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Francisco Ochoa Rubio

Curriculum: **Business Communication Curriculum - 1p summary**
Remote document: **Francisco Ochoa Rubio Remote 2025-2026**

Date: / Consultant: Nov 24th Jared

Lesson number/week: Lesson 25

Topic: Review

Aim:

Catch up/Homework review:
Workspace:

The Company Identity Challenge
Imagine you are introducing your company to a new employee. Prepare a short professional introduction that includes:
- The company's purpose and main services.
- Its mission and long-term vision.
- Three important company objectives.
- Examples of how employees contribute to these goals.

Challenge: Use at least three action verbs and different present tenses.

The Business Decision Room
Read each situation and explain what decision you would make. Justify your answers using professional vocabulary.
1. Your manager offers you additional responsibilities but no salary increase.
2. A colleague requests extra resources to complete an urgent project.
3. Your department needs an extension because of unexpected delays.
4. Your company wants to implement new technology, but employees need training.
5. You need additional support to improve your professional performance.

Challenge: Include wants, needs, can/cannot, could/could not, and at least two conditional sentences.

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

Homework:

Date: / Consultant: Nov 24th Jared

Lesson number/week: Lesson 25

Topic: Formal Evaluation

Aim:

Catch up/Homework review:

Workspace:

Speaking Evaluation

Answer the following questions using complete explanations, relevant examples, and professional vocabulary.

1. Company Mission & Vision: How would you explain your company's purpose, mission, and vision to a new employee?

2. Wants & Needs: What do you want and need from your current position to improve your professional performance?

3. Conditional Situations: If your company offered you additional responsibilities, what conditions would you consider before accepting them?

4. Authorizing or Denying Requests: How would you formally approve or reject a colleague's request for additional resources or an extension?

5. Setting Up Meetings: How would you arrange a meeting with a manager by email, and what information would you include to ensure everyone is prepared?

Final Written Task

Professional Email: Meeting Request and Business Proposal

Imagine you need to arrange a meeting with your manager to discuss an important improvement in your department.

10 minutes: Write a professional email:

- Use appropriate formal email expressions.
- Include at least two conditional sentences.
- Use adverbs and professional action verbs.
- Organize your ideas clearly and maintain a professional tone.

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

Date: November 14th/ Consultant: Sergio Alvarado DNH

Lesson number: #25 /week: #8

Topic: **Lesson 25: Final speaking evaluation Part 2**
Aim:

Catch up/Homework review: WORKSPACE:

Lesson 25: Final speaking evaluation

Warm-Up: Talk about your plans for the day.

Part 2: Evaluation

Alcanza Consultants Spoken Evaluation

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

Date: November 13th/ Consultant: Sergio Alvarado

Lesson number: #25 /week: #8

Topic: **Lesson 25: Final speaking evaluation Part 1**

Aim:

Catch up/Homework review: WORKSPACE:

Lesson 25: Final speaking evaluation

Part 1: Company & Role Pitch

Time:Objective: Assess the client's ability to use present, past, and present perfect tenses alongside passive voice to introduce their company and current workload.

Examiner Prompt:

"Welcome to the meeting. Imagine I am a new international partner or investor. Give me a 3-to-4-minute overview of your company and your current role. Please cover:

1. Your company's mission, vision, and how/when it was founded.

2. Its current stage in the market.

3. One major project you are currently leading—including its milestones, deliverables, and what you need to make it succeed."

Alcanza Consultants Spoken Evaluation

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

Homework:

Date: November 13th/ Consultant: Eka

Lesson number: #24 /week: #8

Topic: Review 3

Aim: weeks 6-7

Catch up/Homework review: WORKSPACE:

Topic 6 - Sharing information

- ☑ ~~Lesson 16: Give your opinion (agree/disagree)~~
  - How do you express disagreement with a colleague's proposal while maintaining a positive professional relationship?
  - Have you ever changed your opinion after listening to someone else's arguments during a meeting? What convinced you?
  - What strategies can you use to support your opinion with evidence rather than simply stating your personal preference?

- ☑ ~~Lesson 17: Give ideas or input during meetings~~
  - What makes an idea valuable during a business meeting, and how can you present it effectively?
  - What makes an effective meeting? What are some situations that prevent the team from having an effective meeting?

- ☑ ~~Lesson 18:Clarify complex situations for outstanders~~
  - How would you explain a complicated workplace problem to someone who has no knowledge of your department?
  - What techniques can you use to simplify technical information without losing important details?

Topic 7 - Reporting

- ☑ ~~Lesson 19:Reporting information~~
  - What information should you prioritize when giving your director an update about a project?
  - How do you distinguish between essential information and unnecessary details when preparing a report?

- [ ] Lesson 20: Identifying areas of growth
    - What skills or professional competencies would you like to develop further, and why?
    - How can identifying areas for improvement help employees and organizations achieve better results?
    - What are three areas of growth for your department, what would you recommend and how would you justify your choices?

- [ ] Lesson 21: Talking about numbers
    - Describe the graphic below



Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:**
Which is…	**Data-driven** **Ramble** **Data point** **Impact statement/ Show impact**

Homework:

Date: / Consultant: Nov 7th, Edgar

Date: / Consultant:Nov 6th Jared **DNH**/ Nov Karelle **DNH**

Lesson number/week: Lesson 23/ week #8

Topic:Review 2

Aim:

- What do you think are the biggest challenges a retail company like Coppel faces?
- How can a company improve customer satisfaction without increasing its operating costs?
- What makes a store manager effective?
- How important is communication between different departments?
- What would you do if a store consistently failed to meet its sales targets?
- Do you think technology can completely replace face-to-face customer service?

Scenario: You need to arrange a meeting with three store managers to discuss declining customer satisfaction scores.

- How would you approach a manager you have never worked with before?
- How would you request their availability?
- What information should you include in the meeting invitation?
- What would you do if one of the managers couldn't attend?

Writing

Write an email inviting the managers to a meeting.

Include:

The purpose of the meeting.

Two possible dates.

The topics to be discussed.

A request for confirmation.

A professional closing.

Date: / Consultant: Nov 7th, Edgar

Date: / Consultant:Nov 6th Jared **DNH**/ Nov Karelle **DNH**

Lesson number/week: Lesson 23/ week #8

Topic:Review 2

Aim:

You had a meeting with the store managers. They agreed to implement several changes, but two weeks later, some actions are still pending.

Project updates:

- ☐ Customer service training: Not completed.
- ☐ Inventory management: Improving.
- ☐ Employee attendance: No significant changes.
- ☐ Customer complaints: Increased by 15%.
- ☐ Sales performance: Slightly improved.
- How would you explain these results to management?
- How would you follow up without sounding aggressive?
- What would you say if a manager repeatedly ignored your emails?
- Which results would concern you the most?
- What additional information would you need before making recommendations?

B. Fill in the gaps

Use: despite – therefore – regarding – whereas – unless – furthermore

Customer complaints have increased; _____, we need to review the service procedures.

_____ the improvement in inventory management, employee attendance remains unchanged.

I am contacting you _____ the pending training sessions.

Sales have improved slightly, _____ customer satisfaction has declined.

The situation will not improve _____ the managers take action.

_____, we recommend introducing weekly performance reviews.

C. Find the mistake

- We need to discuss about the sales performance.
- The managers hasn't completed the training.
- I look forward to receive your feedback.

Date: / Consultant: Nov 7th, Edgar

Date: / Consultant:Nov 6th Jared **DNH**/ Nov Karelle **DNH**

Lesson number/week: Lesson 23/ week #8

Topic:Review 2

Aim:

- Despite of the improvements, complaints have increased.
- If the team will receive additional training, performance might improve.
- We need to make a follow up with the store managers.

What is the difference ?

- Efficiency vs. effectiveness.
- Revenue vs. profit.
- Issue vs. challenge.
- Improvement vs. development.
- Performance vs. productivity.

You are presenting your findings to a senior manager at Coppel.

The manager is skeptical about your recommendations because implementing them would require additional resources and time.

The manager says:

- "Why should we invest more money in employee training?"
- "Our sales figures are acceptable. Why do we need to change anything?"
- "How can you guarantee that your recommendations will work?"
- "We don't have enough time to implement all these changes."
- "What would you prioritize if we gave you only 30 days?"

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

Homework: Answer the next question:

If you were responsible for improving one aspect of Coppel's operations, what would you prioritize?

Also review your previous classes and prepare questions.

