

# Basics

# Mini-Story 1: Meeting a New Flatmate

## Prompt 1: First Meeting

**Jack:** Hello, I'm Jack. I'm the new flatmate.

**You:** Hello, my name is \_\_\_\_\_. Nice to \_\_\_\_\_ you.

**Jack:** Nice to meet you too. So, this is the house.

It's really \_\_\_\_\_, isn't it?

**You:** Yes, it is. But it's very difficult to keep \_\_\_\_\_.

**Jack:** Don't worry. Your accent is very clear.

Where are you \_\_\_\_\_?

**You:** I'm from \_\_\_\_\_.

# Answers

## 1 “It’s really \_\_\_\_\_, isn’t it?”

(Describing the house)

### Positive options

1. **nice** – ultra-natural, safe, everyday
2. **lovely** – slightly warmer, very British
3. **spacious** – practical, adult, IELTS-friendly
4. **comfortable** – subtle, lived-in feel
5. **bright** – common when there’s good light

### Neutral / realistic options

6. **simple** – honest, not flashy
7. **quiet** – implies comfort without praise

### Mildly negative but polite

8. **small** – very common, not rude
9. **a bit old** – natural hedging, native style
10. **basic** – modern, understated critique

Native speakers love understatement. “Nice” beats “amazing” 90 percent of the time.

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## 2 “But it’s very difficult to keep \_\_\_\_\_.”

Top natural completions:

1. **clean** – default, perfect
2. **tidy** – slightly more British, very common
3. **organized** – neutral, slightly American
4. **in order** – softer, indirect
5. **neat** – concise, spoken English

IELTS tip:

“Clean” = dirt

“Tidy” = mess  
Using the right one **underscores** precision.

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### 3 “Where are you \_\_\_\_\_?”

Only a few answers sound native here. These five are the **correct paradigm**:

1. **from** – standard, universal
2. **originally from** – slightly more advanced
3. **based now** – modern, casual
4. **living now** – conversational
5. **coming from** – acceptable but less formal

For IELTS speaking:

“Originally from” quietly **elevates** your score.

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### 4 “Nice to \_\_\_\_\_ you.”

Don’t overthink this. Natives don’t.

1. **meet** – 95 percent usage
2. **finally meet** – only if you know them online
3. **see** – informal, British
4. **meet you too** – responsive, natural
5. **meet you in person** – context-specific

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### High-value insight (listen carefully)

Fluency isn’t about fancy words.  
It’s about choosing the **most boring correct word** at the right time.

That’s how natives **surpass** learners.

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## Prompt 2: Background Talk

**Jack:** That’s interesting. How long have you been living here?

**You:** I've been living here for about \_\_\_\_\_.

**Jack:** Do you like it so far?

**You:** Yes, I do. The area is quite \_\_\_\_\_, and the people are very \_\_\_\_\_.

**Jack:** That's good to hear.

By the way, what do you do for \_\_\_\_\_?

**You:** I work as a \_\_\_\_\_.

## Answers

### Line 1

“I've been living here for about \_\_\_\_\_.”

### Verb + adverb time expressions (IELTS 9 safe)

Use **about / nearly / just over** naturally.

- **about a year**
- **just over six months**
- **nearly two years**
- **around three months**
- **for quite a while** ← very native, slightly vague

Native insight:

Vagueness here is **commendable**. Precision is not always power in spoken English.

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### Line 2

“The area is quite \_\_\_\_\_.”

### Adjectives (top native / IELTS 9)

Positive:

1. **quiet** – gold standard
2. **convenient** – very IELTS
3. **pleasant** – subtle, grown-up
4. **lively** – positive energy
5. **peaceful** – calm, safe

Neutral / realistic:

6. **residential** – excellent but not flashy
7. **central** – factual, strong
8. **well-connected** – transport hint, very smart

Mildly negative but natural:

9. **a bit noisy** – hedged, native
10. **crowded** – honest, common

Avoid: “awesome”, “fantastic”, “super nice”. Those **undermine** range.

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### Line 3

“And the people are very \_\_\_\_\_.”

Adjectives natives love

1. **friendly** – default, never wrong
2. **welcoming** – IELTS upgrade
3. **polite** – understated, British
4. **helpful** – practical
5. **easy-going** – natural, conversational

Slightly advanced:

6. **open-minded** – careful, but good
  7. **approachable** – Band 8.5–9 signal
- 

### Line 4

“What do you do for \_\_\_\_\_?”

(This line is Jack’s, but you should recognize it)

Verb phrase alternatives natives use:

- **What do you do for work?**
- **What do you do for a living?**
- **What line of work are you in?** ← higher register

Understanding variations = **unparalleled** listening advantage.

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### Line 5

**"I work as a \_\_\_\_\_."**

(We skip nouns as requested, but here's how to **enhance** delivery)

## Verb upgrades (IELTS 9 style)

Instead of just "I work as":

- I **currently work as...**
- I'm **mainly working as...**
- I **work full-time as...**
- I'm **involved in... ← flexible, smart**
- I'm **employed as... ← formal but valid**

This **accentuates** fluency without risk.

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## Critical IELTS Truth (don't ignore this)

IELTS 9 speakers:

- Use **simple words**
- Combine them **meticulously**
- Hedge naturally
- Sound human, not impressive

## Prompt 3: Daily Life & Routines

**Jack:** So, what do you usually do after work?

**You:** I usually \_\_\_\_\_ home, have a quick \_\_\_\_\_, and then \_\_\_\_\_ for a while.

**Jack:** Sounds relaxed. Do you go out during the week?

**You:** Not very often. I mostly stay \_\_\_\_\_, but sometimes I \_\_\_\_\_ friends.

**Jack:** And what about weekends?

**You:** On weekends, I try to \_\_\_\_\_ up early, \_\_\_\_\_ some exercise, and \_\_\_\_\_ myself.

## Answers & variations

1 “I usually \_\_\_\_\_ home, have a quick \_\_\_\_\_, and then \_\_\_\_\_ for a while.”

### Verbs

- **go** home
- **head** home
- **get** home
- **walk** home
- **come** home

Second verb:

- **have** a quick break
- **grab** a quick bite
- **take** a short rest
- **make** something simple

Third verb:

- **relax**
- **rest**
- **unwind**
- **switch off**
- **lie down**

Adverbs:

- **usually**
- **normally**
- **pretty much**
- **most days**

2 “Not very often. I mostly stay \_\_\_\_\_, but sometimes I \_\_\_\_\_ friends.”

### Adjectives

- **in**
- **home**
- **indoors**
- **local**

### Verbs

- **meet** friends
- **see** friends
- **catch up with** friends
- **hang out with** friends
- **visit** friends

Adverbs:

- mostly
  - generally
  - occasionally
  - sometimes
- 

3 “On weekends, I try to \_\_\_\_\_ up early, \_\_\_\_\_ some exercise, and \_\_\_\_\_ myself.”

