

BUSINESS ENGLISH

For Global Professionals

A visual course and practical workbook

ESL110 · 2026 edition
Dr. Wagih Elgohary, Ph.D., Ed.D.
World Cultures & Education

A clear email makes the next action visible

SUBJECT	Delivery confirmation requested by 14 May
PURPOSE	I am writing to confirm delivery on 18 May.
REQUEST	Could you confirm the date by Thursday, 14 May?
CLOSING	Thank you for your time. Kind regards, Lina

WCE | ESL110 | UNIT 2

10 units · 10 visual aids · 60 knowledge checks

Model dialogues, professional writing templates, practice tasks and answer keys.

Open the interactive course and device-based audio models

How to use this book

This WCE course helps adult learners communicate clearly in everyday professional situations. Basic everyday English is recommended. Start with ESL101 for general English or ESL100 for Arabic-supported English if you need a foundation.

Learn

Use the visual aid, language pattern and six expressions on the first page of each unit.

Rehearse

Read the dialogue aloud. Take both roles, then change two details. Adapt the writing template.

Apply

Complete the practical task and knowledge checks. Write a draft, get feedback, revise and repeat.

Review

Use the answer key to understand errors. Quiz results are practice feedback, not a certified proficiency level.

A manageable study rhythm

Try three 20-minute sessions per unit. Study one unit each week or adjust the pace with your teacher. The interactive course offers device-based synthetic audio; this PDF contains the complete written content and can be used offline.

Publication and permissions

© 2026 World Cultures & Education. Original WCE lesson activities, worksheets and templates are available under CC BY 4.0: credit WCE and identify changes. WCE logo and branding are excluded. No university credit or certificate is awarded by this website. Examples and figures are fictional unless a learner substitutes an accurately described personal example. This is language education; actual purchasing terms require review through your organization's processes.

Contact: FLtoday70@gmail.com

Online course: world-cultures-education.tunedfly5.chatgpt.site/business-english/

Your learning path

01. Professional introductions and networking

Introduce yourself, describe your work and open a professional conversation.

02. Clear professional emails

Write a concise email with a purpose, request and deadline.

03. Meetings and action points

Contribute to a meeting and confirm responsibilities.

04. Phone calls and online meetings

Open a call, repair misunderstandings and confirm details.

05. Short presentations and business updates

Give a structured update and explain a simple comparison.

06. Customer service and handling complaints

Acknowledge a concern, clarify facts and propose a next step.

07. Projects, deadlines and progress reports

Describe status, flag a delay and agree a realistic next action.

08. Quotations and simple negotiation

Clarify price, scope and delivery terms before agreeing.

09. International teamwork and respectful feedback

Communicate across time zones and give specific, respectful feedback.

10. Interviews, achievements and career conversations

Describe experience with evidence and ask useful career questions.

After the ten units

Complete the workplace project and final review, explore the US/UK usage guide, and check your answers.
Keep a record of what you can do and what you want to practice next.

UNIT 01 · LEARN

Professional introductions and networking

Your goal: Introduce yourself, describe your work and open a professional conversation.

Your 30-second professional introduction

NAME + ROLE

I am Mei, a project coordinator.

ORGANIZATION

I work for Northstar.

RESPONSIBILITY

I coordinate training schedules.

OPEN QUESTION

What kinds of projects do you support?

WCE | ESL110 | UNIT 1

Use the four blocks to introduce yourself, then invite the other person to speak.

Understand the language

Use I work for + organization, I work in + department, and I am responsible for + noun or -ing form. Introduce your role before giving detail. Ask an open question to continue the conversation.

Six expressions you can use

I work for a logistics company.

I am employed by a company that organizes transport.

I work in customer service.

My department helps customers.

I am responsible for scheduling deliveries.

Arranging delivery times is part of my job.

Could you tell me about your role?

Please explain what you do at work.

It was good to meet you.

A polite way to end a first conversation.

May I follow up by email?

May I contact you later by email?

UNIT 01 · REHEARSE

Professional introductions and networking

A model conversation

Mei: Hello, I am Mei. I work in customer service at Northstar.

Mei gives her name, department and organization.

Sam: Nice to meet you. I am Sam, a project coordinator.

Sam introduces his role.

Mei: What kinds of projects do you coordinate?

Mei asks an open question.

Sam: I support training projects for local companies.

Sam gives a short, clear answer.

Adapt the template

Hello, I am [name]. I work for [organization] in [department]. I am responsible for [task]. I am interested in learning more about [topic]. Could you tell me about your work?

Language and communication tip

Avoid: I am responsible to arrange deliveries. Say: I am responsible for arranging deliveries. Keep your first introduction short; let the listener ask for detail.