Date: November 6th/ Consultant: Marisol **DNH**

Lesson number:

Topic:review 3

Aim: weeks 6-7

Catch up/Homework review:

WORKSPACE:

REPORTED SPEECH

This is a summary of the main changes that happen in Reported Speech.

pronouns
Direct: Mary says - I like this dish!
Reported: Mary said she liked that dish.

questions
Direct: Do you like white chocolate?
Reported: She asked if I liked white chocolate
Direct: Where is the bank?
Reported: He asked where the bank was.
Careful with word order

imperative
Direct: Mary says - Don't be late!
Reported: Mary told me not to be late.
Conjugation doesn't matter

time and place
today → that day
tomorrow → the following day / the next day
yesterday → the day before
next week → the following week
last week → the previous week
now → then
here → there

verb tenses
Present Simple → Past Simple
Present Continuous → Past Continuous
Past Simple → Past Perfect
Present Perfect → Past Perfect
Future Tenses (will) → would

modal verbs
can → could
may → might
must → had to

→ **REPORT BACK THE FOLLOWING MEETING SPEECH.**

Context: *Alex (Marketing Director) is updating the management team on last quarter's performance and upcoming plans.*

Alex: "Good morning, everyone. Thanks for coming. I want to give you a quick update on our Q3 performance and outline our strategy for next month.

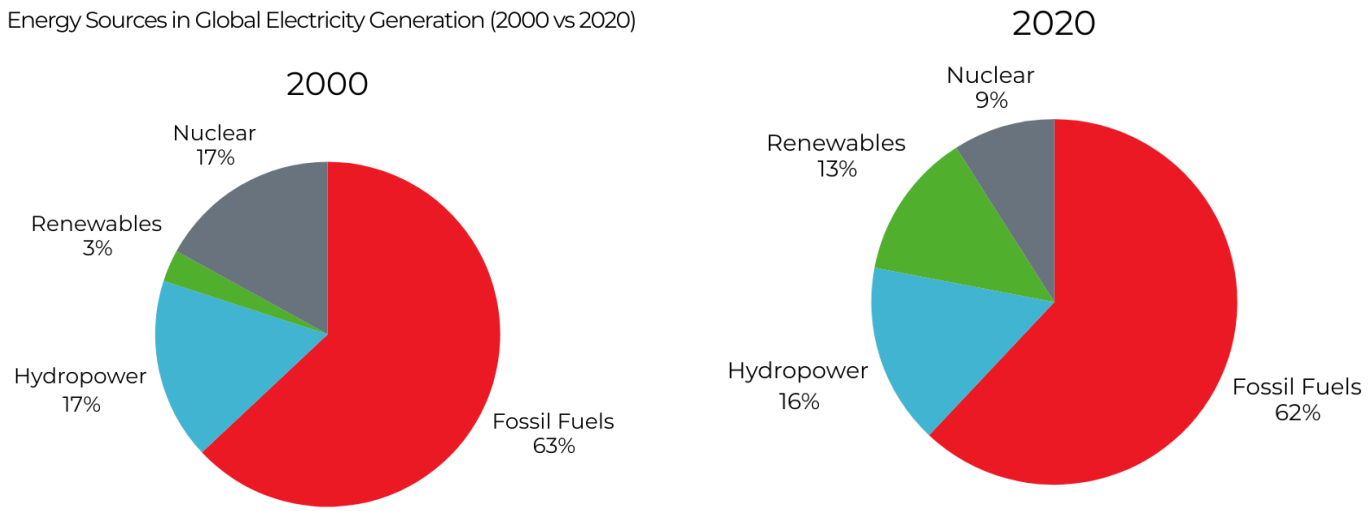
First, looking at our user growth chart, we had a fantastic quarter. Overall subscriptions **increased dramatically by 35%**, rising from 10,000 to 13,500 active users. However, if you look at the middle of August, engagement **dipped slightly by 5%** because of the server updates, but it quickly recovered in September.

Second, our customer retention rate **has remained stable at roughly 92%** for three consecutive months. This shows that the new onboarding features are working well.

Regarding our budget, I must admit that we **exceeded our ad spend by nearly $15,000** in September. We invested heavily in social media campaigns, but it clearly drove our user acquisition.

Finally, moving into Q4, my team **will launch our new mobile app next Tuesday**. We **expect to reach 20,000 active users** by the end of the year. I strongly suggest that we hire two additional customer support representatives to handle the extra traffic."

CHARTS AND GRAPHS



[Describing visual data – C1 English Writing]

DISAGREEING

A: "Your idea won't work because we don't have enough budget." (Direct/Blunt)

*B: **"I see your point,** but I'd like to **point out** that our budget is currently **quite tight."*** (Diplomatic)

Have you ever had to **disagree** with a colleague or manager? How did you make sure you didn't **sound rude?**

TERM	MEANING
A) TACTFUL (1) B) **VOICE** A CONCERN (3) C) REACH A CONSENSUS (2) D) CLARIFY (5) E) CONSTRUCTIVE FEEDBACK (4)	1) Careful not to offend or upset other people. 2) **Come to an agreement** shared by everyone in the group. 3) **Express** a worry or problem in a professional manner. 4) **Advice** intended to help someone improve **rather than** criticize. 5) Make a statement or situation less confused and more comprehensible.

Using verbs like ***suggest***, ***point out***, or ***advise*** sounds much more collaborative than directly saying "**You must**" or "**I want**."

Key Structure Rules:

- **Verb + Speech / Clause:** *explain, point out, admit, state*
  - *Example:* "She **pointed out that** the deadline was unrealistic."
  - THE MANAGER EXPLAINED **THAT WE SHOULD CHANGE THE PRESENTATION**
  - **CAMILA ADMITTED SHE DIDN'T DO THE REPORT**
-
- **Verb + Object + to + Infinitive:** *advise, encourage, remind*
  - *Example:* "He **advised us to review** the budget again."
  - MY MOTHER ADVISED ME TO GET A JOB
  - MY BOSS ENCOURAGEED ME TO TAKE ENGLISH LESSONS
-
- **Verb + Gerund (-ing) OR Verb + That-Clause:** *suggest, recommend*
  - *Example:* "They **suggested holding** a brief follow-up meeting."
  - THEY RECOMMENDED **REVIEWING** THE PORT

Structure	Target Verbs	Example
Verb + *that*-clause	*explain, point out, admit, state*	"She **pointed out that** the data was incomplete."
Verb + object + *to*-infinitive	*advise, encourage, remind, urge*	"He **advised them to check** the schedule."
Verb + *-ing* / *that*-clause	*suggest, recommend*	"They **suggested scheduling** a quick alignment call."

→ **Rewrite blunt sentences using the reporting verbs and vocabulary:**

Direct: *"You made a mistake on the quarterly report."*

- **Polite Reporting:**

Direct: *"Stop wasting time on this design!"*

- **Polite Reporting:**

Direct: *"I don't agree with your proposal."*

- **Polite Reporting:**

Direct: *"**You forgot** to include the client data in this spreadsheet."*

- ***Polite Rephrase:***

Direct: *"This report is confusing and poorly organized."*

- ***Polite Rephrase:***

Direct: *"You missed yesterday's deadline."*

- ***Polite Rephrase:***

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

Homework: Finish the last exercise telling me the last formulas.

Date: / Consultant: 5 nov 2026 Karen

Nov 3rd Jared Off Curriculum

Lesson number/week: Lesson 22/ week #8

Topic:Review 1-3

Aim:

Catch up/Homework review:

Workspace:

What Does Your Company Do?

Answer the questions using complete sentences and different present tenses.

1. What does your company produce or provide? 2. What is your company's main purpose? 3. What does your company want to **achieve**? 4. How is your company helping its customers? 5. What are the employees working on this week? 6. What makes your company different from its competitors?	Local products Produce Furniture Offers best products with the best price and quality Market is divided All they need…

Which Is Better?

Compare the following projects using comparatives and superlatives.

Project A	Project B
Lower budget	Higher budget
3-month timeline	6-month timeline
5 employees	10 employees
Simple objectives	More complex objectives
Fewer deliverables	More deliverables

1. Which project is more expensive? 2. Which project is easier to complete? 3. Which project requires more employees? 4. Which project has a shorter timeline? 5. Which project is more challenging? 6. Which project is better for the company? Why?	Forecasting It easier for me to plan…

Use: can, can't, could, couldn't.

1. You _can__ use the conference room this afternoon. (**Permission**)
2. We _can't_ approve the request because the budget is insufficient. (Refusal)
3. _could_ you send me the project report, please? (Polite request)
4. Unfortunately, we _couldn't_ authorize additional expenses last month.
5. The finance department __can't__ approve the payment today.
6. We _couldn't__ extend the deadline because the client needs the project tomorrow.

