

<h1>Francisco Ochoa Rubio</h1> <p>Curriculum: <a href="#">Entrepreneurship Curriculum- 1p summary</a></p>	<ul style="list-style-type: none"> <li><a href="#">Remote document color code and components</a></li> <li><a href="#">Remote doc template</a></li> </ul>
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**Date: / Consultant: March 4th Jared off curriculum**

Lesson number/week: Lesson 17

Topic: : Updating somebody on recent events

**Aim:**

**Catch up/Homework review:**

WORKSPACE:

**How do global conflicts affect international business?**

**What information do managers need during geopolitical crises?**

Term	Meaning	Example
conflict	serious fighting between groups	The conflict affected trade routes.
ceasefire	agreement to stop fighting	They announced a ceasefire.
sanctions	economic penalties	The country imposed sanctions.
supply chain	product movement system	Supply chains were disrupted.
briefing	short update	The manager

[How Does War Affect the Global Economy? | Analyze This!](#)

How does war affect the economy? Use the expressions below to synthesize the video.

## Reported Speech for News

- The reporter **said that...**
- The markets **confirmed that...**
- Analysts **warned that...**
- Reports **indicated that...**
- The company **announced that...**

## Recent News Brief

Recent international reports stated that fighting continued in parts of Eastern Europe. Officials from NATO said that the situation remained unstable.

Meanwhile, the government of Ukraine reported that infrastructure damage had affected energy supplies in several regions. Economic analysts warned that the conflict could disrupt global grain markets.

In the Middle East, sources said that negotiations were ongoing following tensions involving Israel and Gaza Strip. Humanitarian organizations confirmed that aid deliveries had increased in recent weeks.

**1. What did NATO officials say about the situation?**

2. What problem did Ukraine report?
3. What did analysts warn about?
4. Where were negotiations ongoing?
5. What did humanitarian groups confirm?

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

**Vocabulary/Phrases:**

**Homework:**

**Executive Email (150–180 words)**

Write a neutral update to your regional team about global risks using reported speech.

**Requirements**

- ✓ 7+ reporting verbs
- ✓ formal tone
- ✓ no direct quotes
- ✓ include business impact

Date: / Consultant: February 27th, Ivan **OFF CURRICULUM** /March 3rd-  
**Karelle**

Lesson number/week: 16/6

Topic: Connecting with suppliers: small talk

Aim: -

## Catch up/Homework review:

WORKSPACE: <https://meet.google.com/taq-egsi-uvn>

### Icebreaker: The "Hidden Value" of Small Talk

Think about your current or past professional relationships. How much of your success depends on the "official" meeting versus the five minutes before it starts?

#### Discussion Questions:

- In your culture, is small talk seen as a "waste of time" or a "relationship builder"?
- When meeting a new supplier, what are the "safe" vs. "strategic" topics? (e.g., travel, weather vs. industry trends, recent company news).
- What is the ultimate goal of small talk with a supplier compared to a colleague?

### Language Focus: Addition & Contrast

To sound like a C1 speaker, you need to move beyond "and" and "but." These transitions help you bridge the gap between casual chat and professional updates.

#### Addition (Building the conversation)

*Use these to add more information or keep the momentum going.*

- **Moreover / Furthermore:** Best for adding a formal, significant point.
- **In addition to [noun/-ing]:** Great for linking two different topics.
- **On top of that:** A bit more idiomatic; useful for emphasizing a final point.
- **By the same token:** Used when you want to show that a similar point applies.

#### Contrast (Navigating differences or changes)

*Use these to manage expectations or pivot the topic.*

- **Conversely:** Used to introduce an idea that is the opposite of the previous one.
- **Be that as it may:** A sophisticated way to say "even if that is true..." before moving to your point.
- **While / Whereas:** Perfect for comparing your company's needs with the supplier's current offer.
- **Notwithstanding:** (Very formal) Used to mean "despite."

### The Transition Strategy

Small talk is only effective if you can eventually "get down to business." Use the linking words above to complete these transitions:

1. "The flight was actually quite smooth. \_\_\_\_\_, I managed to get some reading done regarding your new product line."
2. "I see your headquarters has moved to a larger facility. \_\_\_\_\_, our procurement needs have scaled up significantly this quarter."

3. "We were initially looking for a shorter lead time. \_\_\_\_\_, we recognize the quality of your materials is superior to the competition."

## The Virtual Factory Visit

**The Scenario:** You are meeting a key supplier via video call for a "check-in." They are based in a different country. You haven't spoken in three months.

### The Mission:

1. **The Opening:** Spend 3 minutes on small talk. Try to mention a recent industry event or a piece of news about their company.
2. **The Pivot:** Use a contrast linker to move from the casual chat to a specific concern (e.g., a slight delay in the last shipment).
3. **The Expansion:** Use addition linkers to discuss how you want to grow the partnership this year.

### Roleplay Prompts:

- *Supplier (Teacher):* "It's been a busy month here with the local holidays, but we are finally back to full capacity!"
- *Student:* [Respond with small talk -> Transition -> Business focus]

## Reflection & Feedback

- Which linking word felt the most natural to use?
- Did the transition from "weather/travel" to "logistics/contracts" feel forced or fluid?
- How did the use of "addition" words help you sound more persuasive?

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

**Vocabulary/Phrases:**

### Homework:

**Record a 2-minute voice message to a "long-term supplier" you haven't seen in a year. Start with small talk about their city/region and transition into an invitation for a formal lunch. Focus on using *Furthermore* and *Conversely* correctly.**

Date: / Consultant: January 16th, Ivan

Lesson number/week: OFF CURRICULUM

Topic: Advanced comparisons

Aim: -

### **Catch up/Homework review:**

WORKSPACE: <https://meet.google.com/fkv-syny-txq>

## **The Opening Move: Discussion**

Think about a time you had to negotiate—perhaps for a salary increase, a project deadline, or even a high-value purchase.

- How did you approach the conversation?
- Would you describe your style as "cooperative" or "competitive"?
- In your culture, is it common to be direct, or is a "softly-softly" approach preferred?

## **Language Focus: Advanced Comparative Structures**

To sound like a sophisticated negotiator at the B2+ level, we need to move beyond "better than" or "more expensive than." Use these structures during your speaking task:

### **A. The Double Comparative (Cause and Effect)**

- *The more* aggressive we are in the initial phase, *the less* likely they are to trust us later.
- *The higher* the stakes become, *the more* nuanced our communication needs to be.

### **B. Modifying for Precision (Nuance)**

- This strategy is *significantly more* sustainable than the first option.
- Option B is *nowhere near as* risky as Option A.
- The benefits of a long-term contract are *marginally better* in the short term, but *vastly superior* in the long run.

### **C. Progressive Comparison (Changing Situations)**

- Negotiation tactics are becoming *ever more* complex in a globalized market.
- It is getting *harder and harder* to maintain "win-win" outcomes when margins are slim.

### **D. Using "Like" vs "As" (Professional Style)**

- He acts *as if* he has all the power in this room.
- *Unlike* the first proposal, the second one focuses on mutual growth.

## **Comparing Philosophies**

Below are two common negotiation frameworks. Read the descriptions and consider which one aligns more with your professional personality, and explain why.

**Strategy A: Distributive Bargaining (The "Fixed Pie")** This is a competitive strategy where one party's gain is the other's loss. It is often aggressive, focused on immediate results, and involves keeping information close to your chest.

**Strategy B: Integrative Negotiation (The "Expanding Pie")** A collaborative approach where parties work together to find a "win-win" solution. It requires transparency, high levels of trust, and a long-term view of the relationship.

## The "Supplier Stalemate"

**The Scenario:** You are the Procurement Manager for a high-tech firm. Your long-term software supplier has suddenly increased their annual licensing fees by 25%. Your budget only allows for a 5% increase.

**Your Task:** Prepare a verbal proposal comparing three different ways to handle this situation. You must decide which is the most effective and explain why.

### Options to Compare:

1. Threatening to switch to a competitor immediately.
2. Offering a longer contract duration (5 years) in exchange for the old price.
3. Proposing a "performance-based" payment tier.

## The "Counter-Offer" Simulation

Now that you have analyzed the options, it is time to put them into practice. We will engage in a live roleplay.

**The Roleplay:** I will play the role of the Software Supplier Account Manager. You will present your chosen strategy from "The Mission."

**Your Goal:** As the conversation evolves, you must use comparisons to defend your position.

- If I push back, explain why your proposal is *substantially more* beneficial for us both than the original 25% increase.
- Compare the current market conditions to *what they used to be* to justify your 5% limit.
- Use "The Double Comparative" to warn about the consequences of a failed negotiation (e.g., "*The longer we take to agree, the more money both companies lose*").

### Reflection Questions:

- Which comparative structure felt the most natural when discussing business strategy?
- How does changing a "modifier" (e.g., from *slightly* to *considerably*) change the "power dynamic" of your sentence?

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

for - to  
wasn't exist - didn't exist

**Vocabulary/Phrases:**

Compensate  
Meritocracy

**Homework:**

**Describe a current project at work. Compare your current approach to a strategy you used in the past.**

- **Challenge: Use "as if" or "unlike" to highlight the differences in your professional evolution.**

Date: / Consultant: 14 ene 2026 Karen

Lesson number: # 14 # 15 /week: # 5

Topic: How to prepare before a negotiation

The negotiation process

Grammar: Useful phrases for negotiation

Grammar: Modals review

**Aim**

**Catch up/Homework review:**

## Article Deep Read

[Understanding Negotiation: Key Stages & Effective Strategies](#)

### 2. WH Worksheet.

- **What** does the article say negotiation *means*?
- **Why** is preparation so important before negotiation?
- **Who** benefits when both parties find a compromise?
- **Where** might negotiation occur (give examples beyond business)?
- **When** should negotiators consider walking away?
- **How** can listening strategically strengthen negotiation?

## Strategic Preparation Before a Negotiation

Read the scenario carefully:

You are about to negotiate a long-term contract with a strategic partner.  
The partner wants lower prices and faster delivery.  
You want stability, better margins, and long-term collaboration.  
Both sides depend on each other, but neither wants to show weakness.

**Your task:**

Answer the questions **orally**, using **modals** and **negotiation language**.

1. What information **should** you prepare before entering this negotiation?
  - a. *My price margin,*
  - b. *If I lower my price...*
  - c. *How much do I have to sell to recover my profit?*
  - d.
2. What risks **might** arise if you don't prepare properly?
  - a. Do a bad negotiation
  - b. Having an incorrect projection/forecast..
  - c. *They may think I'm an unprepared professional*
3. What concessions **could** you offer without harming your position?
  - a. Lower my price by X%
  - b. Make a concession about delivery time
4. What points **must** you protect at all costs?
  - a. The company's interest
  - b. Intercompany's relationships
5. What alternatives **would** you consider if the negotiation fails?
  - a. Think about having an extra meeting..
  - b. You should never close the door..

## The Negotiation Process: Managing the Discussion

Read the negotiation statements below.

For each one, **respond as if you were in the negotiation**, using **modals** and **professional negotiation phrases**.

**Statements:**

1. "Your proposal is interesting, but the price is too high."  
I understood, let me check if I Could do something about the price or maybe We Could give you something else.
2. "We need a faster delivery timeline."  
I understand, but which is your **limited delivery** timeline?

3. "We are not convinced this offer works for us."

I am sorry for that. Which part did not sound good to you?

4. I am sorry for that. Which part doesn't work for you?

5. "Your competitors are offering better conditions."

I am sorry to hear that, but if you give some information about the other competitors, I could review if the conditions are the same.

6. "We need a decision by the end of the week."

Perfect, I will give you our decision tomorrow and you could let me know if it works for you.

Example:

*We understand your concern. We might be able to adjust the timeline if we can revisit the pricing structure.*

## High-Level Negotiation Simulation

Imagine you are **leading the negotiation meeting**.

**Situation:**

- The other party wants immediate cost reductions.
- You want to protect long-term value.
- There is pressure to close the deal quickly.

**Your task:**

Speak for **3–4 minutes** and cover:

1. How you would **open the negotiation** professionally.
2. How you would **frame your priorities**.
3. How you would handle resistance using **modals**.
4. How you would move toward a **mutually beneficial agreement**.
5. How you would **close** the negotiation or postpone it strategically.

*Introduce*

*I would **start by/with** understanding what they want*

*If we don't reach into an agreement*

*Long term contract*

He is an expert **at designing** projects...

I am ok **with eating** strawberries...

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

**Vocabulary/Phrases:**

**Connectors + gerund**

**Homework:**

Write a short negotiation brief

Include:

1. A negotiation you **expect to have** in the near future.
2. What you **should** prepare in advance.
3. What you **might** concede.
4. What you **must not** compromise.
5. How you **would** handle a difficult or aggressive counterpart.

Date: **January 8th Jared** January 7th / Consultant: Karen **OFF TOPIC**

Lesson number: # 13 # 14 /wee k: # 5

Topic: What is negotiation?

**Grammar:** WH questions\How to prepare before a negotiation

**Catch up/Homework review:**

1. **What** negotiation have you participated in recently?
2. **Who** were the parties involved?
3. **Where** did the negotiation take place?
4. **When** did it happen and how long did it take?
5. **Why** was negotiation necessary in that situation?
6. **How** did you prepare beforehand?
7. **What** was the outcome, win–win or compromise?

## Article Deep Read

[Understanding Negotiation: Key Stages & Effective Strategies](#)

### 2. WH Worksheet.

- **What** does the article say negotiation *means*?
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- **Where** might negotiation occur (give examples beyond business)?
- **When** should negotiators consider walking away?
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## Mini Negotiation Role Play

Sit face-to-face and use these prompts:

- **What** are your priorities in this deal?
- **Why** is this term important to you?
- **How** much flexibility do you have on pricing/delivery?
- **Who** else needs to approve this if we reach agreement?
- **Where** are we willing to concede and where must we hold firm?
- **When** can you commit to the new terms?

## Strategic Preparation & Analysis

What information **must** you have before entering a high-stakes negotiation, and what data **might** be useful but not essential?

How far in advance **should** a regional sales manager begin preparing for a complex negotiation, and why?

Which risks **could** arise if preparation is delegated too heavily, and how **can** they be mitigated?

To what extent **can** market intelligence influence your opening position

### **Modals for Obligation & Responsibility**

- What aspects of preparation **must** remain under your direct control as a regional manager?
- What preparation tasks **can** or **should** be delegated to your sales teams?
- What preparation mistakes **should not** be repeated, even under time pressure?

### **Anticipating the Other Party**

- What assumptions **might** the other party make about your regional priorities?
- How **could** cultural or regional factors affect how the other party interprets your proposals?
- What objections **are you likely to** face, and how **should** you prepare responses to them?

### **Scenario Planning & Flexibility**

- What fallback positions **should** you prepare if your initial proposal is rejected?
- How flexible **can** you afford to be without weakening your negotiating position?

### **Reflection & Best Practice**

- Looking back at a successful negotiation, what preparation steps **made** the biggest difference?
- What preparation habits **could** significantly improve outcomes at a regional level?

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

**Was/were**

**Vocabulary/Phrases:**

**Spend  
People on my charge  
Ensure**

**Homework:**

Write a short reflection *using at least ten WH questions\ with modals* you asked during your negotiation role play, include the answers you received and what you learned from them.

**Date:** January 6th / **Consultant:** Eka

**Lesson number:** # - - / **week:** # - -

**Topic:** Conversation/ Small talk

**Aim:** Practice small talk with random questions

**Catch up/Homework review:**

**Random questions:**

1. What's the best way to start the day?
  2. What is the most annoying habit that other people have?
  3. What job would you be terrible at?
  4. What job besides your job would you be very good at?
- 
1. If you could turn any activity into an olympic sport, what would you have a good chance to win a medal for?
  2. What would be the best adventure to go on?
  3. If you had unlimited funds to build a house, what would the final result look like?
  4. What skill would you like to master?

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

When you reach certain age ✓  
When you get some age ✗

Stressed (adjective/feeling) / Stressful  
(adjective/characteristic) /Stressfully (adverb)

**Vocabulary/Phrases:**

Politicians  
Cautious  
Stressful  
Roll down the window

**Homework:**

Date: / Consultant: November 14, Yasmine **DNH**

Lesson number/week: Off topic class

Topic:Travel experiences and trip planning

Aim: Client is able to talk about travel experiences and plan a trip

### **Catch up/Homework review:**

- Do you enjoy traveling? Why or why not?
- What kind of places do you usually choose: big cities, nature, beaches, mountains, small towns?
- When you travel, do you prefer to explore or relax?

### **Past travel experiences**

- What was the last trip you took? Where did you go?
- What was the highlight of that trip?
- Did anything unexpected happen during the journey?
- Is there a place you've visited that you would love to return to? Why?
- What trip has influenced you the most?

### **Dream destinations and future travel**

- What is a destination you've always wanted to visit?
- What attracts you to that place: culture, food, history, nature, or something else?
- If you could take a one-month trip anywhere, with no budget limits, where would you go and what would you do?
- What destinations are currently on your "short list" for future travel?

## **Travel habits & personal style**

- When you travel, do you prefer planning everything in advance or being spontaneous?
- What is something you always pack, no matter where you go?
- Are you a “light packer” or do you bring too much?
- Do you usually travel alone, with friends, with family, or with a partner? How is the experience different?

## **Travel planning factors**

These are some common elements people consider when organizing a trip. Rank them from “most important” to “least important”.

- budget
- transportation
- accommodation
- activities/sightseeing
- weather/season
- safety
- food options
- distance
- travel companions
- time available

Follow-up questions:

- Which of these factors change depending on the type of trip?
- Are any of these not important to you?

## **Create a mini-itinerary**

## Scenario

You have 3–4 days to spend in a destination of your choice.

## Task

Describe:

- the destination
- why you chose it
- where you would stay
- the main activities for each day
- one “must-see” experience
- one local dish you want to try
- something you would avoid or skip

Useful expressions for planning / describing travel:

- “I’m thinking of going to...”
- “I’ve always dreamed of visiting...”
- “One thing I’d love to do there is...”
- “The itinerary would include...”
- “I’d stay in...”
- “The best part of the trip was...”

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

**Vocabulary/Phrases:**

**Homework:**

**Write a short paragraph about a place you wouldn't like to visit and why**

Date: / Consultant: Nov 13th Jared

Lesson number/week: Lesson 11/12

Topic: The creation of a beta or minimally viable product

Aim:

**Catch up/Homework review:**

**What stages do companies follow before releasing a full product?  
In your company, what are the typical risks during early development?**

*Why Start Small? The Power of the MVP*

**Many successful companies begin with a Minimum Viable Product, or MVP. An MVP contains only the essential features that demonstrate the product's value. This approach helps teams save time and resources because they test ideas before full development.**

**Startups often choose this model since it allows them to collect early user feedback and adjust quickly. As a result, they can identify weaknesses and improve the product before making major investments.**

**However, building an MVP is not only a technical challenge; it is also a financial one. Due to limited budgets, companies must prioritize core features and postpone non-essential elements. Consequently, finance teams play a crucial role in determining**

how funds are distributed across testing, design, and marketing.