Your practical task

Give a 30-second introduction using an invented company. Ask two follow-up questions. Finish politely and request permission to follow up.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 01 · APPLY & CHECK

Professional introductions and networking

1. What does this expression mean? I work in customer service.

- A. I am employed by a company that organizes transport.
- B. Arranging delivery times is part of my job.
- C. My department helps customers.

2. What does this expression mean? Could you tell me about your role?

- A. Please explain what you do at work.
- B. I am employed by a company that organizes transport.
- C. My department helps customers.

3. Choose the correct sentence.

- A. I work for a company.
- B. I work a company for.
- C. I am work for a company.

4. Which question invites more than a yes/no answer?

- A. Are you Sam?
- B. Do you work here?
- C. What kinds of projects do you support?

5. What does Sam coordinate?

- A. Customer complaints
- B. Projects
- C. Deliveries

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 02 · LEARN

Clear professional emails

Your goal: Write a concise email with a purpose, request and deadline.

A clear email makes the next action visible

SUBJECT	Delivery confirmation requested by 14 May
PURPOSE	I am writing to confirm delivery on 18 May.
REQUEST	Could you confirm the date by Thursday, 14 May?
CLOSING	Thank you for your time. Kind regards, Lina

WCE | ESL110 | UNIT 2

Point to the purpose, requested action and deadline before you send an email.

Understand the language

Use a specific subject line, greeting, purpose, action request and closing. Could you + base verb makes a polite request. By Thursday means no later than Thursday; on Thursday names the day of an event.

Six expressions you can use

I am writing to confirm our meeting.	The purpose of this email is to check the meeting details.
Could you send the revised quotation?	Please send the updated price offer.
Please reply by Thursday.	Send your response no later than Thursday.
I have attached the draft.	The draft is included as a file with the email.
Please let me know if you need any changes.	Tell me if you want something revised.
Thank you for your time.	A polite closing expression.

UNIT 02 · REHEARSE

Clear professional emails

A model conversation

Lina: Could you review my draft before I send it?

Lina asks for a review.

Sam: Yes. What do you need the customer to do?

Sam asks about the requested action.

Lina: Confirm the delivery date by Thursday.

Lina gives an action and a deadline.

Sam: Put that request in the first paragraph.

Sam suggests making the purpose clear.

Adapt the template

Subject: Confirmation requested - delivery on 18 May

Dear Alex,

I am writing to confirm delivery of the training materials on 18 May. Could you confirm the date by Thursday, 14 May? I have attached the draft schedule.

Thank you,

Lina

Language and communication tip

Avoid: Please reply until Thursday. Say: Please reply by Thursday. Spell out the month and include the time zone for time-sensitive requests.

Your practical task

Write an 80-word email requesting a revised quotation. Include a subject line, one clear request, an invented deadline and a closing. Check that the attachment you mention is included.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 02 · APPLY & CHECK

Clear professional emails

1. What does this expression mean? Could you send the revised quotation?

- A. Send your response no later than Thursday.
- B. Please send the updated price offer.
- C. The purpose of this email is to check the meeting details.

2. What does this expression mean? I have attached the draft.

- A. The purpose of this email is to check the meeting details.
- B. Please send the updated price offer.
- C. The draft is included as a file with the email.

3. Which subject line is most useful?

- A. Hello
- B. Important things
- C. Quotation review requested by 14 May

4. Please reply by Thursday means...

- A. Reply no later than Thursday.
- B. Only reply after Thursday.
- C. Keep replying every day.

5. What action does the model email request?

- A. Pay an invoice
- B. Confirm a delivery date
- C. Book a flight

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 03 · LEARN

Meetings and action points

Your goal: Contribute to a meeting and confirm responsibilities.

Meeting action board: who will do what, by when?

ACTION	OWNER	DUE
Confirm the training room	Sam	Friday, 12 June
Send the workshop agenda	Mei	Monday, 15 June

WCE | ESL110 | UNIT 3

Turn vague meeting notes into a specific action, owner and deadline. Dates are fictional examples.

Understand the language

Use I suggest + -ing or I suggest that we + base verb. Use could for a proposal and will for an agreed action. End with an owner, action and deadline.

Six expressions you can use

The purpose of this meeting is to review progress.

We are meeting to discuss how the work is going.

Could we start with the delivery schedule?

May we discuss the schedule first?

I suggest testing the new process first.

My proposal is to try the process before full use.

May I add one point?

I would like to contribute to the discussion.

Who will take responsibility for this?

Who will own the action?

Let us confirm the next steps.

Let us agree what happens after the meeting.

UNIT 03 · REHEARSE

Meetings and action points

A model conversation

Chair: We need to choose a date for the customer workshop.

The chair states the decision needed.

Mei: I suggest holding it on 20 June.

Mei proposes a date.

Sam: That works. I will check the room by Friday.

Sam accepts and takes an action.

Chair: Thank you. Sam will confirm the room by Friday.

The chair repeats the owner and deadline.