## Verbs

First slot:

- get up
- wake up
- be up

Second slot:

- do some exercise
- get some exercise
- go exercising
- fit in exercise

Third slot:

- relax
- rest
- enjoy myself
- take it easy
- slow down

Adverbs:

- usually
- when I can
- if possible
- whenever I can

## Chunk 4: Preferences & Opinions

**Jack:** Do you enjoy living with other people, or do you prefer living \_\_\_\_\_?

**You:** I don't mind either, but I usually prefer living \_\_\_\_\_.

**Jack:** Why's that?

**You:** It's more \_\_\_\_\_, and I can be more \_\_\_\_\_ with my time.

**Jack:** That makes sense. Are you an early bird or more of a \_\_\_\_\_ person?

**You:** Definitely more of a \_\_\_\_\_. I'm usually most \_\_\_\_\_ in the evening.

## Answer

1) “Do you prefer living \_\_\_\_\_?”

Adjectives / adverbs

- **alone**
- **by myself**
- **on my own**
- **independently**
- **with others**

“On my own” is very UK. “Independently” is rarer but sounds adult and deliberate.

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2) “I usually prefer living \_\_\_\_\_.”

Same pool, but here's how natives vary tone:

- **on my own** – most natural
- **by myself** – neutral
- **alone** – slightly blunt
- **with people** – open, social
- **with others** – polite, balanced

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3) “It's more \_\_\_\_\_, and I can be more \_\_\_\_\_ with my time.”

First blank (adjectives)

- **comfortable**
- **peaceful**
- **relaxed**
- **quiet**
- **stress-free**

Second blank (adjectives / adverbs)

- **flexible**
- **independent**
- **free**
- **organized**
- **relaxed**

Very native combo examples:

- peaceful + flexible
- comfortable + independent
- quiet + relaxed

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4) “Are you an early bird or more of a \_\_\_\_\_ person?”

Adjectives

- **night**

- **late-night**
- **evening**
- **night-owl** (hyphen optional in speech)

UK speakers often say “more of a night person” instead of “night owl”. Subtle but real.

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5 “I’m usually most \_\_\_\_\_ in the evening.”

Adjectives

- **productive**
- **focused**
- **alert**
- **creative**
- **energetic**

Adverbs natives add naturally

- **usually**
- **especially**
- **generally**
- **most of the time**

Very natural UK-style delivery:

“I’m usually most focused in the evening.

## Chunk 5: Making a Simple Plan

**Jack:** By the way, we’re thinking of cooking together tonight.  
Would you like to \_\_\_\_\_ us?

**You:** Yeah, that sounds \_\_\_\_\_. What time are you \_\_\_\_\_?

**Jack:** Around seven. Nothing too fancy.

**You:** Perfect. I can \_\_\_\_\_ some food on the way home.

**Jack:** Great. Do you eat everything, or are you \_\_\_\_\_ about food?

**You:** I’m not \_\_\_\_\_ at all. I’m pretty \_\_\_\_\_.

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## Answers

1 “Would you like to \_\_\_\_\_ us?”

Verbs

- **join**
- **come with**
- **eat with**

- **cook with**
- **hang out with**

“Join us” is the default. “Come with us” is casual and very spoken.

---

2) “Yeah, that sounds \_\_\_\_\_.”

Adjectives

- **nice**
- **good**
- **great**
- **lovely**
- **fun**

UK speakers lean heavily on **nice** and **lovely**. Simple beats dramatic.

---

3) “What time are you \_\_\_\_\_?”

Verbs

- **thinking**
- **planning**
- **aiming**
- **starting**
- **expecting**

“Thinking” and “planning” are the most natural in this context.

---

4) “I can \_\_\_\_\_ some food on the way home.”

Verbs

- **pick up**
- **grab**
- **buy**
- **get**
- **bring**

“Pick up” and “grab” are the most conversational.

---

5) “Are you \_\_\_\_\_ about food?”

Adjectives

- **fussy**
- **picky**
- **strict**
- **careful**
- **particular**

“Fussy” is very British. “Picky” leans more American but still common.

---

6) “I’m not \_\_\_\_\_ at all. I’m pretty \_\_\_\_\_. ”

Adjectives

First blank:

- **fussy**
- **picky**
- **strict**

Second blank:

- **easy-going**
- **relaxed**
- **open**
- **flexible**
- **easy**

Very natural UK pairing:

“I’m not fussy at all. I’m pretty easy-going.”



# Role-Play: At a Café (Full 3-Minute Flow)



## Role-Play: At a Café (Full 3-Minute Flow)

**Barista:** Hi there. What can I get for you?

**You:** Hi. Can I have a \_\_\_\_\_, please?

**Barista:** Sure. Would you like it hot or \_\_\_\_\_?

**You:** \_\_\_\_\_, please.

**Barista:** No problem. Any milk preference?

**You:** Yes, \_\_\_\_\_ milk, please.

**Barista:** Anything else?

**You:** I'll also have a \_\_\_\_\_.

**Barista:** Eat in or take \_\_\_\_\_?

**You:** Eat \_\_\_\_\_, please.

**Barista:** That'll be £\_\_\_\_\_. You can pay by card or \_\_\_\_\_.

**You:** Card is \_\_\_\_\_.

**Barista:** Great. Just tap when you're ready.

**You:** There you \_\_\_\_\_.

**Barista:** Perfect. Your order will be ready in about \_\_\_\_\_ minutes.

**You:** No \_\_\_\_\_.

---

(A few minutes later)

**Barista:** Here you go. One \_\_\_\_\_ and a \_\_\_\_\_.

**You:** Thanks a \_\_\_\_\_.

**Barista:** Careful, it's quite \_\_\_\_\_.

**You:** That's \_\_\_\_\_. Thank you.

---

(You sit down. After a sip.)