An effective MVP provides measurable data that supports future funding rounds. Therefore, when analysts present results, they demonstrate how early feedback impacts long-term profitability.

**What is the main purpose of an MVP?**

**Why do startups often choose to create an MVP?**

**What is the financial challenge behind MVP creation?**

**How do budget analysts contribute to this process?**

**Which linking words of cause and effect appear in the text?**

## ***Linking Cause and Effect***

**Underline the linking words of cause and effect in these sentences.**

- 1. Because the first version was unstable, users reported many bugs.**
- 2. The app went viral; as a result, investors showed interest.**

3. **The project failed due to poor market research.**
4. **The company delayed the beta test since feedback was insufficient.**
5. **Consequently, the budget for phase two increased by 30%.**

Rewrite the sentences using different linking words.

- 1.
- 2.
- 3.
- 4.
- 5.

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

**Vocabulary/Phrases:**

**Homework:**

**Date: / Consultant: Nov 13th Jared**

**Lesson number/week:** Lesson 12/13

**Topic:** Strategic partnerships and Customer testimonials

**Aim:** Use gradable adverbs to express *different degrees of intensity* in professional communication.

Discuss the impact of strategic partnerships on business growth.

Analyze the role of customer testimonials in marketing and sales strategy.

**Catch up/Homework review:**

Which partnerships does your company rely on?

How do customer testimonials influence your clients' decisions?

**Weaker**

Slightly,  
somewhat

**Neutral**

fairly,  
rather

**Stronger**

considerably,  
highly

**Extreme**

extremely, totally,  
absolutely

**Create 3 examples using partnership strategies**

1. The partnership with the Chinese company is highly productive.
2. The relationship with my employees is absolutely necessary.
3. The relation with the government is rather

***The Power of Collaboration and Voice”***

In today's competitive market, strategic partnerships are increasingly essential for business growth. When companies combine resources, they **significantly** reduce costs and **greatly** expand their market presence.

Customer testimonials also play a remarkably important role in building trust. A positive review from a satisfied client **highly** influences potential buyers. In fact, consumers are **considerably** more **likely** to purchase a product when they read authentic feedback.

As partnerships evolve, both sides continually refine their goals and

**communication strategies. When cooperation works well, it dramatically enhances both reputation and profitability.**

**Why are strategic partnerships important for business growth?**

**What effect do customer testimonials have on potential clients?**

**What adverbs show strong intensity in the text?**

**How do partnerships influence reputation and profitability?**

**When cooperation works well, it dramatically enhances both reputation and profitability.**

- "When selling a new product, why is a beta version important for customers?"
- "What challenges do sales teams face when the product is not fully finished?"
- "Have you ever sold or presented an MVP? What was the impact?"

**Because / due to / owing to (cause)**

So / therefore / as a result / consequently / hence (effect)

Which led to / which resulted in (connected clauses)

Given that / since (complex cause structures)

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

**Vocabulary/Phrases:**

**Homework:**

**Write a one-page case summary of a strategic partnership or customer success story your company has developed.**

Date: / Consultant: 12 nov 2025 Karen **OFF CURRICULUM**

Lesson number/week:

Topic: MOVIES

**Catch up/Homework review:**

What kind of movies do you usually watch?

*Fantasy and action: star wars, science fiction*

**For me** —> *in my opinion, if you ask me, I think, from my point of view, in my perspective*

**Chivalric novel**

*It's kind of like...*

*Those events were real*

*Heavy book*

*At **this** moment*

*At **that** moment*

*Based on real events*

*Popcorn movie*

*Prey*

Do you prefer commercial films or independent ones? Why?

It doesn't create connection

How has streaming (**Netflix, Prime, etc.**) changed the way people watch movies?

I will play the movie

People who travels

## Case Study & Grammar Focus

### Case Study:

From the article "*The Rise of the Indie Film Movement*" (Philip Rossen) [philiprossen.com](http://philiprossen.com)

"**Indie** cinema, short for **independent** cinema, has its roots in the late 1950s and early 1960s. The term 'indie' **was coined** to describe films that **were not produced** by the major studios. These films **were** often made on a small budget and were not subject to the same censorship and commercial pressures as mainstream films. ... One of the most influential figures in the rise of the indie film movement **was** Quentin Tarantino. His films, such as *Reservoir Dogs* and *Pulp Fiction*, were known for their innovative storytelling, dark humor, and stylistic flair."

### PASSIVE VOICE

#### Instructions:

1. Read the case study text.
2. Identify all the auxiliary verbs (e.g., was, has, were, could, would, might) in the text and note their function (tense, modality, passive).
3. Answer the following discussion questions using auxiliary verbs as fully as possible:
  - Why was independent cinema able to emerge despite the dominance of studio systems?
  - How might the availability of cheaper equipment have influenced the indie movement?
  - What kinds of **risks would** filmmakers **have** faced if they had tried to work outside the major studios?

I think they would have faced different risks, **first** the budget...

For major studios that **could have been**

**Second: affluence of customers**

**Third: controversial topics,**

**They couldn't have known how the customers would react**

## Production & Advanced Use

**Instructions for the student:**

1. Write a short essay on the topic:

*"If independent cinema had not developed in the 1960s and 70s, how **would** the film industry look today?"*

2. In your essay, incorporate:

I think if independent cinema had not developed, today we **could** only watch the same style. No one **was** taking risk and maybe we **lost** the opportunity to Watch movies like Star wars and others like that.

Don't reinvent the wheel

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

**Vocabulary/Phrases:**

**Affordable - accesible**

**Homework:**

[philiprossen.com](http://philiprossen.com)

**Give your opinion about chapter 2**

Date: / Consultant:

Oct 30th Jared **off curriculum**

Lesson number/week: Lesson 9 and 10

Topic: Explain the financial and key metrics of your company/ Describe the early reactions the company achieved

**Aim: Use phrasal verbs confidently to discuss financial results and key metrics/ Accurately use adjectives and adverbs to describe performance and early company success.**

### **Catch up/Homework review:**

**What financial or performance metrics do you use in your company?**

*Phrasal verbs practice; use the following vocabulary; revenue, profit margin, ROI, conversion rate, sales volume, costs.*

<b>Phrasal Verb</b>	<b>Meaning</b>	<b>Example</b>
bring in	generate (money/revenue)	
cut down on	reduce (costs, spending)	
go up / go down	increase / decrease	
pick up	recover or improve	
set back	delay progress	
break even	cover costs exactly	

## **Reading**

***Our company brought in strong revenue last quarter. Although expenses went up slightly, we cut down on travel costs. Sales in the northern region picked up after the new marketing campaign. Overall, the team managed to turn around performance and reach break-even in Q2.***

- **Highlight all the phrasal verbs.**
- **Discuss what each means in this business context.**
- **Elicit other possible examples from the student’s work.**

**Financial Report Meeting** You are presenting your **quarterly report** to the regional board.

Include:

- At least **5 phrasal verbs** from today’s lesson
- **3 key metrics** (e.g. profit margin, sales growth, costs, ROI)
- **A comparison** with the previous quarter

## 2nd Hour

**What does *early traction* mean in business?**

**What are some signs that a company is gaining traction?**

**Adjectives:** strong, rapid, early, steady, consistent, significant, measurable, outstanding

**Adverbs:** rapidly, significantly, steadily, notably, surprisingly, remarkably, slightly

<u>Function</u>	<u>Adjective</u>	<u>Adverb</u>	<u>Example</u>
Describe a noun	strong	—	“We saw ”
Describe a verb	—		“Revenue grew
Emphasize results		remarkably,	“The product performed

## Real-World Simulation

**You’re presenting at a management meeting about your company’s early traction.**

3–4 key metrics (revenue, client growth, engagement rate).

At least 5 adjectives and 5 adverbs

A clear explanation of *how* and *why* the traction occurred

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

**Vocabulary/Phrases:**

**Homework:**

**Option 1 – Written task:**

**Write a short financial summary using at least 6 phrasal verbs from the lesson.**

**Prompt:**

**Date: / Consultant: Oct 28th Jared**

Lesson number/week: Lesson 8

Topic: Describe the KPIs of your team

**Aim:**

**Catch up/Homework review:**

What KPIs do you currently track for your team?  
Which KPIs do you consider the most critical for performance?

Meaning of words

sales growth · client acquisition rate · conversion rate · customer retention · quarterly revenue

**Function**

- Adding
- Sequencing
- Contrasting
- Cause/Effect
- Emphasizing
- Concluding

**Example Phrases**

- moreover, in addition, furthermore
- first of all, then, subsequently, finally
- however, on the other hand, whereas
- as a result, consequently, therefore
- in fact, indeed, notably
- to sum up, overall, in conclusion

**KPI****Definition / Purpose**

Conversion rate

 % of leads turned into actual sales

Customer retention rate

 % of existing clients who stay

Sales growth

 Increase in total sales over a period

Lead response time

 How fast sales reps contact new leads

Profit margin

 Ratio of profit to total revenue

Client acquisition cost

 Average cost of gaining one new clients

*give an overview of your regional performance this quarter.”*

Present 2–3 KPIs:

Add context:

Conclude:

**Errors/Opportunity for growth/Pronunciation/Feedback:****Vocabulary/Phrases:****Homework:****Prepare a written or slide-based KPI summary for your region including:**

- **Introduction (framing)**
- **3 main KPIs with short analysis**
- **Closing summary using transitions**

Date: / Consultant: Oct 24th Jared

Lesson number/week: 3 lesson 7

Topic: Capitalist ventures

Aim: Explain what venture capital is and how it supports business growth.

Use linking words to connect ideas logically in speech and writing.

### Catch up/Homework review:

## Money Makes Ideas Grow

What do you think of when you hear the term *capitalism*?

How do investors help small companies grow?

an economic and political system in which a country's trade and industry are controlled by private owners for profit.

Term	Definition	Example
<b>Venture Capital</b>	Money invested in new businesses with high growth potential	1. Many tech startups are funded by venture capital.
<b>Equity</b>	Ownership in a company	2. With the final payment, we own 100% of our home.
<b>Investor</b>	A person or group who provides capital	3. Investors give with the intention of earning revenue
<b>Startup</b>	A newly created company	4. When we turn a start up company into a new company
<b>Profitability</b>	Ability to make profit	5. Profitability is an opportunity to earn money.

#### Addition:

moreover, furthermore, in addition, besides

*Example:* Venture capital not only provides money; **moreover, it offers valuable expertise.**

**Contrast:**

- however, on the other hand, although, whereas  
*Example:* Venture capitalists take high risks; **however, the potential return is significant.**

**Cause & Effect:**

- because, since, therefore, as a result, consequently  
*Example:* The company lacked funding; **therefore, it sought venture capital.**

**A Case of SmartFunding**

*SmartFunding* is a Mexican logistics startup that helps small stores manage deliveries efficiently. The founders began with limited resources; **however,** their innovative software attracted local investors. **Because** the company showed strong growth potential, a venture capital firm offered to fund expansion in exchange for 25% equity. **As a result,** SmartFunding now operates in several Latin American countries. The founders are still in control of operations, **while** investors guide the company's strategic growth.

1. What does SmartFunding do?
2. Why did investors decide to fund it?
3. What did the investors receive in return?
4. How did the company benefit from the investment?
5. Which linking words can you identify in the text?

## Describe a real or hypothetical business or project that:

- follows capitalist principles (profit-driven growth),
- could attract venture capital, and
- uses linking words to explain the process.

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

**Vocabulary/Phrases:**

### **Homework:**

**Write a short paragraph describing a business idea that could be funded through venture capital. Include at least 5 linking words and 3 of the vocabulary terms from the lesson.**

**Date: / Consultant:** Oct 24th Jared 22 oct 2025 Karen DNH

**Lesson number/week:** 2 Lesson 6

**Topic:** Explain what your future (short/long) term goals are

**Aim: Grammar:** Future tenses (all)

### **Catch up/Homework review:**

#### **Future of the Regional Tech & Retail Industry**

*"Imagine you are a regional manager overseeing multiple branches of a tech and retail company in Mexico. The company is planning a 5-year strategy to adapt to emerging AI tools, e-commerce expansion, remote work, and sustainable practices. Analysts predict that by 2027, 30% of customer interactions will be fully automated, while new AI-driven data analytics will streamline decision-making. If employees don't adapt, productivity could drop significantly. By 2030, it is expected that most mid-level managerial tasks will have been transformed by AI, and regional managers will have been coordinating hybrid teams for more than five years. Unexpected*

*economic changes may force the company to rethink its expansion plan, but innovative managers who embrace change early will likely outperform competitors."*

1. Write down **3 short-term goals** (next 6–12 months) and **3 long-term goals** (next 3–5 years). Include both professional and personal.

2. For each goal, describe it **using at least two different future tenses**. Example:
  - *Short-term*: "I will finish the quarterly report by June." (*future simple*)
  - *Long-term*: "By 2028, I will have expanded my department to include three new offices." (*future perfect*)

## Case Study: Trend Analysis & Prediction

**Purpose:** Apply future tenses to analyze and predict trends.

### Instructions for the student:

1. Review this case study:

*"TikTok and AI-powered apps are shaping how people work, learn, and consume content. Experts predict AI assistants will take over 20% of administrative tasks by 2030, while short-video trends will dominate online marketing by 2026. Sustainable fashion and health-conscious eating are gaining traction globally."*

2. Answer these **oral questions using future tenses**:
  - What **will** happen if AI assistants become mainstream? (*future simple*)
  - By 2030, what **will have changed** in office workflows? (*future perfect*)

- How long **will social media trends have been influencing** marketing strategies by 2026?  
*(future perfect continuous)*
- What **are you going to do** personally to adapt to these trends? *(going to)*
- Describe a scenario for next week or next year using **future continuous**.

**Follow-up:**

- Predict possible consequences if these trends fail. Use conditional sentences combined with future tenses.

**Vocabulary to integrate while speaking:**

- Mainstream, traction, adoption, forecast, implementation, consequence, disrupt

## Goal vs Trend Integration & Oral Production

**Purpose:** Connect personal goals to global trends.

**Instructions for the student:**

1. Pick one of your professional goals from Activity 1 and one trend from Activity 2.
2. Explain how your goal is **affected by this trend**. Use at least **3 different future tenses** in your explanation. Example:

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

**Vocabulary/Phrases:**

**Homework:**

**Write a formal 250-word report summarizing:**

- **Your goals (short-term and long-term)**
- **How current trends affect your plans**
- **Predictions for the next 5 years using at least 5 different future tenses**

**Prepare a 1-minute speech for next class discussing:**

- **One trend you think will fail and why**
- **One trend you will fully embrace and how it will help your career**

Date: / Consultant: Oct 21st Jared/ Oct 20th Jared **DNH**

Lesson number/week: Lesson 5

Topic: : Describe the company's numbers from last year

**Aim: Use appropriate vocabulary and phrases to describe financial performance. Interpret and explain graphs/charts (sales, profits, costs, regional performance).**

**Catch up/Homework review:**

**How often do you report sales figures?**



Deseasonalized sales are sales data that has had its seasonal patterns, such as holiday spikes or summer lulls, removed to reveal the underlying trend

Phrasal Verb	Meaning	Example
Go up / Go down	Increase / Decrease	Our sales have been going up recently this year, but they had gone down in April 2024
Pick up	Start increasing again after a fall	Our sales had been picking up in May.
Drop off	Decline or reduce	Our sales had been dropping off in may 2024.
Level off	Stop increasing or decreasing	Our Sales has leveled off in the last two m

## Discourse Markers

Purpose	Marker	Example
Starting a presentation	<i>Let's take a look at... / As you can see from this chart...</i>	Let's take a look at this chart, As you can see we have different patterns in trends.

**Adding information**

*Moreover / In addition / What's more*

In addition we need to remember that in the last year we had a drop off in the sales.

**Contrasting**

*However / On the other hand / Whereas*

However if we see the sale we have a gap in sales budget.

**Summarizing**

*To sum up / Overall / In conclusion*

To sum up if we continue like this we will have a drop oof in revenue

**“Imagine you are presenting 2024’s performance. You are expected to describe regional sales, annual growth, and challenges.”**

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

**Vocabulary/Phrases:**

**Homework:**

**Homework:**

**Prepare a 5-minute mini-presentation (with a chart or graph from your real work) describing your department’s performance last year. Focus on using the key expressions and vocabulary.**

**Date / Consultant:** Oct 18, 2025 Bernardo

Lesson number/week: 4-2

Topic: Pitch your company

## Catch-up/Homework review:

Uncertainty  
Tie  
To get distracted  
ask/request

## Workspace:

Here's the link: <https://meet.google.com/xyf-cedi-wth>

## How is disaster management in Coppel?

*It depends, for example all reaction, all the work do you **need** fo that situation depends a lot of the situation in sales.*

*I know the regional, the divisional*

*In the company we don't have a rule or a book, that tell us how you **need** to act about a specific situation, but we have some standard:*

*1- Client is the most important, and you **need** to fix all*

*2- If a problem scale in different areas, for example, social areas. You **need** to join the area who is involved in social media. We **need** to build a strategy for try to contain the social problem in the net.*

*3- Think how you are going to act with the government*

*A news*

*Water , get something wet*

*Curtains*

*Weld*

*That kind of issues*

*Those kind of issues*

## Conditionals (2nd) - hypothetical

*Zero - If a store gets burn, you activate the **red button***

*2nd **past + would***

*If we **created** a risk management plan, we **would be** prepared*

*Would eat*

*Would work*

*Would visit*

*If a store got burned and the alarm didn't sound, we would activate the red button*

*If car couldn't stop, you would hit the breaks*

## Errors/Opportunity for

## growth/Pronunciation/Feedback:

We will not use **need**

## Vocabulary/Phrases:

[Merriam-Webster](#)

### **Homework:**

Send me an audio explaining other situations were you explain the conditions and the results for other risk management situations

Date: / Consultant: Oct 17th Jared

Lesson number/week: Lesson 3

Topic: Explain how your service works from the client's pov

Aim:

### **Catch up/Homework review:**

How does your company's service work from the moment a client contacts you?

