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| # Ana Sofia Zamudio<br>**Curriculum**: Advanced Business Interaction 2 1p summary | Remote document color code and components<br>Remote doc template 2023 |
| Schedule your next lesson: Schedule - Alcanza Consultants<br>Pay for your lessons: https://www.alcanzaconsultants.mx/client/payment-options/ | Feedback form:<br>https://forms.gle/NpuFTuD1eqTCdFvV6 |
| **Eval reports:**<br>Ana Sofía Zamunio, Progres report, July 2023<br>Ana Sofía Zamudio Progress Report_22-07-2024<br>Ana Sofia Zamudio, Eval report, June 2025 | Remotes:<br>Ana Sofía Zambudio |

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| Eval reports: | Remotes: |

Topic: Describe Animals

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| Date: / Consultant:<br>Lesson number/week:<br>Topic:<br>**Aim:** |
| |

Abrir vista previa

Date: / Consultant: June 19th, Edgar

Lesson number/week: week 1 lesson 2

Topic: Effective email writing and professional correspondence

**Aim: Client is able to write an email properly**

**Catch up/Homework review:**

**Choose 3 more situations and send a voice note- what would you say in this situation**

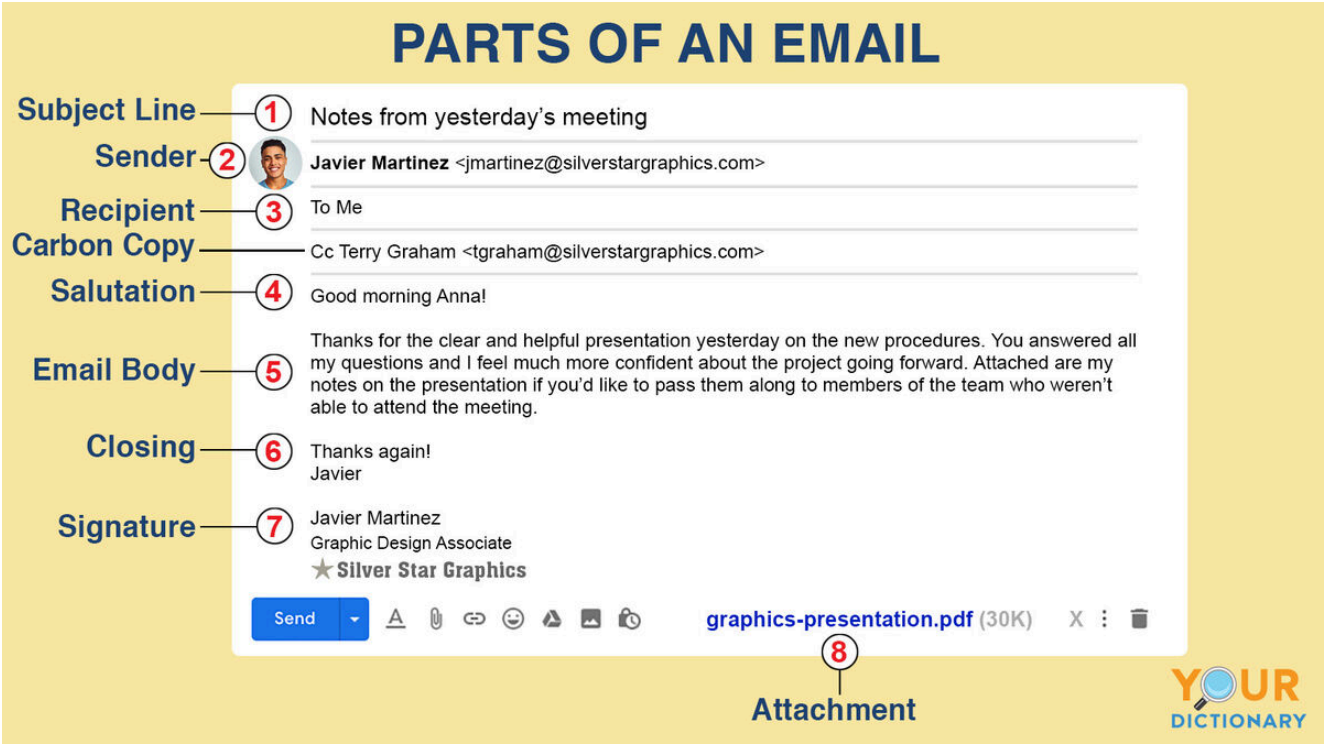
**https://www.usingenglish.com/files/pdf/telephone-problems-board-game.pdf**

Hello Ana Sofia, how have you been?