Errors/Opportunity for growth/Pronunciation/Feedback:	**Vocabulary/Phrases:** **Advertising** **Ads**

Homework:

Present Your Company and Projects

Imagine you are presenting your company to a new international business partner.

Suggested vocabulary: develop, improve, increase, provide, manage, achieve, deliver, expand, implement, support.

Describe:
1. Your company's purpose and main mission.
2. Your company's vision for the future.
3. Three important activities your company performs.
4. Two current projects.
5. The goals, scope, deliverables, and timelines of one project.
6. Two comparisons between your projects.

Challenge: Use at least three different present tenses and three action verbs.

Date: October 31st/ Consultant: Edgar

Lesson number: #21 /week: #7

Topic:Talking about numbers

Aim: Client is able to report on numbers or information present in a graph/chart

Catch up/Homework review:

WORKSPACE:

Hello Francisco, how have you been?

LINK: https://meet.google.com/meet/cmg-efef-bjw

Warm up/Review: **Look at the following graphs and match them with the best description**

Talking about numbers!

DID YOU KNOW?

Saying numbers in English

Notice how we use the decimal point in English:

6.02	six point oh two
0.04	zero (or nought) point oh four
0.007	zero point double oh seven
56.345	fifty-six point three four five [NB: single numbers after the decimal!]

Here commas – and not decimal points – are used:

12,076	twelve thousand and seventy-six
2,534,210	two million, five hundred and thirty-four thousand, two hundred and ten

Note the following:

1,000,000	one million
1,000,000,000	one billion

Sums of money:

€3.67	three euros sixty-seven OR three euro sixty-seven
$5 m	five million dollars

Note how we say years:

1987	nineteen eighty-seven
2003	two thousand and three
2030	two thousand and thirty (or twenty thirty)

745.97

364.56

Let's practice: Please write the numbers

1. one thousand four hundred sixty three - 1,463
2. five hundred thousand two hundred forty one - 500,241
3. six thousand three hundred - 6,300
4. two million seventy nine - 2,000,079
5. Three hundred thousand fifty seven- 300,057

Now, let's write the numbers in words

200.98: two hundred point nine eight
890.7: Eight hundred ninety point seven
40,700: forty thousand and seven hundred
895,634: eight hundred ninety five thousand six hundred thirty four
2,512,078: Two millions five hundred twelve thousand seventy eight

DID YOU KNOW?

Saying equations/formulas

+	plus, and, add	$a \times b = c$	*a* times (or multiplied by) *b* equals *c*
−	minus, less, subtract	$\frac{a-b}{c}$	*a* minus *b* divided by (or over) *c*
÷	divided by		
—	divided by, over	$\frac{\text{total assets}}{\text{total liabilities}}$	total assets divided by total liabilities
x	multiplied by, times		
=	equals, is		

9x7x2+2/50=126.04

3+4x5=35	**7x8+15=71**
10/2+5=10	**9*7*2/50=25.2**
10*8/100=0.8	**3-2/5*10=1.8**

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:
Teen

Homework: Finish the last exercise telling me the last formulas.

Date: / Consultant: 30 oct 2026 Karen

Lesson number/week: Lesson 19-20/ Week 6

Topic: Reporting information/ Identifying areas of growth

- Grammar : **reported speech**
- Vocabulary: reporting verbs
- Grammar : conjunctions
- Vocabulary: growth, improvements

Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions

Catch up/Homework review:

Workspace:

Answer these opening discussion questions based on your experience managing multiple store locations and frontline teams.

When an operational crisis happens on the store floor, what is the biggest difference between simply repeating what staff said versus delivering a strategic report to upper management?	The information you need to deliver Use the 5 WHq to explain! Expected time
Store managers often blame missed sales targets on external factors like foot traffic or inventory delays. How do you distinguish between an excuse and a genuine root cause?	Offer solutions… Know the problem, fix the situation…
When auditing an underperforming store branch, how do you communicate an "area of growth" to a defensive store manager without demotivating them?	**Straightforward**

Read the regional store audit scenario below. Analyze the conflicting perspectives between frontline execution and management oversight.

Background:

Date: / Consultant: 30 oct 2026 Karen

Lesson number/week: Lesson 19-20/ Week 6

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Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions

Last Tuesday, you conducted an unscheduled audit of Store 18 in your region to investigate stagnant Q3 revenue and an unexpected 14% drop in customer satisfaction scores.

During your walk-through, you held brief, individual interviews with three key team leads:

"SAID"

The Store General Manager declared: *Our sales revenue **dropped** because morning distribution shipments are arriving late, and central logistics never updates our delivery tracking system.*	**The Warehouse & Inventory Lead explained:** *My team is skipping the second barcode verification step on incoming stock so that we can unpack merchandise before peak customer hours.*	**The Customer Experience Lead reported:** *Frontline cashiers don't understand the new digital financing workflow, although corporate sent training manuals three weeks ago.*

→ **"Drop it"**

→ **"s" es… s…** *stock, skipping*

As Regional Manager, you must present an official audit **summary** to the Executive Board. You need to report these statements accurately, identify the structural correlations, and outline actionable growth strategies.

AVOID USING "SAY"

She agreed

She requested

She confirmed

Date: / Consultant: 30 oct 2026 Karen

Lesson number/week: Lesson 19-20/ Week 6

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Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions

She warmed

Date: / Consultant: 30 oct 2026 Karen

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REPORTING VERBS – PATTERNS

test-english.com

+ TO + INFINITIVE	+ PERSON + TO + INFINITIVE	+ (PREPOSITION) + -ING	+ THAT + CLAUSE
*AGREE	ADVISE	ACCUSE SOMEBODY OF	*ADMIT
*CLAIM	ASK	*ADMIT	*AGREE
OFFER	BEG	APOLOGISE (TO SB) FOR	ANSWER
*PROMISE	CONVINCE	BLAME (SB) FOR	*CLAIM
REFUSE	ENCOURAGE	*COMPLAIN ABOUT	*COMPLAIN
SWEAR	FORBID	*CONFESS TO	*CONFESS
THREATEN	INVITE	*DENY	*DENY
	ORDER	*INSIST ON	EXPLAIN
	PERSUADE	*RECOMMEND	*INSIST
	*RECOMMEND	*REGRET	*PROMISE
	REMIND	*SUGGEST	*REGRET
	TELL		SAY
	WARN		*SUGGEST

test-english.com

EXAMPLES

She claims to be innocent.
She claims that she is innocent.
He promised to call every day.
He promsied that he would call every day.

He admitted stealing the money.
He admitted that he had stolen the money.
She insisted on seeing her lawyer.
She insisted that she needed her lawyer.

Date: / Consultant: 30 oct 2026 Karen

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Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions

the general manager **swears** that the problem started with the logistics área, because the shipments arrived late. On the other hand, the warehouse lead **confesses** that his area is skipping the second barcode, **because of that/consequently/ therefore, so**, they **could** not pack on time. The experience lead **explained** *Frontline cashiers don't understand the new digital financing workflow however they received the manual three weeks ago.*

Read how an executive synthesizes the store interviews using **Reporting Verbs**, **Reported Speech**, **Conjunctions**, and **Growth Vocabulary**. Notice how informal quotes shift into professional syntax.

During my operational review of Store 18, the Store General Manager **claimed that** sales revenue **had dropped** due to distribution delays and **pointed out that** headquarters **never updated** the delivery tracking portal.

However, the Warehouse Lead **admitted that** his team **was bypassing** mandatory verification steps **in order to** expedite floor replenishment.

Furthermore, the Customer Experience Lead **acknowledged that** frontline staff **struggled** with the new digital financing workflow, **although** instructional materials **had been distributed** weeks prior.