What common issues do clients face, and how do you solve the

Type	Form	Use	Example
Zero Conditional	If + present simple, + present simple	Facts, rules, or routines	1. What do you do if a client is unsatisfied with the service? 2. I try to listen to the problem and give them a solution if a client is unsatisfied.
First Conditional	If + present simple, + will + base verb	Possible future actions	1. what will you do if a client wants to change a product? 2. I will listen to the client and ask them what is the problem after that I will analyze and review when the client bought the product and offer a solution

### **Lets practice how to answer and make questions**

If you get a raise, what will you buy?

If the economy stops, what will happen?

**Practice – Zero or First Conditionals:** Finish the sentence

1. If customers don't pay on time, we will have a lot of issues with the revenue.
2. If we expand into new regions, we may make more clients and we are going to increase sales.
3. If the system fails, we will have many issues with clients.
4. If the client approves the design, we can keep the client time life.

**Explain what happens step by step when a new client requests your service.”**

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

**Vocabulary/Phrases:**

**Homework:**

**Write a short description (120–150 words) of your company's service from the client's point of view using zero and first conditionals.**

Date: / Consultant: 16 oct 2025 Karen (2 hours class) DNH

Oct 10th Jared Off topic

Lesson number/week: Lesson 1-2

Topic: Explain how you started your start-up/ Explain the different processes in your company

Explain how your service works from the client's pov

Grammar: Conditionals (0 & 1st)

**Aim: Use narrative tenses accurately to describe past events and experiences. Use sequencers and transition phrases to describe processes clearly and logically.**

**Catch up/Homework review:**

Have you ever thought about starting your own business?

What makes a successful start-up in your opinion?

**Discuss the meaning of the following words**

**launch, expand, pitch, funding, investors, prototype, market research, milestone, challenge.**

**A product Launched-** Past simple/Past continuous

**A prototype Developed-** Past Perfect/ Past perfect Continuous

**Use sequencing expressions:** Describing my company

*first, at the beginning, meanwhile, suddenly, eventually, finally*

**My Company:** Mention 3–4 key moments (idea, launch, challenge, success)

**Follow Up**

What motivated you to start your business?

What were you doing before you launched it?

What challenges had you faced before it became successful?  
How has your vision changed since the beginning?

## **Lesson 2.            What Happens First?**

What are the main processes in your company (sales, production, customer service, etc.)?

Which process is the most important for success? Why?

How do you explain a process to a new employee or partner?

<b>Stage</b>	<b>Common Expressions</b>
<b>Beginning</b>	<b>First, To begin with, Initially, At the start</b>
<b>Middle</b>	<b>Then, After that, Next, Meanwhile, In the meantime</b>
<b>End</b>	<b>Finally, In the end, At last, As a result</b>
<b>Cause/Effect</b>	<b>Therefore, Consequently, As a result, Because of this</b>

### **Explain Your Company Process**

**Task:**

**Explain one of the key processes in your company — for example, how you handle a client request, manage a project, or deliver a product/service.**

**Guidelines:**

**Use sequencers to organize the explanation.**

**Use present simple for routines.**

**Include cause/effect connectors if possible.**

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

**Vocabulary/Phrases:**

Safe-seguros

**Homework:**

**Option A: Write a short story (150–200 words) about “How I started my business” using at least four narrative tenses.**

Date: / Consultant: 16 oct 2025 Karen (2 hours class)

Lesson number/week: Lesson 1-2

Topic: DECOMPRESS

**Catch up/Homework review:**

Francisco Ochoa rubio eval oct

20 mn	Finished Curriculum	Add curriculum
	Comments on pertinence of curriculum: what was interesting? What was hard? What did not connect to your interests? What would you repeat?	<p>He would like to have more classes with phrasal verbs and review many topics... He would like to increase his vocabulary...</p> <p><b>TOPICS TO REPEAT:</b> Superlative/comparative Was vs were <b>Mixed tenses</b> Third person (simple present)</p> <p><b>He wants to add topics related to daily life:</b> -Sports -Travelling, trips -Going out (restaurants, city) -etc, etc...</p> <p>He wants to keep the current curriculum/lesson planning but adding the topics we wrote above. He would like to alternate the weeks, that is, one week focused on the business curriculum and one week off-topic, with themes related to daily life such as sports, movies, traveling, restaurants, etc. And so on.</p>

	Review of progress report	
	Grammar / language points raised in report - Exercises	
20 mn	Next curriculum proposed	
	<p>Review topics of proposed curriculum. How does it connect to your daily (work) life? Please share specific situations.</p> <p>What changes would you make?</p>	<p>Topic 1: Topic 2: Topic 3: Topic 4: Topic 5: Topic 6: Topic 7:</p>
10 mn	Additional needs analysis	
	Brainstorm personalized ways for client to practice outside of class	<p>Read it aloud USE MEMRISE</p> 

He would like to have some classes focused on specific grammar topics...  
Example: he makes many mistakes with “**was**” when he should say “**were**”. So he requested classes focused on those mistakes....

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

**Vocabulary/Phrases:**

Safe-seguros

**Homework:**



Date: / Consultant: Oct 3rd Jared / Oct 7 -Karelle

Lesson number/week: Lesson 25

Topic: Final Eval

**Aim: Check grammar accuracy in spontaneous speech.**

**Assess fluency with business vocabulary.**

**Evaluate ability to link ideas naturally in a professional setting.**

**Catch up/Homework review:**

<https://meet.google.com/sqy-grih-vrs>

## Good afternoon... It's nice to see you again...

Can you tell me how long you have been working in your company ? How has your experience been until now?

Imagine you are in a negotiation with a supplier. What would you say if the supplier wanted higher prices but you needed faster delivery?

Tell me about a time when your company faced a challenge. What was happening in the market while your team was trying to solve it?

In your role, how do you work with finance, marketing, and human resources? Can you give an example for each?

Explain one recent business strategy. How did you position your brand in the market, manage employees, or analyze financial data?

## Writing Evaluation/

In your opinion, how has the Internet changed the way managers communicate with clients? Use examples with advanced connectors.

The internet changed all communication because it give to the customers oportunity to find information of the company but sometimes that information is not correct. When the customers have many information is very difictulte know which is true or fake.  
Sometimes the thinks if something sound real, that is real, but not all de time is true.

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

**Vocabulary/Phrases:**

**Homework:**

Date: / Consultant: 30 sept 2025 Karen

29 sept 2025 Edgar

Lesson number/week: Lesson 24, week 8

Topic: Review 3

**Aim: Client will be able to review previous topics.**

### Catch up/Homework review:

#### Workspace:

Hello Francisco, how are you today?

Last class you reviewed topics 1 & 2. Any questions on them?

### **Week 3 - Negotiation Skills**

<https://www.baamboozle.com/classic/566957/1>

- GOOD COP, BAD COP
- Reach a stalemate
- MESO: multiple equivalent simultaneous offers...
- TAKE IT OR LEAVE IT
- Negotiation decoy
- Negotiation nibbling
- BATNA: Best alternative to a negotiated agreement (Plan B)
- BUILD RAPPORT
- Make a concession

### **Week 4 - Business Writing**

- Reported Speech.

**Yesterday** at the store meeting, several employees shared their thoughts:

- Anna said: "We need more staff during weekends because the store gets too crowded."

Anna said that they **needed** more staff during weekends because the store **got too crowded**

- James mentioned: "Customers **have been** asking for more eco-friendly packaging."

James mentioned that customers **had been** asking for more eco-friendly packaging.

- Giving Feedback.
- Formal and Informal Writing

## Week 5 - Corporate Social Responsibility

Why do you think companies should invest in Corporate Social Responsibility?

Fleet of cars- flotilla

Charity- benificiencia

What actions could your company take to support the local community?

How might CSR initiatives improve a company's reputation?

What role must leaders play in ensuring CSR policies are respected?

How can CSR programs attract new employees or clients?

In your opinion, how much money should companies allocate to CSR projects every year?

What CSR initiatives have you seen that other companies could apply in your industry?

## Topic 6 - Cross-Cultural Communication

Phrasal verbs for business and culture

Phrasal verb	Meaning	Example
Break down	To remove or reduce something	We need to <b>break down</b> communication barriers if we want the partnership to succeed.
Bring up	To introduce a topic in conversation	During the meeting, she <b>brought up</b> the issue of time zone differences.
Deal with	To manage or handle a situation or problem	We must learn how to <b>deal with</b> cultural misunderstandings quickly.
Get along with	To have a good relationship with someone	It's important to <b>get along with</b> colleagues from different backgrounds.
Point out	To highlight or draw attention to something	He <b>pointed out</b> that in some cultures, direct eye contact is considered rude.
Run into	To experience or encounter unexpectedly	We <b>ran into</b> problems when our product name meant something offensive in another language.

## Topic 7 - Business Interview Skills

### Interviewing

What kind of skills do interviewers usually **look for** in your candidates?

How can an interviewer make a candidate feel comfortable during the interview?

Do you think **online interviews** are better or worse than **face-to-face** interviews? Why?

What questions should an interviewer ask to understand a candidate's creativity?

**Tell me the do's and don't's when preparing for an interview.**

Do's	Dont's
<b>Interviewer:</b>  <hr/>	<b>Interviewer:</b>  <hr/>
<b>Interviewee:</b>	<b>Interviewee:</b>

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

Made an extra review to have the Eval on Friday.

WHY- PRONUNCIATION- wuai

#### Vocabulary /Phrases:

Measures-  
Medidas/Pr  
e-cauciones  
Bet-Apuesta  
Bargaining-  
Negociar/R  
egatear  
Decoy-Señu  
elo

**Homework: Review your document and prepare things you would like to see in your last review.**

Date: / Consultant:

19 sept 2025 Karen (not finished)

19 sept 2025, Edgar **OFF CURRICULUM**

Lesson number/week: Lesson 23, week 8

Topic: Review 2

**Aim: Client will be able to review previous topics.**

**Catch up/Homework review:**

**Workspace:**

Hello Francisco, how are you today?

Last class you reviewed topics 1 & 2. Any questions on them?

**Week 3 - Negotiation Skills**

<https://www.baamboozle.com/classic/566957/1>

**Week 4 - Business Writing**

- Reported Speech.
- Giving Feedback.
- Formal and Informal Writing

**Week 5 - Corporate Social Responsibility**

**Why do you think companies should invest in Corporate Social Responsibility?**

**What actions could your company take to support the local community?**

**How might CSR initiatives improve a company's reputation?**

**What role must leaders play in ensuring CSR policies are respected?**

How can CSR programs attract new employees or clients?

In your opinion, how much money should companies allocate to CSR projects every year?

What CSR initiatives have you seen that other companies could apply in your industry?

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

**Vocabulary/Phrases:**

Bribery-Soborno

**Homework:**

[Spotify – Web Player](#)

Date: / Consultant: 18 sept 2025 , Alejandro

Lesson number/week: Lesson 22, week 8

Topic: Review

Aim: Client will be able to review previous topics.

**Catch up/Homework review:**

**Workspace:**

Week 1: Professional communication – Phone calls and emails

- crates = plastic boxes
- 

Week 2: Giving a business presentation + answering questions about it

#### Topic 1 -Business communication

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>- Phone conversations and meetings</li><li>- Effective email writing and professional correspondence</li><li>- Roleplay: Business meetings and phone conversations scenarios</li></ul> | <ul style="list-style-type: none"><li>- Industry-specific vocabulary (e.g., finance, marketing, human resources)</li><li>- Key business terms and phrases</li><li>- Phrasal verbs</li></ul> |
|--|---|

#### Topic 2 - Presentations and Public Speaking

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>- Structuring and delivering business presentations</li><li>- Practice giving persuasive speeches</li><li>- Handling Q&amp;A sessions</li></ul> | <ul style="list-style-type: none"><li>- for/in/since/to</li><li>- Vocabulary for being persuasive</li><li>- Questions review</li></ul> |
|---|--|

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

**Vocabulary/Phrases:**

**Homework:**

Date: / Consultant: 5 sept 2025 Edgar **OFF CURRICULLUM**

Lesson number/week: Lesson 20: Lesson 20:

Topic: Roleplay: Interviewing a potential hire

Aim: Client is able to reflect on potential hirings

**Catch up/Homework review:**

**Send me an audio about something you have done recently that makes you feel passionate.**

**Hello Francisco, how have you been?**

What did all the people of the company  
If we saw in retrospective

**IS VS ARE**

Women are

Woman is

The reports are

The reports, **which I sent yesterday**, is(ARE) delivered.

**In all divisions I have the best results** but

The most important season is going to start...

He sometimes speaks with them

He is going to have a lot of problems... — He will have a lot of problems...

How are you going to fix it?

How will you fix it?

When I was thinking in spanish...(past continuous)

I was having a meeting when I received a call...

I got used to it.

When I talk with you – When I was talk with you...

**Warm up/Review:** <https://www.baamboozle.com/game/495776>

**Review of Present Perfect conversation practice:**

### **Recruitment**

What qualities do you think are important when recruiting someone?

How do companies usually find new employees?

Have you ever been part of a recruitment process in your company? What happened?

What kind of experience is necessary to be a part of your team?

How can interviews help in choosing the right person for the right position?

### **Interviewing**

What kind of skills do interviewers usually look for in your candidates?

How can an interviewer make a candidate feel comfortable during the interview?

Do you think online interviews are better or worse than face-to-face interviews? Why?

What questions should an interviewer ask to understand a candidate's creativity?

Tell me the do's and dont's when preparing for an interview.

Do's	Dont's
Interviewer:  <hr/>	Interviewer:  <hr/>
Interviewee:	Interviewee:

Possible Questions that you would ask:

- 1
- 2
- 3
- 4
- 5

Role play time!

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

Was/Were

Future tense-I'm going to and will.

**Vocabulary/Phrases:**

Initiative-Iniciativa  
Unheard-Inaudito  
Swamp-Pantano  
Dig-Excavar  
Basement-Sotano

**Homework:**

Date: / Consultant: 3 sept 2025 Karen OFF TOPIC

Aug 29th Jared OFF CURRICULUM/

Aug 27th Edgar OFF CURRICULLUM

Lesson number/week: Lesson 20: Lesson 20:

Topic: Roleplay: Interviewing a potential hire

Aim: Client is able to reflect on potential hirings

**Catch up/Homework review:**

**Hello Francisco, how have you been?**

What did all the people of the company  
If we saw in retrospective

**IS VS ARE**

Women are

Woman is

The reports are

The reports, **which I sent yesterday**, is(ARE) delivered.

**In all divisions I have the best results** but

The most important season is going to start...

He sometimes speaks with them

He is going to have a lot of problems... — He will have a lot of problems...

How are you going to fix it?

How will you fix it?

When I was thinking in spanish...(past continuous)

**I was having a meeting** when I received a call...

I got used to it.

When I talk with you – When I was talk with you...

Warm up/Review: <https://www.baamboozle.com/game/495776>

**Review of Present Perfect conversation practice:**

**Recruitment**

What qualities do you think are important when recruiting someone?

How do companies usually find new employees?

Have you ever been part of a recruitment process in your company? What happened?

What kind of experience is necessary to be a part of your team?

How can interviews help in choosing the right person for the right position?

**Interviewing**

What kind of skills do interviewers usually look for in your candidates?

How can an interviewer make a candidate feel comfortable during the interview?

Do you think online interviews are better or worse than face-to-face interviews? Why?

What questions should an interviewer ask to understand a candidate's creativity?

**Tell me the do's and dont's when preparing for an interview.**

Do's	Dont's
Interviewer:	Interviewer:

Interviewee:

Interviewee:

**Possible Questions that you would ask:**

- 1
- 2
- 3
- 4
- 5

**Role play time!**

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

Have you tried traditional Brazilian food?

Expression example: Fork found in kitchen

Is not was easy..

**Vocabulary/Phrases:**

Abroad-Extranjero  
Herbs-Hierbas  
Ahead of its time-Adelantado a tu tiempo  
Perk-Ventaja  
Wallflower-Introvertido/So litario  
Fork-Tenedor  
Entrepreneur-Emprended or  
Lay off-> recorte de personal  
Arrhythmia -Arritmia  
Counter- mostrador

**Homework: Send me an audio about something you have done recently that makes you feel passionate.**

Date: / Consultant: Aug 26th Jared

Lesson number/week: Lesson 19: Lesson 20:

Topic: Interview preparation and techniques , Roleplay: Interviewing for a new position

**Aim:**

**Catch up/Homework review:**

## Lesson 19

*“When was the last time you had a job interview ?”*

*“What makes a candidate stand out in an interview?”*

### *Vocabulary*

**Adjectives:** *adaptable, reliable, results-driven, proactive, innovative, detail-oriented.*

### *Roleplay an interview*

*You may use the phrases below*

*“In my previous role, I was responsible for...”*

*“One of my main achievements was...”*

*“I successfully managed a team of...”*

*“I would describe my management style as...”*

*“I believe I can contribute to your company by...”*

### **Important traits for the new candidate**

Proactive  
polite  
Responsible  
Engaged  
Ethical  
Values

***How would you handle a negotiation with a difficult manager?***

## Lesson 20

***How long have you worked in management?***

***What is the biggest change you have seen in your industry?***

## **Review**

***Present Perfect: How much time have you worked at Coppel?  
I've worked there for 29 years***

***Past Simple: What did you do last weekend?  
I went to the movie theater.***

***Present Continuous: What are you doing **next weekend**?  
I'm going to the movies.***

***Future will : What will you do next weekend?  
I will go to the movies.***

***going to: What are you going to do next weekend?  
I'm going to go to the movies next weekend.***

### ***Past to present experiences***

**Have you ever managed a team? I have worked as a manager.**

**How did you implement strategies as a manager? I liked to talk with the employees to know about the strategies.**

**Have you ever led a project? I have led different projects, I have worked in the development of the warehouse of Texcoco.**

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

**Vocabulary/  
Phrases:**

**Homework:**

Date: / Consultant: Aug 14th Jared

Lesson number/week: Lesson 17: Roleplays

Topic: Cross-cultural business interactions

Aim:

**Catch up/Homework review:**

BRICS

“What countries have you worked with in your role?”

“Have you ever experienced a cultural misunderstanding in business?”

**Nations/ Nationalities**

Mexico – Mexican, Japan – Japanese, Germany – German, China – Chinese, Brazil – Brazilian, the UK – British, the USA – American, South Korea – Korean, France – French.

Write a short email to a business partner from another country, using today's vocabulary and showing cultural awareness in tone and content.

Mr Oggy

I hope you are well. I would like to know what kind of issues did you have to connect to the meeting. Could you help me to understand if I could do something more to help you?.

Speaking: Describe how different some of the nationalities might work differently.

