."

"I apologize for being late. I had to drop off my wife at work. It took longer than I thought."

"I had a dentist appointment this morning and it was longer than I expected."

"I'm sorry for being late. I got stuck in every light this morning."

If you are the boss, then you might want to ask why your employee is late. Let's see some of these sentences.

"Running late this morning?"

"What held you up this morning?"

"Do you have a reason for being late?"

"Why are you late?"

A boss or manager will not be too upset if you are late only once or very rarely. But if this is a constant habit, they might be a little more upset.



"You have been late three times in the last two weeks. Is this going to be a continual problem?"

"Your tardiness is getting out of hand. You had better start managing your morning time better."

"I expect you to be at your desk at eight o'clock. Do you have a problem with this?"

If you hear one of these statements, then you better say something that will calm the boss down. Also, you shouldn't let this happen again so tell him or her it won't happen again.

"I am terribly sorry. It won't happen again."

"I had a lot of recent changes at home, but it's all taken care of. I will not be late again."

"I'm really sorry. It's been one of those weeks. It won't happen again."

### Very Late

If you are going to be a lot later than 5 minutes, then you should call your manager and tell them about it.

"Hi Barbara, I'm going to be 30 minutes late today. My car is having trouble this morning, so I arranged for a ride with a friend."

"Hey Jack, I'm running a little late today. I just got out of my dentist appointment and it was longer than I expected."

"Mark? This is Pat. I'm stuck in traffic. I think there is an accident that is holding up traffic. I'm going to be a little late."

When you plan on being late ahead of time, it is much easier. For example, if you have a doctor's appointment in the morning, you can tell them in advance and then you don't have to worry about coming in on time.

"I have a doctor's appointment tomorrow morning. Remember I told you earlier this



week? I'll come in right after my appointment."

"My daughter has been sick, so I'm going to take her to see the doctor tomorrow morning. Is it ok if I'm a little late? My appointment is at seven in the morning, so I'll only be an hour late."

"I have to take my parents to the airport tomorrow. I shouldn't be too late, but wanted to tell you ahead of time."

### Leaving Work Early

This is a little easier than explaining to your boss why you are 10 minutes late. You can think of an excuse ahead of time, or tell them about an appointment so you can leave early. You can use the same excuses as the ones I mentioned earlier. You just have to change the wording a little and make it future tense.

"I have to leave a little early today. Is it ok if I finish my work at home?"

"I have a dentist appointment at four. I have to leave early today."

"I have a dentist appointment tomorrow at four. Is it ok if I leave early tomorrow?"

"I have to pick up my wife at the airport tomorrow. Is it ok if I leave at three?"

"I have a conference with my son's teacher tomorrow at three thirty. I have to leave at three. Will that be ok?"

"I have a terrible headache. Is it ok if I leave early today?"

"I think I might be coming down with the flu. I should get some rest and try to fight this thing off early. May I leave early today?"

"I'm not feeling well. I think I should get some rest. Will it be ok if I go home early today?"

"My son got sick and I have to pick him up from school. Will that be ok?"





## Sick day

"Martha? This is Jack. I have a fever and I will not be able to come in today."

"Hi Mary, I have to use a sick day today. I'm feeling terrible right now."

"Hi Steve, this is Mark. I wanted to let you know that I am too sick to come in today."

"Hi Andrew, this is Josh. I'm pretty sick so I will not be able to make it in today. I was feeling sick last night and thought I would be better after some sleep, but it just got worse."

"Hi Sam, this is Jessica. I have some urgent personal matters I have to deal with. I won't be able to make it in."

"Mark? This is John. My dad went into the emergency room this morning. I'm not sure what the problem is, but I don't think I can make it in today. I'll send you an update later."

"My son all of the sudden got really sick. I have to take him to the hospital now. I doubt I can make it in today. Will that be ok?"

"Jake? Will it be ok if I take the day off? My grandmother just passed away and I don't think I will be able to work today."

## Vacation

### Taking a planned day off

These are the easiest to request. If you are caught up with your work and you want to take a vacation or personal day, it is as easy as asking for it.

"Can I use a vacation day this Friday?"

"Will it be ok if I use a personal day this Thursday?"

"I have to catch up on a lot of errands, so can I use a vacation day on Monday?"

"My parents are coming into town. Can I take Thursday and Friday off?"



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"I would like to use my vacation days for the first week of June. Will that be ok?"

"Will it be ok if I take the last week of July off?"

"Can I schedule a vacation for the second week of August?"

"I was wondering if I can take a vacation. Can I take the first two weeks off in September?"

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## Late for Work - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Jack. Can I see you in my office?"

B: "Sure."

A: "You have been late 3 times in the last 2 weeks. Is this going to be a continual problem?"

B: "I'm so sorry. I really got unlucky this morning."

A: "Being late once in a while is based on luck. If you are late frequently, it shows that you are irresponsible. How are you going to fix it?"

B: "Last week, I had a lot of personal problems. I took care of all those problems and I don't have any excuse to be late anymore. I planned on coming in to the office early today, but there was an accident that held up traffic."

A: "You better start anticipating all problems because I'm not going to tolerate your tardiness any longer. Is that clear?"

B: "Perfectly clear. I will not be late again."

A: "That's all."

2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hey Martha, is there anything urgent that needs to be done today?"

B: "No. I don't believe so. Why?"

A: "I have a terrible headache and I was wondering if it would be ok if I could leave a little early today."

B: "I don't see why not. You can make up the time later in the week."

A: "That's what I was thinking too. But as for today, I don't think I can be productive."

B: "It's already two o'clock now. What time were you going to leave?"





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A: "I'm just going to wrap up and leave pretty soon. Probably in about thirty minutes."

B: "Ok. Get some rest. If you are sick tomorrow, give me a call."

A: "Aright. Thanks. I'll see you tomorrow."

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3

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hi Martha. This is Jack. I think I caught a flu or something. I feel worse than yesterday."

B: "You better stay home today then."

A: "I think that will be best. I'll log my sick day tomorrow when I get in."

B: "No problem. Just get some rest. We have everything covered here so don't worry."

A: "Ok. Just in case something happens, you can call me at home. I'll be here all day."

B: "Ok. Thanks for calling. I'll see you when you get better."

A: "Aright. Thanks. Bye."

### Computer Related >>>

1. [Removable Disk](#)
2. [Hard Drive](#)
3. [Network share and public share](#)
4. [Software](#)
5. [Internet](#)
6. [Intranet](#)
7. [General Computer Sentences](#)
8. [Computer Related - Interactive Practice](#)

### Removable Disk

When you save data, there are several ways to save it. There is the standard removable disk, saving to the hard drive, and saving to a network share.

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"Does anybody have an extra floppy disk?"

"I ran out of floppy disks. Where can I get more?"

"I think we need to order more floppy disks."

"I saved it on a floppy disk."

"I have all the information on my USB drive."

"Can you save the document on a disk and give it to me?"

"Save the information on a disk and give it to Jack."

"I'll have all the information on a disk and bring it to the meeting."

Standard floppy disks only hold 1.44 MB of information. There are times when the disk is not big enough. Here are ways to express this.

"All the information doesn't fit on one disk."

"The file is too large to fit on a disk."

"Do you have a different storage device that can hold more information?"

"Can you order a 128 MB removable storage device for me? I always need to move files that a regular floppy disk cannot hold."



## Hard Drive

"I have all the information saved on my hard drive."

"I finished the presentation preparation and I saved it on my hard drive."

"I have the documents you are looking for saved on my computer."

"I have the information on my computer. Do you want me to put it on a floppy disk for you?"

When you say something like, 'saved on my computer', it is understood that you are referring to the hard drive, so in this situation, you can use the two words interchangeably.

"I'm running out of room on my hard drive."

"I need a bigger hard drive."

"I have the information on my computer, but I think I will need to prepare hard copies for the meeting."

Hard copy refers to something that is tangible. For example, a hard copy of a report is a printed out version on paper. A soft copy is the file stored on the computer.

## Network share and public share

Network share is a location on your network that you can access. The files are stored on a different computer. If you do not have a network set up in the office you work at, then you won't need this section.

In order for you to save data on a network share, you will need permission. The person in charge of the computer has the ability to add users. If you know of a public share and you cannot access it, then tell your administrator or the person in charge of that computer to give you permission.





"I have it saved on a network share. You can find it at *computername* public John data.doc."

Whenever you tell someone a network location, you tell them the name by the path. I'll use the previous sentence as an example. *Computername* is the name of the computer, then the next word is a folder name. The next name is also a folder name. Finally, data.doc is the name of the file. So, the location of data.doc is in a folder named John that is under a folder called public under the computer *computername*. When you say a path verbally, you just leave a pause after each word or say slash between the words. In the written form, it looks like this, `\\computername\public\John\data.doc`.

When people share documents, they save them on their own computer and put it in a folder that they made public. Or, a co-worker might have data saved on their computer. If you don't want to deal with the floppy disks, then you can retrieve the data from the network if they make the folder public.

"I have those files in my public folder. Just go to John01 public. You should see all the documents there."

"I saved it at John01 public. Go ahead and take what you need."

"I'll need all the information on ABC Company. Didn't you say you have the information? Can you put them on a public share?"

"Hey John, I don't have permission to get into John01. Can you check the permissions on the folder?"

"I don't have write access on the folder. Can you give me write permissions?"

"I don't want anybody changing the data, so everyone only has read permissions."

## Software

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Different companies use different software programs. For example, a tax firm might use a program for tax purposes, and an insurance company will use their own software for inputting data to retrieve quotes for customers. You might not have the software or it might be broken. I'll have some example sentences for these situations.

"What software do you use here?"

"What kind of application do you use to keep track of all these records?"

"Martha told me about TaxIt. When can I get a copy?"

"Is there a manual how to use this program?"

"How do you use this?"

"TaxIt won't open any more. I think it's broken."

"I can't get TaxIt to work. Can someone help me with this?"

"Microsoft Office applications do everything we need. That's all we use here."

"What version of Office do you use here?"

"What software do you use for word processing?"

"All the documents are saved using MSWord. Do you have Word or another application that will be able to read the information?"

"We use a different word processing application. Can you save as a text file?"

"I can't open the file that you gave me. What version of Word are you using?"

### Internet

I'm not going to explain all the specifics about the Internet here. The goal of this lesson is

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not to give a computer lesson, but to learn English related to using the computer. I will show some sentences that are commonly used for the Internet.

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"What is the URL of that site again?"

"What is the address to the English site you are studying?"

"What is the best search engine?"

"Where can I find information on marriage law?"

"If you go to greatsite.com, you will find all the information I just told you."

"If you need more information on cooking, go to cooking.com."

"I purchased all the computers from Dell.com. We should have them by the end of the week."

"Do you have a company website?"

"Is there a website where I can learn more about your services?"

"Do you have a website where I can review the different products you are offering?"

"I HATE POP-UPS!"

I really do. I hate pop-up ads with a passion. If it was up to me, I would shut down all companies that produce pop up ads. For now, we have to live with them.

"Can I install something that stops pop-up ads?"

"What tools are available to block pop-up ads?"

"I think I misspelled the web address. Can you spell it out for me?"

"I'm getting a page not found error. I think the web site is down."

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## Intranet

A lot of companies have an intranet site. This is basically web pages that can be viewed by employees connected to the network in the office. The address does not use the standard .net or .com address. It will simply be <http://companysite>.

["Do we have an intranet site that explains our benefits?"](#)

["What was the site where we log our travel expenses?"](#)

["If you want to use a sick day, you can go to <http://timereport>."](#)

If you have an intranet site for your company, then when you talk to other workers, you don't need to say <http://> everytime. You can simply say the name, for example, 'If you want to use a sick day, you can go to time report.' The other person listening should understand that you mean <http://timereport>.

["Is there an intranet site detailing each project our company is doing?"](#)

["Is our company going to put an intranet site for employees?"](#)

["I think it will help a lot if we had an intranet site with general questions and answers from all the employees."](#)



## General Computer Sentences

"My computer is giving me problems again."

"My computer broke, but luckily I saved my work on a disk."

"My computer is too slow."

"Something is wrong with my computer."

"I work with the computer most of the day."

"All my work is done on the computer."

"We are upgrading our computers this week."

"I hope we upgrade our computers soon. The ones we have are way too old."

"My computer froze. What should I do?"

"My computer is not responding and I haven't saved my data yet. What should I do?"

"My computer is making a weird sound. Can I get someone to look at it?"

This concludes the computer English lesson. I know many of the business topics are large and some of them have topics I didn't cover. I want to remind you that you can ask specific questions to us using the business bulletin board.

## Computer Related - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

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A: "Barbara, did you finish the report on XYZ Company?"

B: "Yes. I just finished today."

A: "I would like to review them before we send the report. Can you give me a copy?"

B: "Sure. Would you like a hard copy?"

A: "No. Just send me the path to the location of the report. I'll look them over on my computer."

B: "Sure. I'll give you permission for the folder. You can find them at barbara01 slash XYZ. I'll give you permission right now."

A: "Great. Thanks."

2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "John, are you having problems with your network?"

B: "I think our whole network is down for upgrades. It should be back up in an hour."

A: "That's too late. I need the review documents from the company network share."

B: "I have a copy of that on my computer."

A: "Really? Can I get a copy?"

B: "Sure. But since the network is down, I'll have to put it on a disk for you."

A: "That would be great."

B: "Do you have a floppy disk?"

A: "I think I have one on my desk. Here it is."