**You:** Excuse me, sorry to \_\_\_\_\_ you.

**Barista:** No worries. What's up?

**You:** I think this is supposed to be \_\_\_\_\_, but it tastes a bit \_\_\_\_\_.

**Barista:** Oh, sorry about that. Would you like me to \_\_\_\_\_ it?

**You:** Yes, that would be \_\_\_\_\_, thanks.

**Barista:** Give me just a \_\_\_\_\_.

---

(*Drink is remade.*)

**Barista:** Here you go. I've made it \_\_\_\_\_ this time.

**You:** That's much \_\_\_\_\_. I really \_\_\_\_\_ it.

**Barista:** Glad to hear that. Are you working today or just \_\_\_\_\_?

**You:** Just \_\_\_\_\_. I needed a bit of \_\_\_\_\_ time.

**Barista:** Sounds nice. It's pretty \_\_\_\_\_ in here today.

**You:** Yeah, I like it when it's not too \_\_\_\_\_.

**Barista:** Same. Makes the day feel more \_\_\_\_\_.

---

(*You finish up.*)

**You:** Everything was \_\_\_\_\_. Thanks for your \_\_\_\_\_.

**Barista:** You're welcome. Have a \_\_\_\_\_ day.

**You:** You \_\_\_\_\_. See you \_\_\_\_\_.

# Tab 3

**1** “Can I have a \_\_\_\_\_, please?”

Options

- flat white
  - cappuccino
  - latte
  - americano
  - black coffee
- 

**2** “Hot or \_\_\_\_\_?”

Options

- iced
  - cold
- 

**3** “\_\_\_\_\_, please.”

Options

- hot
  - iced
- 

**4** “\_\_\_\_\_ milk, please.”

Options

- regular
  - semi-skimmed
  - skimmed
  - oat
  - soy
- 

**5** “I'll also have a \_\_\_\_\_.”

Options

- croissant
  - muffin
  - sandwich
  - slice of cake
  - brownie
-

**6** “Eat in or take \_\_\_\_\_ ?”

Options

- away
  - out
- 

**7** “Eat \_\_\_\_\_, please.”

Options

- in
  - here
- 

**8** “You can pay by card or \_\_\_\_\_.”

Options

- cash
- 

**9** “Card is \_\_\_\_\_.”

Options

- fine
  - good
  - perfect
  - okay
- 

**10** “There you \_\_\_\_\_.”

Options

- go
- (Simple. Fixed. Don't mess with it.)
- 

**11** “Ready in about \_\_\_\_\_ minutes.”

Options

- two
- three
- five

---

**12** “No \_\_\_\_\_.”

**Options**

- problem
  - worries
- 

**13** “One \_\_\_\_\_ and a \_\_\_\_\_.”

**Example combinations**

- flat white + croissant
  - latte + muffin
  - americano + sandwich
- 

**14** “Thanks a \_\_\_\_\_.”

**Options**

- lot
  - bunch
- 

**15** “It’s quite \_\_\_\_\_.”

**Options**

- hot
  - warm
- 

**16** “That’s \_\_\_\_\_.”

**Options**

- fine
  - okay
  - alright
- 

**17** “Sorry to \_\_\_\_\_ you.”

**Options**

- 
- bother
  - interrupt
- 

**18** “It’s supposed to be \_\_\_\_\_, but it tastes a bit \_\_\_\_\_.”

**First blank**

- hot
- sweet
- strong

**Second blank**

- cold
- weak
- bitter

Very natural combo:

“It’s supposed to be hot, but it tastes a bit cold.”

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**19** “Would you like me to \_\_\_\_\_ it?”

**Options**

- remake
  - change
  - fix
- 

**20** “That would be \_\_\_\_\_, thanks.”

**Options**

- great
  - lovely
  - perfect
- 

**21** “Give me just a \_\_\_\_\_.”

**Options**

- second
  - moment
-

**22** “I’ve made it \_\_\_\_\_ this time.”

Options

- fresh
  - hotter
  - stronger
- 

**23** “That’s much \_\_\_\_\_.”

Options

- better
  - nicer
- 

**24** “I really \_\_\_\_\_ it.”

Options

- appreciate
  - like
  - enjoy
- 

**25** “Are you working or just \_\_\_\_\_?”

Options

- relaxing
  - chilling
  - taking a break
- 

**26** “Just \_\_\_\_\_.”

Options

- relaxing
  - taking it easy
  - having a break
- 

**27** “I needed a bit of \_\_\_\_\_ time.”

Options

- quiet
  - personal
  - down
- 

**28** “It’s pretty \_\_\_\_\_ in here today.”

**Options**

- calm
  - quiet
  - relaxed
- 

**29** “Not too \_\_\_\_\_.”

**Options**

- busy
  - noisy
  - crowded
- 

**30** “Everything was \_\_\_\_\_.”

**Options**

- great
  - lovely
  - perfect
- 

**31** “Thanks for your \_\_\_\_\_.”

**Options**

- help
  - service
- 

**32** “Have a \_\_\_\_\_ day.”

**Options**

- nice
  - good
  - lovely
-

### 3B “You \_\_\_\_\_. See you \_\_\_\_\_. ”

#### Options

- too / later
  - too / soon
  - as well / around
- 

#### How to practice this properly

- Speak it **out loud**
- Change **only one word per run**
- Keep the rhythm natural
- No rushing

Next, we'll **reimagine** this exact structure for:

- restaurant dining
- clothes shopping and returns
- office small talk
- airport / hotel check-in

Name the situation.



# Role-Play: Airport Check-In (Full 3-Minute Flow)



## **Role-Play: Airport Check-In (Full 3-Minute Flow)**

**Check-in Agent:** Good morning. May I see your passport, please?

**You:** Good morning. Here you \_\_\_\_\_.

**Check-in Agent:** Thank you. Where are you flying \_\_\_\_\_ today?

**You:** I'm flying to \_\_\_\_\_.

**Check-in Agent:** Is this for business or \_\_\_\_\_?

**You:** It's for \_\_\_\_\_.

**Check-in Agent:** Do you have any bags to \_\_\_\_\_ in?

**You:** Yes, I have \_\_\_\_\_ bag.

**Check-in Agent:** Please place your bag on the \_\_\_\_\_.

**You:** Sure. Here you \_\_\_\_\_.

**Check-in Agent:** Thank you. Your bag is \_\_\_\_\_ kilos, which is fine.  
Did you pack your bags \_\_\_\_\_?

**You:** Yes, I packed them \_\_\_\_\_.

**Check-in Agent:** Are you carrying any liquids, sharp objects, or \_\_\_\_\_ items?

**You:** No, nothing like \_\_\_\_\_.

**Check-in Agent:** Do you have a seat preference? Window or \_\_\_\_\_?

**You:** A \_\_\_\_\_ seat, if possible.

**Check-in Agent:** Let me check... yes, I can do that.  
Would you like to sit near the aisle or \_\_\_\_\_ the wing?

**You:** Near the \_\_\_\_\_, please.

**Check-in Agent:** Alright. Here is your boarding \_\_\_\_\_.

**You:** Thank you.

**Check-in Agent:** Boarding starts at \_\_\_\_\_, and your gate is \_\_\_\_\_.

**You:** Okay. How long does boarding usually \_\_\_\_\_?

**Check-in Agent:** About \_\_\_\_\_ minutes.

**You:** Great. Is the flight \_\_\_\_\_ on time?

**Check-in Agent:** Yes, everything looks \_\_\_\_\_.

**You:** Perfect. Thank you for your \_\_\_\_\_.

**Check-in Agent:** You're welcome. Have a \_\_\_\_\_ flight.

You: Thanks. Have a \_\_\_\_\_ day.

