

BUSINESS ARABIC

For U.S. Professionals

Working with partners in the Middle East

العربية للأعمال

ARAB110 · Visual course and practical workbook

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World Cultures & Education

Professional introductions

1. Name

2. Organization

3. Department

4. Open question

صباح الخير.

WCE | ARAB110 | Good morning.

10 units · 10 visual aids · 60 knowledge checks

Arabic expressions, pronunciation guides, dialogues, bilingual templates and answer keys.

How to use this book

For English-speaking U.S. professionals, entrepreneurs and teams working with Arabic-speaking partners in the Middle East. Beginner-friendly phrases use Modern Standard Arabic; spoken local varieties differ. Learn the script alongside WCE Arabic101. Try three 20-minute sessions per unit, then repeat with a teacher or partner. Transliteration is an approximate bridge, not a substitute for Arabic pronunciation. aa / ii / uu mark long vowels; ‘ represents ع and ’ represents ء. Formal/plural forms address a team; adapt names, titles and gender with a teacher.

A practical study rhythm

Learn the visual and six phrases. Read both dialogue roles. Adapt the Arabic template using its English equivalent. Complete the practical task and checks, then review the answer explanations. Work through one unit each week or adjust the pace.

Pronunciation and listening

Transliteration is approximate. Some Arabic sounds have no close English equivalent. The interactive course can play device-based Arabic synthetic speech where available. Ask a qualified Arabic teacher for pronunciation feedback. This PDF contains no embedded audio.

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Online course: world-cultures-education.tunedfly5.chatgpt.site/business-arabic/
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Your learning path

1. Professional introductions

Introduce yourself and a U.S. company politely.

2. Courtesy and relationship building

Open a conversation, thank a host and ask about preferences.

3. Appointments, dates and time zones

Arrange a meeting and confirm its time zone.

4. Professional emails and follow-up

Write a short Arabic email with a clear purpose and request.

5. Meetings, clarification and decisions

Contribute to a meeting and confirm an action, owner and deadline.

6. Products, services and presentations

Describe a service, a benefit and a proposed next step.

7. Prices, quotations and invoices

Ask what a price includes and request an itemized quotation.

8. Negotiation and internal approval

Explore an option and explain that approval is still needed.

9. Delivery updates and customer concerns

Describe a delay, acknowledge a concern and promise an update.

10. Written confirmation and partnership follow-up

Summarize next steps and confirm who will do what.

UNIT 01 · LEARN

Professional introductions

Introduce yourself and a U.S. company politely.

Professional introductions

1. Name**2. Organization****3. Department****4. Open question**

صباح الخير.

WCE | ARAB110 | Good morning.

Understand the language

Use أنا for I and في for I work in/at. No present-tense am is needed in a simple Arabic identity statement. The phrase أمريكية describes an American company; the adjective follows the noun.

Six expressions you can use

صباح الخير.

sabaah al-khayr — Good morning.

اسمي أليكس.

ismii Aliks — My name is Alex.

أعمل في شركة أمريكية.

a'mal fii sharika amriikiyya — I work for an American company.

أعمل في قسم المبيعات.

a'mal fii qism al-mabii'aat — I work in the sales department.

يسرني التعرف إليكم.

yasurrunii at-ta'arruf ilaykum — I am pleased to meet you (formal/plural).

ما مجال عمل شركتكم؟

maa majaal 'amal sharikatikum? — What is your company's field of work?

UNIT 01 · REHEARSE

Professional introductions

Model conversation

Alex

صباح الخير. اسمي أليكس. أعمل في شركة أمريكية.

Good morning. My name is Alex. I work for an American company.

Noura

أهلاً بكم. اسمي نورة.

Welcome. My name is Noura.

Alex

يسرني التعرف إليكم. ما مجال عمل شركتكم؟

Pleased to meet you. What is your company's field of work?

Noura

نقدم خدمات التدريب للشركات.

We provide training services to companies.

Adapt a bilingual template

اسمي [الاسم]. أعمل في شركة [اسم الشركة]. أعمل في قسم [القسم]. يسرني التعرف إليكم.

My name is [name]. I work for [company]. I work in [department]. I am pleased to meet you.

Communication tip

The ending **كم** addresses a group or is used in formal correspondence. Learn the person's preferred name and title. Role nouns may change for gender; **أعمل في** avoids needing a gendered job title.

UNIT 01 · APPLY & CHECK

Professional introductions

Your practical task

Give a 30-second introduction using an invented U.S. company. State your department and ask about the other company. Then exchange roles.

1. Choose the meaning: صباح الخير.

A. Good morning.

B. My name is Alex.

C. I work for an American company.

2. Choose the meaning: اسمي أليكس.

A. Good morning.

B. I work for an American company.

C. My name is Alex.

3. Choose the meaning: أعمل في قسم المبيعات.

A. I work in the sales department.

B. Good morning.

C. My name is Alex.

4. Choose the meaning: يسرني التعرف إليكم.

A. Good morning.

B. My name is Alex.

C. I am pleased to meet you (formal/plural).

5. What does Noura's company provide?

A. Training services

B. Medical devices

C. Hotel rooms

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 02 · LEARN

Courtesy and relationship building

Open a conversation, thank a host and ask about preferences.

Courtesy and relationship building

1. Greet**2. Thank****3. Ask a preference****4. Agree follow-up**

شكرا على حسن الاستقبال.