B: "Ok. It's saving now. Here you go."

A: "Thanks. You saved me a great deal of trouble. I'm so glad you had a copy of this on your machine."

B: "No problem. I'm glad I could help."

3

[Listen All](#) | [Person A](#) | [Person B](#)

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A: "Don't we need a tax software to do this work?"

B: "Yeah. Don't you have it installed on your computer?"

A: "No. They said they would install it for me, but they didn't do it yet."

B: "Go ask your manager. He probably forgot."

A: "That's a good idea. Is there an instructional manual for this software?"

B: "It's in the second file cabinet under Software Applications."

A: "Thanks. I'll probably need it when I get the software."

B: "Actually, it's not that difficult to use. I think you should be able to figure it out without the manual. The manual is only good for advanced options that we don't really need."

A: "You're probably right. Many of the manuals I've read were not that helpful. Do you mind if I come to you for questions when I am using the software?"

B: "Not at all. Feel free to ask any questions. If I know the answer, I'll let you know."

A: "Great. I better go find the manager to get the software installed on my computer."

### Email ►►

1. [Asking for Email Address](#)
2. [Requesting information through email](#)
3. [Sending attachments through email](#)
4. [Email Problems](#)
5. [Reply and Reply All](#)
6. [Forwarding Mail](#)
7. [General email sentences](#)
8. [Email - Interactive Practice](#)



## Asking for Email Address

Email is a daily part of the office life. Everybody and every company uses email as a way to communicate quickly. This lesson will cover all aspects of using the email.

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"Can I have your email address?"

"What is your email address?"

"Do you have an email account?"

"My email address is someone at hotmail dot com (someone@hotmail.com)."

"It is someone@hotmail.com"

"Do you have his email address?"

"What was her email address again?"

2.

## Requesting information through email

"Can you send it to my email address?"

"You can send it to me through email."

"Can you email it to me?"

"Can I email it to you?"

"Can I send you the information through email?"

Whenever you send an email to an account that doesn't exist, you get an automated email saying the mail was not delivered. You can use these sentences if you are in this situation.

"Can I verify your email address? The address I have on file appears to be incorrect."

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"I am unable to email it to you. Can you tell me your email address again?"

"I am getting a mail saying it is undeliverable. I might have misspelled it. Can I double check your email address?"

"The email address I sent it to was someone@hotmail.com. Is this correct?"

"I sent the email to someone@hotmail.com. Didn't you get it?"

"That's the wrong email address. My email address is someone@hotmail.net."

"Oh... I see the problem. My email address is some1@hotmail.com"

### **Sending attachments through email**

Some companies have security in place such as firewalls that prevents sending certain types of attachments. For example, sending a .js file is potentially dangerous because it can run scripts. Also, some documents can carry viruses through macros or other methods. Sending attachments to some email addresses are not possible. However, text files are usually permitted. Here are some sentences that you might find useful.

"I can send you the document through email."

"I'll send you the images to your email account."

"Can I send the documents to your email?"

"Can I email you the files?"

"Can I email the files to you?"

"I received your email, but I didn't receive the attachments."

"My company prevents many types of attachments. Can you send a text file instead?"

"Before you send the document, change the extension .doc to .txt and then send it."

"When I receive it, I will change it back to .doc before I open it."

"Hi Mary, I sent you an email with my proposal as an attachment. Did you receive it?"

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"Hey Jack, did you receive my attachments?"

"The file is too large to send through email."

"My email account will only allow sending attachments that are 1 MB or smaller."

"My email account will only allow me to receive attachments that are 2 MB or smaller."

## Email Problems

"My email is getting full. I better delete some old mail."

"I better save my emails to my hard drive so I can make some room in my inbox."

"How do I request more storage space for my email account? I am constantly running out of space."

"You're running out of email space too? I have the same problem at least once a month."

"I hate getting the mail that I am running low on space."

"I just started my job so I haven't received my email address yet."

"My email account hasn't been created yet. They said I should receive it tomorrow."

"I haven't received any emails in the last four hours. I think the server is down or something."

"I think the exchange server is down. Is somebody taking a look at this problem?"

"I can't send anything right now. Is anybody else having a problem with their email?"

"It could be a network problem, but my email account is not working."

"I can't access my email right now. I think the server is down."

"Who should we contact if we are having email problems?"



"I keep getting junk mail in my work account. How did they get this email address?"

"How do I prevent junk mail?"

"Don't open any mail with the title, 'Your request has been approved!!!' It contains a virus. Please delete this mail at once if you see it."

### Reply and Reply All

When you reply all, it goes out to everyone on the To line and the CC line. Reply only goes to the sender. When we send out a mail to many people, you might see a sentence that says 'little 'r' me'. This means to use the small R instead of the Big R. That basically means to reply only to me instead of replying to everyone on the mail thread.

A mail is also referred to as a thread. That is because in the office, a mail can go on back and forth among many people so it becomes a chain of mail that started from one email. I'll use these terminologies in the next several example sentences.

"I sent out a mail to the whole group. I requested that they little 'r' me with their ideas."

"When I receive a mail sent out to multiple people, I keep forgetting to send to all."

This next sentence is not a spoken sentence. It's a common sentence used in email when someone forgets to send to everyone.

Resending to include everyone.'

If you see this, that means the person sent a reply to the sender instead of replying all.

"Start a mail thread on your idea. I think everyone should get in on this discussion."

"Do you want me to start a mail thread for this?"

### Forwarding Mail

"I can't find the mail about our next project. Can you forward the mail to me?"



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"I got a useful email on productivity. I think I will forward it to our team."

"I have that email. I'll forward it to you."

"If you find that mail, please forward it to me."

"I'll forward you the mail I got from the manager."

"I received a mail from the marketing manager. I don't know what she is asking for. Can I forward the mail to you?"

"One of our clients is asking for more data on the BB project. Who should I forward this mail to?"

"Forward the complaint to the manager. I think he should see this."

Sending to an alternate email address is common when the work email is not working. Here are some sentences you can use if you are ever in this situation. Some companies do not allow this, so make sure your company does not have policies prohibiting this.

"My work email is currently down. Can you send it to my personal email address? It is someone@hotmail.com."

"I'm having problems with my work email account. Can you send it to someone@hotmail.com instead?"

"I'm having problems sending you an email to this account. Is there another email account you have that I can try?"

"Our exchange server is down for the next thirty minutes. If this is urgent, you can send me an email to my personal account. It is someone@hotmail.com."

Although I have a couple of sentences on writing, most of this is to talk about email. Learning to write is not what I am trying to teach here. I want everyone to be able to speak. You should be practicing all of these lessons while talking along.

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## General email sentences

"Hi Jack, this is Steve. I have a proposal for the marketing idea. Can I email it to you?"

"I will need the information by noon. Can you email it to me soon?"

"The deadline for the project was an hour ago. Did you send the information?"

"I'm going to send you a rough draft. Can you review it and email me back?"

"I have sent three mails asking for information on their design. I haven't received a reply yet."

"Send an email to the team with your plan of action. I want everyone following this process."

"I have to send out my report before five. I won't have time to help you right now."

"I have a meeting at 4:00 pm. I think I should send out a reminder mail. I don't want anyone to forget."

"If you are not sure how to talk to the boss about this, why don't you email her?"

"Did you read the mail from the CEO? It's about our new mission statement."

"The CFO sent out a mail that describes our quarterly earnings."

When you are going on vacation, there is an option in some mail programs such as Outlook to reply with a message saying anything you want. After you turn on auto reply, there is a text field where you can type in your message. In general, this is what I have seen the most. Once again, the following is not spoken, but email language.

I will be vacation until June 4th. I will be on email occasionally, but if you have an emergency, you can reach me at 555-555-5555. For information on financial reports, contact Suzy Mae. For information on quarterly earnings, contact Jim Beam. For other



urgent matters, contact Billy McHale.'

## Email - Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "I'll have the report ready for review tonight. Will you be able to look at it tomorrow?"

B: "I'm not going to be in the office tomorrow. Can you email it to me? I'll look at it from home."

A: "Sure. What's your email address?"

B: "It is someone@hotmail.com."

A: "The file is pretty big. Will the email allow me to send a file that big?"

B: "If it is under one mega byte, you shouldn't have a problem."

A: "I don't think it's that big. I'll send it tonight. Just get back to me when you finish the review tomorrow."

B: "Ok. I should be done with it by noon."

A: "That would be great. Thanks."

2

[Listen All](#) | [Person A](#) | [Person B](#)



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A: "The manager wants us to work on the data analysis together."

B: "Did you get an email from her?"

A: "Yeah. You were on the  $\mu$ to' line as well."

B: "I never got it yet. When did you get the mail?"

A: "I got it about 30 minutes ago. Should we have her send the mail again?"

B: "No, I don't want to bother her right now. Can you just forward the mail to me?"

A: "No problem. I'll do it now."

B: "I'm still not getting it."

A: "Maybe your exchange server is down."

B: "I think you're right. Can you send it to my personal account? It is someone@hotmail.com."

A: "Sure. Sending now."

B: "I got it. Thanks for forwarding me the mail. After I read it, let's get together to discuss how we are going to work on the data analysis."

A: "Perfect. Just ping me when ever."

3

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hi Jack, this is Cindy from the audit team."

B: "Hi Cindy."

A: "I'm calling in regards to the 2003 bank statements you sent over to me last week. I cannot find the August statement. Can you resend that one by any chance?"

B: "I can fax them over to you in about an hour. Will that be ok?"

A: "That would be great. I also have questions on several of the withdrawals. Do you know who I should contact to straighten this out?"

B: "You should talk to Joe Smith. He is our senior accountant over here. His number is 555-123-4567."

A: "That was Joe Smith at 555-123-4567?"

B: "That's correct."

A: "Do you have his email address. I might need it later."

B: "Sure. It's joesmith@ourcompany.com."

A: "joesmith@ourcompany.com. Ok. Thanks for all your help."

B: "No problem. Have a good day."

A: "You too. Thanks again. Bye."

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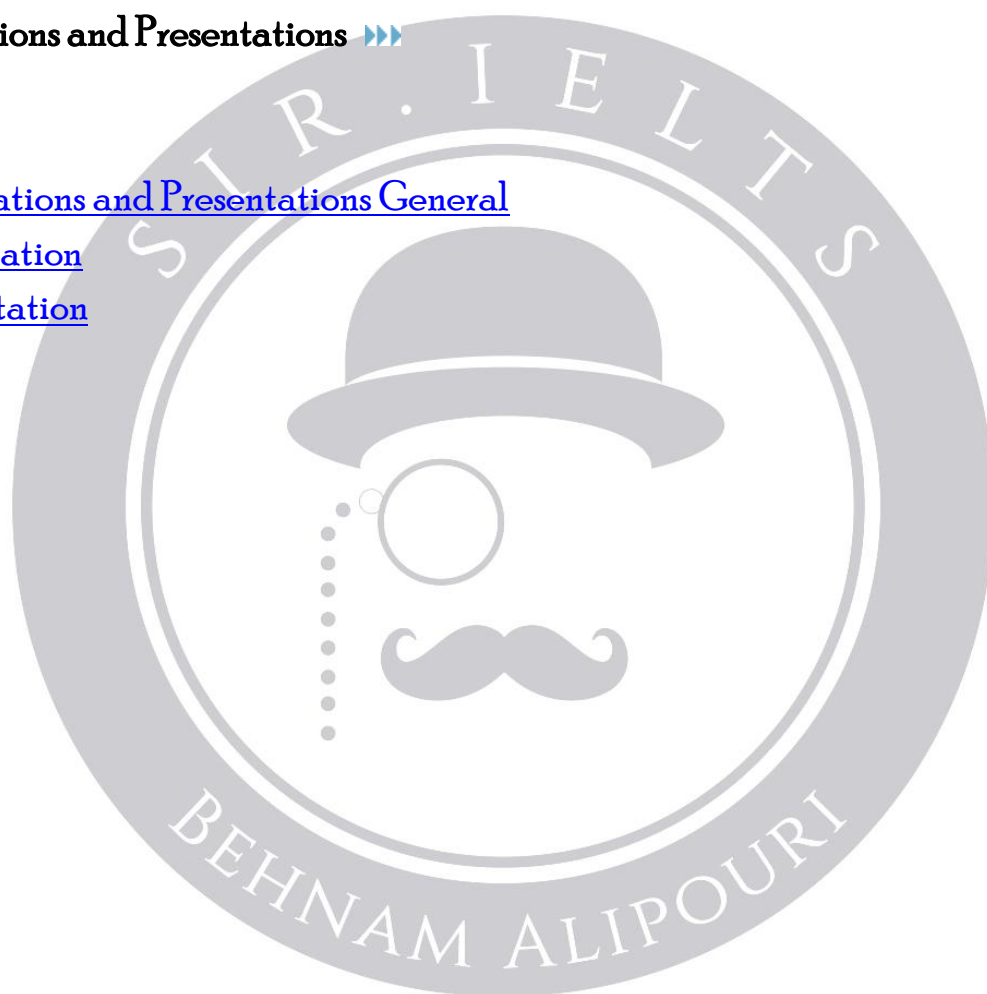
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## Explanations and Presentations >>>

1. [Explanations and Presentations General](#)
2. [Explanation](#)
3. [Presentation](#)



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### Explanations and Presentations General

This lesson will give some guidelines on how to explain something and how to speak during presentations. Because I cannot be specific to every topic, I'll choose general ones. You should primarily be looking at the structure and style for this Business English lesson.