[redacted]

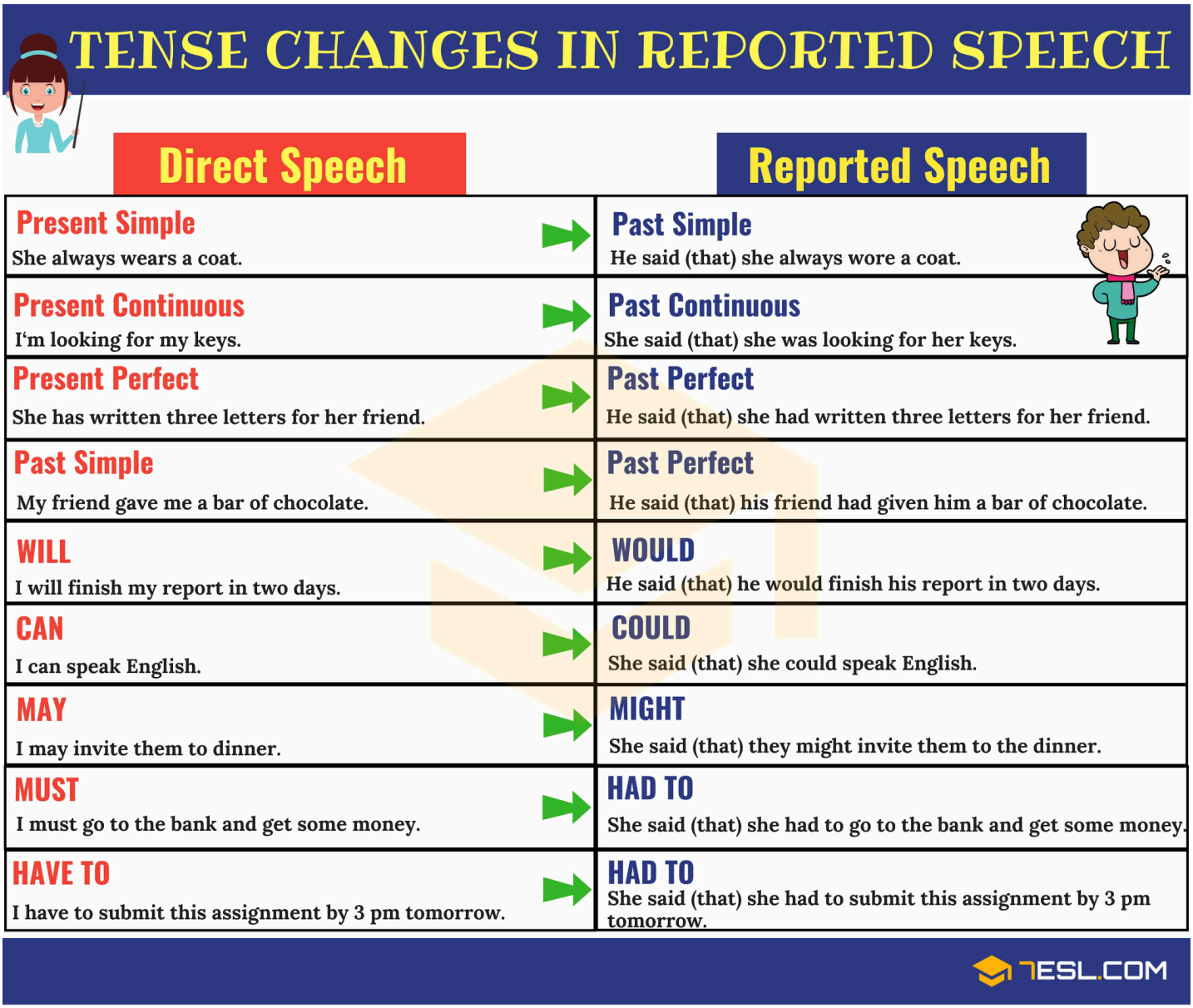
Date: / Consultant: 30 oct 2026 Karen

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Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions



Rewrite each frontline statement using the specified reporting verb. Ensure your pronouns and verb tenses shift backward appropriately.

1. *We **cannot** meet our weekly credit targets because the store server keeps disconnecting.*

Date: / Consultant: 30 oct 2026 Karen

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- **Your Report:**

They said **they** **could not** meet our weekly credit target because the store server **kept** disconnecting

2. *We **placed** the promotional displays in the wrong **aisles** because nobody told us the layout changed.*
   - **Your Report:**

They explained they **had** placed the *promotional displays in the wrong **aisles*** because nobody **had** told them *the layout had changed.*

Island

Aisle - aiil

3. **Quote:** *Our top cashiers **are** resigning due to scheduling conflicts.*
   - **Your Report:**

They saif their top cashiers **were** resigning due to scheduling conflicts..

4. **Quote:** *The store has achieved a 9% margin increase after reorganizing the warehouse.*
   - **Your Report:**

He said our store had achieved a 9% *margin increase after reorganizing the warehouse.*

Date: / Consultant: 30 oct 2026 Karen

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Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions

Errors/Opportunity for growth/Pronunciation/Feedback:

Worked

Needed
Visited

Vocabulary/Phrases:

Happy anniversary

Homework:

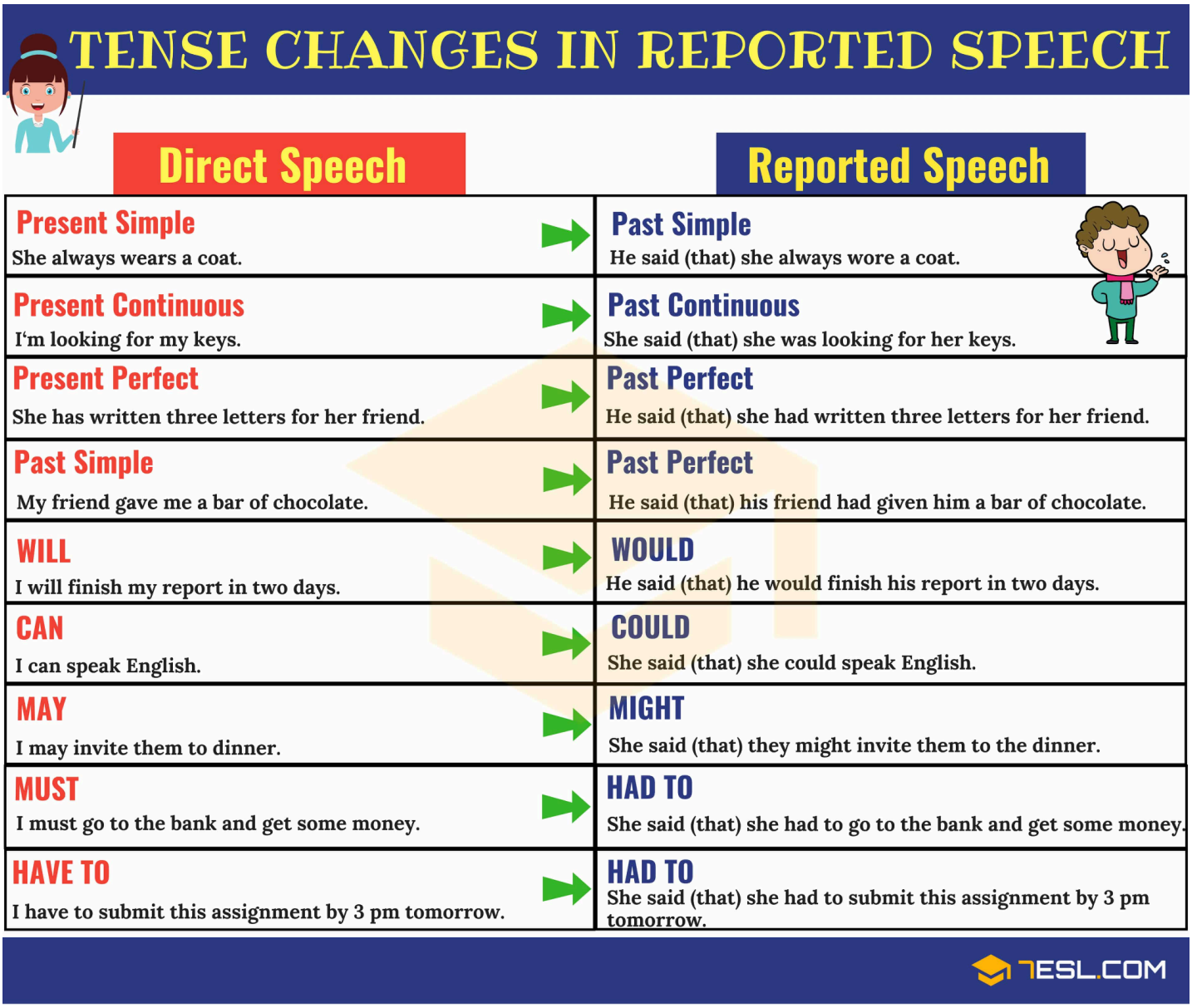
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- Grammar : **reported speech**
- Vocabulary: reporting verbs
- Grammar : conjunctions
- Vocabulary: growth, improvements

Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions



Create a report of your work week… you need to report what the people in your charge told you this week… don't forget reporting verbs

Date: / Consultant: 30 oct 2026 Karen

Lesson number/week: Lesson 19-20/ Week 6

Topic: Reporting information/ Identifying areas of growth

- Grammar : **reported speech**
- Vocabulary: reporting verbs
- Grammar : conjunctions
- Vocabulary: growth, improvements

Aim: Client is able to report on what was previously said / Client is able to discuss areas of growth and correlations between results and past actions