Law suit

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

**Vocabulary/ Phrases:**

**Homework:**

Date: / Consultant: Aug 14th Jared

Lesson number/week: Lesson 18:

Topic: Roleplay: Negotiation scenarios abroad

Aim:

**Catch up/Homework review:**

Hello there, How have you been?

“What is the most important factor when negotiating a deal?”

“Do you think cultural differences affect negotiation?”

**Vocabulary for Negotiations**

**Delivery Timeline with a Korean Manufacturer – They need more time; you have to decide if you can wait.**

“Let’s find a middle ground.”

“We need to reach a compromise.”

“That’s beyond our budget.”

“Can we revisit this point later?”

“I understand your position, but...”

“What if we agree on...?”

*Negotiating with a Japanese Supplier*

Last month, our regional store chain began negotiations with a Japanese electronics supplier for a new line of smart devices. From the beginning, it was clear that cultural awareness was essential. The Japanese team valued formal communication and a careful, step-by-step approach.

During the first meeting, we discussed product specifications and delivery times. The supplier mentioned that we must submit a detailed quality control plan before they could finalize the agreement. They also explained that all payment terms had to follow Japanese

banking procedures.

Our team understood that we needed to be patient and flexible. Instead of rushing the process, we scheduled several follow-up calls to address every detail. In one discussion, we suggested a shorter delivery time, but the supplier explained that this would affect product quality. They recommended that we should maintain the original schedule.

After two weeks of discussions, both sides reached a compromise: the delivery date remained the same, but the supplier agreed to include additional staff training for our team. This not only met our operational needs but also strengthened our business relationship.

What did the supplier require before finalizing the agreement?

The supplier required a detailed quality control plan.

Which payment terms had to be followed?

All payments had to follow Japanese banking procedures.

Why didn't the supplier agree to a shorter delivery time?

Because that affected the product quality

What was the final compromise?

They was maintain the original schedule.

Which obligation/necessity words were used in the text?

We must submit a detailed quality control plan and they needed to be patient and flexible.

**Describe a time you had to negotiate**

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

**Vocabulary/  
Phrases:**

**Homework:**

Date: / Consultant: 13 ago 2025 Estefanía

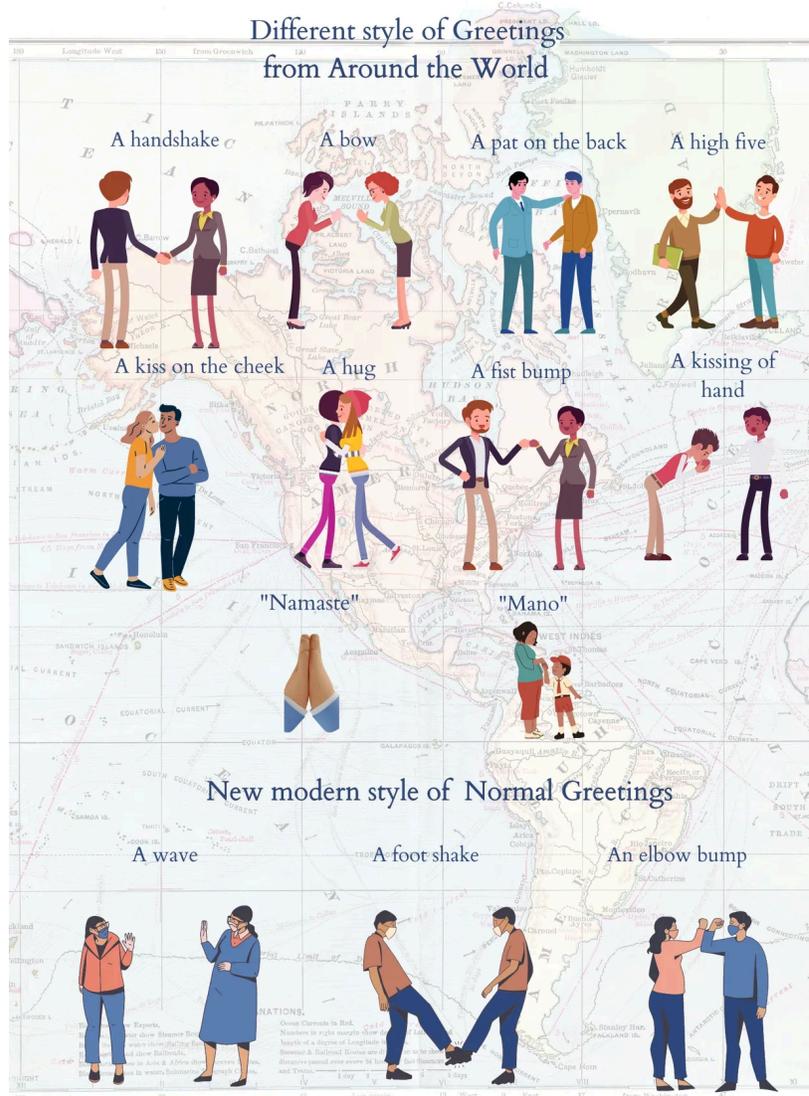
Lesson number/week:

Topic: Understanding cultural differences in business settings

**Aim: Client is able to learn about different cultures.**

**Catch up/Homework review:**

**How do you greet people at work?**



## Phrasal verbs for business and culture

Phrasal verb	Meaning	Example
Break down	To remove or reduce something	<i>We need to <b>break down</b> communication barriers if we want the partnership to succeed.</i>
Bring up	To introduce a topic in conversation	<i>During the meeting, she <b>brought up</b> the issue of time zone differences.</i>
Deal with	To manage or handle a situation or problem	<i>We must learn how to <b>deal with</b> cultural misunderstandings quickly.</i>

Get along with	To have a good relationship with someone	<i>It's important to <b>get along with</b> colleagues from different backgrounds.</i>
Point out	To highlight or draw attention to something	<i>He <b>pointed out</b> that in some cultures, direct eye contact is considered rude.</i>
Run into	To experience or encounter unexpectedly	<i>We <b>ran into</b> problems when our product name meant something offensive in another language.</i>

## Peel

## Apologize

### Let's check this cultural misunderstanding in business.

An American software company arranged a meeting with a potential Japanese partner in Tokyo.

During the meeting, the American manager **brought up** the topic of pricing very quickly, wanting to move straight to business. The Japanese manager seemed uncomfortable and remained silent for a long time. The American manager thought the silence meant disagreement and **pointed out** that their offer was already very competitive.

Later, the Japanese partner explained that in Japan, it's important to **break down** barriers by building trust first—often through small talk or sharing a meal—before discussing business matters. The silence wasn't disagreement; it was a sign of careful consideration and respect.

- Why did the Japanese manager remain silent during the meeting?
- What mistake did the American manager make?
- How could the American company work out this misunderstanding in the future?

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

### Vocabulary/Phrases:

Peel - pelar  
Apologize - disculparse

### Homework:

Write a short email to a colleague explaining a cultural difference you have noticed in an international business situation. Use phrasal verbs

Date: / Consultant: 8 ago 2025 Karen **OFF TOPIC**

Lesson number/week:

Topic: Cost cutting / layoffs

- Grammar: The past of modals

**Aim:** Client is able to communicate ideas on this business practice

### **Catch up/Homework review:**

## **Warm-up Discussion**

**Purpose:** Activate prior knowledge and set the tone for the business context.

**Questions:**

- What are some common reasons companies cut costs or lay off employees?
- Do you think layoffs are always the last resort? Why or why not?
- Can you recall a real example from history or business news where layoffs were handled well or badly?

## **Grammar Focus – Past Modals Review**

**Quick recap with examples in business context:**

- **Should have** → expectation not met
- **Could have** → possibility that existed but wasn't taken
- **Might have / May have** → possibility/uncertainty
- **Must have** → logical deduction
- **Would have** → hypothetical result

**Example (Cost Cutting context):**

- "The CEO **should have** consulted the unions before making the announcement."
- "They **could have** reduced executive bonuses instead of firing staff."
- "This decision **might have** been avoided with better forecasting."
- "The company **must have** been in serious financial trouble to take such drastic measures."
- "We **would have** saved more money if we had automated earlier."

## **Vocabulary Expansion – Business & Layoffs**

## Key Terms:

- downsizing, streamlining, redundancy, severance package, voluntary retirement, restructuring, austerity measures, outsourcing, headcount reduction, attrition, hiring freeze, furlough
- euphemisms: "rightsizing", "workforce optimization"

**Mini-task:** Give students sentences with missing words and have them choose the correct vocabulary.

## Controlled Practice – Transforming Statements

**Task:** Give short statements about cost-cutting decisions in the past; students rewrite them with a past modal.

### Examples:

1. They didn't consult the legal team before announcing layoffs.  
→ "They **should have** consulted the legal team before announcing layoffs.
2. It was possible to avoid firing the marketing team by reducing advertising costs.  
→ "They **could have** avoided firing the marketing team by reducing advertising costs.
3. The sudden decision shows they were under extreme pressure.  
→ "They **must have** been under extreme pressure to make such a sudden decision.

## Case Study Role Play – Boardroom Meeting

**Scenario:** The company just laid off 25% of staff due to falling profits. As board members, discuss what the company **should have**, **could have**, or **might have** done differently to avoid this.

### Steps:

1. Give them a **case brief** with background: declining sales, rising costs, poor forecasts.
2. Assign roles: CEO, HR Director, CFO, Union Rep, PR Manager.
3. In discussion, they must:
  - Propose alternative strategies.
  - Debate what could/should/might have been done differently.

- Predict possible long-term consequences.

## High-Level Debate – Ethics & Long-term Impact

### Debate motion:

*"Layoffs are sometimes necessary for the greater good of the company."*

Students must:

- Use **past modals** to evaluate real or hypothetical situations.
- Support arguments with business reasoning.

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

"I was **told** you" ... instead of I **was telling** you  
"I take the plane" instead of I took a plane  
That, this, those, these  
In the night, at night  
Easier

### Vocabulary/Phrases:

**Air conditioner**  
**Sheets**  
**Tricks**

### Homework:

Write to the board evaluating a past cost-cutting decision in a company (real or fictional). Include at least **5 past modal sentences**.

Date: / Consultant: august 7th -Karelle :) **DNH**

Lesson number/week:

Topic:

**Aim:**

## Catch up/Homework review:

<https://meet.google.com/rno-vvio-osh>

### WORKSPACE:

- What does “corporate social responsibility” mean to you in your job?
- Can you name an ethical practice that your company follows? How does it affect employees?
- Have you ever participated in a company project that helped the community? What was it?
- How do you think a **company’s ethical behavior** influences its CSR initiatives?
- What kind of social or environmental issues do you care about the most?

### Activity

Talk about a CSR activity your company does or did. Use both present simple and past simple.

### Activity

### Rewrite the sentences using both present simple and past simple correctly:

1. The company donates money / Last year, it sponsored a local school.
2. We organize training sessions / Last month, we held a workshop on recycling.
3. They support health initiatives / Last year, they built a new clinic.
4. Our team participates in community events / Last summer, we volunteered at a shelter.
5. The company encourages volunteering / Last year, employees helped clean a river.

### Activity

Describe a CSR project your company has done and explain how it impacts the business today. Try to use the present and past tenses in your explanation.

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

### Vocabulary/Phrases:

**Homework:****Explain the importances of CSR**

Date: / Consultant: august 6th -Karelle :)

Lesson number/week:

Topic:

Aim:

**Catch up/Homework review:**

<https://meet.google.com/tdn-ngbx-hbq>

WORKSPACE:

1. Sometimes, people arrive late to meetings.  
Do you think it's okay to say nothing, or should someone say something?
2. Imagine a colleague always scolding and yelling to their coworkers if something goes wrong? .  
What do people usually do in this case?

**Activity****Choose one and explain (spoken)**

1. A supplier offers a personal gift in exchange for a business contract.
  - What's the ethical way to respond?
2. A coworker shares confidential pricing info with a competitor.
  - How do companies usually handle this?
  -

**Activity**

Choose one of these new situations and write a short email or message (4–6 sentences) describing the situation and how you would act.

- A client asks you to change a report to make them look better.
- You hear gossip about someone being fired next week.
- You are offered a promotion but someone else worked harder.

- If that decision affects the situation in the company, maybe could be talking with the person who take it and try to understand the situation. If you have more information you could talk about that.  
TRY Understand

#### Activity

- What is one ethical dilemma you think is very difficult to solve?
- What **would** be the best solution in your opinion?

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

#### Vocabulary/Phrases:

Scold regañar

#### Homework:

Write an ethic dylemma you had at work

Date: / Consultant: August 5 -Karelle :)

Lesson number/week: 12

Topic: giving and receiving a feedback

**Aim: client is able to respond to feedback in a correct way**

#### Catch up/Homework review:

<https://meet.google.com/pfj-ajao-gnv>

WORKSPACE:

1. Do you usually receive feedback at work?
2. Do you give feedback to your team?
3. Do you like receiving feedback? Why/why not?
4. When was the last time you gave feedback? How do you do it? Give an example, comparing?

#### Activity

Transform neutral feedback into comparative feedback.

#### Example:

– “Your customer service is good.” → “Your customer service is better than last month.”

Do 4 more together using store-based context.

- . Your service customer is excelente. — Your service customer is the best in the company.
- . Your storage control is above of the aim. — your storage control has most increase in the company
- . Your revenue went down in the last three months ——. Your revenue is the worst the last quarter
- . The sales was bad last month — the last month was the most terrible store sales in the company

Compare two employees or situations and give spoken feedback using comparatives.

- Employee A: Closed 15 sales this week.
- Employee B: Closed 8 sales this week, but had better customer reviews.
- Who performed better? What would you say to each?
- . A: Reviewing the last results I saw that you are the best employee in closed sales, that is very good. I think if you increase your customer service, you could be the best.
- . B. Reviewing the last results I very glad with your customer attention if you cloud do more closed sales that be perfect.
- Store A: Opened last year, has good social media presence.
- Store B: Opened 3 years ago, less active online.
- What feedback you will be to each one ?
- . I very happy with the social media presence result that was amazing. I hope you will do the same the next months.
- .

#### Activity

You will read different pieces of feedback related to your work.  
Your task is to respond politely and professionally.

“

- You’ve been doing great with customer service, but you were late twice this week.”
- 

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

Easier

#### Vocabulary/Phrases:

#### Homework:

**Date / Consultant:** Aug 1, 2025 Karen

Lesson number/week: 1-4

Topic: Writing a formal business letter or memo

- Grammar: formal / polite language

**aim: Client is able to write an academic text**

### **Catch-up/Homework review:**

I told everyone– All of you, all of them..  
At night

### **Workspace:**

Here's the link:

#### **Sample Business Memo**

**To:** All Department Heads

**From:** Project Management Office

**Date:** August 1, 2025

**Subject:** Update on Project Timelines

Dear Colleagues,

I hope this message(it) finds you well. I am writing to inform you of recent adjustments to our project delivery timelines. **Due to unforeseen** delays with the vendor, Phase 2 will **now (NAO)** begin on **September 15** instead of the original date of **August 30**.

We understand this may affect team planning. If your **department foresees** any **difficulties** adapting to the new timeline, please contact the PMO (project management office) no later than **August 10**.

Thank you for your understanding and cooperation.

*Best regards,*

**Ana García**

Senior Project Manager

## After Reading:

- Identify 5 formal or polite **expressions** in the text (e.g., "I am writing to inform you...")

## Activity 2: Formal vs Informal Language Matching

Match the informal phrases with their formal equivalents.

Informal	Formal
I'm writing about...	I am writing to <b>inform</b> you...
You need to...	We <b>kindly ask you to...</b>
Sorry, but...	We <b>regret</b> to <b>inform</b> you that...
Let me know	<b>Please do not hesitate to contact me</b>
Thanks a lot	Thank you for your attention

## Write a Formal Memo or Letter

Write a short **formal business memo or letter**. Choose one of the following situations:

### Option A:

**Write a memo to your team** informing them of a change in project timelines, responsibilities, or procedures.

### Option B:

**Write a letter to a vendor or external partner** to:

- Confirm a meeting
- Request information
- Notify them about a delay or issue

**To:** All regional managers  
**From:** Divisional manager  
**Date:** August 1 2025  
**Subject:** Change project timeline

*Dear regionals*

*I hope you find well at this message. I am writing to inform you that we had a delay with the missing clothing project. I understand this causes you troubles with the store manager's **training plan**.*

**Unfortunately** we need to change the timeline training ending.

**Ana García**  
Senior Project Manager

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

**Use to** "to travel"---> I wasn't used to travelling  
After "work" instead of "after working"

**Vocabulary/Phrases:**

[Merriam-Webster](#)

Unforeseen- imprevisto

Foresees- Prever

**Homework:**

**Date / Consultant:** Jul 31, 2025 Bernardo

Lesson number/week: 1-4

Topic: Business reports and proposals

aim: to write business reports

## Catch-up/Homework review:

### Workspace:

Here's the link: <https://meet.google.com/boi-sjtk-jsz>

### Tell me about the latest **figures** on your most successful store

The last 3 months my division is the best gaining clients.

The revenue had increased

The best division ; the best figures

Summary of all different tasks; the figures depending on the aims (e.g. sales, expenses, achievements)

### Let's spot the differences between Reported and Direct speech

Direct speech: **Mario**: **"I am increasing** the customer attention by providing one on one coaching to the sales people"

Reported speech: **Mario told me that he was increasing** the customer attention by providing one on one coaching to the sales people"

Reporting verb: told, said, explained, described, showed /D/, pointed out, analyzed, thought, asked, presented, indicated...

Differences:

→ First person starts with the subject

→ direct: Tense: present continuous

→ Reported: someone explains what other person said, the tense past continuous

### Tell me about the most recent improvements that the least successful store manager told you using reported speech. And what is the action plan to fix it?

I asked to the general manager: what do you think about the missing clothes, then he heard the speech of the manager.

Before that Juan explained to the manager the best way to control the missing clothes.

He give him some ideas that could be **helpful** to him to resolve the trouble.

(next, after that, second, third)

Juan: "I **created** a spreadsheet to allocate the missing pieces and create and action plan"

Reported: Juan **told me that he had** created a **spreadsheet (spreadCHIIIT)** to allocate the missing pieces and create and action plan (MEET-KEEP-NEED)

Maria: "I **believe** we need to develop a new strategy for incrementing customer retention"

Reported speech: Maria told me that she **believed** /d/ we need to develop a new

*strategy for incrementing customer retention*

*The Cuautitlan Izcalli Team: We are making space for the new shipping that is coming tomorrow.  
Reported: the Cuautitlan team said they were making space for the new shipping that is coming tomorrow.*

*Bernardo: You need to focus on practicing the past tenses*

*Reported: Bernardo told me that I needed to focus on practicing the past tenses*

**Errors/Opportunity for growth/Pronunciation/Feedback:**  
**spreadsheet (spreadCHIIIT)**

**Vocabulary/Phrases:**  
[Merriam-Webster](#)

**Homework:**

Send me an audio explaining an average situation, use reported speech to explain the context from the store manager point of view and let me know what you told him.