It is understandable if you feel nervous or uneasy about having to explain something in English. Because English is not your first language, it is very difficult. However, in the office, you will be in many situations when you have to explain something. Here are 3 tips to make your explanation or presentation easier.

First, you should not talk fast. I work in a large company with many different people from all over the world. The hardest time I have when listening to someone is when they talk fast with a bad accent. The problem they have is that they are fluent and comfortable speaking English, but they do not realize how bad their accent is. If you speak slower, you can avoid this problem. Unless you are certain that your accent is understandable, always speak a little slower.

Second, you should speak clearly. Say each word clearly and emphasize the important words. Even if they don't understand every word in your sentence, they will understand the whole meaning with proper emphasis.

Third, prepare and practice ahead of time. You should record yourself and listen to the recording. You should also get an American friend to judge you. This is a lot of work you have to do in the beginning, but this is VERY important. Even though it will make your presentation or explanation clearer and better, that is not the reason I am saying you should do the recording and getting a friend to listen. The reason why this is so important is because you are laying the foundation on proper communication in regards to intonation and pronunciation. For example, if you don't do this, you might think you don't have a problem and you will continue to practice incorrectly. Soon, you will be someone who can talk fast but have terrible pronunciation. You will become the type of people I described... hard to understand. If you take the time to practice for several hours before each presentation, you will be practicing the correct way to enhance your English abilities.



## Explanation

The third step above is primarily for presentations. When you have to give an explanation, you might not have time to prepare for it. If someone asks you a question, you can't tell them that you will need two hours to prepare before answering.

However, if it is work related, you have the ability to anticipate questions ahead of time. Think of your area of expertise and list many questions you have heard from co-workers or friends. If you speak in your own language, you know exactly how to say it without preparing for it. But in English, you don't know where to begin. List all your answers out and learn how to say it in English. If you do this, then anytime you get asked a question about your area, you can quickly respond. Here is an example with more tips.

"Can you explain the process of selling a house and the cost associated with it?"

"You can either sell the house by yourself or get an agent. Since most of the people use an agent, I will explain that. The first thing you need to do is find a sellers agent. The agent will list your house on the market. After the house is on the market, people who are looking to buy a house will find a buyers agent. The buyers agent looks through the list of houses for sale posted by the sellers agent. The buyers agent shows your house to potential buyers. When someone makes an offer, the buyers agent will let the sellers agent know about the price that the buyer has offered. After everyone agrees, the house is sold. The price associated with selling a house is based on commission. The sellers agent will get an average of 2.5 percent of the selling price and the buyers agent will get 2.5 percent as well. If the price of the house was \$300,000, then each agent will get \$7500, costing you a total of \$15,000."

You're first reaction might be, 'when am I ever going to be able to say all this at one

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time?' But it is much easier than you think. I'll explain further.

We have someone asking about selling a house or something. We have to explain the process. Even if you don't know the process of selling a house in America, you can use the same guideline for your area of expertise. If you can say each sentence individually, then you can say all of them put together.

I start by saying there are a couple of ways to sell a house.  
Then the example says you will explain the more common process.

From here, it is basically listing steps.

1. "The first thing you need to do is find a sellers agent."
2. "The agent will list your house on the market."
3. "After the house is on the market, people who are looking to buy a house will find a buyers agent."
4. "The buyers agent looks through the list of houses for sale posted by the sellers agent."
5. "The buyers agent shows your house to potential buyers."
6. "When someone makes an offer, the buyers agent will let the sellers agent know about the price that the buyer has offered."
7. "After everyone agrees, the house is sold."
8. "The price associated with selling a house is based on commission."
9. "The sellers agent will get an average of 2.5 percent of the selling price and the buyers agent will get 2.5 percent as well."
10. "If the price of the house was \$300,000, then each agent will get \$7500, costing you a total of \$15,000."

This list seems pretty simple now. Each sentence is relatively short. There is no difference between the long paragraph and the listed out items. Both contain the

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same words. All I did was put them together.

Finally, if you feel that you cannot create these sentences even in a list form, use an example that you are familiar with. I'm sure you will have an easy time creating a list if the topic is in your area of expertise.

I recommend listening to the paragraph again. But this time, listen to the speed I talk. Also, listen to the pauses after each sentence. Notice that I don't have unnecessary words like 'and', 'moreover', 'furthermore', 'Afterwards', and so on. These are good words, but you don't need them that much when you are explaining something verbally. Using pauses between sentences and speaking clearly and slowly is the best way to communicate an explanation.

### Presentation

Presentations are longer than an explanation, but it is easier in the sense that you have time to prepare for it. The biggest mistake I have seen is that people do not use short simple sentences. Many of the best presentations from English speakers I have seen are those who use simple sentences that are easy to understand. Remember that a long paragraph can consist of 10 short sentences. It is still effective and much easier to say.

Many times, a person will be using a presentation software like Power Point. If that is the case, then you should prepare your slides and a separate document with your sentences for each slide. You shouldn't read them, but at least it is there just in case you forget to mention something. Use it as a preparation material before the presentation and reference during the presentation. Each sentence should be step by step explaining the content on the slide.



I am not going to be giving an example because presentations are all different depending on the subject. But keep in mind the process I explained on the house selling example. Keep the sentences short, speak slowly and clearly, put emphasis on key words, and leave a short pause after each sentence.

There are many times when you will have to explain something. Here are some questions you might hear.

"What did you do this week?"

"What are you going to do next week?"

"What is your schedule like for the next two weeks?"

"Can you explain how to perform an evaluation for a partner feedback?"

"How do I perform a refund for a credit card purchase?"

There are numerous questions like these you might run into. To answer all of them, just follow the list example.

"This week, I finished the analysis on Ford Motor, I started writing a report on international market penetration, and I showed our new employee how to use our software."

This example is very simple. It is basically a list of three things. You don't need to include any words in between.

You can use this same style of answer for many different types of questions.

"Next week, I have to finish my report, research information on GM Motors, and make a presentation on our market strategy."





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"To perform a feedback on a partner you need to specify who the partner is, what project they worked on, the outcome of the project, where they need to improve, and finally what they did well."

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"On the credit card machine, press the refund button. Then type in the credit card number and press enter. Type in the amount, and press enter. That's all you need to do."

Whenever you are giving an explanation, remember the easiest way to do it is by giving a list and putting them together. In order to be able to do this, you must know how to say key words in your area of expertise.

When you have to give a presentation, remember that preparing is the most important. As I said earlier, take the time on your first several presentations to record yourself and find a friend to listen to your presentation.

Finally, let's review the three key steps you need to remember when giving an explanation or a presentation.

Don't talk fast: Even people with perfect English have this problem. Talking fast is not good when you are explaining something or giving a presentation.

Talk clearly: Making the words in each sentence clear will help anyone to understand you better.

Prepare and Practice: This is the most important. As time goes on, you will realize how much your preparation will help with your overall English skills.

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## Meetings ►►

[Before the meeting](#)

2. [Canceling a Meeting](#)

3. [During the Meeting](#)

4. [After the Meeting](#)

5. [General Statements](#)

### Before the meeting

There are many questions to ask before a meeting. If you are curious about what the meeting will cover, you will need to ask the organizer of the meeting. You can also ask things like how long the meeting will take, and who is coming to the meeting. Let's try a couple of these sentences.

["Hi Jack. Do you know who is coming to your meeting at 2:00?"](#)

["Who all did you invite to the triage meeting?"](#)

["Hi Jack. How long do you think the meeting will be?"](#)

["I have to schedule another appointment at 4:00 but I don't want it to overlap with yours. How long is the meeting going to be?"](#)

["Is the meeting going to be more than an hour?"](#)

["What time was the meeting again?"](#)

["When are you going to make that presentation? I thought it was today?"](#)

Here are common statements people use when they can't attend a meeting.

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"I have another appointment that conflicts with your meeting. I will not be able to make it."

"I have another meeting that I cannot miss. I won't be able to make yours."

"I won't be able to go to the 3:00 meeting. I have another appointment at the same time."

"I can't go to the meeting at 4:00. I have a doctor's appointment. Can you take notes for me?"

"I'm going to be out of town tomorrow, so I won't be able to attend the quarterly meeting. Can you send me a mail on the topics that were discussed?"

## Canceling a Meeting

If you are the meeting organizer, then there are times when you have to cancel a meeting. Here are some sentences you can use for this situation.

"There are four people who will not be able to attend the meeting tomorrow. I am going to reschedule the meeting to a more convenient time."

"The director asked that we postpone the finance meeting until the quarterly report comes out. So I'll send an update with the new date and time later this week."

Some meetings are weekly meetings that occur at the same time. It is common that these meetings are canceled when there is nothing to talk about.

"There is nothing new to discuss this week, so we are going to cancel this week's agenda meeting."

"I am running late this morning. Let's postpone the meeting until the afternoon."

"I can't make it in tomorrow, so let's cancel this week's meeting. I'll email everyone if something new comes up."





## During the Meeting

If you have to talk in a meeting, there are three general reasons. You might have to ask a question, state your opinion, or you will have to ask for clarity on something you didn't understand. Let's see some of these sentences.

## Raising a Question

Depending on the type of meeting, you might have to wait for the meeting to end before asking a question, you might have to raise your hand to ask a question, or you can simply ask a question any time. I'll give an example on each of these.

If you are in a type of meeting where you can ask a question at any time, then you can say this.

"I have a question. Why is marketing not handling the portion on end user analysis? They usually did this work in the past."

"How will the new addition to our project affect the deadline that we have?"

"Are we making sure to incorporate user feedback on the changes we are making?"

## Stating your Opinion

Basically, you can ask any questions, there is no specific way to do it. This is the same when you are talking about your opinion. Someone might ask what you think about the idea or situation. You will simply speak your answer.

"I agree with Mark. The correct approach is to send out the tools to our partners before making it public to everyone."

"In my opinion, I think we should introduce our new line of printers in August. Many companies get more funding at this time, and students are school shopping. Our target market will be more responsive to our ads during this time period."

"I think we can go either way. I believe both solutions will take care of it."



## Asking for clarity

Asking for clarity is similar to asking a question. The only difference is that they already answered it and you don't understand. So you should state exactly what you don't know, or ask for clarity on a specific part of the question.

"I didn't understand why we are going to be late. I thought we had everything planned out early. What were the reasons again?"

"Can you elaborate on how this process can help the sales department?"

"Can you clarify the second step in your solution proposal? I don't understand why it is necessary."



## After the Meeting

It is common to talk about meetings afterwards. Sometimes it is to say how useless it was, or that you were bored, but there are times when someone might ask you for feedback. Other times, you might want feedback if you were the person holding the meeting. Let's cover these here.

## Asking for Feedback

"What did you think about my presentation?"

"Did you think the meeting went ok?"

"Can you provide feedback on the meeting we just had?"

"Did you find the meeting useful?"

"Did the meeting help to clarify the current situation?"

"Is there any part of our discussion during the meeting that you are still unsure about?"

## Providing Feedback

Even if you think the meeting was boring and useless, you can't say that unless you are talking to a close friend. Many times in the office, you have to give a professional answer.

"I thought the presentation went well. You provided great information and I think everyone was impressed."

"The meeting went well. We covered a lot of information and made some important decisions."

"The whole presentation went pretty well, but next time I would recommend that you talk a little slower. When we were running out of time, you started speaking too fast and it was hard to keep up."

"Most of the time, our weekly meeting is pretty dull, but today was quite useful."

"I understand what is happening to our project now, but I'm still unclear about exactly who is affected by this change."





## General Statements

"I have to go. I have a meeting I'm late for."

"I have to go to a meeting now. I'll talk to you later."

"I forgot about my 1:00 meeting. I don't have much time for lunch."

"I'll finish the feedback form after my meeting."

"I'll be in meetings all day today."

"I have five meetings today, so I won't have time to help you with this now. Let's set up a time for tomorrow."

"The meeting went an hour over."

"The meeting was canceled."

"The meeting started 15 minutes late."

"George didn't arrive to the meeting on time."

"We finished late because John had problems with his computer during the presentation portion of the meeting."

"Are you going to the company meeting next week?"

"Can you set up a meeting for our brainstorm session?"

"My calendar looks pretty clear on Thursday. Set up a meeting for that day."

If you have a close friend in the office, then you can speak more candidly. Here are some general statements you can make about meetings. But be careful who you say them to.

"I hate meetings. I think they are a waste of time. I'm an engineer, not a planner."

"I don't know why I have to go to those meetings. I never learn anything from them and I never say a thing."

"I can't believe our weekly meeting is at six o'clock in the morning. I hate waking up that early."



"If I skip that meeting, I wonder if anyone will notice."

"That meeting was hilarious. I can't believe the manager forgot John's name."

"I get so sleepy at meetings."

"I almost fell asleep during that meeting."

"I had a hard time keeping myself from laughing. I saw you falling asleep during the meeting."

## Phone Calls ►►

### Phone Call

2. Telling person you will call them back
3. Redirecting
4. Leaving Messages
5. Sending and receiving information
6. Phone Call ~ Interactive Practice

## Phone Call

Talking on the phone is very common in the office. You will be in a situation where you have to call someone, receive a phone call, leave a message, return a call, and a variety of other tasks. We will use this lesson to cover all the details about making

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and receiving phone calls.

Receiving a call is probably the easiest.

"Hello, this is Mike."

"Microsoft, this is Steve."

Calling someone is a little more difficult. You should state your name, where you are from, what you are calling for, and the question. Let's give it a try through an example.