WCE | ARAB110 | Thank you for the warm welcome.

Understand the language

Use شكرًا + noun for thanks for something. هل تفضلون...? asks a team or formal recipient about a preference. Keep small talk respectful and let the other person set the level of personal detail.

Six expressions you can use

شكرا على حسن الاستقبال.

shukran ‘alaa husn al-istiqaal — Thank you for the warm welcome.

كيف حالكم؟

kayfa haalukum? — How are you? (formal/plural)

نتطلع إلى التعاون معكم.

natatalla‘ ilaa at-ta‘aawun ma‘akum — We look forward to working with you.

هل تفضلون التواصل بالبريد الإلكتروني؟

hal tufaddiluuna at-tawaasul bil-bariid al-iliktruunii? — Do you prefer communication by email?

شكرا، لا أحتاج إلى المزيد.

shukran, laa ahtaaj ilaa al-maziid — Thank you; I do not need any more.

كيف تفضلون أن نخاطبكم؟

kayfa tufaddiluuna an nukhaatibakum? — How would you prefer us to address you?

UNIT 02 · REHEARSE

Courtesy and relationship building

Model conversation

Host

أهلاً بكم. كيف حالكم؟

Welcome. How are you?

Visitor

بخير، شكراً. وشكراً على حسن الاستقبال.

Well, thank you. And thank you for the warm welcome.

Host

هل تفضلون التواصل بالبريد الإلكتروني؟

Do you prefer communication by email?

Visitor

نعم، شكراً. نتطلع إلى التعاون معكم.

Yes, thank you. We look forward to working with you.

Adapt a bilingual template

شكراً على وقتكم وحسن الاستقبال. نتطلع إلى مواصلة الحوار. هل تفضلون التواصل بالبريد الإلكتروني؟

Thank you for your time and warm welcome. We look forward to continuing the discussion. Do you prefer communication by email?

Communication tip

Relationship building can matter, but preferences vary by individual and organization. Ask about forms of address and communication preferences. Do not infer agreement from politeness or assume a custom applies throughout the Middle East.

UNIT 02 · APPLY & CHECK

Courtesy and relationship building

Your practical task

Rehearse greeting a host, thanking them and asking how to follow up. Practice politely declining more refreshments if you do not want them.

1. Choose the meaning: شكرًا على حسن الاستقبال.

- A. How are you? (formal/plural)
- B. We look forward to working with you.
- C. Thank you for the warm welcome.

2. Choose the meaning: كيف حالكم؟

- A. We look forward to working with you.
- B. How are you? (formal/plural)
- C. Thank you for the warm welcome.

3. Choose the meaning: هل تفضلون التواصل بالبريد الإلكتروني؟

- A. Thank you for the warm welcome.
- B. How are you? (formal/plural)
- C. Do you prefer communication by email?

4. Choose the meaning: شكرًا، لا أحتاج إلى المزيد.

- A. How are you? (formal/plural)
- B. Thank you; I do not need any more.
- C. Thank you for the warm welcome.

5. Which communication method does the visitor accept?

- A. A public social media post
- B. Email
- C. No further contact

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 03 · LEARN

Appointments, dates and time zones

Arrange a meeting and confirm its time zone.

Appointments, dates and time zones

1. Propose**2. Check availability****3. Name the time zone****4. Confirm in writing**

نود ترتيب اجتماع.

WCE | ARAB110 | We would like to arrange a meeting.

Understand the language

هل يناسبكم ...؟ means Does ... suit you? Use الساعة before a time. الرياض means Riyadh time. Confirm the full date and named time zone; do not assume office hours or the weekend are the same in every country.

Six expressions you can use

نود ترتيب اجتماع.

nawaddu tartiib ijtimaa' — We would like to arrange a meeting.

هل يناسبكم يوم الثلاثاء؟

hal yunaasibukum yawm ath-thulaathaa' — Does Tuesday suit you?

الاجتماع الساعة العاشرة صباحا.

al-ijtimaa' as-saa'a al-'aashira sabaahan — The meeting is at ten in the morning.

هل هذا بتوقيت الرياض؟

hal haadhaa bitawqiit ar-riyaad? — Is that Riyadh time?

يرجى تأكيد الموعد.

yurjaa ta'kiid al-maw'id — Please confirm the appointment.

هل يمكن تغيير الموعد؟

hal yumkin taghyiir al-maw'id? — Can the appointment be changed?

UNIT 03 · REHEARSE

Appointments, dates and time zones

Model conversation

Alex

هل يناسبكم يوم الثلاثاء الساعة العاشرة صباحاً؟

Does Tuesday at ten in the morning suit you?

Noura

نعم. هل هذا بتوقيت الرياض؟

Yes. Is that Riyadh time?

Alex

نعم، بتوقيت الرياض.

Yes, Riyadh time.

Noura

ممتاز. يرجى إرسال دعوة الاجتماع.

Excellent. Please send the meeting invitation.

Adapt a bilingual template

نود تأكيد اجتماعنا يوم [اليوم]، بتاريخ [التاريخ]، الساعة [الوقت] بتوقيت [المدينة]. يرجى تأكيد الموعد.

We would like to confirm our meeting on [day], [date], at [time], [city] time. Please confirm the appointment.