Date: / Consultant: July 30th Jared

Lesson number/week: Lesson 9

Topic: Roleplay: Negotiation exercises and scenarios

**Catch up/Homework review:**

*Can you describe a recent situation where you had to negotiate something in English?*

*What kind of tone did you use?*

**Negotiations**

salary negotiations, purchasing a car, resolving team conflicts, deciding on a movie to watch.

**Write about a recent negotiation/Outcome**

**I want to talk about the possibility of increasing my salary. The last year I had the best results of all divisional manager and my division picked up the revenue compare to the last year.**

### Solving a Team Conflict Through Negotiation

Maria, a regional manager for a chain of retail stores, noticed tension between two store managers, Lisa and Kevin. Lisa felt that Kevin often ignored her suggestions during meetings. Kevin, on the other hand, believed that Lisa was too critical and controlling.

The conflict began to affect their teamwork, and sales targets in their region were being missed. Maria decided it was time to act before the situation worsened. Instead of choosing sides, she organized a private meeting with both managers.

In the meeting, Maria used a calm and professional tone. She started by setting clear ground rules: everyone would speak respectfully and listen without interrupting. She encouraged each person to share their perspective.

Lisa explained that she felt undervalued and excluded. Kevin admitted that he sometimes dismissed Lisa's comments, but not intentionally. He said he was under pressure and didn't realize how his tone came across.

Maria guided the conversation by summarizing each person's points and finding common ground. She said, *"It sounds like both of you want to succeed and support the team. Let's focus on how to move forward."*

Together, they agreed to:

- Give each other space to speak in meetings
- Provide feedback privately, not in front of the team
- Meet once a week to align their goals

After the meeting, communication improved. With better cooperation, the stores began meeting their sales targets again. Maria's use of negotiation, empathy, and a respectful tone helped resolve the conflict without creating more tension.

**Summarize the reading/ Conflict, agreements and outcomes.**

The conflict started because of the perception, they felt bad about how the other person treated them.  
The manager did/arranged a meeting, that helped them to understand their feelings and understand that they want the same goals.

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

**Vocabulary/Phrases:**

**Homework:**

**Date: / Consultant: July 25th Jared**

**Lesson number/week: Lesson 8**

**Topic: Wants and needs in a negotiation**

**Aim:**

**Catch up/Homework review:**

**Recall a recent negotiation**

**What did you want to achieve in that negotiation?**

**What were your essential needs?**

**Negotiating with Needs and Wants**

In business, negotiating is an essential skill for managers. When you are negotiating for your store, it's important to clearly communicate your needs and wants. But understanding the difference between these two can be the key to a successful deal.

**Needs** are things that are necessary. Without these, the business will not function properly. For example, you might need a new supplier for a particular product because your current supplier is not delivering on time. If you don't have a reliable supplier, your business could suffer. In this case, your need is non-negotiable.

**Wants**, on the other hand, are things that would be nice to have but are not absolutely essential. For instance, you might want a discount on your next order. While a discount would certainly help, your business can survive without it. Wanting a discount is something you could negotiate, but it's not as critical as securing a reliable supplier.

A good negotiator is someone who can communicate both their needs and wants clearly.

This supplier is essential for our business.

A 10% discount is something we'd like to discuss.

" The third conditional is also useful in negotiations when reflecting on past decisions or mistakes. If a negotiator had acted differently, they could have achieved a better result. For example:

If we had agreed on a longer contract last year, we would have avoided some of the supply issues.

Understanding both your needs and wants, and using the correct grammar to express them, can make you a more persuasive and effective negotiator.

What is the difference between a "need" and a "want" in business negotiations?  
What are some examples of "needs" and "wants" in a store management context?

**Production;** The store manager needs a better deal on products (want) and also needs a more reliable delivery schedule (need).

**Wants**

We want a better deal because that would give us the possibility to have more gains or revenue. Another possibility is because another competitor could sell the same product for less price.

**Needs**

because they have a compromise with the final client. Another option is because the process of the final product depends of the supplier of the product.

Explain how to define of the managers needs and wants

--

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

**Vocabulary/Phrases:**

**Homework:**

Write a short reflection on a past negotiation.

What did you need?

What did you want?

If you had done something differently, what might have happened?

Date: / Consultant: July 24th, Ivan

Lesson number/week: 7 / 3

Topic: Language for negotiations

Aim:

**Catch up/Homework review:**

WORKSPACE: <https://meet.google.com/vhz-hxth-iox>

## Business Vocabulary and Collocations

<p><b>Implement</b> Think: What is implemented? A process / strategies / A philosophy / A policy / Rules</p>	<p><b>Strategize</b> Think: Who strategizes? What do they strategize? Operations/ Most departments in the company Ideas/ Campaign/ Against competition</p>
<p><b>Negotiate</b> Think: What is negotiated? Who negotiates with whom? Deal / Contract / Terms / With suppliers</p>	<p><b>Disrupt</b> Think: What can be disrupted? An industry / A market / A model / An operation</p>
<p><b>Leverage</b> Think: What is leveraged? Resources / Technology / A relationship / An opportunity</p>	<p><b>Mitigate</b> Think: What is mitigated? Risk / Damage / Losses / The impact</p>
<p><b>Optimize</b> Think: What is optimized? Processes / Performance / Efficiency / Resources</p>	<p><b>Facilitate</b> Think: What is facilitated? Growth / Communication / Discussion / Process</p>
<p><b>Streamline</b> Think: What is streamlined? Operations / Processes / Workflows / Communication</p>	<p><b>Allocate</b> Think: What is allocated? To whom/what? Resources / Budget / Funds / Tasks / Personnel</p>

## Explain a Concept

- SWOT Analysis [Strengths, Weaknesses, Opportunities, Threats]
- Supply Chain Management
- Return on Investment (ROI)
- Disruptive Innovation
- Value Proposition
- Marketing Mix (4 P's) [Product, Price, Place, Promotion]
- Stakeholder Management
- Economies of Scale vs. Diseconomies of Scale
- Core Competency
- Corporate Social Responsibility (CSR)
- Change Management

[Investopedia Dictionary](#)

What is it? (Definition)

Why is it important in business? (Significance/Purpose)

How does it work/What are its components? (Process/Elements)

Can you give a real-world example?

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

The vision of the concert as a whole

**Vocabulary/Phrases:**

**Homework:**

Date: / Consultant: 22 jul 2025 Karen

21 jul 2025 Karen **DNH**

Lesson number/week: 6/2

Topic: Handling Q&A sessions

- Grammar: Mixed tenses

**Aim: Client is able to improvise answers for a presentation**

## Catch up/Homework review:

In case something happens  
People don't understand  
Spenses  
We need reach an agreement  
My responsibility is to take the best decision for the company  
We **must** think as if we **were** the owners of the company....

## WORKSPACE:

- What's your strategy when someone asks you something unexpected?
- Have you ever been asked something difficult during a meeting? What did you say?
- How do you usually react when you don't know the answer?

I try to plan what questions people may ask me..  
First, I try to understand the idea of the question.. Sometimes I repeat the questions to the person... that gives me the opportunity to think about the the best answer  
The best you can do is be honest..  
Sometimes people think if you don't know the answer you have to **make up** one...  
People think that if you don't know the answers that means you....  
THE- specific group..

## 2. Language Focus – Useful Phrases for Q&A

### Asking for time:

- That's a great question. **Let me think** for a second.
- Let me **clarify** that for you.
- Can I **get back to** you on that after the session?

### When you're unsure:

- I'm not **entirely** sure, but I **believe that...**
- I **haven't looked into that yet**, but I can **find out**.

### Using mixed tenses:

- What we **did last** quarter was... (Past Simple)
- We've **been working** on that project for months. (Present Perfect Continuous)
- We'll **be launching** it next week. (Future Continuous)

### 3. Grammar Practice – Mix the Tenses

Sentence	Tense(s) Used	Time Reference
I've been analyzing customer feedback for the past two weeks.	Present Perfect Continuous	Past → Present
We launched the new app in April.	Past Simple	Past
We're working on improvements as we speak.	Present Continuous	Now
By next quarter, we'll have finalized the new layout.	Future Perfect	Future, completed
We had already sent the proposal before the client's request.	Past Perfect	Past before past

### 4. Case Study Simulation – You Just Finished a Presentation

#### Scenario:

You gave a presentation to regional teams about **a new client onboarding strategy**. Now the Q&A session begins. Below are **10 questions** from the “audience.”

#### Questions:

1. How long have you been working on this project?

2. What results did you get in the pilot phase?

→ That's a very good question.... When we finish it... We will share the informa...

3. Are you planning to roll this out across all regions?

4. Why wasn't the team consulted earlier?

5. What feedback have you received so far?

→ We have a lot of feedback about how customers want to be onboard...

6. When exactly will implementation begin?

7. What would you do if this plan fails?

→ If the Plan fails we would need to come up with another idea that will help us to understand what the customer wants...

8. How did you come up with this strategy?

9. What will the training process look like?

10. Who had the final say in the decision?

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

Visited → ID  
Started  
Cooked → D

**Pronunciation of ED**

/ɪd/	/t/	/d/
T wanted D needed	P helped K looked F sniffed GH laughed SH washed CH watched SS kissed C danced X fixed	L called N cleaned R offered G damaged V loved S used Z amazed B rubbed M claimed

**\* Voiced Sound**  
= uses the vocal cords and they produce a vibration or humming sound in the throat.  
(Touch your throat to feel it)

**VOICELESS**      **VOICED \***

Words that end in a vowel sound use the /d/ pronunciation for ED.  
e.g. -- followed -- enjoyed -- played -- tried -- continued

www.grammar.cl      www.woodwardenglish.com      www.vocabulary.cl

**Vocabulary/Phrases:**

Store-almacenar  
Achieve- lograr  
Sassy- descarado  
Shameless- sinvergüenza

**Homework:**

Date: / Consultant: 23 jul 2025 Karen

July 18th, Ivan OFF TOPIC

Lesson number/week: 5/2

Topic: Practice giving **persuasive** speeches

Aim:

## Catch up/Homework review:

### WORKSPACE:

I am not sure why people want to  
Everybody wants that...  
I listen to...  
Youth..  
Wants to watch...  
Evolve...  
No pain no gain...

## FORMAL SPEECH

### Key Characteristics:

- **Vocabulary:** *Polite and sophisticated. Technical/Academic. Avoid slang?*  
*Audience..connect, create engagement*
- **Grammar:** *proper, full tenses..*
- **Tone:** *Respectful, distant, professional, impersonal, focuses on facts and not emotion.*
- **Pronunciation/Intonation:** *Articulation*
- **Avoids:** *avoid being robotic... flat*

### Rewrite the following informal sentences and make them formal:

1. I can't make it to the meeting today, I'm really **swamped**
2. Could you just quickly give me **the lowdown** on that project?
3. We need to **get rid of** some old stuff in the office.

Sorry I will not make it to the meeting today, because I have a lot of work to do. **"Overwhelmed"**  
Could it be possible to **give** me the **lowdown** faster on that project?  
—>providing... **brief summary**  
Can you help me to remove old stuff **from** the office?

[\(38\) Cómo parecer inteligente en tu charla TEDx | Will Stephen | TEDxNewYork - YouTube](#)

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

### Vocabulary/Phrases:

Listen- Escucha..  
Hear- oye..

### Homework:

Date: / Consultant: July 17th, Ivan

Lesson number/week: 4/2

Topic: Structuring and delivering business presentations

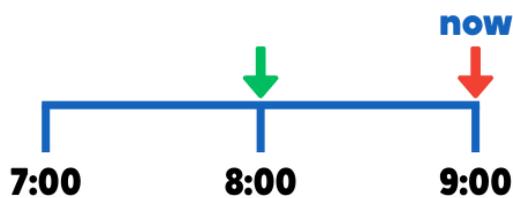
Aim:

**Catch up/Homework review:**

WORKSPACE: <https://meet.google.com/bnf-khiv-azq>

# FOR vs. SINCE

**FOR + period of time**

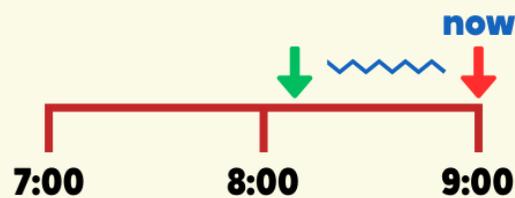


- + **period of time**
- + **number + time word**

- **for** 10 minutes
- **for** a long time
- **for** 3 months
- **for** an hour
- **for** a week
- **for** ages
- **for** centuries
- **for** a decade
- **for** many years



**SINCE + starting point**



- + **starting point**
- + **a time or a date**

- **since** 2010
- **since** 8 a.m.
- **since** Monday
- **since** January
- **since** yesterday
- **since** childhood
- **since** last year
- **since** high school
- **since** I was a child



FOR

SINCE

I am going to work for 3 hours  
I am going to be available for 3 hours  
I have been working in Coppel for about 20 years  
I have been married for 25 years  
I need to do exercise for three months

I like music since I was a child  
I have been working in Coppel since 1997  
I have visited since my daughter started studying in USA  
I started exercising since last monday

## "In"

- **Concept Explanation**

- **Time:**

- "in" for longer periods of time: months, seasons, years, decades, centuries.
- *Examples:*
  - **in** July, **in** winter, **in** 2025, **in** the 1990s, **in** the 21st century.
- "in" for parts of the day (except "at night"): **in** the morning, **in** the afternoon, **in** the evening.
- "in" for a future time/period: "in X minutes/hours/days" (meaning "after X time passes").
- *Examples:*
  - I'll be back **in** 20 minutes.
  - The meeting will start **in** an hour.

- **Place/Location:**

- "in" for enclosed spaces, cities, countries, large areas.
- *Examples:*
  - **in** a room, **in** a box, **in** Guadalajara, **in** Mexico, **in** the world.

## "To"

- **Concept Explanation :**

- **Movement/Direction:**

- "to" for indicating movement towards a destination or person.
- *Examples:*
  - I'm going **to** the store.
  - She walked **to** the park.
  - He gave the book **to** her.

- **Purpose/Reason (infinitive):**

- "to" + base verb (infinitive) for indicating purpose.
- *Examples:*
  - I study hard **to** pass the exam.
  - She went there **to** meet her friends.

- **Comparison/Relationship:**

- *Examples:*
  - He prefers coffee **to** tea.
  - Listen **to** me.

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

**Vocabulary/Phrases:**

**Homework:**

**Date: / Consultant:** July 16th, Edgar

**Lesson number/week:** 03/01

**Topic:** Roleplay: Business meetings and phone conversations scenarios

**Aim:** Client is able to roleplay a situation where they interact with coworkers

**Catch up/Homework review:**

**Write a professional email:**

**Situation:** You're writing to a colleague because they missed an important meeting.

- Use 8–10 full sentences
- Include: greeting, purpose, request, apology or clarification, closing
- Use at least 6 vocabulary phrases from earlier

WORKSPACE

**Hello Francisco, how have you been?**

**Write the new vocabulary here:**

**Butter someone up-Compliment someone to get what you want.**  
**In a pickle-You have a problem, you are in trouble, etc.**  
**Out of the woods-Out of danger, safe.**  
**Sounds fishy-Sounds suspicious, weird, not good. Or not correct.**  
**Road hog-Driver takes over the whole road.**  
**Use your noodle-Think! Use your brain**  
**Running behind-Being late.**



**Get through:**

[Redacted]

**During the Call:**

**Hold on/Hang on:**

[Redacted]

**Put through:**

[Redacted]

**Speak up:**

[Redacted]

**Break up:**

[Redacted]

**Get back to:**

[Redacted]

**Pass on:**

[Redacted]

**Ending the Call:**

**Hang up:**

[Redacted]

**Call off:**

[Redacted]

**Get off:**

[Redacted]

Do you usually prefer to connect via phone call or video call? Why the preference?

Listening exercise:

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

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

**Vocabulary/Phrases:**

**Homework: Try to practice at least 15 minutes of speaking with your daughter.**

**Date: / Consultant: July 15, Yasmine**

Lesson number/week: Lesson 2:

Topic: Effective email writing and professional correspondence

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

**Catch up/Homework review:**

WORKSPACE

**"Email Fails"**

**Example 1:**

"Hey! I need that report NOW. You forgot it again. Call me!"

**Example 2:**

"hi u send me that file or what? i dont see it."

- What is wrong with each email?
- How could you write it better?

## Vocabulary

### Useful phrases for professional emails:

Purpose	Phrases
Opening	I hope this email finds you well. / I'm writing to follow up on...
Request	Could you please...? / I would appreciate it if you could...
Offering help	Let me know if you need anything else. / I'd be happy to assist.
Apologizing	Sorry for the delay. / I apologize for the inconvenience.
Closing	Best regards, / I look forward to hearing from you.

Please find attached..

### Fill in the blanks with the correct phrase

1. \_\_\_ I will send you/ I can send you \_\_\_\_\_ the files you requested.
2. I'm writing to \_\_\_confirm/\_to follow up on\_\_\_\_\_ the meeting on Thursday.
3. Please let me know \_\_\_if you need anything else\_\_\_\_\_.
4. I \_apologize \_\_\_\_\_ for not replying sooner.
5. \_Sorry I apologize for the inconvenience\_\_\_\_\_, I will be on vacation next week.
6. \_\_Best regards\_\_\_\_\_, Francisco
7. I would appreciate\_\_\_\_\_ if you could send the report today.
8. I'd be happy to \_\_\_hear from you\_\_\_\_\_.
9. \_Could you send me\_\_\_\_\_ the invoice by Friday?
10. \_\_\_ I am writing to follow up on\_\_\_\_\_ the project status.

## Grammar

### Sentence structure: Simple and polite

Many business emails use clear and polite sentence structures:

- **Subject + Verb + Object**
  - *I need the report.*

- **Could you + base verb...?**
  - *Could you send me the update?*
- **I would like to + base verb**
  - *I would like to schedule a meeting.*

### **Practice: Rewrite the direct sentence to make it polite**

1. Send me the report. Could you send me the report before friday?
2. I want to know the status. I would like to know the status
3. Call me later. Could you call me later?
4. Give me the deadline. Could you give the deadline?
5. Tell me if you need help. Let me know if you need help.
6. I need this by tomorrow. I would like to have this tomorrow.
7. We must meet next week. I would like to Meet you next week
8. I'm busy. Email me instead. Sorry I Could not see you, could you send me an email instead
9. Cancel the meeting. I apologize,
10. Ask her about the results.