## Tab 5

## Airport Check-In: Clean Native Variants

“Here you \_\_\_\_\_.”

- go
  - are
- 

“Where are you flying \_\_\_\_\_ today?”

- to
  - out to
  - off to
- 

“Is this for business or \_\_\_\_\_?”

- leisure
  - holiday
  - personal travel
- 

“Do you have any bags to \_\_\_\_\_ in?”

- check
  - check in
  - put in (very spoken)
- 

“I have \_\_\_\_\_ bag.”

- one
  - just one
  - a single
- 

“Place your bag on the \_\_\_\_\_.”

- scale
  - belt
  - conveyor
- 

“Your bag is \_\_\_\_\_ kilos.”

- about
- around
- just under

---

“Did you pack your bags \_\_\_\_\_?”

- **yourself**
  - **on your own**
- 

“Any \_\_\_\_\_ items?”

- **restricted**
  - **dangerous**
  - **prohibited**
- 

“Nothing like \_\_\_\_\_.”

- **that**
  - **those**
  - **that at all**
- 

“Window or \_\_\_\_\_?”

- **aisle**
  - **middle**
- 

“A \_\_\_\_\_ seat, if possible.”

- **window**
  - **aisle**
- 

“Near the \_\_\_\_\_.”

- **front**
  - **back**
  - **aisle**
  - **window**
- 

“Here is your boarding \_\_\_\_\_.”

- **pass**
  - **card** (spoken, informal)
- 

“Boarding starts at \_\_\_\_\_.”

- six thirty
  - seven
  - shortly
- 

“Your gate is \_\_\_\_\_.”

- A12
  - B7
  - C3
- 

“How long does boarding usually \_\_\_\_\_?”

- take
  - last
- 

“Is the flight \_\_\_\_\_ on time?”

- still
  - running
  - expected to be
- 

“Everything looks \_\_\_\_\_.”

- fine
  - good
  - on schedule
  - normal
- 

“Thank you for your \_\_\_\_\_.”

- help
  - assistance
- 

“Have a \_\_\_\_\_ flight.”

- pleasant
  - safe
  - nice
- 

“Have a \_\_\_\_\_ day.”

- good

- nice
  - lovely
-



# Role-Play: Hotel Check-In (Fill the Blanks)

## **Role-Play: Hotel Check-In (Fill the Blanks)**

**Receptionist:** Good evening. How can I \_\_\_\_\_ you?

**You:** Hi, I have a \_\_\_\_\_ under the name \_\_\_\_\_.

**Receptionist:** Let me check. May I see your \_\_\_\_\_, please?

**You:** Sure. Here you \_\_\_\_\_.

**Receptionist:** Thank you. You're staying for \_\_\_\_\_ nights, correct?

**You:** Yes, that's \_\_\_\_\_.

**Receptionist:** Would you like a room with a \_\_\_\_\_ or a \_\_\_\_\_ view?

**You:** A \_\_\_\_\_ view, if possible.

**Receptionist:** No problem. Breakfast is \_\_\_\_\_ from 7 to 10 a.m.

**You:** Great. Is Wi-Fi \_\_\_\_\_ in the room?

**Receptionist:** Yes, it's completely \_\_\_\_\_.

**You:** Perfect. What time is \_\_\_\_\_?

**Receptionist:** Check-out is at \_\_\_\_\_.

**You:** That's fine. Thank you for your \_\_\_\_\_.

**Receptionist:** You're welcome. Enjoy your \_\_\_\_\_.

**You:** Thanks. Have a \_\_\_\_\_ evening.

## Tab 7

**“How can I \_\_\_\_\_ you?”**

- help
  - assist
- 

**“I have a \_\_\_\_\_ under the name \_\_\_\_\_.”**

**First blank**

- reservation
- booking

**Name slot**

- [your name]
- 

**“May I see your \_\_\_\_\_, please?”**

- passport
  - ID
- 

**“Here you \_\_\_\_\_.”**

- go
  - are
- 

**“You’re staying for \_\_\_\_\_ nights.”**

- one
  - two
  - three
  - a few
- 

**“Yes, that’s \_\_\_\_\_.”**

- right
  - correct
  - fine
- 

**“A room with a \_\_\_\_\_ or a \_\_\_\_\_ view?”**

**First blank**

- city

- garden
- sea
- street

### Second blank

- courtyard
  - pool
  - mountain
- 

“A \_\_\_\_\_ view, if possible.”

- city
  - garden
  - sea
  - pool
- 

“Breakfast is \_\_\_\_\_ from 7 to 10 a.m.”

- served
  - available
  - included
- 

“Is Wi-Fi \_\_\_\_\_ in the room?”

- available
  - included
  - free
- 

“It’s completely \_\_\_\_\_. ”

- free
  - included
  - unlimited
- 

“What time is \_\_\_\_\_?”

- check-out
- 

“Check-out is at \_\_\_\_\_. ”

- ten
- eleven
- noon

---

**“Thank you for your \_\_\_\_\_.”**

- help
  - assistance
- 

**“Enjoy your \_\_\_\_\_.”**

- stay
  - visit
- 

**“Have a \_\_\_\_\_ evening.”**

- nice
- good
- pleasant



# Role-Play: Shopping Return / Refund

## Role-Play: Shopping Return / Refund (Fill the Blanks)

**Shop Assistant:** Hi there. How can I \_\_\_\_\_ you?

**You:** Hi. I'd like to \_\_\_\_\_ this item, please.

**Shop Assistant:** Of course. What seems to be the \_\_\_\_\_?

**You:** It's \_\_\_\_\_, and it doesn't work \_\_\_\_\_.

**Shop Assistant:** I see. When did you \_\_\_\_\_ it?

**You:** I bought it \_\_\_\_\_.

**Shop Assistant:** Do you have the \_\_\_\_\_?

**You:** Yes, here you \_\_\_\_\_.

**Shop Assistant:** Would you like a \_\_\_\_\_ or an exchange?

**You:** I'd prefer a \_\_\_\_\_, please.

**Shop Assistant:** That's fine. The refund will go back to your original \_\_\_\_\_.

**You:** That's \_\_\_\_\_.

**Shop Assistant:** It should take about \_\_\_\_\_ days to process.

**You:** No \_\_\_\_\_.

**Shop Assistant:** Is there anything else I can \_\_\_\_\_ you with?

**You:** No, that's \_\_\_\_\_. Thanks for your \_\_\_\_\_.

**Shop Assistant:** You're welcome. Have a \_\_\_\_\_ day.

# Tab 9

## Clean Native Variations (Verbs, Adjectives, Adverbs)

“How can I \_\_\_\_\_ you?”

- help
  - assist
- 

“I’d like to \_\_\_\_\_ this item.”