"Hi Mary, this is Michael Johnson from ABC Consulting. I am reviewing the financial data for the payroll project. I will need the 2002 fiscal report to complete this task. Do you know where I can get a copy?"

This example is very clear, organized, and concise. It first explains who the person is, what they are doing, and what they need. If you need to call someone to obtain information, you can use this type of sentence.

Let's try one more, but this time, you are asking for help.

"Hi Bob. This is Steven from ABC Company. I'm calling in regards to the data entry program you created. I'm having trouble locating where the connection is made to the server. Can you help me with this?"

Similarly, this phone call starts with an introduction of the person, a quick sentence on what the call is regarding, and a short description on what this person needs. If you are in this situation, use this process and write it down so you can say what you need smoothly. After you become familiar with it, you will not need to write it down anymore and you should be able to say it fluently.





If you have questions and a consultant or another business employee is visiting your company, then asking a question to them is very similar to asking a question to anyone else.

"Hi Bob. I'm George. I'm the technical writer for this project. I had a question regarding the installation process. If you have a minute, can you show me the installation process? I'm having problems on the confirmation section."

Usually, when a person is visiting your company, then it is polite to tell them your position so they can understand what type of help you will need. In the previous example, we used the same process of asking for help with an introduction, telling them what it is regarding, and what the problem or question is.

### Verifying Information

Sometimes you have to verify an order, or double check a figure. If you have the information and you just want to verify that it is accurate, then you can use these types of sentences.

"Hi Debra, I'm analyzing the log files and noticed entry 14 was negative 42. Can you confirm if this is accurate?"

"I see that our April 2003 revenue was 1.2 million dollars. Can you double check that this figure is accurate?"

"I am going to meet with the CFO in an hour. Can you look through this report and double check my findings? It should only take you 20 minutes or so."



## Telling person you will call them back

If you receive a question from a client or customer that you do not know, you can either tell them that you will find the answer for them, or tell them to call someone else. Let's learn how to do these things professionally.

"I don't have the answer right off hand. I'll need to find that information for you. Will it be ok if I call you back in about 30 minutes?"

"I believe I can find that information for you. It might take 10 minutes or so. Can I call you back with the information?"

"I'm not sure about the answer. I'll find the information and call you right back. Will that be ok?"

"I'm not sure about this one. Let me ask my manager. Can you please hold?"

## Redirecting

### Receiving a Call

"I believe Joe Carry in marketing can help you with that. Do you have his contact information?"

"I'm not sure about that. I'm pretty sure Mitch Smith will be able to answer this and other questions. Let me give you his number."

### Making a Call

"Can you redirect me to that person?"

"Can I get his contact information?"

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"Can I get his phone number?"

"What is the best way to contact her?"

"Can you direct me to someone who can help?"

"Hi, this is Matt from ABC Company. I have some questions on your Platinum level business package. Can you redirect me to someone who can help?"

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## Leaving Messages

When you call someone and they are not there, you have to leave a message on their voice mail. Remember to state your name, your company, and what the phone call is regarding. Then leave your phone number even though you think they have it.

"Hi Mary, this is Josh from ABC Company. I have some questions regarding the financial data you sent me yesterday. Can you give me a call back when you have time? My number is 555-123-4567. Thank you."

"Hi Jack, this is Julie from Consult R Us. I am missing a couple pages on the document you sent me. Can you call me when you are free? My number again is 555-321-7654. Thank you."

In some cases, you will receive a phone message like this. If you have to call them back and they are not there also, you can leave a message saying, you are returning their call. Here is an example.

"Hi Josh, this is Mary and I am returning your call. I'll be in the office for the next three hours, so feel free to call me back any time. Just in case, my number is 555-234-5678."

"Hi Julie, this is Jack. I double checked the documents I sent you and I am not sure what pages you are missing. I might not be at my desk, so feel free to call me on my cell phone. The number is 227-1000. Hope to hear from you soon so we can straighten this out."

On another occasion, you might call someone and they might not call you back. In this case, it is polite to call them again. This is how you can leave a second message.

"Hi Mary, this is Josh again from ABC Company. I'm not sure if you got my first message so I am leaving one more. I have some questions regarding the financial data you sent me several days ago. Can you call me at 555-123-4567 when you get a chance? Thank you."

If the company does not have voice mail, you can leave a message with the secretary. After asking for the person you are looking for, if they say they are not in, then leave a



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message with them.

"Can you have Julie return my call? This is Jack, and my number is 555-123-4567."

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## Sending and receiving information

While you are working, you will need to send information back and forth to business partners or to clients and customers. Since email is covered in its own separate section, let's work on sending packages through the mail and the fax machine.

"Hi Jack, I have the final documents requiring your signature. I will have them delivered to you by tomorrow. If you can sign them and return them, we can submit the documents by Friday."

"Hi Ruth, I have the escrow papers ready for review. Should I mail them to you, or can I fax them?"

"Do you have a fax machine?"

"Can I have your fax number?"

"When you finish the final review, can you fax over the documents. Our fax number is 555-345-6789."

"I have a package that I am going to send out. I will Fed-Ex it to you tonight."

Fed-Ex is a short way of saying Federal Express. It is a delivery company that ships immediately. A lot of businesses in the States use this method of shipping things, so it became common to say, 'Fed-Ex it.'

"I believe I have your fax number. Is it 555-234-5678?"

If a person said they will send information, you might have to call them to check on the status if you haven't received it.

"Hi Mary, this is Diana at ABC Marketing Co. Can I get a status on the fax you are going to send over?"

"Can you check on the status of the documents you are faxing to me? I haven't received it."





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"Hi Mary, I didn't receive the fax last night. Can you fax it again? We should also confirm what fax number you have on file."

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### Business Phone Call - Interactive Practice

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1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hello? This is Steve."

B: "Hi Steve, this is Mary from ABC Company. I'm returning your call."

A: "Hi Mary. How are you doing?"

B: "I'm doing great thanks."

A: "Thanks for returning my call. I couldn't figure out why the ending balance on fiscal year 2003 didn't match the beginning balance on of 2004."

B: "When I checked, it was matching. How much is the difference?"

A: "The amount is exactly \$42,000."

B: "Oh. I know what the problem is. We opened another bank account at the end of fiscal year 2003. I might not have included the new bank statements when I sent over the information."

A: "That makes sense. I'm just glad it wasn't out of my miscalculation. Can you send over the statements? I should be done by end of day since everything looks good."

B: "Sure. I'll fax them to you immediately. Is 555-123-4567 the number I should fax it to?"

A: "Yes. That is the correct number."

B: "I'll do it right now."

A: "Thank you for your help."

B: "I should have sent them over to you the first time. I apologize for that."

A: "No problem."

B: "Thank you."

A: "Thank you. Bye."

2



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[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hello, ABC Company."

B: "Hi, this is Janet from Consult R Us. May I speak with Alex please?"

A: "He's in a meeting right now. Would you like to leave a message?"

B: "Yes. Can you have Alex call me back when he is available? My name again is Janet, and he can reach me at 555-987-6543."

A: "It's Janet at 555-987-6543. Can I tell him what this is regarding?"

B: "He sent over a fax, and the last page didn't print out. I will need for him to resend the fax to me."

A: "I'll let him know."

B: "Thank you."

A: "Thank you for calling ABC."

B: "Good bye."

A: "Bye."

3

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Microsoft, this is Steve."

B: "Hi Steve, this is Richard from Third Hand Testing. I'm calling in regards to the MSN assignment. Do you have a minute to answer a couple of questions?"

A: "Sure. What can I help you with?"

B: "We originally agreed on 5 testing procedures, but our program manager received a mail indicating 4 testing procedures. Is 4 the correct number?"

A: "Yes it is. We found that we can do the last one here."

B: "Great. Does the timeline change because we reduced one of the testing procedures?"

A: "We don't have to change the timeline. Our original timeframe was very aggressive."

B: "That makes our job a little easier."

A: "Do you have any other questions?"

B: "No. That's all I had. Thanks for your time."

A: "No problem."

B: "Ok. Good bye."

A: "Bye."





## Talking to Coworkers ►►

### Talking to Co-Workers

2. Asking for help or offering help
3. Complaining about another co-worker to a co-worker
4. Complaining about the company
5. Talking about work experience
6. Talking to Coworkers - Interactive Practice

### Talking to Co-Workers

What ever company you work for, you will have a boss or a manager. If you are a manager, you will have directs reporting to you. And in most cases, you will have to work with co-workers. This lesson will cover the English you need to know to speak to co-workers. I will also have a lesson on talking to the manager and subordinates.

When you talk with a co-worker, most of it is small talk. You can talk about your background, what school you attended, your major, and your previous work experience. So studying the English lessons along side the business section will help you for your daily English needs. However, I'll have some sentences you can use when you are talking with a co-worker.

If you miss a meeting, then you will need to ask a co-worker what happened during the meeting.

"I missed the meeting. Can you fill me in?"

"I had a doctor's appointment so I missed the meeting. What happened?"

"I couldn't make it to the meeting today. Anything interesting I should know about?"

"I missed the meeting. Was there anything new?"

Another time you talk with a co-worker is if the boss is mad or you don't like the boss. But



whenever you talk about bad things with co-workers, make sure you are talking to a friend. If that person is not a friend, then they might tell your manager what you said.

"Matt looks pretty upset right now. Do you know what's going on?"

"Did something happen recently? Matt looks pissed off."

"I think Matt is mad about something. Do you know what it could be?"

Or if the manager only treats you bad, then you can ask your co-worker/friend if the manager treats them differently or the same.

"Matt talks to me like he is mad all the time. Does he do that to you?"

"Does Matt talk to you like he is upset? Or is it just me?"

"It's not you at all. He talks to me that way too."

"Matt is way too moody."

"If he knew what he was doing, we wouldn't be in this mess."

"What is wrong with Matt these days?"

"He is having one of those days again. I think his manager just gave him a hard time."

"What do you think about our manager?"

"He gets too mad easily and he doesn't really help us out that much. What do you think?"

### Asking for help or offering help

When you offer to help someone, you are asking your co-worker if they want to give you some of their work. Here are a couple of ways you can offer some help.

"I finished my project already so I have extra bandwidth. Let me know if you need help with anything."

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Bandwidth is usually used as a networking terminology. But in this context, it means having extra time.

"You're doing the analysis on ABC Company? I did that last year. If you need any help, just let me know."

"I'm pretty familiar with your project so if you have any questions, feel free to ask me."

Asking for help is a little more difficult. You will have to see what the work environment is like and what type of relationship you have with your co-workers.

"I'm having trouble implementing Plan A on ABC Company. Can you look at my work and see if I am missing a step?"

"Can you help me analyze the finance data? This is my first time and I don't want to screw it up."

"Do you have a few minutes to help me with the data migration tool? I can't figure it out."





## Complaining about another co-worker to a co-worker

I remember in my first job, I had a co-worker I really didn't like. He was a nice guy, but he was a complete idiot. To vent out my frustration, I talked with some closer co-workers about my problems with him. Here are some of the things I said. You might be in a similar situation of dealing with a complete idiot.

"Have you worked with Jake yet? He can't do anything right."

"The problem with Jake is that he doesn't know that he is an idiot."

"I remember helping Jake out so much, and then he stabs my back."

"I don't think he does his own work. He goes around asking everyone to do a portion of his work and says he did it all."

"If you have to work with Jake, remember the things I told you."

"Is management blind or am I being too sensitive about this?"

"I think the manager likes him because he kisses her ass all day long."

Kissing ass refers to butt kiss and brown nosing. Basically, a person who butt kisses is a person always saying good things to the manager, giving compliments, showing off in front of the manager, and doing anything possible to look good.

"The manager is blind because he is a total brown-noser."

"I can't believe this company is paying \$75,000 a year for this fool."



### Complaining about the company

As I already said previously, make sure you are careful who you talk to when you are complaining about anything such as the company.

"This is a dead end job. I don't see much of a future here."

"I hate the redundancy. It's so boring."

"Work isn't exciting for me anymore. I am doing the same thing over and over again."

"This company doesn't care about employees that much. I haven't received a fair raise in 3 years."

"I don't know if it is my manager or this company, but I'm really getting sick of my job."

"What do you think about all the politics in this company?"

"The politics suck here. But it is the same for any large corporation. The best way to deal with it is to take advantage of the rules."

I heard in some countries that switching companies is not common. Once you have a decent job in a decent company, the person usually works there all their life. In the States however, changing jobs and changing companies is very common. That makes it a common discussion to have with friends and co-workers.

"I don't know how much longer I can take this job. I've been thinking about applying to a different company."

"Have you ever thought about leaving this company?"

"What company do you want to switch to?"

"I started applying for other jobs. There are a lot of positions open."

"I've been looking for jobs on monster.com. They have a lot of positions available."

### Talking about work experience

I won't cover topics we have in our regular English lessons, but talking about work

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experience is not a separate topic I have, so let's spend a few minutes here.

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When you are talking to a co-worker, you can talk about many different things. One of the topics might be previous work experience. Whenever you receive this question, the easiest way to answer this is to say where you worked and what you did.

"What did you do before working here?"

"I worked at ABC Company. I was a market analyst researching what the user wants in portable devices."

"I was over in the sales department on the second floor. I was in charge of overseeing the sales made by all the sales associates each month."

"I was a software engineer at Sun Microsystems. I created internal tools using Java to help automate the recruiting process."