## **Reading**

### **Short email example**

**Subject:** Missing Report

Dear Carlos,

I hope this message finds you well. I'm writing to remind you about the sales report due this Friday. If possible, could you please send it by Thursday afternoon?

Let me know if you have any questions or need support.

Best regards,  
Francisco Ochoa

### **Comprehension Questions:**

1. What is the purpose of the email?
2. What is the tone: formal or informal?
3. What request is being made?
4. When is the report due?
5. What offer is made at the end?

## **Speaking**

## Client & Manager

Choose a role (Manager or Client)

- Situation: You need to ask for a delay on a delivery OR confirm an appointment.
- Use polite phrases and vocabulary from the lesson.

Repeat the conversation twice, switching roles.

## Writing

Write a professional email:

**Situation:** You're writing to a colleague because they missed an important meeting.

- Use 8–10 full sentences
- Include: greeting, purpose, request, apology or clarification, closing
- Use at least 6 vocabulary phrases from earlier

**Format:**

- Subject line
- Greeting
- Body (2 short paragraphs)
- Closing

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

**Vocabulary/Phrases:**

**Homework:**

Write a professional email:

**Situation:** You're writing to a colleague because they missed an important meeting.

- Use 8–10 full sentences
- Include: greeting, purpose, request, apology or clarification, closing
- Use at least 6 vocabulary phrases from earlier

Date: / Consultant: July 14th Jared

Lesson number/week: Lesson 1:

Topic: Phone conversations and meetings

Aim:

**Catch up/Homework review:**

Tell me about the last phone call or meeting you had at work.

What was it about?"

Write descriptions and responsibilities for each department

Finance	Marketing	Human Resources
Budget Revenue	Campaign Target audience	Employee engagement Recruitment

**Phone Call Simulation**

Manager: Good morning, this is Francisco from General Stores.

HR: Hi Francisco, this is Jared from HR. I wanted to confirm the interview schedule for the new store clerk.

Manager: Perfect. I'm available at 10 a.m. tomorrow.

HR: Great. I'll send the meeting invite.

**Comprehension Questions:**

1. Who are the participants in the call? The participants are Jared and Francisco
2. What is the purpose of the call? The purpose is to confirm the interview schedule.
3. What time is the interview scheduled? The interview is at 10 am.

**Opening a Meeting**

“Let’s get started.”  
 “Thanks for joining.”  
 “Here’s today’s agenda.”

**During the Meeting**

“Let’s look at the numbers...”  
 “Can I add something here?”  
 “What’s your opinion on that?”

**Closing a Meeting**

“To sum up...”  
 “We’ll follow up by email.”  
 “Thanks, everyone.”

**SIMULATION a meeting between the manager and a department heads.****Errors/Opportunity for growth/Pronunciation/Feedback:****Vocabulary/Phrases:****Homework:**

**Write a short dialogue (8–10 lines) of a phone call between you and the HR department. Use at least 3 industry-specific terms**

Date: / Consultant: 12 jul 2025 Karen

Lesson number/week: Eval

Topic:

Aim:

**Catch up/Homework review:**♦ **Question 1 – Projects**

Can you describe one of your current or past projects?  
 Include the goals, deliverables, people involved, and the challenges you faced.

♦ **Question 2 – Presentations**

Imagine you are giving a presentation at work.  
 How would you start your presentation, explain the structure, and end it?

♦ **Question 3 – Meetings**

Tell me about a time you had to participate or lead a meeting.  
How did you express your opinion or handle interruptions?

◆ **Question 4 – Sharing Information**

Think of a meeting where someone didn't understand a process or idea.  
How would you clarify it using polite, clear language and discourse markers?

◆ **Question 5 – Reporting Data**

Can you describe a report or presentation you've worked on that included charts or numbers?  
How did you explain the data? What trends or comparisons did you observe?

 **Written Question**

write **one well-structured email**.

◆ **Question 6 – Email Task**

You need to reschedule a meeting with your team. Write an email to:

- Apologize for the reschedule
- Propose a new time
- Mention what will be discussed
- Close formally

Dear Karen  
I want to offer you an apology because I can not see you tomorrow. I am going to have a meeting with the CEO and I can not postpone. I care a lot, but we need to reschedule the meeting. It is very important to me **to** see you. Could it be possible to see you next Monday at 5 pm?  
If that is possible, Could you confirm?

Francisco  
Regards

Dear Karen

I want offer you an apology because Could not see you tomorrow. I going to have a meeting with CEO and I can postpone. I care a lot, but we need to reschedule the meeting, it is very important to me, see you. Could be possible see you the next monday at 5 pm?

If that is possible, Could you confirm me?

Francisco

Regards

Have you ever **met** someone famous?

Her job

What series have you been watching recently?

2 hours long

Tyrion

The wall

What had you done before you went to sleep last night?

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

**Vocabulary/Phrases:**

In the mood for- Tener ganas de

**Homework:**

Date: / Consultant: 9 jul 2025 Karen

Lesson number/week: Eval

Topic: REVIEW 2

Aim:

## Catch up/Homework review:

### Present Perfect Tense

This month:

He has gone.

**has gone**

(present perfect)

**went**

(simple past)

Since Monday:

He hasn't walked.

**hasn't walked**

(present perfect)

**didn't walk**

(simple past)

Four days ago:

It rained.

**has rained**

(present perfect)

**rained**

(simple past)

Last Summer:

I swam.

**have swam**

(present perfect)

**swam**

(simple past)

This weekend:

We have drunk.

**have drunk**

(present perfect)

**drank**

(simple past)

When I was five:

I broke.

**have broken**

(present perfect)

**broke**

(simple past)



How long have you been there?



I haven't seen him in months.



What have you done?

## 1 WARM-UP – Personal & Professional Context

### Questions:

- How long **have** you **been working** at your company?
- What projects **have** you **completed** recently?
- What had you done before becoming a Regional Manager?
- What tasks had you been working on before your last meeting?

*I have been working **for** 28 years...*  
*I have completed the new warehouse of Texcoco...*

### 3 CONTROLLED PRACTICE – Sentence Completion

**Instructions:** Finish the sentences based on your real work.

1. I have worked *on the client service*..
  2. I have been reviewing *the results of the finance service*...
  3. Before the new employee joined, I had already...
  4. We had been waiting for...
- 

### 4 GUIDED WRITING TASKS

#### A. Quarter Summary (Present Perfect / Present Perfect Continuous)

 Write about what your department has done this quarter.

**Prompts:**

- What goals have been **achieved**?
- What have you been working on recently?
- Any new processes?

We **have been** optimizing the floor stores layout.  
I have been working on a new charge process  
I have been doing a different kind of feedback.

**Past Perfect**

## HOME SWEET HOME

I can't believe I **got** that house. I **sent** my application last week, but I didn't think I would actually get it. When I **showed** up to look at the house, there were at least fifteen other people who **had arrived** before me. Most of them **had already filled** out their applications and were already leaving. The landlord said I could still apply, so I did. I **tried** to fill out the form, but I couldn't answer half of the questions. They **wanted** me to include references, but I didn't want to list my previous landlord because I **had had** some problems with him in the past and I knew he wouldn't recommend me.

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

Homework:

Past Perfect

I **end** up listing my father as a reference. It was dumb luck that he **decide** to give me the apartment. It turns out that the landlord and my father **go** to high school together. He decided that I could have the apartment before he **look** at my credit report. I really got lucky!

Date: / Consultant: 8 jul 2025 Karen

Lesson number/week: Eval

Topic: REVIEW 1 (HE ASKED FOR TWO MORE REVIEW CLASSES)

Aim:

**Catch up/Homework review:**

Topic: PAST PERFECT (),

**PRESENT PERFECT:**

# PRESENT PERFECT TENSE

## Unspecified Time - Life Experiences

When the event happened at an unspecified time in the past. For things we have done in our lives (life experiences) but we don't say WHEN they happened.

- ✓ I've met the President. We don't say WHEN these things happened in the past.
- ✓ She's won many awards.
- ✓ We've done this before.
- ✓ He has appeared on TV.

## Unfinished Time Periods

We use the present perfect tense to talk about periods of time that have not finished such as *today, this week, this month*.  
*Today has not finished. This month has not finished.*

- ✓ I've been very busy *this week*.
- ✓ She's had five cups of coffee *today*.
- ✓ We've spent a lot of money *this month*.
- ✓ He has studied a lot *this year*.

## Finished Event Connected to Now

This is an action that happened in the past (often recent past) but has a connection to now or a result in the present.

- ✓ I've eaten too much. (I don't feel very well now)
- ✓ They've studied for the test. (They are likely to pass it now)
- ✓ He's lost his keys. (Now he can't enter his house)
- ✓ She's had some bad news. (Now she is sad)

## Completion or Achievement

This activity has (recently) been completed or done. Someone has just achieved something. Used to ask someone if something has been done or finished.

- ✓ I have finally finished my homework.
- ✓ Has he tidied his room?
- ✓ We have just won our league.
- ✓ Have you written your essay yet?

## Duration of Something - FOR

To say how long something has lasted until the present moment, we use FOR + Length of Time.

- ✓ We have known each other *for many years*.
- ✓ They have rented our house *for two months*.
- ✓ She has been in Spain *for three weeks*.
- ✓ He's worked with me *for ten years*.

## Duration of Something - SINCE

We use SINCE when we give the beginning point (in the past) of the event that continues from then until today.

- ✓ I haven't eaten anything *since breakfast*.
- ✓ We have rented this house *since 2019*.
- ✓ She has worked here *since September*.
- ✓ He hasn't been at work *since Wednesday*.

## Repetition - Habitual Actions

When an activity has been repeated many times up until now and it is likely to continue to happen. These activities could also be habitual actions in the past.

- ✓ I have called him ten times and he still hasn't answered the phone.
- ✓ She has seen the movie over a dozen times.
- ✓ We have eaten at that restaurant many times.

## The First Time ... The Second Time

We use the present perfect tense when we start with: This is the X time ... That is the X time ... It is the X time ... (X time = first time, second time, third time, etc.)

- ✓ This is the first time I have done it.
- ✓ That is the third time he has shouted at us.
- ✓ It's the first time it has rained on this trip.
- ✓ It's the second time we have been here.

[www.grammar.cl](http://www.grammar.cl)

[www.woodwardenglish.com](http://www.woodwardenglish.com)

[www.vocabulary.cl](http://www.vocabulary.cl)

## PAST PERFECT

-----X(act 1)-----X(act2)-----Present-----Future-----

→ I had already finished the presentation when the stakeholders arrived at the meeting..

> I finished the presentation before the stakeholders arrived at the meeting.. (x)

→ I have studied English for 2 months... (PRESENT PERFECT)

→ I **have travelled** to Japan 3 times... (experience)

→ I **have finished** the report...

→ I **started** to study English 2 months ago... (simple past)

→ I **have always wanted** to work as a stockbroker

→ I **have never travelled** to Japan...

I **haven't watched** the movie...

I **didn't watch** it in the cinema...

I think the problem is I **have been translating** my thoughts from Spanish to English...

In recent years, more people **have decided** to change their careers later in life. **While** some **have been working** in the same industry for over a decade, others **have realized** that they were no longer satisfied with their jobs.

For example, Maria, a 45-year-old teacher, **had spent** almost 20 years in education before **she finally decided to open a bakery**. She said she **had always dreamed** of having her own business, but until recently, she **hadn't had** the courage to make the change. Over the last two years, she **has taken** several cooking classes and **has been learning** about marketing and finance to prepare for her new career.

Many people like Maria **have felt** that after years in the same role, they need a new challenge. Some **have been thinking** about this decision for a long time. In fact, a recent survey shows that 60% of workers **have considered** switching careers since the pandemic.

Changing careers is not easy. By the time people make the decision, they **have usually experienced** stress, doubt, and fear. But those who **have made** the transition often say it was worth it.

When I was young I had played basketball before I decided finished the bachelor.

→ When I was young, I had played basketball for many years before I decided to finish my bachelor's degree.

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

**Vocabulary/Phrases:**

**Homework:**

Date: / Consultant: 4 jul 2025 Karen

Lesson number/week: Review

Topic:

Aim:

**Catch up/Homework review:**

♦ **Vocabulary: Phrasal Verbs for Reporting Data**

<b>Verb</b>	<b>Example</b>
<b>Go up</b>	<b>Sales went up by 10% last month.</b>
<b>Level off</b>	<b>The growth leveled off in Q2.</b>
<b>Drop off</b>	<b>Customer satisfaction dropped off sharply.</b>
<b>Pick up</b>	<b>Revenue picked up after the campaign.</b>

**Point out** The report pointed out several weaknesses.

**Break down** Let's break down the expenses by department.

**Lay out** This graph lays out the timeline clearly.

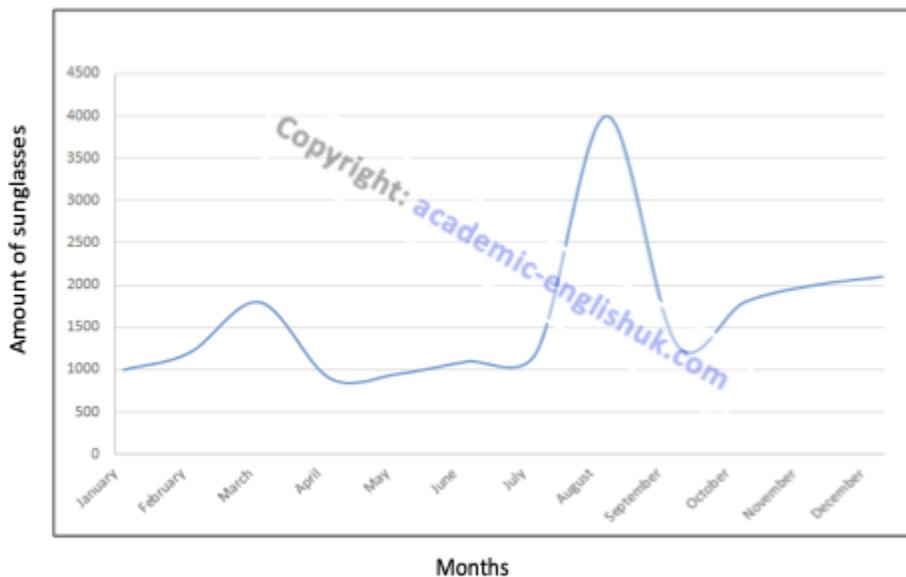
### ◆ 5. ACTIVITY 3 – WRITING A REPORT

**Task:**

**Write a short business report describing either:**

- A recent project and the result
- A performance summary for the team
- A market analysis based on data

**Title: Ray Ban Sunglasses Company**



—> Talking about the **sunglasses** sale, we have started the year at the same level as last year. In march go Up to 17,000 units, after that we shouted Up until july, then we picked Up in august, it was the best month, by the mid september we broke Down again and the next months we went Up constantly. We think the sales will be increasing the next year.

STAR

START

**Plateau- steady**

→Sales reached a plateau in the second quarter.

**LIKE VS AS**

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

**Vocabulary/Phrases:**

**Homework:**

Date: / Consultant: June 3rd Jared

Lesson number/week: Review

Topic:

Aim:

**Catch up/Homework review:**

### **Warm-up**

- How long have you been working on your current project?
- What have you achieved this month?
- What were you doing last week at this time?
- What will your team be doing next month?

---

### ♦ **Grammar Review**

**Tense**

**Use**

**Example**

**Present Perfect Simple**

Completed actions, unspecified time

I have worked with regional managers.

**Present Perfect Continuous**

Ongoing actions, focus on time duration

I have been working 8 hours per day

**Mini Practice:** Choose the correct tense

1. I was talking/ talked \_\_\_\_\_ (talk) to HR about the new hires all morning.
2. We have completed \_\_\_\_\_ (complete) 4 deliverables so far.
3. They have been working (work) on the staffing report since Monday.

- 
- *Future Simple / Going to / Continuous:* plans and predictions
    - *We'll hire two new managers.*
    - *We're going to review performance next week.*
    - *We'll be presenting the results tomorrow at 10am.*

***Invent a future project***

◆ **Vocabulary Focus**

- Deliverable
- Staffing
- Milestone

- Schedule

---

### ◆ Useful Phrases for Project

- Could you give me a quick update on...?
- What has been completed so far?
- How long have you been working on this?
- Is everything on track?

### ◆ Pronunciation: Intonation and Tone

- “Could you give me a quick update on staffing?” (↗ polite question)
- “We’ve already submitted the report.” (↘ falling for statements)
  
- “What have you been working on this week?”
- “Were there any issues during the process?”
- “What will your team focus on next?”

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

## **Homework:**

Date: / Consultant: July 2nd —Karelle:)

Lesson number/week: 22

Topic:

Aim:

## **Catch up/Homework review:**

WORKSPACE:

What steps do you usually follow when managing a project?

- Research about the topic
- Investigate the background
- Prepare a list of the resources
- Budget (depends)
- Meeting with the team
- Rehearsal

What problems might happen if things go wrong?

Hi everyone,

I wanted to give you a quick update on our new marketing campaign. First, we set up a kick-off meeting to define the goals. Then, we ran through the timeline and assigned roles.

After that, the design team carried out the visual drafts. We faced a delay last week, but we handled it quickly. Unless we experience another setback, we'll finish everything on time.

If the client approves the concept by Friday, we'll launch next Monday.

Finally, we'll follow up with a feedback session. Let me know if you have any questions!

—Ana

**Summarize the email using your own words and grammar points:**

- Use sequencers
- Use at least two phrasal verbs
- Include one sentence with “if” and one with “unless”\*

- .

**Reorder the sentences logically and add appropriate sequencers (e.g., First, Then, After that, Finally).**

Sentences:

- We carried out user testing.
- We followed up with the stakeholders.
- We set up a kickoff meeting.
- We ran through the budget and goals.

You have to give a short, clear summary of your current or past project. Make sure to:

- Use 3 sequencers (e.g., First, Then, After that, Finally)
- Include 2 phrasal verbs
- Include 1 conditional sentence with if/unless

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

**Vocabulary/Phrases:**

**Homework:**

**Record a voice note telling about a new project try to use a 3 phrasal verbs, sequencers, and UNLESS**

**Date: / Consultant: 1 jul 2025 Karen**

**Lesson number/week: Lesson 21**

**Topic: Reports**

- Passive voice
- Writing skills / reports

**Aim: Draft a report on your project/presentation/meeting**

## Catch up/Homework review:

### 1. Warm-up – Report Types

- Have you ever written a report in English?
- What kind of reports do you usually deal with? (e.g., sales, project, performance)
- What makes a report formal or effective?