Adapt the template

Meeting notes

Decision: [what was agreed]

Action: [specific task]

Owner: [person responsible]

Due: [date and time zone]

Open question: [what still needs an answer]

Language and communication tip

Avoid: I suggest to change the date. Say: I suggest changing the date. Invite colleagues to contribute rather than assuming silence means agreement.

Your practical task

Hold a five-minute meeting to plan a training workshop. Agree two actions, owners and deadlines. Write short minutes using the template.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 03 · APPLY & CHECK

Meetings and action points

1. What does this expression mean? Could we start with the delivery schedule?

- A. May we discuss the schedule first?
- B. We are meeting to discuss how the work is going.
- C. My proposal is to try the process before full use.

2. What does this expression mean? May I add one point?

- A. May we discuss the schedule first?
- B. I would like to contribute to the discussion.
- C. We are meeting to discuss how the work is going.

3. Which sentence is correct?

- A. I suggest to testing it.
- B. I suggest testing it.
- C. I suggest test it yesterday.

4. Who will check the room?

- A. Sam
- B. The customer
- C. Mei

5. Which action point is complete?

- A. Room
- B. Someone should do something
- C. Sam will confirm the room by Friday.

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 04 · LEARN

Phone calls and online meetings

Your goal: Open a call, repair misunderstandings and confirm details.

Repair a difficult call with a confirmation loop

1. NOTICE

Your audio is breaking up.

2. ASK

Could you put the date in the chat?

4. CONFIRM

Is that correct?

3. READ BACK

16 July, 10:00, Singapore time.

WCE | ESL110 | UNIT 4

Follow the numbered loop. Repeat the full date, time and time zone before confirming.

Understand the language

Use *Could you + base verb* for a polite request. Use *let me + base verb* for your next action. Read back important details and ask *Is that correct?*

Six expressions you can use

May I speak to the project coordinator?

I would like to talk to the person coordinating the project.

Could you repeat the last part?

Please say the final information again.

Your audio is breaking up.

The sound is not coming through clearly.

Let me check that I understood.

I will repeat the details to confirm.

Could you put that in the chat?

Please type the information in the meeting chat.

I will send a summary after the call.

I will email the key information later.

UNIT 04 · REHEARSE

Phone calls and online meetings

A model conversation

Lina: The delivery is now on 16 July at ten in the morning, Singapore time.

Lina gives a revised date and time.

Sam: Your audio is breaking up. Could you put the date in the chat?

Sam requests written clarification.

Lina: Certainly. I have typed the full details.

Lina supplies the details in writing.

Sam: 16 July, 10:00, Singapore time. Is that correct?

Sam reads back the information.

Adapt the template

Hello, this is [name] from [organization]. Is this a good time for a short call? I am calling about [topic]. Let me confirm [date/time/action]. I will send a summary after the call.

Language and communication tip

Do not pretend to understand an unclear number. Ask for it again and confirm the time zone. In a real online meeting, follow your organization's recording and privacy rules.

Your practical task

Role-play a call with one deliberately unclear date. Ask for repetition, request a written version, and read back the confirmed information.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 04 · APPLY & CHECK

Phone calls and online meetings

1. What does this expression mean? Could you repeat the last part?

- A. I would like to talk to the person coordinating the project.
- B. The sound is not coming through clearly.
- C. Please say the final information again.

2. What does this expression mean? Let me check that I understood.

- A. I will repeat the details to confirm.
- B. I would like to talk to the person coordinating the project.
- C. Please say the final information again.

3. The audio is unclear. What should you say?

- A. I understood everything.
- B. Speak as fast as possible.
- C. Could you repeat that or put it in the chat?

4. Which time zone is used in the dialogue?

- A. London time
- B. Singapore time
- C. No time zone

5. What does read-back do?

- A. Checks the details by repeating them
- B. Ends the call immediately
- C. Changes the appointment

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

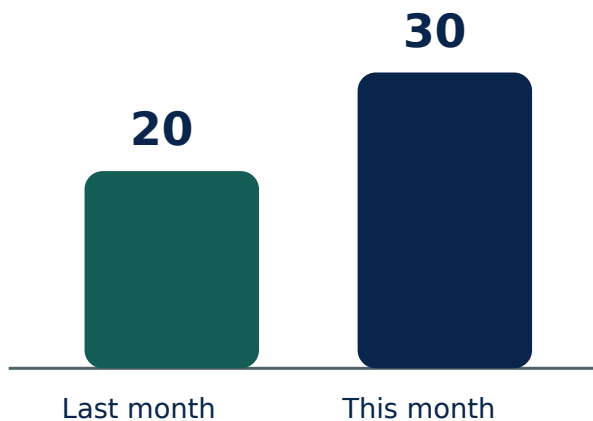
Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 05 · LEARN

Short presentations and business updates

Your goal: Give a structured update and explain a simple comparison.