- return
  - refund
- 

“What seems to be the \_\_\_\_\_?”

- problem
  - issue
- 

“It’s \_\_\_\_\_, and it doesn’t work \_\_\_\_\_.”

First blank

- damaged
- faulty
- broken

Second blank

- properly
  - correctly
  - at all
- 

“When did you \_\_\_\_\_ it?”

- buy
  - purchase
- 

“I bought it \_\_\_\_\_.”

- yesterday
  - last week
  - a few days ago
- 

“Do you have the \_\_\_\_\_?”

- 
- receipt
  - proof of purchase
- 

“Here you \_\_\_\_\_.”

- go
  - are
- 

“A \_\_\_\_\_ or an exchange?”

- refund
  - replacement
- 

“I’d prefer a \_\_\_\_\_.”

- refund
  - replacement
- 

“Original \_\_\_\_\_.”

- payment method
  - card
- 

“That’s \_\_\_\_\_.”

- fine
  - okay
  - perfect
- 

“About \_\_\_\_\_ days.”

- three
  - five
  - seven
- 

“No \_\_\_\_\_.”

- problem
  - worries
-

**“Anything else I can \_\_\_\_\_ you with?”**

- help
  - assist
- 

**“That’s \_\_\_\_\_.”**

- all
  - everything
- 

**“Thanks for your \_\_\_\_\_.”**

- help
  - assistance
- 

**“Have a \_\_\_\_\_ day.”**

- nice
- good



## Part 2: Shopping Return / Refund

## Part 2: Shopping Return / Refund

### Extended Scenario — No Receipt

**Shop Assistant:** Hi there. How can I help you today?

**You:** Hi. I'd like to \_\_\_\_\_ this item, please.

**Shop Assistant:** Of course. What seems to be the problem?

**You:** It's \_\_\_\_\_, and it stopped working after \_\_\_\_\_ days.

**Shop Assistant:** I see. When did you buy it?

**You:** I bought it \_\_\_\_\_.

**Shop Assistant:** Do you happen to have the receipt with you?

**You:** Actually, I don't have the \_\_\_\_\_ anymore.

**Shop Assistant:** Okay. Did you pay by card or \_\_\_\_\_?

**You:** I paid by \_\_\_\_\_.

**Shop Assistant:** That helps. Sometimes we can still locate the \_\_\_\_\_ using the payment record.

Do you remember roughly what \_\_\_\_\_ you came in?

**You:** It was around \_\_\_\_\_ in the afternoon.

**Shop Assistant:** Alright, let me check our system.

Just to be clear, are you looking for a refund or an \_\_\_\_\_?

**You:** Ideally, I'd like a \_\_\_\_\_.

**Shop Assistant:** I understand. Without a receipt, our policy usually allows for a \_\_\_\_\_ refund or an exchange.

**You:** I see. That's understandable.

To be honest, I've barely \_\_\_\_\_ the item.

**Shop Assistant:** Was there any visible damage, or did it just stop working \_\_\_\_\_?

**You:** It just stopped working \_\_\_\_\_. There was no damage at all.

**Shop Assistant:** Thank you for explaining.

How long after the purchase did the issue \_\_\_\_\_?

**You:** It happened within \_\_\_\_\_ days.

**Shop Assistant:** Okay. That's still within the \_\_\_\_\_ period.

Let me check what I can do.

(Short pause)

**Shop Assistant:** Thanks for waiting.  
I can offer you a \_\_\_\_\_ refund back to a gift card, or we can arrange a \_\_\_\_\_ replacement.

**You:** I'd prefer a \_\_\_\_\_ refund, if possible.

**Shop Assistant:** That's fine. The refund will be issued as \_\_\_\_\_ credit, and you can use it in any of our stores.

**You:** That works for me. I appreciate your \_\_\_\_\_.

**Shop Assistant:** No problem at all.

For future reference, it's always a good idea to keep the \_\_\_\_\_ or take a photo of it.

**You:** Yes, lesson \_\_\_\_\_. I'll definitely do that next time.

**Shop Assistant:** Alright, I'll process this now.

It should only take a \_\_\_\_\_ minutes.

**You:** No problem. I'm in no \_\_\_\_\_.

(Processing)

**Shop Assistant:** All done. Here's your gift card and a copy of the \_\_\_\_\_.

**You:** Great. Thanks for handling this so \_\_\_\_\_.

**Shop Assistant:** You're welcome. Is there anything else I can help you with today?

**You:** No, that's everything. Thanks again for your \_\_\_\_\_.

**Shop Assistant:** My pleasure. Have a \_\_\_\_\_ day.

**You:** You too. Take \_\_\_\_\_.

**Tab 11**

**I'd like to \_\_\_\_\_ this item, please."**

- return
  - get a refund on
  - bring this back
- 

**"It's \_\_\_\_\_, and it stopped working after \_\_\_\_\_ days."**

**First blank**

- faulty
- defective
- not working properly
- damaged

**Second blank**

- a few
  - two
  - three
  - a couple of
- 

**"I bought it \_\_\_\_\_."**

- last week
  - a few days ago
  - earlier this week
  - recently
- 

**"I don't have the \_\_\_\_\_ anymore."**

- receipt
  - proof of purchase
- 

**"Did you pay by card or \_\_\_\_\_?"**

- cash
- 

**"I paid by \_\_\_\_\_."**

- card
  - debit card
  - credit card
-

**“We can still locate the \_\_\_\_\_ using the payment record.”**

- transaction
  - purchase
  - order
- 

**“Do you remember roughly what \_\_\_\_\_ you came in?”**

- time
  - day
- 

**“It was around \_\_\_\_\_ in the afternoon.”**

- two
  - three
  - four
  - half past three
- 

**“Refund or an \_\_\_\_\_ ?”**

- exchange
  - replacement
- 

**“Ideally, I’d like a \_\_\_\_\_.”**

- refund
  - full refund
- 

**“Our policy usually allows for a \_\_\_\_\_ refund or an exchange.”**

- store credit
  - partial
  - gift card
- 

**“I’ve barely \_\_\_\_\_ the item.”**

- used
  - touched
  - had a chance to use
- 

**“Did it just stop working \_\_\_\_\_ ?”**

- suddenly
  - unexpectedly
  - completely
- 

“It just stopped working \_\_\_\_\_.”

- suddenly
  - out of nowhere
  - completely
- 

“How long after the purchase did the issue \_\_\_\_\_?”

- occur
  - appear
  - start
- 

“It happened within \_\_\_\_\_ days.”

- two
  - three
  - a few
  - five
- 

“That’s still within the \_\_\_\_\_ period.”

- return
  - warranty
  - guarantee
- 

“I can offer you a \_\_\_\_\_ refund back to a gift card...”