I have never written a report in English...

#### Types of reports:

- Project update
- Meeting minutes
- Presentation summary
- Progress report

Conclusion report.

### 2. Grammar Review – Passive Voice

- Active: "We completed the project in March."
- Passive: "The project **was completed** in March."
- Active: "They will review the results tomorrow."
- Passive: "The results **will be reviewed** tomorrow."

#### Student Practice:

Convert these into passive voice:

1. The manager approved the proposal.
2. The team will present the update next week.
3. They are preparing the final report. (present continuous)
4. We discussed the issues during the meeting.
5. I have never written a report in English

1. The proposal **was** approved **by the manager**...
2. **The update will be** presented next week...
3. **The final report is being** prepared...
4. **The issues were** discussed during the meeting...
5. A report has never **been** written in English by me...

---

### 3. Vocabulary – Report Structure & Verbs

Introduce key vocabulary:

#### **Sections of a report:**

- Introduction
- Objectives
- Methodology
- Results
- Conclusion
- Recommendations

#### **Useful Passive Verbs:**

- was conducted
- was discussed
- was analyzed
- was reviewed
- was presented
- will be implemented

---

## **Case Study: Quarterly Project Evaluation – Expansion of the Digital Health Platform**

### **Background:**

In Q1 2025, a cross-functional team at MedTech Solutions Inc. initiated a large-scale expansion of

its Digital Health Monitoring Platform (DHMP) across Latin America. The objective was to increase regional access, improve user experience, and enhance backend data analytics using AI integration.

### Project Overview:

The deployment was carried out in three phases and spanned six countries. Each regional rollout was supported by multilingual onboarding sessions and 24/7 technical assistance. The backend infrastructure was redesigned using cloud-native architecture, enabling scalability and redundancy.

### Challenges Encountered:

Several logistical and technical constraints were identified. For instance, in Colombia and Peru, network latency issues were reported due to incompatible legacy systems. Additionally, internal miscommunication delayed the implementation of biometric data features, which were initially scheduled for March.

### Resolution & Outcome:

A contingency protocol was activated. Additional bandwidth was secured via local providers, and system updates were pushed through a controlled staggered release. As a result, platform uptime improved by 18% in affected regions, and the incident rate was reduced by 23% overall.

### Next Steps:

Phase 4—focused on predictive diagnostics—is scheduled to be launched in July 2025. Feedback from healthcare partners will be synthesized and integrated to enhance the next iteration. A follow-up report will be drafted and circulated after the pilot evaluation.

Errors/Opportunity for growth/Pronunciation/Feedback:

Vocabulary/Phrases:

### Homework:

#### 4. Main Task – Write a Mini Report

- a project you worked on,
- a presentation you gave, OR

- a meeting you attended.”

Date: / Consultant: June 30th Jared

Lesson number/week: Lesson 20

Topic: Charts and Graphs

Aim:

**Catch up/Homework review:**

**Warm-up**

- *How do you usually present sales data?*
- *What kind of charts or graphs do you use? Why?*

**Phrasal Verbs for Charts:**

Phrasal Verb	Meaning	Example
Go up	increase	
Drop off	decrease	
Pick up	recover/increase again	
Level off	stay the same	
Shoot up	rise quickly	



**“Understanding Regional Sales Trends”**

The graph below shows regional store sales across four quarters in 2024.

At the beginning of the year, sales picked up slightly in the North region, going up by 10%. In contrast, the South saw a decline—sales dropped off after a holiday peak.

In Q2, both regions showed similar trends: sales shot up due to a national promotion campaign. However, while the North maintained steady growth, the South leveled off by the end of Q2.

Q3 presented another contrast. The North continued to rise steadily, whereas the South went down again, possibly due to local competition.

By Q4, both regions picked up again. As a result, overall yearly performance remained strong despite fluctuations.

---

## Comprehension Questions

1. What happened in the North region in Q1?
2. Why did sales in both regions shoot up in Q2?
3. How did the South region's performance compare to the North in Q3?
4. What discourse markers show contrast in the text?
5. What phrasal verbs are used to describe increases?

## Grammar and Functional Language Focus

### Discourse Markers for Comparison and Contrast:

Marker	Use	Example
However	contrast	
Whereas / While	comparison	
As a result	consequence	
In contrast	opposite trend	

## Speaking Activity / Writing

- Sales trends from Q1 to Q4
- Use at least 3 phrasal verbs and 2 discourse markers.

--

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

**Vocabulary/Phrases:**

**Homework:**

**Task:** Choose a real or fictional sales graph from your store or region.

- Write a short description (150–200 words) of the trends shown.
- Use at least 5 phrasal verbs and 3 discourse markers for comparison and contrast.

Date: / Consultant: June 20th, Marisol

June 18th Marisol **DNH**

Lesson number/week: 19, 7

Topic: reporting numbers

**Aim:** Discuss and report on numbers, percentages and trends

- Phrasal verbs for Statistics, percentages, trends
- Numbers - ordinal and cardinal, percentages,

**Catch up/Homework review:**

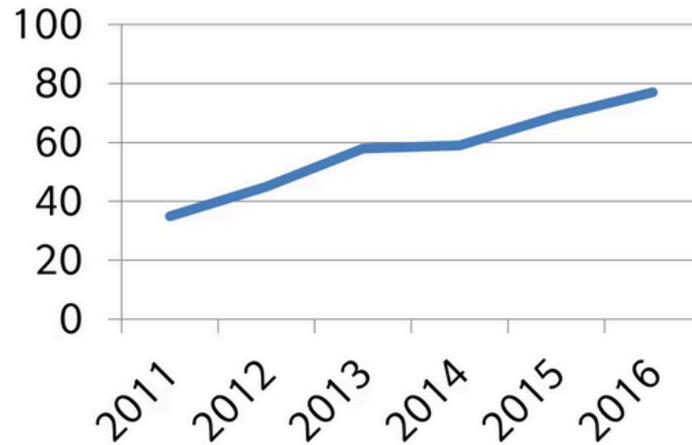
**WORKSPACE:**

- How often do you report on store performance?
- What kinds of numbers do you usually present? (e.g., sales, foot traffic, returns, growth)
- Who do you usually report to—head office, your team?

→ **Explain what this chart is representing.**

## Smartphone ownership (percentage of population)

Percentage



It's growing

Increased **BY** 20% (It went **FROM** 40% **TO** 60%)-> prepositions

From 2015 to 2016

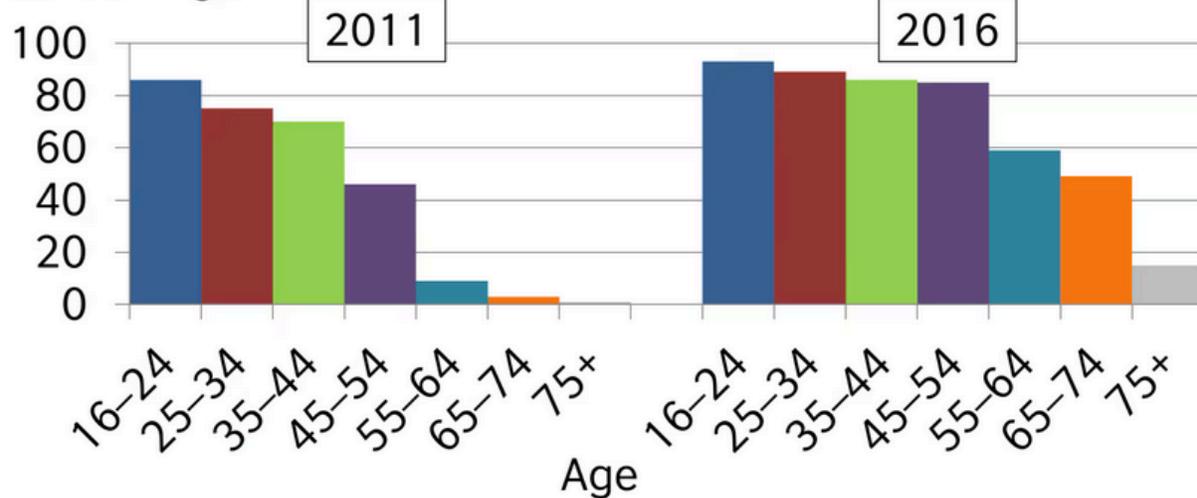
From 2013 to 2014 it was steady

In 2011 the numbers **started at 38% and went up to 80% by 2016**

→ Compare both charts.

## Smartphone ownership by age group: 2011 and 2016

Percentage



The graphics describe the percentage of people who have smartphones divided by age. We can see the youngest from 16-24 years old have the biggest percentage of ownership and we can see how the ownership decreases as the age group increases.

In 2011 who were 75+ years old were only 5% of the ownership, and by 2016 it increased to 17%

**It increased 17%**

**Increased by 17%**

Increased to 17%

20% - 55%

Increased by 35%

3x7= 3 times 7

[Describing charts | LearnEnglish](#)

## REPORTING NUMBERS

### Cardinal & Ordinal Numbers

- **Cardinal:** 1, 2, 3 → "one", "two", "three"
- **Ordinal:** 1st, 2nd, 3rd → "first", "second", "third"
  
- **Verbs:** rise, increase, grow, go up to, climb, boom, peak (the highest), fall, decline, decrease, drop, dip, go down, reduce, level up, remain stable, no change, remain steady, stay constant, stay, maintain the same level, crash, collapse, plunge, plummet.
- **Adjectives:** sharp, rapid, huge, dramatic, substantial, considerable, significant, slight, small, minimal, massive.
- **Adverbs:** dramatically, rapidly, hugely, massive, sharply, steeply, considerably, substantially, significantly, slightly, minimally, markedly, quickly, swiftly, suddenly, steadily, gradually, slowly.
- **Prepositions:** below, by, in, on, to, of, above, at, between, from/to

Phrasal Verb / Verb	Meaning	Example
<b>Go up / rise / increase</b>	to grow	"Sales went up by 15% in Q2."
<b>Go down / fall / decrease</b>	to drop	"Foot traffic fell by 8% last month."
<b>Level off / stabilize</b>	to become steady	"Sales stabilized after the promotion."
<b>Pick up / improve</b>	to recover or increase	"Revenue picked up during the holiday season."
<b>Drop off / dip</b>	to reduce temporarily	"Customer visits dipped slightly in April."

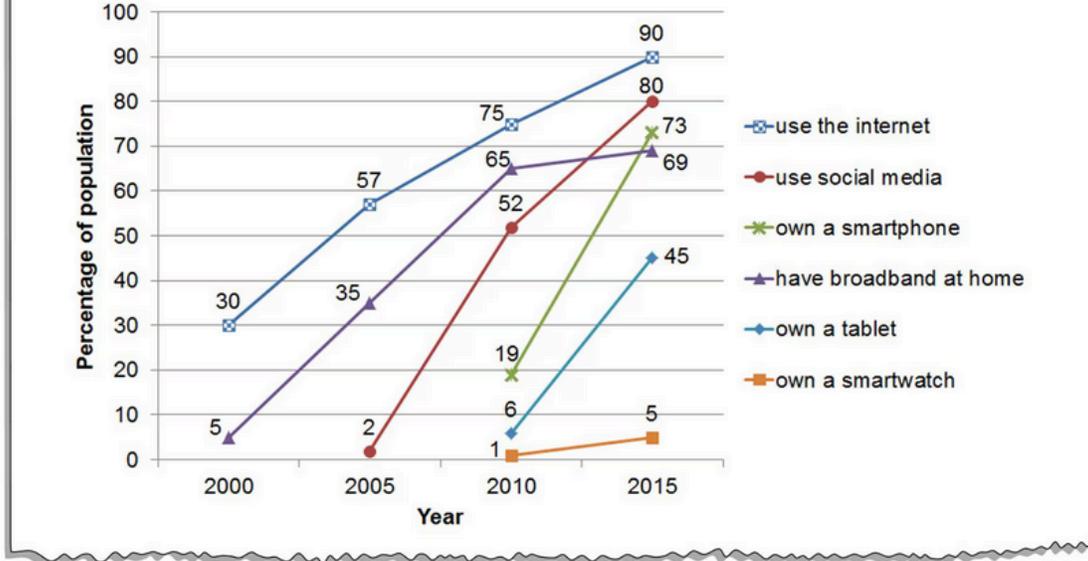
[Describing charts in English](#)

**FINAL TASK:** DESCRIBE THE FOLLOWING GRAPH.

[Describing a graph of trends over time | LearnEnglish Teens](#)

**Exam question**

The graph shows information about technology usage in the UK over time. Summarise the information by selecting and reporting the main features. Make comparisons where relevant.



[Prepositions for describing graphs and statistics 2020](#)

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

**Vocabulary/Phrases:**

YAWN- bostezar

**Homework:**

Complete the exercise: <https://www.ieltsbuddy.com/prepositions-in-graphs.html>

Date: / Consultant: june 17th Mildred

Lesson number/week: 18, 6

Topic: Meeting minutes

Aim:

## **Catch up/Homework review:**

WORKSPACE:

Hello, how are you today?

## **MEETINGS MINUTE**

### **What Are Meeting Minutes?**

Meeting minutes, or mom (for minutes of meeting) can be defined as the written record of everything that's happened during a meeting. They're used to inform people who didn't attend the meeting about what happened, or to keep track of what was decided during the meeting so that you can revisit it and use it to inform future decisions.

### **What Should You Include When Writing Meeting Minutes?**

The five steps that you must include are:

1. Pre-Planning
2. Record taking - at the meeting
3. Minutes writing or transcribing
4. Distributing or sharing of meeting minutes
5. Filing or storage of minutes for future reference

What Is the Purpose of Meeting Minutes?

- decisions made (motions made, votes, etc.)
- next steps planned
- identification and tracking of action items

**Organization Name**  
**Meeting Minutes**  
Date

**Opening:**

When the meeting was called to order, where it was being held, and who called it to order.

**Present:**

All present members.

**Absent:**

Any members who were not present.

**Approval of Agenda**  
**Approval of Minutes**

**Business From the Previous Meeting**

Any motions or topics that were previously raised, a brief description of what took place, and whether they were approved or rejected.

**New Business**

Any motions or topics that were raised for the first time at this meeting, a brief description of what took place, and whether they were approved or rejected.

**Additions to the Agenda**

Any additional items that were raised by committee members. >

**Adjournment:**

What time the meeting was adjourned and by whom, as well as where the next meeting will be held and when.

**Minutes submitted by:** Name

**Minutes approved by:** Name

# Toronto Association of Beekeepers

Meeting Minutes  
April 25, 2019

## Opening

The regular meeting of the Toronto Association of Beekeepers was called to order at 6:00 PM on April 25, 2019 in The Hive by Tatiana Morand.

## Present

Tatiana Morand, Facilitator  
Drusa Shyamala, Secretary  
Saifullah Dagney, Board Member  
Juda Zackary, Board Member  
Agatha Kay, Board Member  
Drusilla Longos, Board Member  
Enrique Carver, Executive Director

## Absent

James Clarkson, Marketing Manager

## Approval of Agenda

The agenda was unanimously approved as distributed.

## Approval of Minutes

The minutes of the previous meeting were unanimously approved as distributed.

## Business from the Previous Meeting

### Budget Committee Report:

The budget for 2019 has been finalized, and was distributed at this meeting by Saifullah Dagney, who led the committee. She ran through an itemized list of the line items, with board members asking questions periodically. The main change from 2018's budget was an increased marketing spend. The motion to accept the revised budget was seconded and passed.

### New Hive Research:

Juda Zackary explained the result of the research she had been doing into the new brand of hives that some members have been purchasing. She found that to buy them in bulk for the association would be too expensive, and recommended against it. Her motion to dismiss this proposal was seconded and passed.

## New Business

### Marketing Plan for Gala:

Deferred for next meeting as James Clarkson was not in attendance.

---

## Additions to the Agenda

Juda Zackary made a motion that a honey sale at the local farmers' market be discussed. Enrique Carver dismissed the motion, and proposed adding it to next month's meeting instead. Agatha Kay seconded that motion, and it was added to the agenda for next meeting.

## Agenda for Next Meeting

Marketing Plan for Gala  
Gala Agenda  
Farmer's Market Honey Sale

## Adjournment

Meeting was adjourned at 8:30 PM by Tatiana Morand. The next general meeting will be

## TEMPLATE

### COPPEL

June 17th 2025 | 9:00 am | 5 hours | Francisco Ochoa

#### **In Attendance**

Ryan Storr

Mildred Baez

Francisco Ochoa

Claudia Sheinbaum

#### **Approval of Minutes**

The new collect process

#### **Budget**

1 mil

#### **New Business**

· introduce the new way to collect- 2 hours

Discover the way to transmit the information- 1 hour

Develop new tasks - 1 hour

#### **Announcements**

New project leader

#### **Next Meeting**

Sept 25th

Approved:

Francisco Ochoa CEO Coppel.

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

**Vocabulary/Phrases:**

## **Homework:**

### **Create a new minute**

Date: / Consultant: 13 jun 2025 Karen

Lesson number/week:15

Topic: Requesting or rescheduling a meeting

- Modals for offers/requests
- Apologizing

**Aim: Schedule and reschedule meetings**

### **Catch up/Homework review:**

#### ♦ 2. Vocabulary + Grammar – Useful Structures

##### 1. Modal Verbs for Requests/Offer:

Function	Modal Example	Sentence
<b>Offer</b>	Would you...like/prefer Can I...	Can I carry...  Can I call you tomorrow to confirm the meeting?
<b>Request</b>	<b>Could</b> you... Would you mind...? Can You....	Could you tell me your availability?
<b>Reschedule</b>	Would it be possible to.... Could we move...	Could we move our meeting to wednesday?

**Create 3 full sentences using modals + apologizing. Example:**

**Scenario B:** You have to cancel a meeting one day before.

Include: apology, reason, rescheduling proposal.

**Scenario C:** Your client proposed a time that doesn't work.

Include: polite refusal and alternative.

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

**Vocabulary/Phrases:**

I was told

**Homework:**

 **You are the team coordinator.**

**Scenario A:** You need to request a meeting with your client.

Include: purpose, proposed time, polite request.

**Date: / Consultant:** 11 jun 2025 Karen

Lesson number/week: 15

Topic: Formal and informal emails

- Formal and informal expressions for emails
- Business email structure

**Aim: Draft formal & informal emails**

## Catch up/Homework review:

### ◆ Part 1: Warm-up Discussion

What was the last email you wrote at work? Who was it to? Was it **formal** or **informal**?

