Business English | Answers 1

Beginner practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. A: How can I help you?

2. by

3. We offer a free sample.

4. Possible answer: Would you like to try this product?

5. Model: You can try a free sample. If you like it, we can discuss your order. Please tell me what you need.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.

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Intermediate practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. Possible response: Good morning. How can I help you? Thank you for your time.

2. We can send the order by Friday. Accept any relevant extra detail.

3. Possible meaning: You can try a small amount without paying.

4. Possible response: Would you like to try this product? Accept any sensible supporting reason.

5. Model: You can try a free sample. If you like it, we can discuss your order. Please tell me what you need.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.

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Advanced practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. Audience: a new professional contact. Possible wording: Good morning, Ms Perera. How can I help you?

2. Possible response: We offer a free sample. Please let me know if you need more information.

3. It may sound rude, intrusive or unhelpful. Possible alternative: Would you like to try this product?

4. Possible question: What would you like to try? It helps me understand the person or agree on the next step.

5. Model: You can try a free sample. If you like it, we can discuss your order. Please tell me what you need. Possible difficulty: a listener is unsure. Calm response: Let me explain that another way.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.