Explain the figure, the change and its meaning



CHANGE: +10 ORDERS

$30 - 20 = 10$ completed orders

RELATIVE CHANGE: +50%

$10 \div 20 \times 100 = 50\%$

WCE | ESL110 | UNIT 5

Fictional data: completed orders rose from 20 to 30. The increase is 10 orders, or 50% of the earlier count.

Understand the language

Organize an update as purpose, key point, evidence and next step. Use increased from X to Y to describe a change, and higher/lower than to compare. State what the figures measure.

Six expressions you can use

Today I will give a brief update on the project.

I will explain the current project position.

There are three points to cover.

The presentation has three main topics.

The main finding is that response times improved.

The most important result is faster responses.

Requests increased from 20 to 30.

The count changed from twenty to thirty.

This figure refers to completed orders.

This number counts orders that are finished.

I recommend a small pilot next month.

My proposed next action is a limited trial.

UNIT 05 · REHEARSE

Short presentations and business updates

A model conversation

Presenter: This month we completed 30 orders, compared with 20 last month.

The presenter compares completed-order counts.

Listener: Does that include cancelled orders?

The listener checks the definition.

Presenter: No. These are completed orders only.

The presenter clarifies what is measured.

Listener: Thank you. What is the next step?

The listener asks for the proposed action.

Adapt the template

Purpose: This update explains [topic].
Key point: [one important message].
Evidence: [clearly labelled figure or example].
Next step: I recommend [action] by [date].
Question: What would you like me to clarify?

Language and communication tip

The increase from 20 to 30 is 10 orders, or 50% relative to 20. Distinguish the amount of change from the final total. Keep the language simple and the units clear.

Your practical task

Give a one-minute update using invented figures: 20 completed orders last month and 30 this month. Explain what the numbers count, then recommend one next step.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 05 · APPLY & CHECK

Short presentations and business updates

1. What does this expression mean? There are three points to cover.

- A. The most important result is faster responses.
- B. The presentation has three main topics.
- C. I will explain the current project position.

2. What does this expression mean? Requests increased from 20 to 30.

- A. I will explain the current project position.
- B. The presentation has three main topics.
- C. The count changed from twenty to thirty.

3. Orders changed from 20 to 30. The increase is...

- A. 30 orders
- B. 10 orders
- C. 20 orders

4. What does the dialogue count?

- A. Cancelled orders only
- B. Every inquiry
- C. Completed orders only

5. What should come after evidence in a short update?

- A. A clear next step
- B. An unrelated story
- C. No explanation

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 06 · LEARN

Customer service and handling complaints

Your goal: Acknowledge a concern, clarify facts and propose a next step.

A complaint response needs care and a clear action

ACKNOWLEDGE

I understand that the delay caused difficulty.

CLARIFY

Could you confirm the order number?

ACT

I will check the delivery record.

UPDATE

I will update you by 15:00 today.

WCE | ESL110 | UNIT 6

Promise a controlled next action. An update deadline is different from a guaranteed resolution.

Understand the language

Use I understand that... to acknowledge a concern. Ask factual questions before offering a solution. Use I can... for an action you can take and I will check... when you need authorization.

Six expressions you can use

Thank you for bringing this to our attention.

Thank you for telling us about the issue.

I understand that the delay has caused difficulty.

I recognize the problem created by the delay.

Could you confirm the order number?

Please check and tell me which order is involved.

Let me check the available options.

I need to review possible solutions.

I will update you by 15:00 today.

I will provide more information no later than that time.

Would that solution work for you?

Is the proposed solution acceptable?

UNIT 06 · REHEARSE

Customer service and handling complaints

A model conversation

Customer: The materials arrived two days late.

The customer describes a delay.

Agent: I understand that this caused difficulty. Could you confirm the order number?

The agent acknowledges the concern and asks for details.

Customer: It is order 204.

The customer identifies the order.

Agent: Thank you. I will check the delivery record and update you by 15:00 today.

The agent promises an update, not an unapproved remedy.

Adapt the template

Dear [customer],
Thank you for contacting us about [issue]. I understand [impact]. I will check [specific facts] and update you by [time and time zone]. Could you confirm [needed detail]?
Kind regards,
[name]

Language and communication tip

Avoid blaming the customer or promising an unauthorized refund. An update deadline is different from a guaranteed resolution deadline.

Your practical task

Respond to an invented delivery complaint. Acknowledge the concern, ask one useful question and promise only a follow-up action you can reasonably control.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 06 · APPLY & CHECK

Customer service and handling complaints

1. What does this expression mean? I understand that the delay has caused difficulty.

- A. I recognize the problem created by the delay.
- B. Thank you for telling us about the issue.
- C. Please check and tell me which order is involved.