Date: / Consultant: Oct 23th Jared

Lesson number/week: Lesson 18/ Week 6

Topic:Clarify complex situations for outstanders

Aim: Client is able to offer an explanation to a third party

Catch up/Homework review:

Workspace:

Discourse Markers

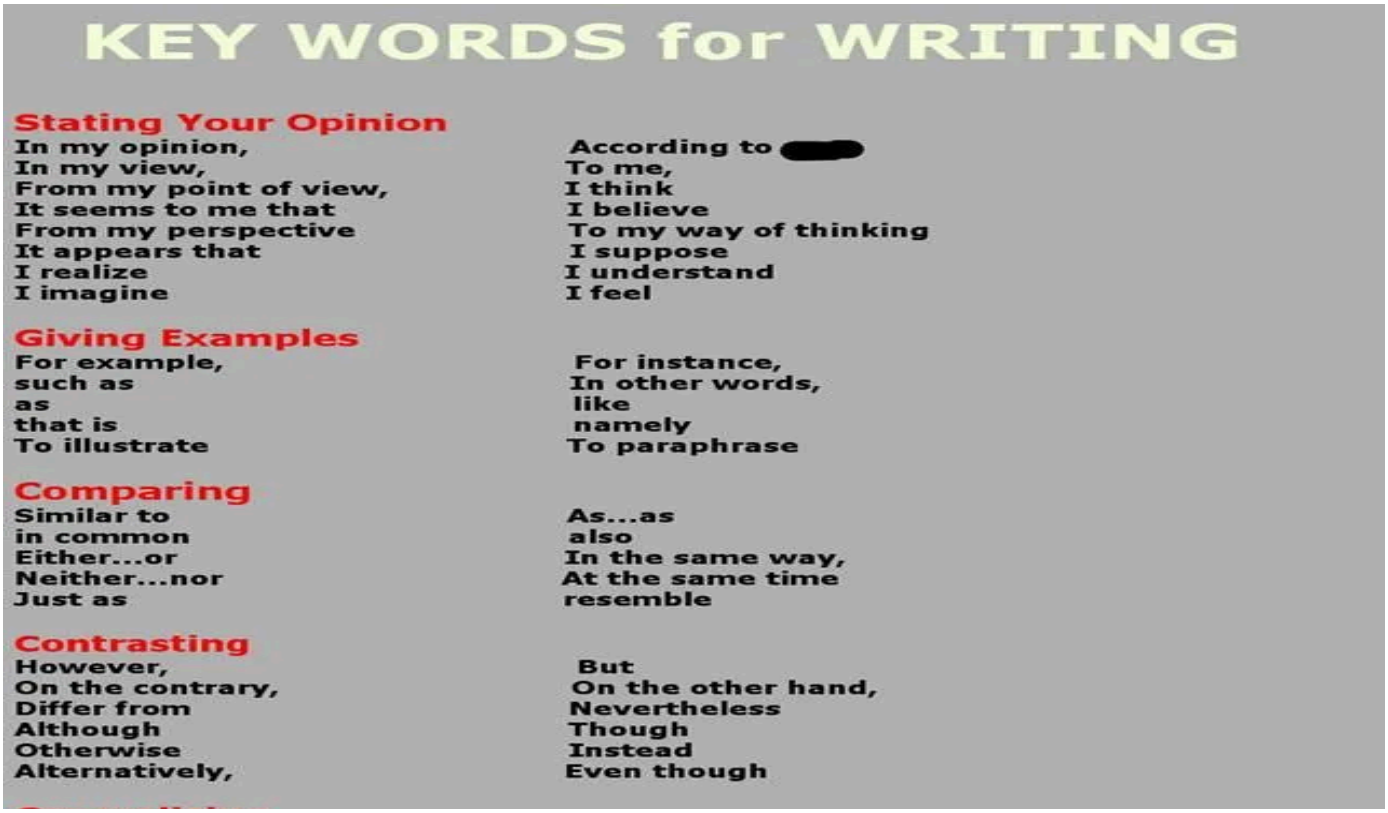
Discourse markers help you organize information, establish logical relationships, and make complex explanations easier to follow.

Date: / Consultant: Oct 23th Jared

Lesson number/week: Lesson 18/ Week 6

Topic:Clarify complex situations for outstanders

Aim: Client is able to offer an explanation to a third party



Explain It to an Outsider

Imagine that someone outside your department needs to understand a complicated situation. Explain each scenario clearly, avoiding unnecessary technical jargon.

For each situation, organize your explanation using at least three discourse markers.

Scenario A: Project Delay

Your team has missed a deadline because a supplier delivered materials late. The client believes your team is responsible for the entire delay.

Scenario B: Budget Disagreement

The finance department has rejected a department's budget request because some expenses were not included in the original forecast.

Scenario C: Miscommunication Between Departments

Date: / Consultant: Oct 23th Jared

Lesson number/week: Lesson 18/ Week 6

Topic:Clarify complex situations for outstanders

Aim: Client is able to offer an explanation to a third party

The sales team promised a delivery date without confirming availability with the logistics department.
Make a promise, for make/ to make

Scenario D: Technical Problem

A software update has caused temporary problems with the company's reporting system. Some employees believe their data has been lost, but the IT team is still investigating.

Useful expressions:
- "To clarify the situation…"
- "In other words…"
- "What this means is that…"
- "The main issue is…"
- "From an outsider's perspective…"
- "To put this into context…"

Scenario A: Project Delay

Your team missed a deadline because a supplier delivered materials late. The client believes your team is entirely responsible.

Useful expressions: First of all, however, as a result, in addition, finally.

Your task: Explain what happened, clarify the responsibility, and describe how you will prevent a similar problem.

Scenario B: Budget Disagreement

The finance department rejected another department's budget request because some expenses were not included in the original forecast.

Useful expressions: The main issue is, for example, however, therefore, to resolve this.

Your task: Explain why the request was rejected and suggest a reasonable solution.

Scenario C: Miscommunication Between Departments

The sales team promised a delivery date without checking availability with the logistics department.

Date: / Consultant: Oct 23th Jared

Lesson number/week: Lesson 18/ Week 6

Topic:Clarify complex situations for outstanders

Aim: Client is able to offer an explanation to a third party

Useful expressions: Initially, unfortunately, as a result, nevertheless, going forward.

Your task: Explain how the misunderstanding happened, describe its consequences, and recommend a better process.

Scenario D: Technical Problem

A software update has caused temporary problems with the company's reporting system. Some employees believe their data has been lost, but the IT team is still investigating.

Useful expressions: Currently, however, in the meantime, consequently, finally.

Your task: Explain the problem in simple terms, clarify what is known and unknown, and reassure employees without making unsupported promises.

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

Homework:

Date: / Consultant: 23 oct 2026 David

Lesson number/week: Lesson 17, Topic 6

Topic: Give ideas or input during meetings

Aim: Client is able to express own ideas and give input during a discussion/meeting

Catch up/Homework review:

WORKSPACE:

Warming Up

- **Have you changed the way you give your opinions?**
  - **Ex: 10 years ago, I was really rude and direct, now, I prefer to be kind and give clear instructions**

Act. - Unrude

✍️**Task: rewrite these rude sentences to make them sound more polite and professional**

- **"That idea is too expensive and won't work in our stores."**
  - **I'm not sure if that idea is the best for us, it's expensive, I'm not completely sure it works correctly in our story**

- **"Your proposal creates too many problems for the store staff."**
  - **I have doubts if your proposal could be creating some problems for the store staff**

- **"Listen to my idea instead because it is much better."**
  - **Your idea sounds interesting, but I want you to listen my idea and tell me what do you think**

- **"You don't understand how customer traffic works in our branches."**
  - **I'm not completely sure if you understand how works our customer traffic in our branches**

I buy rice instead of potatoes, because potatoes are expensive

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Modals in Past

Subject + Should/Could + Have + Past Participle

In this last quarter, we could have began the preparations for Buen Fin

Act. - Advice

✍️**Task: Think: what are the most common mistakes made by store managers?, then, give advice using modals**

- **Mistake: They don’t change on time the price tag**
  - **Advice: They should have planned to open the stores two hours before the open to the clients**

- **Mistake: They don’t plan correctly the lunch time of the sellers**
  - **Advice: The managers should have planned the schedule of the lunch time for the sellers**

- **Mistake: The managers didn’t train correctly all the new employees**
  - **Advice: The managers shoul have planned the train complete of the new employees**

Price tag

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

Homework:

Date: / Consultant: Oct 23rd Jared

Lesson number/weekLesson 16/ Week 6

Topic: Give your opinion (agree/disagree)

Aim: Client is able to give opinion, agree and disagree with what had been said

Catch up/Homework review:

Workspace:

Take a Position

Read each statement and decide whether you agree, disagree, or partly agree. Explain your opinion using a business example.