Warm up/Review: Small Talk Wheel

How often do you send emails?

| Formal | Informal |
|---|---|
| You have to always write a nice greeting with respect, a subject, explain the idea or what are you trying to request, and a farewell at the end | You don't need a greeting and any subject, just write what you need, it doesn't matter if your not being polite |




What are the emails that you usually write at work?

Have you ever sent an email for social matters?

# COORDINATING CONJUNCTIONS

join words, phrases, and clauses of equal value in a sentence; represented by the mnemonic **FANBOYS**.

| | |
|---|---|
| **For** | They said their final goodbyes, *for* they knew it was time. |
| | Use a comma before the coordinating conjunction if it connects two independent clauses. |
| **And** | She watched a movie and lost track of time. |
| **Nor** | He didn't take a bath, *nor* did he change his clothes. |
| **But** | Social media expands our world, *but* we should use it wisely. |
| **Or** | We could attend the mass, *or* we could go to the park. |
| **Yet** | The president isn't doing his job, *yet* he still reigns. |
| **So** | She gave us an easy test, *so* all of us passed. |

https://test-english.com/grammar-points/a1/conjunctions_and-but-or-so-because/2/

**Errors/Opportunity for growth/Pronunciation/Feedback:**

**Vocabulary/Phrases:**

**Homework: Write an email formal or informal where you use the coordinating conjunctions.**

Date: / Consultant: June 17 Maja

Lesson number/week: week 1 lesson 1

Topic: phone calls and meetings

**Aim:**

**Catch up/Homework review:**

Ana Sofia Zamudio, Eval report, June 2025

Advanced Business Interaction 2  1p summary

Pendant - for necklace
Pending - something to do

Update - newer / more recent
Upgrade - better / improved
UpLOAD - on the internet

AT the office / IN the office

At home

WORKSPACE:

Communication in English

- Phone
- Emails
- Meetings
- Messages (PMs)

Rare - seldom - not often
Rude - impolite

**Phone calls - what type of phone class do you make for your job**

- **Suppliers**
-
-
-

https://learnenglish.britishcouncil.org/skills/listening/b1-listening/phone-call-customer

**Useful phrases**

- Hold on
- Could you email me the terms and conditions
- Can you send me a quick email
- I called you because I wanted to ….
- **NAME speaking**

**I am - NO**

**THIS IS + NAME**

- **Talk to you soon - Talk soon**
-

## ANSWERING THE PHONE

FORMAL

- Good morning/afternoon (name) John speaking. How can I help you?
- Good day, this is John speaking.
- How may I be of assistance today?

INFORMAL

- Hi
- Hello
- Hey
- How's it going?

## INTRODUCING YOURSELF

- My name is..... (formal and informal)
- Allow me to introduce myself. (formal)
- It's John speaking. (informal)



## ASKING TO SPEAK TO SOMEONE

- May I speak with John(formal)
- Is John there? (informal)
- Would Mr. Johnson be available to take my call? (formal)

## CONNECTING SOMEONE

- Please hold the line, I will put you through. (formal)
- I will connect you right away (formal)
- Let me see if they are available (formal and informal)
- Yes, I'll just get him. (informal)

## EXPLAINING ABSENSE

- I'm afraid he is not here right now. (formal)
- He's not in. (informal)
- Mr. Johnson cannot take calls at the moment, can I take a message? (formal)

## TAKING A MESSAGE

- Would you like to leave a message? (formal)
- Do you want me to tell him you rang? (informal)
- If you leave a message, I will ensure he receives it. (formal)

## CONFIRMING INFORMATION

- Can I read that information back to you? (formal and informal)
- Could you confirm that information please? (formal)
- Can I ask you to repeat that, please? (formal)

## FINISHING YOUR CALL

- It was lovely to talk to you. (informal)
- It was my pleasure to speak with you. (formal)
- Thank you for your call. (formal)

**Let's role play a phone call  use the new phrases**

**I am a supplier - call me**

**Nice to listen that**

**Before the end of the day**

https://www.usingenglish.com/files/pdf/telephone-problems-board-game.pdf

| Errors/Opportunity for growth/Pronunciation/Feedback: | Vocabulary/Phrases: |
|---|---|

| | |
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| | |

**Homework:**
**Choose 3 more situations and send a voice note- what would you say in this situation**

**https://www.usingenglish.com/files/pdf/telephone-problems-board-game.pdf**

Date: / Consultant: June 12th / Oscar

Lesson number/week:

