

# Communicating with clients

COMMUNICATION

LEVEL  
Lower-intermediate

NUMBER  
EN\_BE\_2345X

LANGUAGE  
English

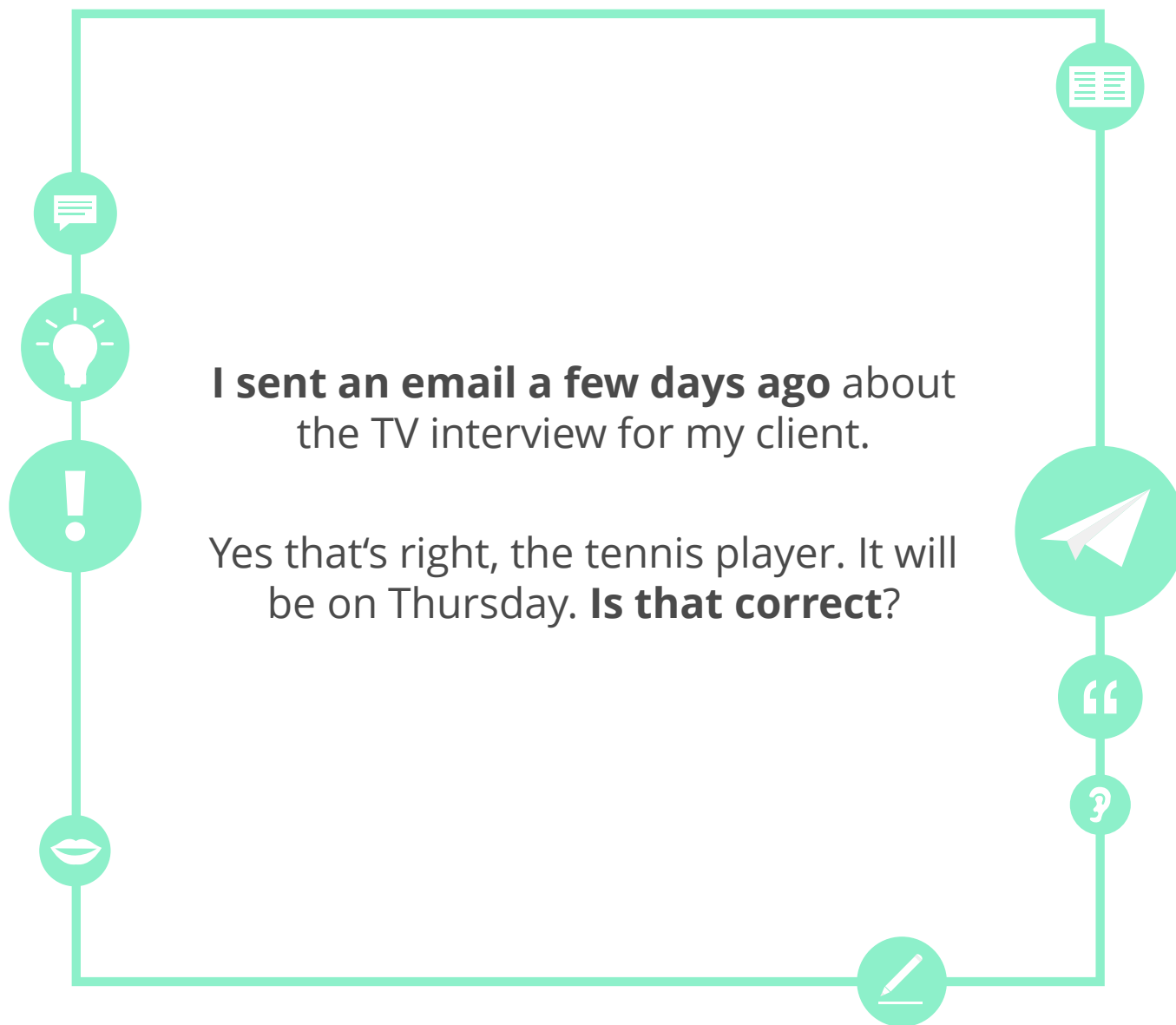




## Goals

- Can communicate successfully with clients.
- Can follow up and check details with someone.