- A regional sales manager should prioritize existing customers over acquiring new ones.
- Sales commissions are the best way to motivate a sales team.
- Employees should spend more time in the field than in the office.
- Offering discounts is an effective way to increase sales.

Date: / Consultant: Oct 23rd Jared

Lesson number/weekLesson 16/ Week 6

Topic: Give your opinion (agree/disagree)

Aim: Client is able to give opinion, agree and disagree with what had been said

- A company should replace traditional sales reports with a CRM system.
- Managers should focus on results rather than the number of hours employees work.

Agreeing: “I completely agree because…”
Partly agreeing: “I see your point, but…”
Disagreeing politely: “I understand your perspective; however…”
Supporting an opinion: “From a sales perspective…”
Offering an alternative: “I would suggest looking at it differently.”

The Regional Sales Meeting

Imagine that you are leading a regional sales meeting. Read each situation and respond to a colleague who has a different opinion.

Situation A: Sales targets

Your colleague believes the company should increase sales targets by 20% next quarter. You think the target is unrealistic because market demand is declining.

Situation B: Customer relationships

Your colleague wants to stop working with small customers and focus exclusively on large accounts. You believe smaller customers can generate long-term growth.

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

Homework:

Date: / Consultant: October 22,2026 Karelle

Lesson number/week: 15/5

Topic: reporting errores

Scenario: A Failed Promotional Campaign

Read the scenario and take notes.

Last month, Coppel launched a promotional campaign for household appliances. However, the team published incorrect discounts on its website because nobody had checked the final prices. Several customers complained, and the company had to correct the information. The campaign also generated fewer sales than expected because some popular products were out of stock.

The marketing manager admitted that the team had rushed the launch. After reviewing the situation, the team introduced a price-verification checklist and agreed to coordinate with the inventory department before future campaigns.

Task 1 — Break down the scenario

- What went wrong?
- Which information was incorrect?
- Causes
- Why did the mistakes happen?
- What had the team failed to do?
- Consequences
- How did customers react?
- How did the mistakes affect sales? Were fewer or were lower
- Improvements
- What changes did the team introduce?
- What should they do differently next time?

Task 2 — Grammar: Third Conditional

Use the third conditional to discuss alternative past outcomes and regrets.

Structure:

If + past perfect, would have + past participle.

if i had finish the evaluation i would have GONE to the supermarket

Examples based on the scenario:

If the team had checked the prices, it would have avoided the mistake.

If the marketing department had coordinated with inventory, the campaign might have generated more sales.

If the team hadn't rushed the launch, customers wouldn't have received incorrect information.

IF THE TEAM HAD NOT REVIEWED THE INFORMATION, THE CUSTOMERS WOULD HAVE CHECKED THE CORRECT PRICE

Explain that we use this structure to imagine a different past: the situation did happen, but we are discussing what could have happened differently.

Complete the sentences orally.

If the team had verified the discounts, THEY WOULDN'T HAVE MADE THE MISTAKE

If the inventory department had confirmed stock availability, THEY WOULDNT HAVE HAD ISSUES WITH THE CLIENTS

If the manager hadn't rushed the launch,THEY WOULD HAVE HAD A GOOD WWEEKEND

The company would have avoided customer complaints if THEY HAD REVIEWED ALL THE CHECK POINTS

If the team had communicated more effectively,THEY WOULDNT HAVE HAD PROBLEMS WITH THE CUSTOMERS

Regrets and Improvements

- We could have avoided, if we had reviewed the information.
- In hindsight, en retrospectiva we should havE CHECKED THE PRICES
- If we had planned better, we would have had problems
- To prevent this from happening again, we should have supervised better
- One improvement we have introduced is, WE WOULD HAVE HAD BETTER ORGANIZATION

New Scenario: Missed Business Target

Coppel planned to reduce customer waiting times by 20% in one month. However, the project achieved only a 5% reduction. Managers had not organized employee training early enough, and the team had collected incomplete data before implementing the new process.

The company has now introduced earlier training sessions and a more detailed data-review process.

Prepare bullet points covering:

Original target vs. actual result.

Two mistakes and their causes.

Two possible alternative outcomes using the third conditional.

Two improvements for future projects.

- Original target was 20% less waiting time
- they achieved was only the 5 % the achievement
- The project achieved 5% reduction because the managers had not organized the employee training

- The process was implemented incorrect, therefore they did not collect the right information
- If the managers had organized the training, the would have had better results.
- If they had implemented correct the New process, they would have had the complete data.
- The company introduced earlier training sessions
- They detailed the data review process.

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6. Final Speaking Challenge — Explain What You Would Have Changed

Imagine the regional manager asks you:

Why didn't the project achieve its target?

What should the team have done differently?

What would have happened if employees had received training earlier?

How could better data have improved the decision-making process?

What changes would you recommend for the next project?

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

Date: / Consultant: October 21,2026 Karelle

Lesson number/week: 13/14/5

Topic: starting a presentation

Bulletpoints

What project are you currently working on?

What is the main objective of the project?

How do you usually track progress?

What problems can delay a project?

How do you explain a delay to a client?

comprend

Opening the update

- I'd like to give you a quick update on…
- The purpose of this project is to…
- Overall, the project is progressing…

Explaining progress

- We have completed the initial assessment.
- We are currently working on the implementation phase.
- We have already achieved our first milestone.

Explaining problems

- We experienced a delay because…
- The project fell behind schedule after…
- We hadn't anticipated that…
- By the time we identified the issue, we had already…

Explaining next steps

- Our priority now is to…
- We expect to complete this phase by…
- To keep the project on track, we plan to…

Project NEW LISTENING EXERCISES FOR ADVANCED STUDENTS	WHAT IS THE PROJECT ABOUT? FINDING A DYNAMIC AND DEMANDING LISTENIGN FOR ADVANCED STUDENTS FOR THEM TO PRACTICE DIFFERENT ACCENTS
MAIN IDEAS PLATFORMS EXERCISE	IMPORTANT THINGS TO REMEMBER? CERTIFIED AUDIOS CORRECT SPEED

GRADES EVALUATIONS	FREE
WHAT HAVE YOU DONE? I HAVE MADE A RESEARCH FOR PLATFORMS WITHH AN EDUCATIONAL BACKGROUND	WHAT ARE YOU GOING TO DO? MAKE A SELECTION OF 50 DIFFERENT AUDIOS WITH DIFFERENT ACCENTS AND TOPICS

Project CUSTOMER ATTRACTION	WHAT IS THE PROJECT ABOUT? HOW INCREASE THE NUMBER OF CLIENTS FOR THE COMPANY.
MAIN IDEAS DEVELOPE A DIFFERENT PROCESS TO ADD CLIENTS. HAVE A DIARY CONTROL OF THE NUMBERS.	IMPORTANT THINGS TO REMEMBER? ENSURE THAT THE PROCESS WORKS CORRECT. CERTIFY THE CORRECT IMPLEMENTATION TO THE EMPLOYES.
WHAT HAVE YOU DONE? I HAVE MADE A BRAIN RAIN WITH THE REGIONAL FOR DEVELOPE THE NEW PROCESS.	WHAT ARE YOU GOING TO DO? WE GOING TO IMPLEMENTAINT THE NEW PROCESS TO OUR EMPLOYES AND WE NEED TO CERTIFY THE IMPLEMENTATION, BEFORE THAT WE NEED TO REVIEW DIARY THE RESULTS OF THE STORES.

Present your project

HI KARELY

The purpose of this project is customer attraction because we need to increase the number of CLIENTS for the company as a result of the decrease of sales. Sales decrease

We are currently working on the implementation phase of developing a different process to add clients. In addition we need to have a DIARY control of the results, however we need to ensure the process works correctly and also CERTIFY the implementation before we need to review the results of the stores. Stores results

Our priority now is to have a brain storm meeting with the regionals consequently define the new process since the implement it then review the diary store's results.

Present your project

Connectors In English

Addition	Contrast	Cause And Effect	Time
Furthermore	However	Because	After
In addition	Although	As a result	Before
Moreover	Yet	Since	During
Also	Nevertheless	Therefore	While
Besides	Despite	Consequently	Until
Similarly	Whereas	Thus	Next
Likewise	But	So	Then
	On the other hand		Finally

Sequence	Example	Emphasis
First	For instance	Indeed
second	For example	Clearly
Third	Such as	In fact
Then	Namely	Undoubtedly
Next	In particular	Without a doubt
Finally		Absolutely
Subsequently		Frankly
Afterward		



Coppel Store Operations

1. Read the scenario

You are a business consultant at Coppel. Your team is working on a project to improve customer service in ten stores.