Topic:

**Aim:**

**Catch up/Homework review:**

Laugh a lot

Bad face - long face / bad attitude

More (most) common sports

Paddel court

I had listened about it - I've heard about it

Listen - When you pay attention to what you hear

Hear - Physical action

I don't like when people is (are) lying

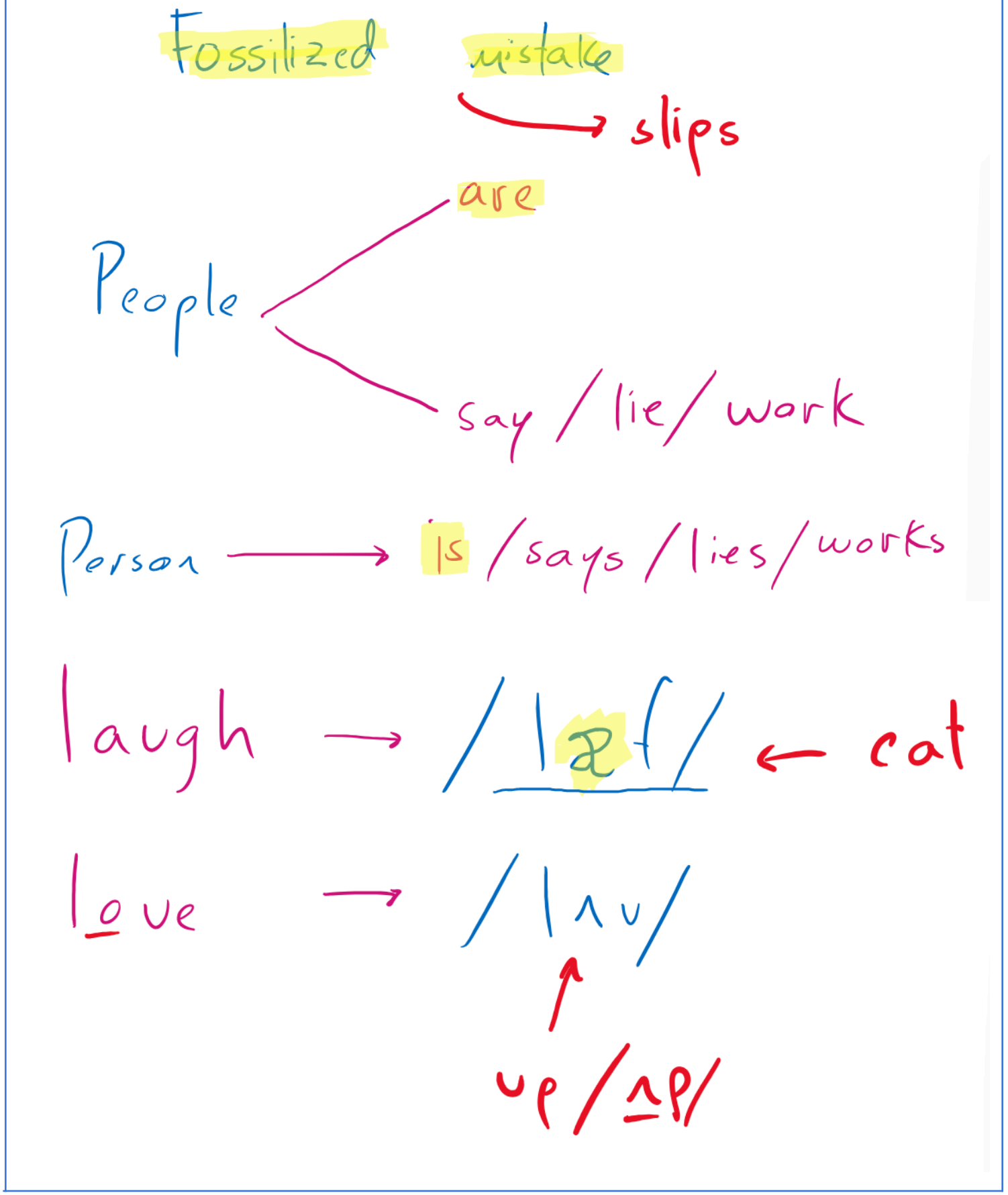
Humidity

Something that grinds my gears - something that bothers me a lot

Odors - (usually) bad smells

Scent / fragrance / aroma - (usually) good smells

Cat's litter


Fossilized
mistake
slips
People
are
say / lie / work
Person
is / says / lies / works
laugh
/ læf /
cat
love
/ lʌv /
up / ʌp /