**I sent an email a few days ago** about the TV interview for my client.

Yes that's right, the tennis player. It will be on Thursday. **Is that correct?**

## following up

When we communicate successfully with clients, we often **follow up** with them.

This means to check the progress of something.

Maybe someone we had a meeting with told us they would send some information but they haven't yet.



**We met last week.** Have you had time to think about the idea?

thanks for taking the time to...

This is a polite phrase that we use when we want to thank someone for reading or looking at something that we have sent them.



Thanks for taking the time to read my email!

## we met last week

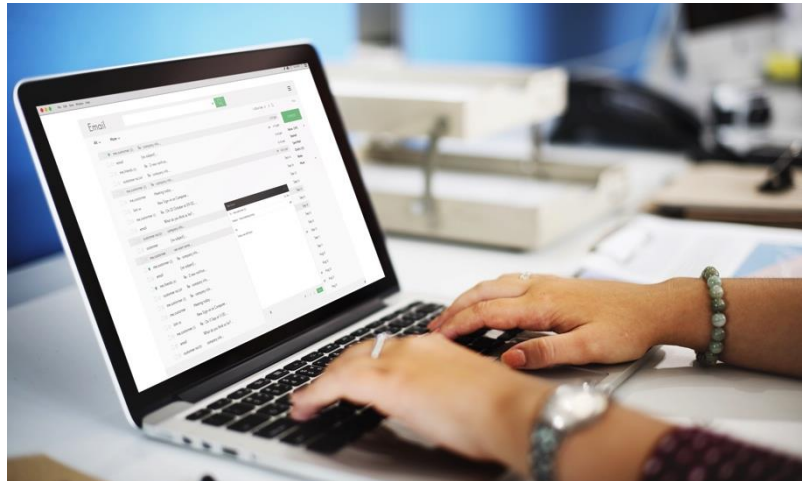
We use this to remind someone of a previous meeting before following up with new or further information.



Hello, **we met last week**. I was wondering if you had read the article I mentioned yet?

I sent an email a few days ago

We use this to refer to a previous email that has already been sent.



Dear Sir, **I sent an email a few days ago** and I was wondering if you could respond?

## the last time we spoke

We use this to specify a certain action point that was brought up during a specific conversation.