After reviewing the results, you discovered that customers were waiting too long because there were not enough employees during peak hours. Employees were also spending too much time checking product availability.

Your team introduced new staff schedules and trained employees in six stores. After two months, waiting times had decreased by 10% in those locations.

However, two stores experienced technical problems with their inventory systems. Some managers were also reluctant to implement the new procedures.

Now, the regional director wants an update before deciding whether to expand the project to twenty more stores.

Organize the information from the scenario into these categories.

- Project objective
- Progress and achievements
- Problems

- Current status
- Next steps

Imagine you are speaking to the regional director. Use your notes to explain:

- What the project aimed to achieve.

I want to improve customer service in ten stores because we discovered that customers were waiting too long due to not enough employees during peak hours.

- What your team had completed.

Our team introduced new staff schedules and trained employees in six stores. After two months, waiting times had decreased by 10% in those locations.

- What problems occurred.

Our employees were also spending too much time checking product availability.

- What you recommend next.

I want to expand the project to 20 stores

The Man Behind Starbucks Reveals How He Changed the World

Write the bullet points about the video

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

Homework:

Date: / Consultant: October 10,2026 Karelle

Lesson number/week: 11/4

Topic: writing emails for meeting

Customer Service (Ep. 2) | Awkward Puppets

How would you make the complaint?

To: service customer

Subjet: Bad attitude

Today I had a bad experience with your client service. I was asking for the internet service and the attendant was very rude and impolite. I wish an apology and some technical worker to come to my home and fix my problem.

Sincerily Francisco.

You need to schedule a meeting with a client to discuss a financial report, but your calendars are busy.

Discuss:

1. What information should a meeting request include?
2. How can you sound professional without being too formal?
3. What would you do if the proposed time doesn't work?

Rewrite the sentences using the adverb in parentheses.

1. We need to confirm the meeting. (promptly)

   Let me know if the proposal works for you.

2. Please review the financial report. (carefully)

   I wish to ask you, if you could help me to review carefully the financial report

3. I can arrange another meeting if necessary. (easily)

   I offer you an apology because I can not be free at that hour. Could you help offer me another hour?

4. We will send the updated figures. (shortly)

We will send you updates figures shortly

5. The client responded to our request. (quickly)

Our client responded quickly to our request

Scenario: You are a business manager. A colleague sent this email to an important client to schedule a meeting. Unfortunately, the email is unprofessional and unclear.

Subject: Meeting

Hi John,

We need to meet soon to talk about the financial stuff. Are you free tomorrow? Let me know ASAP as soon as possible because we are busy and need to get this done.

If you can't, send me another time. Also, I need you to bring the reports.

Thanks,
Mark

Subject: Meeting

Hi John,

I want to know if it would be possible to talk about the financial report. Will it work for you tomorrow? Could you let me know as soon as possible because we are very busy and it is very important for us to get this done.

If you can't, could you send me another time?. Also, could you bring the reports?

Thanks,
Mark

Your Task

Rewrite the email professionally

Make sure you:

- Write a clear subject line.
- Explain the purpose of the meeting.
- Propose two dates or times.

- Use polite and professional language.
- Request confirmation.
- Explain which financial reports are needed.
- Use at least three adverbs correctly.

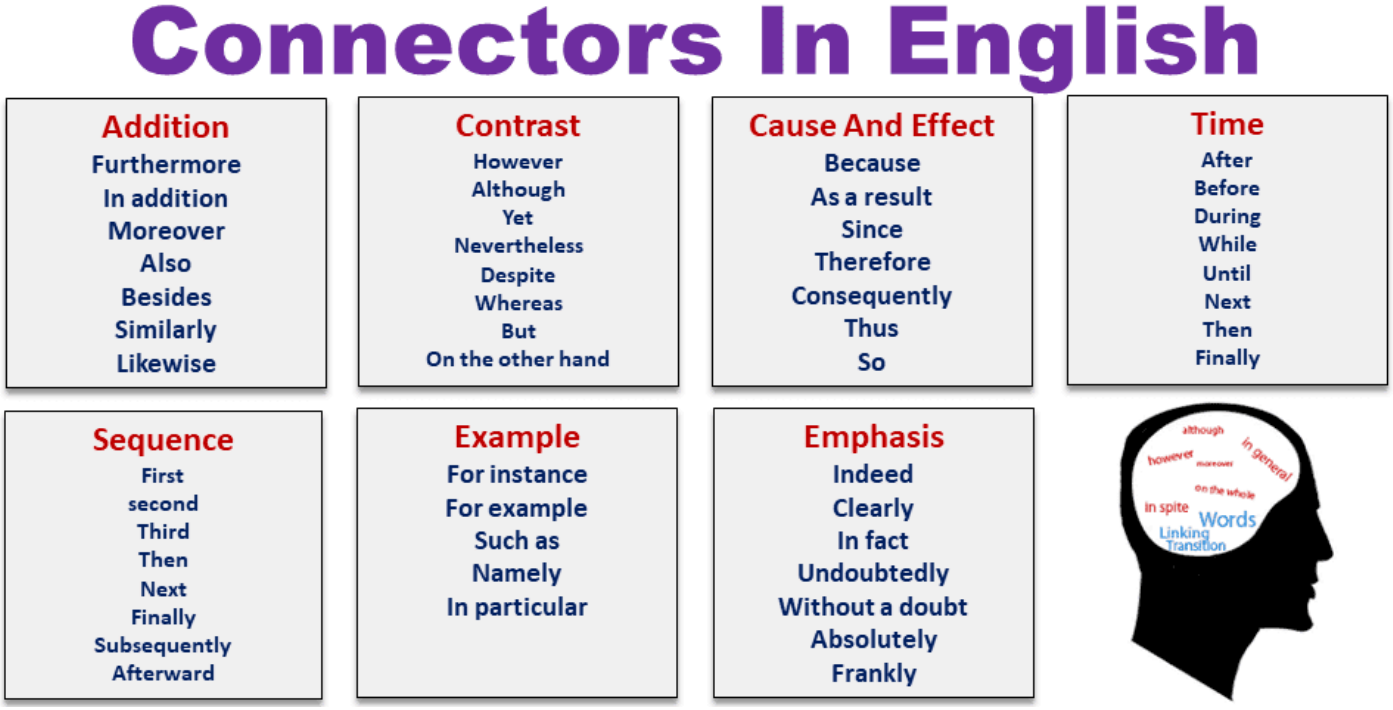
Dear Mr. Roberts,

Thank you for your email. Unfortunately, I am unavailable next Tuesday because of a prior commitment. I could meet on Thursday at 2:00 p.m., but I would appreciate receiving the financial report beforehand.

Please let me know if this works for you.

Best regards,
Mr. Thompson

Your task: Write a reply



You must:

Dear Mr. Thompson

I will be available next tuesday, however at that hour I can not. It could be possible at 3 pm, It is work to you finally you

- Accept or propose another time.
- Confirm the meeting details.
- Respond to the request for the financial report.
- Maintain a professional tone.

Your client has not responded to your meeting invitation, and you need to finalize the schedule today.

Write a brief follow-up email

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

Homework:

Date: / Consultant: October 6, 2026/Tere

Lesson number/week: 3 & 4/9 & 10 (2-hour lesson)

Topic: Emails for specific functions/Wants & needs for a business meeting

Aim:

Catch up/Homework review:

WORKSPACE:

DISCOURSE MARKERS

Discourse markers connect one piece of discourse to another that complements it.

Likewise, Even so, What's more, By and large, (in general) On the contrary, Having said that,	As it (so) happens, On the whole, Incidentally, Accordingly, Conversely, Therefore,	Nevertheless, Moreover, Besides, In addition to + something, On account of + something,

SENTENCE 1.	SENTENCE 2 = DISCOURSE MARKER, LOGICAL COMPLEMENT).
We finished preparing everything for the party.	What's more, we will be ready to cover up any problem.
We have finished preparing everything for the party. What's more, we will be ready to cover up any unexpected situation.	

EXERCISE 2. Write the second statement using an appropriate discourse marker.
1. I'm not addicted to social media at all. Even so, I look at my social media one day per week.
2. I've always been an advocate of new technology. Nevertheless, I need to improve my knowledge about the new technology.
3. It's true that technology has its downsides. According to the last scientific studies.
4. Good cell phones are quite expensive. Besides, they change fast.
5. Technology has many uses in business. Therefore, it helps to make the work easy.
6. Some people are nervous about investing money. Having said that, a lot of people do not know what to do with the/their money.
7. I bought the new AI model. On the contrary, I could buy a cheaper model.
8. I read about the dangers of too much screen time. On account of that, I need to buy a glass protector.