### Talking to CoWorkers - Interactive Practice

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1

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A: "Hey Jack. How is your day going?"

B: "Just finishing the project. Other than that, not much. How about you?"

A: "I'm just about finished for the day. I have one more task to do, but I wanted to take a break first."

B: "Did you have to work with Jake on that project?"

A: "Unfortunately, yes."

B: "Oh my gosh. I feel so sorry for you."

A: "Don't remind me. I'm just glad it's over."

B: "Yeah. I remember when I worked on the data conversion tool with him. Everything he did, I had to re-do. It would have been faster if I did it alone."

A: "That's exactly what happened to me. It took me longer because I had to re-do everything he did. That really pissed me off."

B: "Next time the manager wants me to do a project with him, I'm going to tell him that I will do it myself."

A: "That's a good idea. Hopefully, the manager will realize how useless he is."

B: "Exactly. If you're not busy, you can do my work."

A: "Ha ha. I got enough to do."

B: "Yeah. I'm just kidding."

A: "Alright dude. I better finish my work. I'll talk to you later."

2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hey Jordan, did you go to the team meeting this morning?"

B: "Yeah. The manager presented a new project to us that we'll have to do."

A: "Damn it. I shouldn't have missed that meeting, but I was stuck in another meeting. What else did you guys talk about?"

B: "Everything else was the same. We talked about progress of current assignments, due dates, about hiring another worker, that's all."

A: "What's the new project about?"

B: "It's hard to explain. She sent out mail to all of us. You can just review the document she sent out."

A: "Ok. I'll do that."

3

[Listen All](#) | [Person A](#) | [Person B](#)

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A: "Hey Bob, do you have a few minutes?"

B: "Sure. What's up?"

A: "I'm having problems with my computer. I don't know what's wrong with it."

B: "Let's go take a look at it. Oh. Here is the problem. You have a boot sector virus. Install the anti-virus software. That should take care of the problem."

A: "Great thanks."

4

[Listen All](#) | [Person A](#) | [Person B](#)

A: "How is your day going?"

B: "The same as usual. How about you?"

A: "Me too. I'm getting sick of work man."

B: "I'm already past that stage."

A: "What are you still doing here then?"

B: "It pays the bills."

A: "Why don't you find another job?"

B: "Well, I thought about it, but if I put in two more years, then I get a good pension. I can't give that up. Anyway, this job is boring, but at least it's easy."

A: "Well, you've been here for eight years. You have some things to stay for. I've only been here for two years. I can't see myself doing this for another two years. I want to gain more experience in other areas."

B: "Have you brought this up to the boss? Maybe you can go into management."

A: "They usually want a person with an MBA degree or a person willing to put in 80 hours a week."

B: "That's what it takes man. Either this or that."

A: "Yeah. I better think about what I want. Why didn't you go into management?"

B: "It would have taken too much time. I have a family that I want to spend time with, so it wasn't worth it for me. But you're single. You can put in a few good years and put yourself in a good position before thinking about settling down."

A: "You have a point. I'll see what my options are. Hopefully the manager will help me out with my career."

B: "She's pretty cool about that. Just be honest with her and she'll show you some doors."

A: "That sounds good. Thanks for the advice."

B: "No problem. Good luck."

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## Talking to the Boss ►►

### [Talking to the Boss](#)

2. [Asking for more work](#)
3. [Complaining and Showing Frustration](#)
4. [Talking to your boss about another boss](#)
5. [Talking to Boss - Interactive Practice](#)

## Talking to the Boss

Unless you are the owner of the company, you will have a boss. This lesson will cover all English you need to know to express what you want to say to your boss. This will include asking for feedback, explanation, showing frustration, asking for more work, and more.

If you are doing a project and you want your manager to review it before submitting it, then you can ask the manager in several ways.

["Did you want to review my project?"](#)

["I just completed the assignment. Did you want to review it?"](#)

["This is my first project and I was wondering if you could review it real quick?"](#)

["I think I covered all the bases, but could you do a quick check."](#)

If you are new at your job, then it is good to ask for feedback. This can be done when you complete a project or after several months on the job. Some companies have a process in place where you have a weekly one on one meeting with your manager. You can use this

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time to talk about your work and anything else on your mind. If you don't have a weekly meeting, then you might have to set up a time with your manager to discuss your progress.

"Hi Roger, can we set up a time to discuss my progress so far?"

"I was wondering if we can meet to discuss how I am doing."

If you are doing work that doesn't include projects or assignments, then you can't ask for feedback on the work you completed. But you can ask how you have been doing in the last several months.

"Can I get some feedback on my performance?"

"Where do you think I need to improve?"

"What areas do you think I should work on?"

If you have a project you completed, you can ask for feedback on the project. But make sure you give your manager enough time to review the work before asking for feedback.

"Did you finish reviewing my project I completed?"

"Hi Mark, this was my first project, and I wanted to know how I did so I can improve."

"Where do you think I could have done better?"

"Is there any areas that I could have done better?"

"What should I do better for next time?"

"What areas did I do well, and what areas did I do poorly."

### Asking for more work

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Most companies will have so much work that you will never run out of things to do. But there are times when you don't have enough to do. In this situation, you should ask your manager to give you more work.

"Hi Mark, I finished all my weekly duties already. Do you have more work I can do?"

"I've been completing my work early on a regular basis. Can I have more responsibilities?"

"I have a lot of extra time. I usually double check all my work, but that doesn't take much time. Is there any additional work I can do?"

Although asking for more work is a good sign of being productive, there is actually something better. Instead of asking for more work, find the extra work without asking. After you find something to do, then tell your manager that you want to do the work.

"I had extra time on my hands so I started investigating the network problem. If you don't mind, I would like to work on this project to help the office productivity around here."

If you are a manager, would you want someone asking you what to do, or would you prefer a worker who found a problem and wants to fix it. I have had people ask me for more work and it is stressful trying to think of something. I am busy and don't have that much time to find extra work. If a worker identifies more work to do, then I would appreciate it that much more.

"I have been completing my work a day early every week. I know the reference material has been sitting there for some time. Would you like me to do that project, or did you want to assign another project to me?"

Although having extra time to do more work is a good situation to be in, there might be times when you have too much work. Here are a couple of sentences to ask for help.

"Hi Mark, the addition we made to the project made it difficult to complete by myself. If

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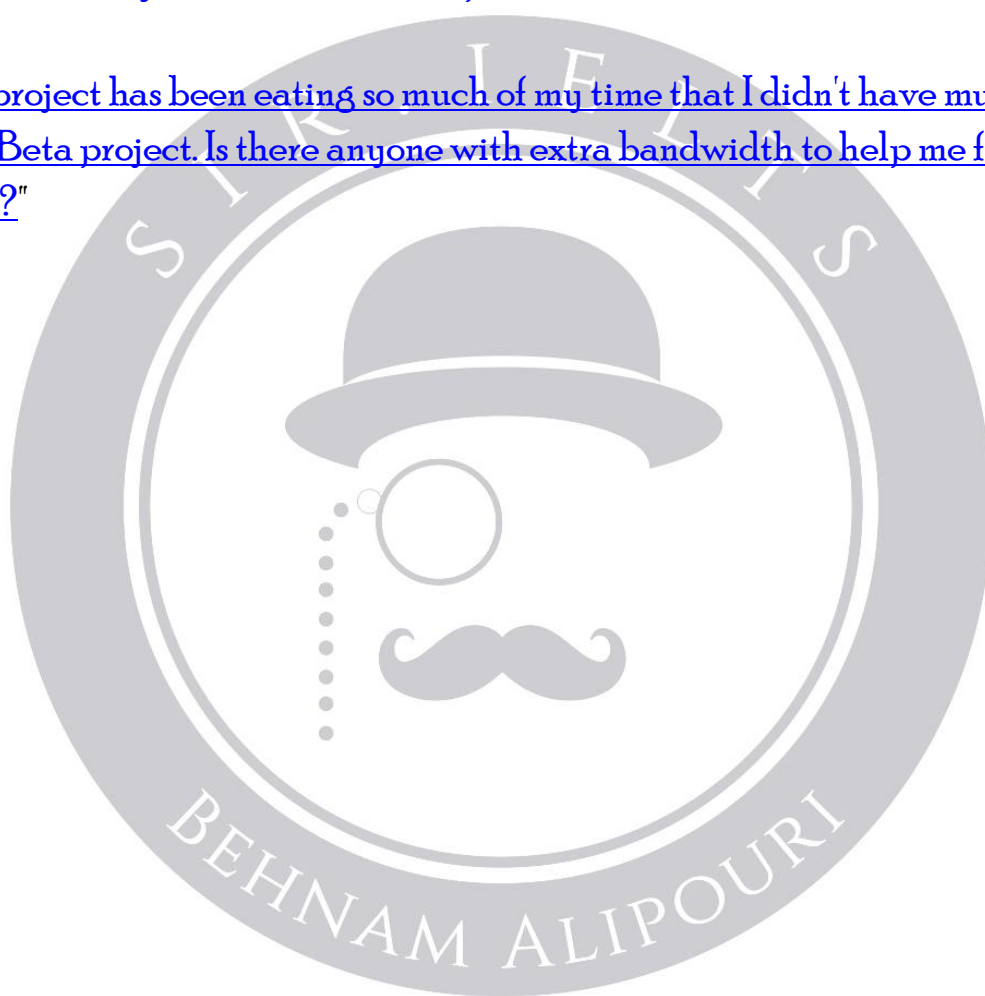
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the deadline doesn't change, I will need some help to complete it. Can you assign someone to help me out?"

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"I have spent every minute on this project and have been putting in serious overtime. This project is a lot bigger than we anticipated. I am going to need some help to complete it on time. Do you have anyone available to help me?"

"The Alpha project has been eating so much of my time that I didn't have much time to work on the Beta project. Is there anyone with extra bandwidth to help me finish the Beta project?"



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### Complaining and Showing Frustration

Showing frustration is ok if you do it right. If you are frustrated and you start complaining, then the manager will either think you are not capable of doing your work, or the manager will realize that you have way too much work. So it is important how you complain and how you show your frustration.

Showing frustration because of your mistake is ok to do. It shows that you are upset at yourself and that you can't believe you made a mistake. So it is indicating to the manager that you are not going to screw up again. Hopefully you won't screw anything up, but just in case, here are some ways to show your frustration.

"I can't believe I messed that up. I don't think I am stupid, but this is suggesting otherwise."  
"I am so frustrated at myself. How did I not catch that?"

Complaining about someone else is not good. But if you are so frustrated and you have to tell your manager, take a deep breath, calm yourself down, and say something like my example as calmly as you can.

"It's frustrating working with Tim. I'm doing everything I can to help and I am trying to be understanding, but he is slowing our project down immensely."

The best kind of frustration is when the manager knows exactly what you are talking about. If the manager is frustrated as well, then he or she will completely understand. An example of this is when you are working with another company and they are not doing their work properly.

"I'm having a hard time working with ABC Company. They are always late and the work they do has numerous errors. It is really frustrating because I have to spend a great deal of time proof reading the material. I recommend not giving ABC Company any more work."

### Talking to your boss about another boss

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Sometimes there are multiple bosses and they both give you work. This can cause some problems. The best way to handle this situation is to tell your direct boss what is happening so it gets straightened out at the management level.

"Hey Mark. I'm doing all the projects you gave me, but John gives me additional work. I don't mind it, but lately it's been too much."

"Hey Mark. John has been assigning a lot of work to me. I have a lot of current work I am doing, so I would like to know what work has more priority."

"John wants me to do the payroll analysis. He said he needs it by end of week. But didn't you want the employee headcount finished by Friday? I can't finish both. What should I do first?"

If another boss is giving you a hard time, you can tell your manager what you think. Here are some professional sentences that you can use to show your frustration about another boss.

"I'm having some problems with John lately. He is very critical and puts me down in public. I don't know what I am doing wrong so I don't know where I need to improve. What do you think I should do about this?"

"John has been very difficult to work with. He is very bossy and expects everything to be done his way. I have been tolerating it because he is a manager, but some of his methods are wasting a lot of time. I always suggest other ways, but he will not hear me out."

### Talking to the Boss ~ Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire

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conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hi Matt, I finished the assignment on the documents. Did you get a chance to review them?"

B: "Yeah. I already reviewed them. It was pretty good."

A: "Since it was my first project, I was wondering if I can get some feedback."

B: "Well, you finished the project on time. And seeing how it was your first assignment, you did very well."

A: "Thanks. If it wasn't my first assignment, where do you think I need to improve?"

B: "That's a fair question... I think you could have spent a little more time documenting the difference between Process A and Process B. You showed a lot of the similarities, but lacking a little on the differences."

A: "I'll keep that in mind. How about the structure? I changed the template a little because I wanted to add a section for recommendation."

B: "I liked the addition. Usually people just enter it into the comment section on the bottom but having a clear section makes it stand out. That was good."

A: "Was there anything else? I like to get feedback early so I can improve."

B: "No problem. Everything else on the assignment was great. The only other tip I can give you is sending me more updates. If I knew you were stuck on section C for a while, I could have saved you a lot of time. So keep me aware on your status."

A: "That makes sense. I'll do that. Thanks for the feedback."

B: "Don't mention it. And good job on the assignment."

A: "Thanks."

2

[Listen All](#) | [Person A](#) | [Person B](#)

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A: "Hi Mark. I completed Project A and didn't have anything else to work on. Should I find something to do, or did you have something lined up?"