- full
  - partial
- 

“...or we can arrange a \_\_\_\_\_ replacement.”

- free
  - direct
- 

“I’d prefer a \_\_\_\_\_ refund.”

- full

- store-credit
- 

“Issued as \_\_\_\_\_ credit.”

- store
  - shop
- 

“I appreciate your \_\_\_\_\_.”

- help
  - assistance
  - understanding
- 

“Keep the \_\_\_\_\_ or take a photo of it.”

- receipt
  - proof of purchase
- 

“Lesson \_\_\_\_\_.”

- learned
  - noted
- 

“It should only take a \_\_\_\_\_ minutes.”

- few
  - couple of
- 

“I’m in no \_\_\_\_\_.”

- rush
  - hurry
- 

“A copy of the \_\_\_\_\_.”

- transaction
  - return slip
  - receipt
- 

“Thanks for handling this so \_\_\_\_\_.”

- professionally
  - smoothly
  - efficiently
- 

“Thanks again for your \_\_\_\_\_.”

- help
  - assistance
  - time
- 

“Have a \_\_\_\_\_ day.”

- nice
  - good
  - lovely
- 

“Take \_\_\_\_\_.”

- care



# Shopping- Part 03

## Role-Play: Manager Escalation (Calm, Non-Aggressive)

**Shop Assistant:** I understand your concern, but unfortunately this is our standard return policy.

**You:** I see. Thanks for explaining.

Would it be possible to \_\_\_\_\_ to the manager for a moment?

**Shop Assistant:** Of course. I'll let them know.

Please give me a \_\_\_\_\_.

(*Short pause*)

**Manager:** Hello. I'm the store manager.

I understand there's an issue with a return?

**You:** Yes, thanks for coming over.

I completely understand the \_\_\_\_\_, but I was hoping you might be able to \_\_\_\_\_.

**Manager:** Could you briefly explain what happened?

**You:** Of course. I purchased this item \_\_\_\_\_, and it stopped working within \_\_\_\_\_ days. Unfortunately, I no longer have the \_\_\_\_\_.

**Manager:** I see. And what outcome were you hoping for today?

**You:** Ideally, I'd like a \_\_\_\_\_, but I'm open to \_\_\_\_\_ if that's more appropriate.

**Manager:** Without proof of purchase, we usually can't issue a full refund.

**You:** I understand that completely.

The reason I'm asking is that the item was barely \_\_\_\_\_, and the issue occurred very \_\_\_\_\_.

**Manager:** Did you pay by card or cash?

**You:** I paid by \_\_\_\_\_, so there should be a \_\_\_\_\_ record.

**Manager:** That does help. Let me take another look.

(*Pause while manager checks system*)

**Manager:** Thank you for waiting.

While I can't approve a full refund to your original payment method, I can offer \_\_\_\_\_.

**You:** I appreciate you looking into this.

Could you clarify what that would \_\_\_\_\_?

**Manager:** We can issue store credit for the full \_\_\_\_\_, which you can use at any of our locations.

**You:** That sounds \_\_\_\_\_. I'm happy to go ahead with that.

**Manager:** Alright. I'll process this now.

(*Processing*)

**Manager:** All done. Here's your store credit and a copy of the \_\_\_\_\_.

**You:** Thank you for taking the time to \_\_\_\_\_ this. I really appreciate how \_\_\_\_\_ you've been.

**Manager:** You're very welcome. We try to be as fair as possible.

**You:** It definitely shows.

Thanks again for your \_\_\_\_\_.

**Manager:** My pleasure. Have a \_\_\_\_\_ rest of your day.

**You:** You too. Take \_\_\_\_\_.

Tab 13

**“Would it be possible to \_\_\_\_\_ to the manager...”**

- speak
  - talk
  - have a word
- 

**“Please give me a \_\_\_\_\_.”**

- moment
  - minute
  - second
- 

**“I completely understand the \_\_\_\_\_...”**

- policy
  - situation
  - process
- 

**“...but I was hoping you might be able to \_\_\_\_\_.”**

- help
  - make an exception
  - look into it
  - advise
- 

**“I purchased this item \_\_\_\_\_...”**

- last week
  - a few days ago
  - recently
  - earlier this month
- 

**“...within \_\_\_\_\_ days.”**

- two
  - three
  - a few
  - five
- 

**“I no longer have the \_\_\_\_\_.”**

- receipt
- proof of purchase

---

**“Ideally, I’d like a \_\_\_\_\_.”**

- refund
  - full refund
- 

**“...but I’m open to \_\_\_\_\_.”**

- an exchange
  - store credit
  - another solution
- 

**“The item was barely \_\_\_\_\_.”**

- used
  - touched
  - taken out of the box
- 

**“...and the issue occurred very \_\_\_\_\_.”**

- quickly
  - soon
  - early on
  - shortly after
- 

**“I paid by \_\_\_\_\_.”**

- card
  - debit card
  - credit card
- 

**“...so there should be a \_\_\_\_\_ record.”**

- transaction
  - payment
  - purchase
- 

**“I can offer \_\_\_\_\_.”**

- store credit
- a gift card
- an exchange

---

“What that would \_\_\_\_\_?”

- involve
  - mean
  - look like
- 

“For the full \_\_\_\_\_.”

- amount
  - value
  - purchase price
- 

“That sounds \_\_\_\_\_.”

- reasonable
  - fair
  - fine
  - good
- 

“A copy of the \_\_\_\_\_.”

- transaction
  - return
  - refund receipt
- 

“Taking the time to \_\_\_\_\_ this.”

- look into
  - review
  - sort out
- 

“How \_\_\_\_\_ you’ve been.”

- understanding
  - helpful
  - professional
- 

“Thanks again for your \_\_\_\_\_.”

- help
- time
- assistance

---

**“Have a \_\_\_\_\_ rest of your day.”**

- good
  - nice
  - pleasant
- 

**“Take \_\_\_\_\_.”**

- care
- 

### **Key takeaway (quiet but important)**

This style works because you:

- acknowledge policy
- justify calmly
- signal flexibility
- close respectfully

That's how escalation stays cooperative.



# Shopping- Part 04

# **Role-Play: Manager Says No Completely**

## **Calm, Polite, Still Human**

**Manager:** I understand where you're coming from, but I'm afraid I won't be able to make an exception in this case.

**You:** I see. Thanks for being \_\_\_\_\_ with me.

**Manager:** Without a receipt or proof of purchase, we're unable to offer a refund or store credit.

**You:** I understand the policy.

I just wanted to check, as I thought it was worth a \_\_\_\_\_.

**Manager:** I appreciate that. Unfortunately, my hands are \_\_\_\_\_.

**You:** Fair enough. I don't want to make a \_\_\_\_\_ about it.

**Manager:** Thank you for understanding.

**You:** Just so I'm clear, there's no \_\_\_\_\_ at all, even as store credit?

**Manager:** I'm afraid not. This is a hard \_\_\_\_\_.

**You:** Alright. No worries.

I won't \_\_\_\_\_ the point.

