

FUNCTIONAL ENGLISH FOR BUSINESS COMMUNICATION

Chairing a meeting

Introducing and starting a meeting

I'd like to start by formally welcoming Bruno.

OK, If we could start by looking at the first item on the agenda.

Shall we make a start?

I think we're all here, so let's get going.

Closing a point

So that deals with the question off ...

OK, let's leave it there.

Introducing the next point

I'm very conscious of time, so I wanted to move on to the next item on the agenda.

Right, so, moving on. The next item is ...

OK, let's move on to the next point. /Shall we go on to look at ... now?

Allowing someone to comment

Has anyone got any thoughts?

Alice, perhaps you could give a brief report on this.

Perhaps I could bring in Carla at this point.

Darren, would you like to add anything?

Francine, can you give us an update on ...?

Referring to a document

You'll see that I've highlighted some of the items which concern me most.

Now, you've got a detailed report in front of you, which I hope you've all had a chance to look at.

If you could just look at points one and four in particular.

Closing a meeting

Unless anyone has any other business ... I think we can bring things to a close.

I think that's everything.

To sum up, we've sorted out the problem of ..., we've ...

Can we just recap what we've decided?

Have I missed anything?

Thank you all for your contributions. /Thank you all for coming.

I have to say I think it's been a very useful meeting.

Shall we get some coffee?

Clarifying

Asking for clarification

Is that correct?

I wonder if you could just clarify what you mean by ... ?

Could you give me some specific information?/ Could you be more specific?

To put my mind at rest, could you send me ... ?

What exactly do you mean by ... ?

Can you just run that by me again? Basically what you're saying is ...

So, if I understand you correctly, .../ And, correct me if I'm wrong, ...

I just wanted to check .../ Did you say ... ?

Giving clarification

I am writing/calling to confirm that the arrangements have been made.

For your information, I can also confirm that ...

I hope everything is now clear.

Please let me know if you require further clarification.

Exactly./ That's right.

Not exactly.

It's hard to say.

Responding to clarification

Many thanks for the information.

Everything is now clear.

So, if I phone again in a couple of hours, you should be able to ...

Expressing appreciation and disapproval

Expressing appreciation

I just wanted to thank you for all your hard work.

I'd like to say it's been a pleasure working with you.

I really appreciate what you've done.

It was an honour to have involved.

You've helped the project go really smoothly.

Expressing disapproval

To be honest, I didn't think much of it.

In fact I thought it was pretty weak.

Acknowledging appreciation

Thank you, that's very kind.

No problem. /My pleasure. /Don't mention it.

Giving and reacting to bad news

Breaking bad news

I'm sorry to have to tell you this, but ...

I'm afraid we've got a problem.

I've got to tell you there's been some more bad news.

I'm afraid I've got some bad news for you.

Unfortunately, things aren't looking good with ...

Reacting to bad news

Oh no, what now?

It sounds like you've got some real problems.

Wow, that is bad news.

It's terrible news about ...

I'm really sorry to hear that.

That's a real shame.

Giving good news

Here's something I think you might like.

Guess what? We've just had some good news.

I'm pleased to announce that ...

Reacting to good news

That's a terrific idea.

That's great.

I'm really pleased to hear that.

That's a relief.

Proposing a solution

I've thought of another solution.

The only solution I can think of is to ...

I don't know how you'll feel about it but here goes. How about if ...?

How about if we ...?

Look, I'll tell you what. Let me ...

I'm sure I can sort something out.

What I'll do is ...

Why don't we ...?

One option we could try is to ...

Another possible solution would be ...

Have you thought of trying ...?

Holding a phone conference

Sorting out technical problems

Is everyone picking up all right?

I'm getting a bit of an echo.

You sound very faint.

Hold on, I'm losing you.

There's a high-pitched noise going on.

Have you got your phone on speaker-phone?

Try taking it off speaker-phone and just pick up the receiver.

Is that any better?

Oh, that's better.

Making small talk

How are things in Melbourne?/ How are things with you?

Keeping busy, I hear?

Managing the phone conference

We'll start with Tom giving us some information on ...

... then Sarah's going to talk about ...

... and finally, Ugo will update us on ...

I think that about finishes it.

Identifying each speaker

Can I just remind you all to say your name when you speak?

This is Rob./ Vera speaking.

Penny here, by the way.

This is Rob again. /Penny again.

Tum-taking

Michelle, can I come in? If I can just come in here.

Could I just say something here?/ Can I just interrupt a moment?

Tum-giving

OK Neil, do you want to start?

No, you go first.

Lisa, tell us about the new appointment.

Karen, do you want to tell them about ...?

What do the rest of you think?

What are your thoughts about that?

Oliver, would you like to tell us about ...?

Sorry Oliver, what were you saying?

Anyone got any suggestions?