**The last time we spoke** he was not available for the TV interview. Is that still the case?





## Sentence examples



**Thanks for taking the time** to meet with me today.

**We met last week** and discussed his new contract.



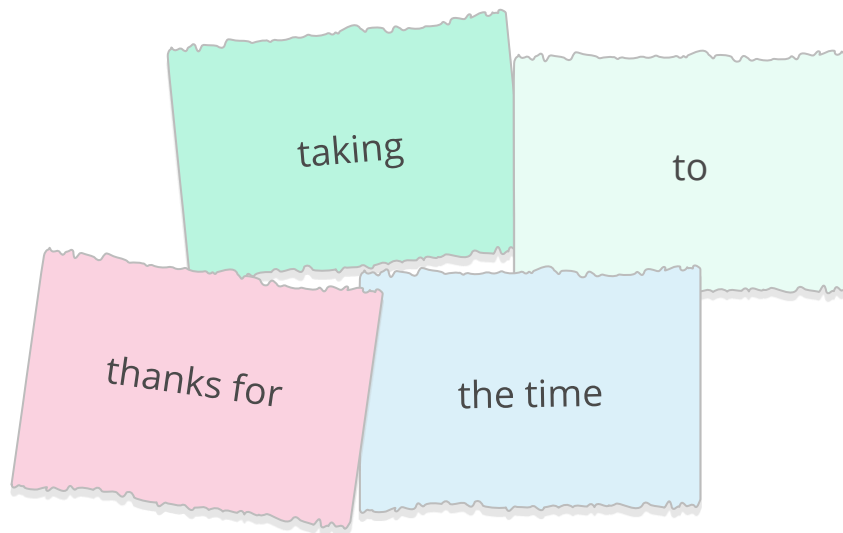
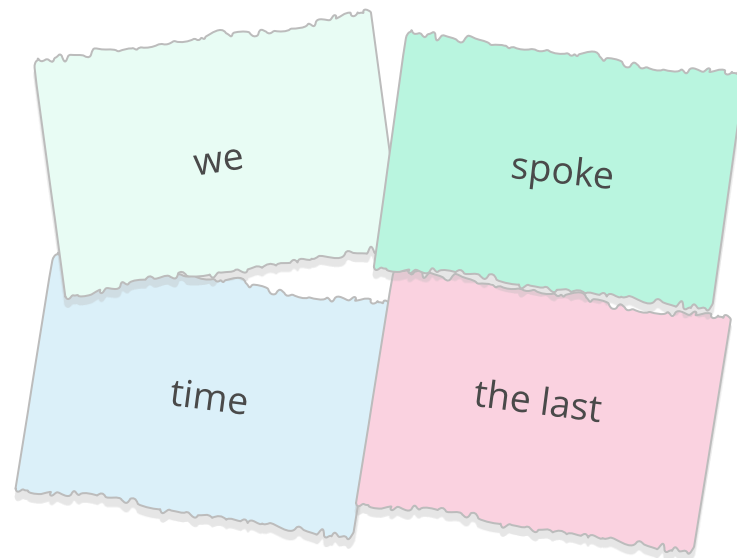
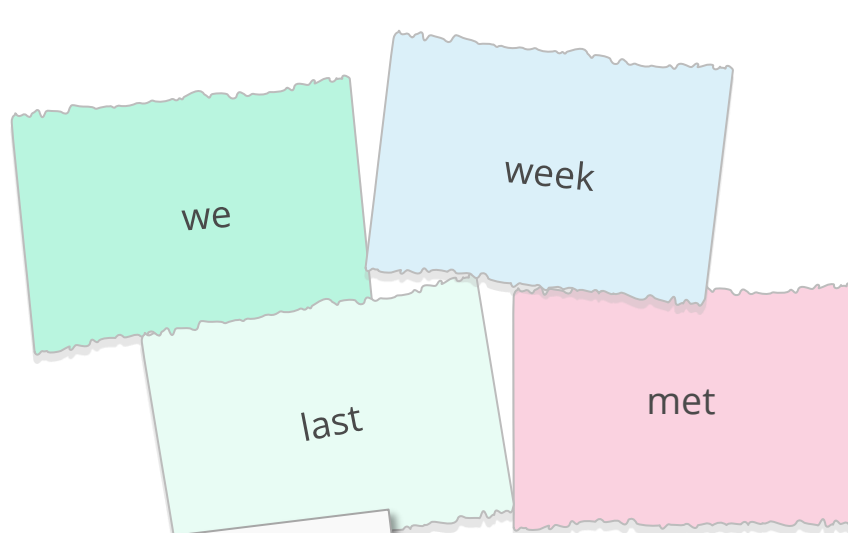
**I sent an email a few days ago.** Have you read it?

**The last time we spoke** she was playing at the same club. Has that changed now?





## Unscramble the phrases





## Speak with your teacher

Which phrases would you use to respond to the following scenarios?



1

Someone has spent too long reading the draft of your article.

2

A colleague has still not told you the date for a meeting.

3

You are still waiting for an email reply from someone.



## Discuss

**Why is it  
important to  
follow up with  
people?**

## checking details

To make sure that everyone is clear about what is happening and when, we sometimes have to check the details with each other.



**You mentioned** the match is next Wednesday. **Is that correct?**

you said

We use this to remind someone what they have previously said.



**You said** that Monday works for the meeting?

## you mentioned

This is used like **you said**, but is a bit less definite.



**You mentioned** she might be able to do the interview next week instead.

is that correct?

This is a question we can use to check if we and others have received the right information and if we have understood the information.



