Put it into practice

Adults - A2/B2 practical communication

Name: _____ Date: _____

Understand the idea

Think about your listener and purpose. Use clear words, meaningful pauses and a relevant example.

Example: Make a polite request: Could you help me, please?

Complete both activities. Plan your email, then practise the conversation aloud. Use clear, polite language and confirm any information you need.

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Try it yourself

1. Write a 90-110 word email informing staff that a meeting has moved from Room 4 to the ground-floor training room. It remains at 10 a.m. on Monday. Ask them to bring the agenda and tell you about any access needs.

2. Role-play a call about a missing document. Identify the document, agree who will send it and confirm when the receiver should expect an update.

A useful handover note

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Understand the idea

Think about your listener and purpose. Use clear words, meaningful pauses and a relevant example.
Example: Make a polite request: Could you help me, please?
Read the fictional work situation and prepare a clear handover. Separate what is confirmed from what is still being checked. State the action, the person responsible and when an update is expected; avoid promising an outcome nobody has confirmed.
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A visitor group is expected at 10 a.m. tomorrow. Reception has confirmed six names, but two visitors have not replied. Nila will check their replies by 3 p.m. today. The room is booked, and the visitor badges are being prepared. A colleague taking over reception needs a concise status update.
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Try it yourself

1. List two confirmed details and one outstanding item.

2. Improve this update: Everything is sorted. Everyone will definitely come.

3. Write a short handover note for the colleague. Include the badges' current status and a specific action to take if more replies arrive.