**Errors/Opportunity for growth/Pronunciation/Feedback:**

**Homework:**

Date: / Consultant: 11/6 Maja

Lesson number/week:

Topic:

**Aim:**

**Catch up/Homework review:**

1. Tell me a story about something great that happened to you since we last saw each other. And not so great?
2. Tell me about something interesting or shocking you heard/read recently on the news? Why did it interest /shock you? What is your opinion on this subject in general?
3. Recommend a book/tv show/film or similar to me. Why did you like it?
4. How have your interests changed through time: fashion, music, tv shows, hobbies etc?
5. Invent short dialogues









A: Good morning , can I have your passport please?
B: Hi morning, yes for sure, here it is.
A: What about your suitcase?
B: I bought my ticket with just carry on so I will take it with me
A: Oh thank you, please go through the line, have a good flight!

A: Hello, welcome to our hotel, do you have a reservation?
B: Sure I have it, it is WRTVW for one person
A:Ok we don't have your room ready yet, but if you want we can help you with your suitcase and give you a coffee
B: Ok thank you.

A: Hello I just want to pay for this hat. How much is it?
B: ok it is 2000 dollars, are you paying with cash or credit card?
A: OH wow I just saw it in the rack for sale, are you sure that's the final price?
B: Oh sorry you are right let met see the discount, it's going to be 1500 dollars
A: Thank I was surprised with the price, thank's god is with discount, I will pay it with cash

| **Errors/Opportunity for growth/Pronunciation/Feedback:** | **Vocabulary/Phrases:** |
|---|---|

**Homework:**

Date: / Consultant: July 5th, Jaime

**Aim: Indirect Questions + Polite Modals**

**Catch up/Homework review:**

WORKSPACE:



## What makes someone polite or impolite in conversation?

## Look:

"Where is the bathroom?" → **"*Could you tell me* where the bathroom is?"**

"What time does the meeting start?" → **"*Do you know* what time the meeting starts?"**

"Can I leave early?" → **"Would it be okay if I left early?"**

## Why is this:

We use **indirect questions** and **polite modals** to sound more formal or respectful.
Word order changes: no inversion in indirect questions.
Polite modals (could/would/might) soften requests and opinions.

## Exercise:

I'll say a direct question or statement – you have 10 seconds to rephrase it politely

## Imagine:

You're meeting a new colleague at work. You want to ask about their role, schedule, and preferences for communication without sounding too direct.

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What's the difference between giving advice and giving orders?
What advice would you give to someone who just moved to your city?

## Look:

“You **should** try the new Italian place downtown.”
“You **might want to** check the weather before you go.”
“You **ought to** speak with your manager first.”
“You **could** email them instead of calling.”
“You **had better** submit the form today.”

## Imagine:

You have a very direct friend who always gives advice rudely. Help them sound more polite!

“Stop being late.”
“Call your boss now.”
“Don’t eat that.”
“Buy a new phone.”

## Help:

“My coworker always talks loudly during calls.”
“I want to exercise but I don’t have time.”
“I forgot my friend’s birthday.”

| **Errors/Opportunity for growth/Pronunciation/Feedback:** | **Vocabulary/Phrases:** |
| --- | --- |
| | |

**Homework:**

Date: / Consultant: Ryan 6.4.25

Lesson number/week:

Topic:

**Aim:**

## Warm Up…

- Godmother
- To take vacations… I took vacations on a Tuesday. To take a vacation day
- Compromiso… commitment…
- Spend vs waste… spend time or waste time (negative)...
- I need to get everything in order
- To leave everything in order
- Seniority… antiguiedad…. How many years you have had in the company?
- To push back on …

## Accountant course…

- Modules of 4 hours each… 4 hour modules…
- Accounting… the accountant….
- To focus on
- GDP… Gross Domestic Product (per capita)...
- Tariffs… to place or put tariffs
- Interest rates….
- How do different variables impact our countries?
-

## Class today… Evaluation…

-

| **Errors/Opportunity for growth/Pronunciation/Feedback:** | **Vocabulary/Phrases:** |
|---|---|
| | |