2. What does this expression mean? Let me check the available options.

- A. I recognize the problem created by the delay.
- B. I need to review possible solutions.
- C. Thank you for telling us about the issue.

3. Which response is most constructive?

- A. That is your problem.
- B. We always make mistakes.
- C. I understand your concern. Let me check the order details.

4. What does the agent promise?

- A. An update by 15:00
- B. A refund immediately
- C. Free deliveries forever

5. Which detail identifies the delivery?

- A. The agent's age
- B. Order number 204
- C. The customer's favorite color

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 07 · LEARN

Projects, deadlines and progress reports

Your goal: Describe status, flag a delay and agree a realistic next action.

Project status: separate facts, risks and next actions

COMPLETED

Slides are finished.

WAITING FOR

Customer figures are missing.

AT RISK

Friday's deadline may be missed.

NEXT ACTION

Sam requests figures today; update tomorrow.

WCE | ESL110 | UNIT 7

State what is done, what is missing, the impact and who will act next.

Understand the language

Use have completed for finished work relevant now; are working on for current activity; and will for a next action. Say at risk when a deadline may be missed, and delayed when it has already moved.

Six expressions you can use

We have completed the first draft.

The first version is finished.

We are waiting for customer feedback.

The next step depends on the customer's response.

The deadline is at risk.

We may not finish by the agreed date.

The delivery has been delayed.

The delivery is later than planned.

Could we agree a revised deadline?

May we set a new completion date?

I will send an update tomorrow.

I will provide current information the next day.

UNIT 07 · REHEARSE

Projects, deadlines and progress reports

A model conversation

Coordinator: We have completed the slides, but we are waiting for the customer's figures.

Some work is done, but required information is missing.

Manager: Does that affect Friday's deadline?

The manager checks the impact.

Coordinator: Yes. The deadline is at risk. I will request the figures today.

The coordinator identifies a risk and an action.

Manager: Please update me tomorrow before we change the date.

The manager requests an update before making a decision.

Adapt the template

Status: [completed / in progress / blocked].

Completed: [specific result].

Waiting for: [dependency].

Impact: [effect on timing or scope].

Next action and owner: [who will do what by when].

Language and communication tip

Avoid: We wait the figures. Say: We are waiting for the figures. Flag problems early and distinguish a risk from a confirmed delay.

Your practical task

Write a five-line project update. Explain one completed task, one missing input, the effect on the deadline and the action you will take.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 07 · APPLY & CHECK

Projects, deadlines and progress reports

1. What does this expression mean? We are waiting for customer feedback.

- A. The first version is finished.
- B. We may not finish by the agreed date.
- C. The next step depends on the customer's response.

2. What does this expression mean? The delivery has been delayed.

- A. The delivery is later than planned.
- B. The first version is finished.
- C. The next step depends on the customer's response.

3. The deadline is at risk means...

- A. It was cancelled permanently.
- B. It may be missed.
- C. The work is already approved.

4. What is the team waiting for?

- A. A new office
- B. A printer
- C. Customer figures

5. Which sentence describes current work?

- A. We are reviewing the draft.
- B. We review yesterday.
- C. We reviewed tomorrow.

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 08 · LEARN

Quotations and simple negotiation

Your goal: Clarify price, scope and delivery terms before agreeing.

Clarify the quotation before you agree

Quoted service	500 dollars
Delivery charge	+40 dollars
Subtotal before any applicable tax	540 dollars

CONFIRM: currency • scope • tax • delivery • approvals

Fictional quotation. A price discussion is not purchase approval.

WCE | ESL110 | UNIT 8

The subtotal is 540 dollars. Confirm the currency and applicable tax instead of assuming a final payable total.

Understand the language

Use Does the price include...? to clarify scope. Use If you can..., we could... to explore a conditional option. Restate the agreed terms in writing; do not treat an exploratory discussion as final approval.

Six expressions you can use

Could you send an itemized quotation?	Please send a price offer showing separate items.
Does the price include delivery?	Is transport included in that amount?
What is the expected delivery date?	When do you expect the goods or service to arrive?
Could we discuss the payment schedule?	May we review when payments are due?
If we order more, could you review the price?	Would a larger quantity allow a different price?
Let us confirm the agreed terms in writing.	Let us record the agreement clearly.

UNIT 08 · REHEARSE

Quotations and simple negotiation

A model conversation

Buyer: Your quotation is 500 dollars. Does that include delivery?

The buyer checks what the price covers.

Supplier: No. Delivery is another 40 dollars.

The supplier states an additional charge.

Buyer: So the total is 540 dollars before any applicable tax. Is that correct?

The buyer confirms the stated subtotal.

Supplier: Yes. I will send the itemized quotation.

The supplier agrees to provide written detail.

Adapt the template

Thank you for the quotation. Before we proceed, please confirm: currency; item descriptions and quantities; included services; delivery charges and timing; applicable taxes; payment schedule; and quotation validity. We will review the written terms before confirming.