The producer said the match will be on TV tomorrow, **is that correct?**



is that right?

We use this in the same way we use *is that correct?* This is a bit less formal though.



I heard he is playing for a different team now. **Is that right?**

is that what you mean?

We use this when we want to check to see if we have understood something correctly.



The manager can't do the interview tonight but can tomorrow morning. **Is that what you mean?**



## Sentence examples



**You said** he will retire.

**You mentioned** she is not doing interviews. **Is that correct?**



The manager is leaving at the end of the season. **Is that right?**

The producer doesn't want to do the programme. **Is this what you mean?**





## Complete the sentences

Complete the following phrases.

1. Is that what \_\_\_\_\_?

2. \_\_\_\_\_ correct?

3. \_\_\_\_\_ said.

4. \_\_\_\_\_ right?

5. You \_\_\_\_\_.



Imagine a situation where you would use these phrases

Is that right?

you mentioned

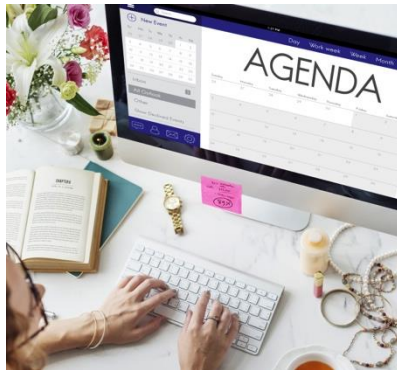
Is that correct?

Is that what you  
mean?

## scheduling an appointment

**We schedule an appointment** when we need to organise a time to meet another person.

The sports industry is very fast-paced and busy, so this is especially important.



My assistant will **schedule** our next **appointment**.

**I'd like to organise a meeting**

We use this when we want to arrange meeting someone.



**I'd like to organise a meeting** to discuss this.

would it be possible to meet?

We use this when we want to meet with someone.



I am free next Friday. **Would it be possible to meet** then?



are you free on?

We use this when deciding which day to meet someone.



Are you free on Tuesday?

how about on... at...?

We use this to suggest a day and time of a meeting.



How about on Friday at 2pm?

are you available then?

does that work for you?

We use these questions to check that someone is available at a certain time and date.



Does that work for you? Or Thursday, are you available then?

## confirming next steps

After an initial meeting happens or is organised, it is good to check what next steps have been mentioned before they take place.



Just to **confirm the next steps**, are you going to contact the producer for the interview?

you'll receive an email from me

We can let people know to expect an email from us with more information.



**You'll receive an email from me** with more details about the project.

**we'll be in touch**

**let's keep in touch**

**We'll be in touch** confirms to someone that you will contact them, and **let's keep in touch** is a suggestion that you should contact someone.



It was great to meet you, **let's keep in touch!**



## What can you remember?

Which phrases do you use when...

... following up

...checking details

... confirming next  
steps

... scheduling an  
appointment



Imagine you are...

... organising a TV interview for a basketball team's manager. You are speaking to the producer to find a suitable time and date, and to check details.

- Remember to use the different phrases you have learnt.







## Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no

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## Reflect on this lesson

Think about everything you have seen in this lesson.  
What were the most difficult activities or words? The easiest?



