EWS Academy

English with a Smile

Learn • Practice • Glow • Smile

Business English | Worksheet 1

Beginner practice | A new customer

Watch a lesson in your level playlist. Pause, repeat, then complete this page. Check the separate answers afterwards.

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1. Choose a suitable opening for this situation: A new customer. A: How can I help you? B: Go away. C: I will not listen.

2. Fill the gap. We can send the order ___ Friday. Use: by / under / across

3. Put these words in order: sample / free / a / offer / We

4. Make this message polite: “Buy it now.”

5. Offer a customer a sample and explain the next step. Use short, simple sentences.

Speak your answers aloud. Clear meaning matters more than speed.

English with a Smile Academy | Koswatte, Battaramulla

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Extra 3 / 6 / 10 / 10+ sets with answers: charges apply.

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Intermediate practice | A new customer

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1. Write one sentence before and one sentence after this line: “How can I help you?”

2. Complete and extend this sentence with a useful detail: We can send the order ___ Friday.

3. Explain the meaning of this line in simple English: “We offer a free sample.”

4. Rewrite “Buy it now.” politely. Add one reason.

5. Offer a customer a sample and explain the next step. Add a reason or a follow-up question.

Speak your answers aloud. Clear meaning matters more than speed.

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Business English | Worksheet 1

Advanced practice | A new customer

Watch a lesson in your level playlist. Pause, repeat, then complete this page. Check the separate answers afterwards.

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1. Adapt “How can I help you?” for a formal situation. Say who you are speaking to.

2. Expand “We offer a free sample.” into two connected sentences. Add a practical next step.

3. Explain why “Buy it now.” could cause a problem. Then write a fairer alternative.

4. Write a follow-up question about “A new customer”. Explain how it helps the conversation.

5. Offer a customer a sample and explain the next step. Add one possible difficulty and a calm response. Use clear English.

Speak your answers aloud. Clear meaning matters more than speed.