Communication tip

صباحاً means in the morning and مساءً means in the evening. A stated meeting time does not establish the current time difference from a U.S. city. Check the date and time zones before scheduling.

UNIT 03 · APPLY & CHECK

Appointments, dates and time zones

Your practical task

Arrange a fictional meeting. Repeat the day, complete date, time and named time zone. Check an actual calendar before using a real date.

1. Choose the meaning: نود ترتيب اجتماع.
A. The meeting is at ten in the morning.
B. We would like to arrange a meeting.
C. Does Tuesday suit you?
2. Choose the meaning: هل يناسبكم يوم الثلاثاء؟
A. Does Tuesday suit you?
B. We would like to arrange a meeting.
C. The meeting is at ten in the morning.
3. Choose the meaning: هل هذا بتوقيت الرياض؟
A. Does Tuesday suit you?
B. Is that Riyadh time?
C. We would like to arrange a meeting.
4. Choose the meaning: يرجى تأكيد الموعد.
A. Please confirm the appointment.
B. We would like to arrange a meeting.
C. Does Tuesday suit you?
5. Which time zone is agreed?
A. Riyadh time
B. New York time
C. Dubai time

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 04 · LEARN

Professional emails and follow-up

Write a short Arabic email with a clear purpose and request.

Professional emails and follow-up

1. Subject**2. Purpose****3. Request****4. Closing**

الموضوع: تأكيد الاجتماع

WCE | ARAB110 | Subject: Meeting confirmation

Understand the language

يرجى + noun/verbal noun is a common formal request: يرجى إرسال = Please send.... نرفق means We attach. Endings such as لكم refer to the recipient team. Keep one main request in each short message.

Six expressions you can use

الموضوع: تأكيد الاجتماع

al-mawduu': ta'kiid al-ijtimaa' — Subject: Meeting confirmation

تحية طيبة وبعد،

tahiyya tayyiba wa ba'd — A formal email greeting

نكتب إليكم لتأكيد الموعد.

naktubu ilaykum lita'kiid al-maw'id — We are writing to confirm the appointment.

يرجى إرسال النسخة المحدثة.

yurjaa irsaal an-nuskha al-muhaddatha — Please send the updated version.

نرفق جدول الاجتماع.

nurfiq jadwal al-ijtimaa' — We attach the meeting agenda.

مع خالص التحية،

ma'a khaalis at-tahiyya — Kind regards,

UNIT 04 · REHEARSE

Professional emails and follow-up

Model conversation

Alex

نكتب إليكم لتأكيد الموعد. نرفق جدول الاجتماع.

We are writing to confirm the appointment. We attach the agenda.

Noura

شكرا. يرجى إرسال النسخة المحدثة من العرض.

Thank you. Please send the updated version of the presentation.

Alex

سنرسلها غدا.

We will send it tomorrow.

Noura

شكرا لتعاونكم.

Thank you for your cooperation.

Adapt a bilingual template

الموضوع: تأكيد الاجتماع

تحية طيبة وبعد،

نكتب إليكم لتأكيد اجتماعنا يوم [اليوم]. نرفق جدول الاجتماع. يرجى تأكيد الموعد.

مع خالص التحية،

[الاسم]

Subject: Meeting confirmation

Greetings,

We are writing to confirm our meeting on [day]. We attach the agenda. Please confirm the appointment.

Kind regards,

[name]

Communication tip

Arabic business messages vary in formality. Use a short neutral greeting until you learn the recipient's preferred style. A bilingual draft can help a reviewer confirm the intended meaning.

UNIT 04 · APPLY & CHECK

Professional emails and follow-up

Your practical task

Write a four-line Arabic email confirming a meeting and requesting one action. Include a clear subject and check the attachment before sending.

1. Choose the meaning: تأكيد الاجتماع: الموضوع

- A. Subject: Meeting confirmation
- B. A formal email greeting
- C. We are writing to confirm the appointment.

2. Choose the meaning: تحية طيبة وبعد،

- A. Subject: Meeting confirmation
- B. We are writing to confirm the appointment.
- C. A formal email greeting

3. Choose the meaning: يرجى إرسال النسخة المحدثة.

- A. Please send the updated version.
- B. Subject: Meeting confirmation
- C. A formal email greeting

4. Choose the meaning: نرفق جدول الاجتماع.

- A. Subject: Meeting confirmation
- B. A formal email greeting
- C. We attach the meeting agenda.

5. What does Noura request?

- A. A new bank account
- B. An updated presentation
- C. A hotel booking

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 05 · LEARN

Meetings, clarification and decisions

Contribute to a meeting and confirm an action, owner and deadline.

Meetings, clarification and decisions

1. Suggest**2. Clarify****3. Assign an owner****4. Confirm deadline**

هدف الاجتماع هو مراجعة الخطة.

WCE | ARAB110 | The meeting's purpose is to review the plan.

Understand the language

نقترح + noun/verbal noun introduces a suggestion. هل يمكن توضيح...? asks for clarification. من سيتابع...? asks who will follow up. Repeat what was actually agreed rather than assuming approval.

Six expressions you can use

هدف الاجتماع هو مراجعة الخطة.

hadaf al-ijtimaa' huwa muraaja'at al-khutta — The meeting's purpose is to review the plan.

نقترح البدء بمشروع تجريبي.

naqtarih al-bad' bimashruu' tajriibii — We suggest starting with a pilot project.