B: "I won't have another assignment for you until next Monday. What will you be doing until then?"

A: "I'm not sure, I was thinking about investigating the reporting issue we are having, but that's a low priority now. But if there is nothing else to do, it might be good to finally fix that."

B: "How about John. He told me that he needed a little help on Project C. Why don't you ask him if he still needs help. If not, then check out the reporting issue."

A: "John? I've been meaning to talk to you about him."

B: "What's the problem?"

A: "I don't want to be out of line, but he's very difficult to work with. He looks over my shoulder all the time and doesn't like how I am doing things."

B: "Yeah. He is like that. I appreciate your feedback, and you are not the first to bring this up. Although he is difficult, he does get a lot of work done around here."

A: "I completely agree, and I will continue to work with him as well as I can. I just thought I should let you know instead of keeping it bottled up."

B: "I appreciate your honesty. But for now, you're going to have to tolerate his methods a little longer. I'll see if the director is willing to have a talk with John about this problem."

A: "Ok. Well, I'll go see what type of help John needs. If there is nothing, I'll work on the reporting problem. Either way, I'll send you an email letting you know what I am working on."

B: "That would be perfect. Thanks."

A: "Thanks. I'll talk to you later."

B: "Ok. Bye."

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## Talking to Subordinates ►►

### Talking to your Subordinate or Direct

2. Project Change
3. Deadline
4. Subordinate asking you Questions
5. Encouraging
6. Reprimanding
7. Talking to Direct - Interactive Practice

### Talking to your Subordinate or Direct

If you are a manager, then you will more likely have someone reporting to you. The most common terminology I am used to is a direct. Throughout this lesson, I will use the word direct.

There are many things you have to say to a direct. You have to give them work, explain things, encourage them to do better, and even reprimand them when they are not performing well. We will cover these types of sentences in this lesson.

### Status

A common question a manager asks is to find out what the status of a project is.

"What is the status of the marketing documents?"

"How far along are you in your analysis?"

"Are you almost done with the technical report?"

"When are you going to finish the design plans?"



"Can you give me a status on your progress so far?"

"How is the reporting assignment going?"

"When can you give me a working draft by?"

Requesting a weekly status mail from your direct is very common among large companies with many employees. Basically, the status mail will include what has been accomplished the current week, and what will be done next week. If your company has this process, or if you just want to implement it yourself, you can tell your direct something like the following.

"At the end of every week, can you send me a weekly status mail? I'll email you a template you should follow. You should email it to me every Friday."

"I want you to send me a status report at the end of every week. You should include what you did for that week and what you plan on doing for the next week."

"Can you send me a weekly status report? If you haven't done it before, let me know and I will send you a template to use."





## Project Change

There are times when a project changes and you have to tell your direct to change something. Let's work on some sentences where you do this.

"I know you have been working on the database using excel, but we need to use SQL. Can you make the necessary changes?"

Although you don't have to be polite to your direct, it is good practice to show directs some common courtesy. In the sentence above, it recognizes the work that has been done so far, instructs what needs to be changed, and politely asks if they can do it. You should follow a similar way of asking your direct to change something.

In another scenario, your direct might give you a report to review. If something is incorrect, or not complete, you should tell them professionally what needs to be redone.

"Hey Jackie, I reviewed your report and there are a couple areas you have to change. Can you double check the figures you provided in page 7, and provide a recommendation for step 3? I would appreciate it."

This example is a little more firm, but still polite. It states that changes are required, it then asks if two things can be changed, and finally, adds a good comment about appreciating the work.

Finally, your direct could be doing something on a regular basis that you don't like. As a manager, you should tolerate things that do not affect the work, but if there is something that is work related, it is your responsibility to tell that person. Let's use an example where a person has a habit of talking before someone finishes.

"John, when we are discussing something in meetings or small groups, I noticed that you don't allow the other person to complete their sentences. I do appreciate your contributions, but I think you should always hear the other person out. Can you try to do that?"

Adding a simple phrase like appreciating the contribution can make a huge difference



when giving criticism. There is a great chance the direct will be offended or upset. But if you add a small compliment in there, the chances of the direct accepting your criticism will be that much greater.

### Deadline

Deadlines and due dates are common among projects and assignments. Sometimes the deadline changes or your direct needs a reminder. In any case, you should know some sentences how to convey the deadline.

"Here is your new project. You have two weeks to complete it. After you review the project, let me know if there will be any problems."

"You have until the end of this month to complete your assignment. It is critical that everyone completes on time."

"We have two more days to complete the test pass. If anyone cannot complete their portion on time, let me know as soon as possible."

"We are not required to send in our analysis until Wednesday, so you have a couple more days to complete it."

"Do you think you can finish the marketing report by Friday?"

"Our deadline is fast approaching. I try to minimize weekend work, but we might have to work this Saturday if we do not finish on Friday."



## Subordinate asking you Questions

All directs at one time or another asks you questions on how to do something, or asks what something is. The average employee will usually ask you something that is obvious and you simply tell them. Sometimes however, a smart employee asks difficult questions that you are not sure about.

If an employee asks you a factual question that you are not sure about, you can always refer them to other sources.

"I'm not sure about that one. I think the information you are looking for is in a manual I saw in the file cabinet. Why don't you check there?"

"Do a search on Google and see if you can find the information there."

"I think Stacy will know the answer. She is very familiar with that topic."

If the question is more process related where it involves an opinion, you can answer telling them what you would do.

"I'm not sure on the exact procedure, but if I were you, I would do the forth step before the third one."

"I don't think we ever decided on a specific way. I think it might be better to do this before that."

These are vague sentences, so you should fill in the details depending on your situation.





## Encouraging

As a good manager, you should encourage great workers and bad workers. Good directs need encouraging to keep them working hard. Bad employees need encouragement to work harder. Here are some sentences for both types.

"Hey James, I think you're doing a great job and it is not going unnoticed."

"You're doing great. Keep up the good work."

"I told my manager about your performance. He was quite impressed. Keep up the good work."

## Directs having difficulty

"I had a hard time on my first project too. Don't let it get you down. I'm sure you will do better next time."

"It wasn't as bad as you think. I also saw definite improvements so you shouldn't give up."

"Your work has been pretty good, but I really think you can do better. You have potential and I hope you start trying a little harder."



## Reprimanding

Finally, when you have an employee that is doing something wrong such as being late, turning in a project late, or not performing well, it is your responsibility to let them know.

If someone is always late, then you don't have to ask for an excuse. If it was one time, then it is ok, but if they are constantly late, there is no excuse for it.

"You have been late for work on a regular basis. You better start coming to work on time."

"This is your third warning. If you are late for work again, we will have to take more serious action on you. Is that understood?"

"Being late for work once in a while is understandable. But there is no excuse to be coming in to work late every day. You better start coming in on time."

When a direct doesn't turn in a project, it's a pretty serious no~no. I would definitely be upset, but as a good manager, I wouldn't accuse the employee without giving them a chance to explain. Here is an example.

"The report was due last Friday. What's going on?"

This is more like a trap question. Unless it is a life or death situation, the excuse shouldn't be good enough. Here is a generic excuse.

"I was working on three other assignments. I just couldn't finish them all."

This is not a good excuse, so you can start reprimanding the employee. You gave them a chance to explain, and since the excuse wasn't good enough, you can basically, 'let them have it.'

"If you were not going to finish on time, at least you could have let me know. Regardless, you knew how important this project was and you knew about the due date. What am I going to do with you?"



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"You should have at least told me that you wouldn't be able to finish. Then I could have asked Mary to finish it. This is very irresponsible of you. Is this going to be a continual problem in future projects?"

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## Talking to Directs ~ Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "John, are you going to complete the report on time?"

B: "I am confident that I will have it done by this Friday."

A: "How far along are you?"

B: "I have completed the preliminary review, analyzed the data, and I am almost done writing the analytical review."

A: "That's great. It looks like you are ahead of schedule. When you are done, send it to me for review."

B: "I'll send it to you Friday morning. That should give you a day to review it."

A: "That's great. Keep up the good work."

2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Can you give me an update on your assignments?"

B: "Yeah. I'm helping with the performance testing, I've met with the partners for the integration project, and I'm finishing up the documents on the internal tool."

A: "That's good. Can you start sending me a weekly report? That will help me keep track of your progress regularly."

B: "No problem. Do you want it by the start of Monday, or do you want it Friday evening?"

A: "I'm probably not going to read it until Monday, so just send it to me by Monday morning."

B: "What do you want me to include in the weekly report?"

A: "Include what you did for the week, what you're going to do for the next week, and include any other issues you have."

B: "I'll start doing that this week."



A: "Great. Thanks."

3

[Listen All](#) | [Person A](#) | [Person B](#)

A: "John, can I see you in my office?"

B: "I'll be right over."

A: "Have a seat... I'm concerned about your performance lately. Is there something I should know about?"

B: "I've been pretty occupied at home. I apologize for letting it affect work. I'll definitely pay more attention."

A: "I understand, but I'm still having to take some heat on your work. You have been late numerous times, your projects are not as detailed as it used to be, and you missed a deadline last week."

B: "I am really sorry, and I won't let it happen again. I understand that I have been underperforming, and I will step it up."

A: "I hope so. I'll explain it to the director. But I don't know how much more he will tolerate. That's all I had so you better go back to work."

B: "Ok. I really will change things around. Thanks for understanding."

## Business Trips ►►

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## Business Trips

If you have a job that requires traveling or business trips, there are many things you need to know how to say. I recommend studying the Travelers Guide section I have for general traveling needs. But for this lesson, I am going to cover the things you need to say to the people you are traveling with and questions you need to ask about the business trip. Most of this lesson is primarily showing you a variety of questions you might need.

## Details

When you go on a business trip, you will need to find out a lot of information.

"Where are we going for our business trip?"

"Where are we going this time?"

"What city are we traveling to?"

"What is the objective for this business trip?"

"What is our goal for this business trip?"

"What do we want to accomplish for this business trip?"

"What is the primary purpose for this business trip?"

"What day are we departing for our business trip to Los Angeles?"

"How long are we going to be there?"

"How long is the business trip scheduled for?"

"What time is ABC Company expecting us?"

"Who should I report to when I get to ABC Company?"

People who go on business trips get a daily allowance for food and other small necessities. This is called a per diem. The amount depends on the company, but you should ask how much you get a day.

"How much is the per diem?"

"How much per diem do we get a day?"



"How do we get the per diem?"

"Isn't the per diem too low?"

"What do they expect us to eat with this amount of per diem?"

"Is the business trip really going to take us all five days?"

"If we finish on the fourth day, can we come back early?"

"I think we can finish a day early. Can we come back on Thursday if we complete our work early?"

### First time business trip Q's

If this is your first time on a business trip, then you will have even more questions. If you are not sure what to bring or how much stuff to bring, you can ask your manager or a co-worker.

"How much do you usually pack for a week long business trip?"

"How big is the suitcase you take with you on a business trip?"

"Do the hotels we stay at have a hair dryer?"

"How many pieces of luggage do you bring with you on a business trip?"

"Where do you usually park when you go to the airport?"

"Is long term parking available at the airport?"

"How early should I go to the airport?"

"Where should we meet?"

"Should we meet at the airport?"

"I missed my flight. The next flight they have available is in 45 minutes. I'll have to meet you at the airport in Los Angeles. I'll call you when I land."



## Talking to people

Talking to the employees of the company you are visiting is very different than talking to employees. Basically, you have to be polite and formal when dealing with them. 89

"Hi Mark, I'm Alex from ABC Consulting. It's nice to meet you."

During this stage, you might be engaged in small talk such as how your flight was or how the weather is over in your city, but if not, then you can get straight to work. You might need to know where you will be working. Only ask this if they never tell you. But chances are, they will let you know before you ask.

"Where will I be working this week?"

"Where is your office located?"

"Is your office relatively close to where I will be working?"

You might need to ask who you will be working with. But again, don't ask this too early, you should give them a chance to answer.

"Who will I be working with this week?"

These previous questions should only be used in rare cases the other person doesn't tell you. The next couple of sentences are more likely.

"Who should I contact if I have a question regarding inaccurate data?"

"Who should I contact if I have a question with this type of problem?"

"I am going to be calling my manager frequently with critical updates. What phone should I use?"

"How long does it take to get to the airport from here?"

"How bad is the traffic around this time to the airport?"

"Where is the closest place to eat around here?"

"Is there a fast food restaurant near by?"





"Does this building have a cafeteria?"

"Do you have a cafeteria close by?"

## Eating during the Business Trip

If you go on a business trip alone, then you don't need to talk much, and you can eat whenever you want. But if you go with a group, they might want to eat together. Some people like to eat together all the time, but some people might not want to eat because they are not hungry.

"What kind of food do you guys want to eat today?"

"Anybody want to go for lunch?"

"I'm going to lunch. Anybody want to join me?"

"Let's go in 20 minutes. I have to finish this real quick."

"I can't make it. I have to finish this and it will take me another 30 minutes."

"I'm going to pass today. I brought a bagel with me."

"I have a small sandwich. I'm just going to eat here."

"Where should we have dinner tonight?"

"Hey, let's go to the Italian restaurant next to the hotel."

"We can either go to the steak house in the hotel, or the Italian restaurant next door."



## Business Trips ~ Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hey Mark, I'm assigning you on the Tully project. You'll have to go to California in two weeks."

B: "What is my objective over there?"

A: "You have to review financial documents over there. If you find something missing, work with their accountants to get the documents you need to complete the analysis."