**Manager:** I'm sorry we couldn't help more.

**You:** It's okay. These things \_\_\_\_\_.

**Manager:** If you're able to find the receipt later, we'd be happy to take another look.

**You:** That's good to know. I'll keep that in \_\_\_\_\_.

**Manager:** Again, I do apologize for the inconvenience.

**You:** I get it. You're just doing your \_\_\_\_\_.

**Manager:** Exactly.

**You:** Well, thanks for taking the time to \_\_\_\_\_ it anyway.

**Manager:** Of course.

**You:** Before I go, could you just \_\_\_\_\_ the return policy for me, so I know for the future?

**Manager:** Certainly. For returns, we require proof of purchase within \_\_\_\_\_ days.

**You:** Got it. Lesson \_\_\_\_\_.

**Manager:** Is there anything else I can help you with today?

**You:** No, that's all. I'll \_\_\_\_\_ it here.

**Manager:** Alright. Thank you for your patience.

**You:** No problem. Have a \_\_\_\_\_ one.

**Manager:** You too.

**You:** Take \_\_\_\_\_.

Tab 15

**“Thanks for being \_\_\_\_\_ with me.”**

- honest
  - clear
  - straight
  - upfront
  - patient
- 

**“Worth a \_\_\_\_\_.”**

- try
- shot
- check
- conversation

“Worth a try” is the most common and safest.

---

**“My hands are \_\_\_\_\_.”**

- tied
- bound
- tied on this one

“Tied” is the idiomatic default.

---

**“I don’t want to make a \_\_\_\_\_ about it.”**

- fuss
- scene
- big deal
- problem

“Make a fuss” is very UK and very natural.

---

**“There’s no \_\_\_\_\_ at all...”**

- option
  - flexibility
  - way
  - possibility
- 

**“This is a hard \_\_\_\_\_.”**

- no
- line
- stop

“Hard no” is informal but very common in speech.

---

“I won’t \_\_\_\_\_ the point.”

- push
- press
- argue
- labour

“I won’t push the point” is the standard polite close.

---

“These things \_\_\_\_\_.”

- happen
- come up
- occur

“These things happen” is the fixed phrase most natives use.

---

“I’ll keep that in \_\_\_\_\_.”

- mind
- note
- consideration

“You’re just doing your \_\_\_\_\_.”

- job
- role

“Doing your job” is neutral and respectful when said calmly.

---

“Taking the time to \_\_\_\_\_ it anyway.”

- look into
- check
- review
- explain

“Could you just \_\_\_\_\_ the return policy...”

- clarify
- explain
- run through
- confirm

“Run through” is conversational and native.

---

“Within \_\_\_\_\_ days.”

- 14
  - 30
  - 28
  - a certain number of
- 

“Lesson \_\_\_\_\_.”

- learned
- noted

“Lesson learned” is the idiom. Fixed. Don’t change it.

---

“I’ll \_\_\_\_\_ it here.”

- leave
- stop
- end

“I’ll leave it here” is polite and final.

---

“Have a \_\_\_\_\_ one.”

- good
  - nice
  - great
- 

“Take \_\_\_\_\_.”

- care

# Role-Play: Workplace Disagreement

This page contains the role-play for the workplace disagreement exercise.

The role-play consists of two parts: a situation and a discussion.

The situation is a workplace disagreement between two employees, John and Mary.

The discussion is a conversation between the two employees about the disagreement.

The situation is as follows:

John and Mary are two employees who work in the same department.

They have been working together for several years and generally get along well.

However, they recently had a disagreement over a project they were working on.

John felt that Mary's ideas were not practical and did not contribute to the project's success.

Mary felt that John's ideas were not practical and did not contribute to the project's success.

The discussion is as follows:

John: "I'm sorry if my ideas were not practical, but I think we can make them work."

Mary: "I understand that you have your own ideas, but I think we need to focus on what will work best for our team."

John: "I agree that we need to focus on what will work best for our team."

Mary: "I appreciate your input, but I think we need to take a different approach to this project."

John: "I understand that you have your own ideas, but I think we need to focus on what will work best for our team."

Mary: "I appreciate your input, but I think we need to take a different approach to this project."

John: "I understand that you have your own ideas, but I think we need to focus on what will work best for our team."

Mary: "I appreciate your input, but I think we need to take a different approach to this project."

John: "I understand that you have your own ideas, but I think we need to focus on what will work best for our team."

Mary: "I appreciate your input, but I think we need to take a different approach to this project."

John: "I understand that you have your own ideas, but I think we need to focus on what will work best for our team."

Mary: "I appreciate your input, but I think we need to take a different approach to this project."

## Role-Play: Workplace Disagreement

**Colleague:** I think we should move forward with this approach as it is.

**You:** I see your point. I just have a slightly \_\_\_\_\_ view on this.

**Manager:** Okay, let's hear it.

**You:** From my perspective, there might be a \_\_\_\_\_ risk if we proceed this way.

**Colleague:** What kind of risk are you referring to?

**You:** Mainly around \_\_\_\_\_ and how it could impact the final outcome.

**Manager:** That's interesting. Can you explain a bit more?

**You:** Sure. Based on what we've seen so far, the current plan could \_\_\_\_\_ timelines and put extra pressure on the team.

**Colleague:** I'm not sure I agree with that.

**You:** That's fair. I'm not saying the idea is \_\_\_\_\_, just that it may need some \_\_\_\_\_.

**Manager:** What would you suggest instead?

**You:** One option could be to \_\_\_\_\_ the rollout and test it on a smaller \_\_\_\_\_ first.

**Colleague:** That might slow things down.

**You:** Possibly in the short term, yes. But in the long run, it could \_\_\_\_\_ rework and reduce overall risk.

**Manager:** I see both sides here.

**You:** Ultimately, I'm happy to support whichever direction we choose.

I just wanted to \_\_\_\_\_ this concern before we commit.

**Colleague:** I appreciate you explaining it that way.

**Manager:** Alright. Let's \_\_\_\_\_ this offline and come back with a revised proposal.

**You:** Sounds good. Thanks for being \_\_\_\_\_ to the discussion.

**Manager:** Thank you both.

**You:** No problem. Happy to \_\_\_\_\_ however needed

## Answers

**“I just have a slightly \_\_\_\_\_ view on this.”**

## Adjectives / adverbs

- different
  - alternative
  - broader
  - slightly different
  - somewhat different
- 

“There might be a \_\_\_\_\_ risk...”

## Adjectives

- potential
  - significant
  - operational
  - long-term
  - unnecessary
- 

“Mainly around \_\_\_\_\_...”