هل يمكن توضيح هذه النقطة؟

hal yumkin tawdiih haadhihi an-nuqta? — Could this point be clarified?

من سيتابع هذا الأمر؟

man sayutaabi' haadhaa al-amr? — Who will follow up on this matter?

سنرسل الملخص يوم الخميس.

sanursil al-mulakhkhas yawm al-khamiis — We will send the summary on Thursday.

هل فهمنا ذلك بشكل صحيح؟

hal fahimnaa dhaalika bishakl sahiih? — Have we understood that correctly?

UNIT 05 · REHEARSE

Meetings, clarification and decisions

Model conversation

Alex

نقترح البدء بمشروع تجريبي.

We suggest starting with a pilot project.

Noura

هل يمكن توضيح مدة المشروع؟

Could the project duration be clarified?

Alex

نقترح عشرة أسابيع. سنرسل الملخص يوم الخميس.

We propose ten weeks. We will send the summary on Thursday.

Noura

سنراجع الملخص قبل اتخاذ القرار.

We will review the summary before making a decision.

Adapt a bilingual template

ملخص الاجتماع

الموضوع: [الموضوع]

الإجراء التالي: [الإجراء]

المسؤول: [الاسم]

الموعد: [التاريخ والوقت]

Meeting summary

Topic: [topic]

Next action: [action]

Owner: [name]

Due: [date and time]

Communication tip

In this dialogue, the partner agrees to review a summary, not to buy the pilot. Record that distinction clearly. Use a qualified interpreter when a discussion exceeds your language level.

UNIT 05 · APPLY & CHECK

Meetings, clarification and decisions

Your practical task

Hold a short planning meeting. Propose a pilot, ask for clarification and write an action note with an owner and deadline. Distinguish a proposal from a decision.

1. Choose the meaning: هدف الاجتماع هو مراجعة الخطة.

- A. We suggest starting with a pilot project.
- B. Could this point be clarified?
- C. The meeting's purpose is to review the plan.

2. Choose the meaning: نقترح البدء بمشروع تجريبي.

- A. Could this point be clarified?
- B. We suggest starting with a pilot project.
- C. The meeting's purpose is to review the plan.

3. Choose the meaning: من سيتابع هذا الأمر؟

- A. The meeting's purpose is to review the plan.
- B. We suggest starting with a pilot project.
- C. Who will follow up on this matter?

4. Choose the meaning: سنرسل الملخص يوم الخميس.

- A. We suggest starting with a pilot project.
- B. We will send the summary on Thursday.
- C. The meeting's purpose is to review the plan.

5. Has Noura approved the purchase?

- A. Yes, unconditionally
- B. No; she will review the summary first
- C. Yes, for ten years

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 06 · LEARN

Products, services and presentations

Describe a service, a benefit and a proposed next step.

Products, services and presentations

1. State the service

2. Explain the benefit

3. Invite questions

4. Share material

نقدم خدمات التدريب.

WCE | ARAB110 | We provide training services.

Understand the language

يقدم means We provide. يساعد means helps with / helps to. Use يمكننا + verb for We can.... Keep the explanation of your service concrete and support claims with evidence.

Six expressions you can use

نقدم خدمات التدريب.

nuqaddim khadamaat at-tadriib — We provide training services.

هذا البرنامج مناسب لفرق العمل.

haadhaa al-barnaamaj munaasib lifiraq al-‘amal — This program is suitable for work teams.

يساعد البرنامج على تحسين التواصل.

yusaa‘id al-barnaamaj ‘alaa tahsiin at-tawaasul — The program helps improve communication.

يمكننا تقديم عرض توضيحي.

yumkinunaa taqdiim ‘ard tawdiihii — We can provide a demonstration.

ما احتياجات فريقكم؟

maa ihtiyaajaat fariiqikum? — What are your team’s needs?

ما الخطوة التالية؟

maa al-khutwa at-taaliya? — What is the next step?

UNIT 06 · REHEARSE

Products, services and presentations

Model conversation

Alex

نقدم خدمات التدريب لفرق العمل. ما احتياجات فريقكم؟

We provide training for work teams. What are your team's needs?

Noura

نحتاج إلى تحسين كتابة الرسائل.

We need to improve email writing.

Alex

يمكننا تقديم عرض توضيحي للبرنامج.

We can provide a demonstration of the program.

Noura

جيد. يرجى إرسال نموذج من المواد.

Good. Please send a sample of the materials.

Adapt a bilingual template

[الخدمة] لفرق [الفئة المستهدفة]. يساعد البرنامج على [الفائدة]. يمكننا تقديم عرض توضيحي. ما احتياجات
نقدم
فريقكم؟

We provide [service] for [target teams]. The program helps with [benefit]. We can provide a demonstration. What are your team's needs?

Communication tip

A feature describes what the service includes; a benefit explains why it may help the customer. Avoid promising a guaranteed result. Ask whether the proposed service actually fits the learner group.

UNIT 06 · APPLY & CHECK

Products, services and presentations

Your practical task

Give a 45-second service introduction. Ask about the customer's need before offering a demonstration. Use a fictional service or a truthful description of your work.

1. Choose the meaning: نقدم خدمات التدريب.

- A. The program helps improve communication.
- B. We provide training services.
- C. This program is suitable for work teams.