B: "How large is this project?"

A: "It's pretty big, so take someone with you. I think you can finish in a week if two of you are working on it."

B: "Do we have to arrive there at a certain time?"

A: "Not really, but you should get there before lunch to settle in. Then you can get in half a day."

B: "Who should I contact when I get there?"

A: "I'll email you the details, but you should go book your flight soon."

B: "Will do. Do you have a recommendation on who should go with me?"

A: "Either Seth or Josh."

B: "Ok. I'll find out who has more time."

A: "Great. Keep me informed."

B: "Got it."

2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hey Seth, you wanna go for lunch soon?"

B: "How about in 30 minutes. I'm almost done with this section."

A: "Ok. Where do you want to eat?"



B: "I'm ok with anything, but let's go to a fast food place."

A: "There's a Burger King around the corner. Let's go there."

B: "Sounds good. One quick question... I'm going to finish all my work tomorrow. If we finish tomorrow, I suggest we head back home tomorrow evening. What do you think?"

A: "I think that's doable. We'll see how much we get done today, and if we're close, I'll let them know that we'll be done tomorrow."

B: "Sounds good."

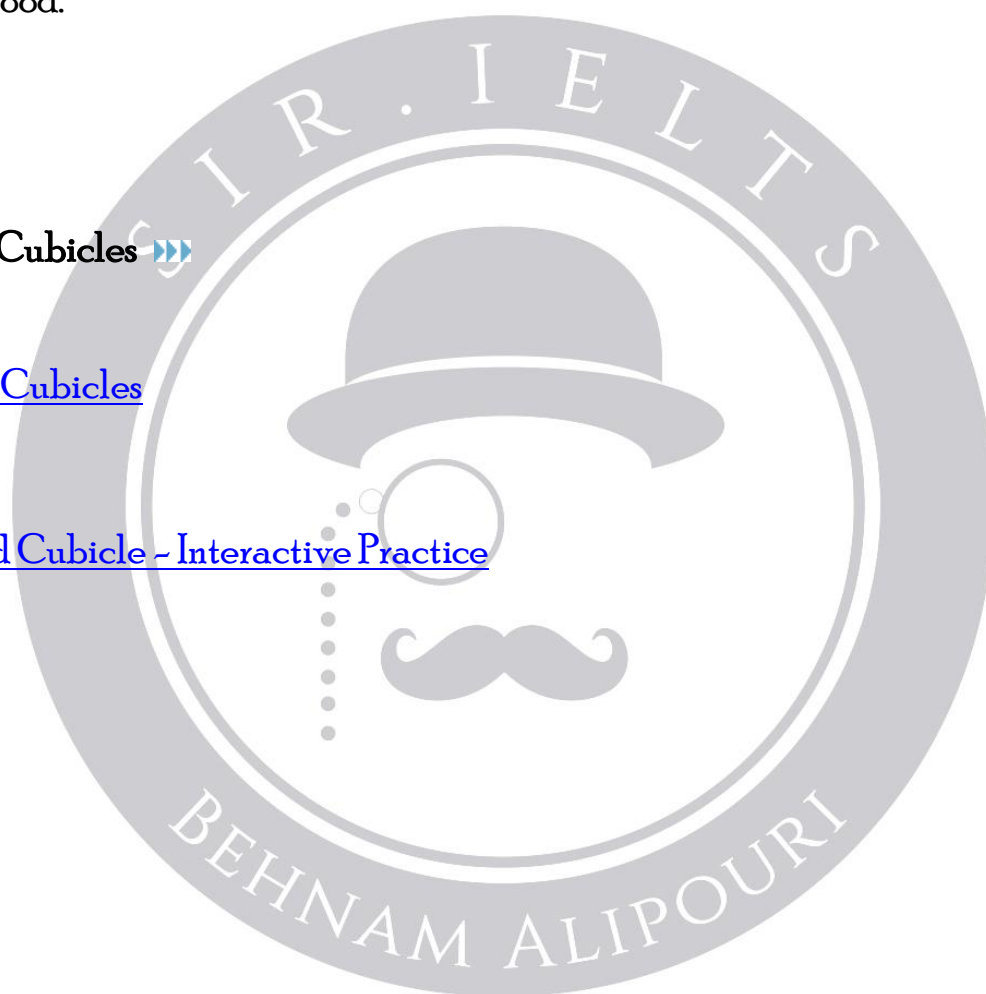
### Offices and Cubicles

1. [Office and Cubicles](#)

2. [Cubicles](#)

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4. [Office and Cubicle - Interactive Practice](#)







## Office and Cubicles

The office has three types of workstation setting. Some companies provide a single office for each employee, other companies have a cubicle system, and some companies have desks put together in a large open space where everyone sits. I'll separate this lesson into these three categories.

### Desks all together

If you are in an environment where you have to sit at a desk right next to 15 other people with the same desks, I'm sorry for your situation. It's very uncomfortable working like this, but it is a reality. Here are some things I heard from people in this setting.

#### General statements or complaints

"It's not that bad, but there is no privacy."

"I wouldn't mind it so much if the manager couldn't see every minute of my day."

"I hate it. Even if they can't give us offices, they could at least give us cubicles."

"The reason I hate it so much is because I can't take a small break. Since the manager is always looking at everyone, even when I am not working, I have to pretend like I am."

"There are a lot of distractions. I can hear everything everyone says in the whole office."

"Mary sometimes turns on the music. It's not that bad, but sometimes I want it quiet."

"If I have a complaint about something, I can't talk to the manager because everyone will hear. I have to set up a meeting and use the conference room."

### Questions and Requests

"I don't have another outlet near my desk. Can I get a power strip?"

"Can I move to a different location? The sun always glares off my monitor and I have trouble working."



"Can I sit on the other side of the room? This is too close to the door and it gets cold here."

"I get hot easily. Would it be possible if I sit next to the door? It is much cooler there."

### Cubicles

A cubicle is a work area that is separated by small portable walls. It is generally about 4 to 5 feet high and it gives a little more privacy. Although it's not as good as an office, it is much better than having to sit in an open area looking at everyone. Another benefit of having a cubicle is that you can personalize the space. There are small walls to put up pictures, decoration, or to put up a white board or a cork board.

"I sit in the cubicle down the hall. It's next to the conference room."

"My cubicle is directly on the other side of this wall. Come by sometime."

"The files are on my desk in my cubicle. I'll get them for you."

"I walked by your cubicle and saw a heater. Where did you get such a small one like that? I think I want one for my cubicle as well."

"There are a couple of people with the name Steve in our office. If you say, 'Steve' real loud, you will see two heads appear at the same time. It's quite funny."

If you hear the term 'cube farm', it is referring to a huge space with a lot of cubicles.

"I heard ABC Company has a serious cube farm. Even the CEO has a cubicle. I think that's pretty cool."

"How big is your cubicle?"

"My cubicle is about 5 feet by 6 feet."

"It's roughly 5 by 6."

"I'm not sure, but it fits two small desks and a drawer. I guess it's big enough for me."



## Office

If you think having an office will stop all your complaints and you will be happy, you are mistaken. It's amazing how people with their own office still find things to complain about. I am just as guilty. I remember when I was sharing an office with one other person, I was complaining about not having my own office. And when I got my own office, I remember complaining about getting a bigger office. When I got a bigger office, I remember complaining about not having a window office. Isn't it strange how the complaints never end? Let's see some of the sentences for this section.

"Why is Jack's office so much bigger than mine?"

"I'm next in line for a window office. How come you gave it to Paul?"

"There is an empty office across the hall. Can I have it?"

"It's great having my own office because I can surf the Internet and take a real break anytime I want."

"The privacy is probably the best thing about having my own office. I can't image working in a cubicle again."

A common phrase you might hear from you manager is to come to their office.

"Can you stop by my office?"

"Stop by my office when you get a chance."

"Let's meet in my office."

If you want to stop by someone's office, you can say this.





["Can I stop by your office after lunch?"](#)

["Can I come by your office now?"](#)

["Can we talk in your office?"](#)

### Offices and Cubicles ~ Interactive Practice

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "How are things at work?"

B: "It's not too bad. But I hate our office setting."

A: "Are you in a cubicle?"

B: "No. I would be happy with a cubicle. We have 10 desks all in a large room. The supervisor is at one end with a view of everyone."

A: "That sucks. You have no privacy."

B: "I know. I can't even take a small break because everyone is watching. But that's not the worst part. I can hear everyone talking all day long and it's so distracting."

A: "I feel sorry for you."

B: "I can't even complain about something to the supervisor because everyone can hear."

A: "Why do they have the office set up like that?"

B: "I'm not sure. Maybe they want to save money, or maybe they think it's more effective."

A: "Is anybody in an office?"

B: "Only the people above the supervisor."

A: "Maybe if they got out of their office and worked in the open space they would realize how terrible it is."

B: "I guess I'll just have to tolerate it for now."



2

[Listen All](#) | [Person A](#) | [Person B](#)

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A: "Do you have cubicles in your company?"

B: "No. Everyone has their own office."

A: "You're so lucky. I'm in a cubicle."

B: "I'm so glad we have our own office. There is so much privacy and we can take breaks whenever we want."

A: "How does management know if you are working or not?"

B: "Our company doesn't really keep track of little details. Our performance is based on our assignments and projects. Management doesn't care when it's done, they just want the person to do a good job and turn it in on time."

A: "I like that method. In our company, our manager wants to know every detail almost every hour. If we are a little behind, the manager gets mad and starts worrying."

B: "I would hate that environment."

A: "I agree. It's not a good work environment. Do you ever play video games in your office?"

B: "Not when it is busy, but when we are experiencing a down time, I close the door and start a game of Star Craft. If someone comes in, I quickly switch the view on the monitor."

A: "You're so lucky."

B: "I don't take it for granted, but I wouldn't mind a window office soon."

A: "Shut up you freak."

## Review Process ►►

### [Performance Review Period](#)

2. [Achievements](#)

3. [Self Improvement](#)

4. [Compensation](#)

5. [Performance Review - Interactive Practice](#)

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## Performance Review Period

A performance review period is a time when your manager reviews your work and tells you where you need to improve or where you have been doing well. Some smaller companies do not have a concrete review process. But large companies have a process in place. Some of them do a review two times a year, and some companies have a yearly review. Your review is sometimes dependent on how much raise you will get and sometimes even the bonus amount.

Because the review is different from company to company, I will use this lesson for sentences you need to say during the time you speak with your manager. I will not be going into the details and timeframe of the review.

If there is a process in place, then you probably have a template to write down your achievements over a certain time span. This is your chance to toot your own horn. So include everything you did and do not be modest. If you don't have a template to follow, then write down on a word document the achievements you made. It is also good to write down some places where you want to improve. Some people might think that telling your manager where you need to improve is basically admitting to having flaws, but great managers think a person who can identify their own problems and fix them are great employees.

## Achievements

Everyone has certain responsibilities. You should use your responsibilities as a guide when you talk to your boss. The best way is to go through each responsibility and state how you successfully accomplished everything you were responsible for.

If you are a sales person, then the best metric is to use your sales number.





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"I have exceeded the average for all sales categories. I was in the top 3 for renewals, I was second in accessory sales, and the most in new services. Overall, I was the first in our store and third in the whole region."

If you are a computer engineer, then it will be a little different.

"I finished all my assignments on time, I fixed the most amount of code errors, I did code reviews on numerous occasion, and I created a program that helped the installation process. This ultimately reduced the installation time by 40%."

### Some General Statements

"I feel I did a great job. I exceeded all my goals, and I made the most sales throughout the year."

"I am very happy with my performance over the year. I completed all my projects and I even took on three additional assignments. I also helped the junior employees on a regular basis."

"I'm happy with my results. The project I have been working on was a success. During the process, I managed to overcome all obstacles and finished on time. We have increased our revenue while decreasing cost."

"I believe I am on track. This year I have learned a great deal. I am very familiar with all our tools and I even completed my first project successfully."

These are general sentences you can say, but if you have a list of accomplishments, you should say them one by one in a paragraph. But make sure you speak clearly and slow enough so the other person can keep up.

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"I have accomplished a great deal this year. I analyzed all monthly sales data, wrote up a thorough report for each one, I also created a process of submitting the report form that saved an hour for each report, I worked on four projects that were all successful, and I created a How-To document for new employees."

This is long, but it is actually very simple. All I am doing is stating each thing right after the other. You should make a list and basically say them all together. It's effective and short.

### Self Improvement

If you are going to mention where you need improvement, it is very important to include how you are going to improve. This is similar to asking what is your weakness. If you mention a weakness, show them what steps you are taking to improve in that area. Finally, you must be certain it is ok to expose an area for improvement. I don't recommend doing this on your first review. After the first review, you will have a better idea if it will help to critique yourself.

"I feel I need to be more technical. I realized how important it is to know different computer applications. In order to improve, I have researched some classes I can take, and I even bought a couple of books. In the next 3 months, I am going to concentrate on learning these new tools."

This is a good answer because it shows the manager that you are capable of finding your own faults. It also has a step by step process with a timeline on how you are going to improve.

Timeline is important because it shows that you are not going to procrastinate. If someone says, I'm going to read this book, you don't know when they are going to read it. It is much better when someone says they will read this book within 2 weeks.



Here is one more example.