- When do you usually write formal emails?
- What about informal ones?
- What do you find easiest and hardest when writing emails?

When I am writing **about** a **hard topic**

Maybe when I am trying to negotiate something...

Sometimes when I am writing to the CEO, or some explanation that I need to give him—> or when I need to give him some explanation

I have never written an informal email... (present perfect)

Trying to organize ideas...

### ◆ Part 2: Rebuild from Scratch

#### Task A – Formal Email Prompt:

Write an email to a **supplier** requesting an urgent delivery update. This is a formal situation. Include:

- A proper greeting and subject
- A clear purpose
- Polite requests for updates
- A closing with signature

Mr Pérez

I hope you are fine. I would like to leverage the moment for one question.

**As** you know, **we have a request with you and for us it is very important the delivery on time.**

Right now, we don't have the correct information, where is the product.

I would like to know Which is it the update. Would do you like to share the details?

**Regards**

**Francisco Ochoa**

Mr Pérez

I hope you are fine. I would like to leverage the moment for one question.

**As you know, we currently have a pending request with you, and on-time delivery is very important for us.**

At the moment, we don't have **accurate** information **regarding/about** the product's location or status.

I would like to know which is the update. Could you share the details?

**Regards**

**Francisco Ochoa**

Deliver—> Verb

Delivery—> Noun (situation)

Deliverable —> Object

Would-offers

### **Task B – Informal Email Prompt:**

Now write an email to a colleague from another store. You're reminding them about your meeting next Friday and asking if they want to grab lunch after.

Hi Pedro

**As you know**, we're having a meeting **next friday** and I was thinking if you **want** to grab lunch **afterwards**.

Let me know if it **works** for you.

Regards

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

**Vocabulary/Phrases:**

Regarding- acerca de

**Homework:**

Date: / Consultant: 10 jun 2025 Karen

Lesson number/week:15

Topic: Participating in meetings

- Interrupting politely
- Expressing your opinion
- Asking for clarification
- Changing the topic

**Aim: Effectively participating in a meeting**

**Catch up/Homework review:**

♦ **PART 1 – Vocabulary in Action**

**Interrupting politely:**

- Sorry to **jump in**, but...
- Could I **add** something here?
- **If I may**, just one quick point...

**Expressing your opinion:**

- In my view...
- I **strongly** believe... (very, so, totally )
- From my perspective...
- **It seems to me** that...

**Asking for clarification:**

- **Could you** clarify what you **meant by**.. “ jump in “? → A question in a question...
- Sorry, I didn't catch that—could you repeat?
- Just to be sure I understood, are you saying that...?
- 

♦ **Direct vs Indirect Questions (Business Context)**

Direct Question	Question in Question Form (Indirect)
-----------------	--------------------------------------

Where <u>is</u> the manager?	Can you tell me <b>where the manager is?</b> (sentence)
What time <b>does</b> the meeting start?	<b>Do you know</b> what time the meeting starts?
<b>Is</b> the project on schedule?	Could you let me know <b>if the project is on schedule?</b> (sentence)
How much <b>does</b> this product cost?	Do you have any idea <b>how much this product costs?</b>
Why <b>did</b> the client cancel the contract?	Would you mind explaining <b>why the client canceled the contract?</b>

## ♦ PART 2 – Short Scenario Role-Play

### Scenario: You're in a weekly team meeting.

Topics include: a delay in project delivery, an upcoming client presentation, and **workload** concerns.

1. Express your opinion about why the project is delayed.
2. Interrupt to add a new point about the client presentation.
3. Ask for clarification about something a colleague said.
4. Change the topic to discuss workload balance.

First, I would **like to express an apology** for the delay and I want to give you the cause of the problem. The team had a **unexpected** problem with a supplier and we couldn't complete the forecast.

Could I add something here? I would like to

I'm not sure if I understood the idea. **Would you mind** explaining the point to me again?

—> Yes, I would mind... (I don't want to)

—> No, I wouldn't mind...

**If I may**, I would like to talk about the workload balance.

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

**Vocabulary/Phrases:**

**Homework:**

**Date: / Consultant:** 9 jun 2025 Karen

Lesson number/week:16

Topic: : Leading a meeting

- Starting and finishing a meeting
- Leadership strategies

**Aim:** Leading a successful meeting from start to finish

**Catch up/Homework review:**

### ◆ 1. WARM-UP

**Think about your last work meeting. What did the leader say at the beginning? What did they say at the end?**

- Did they say: “Let’s begin” or “Let’s wait”?
- How did they end it? Did they summarize or give next steps?

Write 3 things a good meeting leader does.

I like to start with a question...  
Let’s going to start  
I usually don’t use

### ◆ 2. VOCABULARY: Phrases to Start & End a Meeting

**Starting a Meeting**

Let’s get started.

Thank you all for coming.

**Ending a Meeting**

**To wrap up...**

Let me summarize...

The purpose of today's meeting is...

Any final thoughts?

I'd like to begin by...

Thank you for your time.

Let's **go over** the agenda.

See you in the next meeting.

Choose 2–3 from each column and write 1 sentence using each.

◆ 3. GRAMMAR RECAP:

### Subject + Verb + Object + Time

Subject + aux + verb + complement ( object , place, time, person, verb )

- I **want to talk** about the new sales targets **today**.
- We **need to finish** the budget report **this week**.
- She **gave** a presentation **yesterday**.

*Subject + verb to be + adjective + complement*

*She is hardworking at the office...*

◆ 5. LEADERSHIP STRATEGIES

Strategy	Example
Be clear	<i>"Let's focus on one goal today."</i>
Be positive	<i>"Great job on last week's numbers!"</i>
Be inclusive	<i>"What do you think, Maria?"</i>

Stay on topic      “Let’s come back to that later.”

Follow up      “I’ll send an email with the action plan.”

Be polite—>  
Open Minded—>  
Sharp Time  
Be on time...



## Case Study: Leading a Successful Team Meeting

**Title:** *Mariana Leads the Monthly Meeting*

Mariana is the Regional Stores Manager of a retail company. Every month, she leads a meeting with all the store supervisors in her region. Her goal is to keep the team **updated**, **motivated**, and **organized**. (d)

—> Started, Needed (**id**)

Last Monday, Mariana started the meeting by saying:

“Good morning, everyone. **Thank you for joining. The purpose of today’s meeting is** to review our sales performance and set new goals.”

She shared a short PowerPoint showing last month’s sales results. Then she said:

“**Let’s focus on one key area:** customer service. We had great results in two stores, but we need to improve in three locations.”

Mariana gave each supervisor a chance to speak and share ideas. She asked open questions like:

“**What strategy worked in your store last month?**”

“**How can we support the other locations?**”

At the end, she said:

“**To wrap up**, we will focus on training and teamwork this month. I’ll send the action plan this afternoon. **Thank you all for your time and great ideas!**”

After the meeting, she sent a short follow-up email to summarize everything.

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

**Vocabulary/Phrases:**

Job interview- entrevista de trabajo  
Greet- saludar

**Homework:**

### **Comprehension Questions about the case study**

1. What was the purpose of Mariana's meeting?
2. What phrase did she use to start the meeting?
3. What leadership strategies did she use during the meeting?
4. What did she do to include her team?
5. How did she end the meeting?

**Date:** / **Consultant:** June 3rd Jared

**Lesson number/week:**16

**Topic:** meeting components

**Aim:** Discuss meeting components and strategies

## Catch up/Homework review:

### Warm-Up

- How often do you attend meetings?

**Vocabulary:** Say the meaning of the following words.

- agenda
- minutes
- facilitator
- action items
- consensus
- brainstorming
- feedback
- wrap-up

**Say 3 examples according to your job.**

### Grammar

**1st Conditional** (real future): *If we **follow** the agenda, the meeting **will** be productive.*

**2nd Conditional** (hypothetical): *If I **were** the facilitator, I **would** keep the meeting on track.*

**3rd Conditional** (past regret): *If we **had taken** notes, we **wouldn't have missed** the deadline.*

## A Difficult Regional Meeting

**Laura** – Regional Manager for the North  
**Miguel** – Regional Manager for the South

Last Thursday, Laura and Miguel attended a virtual strategy meeting with their teams. The goal was to align marketing plans for Q3. However, the meeting didn't go as planned.

First, Laura arrived 15 minutes late due to another call that ran over time. Miguel was frustrated because he had already started presenting to both teams. Since Laura missed the beginning, she asked questions that had already been answered. This caused confusion and delayed the agenda.

Then, the presentation file Miguel prepared couldn't open on Laura's computer, so he had to email it again mid-meeting. The delay broke the flow and made some participants disengaged. If they had tested the file earlier, the issue wouldn't have happened.

Additionally, both managers had different ideas for the marketing approach. Laura wanted to focus on social media, while Miguel preferred community events. They started debating without letting others share their input. If they had discussed their ideas before the meeting, the conversation would have been smoother.

By the end, no clear decisions were made, and the meeting ran over by 20 minutes. Some team members sent messages afterward saying the meeting was unclear and unproductive.

Laura and Miguel agreed to schedule a follow-up meeting. If they prepare better next time, it will be more effective.

### 1st Conditional

If Laura and Miguel prepare a clear agenda next time, what will happen?  
it will be more effective.

### 2nd Conditional

If Laura weren't late to the meeting, how would Miguel have reacted?  
If she weren't late to the meeting he would not be frustrated.

### 3rd Conditional

If they had tested the file before the meeting, what would have happened?  
If they had tested the file they wouldn't have lost time.

### 2nd Conditional

If you were in Laura's position, what would you have done differently?  
If I were in her position, I would have prepared with more time.

### 3rd Conditional

What would have happened if they had aligned their strategies before the meeting?  
They would have had a successful meeting

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

**Vocabulary/Phrases:**

### Homework:

#### Meeting Simulation Preparation:

- Prepare to lead a simulated meeting next class (choose a topic: sales performance, team planning, new strategy)

Date: / Consultant: 30th, May - Marisol

Lesson number/week: 11-12/week 4

Topic: Sharing ideas | Clarifying

**Aim:** Pitching ideas and sharing opinions | Clarify complex situations for outsiders

- Pitching - conditionals
- Expressing opinions
- Discourse markers
- Tag questions

### **Catch up/Homework review:**

#### **WORKSPACE:**

- Have you ever had to pitch an idea to your boss or team?
- What makes a pitch persuasive in your opinion?
- What are some challenges when sharing ideas in meetings?

 The Secret to Successfully Pitching an Idea | The Way We Work, a TED series

### **VOCABULARY**

*In my opinion, / From my perspective,  
What if we...*

***If we were to [do something], we could...***

*I strongly believe that...*

*Let's consider the possibility of...*

***This might not work unless...***

Expression / Word	Meaning	Example Sentence
<b>Scalable</b>	Able to grow or expand efficiently	“Is the new system scalable across all regions?”
<b>Roll out</b>	Launch or introduce	“We plan to roll out the program next quarter.”
<b>Pilot program</b>	A test version of a new idea	“Let’s run a pilot program in one district first.”
<b>ROI (Return on Investment)</b>	Profit or benefit from an investment	“What kind of ROI can we expect from this?”
<b>Bottleneck</b>	An issue that slows progress	“Inventory is our biggest bottleneck at the moment.”
<b>Touchpoint</b>	A point of contact between customer and business	“We want to improve every customer touchpoint.”
<b>Low-hanging fruit</b>	Easy opportunity for improvement	“Improving signage is low-hanging fruit we can tackle quickly.”

Tight

Barking

## CONDITIONALS

Practice using first and second conditionals in a business context.

- *If we increase the in-store promotions, we’ll **boost** sales.* (First Conditional)
- *If we had a larger budget, we could launch a regional campaign.* (Second Conditional)

→ **Complete these ideas:**

If we redesign the store layout,...

If we had better supplier deals,...

### Scenario:

You need to pitch an idea to improve store performance in your region. It can be about marketing, layout, customer service, product range, etc.

Structure the pitch:

- The problem
- Your idea/solution
- Benefits
- Conditional reasoning (If..., then...)
- Opinion statements

We have a lot of customer services issues and this is costing us a big client loss. We are going to roll out a New process that could give us the opportunity to fix this problem. The bottleneck is the manager leadership, we need more influence from them with employees. If we can't do better, we are going to lose the company.

## LISTENING! NEGOTIATING SOLUTIONS

### [BEP 328 – Project Management English 8: Negotiating Solutions](#)

[Min 2.28 to 6.15]

1. What are the options Jill lays out at the start of the meeting?
2. When Liam asks about how long it will take, how does Jill respond?
3. What is the compromise solution that Jill suggests?

## DISCOURSE MARKERS

### [Discourse markers | Learning English](#)

Discourse markers are words or phrases that guide the flow and structure of communication, acting as signposts for both spoken and written language. They help speakers and writers connect ideas, signal shifts in topic, or provide context for what is being said or written.

For adding	For showing cause and effect	For sequencing	For comparing	For contrasting	For giving examples	For emphasizing	For generalizing	For indicating time
also, moreover, furthermore, additionally, besides, in addition	therefore, thus, consequently, hence, as a result	firstly, at first, first of all, in the first place, to begin with, in the beginning, once upon a time, secondly, thirdly, subsequently, earlier, meanwhile, later, afterwards	similarly, likewise, in the same way,	however, although, whereas, despite this fact, on one hand, on the other hand, on the contrary, still, nonetheless, instead, alternatively, in contrast	for example, for instance, such as, namely, in other words	in conclusion, finally, to sum it up, in the end, lastly, in short, eventually	on the whole, in general, broadly speaking, as a rule, in most cases	in the past, not so long ago, recently,

## STRESSING

This is not a problem

**This** is not a problem  
This is **not** a problem  
This is not **a** problem  
This is not a **problem**

I DIDN'T STEAL YOUR WALLET

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

**Vocabulary/Phrases:**

Departure lounge  
Maintenance  
I can't fit into the seat  
Upgrades  
Overselling  
Get them engaged  
Interested  
Topic / subject  
Visual support  
**Tone and intonation - STRESING**  
Emphasize  
Podium / stage  
Q&A  
Effort

**Homework:**

Date: / Consultant: 29th, May - Miguel

Lesson number/week: 9/3

Topic: Giving your opinion

Aim: Give opinion/ agree/disagree on what has been said during the last meeting

**Catch up/Homework review:**

WORKSPACE:

Hello Francisco, how are you today?

What did you do last class?

Today we will focus on how to share your opinion.

Have you ever shared an opinion with a person who didn't agree with you? What happened?

Tell me what are some expressions for agreement and disagreement that you know:

Agreement	Disagreement

What do you think about the next statements? Do you agree or disagree?

- 1
- 2
- 3

What would be some of your recommendations about what to do when you disagree with someone?

Use modal verbs like: Should, Must, Can, Could, etc.

What to do?	What not to do?

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

**Vocabulary/Phrases:**

**Homework:**

Date: / Consultant: 28 May - Camille

Lesson number/week: 9/3

Topic: Answers

Aim:

## Catch up/Homework review:

In the U.S., the **second level of a highway** is typically referred to as a:

- **Elevated highway** or **elevated expressway** – if it's simply built above ground level.
- **Double-deck highway** or **double-deck freeway** – when there are two levels, one stacked directly above the other (often with traffic going in opposite directions on each level).
- **Upper deck** / **lower deck** – used colloquially to distinguish the two levels (e.g., "upper deck of I-35").

WORKSPACE:

## Answering Strategies for Presentations (B1 Level)

### ◆ 1. Buy Time to Think

Use polite phrases to give yourself a moment:

- "That's a good question. Let me think for a second."
- "Let me just check my notes."
- "Hmm, interesting — I haven't thought about that."

### ◆ 2. Clarify the Question

If you didn't understand:

- "Could you repeat the question, please?"
- "Do you mean... [paraphrase their question]?"
- "Sorry, I didn't catch that. Could you say it again more slowly?"

### ◆ 3. Structure Your Answer

Keep it simple:

**Point – Explain – Example**

- “Yes, I believe that’s true. For example, in our company, we...”
- “No, I don’t think so. The reason is...”

#### ◆ 4. If You Don’t Know the Answer

- “I’m not sure about that, but I can check and get back to you.”
- “That’s outside the scope of my presentation, but I’ll make a note of it.”
- “I don’t have that information right now.”
- I will **look into** it = investigate

## PHRASAL VERBS

## LOOK

English Study Here

### ahead

to think about the future

They need to **look ahead** to make a decision for their company.

### up

to become better

My financial situation is **looking up** at last.

### after

to take care of sb/sth

I **look after** my friend's fish when she is away.

### out

to be careful

If you don't **look out**, you can fall on the ice.

## LOOK

### over

to examine sth quickly

We will **look over** these figures for you.

### around

to visit a place and look at the things in it.

I will spend all day **looking around** the city..

### through

to read sth quickly

I will **looked through** the book but I have no time to read it completely.

### for

to search for sb/sth

I'm **looking for** Susan. Have you seen her?

English Study Here

English Study Here

English Study Here



[www.englishstudyhere.com](http://www.englishstudyhere.com)



To look up = to become better (my financial situation is looking up)

To look up **at** someone = I'm looking at a tall person

To look up **to** someone = you're admiring someone.

To look down on someone = I despise someone

To guess = adivinar

a **settlement** = un asentamiento

#### ◆ 5. Stay Polite and Professional

- "Thank you for your question."
- "That's a very good point."
- "I appreciate your interest in that topic."

## Ask Clarifying Questions

"**Just to clarify**, when you say \_\_\_, do you mean \_\_\_?"

"**Could you give an example** of what that might look like?"

"**What does success look like** for this feature?"

Who are the users? What's the context?

"**Can you walk me through** how the user would interact with this?"

"**What kind of** data are you expecting to display?"

"When you say 'fast,' **do you mean** under 1 second, 5 seconds, or something else?"

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# Rephrasing to confirm understanding

*"So, if I understand correctly, you'd like..."*

*"To make sure we're aligned, you're asking for..."*

*"Just to recap what we discussed..."*

*"Let me make sure I understand your point..."*

*"Do I have that right?"*

*"So, just to confirm, what you're saying is..."*

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# Use softeners to sound diplomatic

"I just want to make sure I understand..."

"Would it be fair to say...?"

"Could we go over that part again, just to be sure?"

"Am I right in thinking that...?"

"Just to double-check..."

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# Pair softeners with active listening signals like:

*"That makes sense."*

*"I see where you're coming from."*

*"Thanks for explaining that."*

*"I see."*

*"Got it."*

*"Understood."*

*"Okay, I'm with you."*

*"Interesting — tell me more about that."*

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

**Vocabulary/Phrases:**

**Homework: Read the sentences**