2. Choose the meaning: هذا البرنامج مناسب لفرق العمل.

- A. This program is suitable for work teams.
- B. We provide training services.
- C. The program helps improve communication.

3. Choose the meaning: يمكننا تقديم عرض توضيحي.

- A. This program is suitable for work teams.
- B. We can provide a demonstration.
- C. We provide training services.

4. Choose the meaning: ما احتياجات فريقكم؟

- A. What are your team's needs?
- B. We provide training services.
- C. This program is suitable for work teams.

5. What skill does Noura want to improve?

- A. Email writing
- B. Driving
- C. Accounting calculations

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 07 · LEARN

Prices, quotations and invoices

Ask what a price includes and request an itemized quotation.

Prices, quotations and invoices

1. Scope**2. Currency****3. Extra charges****4. Total and validity**

نرجو إرسال عرض سعر مفصل.

WCE | ARAB110 | Please send an itemized quotation.

Understand the language

أسأل عن السعر. هل يشمل...؟ means Does ... include...? عرض سعر is a quotation; فاتورة is an invoice.
Confirm the currency and any additional charges in writing.

Six expressions you can use

نرجو إرسال عرض سعر مفصل.

narjuu irsaal 'ard si'r mufassal — Please send an itemized quotation.

ما العملة المستخدمة؟

maa al-'umla al-mustakhdama? — Which currency is being used?

هل يشمل السعر التوصيل؟

hal yashmal as-si'r at-tawsiil? — Does the price include delivery?

هل توجد رسوم إضافية؟

hal tuujad rusuum idaaifiyya? — Are there additional charges?

المبلغ قبل الضريبة.

al-mablagh qabl ad-dariiba — The amount is before tax.

يرجى إرسال الفاتورة.

yurjaa irsaal al-faatuura — Please send the invoice.

UNIT 07 · REHEARSE

Prices, quotations and invoices

Model conversation

Buyer

هل يشمل السعر التوصيل؟

Does the price include delivery?

Supplier

لا. رسوم التوصيل أربعون دولارا.

No. Delivery costs forty dollars.

Buyer

إذن المجموع خمسمئة وأربعون دولارا قبل الضريبة؟

So the total is five hundred forty dollars before tax?

Supplier

نعم. سنرسل عرض سعر مفصلا.

Yes. We will send an itemized quotation.

Adapt a bilingual template

إرسال عرض سعر مفصل يوضح العملة، والخدمات المشمولة، ورسوم التوصيل، وأي ضرائب، ومدة صلاحية
نرجو
العرض.

Please send an itemized quotation stating the currency, included services, delivery charges, any taxes and quotation validity.

Communication tip

The figures are a language exercise, not a tax calculation. Tax treatment and actual payment obligations differ by transaction and jurisdiction; ask the responsible business team to review real terms.

UNIT 07 · APPLY & CHECK

Prices, quotations and invoices

Your practical task

Practice a fictional quotation: service 500 dollars plus delivery 40 dollars. Confirm the subtotal before any applicable tax, currency and included services. Write a request for an itemized offer.

1. Choose the meaning: نرجو إرسال عرض سعر مفصل.

A. Please send an itemized quotation.

B. Which currency is being used?

C. Does the price include delivery?

2. Choose the meaning: ما العملة المستخدمة؟

A. Please send an itemized quotation.

B. Does the price include delivery?

C. Which currency is being used?

3. Choose the meaning: هل توجد رسوم إضافية؟

A. Are there additional charges?

B. Please send an itemized quotation.

C. Which currency is being used?

4. Choose the meaning: المبلغ قبل الضريبة.

A. Please send an itemized quotation.

B. Which currency is being used?

C. The amount is before tax.

5. What subtotal is discussed before tax?

A. 500 dollars

B. 40 dollars

C. 540 dollars

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 08 · LEARN

Negotiation and internal approval

Explore an option and explain that approval is still needed.

Negotiation and internal approval

1. Clarify the request

2. Offer a condition

3. Check authority

4. Confirm next step

هل يمكن مراجعة السعر؟

WCE | ARAB110 | Could the price be reviewed?

Understand the language

هل يمكن...؟ politely asks whether something is possible. إذا means if. إلى means We need. Use subject-to-review language instead of accepting terms you cannot authorize.

Six expressions you can use

هل يمكن مراجعة السعر؟

hal yumkin muraaja'at as-si'r? — Could the price be reviewed?

نحتاج إلى موافقة الإدارة.

nahtaaj ilaa muwaafaqat al-idaara — We need management approval.

يمكننا مناقشة الخيارات.

yumkinunaa munaaqashat al-khiyaaraat — We can discuss the options.

إذا تغيرت الكمية، هل يتغير السعر؟

idhaa taghayyarat al-kamiyya, hal yataghayyar as-si'r? — If the quantity changes, does the price change?

سنراجع الشروط قبل التأكيد.

sanuraaji' ash-shuruut qabl at-ta'kiid — We will review the terms before confirming.

هذا اقتراح للمناقشة.

haadhaa iqtiraah lil-munaaqasha — This is a proposal for discussion.

UNIT 08 · REHEARSE

Negotiation and internal approval

Model conversation

Buyer

هل يمكن مراجعة السعر إذا زادت الكمية؟

Could the price be reviewed if the quantity increases?