Language and communication tip

A quotation is a price offer; an invoice requests payment for a transaction. This module teaches communication, not contract or financial advice. Ask your responsible purchasing team to review actual terms.

Your practical task

Role-play a buyer and supplier. Clarify an invented 500-dollar price plus 40-dollar delivery charge. Confirm currency, tax treatment and delivery date. Write a summary without promising a purchase.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 08 · APPLY & CHECK

Quotations and simple negotiation

1. What does this expression mean? Does the price include delivery?

- A. When do you expect the goods or service to arrive?
- B. Is transport included in that amount?
- C. Please send a price offer showing separate items.

2. What does this expression mean? Could we discuss the payment schedule?

- A. Please send a price offer showing separate items.
- B. Is transport included in that amount?
- C. May we review when payments are due?

3. 500 plus a 40 delivery charge totals...

- A. 540 before any applicable tax
- B. 500 including everything
- C. 460

4. Which question checks scope?

- A. Where were you born?
- B. Does the price include delivery?
- C. Do you like your job?

5. What should happen before confirming a purchase?

- A. Ignore written terms
- B. Assume taxes are zero
- C. Review the written quotation and required approvals

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 09 · LEARN

International teamwork and respectful feedback

Your goal: Communicate across time zones and give specific, respectful feedback.

Make feedback specific, respectful and actionable

OBSERVATION

The timeline is missing delivery dates.

IMPACT

The team cannot confirm the schedule.

REQUEST

Could we review page two together?

COORDINATION

Please suggest times with a time zone.

WCE | ESL110 | UNIT 9

Describe the work and the practical impact. Ask about the individual's preferences.

Understand the language

Ask about individual preferences instead of assuming them from nationality. Use I noticed + observation, the impact is..., and could we...? to give actionable feedback. Confirm dates and time zones in writing.

Six expressions you can use

Which time zone should we use?

What location's clock will define the time?

How would you prefer to receive feedback?

What feedback format works best for you?

I noticed that two figures are missing.

I observed a specific gap in the document.

Could we review them together?

May we work through the figures as a team?

Let us check that everyone has understood.

Let us confirm shared understanding.

What would make this easier for your team?

What practical change would help your colleagues?

UNIT 09 · REHEARSE

International teamwork and respectful feedback

A model conversation

Sam: I noticed that the report does not include the delivery dates.

Sam identifies a specific issue.

Mei: Thank you. Which section needs them?

Mei asks for a clear location.

Sam: The timeline on page two. Could we review it together?

Sam specifies where and offers collaboration.

Mei: Yes. Please send two possible meeting times with the time zone.

Mei requests clear scheduling options.

Adapt the template

I noticed [specific observation]. The effect is [practical impact]. Could we [suggested next step]? How would you prefer to handle it? Please confirm [date, time and time zone] if a meeting would help.

Language and communication tip

Avoid stereotypes about countries or cultures. People in the same organization may have different preferences. Simple language, clear turn-taking and specific examples help international teams.

Your practical task

Rewrite “Your report is bad” as specific, useful feedback. Offer two meeting options using a named time zone and ask the colleague which works.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 09 · APPLY & CHECK

International teamwork and respectful feedback

1. What does this expression mean? How would you prefer to receive feedback?

- A. What feedback format works best for you?
- B. What location's clock will define the time?
- C. I observed a specific gap in the document.

2. What does this expression mean? Could we review them together?

- A. What feedback format works best for you?
- B. May we work through the figures as a team?
- C. What location's clock will define the time?

3. Which feedback is most useful?

- A. Everything is wrong.
- B. People from your country always do this.
- C. The timeline on page two is missing delivery dates. Could we review it?

4. What does Mei ask Sam to send?

- A. Two meeting options with a time zone
- B. A private bank statement
- C. Only the word tomorrow

5. What is the best way to learn a colleague's preference?

- A. Assume based on nationality
- B. Ask respectfully
- C. Treat silence as approval

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

UNIT 10 · LEARN

Interviews, achievements and career conversations

Your goal: Describe experience with evidence and ask useful career questions.

STAR: describe an achievement with evidence

SITUATION

Our team missed two deadlines.

TASK

I needed to improve planning.

ACTION

I introduced a weekly planning review.

RESULT

We met the next four deadlines.

WCE | ESL110 | UNIT 10

Use supported evidence in real interviews. This STAR example is fictional.

Understand the language

Use a short example: situation, task, action and result. Use past simple for completed actions. Say what you personally did and distinguish your contribution from the team's work.

Six expressions you can use

I coordinated a team of four.

I organized the work of four team members.

My main contribution was improving the schedule.

The schedule improvement was my particular part.

For example, I introduced a weekly review.

I am giving a specific action as evidence.

As a result, we reduced missed deadlines.