If you have time, go over  
the most difficult slides again



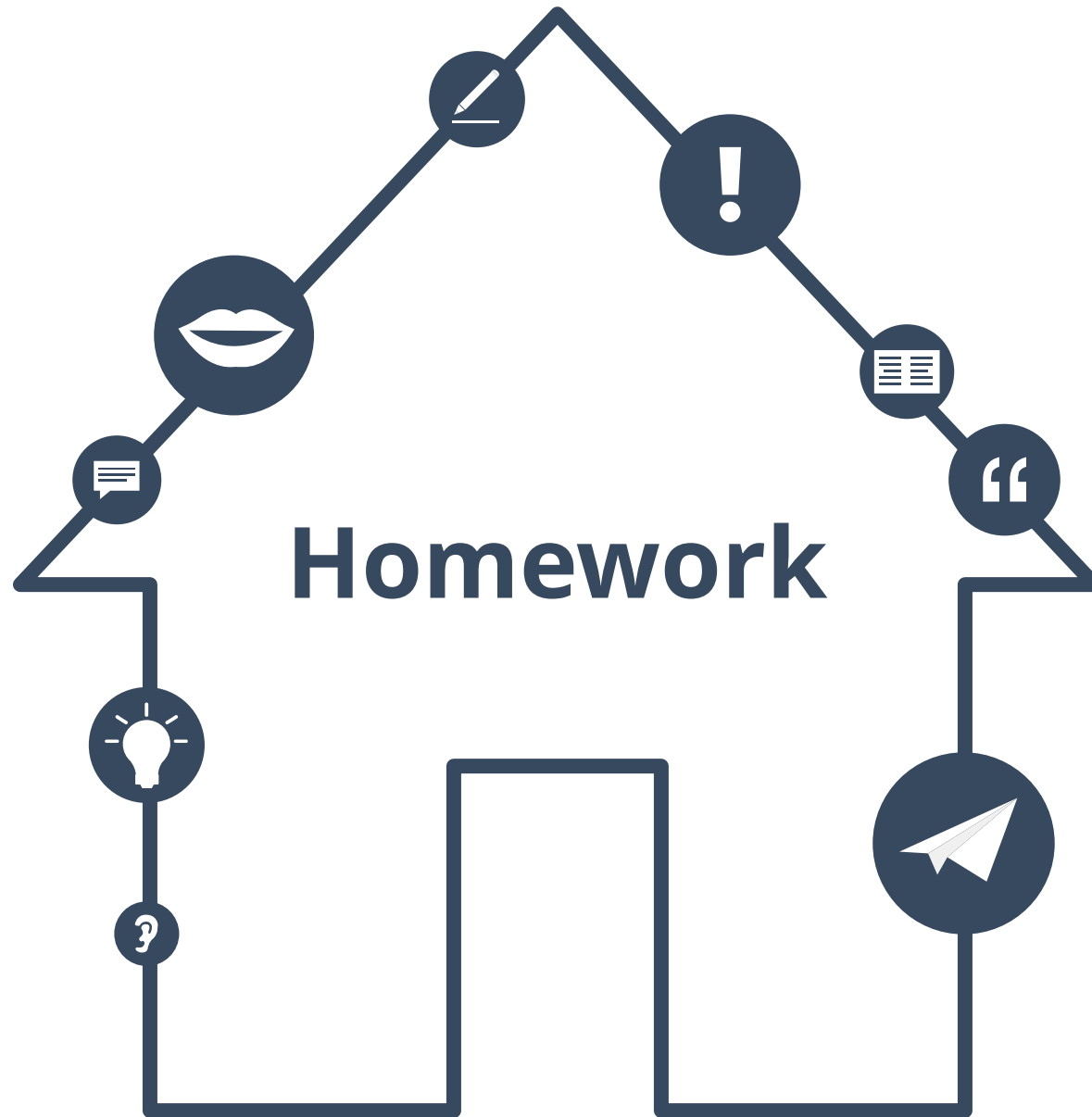
## Answer key

Exercise 1, unscramble, pp 10

1. We met last week
2. The last time we spoke
3. Thanks for taking the time to

Exercise 2, pp 20

1. You mean
2. Is that
3. You
4. is that
5. Mentioned





## Homework matching activity

A

Thanks for

the time

to

taking

B

are

free

you

on

C

you'll

an email

receive

from me

D

I'm sorry

free

not

I'm



## Homework writing activity

**Write a short text describing a meeting you organised. Use as many set phrases as you can.**

<input type="radio"/>	I organised a meeting on
<input type="radio"/>	
<input type="radio"/>	
<input type="radio"/>	
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## Homework answer key

### **Exercise 1, p.38**

- A – Thanks for taking the time to
- B – Are you free on
- C – You'll receive an email
- D – I'm sorry, I'm not free



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