Supplier

يمكننا مناقشة الخيارات.

We can discuss the options.

Buyer

نحتاج إلى موافقة الإدارة قبل التأكيد.

We need management approval before confirming.

Supplier

مفهوم. سنرسل الخيارات كتابة.

Understood. We will send the options in writing.

Adapt a bilingual template

شكرا على العرض. يمكننا مناقشة الخيارات. نحتاج إلى مراجعة الشروط وموافقة الإدارة قبل التأكيد.

Thank you for the offer. We can discuss the options. We need to review the terms and obtain management approval before confirming.

Communication tip

A polite discussion is not automatically an agreement. Follow your company's approval process. This unit teaches communication; it does not interpret contract law.

UNIT 08 · APPLY & CHECK

Negotiation and internal approval

Your practical task

Negotiate a fictional quantity change. Ask one conditional question, request written options and make clear that you need internal approval.

1. Choose the meaning: هل يمكن مراجعة السعر؟

- A. We need management approval.
- B. We can discuss the options.
- C. Could the price be reviewed?

2. Choose the meaning: نحتاج إلى موافقة الإدارة.

- A. We can discuss the options.
- B. We need management approval.
- C. Could the price be reviewed?

3. Choose the meaning: إذا تغيرت الكمية، هل يتغير السعر؟

- A. Could the price be reviewed?
- B. We need management approval.
- C. If the quantity changes, does the price change?

4. Choose the meaning: سنراجع الشروط قبل التأكيد.

- A. We need management approval.
- B. We will review the terms before confirming.
- C. Could the price be reviewed?

5. What does the buyer need before confirming?

- A. A social media post
- B. A new office
- C. Management approval

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 09 · LEARN

Delivery updates and customer concerns

Describe a delay, acknowledge a concern and promise an update.

Delivery updates and customer concerns

1. Acknowledge

2. Check the facts

3. State the action

4. Give an update time

يوجد تأخير في التسليم.

WCE | ARAB110 | There is a delivery delay.

Understand the language

نعتذر عن means We apologize for. سنتحقق من means We will check. State only the action and timing you can control. تحديث المعلومات وحل المشكلة: updating someone is different from resolving the issue.

Six expressions you can use

يوجد تأخير في التسليم.

yuujad ta'khiir fit-tasliim — There is a delivery delay.

نعتذر عن التأخير.

na'tadhir 'an at-ta'khiir — We apologize for the delay.

ما رقم الطلب؟

maa raqam at-talab? — What is the order number?

ستتحقق من حالة الشحنة.

sanatahaqqaq min haalat ash-shuhna — We will check the shipment status.

سنوافيكم بتحديث اليوم.

sanuwaafiikum bitahdiith al-yawm — We will provide an update today.

شكرا على تفهمكم.

shukran 'alaa tafahhumikum — Thank you for your understanding.

UNIT 09 · REHEARSE

Delivery updates and customer concerns

Model conversation

Customer

يوجد تأخير في التسليم.

There is a delivery delay.

Agent

نعتذر عن التأخير. ما رقم الطلب؟

We apologize for the delay. What is the order number?

Customer

رقم الطلب مئتان وأربعة.

The order number is two hundred four.

Agent

سنتحقق من حالة الشحنة ونوافيكم بتحديث اليوم.

We will check shipment status and update you today.

Adapt a bilingual template

نعتذر عن التأخير في الطلب رقم [الرقم]. سنتحقق من حالة الشحنة ونوافيكم بتحديث في [الموعد]. شكرا على تفهمكم.

We apologize for the delay in order [number]. We will check shipment status and update you at [time]. Thank you for your understanding.

Communication tip

Use fictional customer details. Do not promise a refund or delivery time unless authorized and verified. Keep the follow-up message factual.

UNIT 09 · APPLY & CHECK

Delivery updates and customer concerns

Your practical task

Respond to an invented late delivery. Acknowledge the concern, ask for an order reference and promise a realistic update. Add a specific time and time zone.

1. Choose the meaning: يوجد تأخير في التسليم.

- A. What is the order number?
- B. There is a delivery delay.
- C. We apologize for the delay.

2. Choose the meaning: نعتذر عن التأخير.

- A. We apologize for the delay.
- B. There is a delivery delay.
- C. What is the order number?

3. Choose the meaning: سنتحقق من حالة الشحنة.

- A. We apologize for the delay.
- B. We will check the shipment status.
- C. There is a delivery delay.

4. Choose the meaning: سنوافيكم بتحديث اليوم.

- A. We will provide an update today.
- B. There is a delivery delay.
- C. We apologize for the delay.

5. What action does the agent promise?

- A. A guaranteed refund
- B. Checking status and an update today
- C. Free delivery forever

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

UNIT 10 · LEARN

Written confirmation and partnership follow-up

Summarize next steps and confirm who will do what.

Written confirmation and partnership follow-up

1. Summarize**2. Read back details****3. Confirm receipt****4. Plan follow-up**

شكرا على الاجتماع المثمر.

WCE | ARAB110 | Thank you for the productive meeting.

Understand the language

يرجى تأكيد استلام... means Please confirm receipt of.... الإجراء التالي is the next action; المسؤول is the owner. Follow-up messages should distinguish discussion, review, approval and signed agreement.

Six expressions you can use

شكرا على الاجتماع المثمر.

shukran ‘alaa al-ijtimaa’ al-muthmir — Thank you for the productive meeting.