Fewer deadlines were missed after the change.

Could you describe the priorities for this role?

What matters most in this position?

What would success look like in the first three months?

How would good early performance be judged?

UNIT 10 · REHEARSE

Interviews, achievements and career conversations

A model conversation

Interviewer: Tell me about a time you improved a process.

The interviewer requests an example.

Candidate: Our team missed two deadlines. I introduced a weekly planning review.

The candidate describes a problem and action.

Interviewer: What happened after that?

The interviewer asks for the outcome.

Candidate: We met the next four deadlines. I tracked the schedule and shared updates.

The candidate gives a specific result and contribution.

Adapt the template

Situation: [brief context].
Task: [your responsibility].
Action: I [specific action].
Result: [supported outcome].
Reflection: Next time, I would [learning point].

Language and communication tip

Avoid inventing achievements or unsupported numbers in a real interview. In practice exercises, label invented examples as fictional. Use evidence you can explain.

Your practical task

Prepare a 60-second answer about an actual or clearly fictional process improvement. Identify your contribution, one supported result and one lesson. Practice two questions for the interviewer.

Rehearsal: first use the model, then try without reading. Ask a partner whether the purpose and next action are clear.

UNIT 10 · APPLY & CHECK

Interviews, achievements and career conversations

1. What does this expression mean? My main contribution was improving the schedule.

- A. I organized the work of four team members.
- B. I am giving a specific action as evidence.
- C. The schedule improvement was my particular part.

2. What does this expression mean? As a result, we reduced missed deadlines.

- A. Fewer deadlines were missed after the change.
- B. I organized the work of four team members.
- C. The schedule improvement was my particular part.

3. Which sequence gives a clear example?

- A. Result, unrelated story, goodbye
- B. Situation, task, action, result
- C. Job title only

4. What change did the candidate introduce?

- A. A weekly planning review
- B. A new delivery charge
- C. An extra holiday

5. Which statement is strongest when it is true?

- A. I am perfect.
- B. I did everything alone.
- C. I coordinated the schedule, and the team met the next four deadlines.

Draft, review and revise

Use this space for your task response or notes. Use fictional details where appropriate.

Self-check: Can I complete the task without the model? What will I improve next time?

Final workplace project

You coordinate a one-day workshop for a fictional customer. The customer asks for a price, a schedule and an explanation of the benefits. One delivery may be late.

1. Write

Write a 100-word proposal email. State the purpose, scope, an invented price and a clear next step.

2. Discuss

Hold a two-minute planning meeting. Ask a question, suggest a solution, clarify the delivery risk and agree an action, owner and deadline.

3. Update

Give a one-minute progress update and write a four-line follow-up email.

Review with a teacher or partner

Score each area from 0-4: 0 = not yet; 1 = substantial help; 2 = some help; 3 = mostly independent; 4 = independent and clear.

Area	Score / 4
Task completion	
Clarity	
Appropriate tone	
Language accuracy	
Confirmed details	

A total of 15/20 can be a practice goal. This is not a certified proficiency assessment. Revise after feedback, then try the project again.

Final knowledge review

1. You meet a new partner. Which introduction is clearest?

- A. I am busy.
- B. Hello, I am Lina. I coordinate customer training at BrightWorks.
- C. You know what I do.

2. You forgot an attachment. What should you write?

- A. You should find it yourself.
- B. I already told you.
- C. The attachment was missing from my previous email. Please find it attached here.

3. A colleague has not spoken. Which invitation is respectful?

- A. Why are you silent?
- B. Mei, would you like to add anything?
- C. We will assume you agree.

4. You need to end a call professionally. Choose the best closing.

- A. Before we finish, I will send the revised schedule today. Thank you for your time.
- B. Bye, whatever.
- C. We discussed things.

5. Which sentence labels a figure most clearly?

- A. The number is 30.
- B. Thirty completed orders were recorded in May.
- C. It went up somehow.

Final knowledge review

6. You need approval for a refund. What should you say?

- A. Your refund is guaranteed.
- B. I cannot talk to you.
- C. I will check the refund options with the relevant team and update you.

7. A dependency is missing. What should a useful update include?

- A. Nothing until the deadline passes
- B. Only a complaint
- C. The missing input, its impact and the next action

8. Which phrase explores an option without claiming agreement?

- A. We accept every term.
- B. If we adjust the quantity, could we review the delivery cost?
- C. You must do it for free.

9. A deadline is unclear across countries. What should you do?

- A. Guess the local time.
- B. Wait until it passes.
- C. Confirm the full date, time and named time zone.

10. You do not have an exact improvement percentage. What should you do?

- A. Invent a large percentage.
- B. Describe the supported outcome without an invented number.
- C. Avoid describing any experience.

My next step

Choose one real communication goal: a clearer email, a better introduction or a more specific update. Write what you will practice, when and with whom.