"An area I would like to improve is in planning. I plan all my work and I complete everything on time, but I feel if I do a better job at planning, I can be more efficient with my time. In order to work on this, I created a checklist of everything I should think about before starting a project. Using this checklist will make me think of potential obstacles that I wouldn't normally think about, verify that I am not forgetting something, and keep me on track to complete ahead of time. I am going to do this and see how much it improves my efficiency for the next 2 projects. Afterwards, I'll report how much it helped or didn't help."

### Compensation

Reviews are another time period where you get a raise and a bonus. If you work in a large company, then it will be hard to complain and get something changed. But if you work in a small company, you can ask for a larger raise. However, you must be in a position where the company will suffer if you leave the company. If you are replaceable, then the company doesn't have to give you a good raise. Just in case you are in one of these situations, here are some example sentences.

If you know you did more than anybody else, then here is a statement you can make to your manager.

"I have done more and better work than anybody else. I have learned everything on my own in the first three months without any training, and I have been a great employee. An 8 percent raise is not what I had in mind. I want a minimum 20 percent raise."

If they agree with you, then they might give you a larger raise, but they will question the 20 percent raise. You should know the average pay in your field and use that as

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ammunition.

"I agree that you have performed well, but 20 percent is a large raise. Where did you get that number from?"

If you researched, then you can answer calmly with facts that your manager cannot disagree with.

"I have researched the pay for 5 different companies for someone with my experience and skill set. On average, they are being paid 25 percent more than me. I don't expect to get paid more than the other people because this is a smaller company, but I should get what I deserve and that is at least 20 percent."

If you have to go on frequent business trips, then you can include that as well.

"The average pay for workers who have to go on frequent business trips is significantly higher than what I am being paid. There is no overtime pay here and all the extra work is not compensated for. I feel it is fair to get a larger raise due to the amount of quality work I do and the frequent business trips required for this position."

Large companies have a process in place and most people will get a similar raise. If you get a small raise and you know you cannot fight for a larger raise, then you can at least ask what the average raise is.

"A three percent raise barely covers inflation. What was the average raise throughout the company?"

Most of the time, the answer will be very similar to what you got.

"I did very well this year and exceeded all my goals. Why am I only receiving a four



[percent raise?](#)

Sometimes even great employees will get a small raise in a large company. It might seem small, but if the company is struggling financially, they might not give anybody raises. Here is an example of what you might hear for the question above.

"You actually got the maximum raise this year. Most of the people didn't get anything. Some people got a two percent raise. So you should actually be happy with your raise. The economy is down and the company needs to save money. They can't give large raises this year."

## Performance Review – Interactive Practice

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1

[Listen All](#) | [Person A](#) | [Person B](#)



A: "It's that time of year again."

B: "Yeah. I always get nervous during this time."

A: "It shouldn't go too bad."

B: "So, how did I do this year?"

A: "Let me first ask you how you feel about your performance?"

B: "I think I improved a lot and made a lot of great contributions. I completed all my assignments ahead of schedule, I volunteered for two more extra projects, and mentored couple of our newer employees."

A: "I agree. You did great this year. I got your rating back from upper management and it's not bad, but it's not the best. You received a 3.5, a 4 percent raise, and an 8 percent bonus."

B: "I got a 3.5? Why? I was really expecting a 4 this year. I really worked hard."

A: "Unfortunately, we can't give everyone a 4. There were a lot of people who did great this year and we only had a few 4's to give. You barely missed the cut."

B: "What could I have done to get a 4? I thought I did everything to deserve one."

A: "I agree. I think you should have received a four, but the only thing I can suggest is for you to be more visible. The people who beat you this year didn't necessarily do better work than you, it's just that people knew the work they were doing more than yours. You need to stand out a little better."

B: "How do I do that? It doesn't make sense. If I work my ass off and I do great work, why does it matter if I show off or not?"

A: "If 3 people are equal in their work, the only deciding factor is how much of the work they know about. Since upper management cannot know the details of everything, they mainly see the people who are visible. You can do this by taking on projects that affect the whole team so everyone can see, or you can be pro-active in finding places for improvements and sending out a mail to management with your ideas."

B: "If I did a great job, why did I only get a 4 percent raise?"

A: "You got a high raise comparing to other people. The average raise throughout the company was 2 percent. They cut back a lot on raises due to the slow economy."

B: "I'm a little disappointed, I'll see you tomorrow."

A: "Ok. Think about what I said and we'll try to give you more assignments with more visibility."





## Quitting or Leaving Work ►►

1. [Quitting or Leaving Work](#)
2. [Negotiating before Leaving](#)
3. [General Statements](#)
4. [Quitting or Leaving Work ~ Interactive Practice](#)



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### Quitting or Leaving Work

When the time comes to leave work, you can do whatever you want. You can raise hell, say you hate everyone and yell out, 'I quit!!!' But in other cases when you want to leave professionally, you can use this lesson to help.

There's a common phrase when you are leaving a company. 'Don't burn the bridge.'

This is basically saying you should leave on a good term. If you leave on a good note, then you have the option of coming back to the company or your position if something goes wrong with your next job. So basically, you are leaving the bridge back to your position.

If you are leaving because you have an offer from a different company, here are some professional statements you can make to your manager.

"Hi Mark, I have a wonderful opportunity to work at a different company. I enjoyed my time here, but I shouldn't pass this up. I am putting in my two week notice."

Remember that in the States, changing job is very common. So it is no big deal when you leave a company. Businesses understand the need for change and realize that some people want different challenges in their life. So don't be nervous when you have to leave.

Giving a two week notice is standard. This gives your current employer the chance to hire someone to replace you. It also gives some time for you to finish the remaining work you have to do. Not giving a two week notice is one way to burn a bridge. The new company you are going into should realize this and will not expect you to start your job immediately if you have to give a two week notice. If you don't have a job, then this doesn't apply to you.

Here is another example.

"Hi Mark, unfortunately I have to tell you that I am leaving the company. I really enjoyed my time here and I appreciated all your help on my tasks. I have to put in my two week notice."



"Hi Mark, I received an offer from a different company. This is a great opportunity for me so I accepted the offer. My decision on leaving is not because I didn't like my duties here. I really enjoyed my experience. But I am at a point where I want to find other challenges. I hope you can understand."

I have seen some people leave the company to go on a year trip around the world. Others I have seen just wanted to spend more time with their kids. I know in some countries it is hard to get back into a company after you leave, but in the States, if you are a good employee, it is easy to get their job back. Many times after a long break, they returned to the same company.

"Mark, I have decided to leave the company. I have worked here for 10 years and I really enjoyed it. But I want to take a break and spend more time with my family. So I am putting in my two week notice."

"Hi Mark, I have come to a decision to leave the company. I am going to travel for a year and this is the best time period for me to do so. I have always wanted to travel for an extended time period, and this is the only time I can do it. I can work for another month, so hopefully that should give you some time to find a replacement. And if you want, I can train the new employee on my areas."

### Negotiating before Leaving

Receiving a job offer is another way to negotiate a salary increase or a position change. If you are a great employee then your current employer might try to entice you to stay. If you are willing to stay, you can say that you received another offer and you are still thinking about it. If they try to make you stay, you can state what it will take for you to stay.

"Hi Mark, I am at a crossroad in my career. I have recently interviewed with a different company and they extended an offer to me. I haven't decided yet, but I wanted to tell you before coming to a decision."





If at this time they ask you to stay, then you can ask for a couple of things.

"If I didn't like this company, it would be an easy decision, but I really like it here. However, I have been asking to take on Program Management responsibilities here. Also, they are offering me a 6 percent higher salary than my current pay. Can anything be done about these two things?"

"Hi Mark, I have been thinking about moving back to my home town. I have a job lined up, but I haven't decided yet. I wanted to let you know before I make my final decision."

If they ask you to stay, you can say the following, but if they don't ask you to stay, then it is useless.

"Well, they are offering me a higher salary. It's 7 percent higher than my current salary. Would it be possible for you guys to match this?"



## General Statements

When you talk to co-workers, you will eventually tell them that you are leaving. Here are some general sentences.

"Next Friday is my last day."

"I already put in my two week notice."

"I'm leaving the company."

"I accepted a job offer from ABC Company. This Friday will be my last day here."

"I'm leaving this dump."

"I would've left a lot sooner but I had to get a job lined up first."

"I got screwed here so many times. I don't want to work here anymore. My last day is this Friday."

"It was great working with you. I wish you the best on this project."

"I had a wonderful time here. I wish the best for you."

"I really enjoyed working with you. I'll send you my personal email so keep in touch."

If someone else is leaving, then you can say something good like the example sentences below.

"I hope you enjoy your new job. Let me know if they have any other opening."

"Good luck in your new job. We'll keep your seat warm for you in case you want to return."

"Hey Jack, good luck with your new job and save me a seat."

"We'll miss you here. Good luck with your new career."



## Quitting or Leaving Work ~ Interactive Practice

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1

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hi Mark, I have something important to tell you."

B: "Come on in. What's on your mind?"

A: "Well, I have decided to leave the company. I had a wonderful time here, but it is time to move on for me."

B: "May I ask why?"

A: "I got an offer from ABC Company. It's a management position and I really don't want to let this opportunity pass me by. You know I have been looking for a management position here, but all the positions here are full."

B: "I understand your decision and you have my support."

A: "Thanks for understanding. I can work here two more weeks."

B: "Ok. Will you be able to finish your current assignment?"

A: "Yes I will. And if you hire someone within two weeks, I would be happy to provide training on my areas."

B: "That would be great. We're going to miss you here."

A: "I'm going to miss this place too. Thanks."

2

[Listen All](#) | [Person A](#) | [Person B](#)

A: "Hi Mary, I interviewed with another company and they offered me a position. I wanted to let you know before I made my decision."

B: "I'm sorry to hear that. But I appreciate you telling me before you accepted the offer."

A: "I really enjoy my work here, but I was concerned about the lack of opportunities. I put in effort to gain more experience here, but the projects are limited."

B: "What would help you to decide to stay?"





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A: "I would consider staying more if I could change my position. I would love working in this same group, but I would like to be doing something different. And finally, they offered me 6 percent more than my current salary."

B: "When do you have to make a decision by?"

A: "They want me to respond in a week."

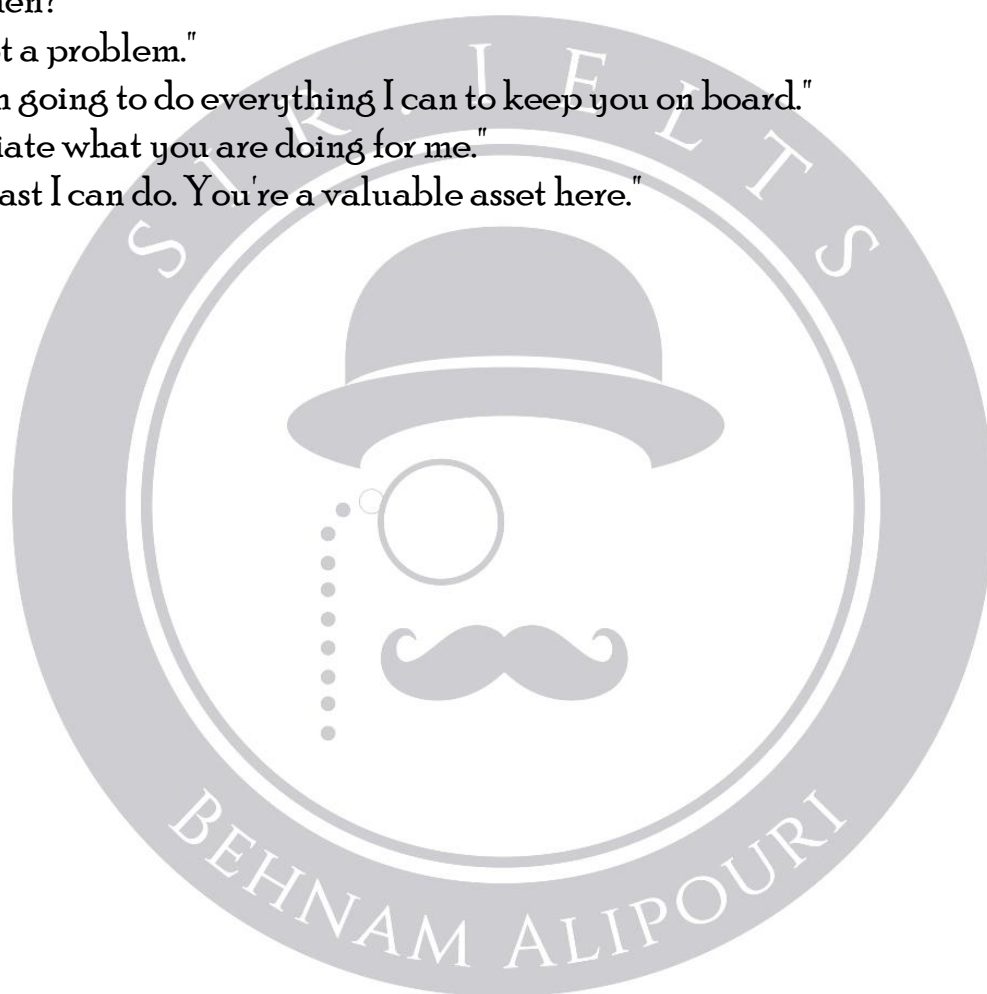
B: "Let me see what I can do and I'll let you know tomorrow or on Wednesday. Can you wait until then?"

A: "That's not a problem."

B: "Great. I'm going to do everything I can to keep you on board."

A: "I appreciate what you are doing for me."

B: "It's the least I can do. You're a valuable asset here."



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