نرفق ملخص النقاط التي ناقشناها.

nurfiq mulakhkhas an-nuqaat allatii naaqashnaahaa — We attach a summary of the points we discussed.

يرجى تأكيد استلام الرسالة.

yurjaa ta’kiid istilaam ar-risaala — Please confirm receipt of the message.

من المسؤول عن الخطوة التالية؟

man al-mas’uul ‘an al-khutwa at-taaliya? — Who is responsible for the next step?

سنرسل المسودة للمراجعة.

sanursil al-musawwada lil-muraaja’a — We will send the draft for review.

نتطلع إلى الخطوات القادمة.

natatalla’ ilaa al-khutuwaat al-qaadima — We look forward to the next steps.

UNIT 10 · REHEARSE

Written confirmation and partnership follow-up

Model conversation

Alex

شكرا على الاجتماع المثمر. سنرسل المسودة للمراجعة.

Thank you for the productive meeting. We will send the draft for review.

Noura

متى سترسلون المسودة؟

When will you send the draft?

Alex

يوم الخميس. يرجى تأكيد الاستلام.

On Thursday. Please confirm receipt.

Noura

سنؤكد الاستلام ونراجع المسودة.

We will confirm receipt and review the draft.

Adapt a bilingual template

شكرا على الاجتماع المثمر. نرفق ملخص النقاط التي ناقشناها. الإجراء التالي هو [الإجراء]، والمسؤول هو [الاسم]، والموعد هو [الموعد]. يرجى تأكيد الاستلام.

Thank you for the productive meeting. We attach a summary of the points discussed. The next action is [action], the owner is [name], and the deadline is [deadline]. Please confirm receipt.

Communication tip

Use professional translation or interpretation for binding documents and consequential decisions beyond your language competence. The aim here is clear everyday communication, not independent legal translation.

UNIT 10 · APPLY & CHECK

Written confirmation and partnership follow-up

Your practical task

Final task: hold a two-minute partner meeting and write a four-line follow-up. Include a next action, owner and full deadline. Clearly label any draft as for review.

1. Choose the meaning: شكرًا على الاجتماع المثمر.

- A. Thank you for the productive meeting.
- B. We attach a summary of the points we discussed.
- C. Please confirm receipt of the message.

2. Choose the meaning: نرفق ملخص النقاط التي ناقشناها.

- A. Thank you for the productive meeting.
- B. Please confirm receipt of the message.
- C. We attach a summary of the points we discussed.

3. Choose the meaning: من المسؤول عن الخطوة التالية؟

- A. Who is responsible for the next step?
- B. Thank you for the productive meeting.
- C. We attach a summary of the points we discussed.

4. Choose the meaning: سنرسل المسودة للمراجعة.

- A. Thank you for the productive meeting.
- B. We attach a summary of the points we discussed.
- C. We will send the draft for review.

5. What will Noura do with the draft?

- A. Approve every term immediately
- B. Ignore it
- C. Confirm receipt and review it

Draft, review, revise

Write your task response. Ask a partner to check purpose, tone and confirmed details. Try again without reading the model.

Final workplace project

Use a fictional U.S. training company and a prospective regional partner. Introduce yourself in Arabic, arrange a meeting with a complete date and time zone, present one service, request or clarify a quotation, distinguish a proposal from internal approval, and write a short follow-up confirming the next action, owner and deadline. Include an English translation of your written message. Ask a teacher or partner to score task completion, clarity, appropriate tone, language accuracy and confirmed details from 0-4 each (0 = not yet; 4 = independent and clear). Revise after feedback. This is a practice rubric, not a certified proficiency assessment.

A 0-4 practice rubric

Task completion ____ / 4

Clarity ____ / 4

Appropriate tone ____ / 4

Language accuracy ____ / 4

Confirmed details ____ / 4

Total: ____ / 20. A score of 15 can be a practice goal. Discuss improvements with a teacher and revise.

Final knowledge review

1. Choose the expression for “I work for an American company.”

- (A) أعمل في شركة أمريكية.
- (B) ما موعد الاجتماع؟
- (C) يرجى تأكيد الاستلام.

2. You want to learn someone’s preferred title. Choose the phrase.

- (A) أحتاج إلى عرض سعر.
- (B) كيف تفضلون أن نخاطبكم؟
- (C) الشحنة متأخرة.

3. What should a clear cross-border invitation confirm?

- A. Only the word tomorrow
- B. Only the attendee’s title
- C. Full date, time and named time zone

4. Choose the phrase for “Please send the updated version.”

- (A) نرفق جدول الاجتماع.
- (B) مع خالص التحية،
- (C) يرجى إرسال النسخة المحدثة.

5. Which note is most accurate after this dialogue?

- A. Pilot purchased
- B. All terms accepted
- C. Summary to be sent Thursday for review

Final knowledge review

6. Which question checks the customer's needs?

- (A) ما احتياجات فريقكم؟
- (B) مع خالص التحية،
- (C) أين الاستقبال؟

7. What is عرض سعر؟

- A. An employee's job title
- B. A quotation
- C. A passport

8. Which phrase avoids claiming approval?

- (A) نحتاج إلى موافقة الإدارة.
- (B) وافقنا على كل شيء.
- (C) تم الشراء.