**Homework:**

Date: May 29th/ Consultant: Eka

Lesson number: #24 /week: #8

Topic: Eval prep III

**Aim: Review weeks 6 & 7**

**Catch up/Homework review:** **Workspace:**

**Week 6 - Shopping interactions**
**Aims:** Talking and learning vocabulary while shopping.

- ☐ Lesson 16: Let's go shopping
- ☐ Lesson 17: At the store
- ☐ Lesson 18: Looking for the ideal product

**Complete the sentences with the verbs in the boxes to create phrases related to shopping.**

| add | change | get | make (x2) | place | shop | spend | use | visit |
|---|---|---|---|---|---|---|---|---|

A. You can always return a product bought online if you ____**change**____ your mind or if it doesn't fit you. ✔️
B. It is easy to ___**shop**___ around online and find the best deal very quickly. ✔️
C. A lot of people ____**spend**____ too much money on clothes or gadgets. ✔️
D. If you want to ____**place**____ an order, click the green button and make the payment. ✔️
E. If you want to ____**make**____ a complaint about a product you bought from us, complete this form and send it to customerservice@acme.com. ✔️
F. How many shops do you usually ___**visit**___ when you go shopping? ✔️
G. Enter your credit or debit card details and any other information required, then click 'confirm card details' to ___**make**____ a payment. ✔️
H. Once you have made a decision, simply select the quantity and ___**add**___ the product to the cart. ✔️
I. You can ____**use**____ coupons to save money on everyday things, such as your grocery shopping. ✔️
J. We promise you a 30-day satisfaction guarantee, which means that you can return the product within 30 days and ___**get**___ a full refund. ✔️

**Read the text about Singles' Day and answer the questions below.**

Singles' Day always falls on November 11th because the date 11/11 represents four ones, or four singles, standing together. It was originally called Bachelor's Day and the celebration began among students at China's Nanjing University in 1993 as a sort of anti-Valentine's Day. Interestingly, Singles' Day has become the largest online shopping day in the world. The holiday became an important commercial event in China during the first decade of the 21st century when the Chinese e-commerce giant Alibaba offered products with big discounts on its platform for 24 hours, starting at midnight on Nov 11, 2009. Since then, Singles' Day has become a super shopping day, like the

post-Thanksgiving Black Friday and Cyber Monday in the US. Recently, there's been a new trend in shopping that has become a part of the Singles' Day shopping experience…

• How did Singles' Day start?
• What do you think about the idea behind Singles' Day today?
• What do you think a new trend might be?

**Week 7 - Asking and offering help**
**Aims:** Asking for assistance as well as providing it in personal and professional environments.

- ☐ Lesson 19: Requesting help politely
- ☐ Lesson 20: Offering help
- ☐ Lesson 21: Accepting or rejecting help

**Functions and phrases:**

**A. Requesting help politely**

- Could you give me a hand with this?
- Would you mind helping me?
- I could use some help with this report.

**B. Offering help**

- Would you like me to take care of that?
- Can I help you with anything?
- Let me know if you need a hand.

**C. Accepting/Rejecting help**

- Thanks, I'd really appreciate it.
- That would be great, thank you.
- Thanks, but I've got it under control.

## Complete the dialogue below using functional phrases

**In the Office**
**A:** I'm having trouble with the printer.
**B: ____would you like me to take care of that?_____** ✔️
**A:** Thanks, I'd really appreciate it.

**Preparing for a Presentation**
**A: _____Could you give me a hand with the slides_____** (ask for help) ✔️
**B:** Sure. I can help you set up the slides.

**Busy Workday**
**A:** Can I help you with your tasks today?
**B: _____Thanks I really appreciate it but I will complete these tasks during the fternoon_____** (reject politely) ✔️

## Role Play Scenarios

Give the student realistic business situations. Have them act out both roles: one requesting/offering help and one responding.

**Scenario 1:** You are preparing a report, and your colleague is walking by.
**Scenario 2:** Your coworker is dealing with a difficult client. Offer help.
**Scenario 3:** You are overwhelmed with emails and someone offers help, but you prefer to manage it yourself.

| **Errors/Opportunity for growth/Pronunciation/Feedback:** | **Vocabulary/Phrases:** |
|---|---|
| I'm working **on** my report<br>It would be great if I **could** help you | |

**Homework:**

## Date / Consultant: May 28, 2025 Brian

Lesson number/week: L23 W8
Topic: Evaluation Prep II
Aim: Consolidate knowledge and fluency

You are invited to learn, practice and improve your English skills with me today.
You are most welcome to join!