MEETINGS



QUESTIONS

1. How often do you have meetings at work?
2. Do you like meetings at work? Why/why not?
3. What is often discussed at your meetings?
4. What are the advantages to having meetings?

5. Who is responsible for calling meetings in your deparrtment?

TYPES OF MEETINGS

1. a job interview	2. an annual general meeting	3. a teleconference
4. an appraisal meeting	5. a team-building meeting	6. a management meeting

EXERCISE 1. Match the meetings on the left with their purposes on the right.

1. a job interview	**a. communicate with remote workers**
2. an annual general meeting C	**b. discuss an employee's performance**
3. a teleconference	**c. elect the company board of directors in a publicly-owned corporation**
4. an appraisal meeting B	**d. recruit a new employee**
5. a team-building meeting	e. solve problems, make decisions, set policy
6. a management meeting	**f. strengthen relationships between colleagues and resolve conflicts**

EXERCISE 2. In which type of meeting would you hear each of the following statements or questions?

1. "Why do you want to work for this company?"
2. "We seem to be breaking up. Is everything all right with your connection?"
3. "What can I do to improve my performance rating?"
4. "I think we really need to start cutting costs."
5. "So, let's review last year's financial results."

PROBLEMS IN MEETINGS

EXERCISE 3. Study the meeting problems and match the words in brackets to the definitions.

	DEFINITIONS
1. Things are (behind schedule). E	a. controlling
2. A few participants are (dominating) the meeting. A	b. discussing issues that are not relevant
3. Meetings are often used to (deal with) immediate problems. F	c. do or complete something that was planned or discussed
4. (Key) people don't attend. D	d. important
5. People don't (follow through on) action plans, tasks and decisions after the meeting ends. C	e. taking longer than planned
6. The participants are (getting side-tracked).	f. try to solve

THE AGENDA OF A MEETING

In order to keep the meeting on task and within the set amount of time, it is important to have an agenda. The agenda should indicate the order of items and an estimated amount of time for each item.

In some cases, it may be useful to forward the agenda to attendees before the meeting. People will be more likely to participate in a meeting, by asking questions or offering feedback, if they know what is going to be covered.

Travel Agency Meeting Agenda

1. Welcome, Introduction: Pierre and Stella (5 minutes)
2. Minutes from previous meeting: Jane (10 minutes)
3. Japan Tours: Pierre (15 minutes)
4. N.A. Tours: Pierre (15 minutes)
5. Korean Tours: Pierre (15 minutes)
6. Australian Tours: Pierre (if time allows 10 minutes)
7. Feedback from last year: Everyone (15 minutes)
8. Vote on staff picnic: Everyone (15 minutes)
9. Questions/Closing remarks/Reminders: Everyone (5 minutes)

HOMEWORK - Write an email to your staff calling in a meeting and include the agenda.

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

Date: / Consultant: OCT 5 MARISOL (2 hour lesson)

Lesson number/week: Lesson 7&8 Week 3

Topic: WRITING EMAILS / Authorize or deny requests

Aim: Client is able to make formal requests via email. Client is able to say yes or no in a formal way to others' requests

- Grammar:Use of can/can not , could/could not
- Vocabulary: authorising or denying
- Grammar: Modals for requests
- Vocabulary: requests, formal emails

HOMEWORK:

WORKSPACE:

MAKING REQUESTS

SPOKEN ENGLISH

1. A little bird told me you know all about...
2. About that favour you owe me,...
3. Do me/us a favour, will you? ...
4. Here's your chance to repay me for...
5. I could **do with** some help (actually). …
6. I could **use** some help with… *the planning - booking a hotel*
7. I don't suppose you know.../you have.../you could..., do/have/could you?
8. I need to **call in** a / that favour.
9. I was hoping you'd be here. ...
10. **Is… *rescheduling* ……asking too much?**
11. Just the man/woman I wanted to see! ...
12. There's something (I think) you can help me with. ...
13. This is a bit **cheeky**, I know, but…
14. This might be a good time for you to...
15. *This needs a woman's touch. / This is a woman's job. / This job needs a man. / You've got little fingers. / You're tall. / You're strong. ...*
16. You don't **mind** ...ing (...) (for me), do you?
17. Do you **mind** …(**ing**)...?

Do you **mind** …(**ing**)...? - No, I don't mind …

WRITTEN ENGLISH

→ Complete the requests with the most appropriate structure:

Could you please / Would it be possible to / Would you be able to / I would appreciate it if / I was wondering if / would you mind ..(Ing)? / WOULD it be a problem / issue …?

1. ____**Would it be possible to**_____ provide the updated sales figures by Thursday?
2. ____**Would you mind**_____ provid**ing** the updated sales figures by Thursday?
3. _____ **Would you be able to**_____ reschedule our meeting for next Monday?
4. ___**Could you please** _____ send me the latest version of the report?

5. **___I would appreciate it if_____** you clarify the reason for the increase in costs?
6. **_____I was wondering if _____** you **could** provide access to the customer database?
7. **Would you mind** - *coming* - to the meeting with me?

Enjoy **__ing___**

WOULD + verb base form
COULD + verb base form

Situation 1: Market Analysis

You are preparing a market analysis for a client. During your review, you realize that you are missing important information.

You need to request:

- the latest sales figures
- customer satisfaction results
- the company's current market share
- information about their three main competitors

The client is busy, so you should **avoid sounding demanding**.

Write the email.

Your email must:

- explain briefly **why** you are contacting them
- make the **four requests**
- explain why the information is important
- **suggest a deadline**
- maintain a **professional and diplomatic tone**

Dear Marisol

I hope you are fine and **I would like to** ask you for help.
I am preparing a market analysis for you, but I want to confirm some information that will help me be precise. Would you mind confirming the following? The last sales figures, the customer satisfaction result, the company's market share and **lastly,**, I would like to know about the three main competitors. Because I am not sure if I had the correct information and I want to give you a better perspective on the analysis.
Would it be possible to provide the update information before next Thursday?
Let me know if this is possible.

Regards

Situation 2: Consulting Project

You have a meeting with the client's management team scheduled for Wednesday morning.

Unfortunately, you need additional time to analyze new information that the client sent you yesterday. Presenting the results on Wednesday could lead to an incomplete recommendation.

Write an email requesting to **reschedule the meeting for Friday afternoon**.

You should:

- explain the situation without sounding unprepared
- request the change politely
- explain why Friday would be more effective
- offer an alternative if Friday is not possible
- maintain a confident professional tone

Your email here.

CORRECTIONS!

→ A junior consultant wrote this email. It contains problems with **tone, grammar, word choice, and request structures**.

Email

> ***Subject: Information I need***
>
> *Hi John,*
>
> *I need you to send me the sales report and the customer information today. We are already late with the project and I cannot continue without it.*
>
> *Also, give me the marketing results because I need to check some numbers. Can you send everything before 3 p.m.? If you don't have the information, ask someone else in your team to send it.*
>
> *I also want to change tomorrow's meeting because I have another meeting. Tell me if Friday works.*
>
> *Thanks.*

→ **MAKE IT BETTER. CORRECT THE EMAIL.**

Subject: Important information

Dear John,

Would you be able to send me the sales report and the customer information today? We are already late with the project and I cannot continue without it.

Also, could you give me the marketing results? Because I need to check some numbers. Could you send everything before 3 p.m.? If you don't have the information, would you ask someone else in your team to send it?

Would it be possible to change tomorrow's meeting? Because I have another one. Could you tell me if Friday works?

Thanks.

LISTENING

Listening Exercises B2 - Requesting services - English Practice Online

Homework

Date: / Consultant: Oct 2, 2026 , Andreé

Lesson number/week: Lesson 6 Week 2

Topic: Timelines

Aim: Client talks about their project timelines

Workspace: https://meet.google.com/dmn-hfqp-uby

Let's discuss:

- **What project have you been working on recently?**
- **How long have you been working on it?**
- **What has happened so far?**
- **What has been the most difficult part?**

Present Perfect Simple → result / completed actions / experiences

We have completed the report.
We have visited United States before
I have tried many foods.

Present Perfect Continuous → activity / duration / ongoing process

We have been working on the report.
We have been visiting many countries.
I have been eating so much

Useful time expressions

Present Perfect Simple

- already
- just
- so far
- yet
- recently

Present Perfect Continuous

- for two weeks
- since Monday
- all morning
- for several months
- lately

Homework