9. You need the order reference. What should you ask?

- (A) ما رقم الطلب؟
- (B) كيف حالكم؟
- (C) ما مجال عمل شركتكم؟

10. Which phrase asks for confirmation of receipt?

- (A) يرجى تأكيد استلام الرسالة.
- (B) هل يشمل السعر التوصيل؟
- (C) نقدم خدمات التدريب.

Working across business cultures

U.S. International Trade Administration guidance for Saudi Arabia emphasizes trust, familiarity and business courtesies. Its UAE guidance discusses formal greetings, titles and introductory conversation. These are country examples, not rules for every person or organization. Ask how each partner prefers to communicate, confirm decision authority, and agree the action, owner and deadline in writing. English is also widely used in business; confirm which language the team prefers.

A practical transfer checklist

- Ask about preferred names, titles and communication channels.
- Confirm the working language and the local variety of spoken Arabic.
- Spell out dates and name the time zone in invitations.
- Separate a suggestion, a quotation and an authorized approval.
- Confirm currency, scope, charges and the written next action.

Context sources

U.S. International Trade Administration: Saudi Arabia — Business Travel (12 May 2026); United Arab Emirates — Business Travel (25 August 2025). Consulted 14 October 2026. Sources inform the context notes; they do not endorse this course.

<https://www.trade.gov/country-commercial-guides/saudi-arabia-business-travel>

<https://www.trade.gov/country-commercial-guides/united-arab-emirates-business-travel>

Answer key and explanations

Unit 1: Professional introductions

1. A. Meaning: Good morning.
2. C. Meaning: My name is Alex.
3. A. Meaning: I work in the sales department.
4. C. Meaning: I am pleased to meet you (formal/plural).
5. A. خدمات التدريب للشركات means We provide training services to companies.

Unit 2: Courtesy and relationship building

1. C. Meaning: Thank you for the warm welcome.
2. B. Meaning: How are you? (formal/plural)
3. C. Meaning: Do you prefer communication by email?
4. B. Meaning: Thank you; I do not need any more.
5. B. نعم responds to the question about email.

Unit 3: Appointments, dates and time zones

1. B. Meaning: We would like to arrange a meeting.
2. A. Meaning: Does Tuesday suit you?
3. B. Meaning: Is that Riyadh time?
4. A. Meaning: Please confirm the appointment.
5. A. Both speakers confirm بتوقيت الرياض.

Answer key and explanations

Unit 4: Professional emails and follow-up

1. A. Meaning: Subject: Meeting confirmation
2. C. Meaning: A formal email greeting
3. A. Meaning: Please send the updated version.
4. C. Meaning: We attach the meeting agenda.
5. B. She asks for النسخة المحدثة من العرض.

Unit 5: Meetings, clarification and decisions

1. C. Meaning: The meeting's purpose is to review the plan.
2. B. Meaning: We suggest starting with a pilot project.
3. C. Meaning: Who will follow up on this matter?
4. B. Meaning: We will send the summary on Thursday.
5. B. سنراجع الملخص قبل اتخاذ القرار means We will review before deciding.

Unit 6: Products, services and presentations

1. B. Meaning: We provide training services.
2. A. Meaning: This program is suitable for work teams.
3. B. Meaning: We can provide a demonstration.
4. A. Meaning: What are your team's needs?
5. A. كتابة الرسائل means writing messages/emails in this context.

Answer key and explanations

Unit 7: Prices, quotations and invoices

1. A. Meaning: Please send an itemized quotation.
2. C. Meaning: Which currency is being used?
3. A. Meaning: Are there additional charges?
4. C. Meaning: The amount is before tax.
5. C. The buyer confirms 500 plus 40 equals 540 before tax.

Unit 8: Negotiation and internal approval

1. C. Meaning: Could the price be reviewed?
2. B. Meaning: We need management approval.
3. C. Meaning: If the quantity changes, does the price change?
4. B. Meaning: We will review the terms before confirming.
5. C. موافقة الإدارة means management approval.

Unit 9: Delivery updates and customer concerns

1. B. Meaning: There is a delivery delay.
2. A. Meaning: We apologize for the delay.
3. B. Meaning: We will check the shipment status.
4. A. Meaning: We will provide an update today.
5. B. The agent promises to check and update, not a particular remedy.

Answer key and explanations

Unit 10: Written confirmation and partnership follow-up

1. A. Meaning: Thank you for the productive meeting.
2. C. Meaning: We attach a summary of the points we discussed.
3. A. Meaning: Who is responsible for the next step?
4. C. Meaning: We will send the draft for review.
5. C. المسودة ونراجع الاستلام سنؤكد gives the two agreed actions.

Final review answer key

1. A. أمريكية أعمل في شركةintroduces your employer.
2. B. This asks how the person would like to be addressed.
3. C. A complete reference helps avoid scheduling errors.
4. C. يرجى إرسال Please send.
5. C. Record the agreed review step without inventing approval.
6. A. Ask about the team's needs before proposing a solution.
7. B. عرض سعر is an offer stating a price; فاتورة is an invoice.
8. A. It says approval is needed, not that it has already been given.
9. A. رقم الطلب means order number.
10. A. تأكيد استلام means confirmation of receipt.

Keep learning with WCE

Practice one new workplace exchange each week. Use Arabic101 for script foundations and Business English for bilingual team practice.

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