US and UK workplace usage

resume / CV

A summary of qualifications; an academic CV may be longer.

vacation / holiday / annual leave

Time away from work.

cell phone / mobile phone

A portable telephone.

zip code / postcode

A postal area identifier.

organize / organise / organize

Arrange work or an activity.

center / centre

A place or organizational unit.

These are common patterns, not strict rules for every workplace. Follow your organization's style. Spell out the month and include a named time zone for shared deadlines.

Optional AI rehearsal

Ask a tool you choose to act as a patient Business English partner. Request one fictional situation at a time about emails, meetings, service, updates or negotiation. Ask for one important correction and a chance to try again. Do not enter real client details or confidential information. Check uncertain corrections with a teacher. The course has no connected AI tutor.

Answer key and explanations

Unit 1: Professional introductions and networking

1. **C.** Meaning: My department helps customers.
2. **A.** Meaning: Please explain what you do at work.
3. **A.** Use work for before the employer.
4. **C.** What kinds of... invites an explanation.
5. **B.** Sam introduces himself as a project coordinator.

Unit 2: Clear professional emails

1. **B.** Meaning: Please send the updated price offer.
2. **C.** Meaning: The draft is included as a file with the email.
3. **C.** A useful subject identifies the topic and action.
4. **A.** By sets the latest acceptable time.
5. **B.** The message asks the recipient to confirm delivery.

Unit 3: Meetings and action points

1. **A.** Meaning: May we discuss the schedule first?
2. **B.** Meaning: I would like to contribute to the discussion.
3. **B.** Suggest can be followed by an -ing form.
4. **A.** Sam says I will check the room by Friday.
5. **C.** A useful action names an owner, task and deadline.

Answer key and explanations

Unit 4: Phone calls and online meetings

1. **C.** Meaning: Please say the final information again.
2. **A.** Meaning: I will repeat the details to confirm.
3. **C.** Request a clearer spoken or written version.
4. **B.** Lina specifies Singapore time.
5. **A.** Read-back helps identify misunderstandings.

Unit 5: Short presentations and business updates

1. **B.** Meaning: The presentation has three main topics.
2. **C.** Meaning: The count changed from twenty to thirty.
3. **B.** Subtract the earlier count: 30 minus 20 equals 10.
4. **C.** The presenter excludes cancelled orders.
5. **A.** Connect your evidence to an appropriate action.

Unit 6: Customer service and handling complaints

1. **A.** Meaning: I recognize the problem created by the delay.
2. **B.** Meaning: I need to review possible solutions.
3. **C.** Acknowledge and investigate.
4. **A.** The agent promises to check the record and provide an update.
5. **B.** The order number identifies the transaction.

Answer key and explanations

Unit 7: Projects, deadlines and progress reports

1. **C.** Meaning: The next step depends on the customer's response.
2. **A.** Meaning: The delivery is later than planned.
3. **B.** At risk describes a possible negative outcome.
4. **C.** The coordinator says the customer's figures are missing.
5. **A.** Present continuous describes an activity in progress.

Unit 8: Quotations and simple negotiation

1. **B.** Meaning: Is transport included in that amount?
2. **C.** Meaning: May we review when payments are due?
3. **A.** Add the stated charges and keep tax treatment explicit.
4. **B.** It asks what is included in the price.
5. **C.** Review scope, charges and approvals before committing.

Unit 9: International teamwork and respectful feedback

1. **A.** Meaning: What feedback format works best for you?
2. **B.** Meaning: May we work through the figures as a team?
3. **C.** Specific observations and a clear request make feedback actionable.
4. **A.** Mei requests times and the time zone.
5. **B.** Ask the individual rather than relying on assumptions.

Answer key and explanations

Unit 10: Interviews, achievements and career conversations

1. **C.** Meaning: The schedule improvement was my particular part.
2. **A.** Meaning: Fewer deadlines were missed after the change.
3. **B.** A structured example links context, responsibility, action and outcome.
4. **A.** The candidate introduced a weekly planning review.
5. **C.** It identifies a contribution and a concrete outcome.

Final review answer key

1. **B.** Give your name, role and organization.
2. **C.** Acknowledge the issue and supply the missing file.
3. **B.** Invite input without putting pressure on the colleague.
4. **A.** Confirm the next action and close politely.
5. **B.** Name the measure and the time period.
6. **C.** Explain the next step without promising an unapproved outcome.
7. **C.** Explain the issue and what will happen next.
8. **B.** A conditional question explores a possibility.
9. **C.** Make the shared deadline explicit.
10. **B.** Use accurate evidence and explain its limits.

Keep learning with WCE

Business English: interactive lessons, audio models and writing toolkit

World Cultures & Education
Dr. Wagih Elgohary, Ph.D., Ed.D.
FLtoday70@gmail.com