**Join Zoom Meeting**
https://us06web.zoom.us/j/5546288447

**Meeting ID:** 554 628 8447

**Catch-up/Homework review:**

## Workspace:

### Warm-Up Discussion

- "Which of the topics—music, films/TV, or travel itineraries—do you feel most confident discussing?"
- "Which one do you think you need the most practice with?"

*Useful prompts:*

- “Last weekend I listened to…”
- “The last movie I saw was…”
- “When I travel for business, I usually…”

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### Topic 1: Discussing Modern Music Genres

**Objective:** Use vocabulary and express preferences regarding music.

**Key Vocabulary:**

- Genre, mainstream, indie, electronic, hip-hop, R&B, alternative, streaming platforms
- “To be into [genre]”, “to go viral”, “to have a catchy beat”, “to resonate with”

**Activity: “Compare and Share”**

- “Which modern music genres are most popular in your country or workplace?”
- Compare two genres and give reasons for preference using structured phrases.

**Expressions:**

- “I’m really into electronic music because…”
- “Compared to pop, I find indie rock more authentic.”
- “This genre has gained popularity due to…”
  Jon rey / entrepreneur (on tre pe nur)

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**Topic 2: Expressing Opinions about Films and TV Shows**

**Key Vocabulary:**

- Genre (comedy, thriller, documentary, drama, etc.), binge-watch, plot, character development, cinematography, rating
- “To live up to the hype”, “to be overrated/underrated”, “to keep you on the edge of your seat”

**Activity: Role-play & Recommendation**

- You are recommending a movie/TV show to a coworker during a lunch break.
- Describes the show and gives reasons why it’s worth watching.

**Useful expressions:**

- “I’d highly recommend it if you enjoy…”
- “The storyline was engaging, especially when…”
- “Although the visuals were stunning, I thought the plot was weak.”

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**Topic 3: Discussing the Importance of Travel Itineraries**

**Key Vocabulary:**

- Itinerary, agenda, logistics, confirmation, reservation, time management, backup plan, travel policy
- “To stick to a schedule”, “to plan ahead”, “to ensure smooth coordination”

**Activity: Case Study Simulation**

- “You’re organizing a 3-day business trip to London with meetings, networking events, and hotel stays.”
- What should be included in the itinerary and explains why.

**Useful expressions:**

- “A well-structured itinerary helps avoid delays and confusion.”
- “We need to coordinate meetings based on the client’s availability.”
- “Including buffer time is essential for unforeseen changes.”

| **Errors/Opportunity for growth/Pronunciation/Feedback:** | **Vocabulary/Phrases:** |
| --- | --- |
| **Homework:** | |

Date: May 21st / Consultant: Alejandro

Lesson number: #22 /week: #8

Topic: Review

**Catch up/Homework review:**

**Workspace:**

| **Week 1 - Leisure** | |
|---|---|
| **Aims:** Discussing your hobbies and free time activities. | |
| - Discussing interests and free time activities<br>- Storytelling – experiences<br>- My interests through time (changes) | - Question making - present tenses<br>- Simple past<br>- Present tenses - Simple past and present perfect |
| **Week 2 - Media** | |
| **Aims:** Discussing current media and their types. | |
| - Discussing modern media<br>- Comparing different media sources : radio, tv, internet<br>- Future of media | - Coordinating conjunctions<br>- Comparatives and Superlatives<br>- Future will vs going to vs p continuous |

1. Tell me about the last meeting you had using **reporting verbs.**
   What are those? Examples: tell, recommend, suggest…
   Say, explain, said, report, argue, claim ✔️, warn ✔️, state ✔️

2. Tell me about your year. What have you done so far? Use perfect tenses.
   PRESENT PERFECT = I **have negotiated** with some real estate agents.
   PRESENT PERFECT CONTINUOUS = I have been working on some reports.

3. Instagram vs. Facebook. What do you prefer? Why? Explain and try to put conjunctions in action!
4. Will the Internet replace any other kind of media, such as TV, radio, etc.?

**Errors/Opportunity for growth/Pronunciation/Feedback:**

**Vocabulary/Phrases:**
FULFILL, FULFILLING
PENDING TASKS = TO-DO TASKS
PURCHASE
CLOSED A DEAL

**Homework:**

What do you think the media will be like in 10 years?