

LearnEnglish Select Upper Intermediate

8.1 Client feedback

Useful language

Expressing satisfaction

We're very pleased with what ... has done for us.
 I know our clients were impressed as well
 I wanted to thank you personally for ...
 I really appreciate the (leadership) that you provided
 The rest of my team ... (want to) pass on their thanks.
 Please pass on my thanks to them.
 I'm so glad to hear you're satisfied.
 That's good to hear.
 Thanks, but it was really a team effort.

Being diplomatic

I know there were some concerns at times...
 I was wondering ... if ...
 I was a little worried.
 We'd certainly appreciate your thoughts on ...
 I know you must be very busy, but ...
 Do you think I might be able to take up a little more of your time?
 I suppose what I'm trying to establish is ...

Talking about hopes for future cooperation

I'd like to think about how we take ... forward.
 I'd quite like to put forward some suggestions on how ... might develop.
 We'd certainly like to continue working with you
 I sincerely hope we'll be working together in the future

phrasal verbs

pass on
 put forward
 put together
 work out
 take up (time)
 take forward
 show round

Check my progress

Are these statements true for you? If not, go back and do some activities from the unit again.

	Yes	No
I can express satisfaction and respond to praise.	<input type="checkbox"/>	<input type="checkbox"/>
I can be diplomatic.	<input type="checkbox"/>	<input type="checkbox"/>
I can talk about future cooperation with a client.	<input type="checkbox"/>	<input type="checkbox"/>