Nouns are fixed, but here's how people frame it verbally

## Verbs / phrases

- delivery
- execution
- timing
- alignment

(You say these calmly. No drama voice.)

---

“...the current plan could \_\_\_\_\_ timelines...”

## Verbs

- affect
  - impact
  - delay
  - stretch
  - compress (used carefully)
- 

“I'm not saying the idea is \_\_\_\_\_...”

## Adjectives

- wrong
- bad
- flawed
- off-base

“Wrong” is blunt but acceptable if your tone is calm.

---

“...it may need some \_\_\_\_\_.”

Nouns are implied; here’s the verb framing

### Verbs / adjectives

- refining
- adjustment
- reworking
- fine-tuning

“Fine-tuning” is the most diplomatic.

---

“One option could be to \_\_\_\_\_ the rollout...”

### Verbs

- phase
- delay
- stagger
- pilot
- slow down

“Pilot the rollout” is very modern workplace English.

---

“...test it on a smaller \_\_\_\_\_ first.”

### Adjectives

- smaller
- limited
- controlled
- initial

---

“But in the long run, it could \_\_\_\_\_ rework...”

### Verbs

- reduce
- minimise
- avoid
- cut down on

---

“I just wanted to \_\_\_\_\_ this concern...”

## **Verbs**

- flag
- raise
- surface
- highlight

“Flag” is the quiet power word here.

---

**“Let’s \_\_\_\_\_ this offline...”**

## **Verbs**

- take
- discuss
- handle
- continue

“Take this offline” is corporate universal.

---

**“Thanks for being \_\_\_\_\_ to the discussion.”**

## **Adjectives**

- open
- receptive
- flexible
- constructive

---

**“Happy to \_\_\_\_\_ however needed.”**

## **Verbs**

- help
- support
- contribute
- Adjust

## **Role-Play: Manager Pushes Back Harder**

**Manager:** I hear what you’re saying, but we’ve already discussed this, and the decision has been made.

**You:** I understand that a decision has been made.

I just wanted to \_\_\_\_\_ one concern before we move forward.

**Manager:** We’re on a tight timeline. Reopening this now could slow things down.

**You:** I agree timing is \_\_\_\_\_.

My concern is that moving too quickly here could create \_\_\_\_\_ issues later.

**Manager:** We can't design for every possible risk.

**You:** Absolutely. I'm not suggesting we cover \_\_\_\_\_.

I'm referring to one specific area that might \_\_\_\_\_ the rollout.

**Manager:** From my point of view, that risk is acceptable.

**You:** That's fair.

Can I just clarify how we're planning to \_\_\_\_\_ that risk if it materialises?

**Manager:** We'll deal with it if it comes up.

**You:** Understood.

My hesitation is that fixing it later may be more \_\_\_\_\_ and disruptive than addressing it now.

**Manager:** So what exactly are you proposing at this stage?

**You:** At minimum, I'd suggest we \_\_\_\_\_ the assumption around \_\_\_\_\_ and confirm it with real data before launch.

**Manager:** That sounds like extra work we don't really have time for.

**You:** It may take some effort upfront, yes.

But it could \_\_\_\_\_ rework and protect the team from \_\_\_\_\_ pressure later.

**Manager:** We've already committed resources based on the current plan.

**You:** I'm aware of that.

I'm not asking to change the entire \_\_\_\_\_, just to make a small \_\_\_\_\_ adjustment.

**Manager:** And if we don't?

**You:** If we don't, I'll fully \_\_\_\_\_ the direction.

I just want to be sure we're making this choice with \_\_\_\_\_ visibility.

**Manager:** You're pushing quite hard on this.

**You:** I am, and that's intentional.

This is one of those moments where I felt it was \_\_\_\_\_ to speak up.

**Manager:** Alright. Say we consider it. What would success look like to you?

**You:** Success would be a quick \_\_\_\_\_ check, clear ownership, and a go/no-go decision within \_\_\_\_\_ days.

**Manager:** That's still a risk.

**You:** Agreed.

But in my view, it's a \_\_\_\_\_ risk than proceeding without validation.

**Manager:** Okay. I'm not convinced, but I hear you.

**You:** That's all I was hoping for.

Even if we move forward unchanged, I appreciate you \_\_\_\_\_ the concern.

**Manager:** Let's do this.

Put together a short summary, no more than \_\_\_\_\_ page,

and we'll review it tomorrow.

**You:** That works. I'll keep it \_\_\_\_\_ and focused.

**Manager:** Good. Let's move on.

**You:** Thanks for the \_\_\_\_\_.

## Answers

“I just wanted to \_\_\_\_\_ one concern...”

- flag
- raise
- surface
- put on the table

---

“Timing is \_\_\_\_\_.”

- tight
- critical
- sensitive
- compressed

---

“Could create \_\_\_\_\_ issues later.”

- downstream
- knock-on
- operational
- long-term

“Downstream issues” is the quiet power phrase here.

---

“I'm not suggesting we cover \_\_\_\_\_.”

- everything
  - every scenario
  - every edge case
- 

“...that might \_\_\_\_\_ the rollout.”

- delay
  - disrupt
  - complicate
  - undermine
- 

“Planning to \_\_\_\_\_ that risk...”

- manage
  - mitigate
  - contain
  - handle
- 

“More \_\_\_\_\_ and disruptive...”

- costly
  - time-consuming
  - expensive
  - resource-heavy
- 

“I’d suggest we \_\_\_\_\_ the assumption...”

- validate
  - pressure-test
  - revisit
  - recheck
- 

“Pressure-test” is very senior-level language.

---

“...around \_\_\_\_\_. ”

- capacity
  - adoption
  - dependencies
  - resourcing
  - user behaviour
- 

“It could \_\_\_\_\_ rework...”

- reduce
  - avoid
  - minimise
  - cut down on
- 

“...protect the team from \_\_\_\_\_ pressure...”

- unnecessary
  - last-minute
  - reactive
  - excessive
- 

“Change the entire \_\_\_\_\_.”

- plan
  - approach
  - direction
  - strategy
- 

“...a small \_\_\_\_\_ adjustment.”

- tactical
  - targeted
  - limited
  - minor
- 

“I'll fully \_\_\_\_\_ the direction.”

- support
  - back
  - commit to
  - get behind
- 

“...with \_\_\_\_\_ visibility.”

- full
  - clear
  - proper
  - enough
- 

“It was \_\_\_\_\_ to speak up.”

- important
- necessary

- appropriate
- responsible

“Responsible” signals leadership, not defiance.

---

“A quick \_\_\_\_\_ check...”

- sanity
  - reality
  - validation
  - data
- 

“...within \_\_\_\_\_ days.”

- one or two
  - two
  - three
  - a couple of
- 

“It’s a \_\_\_\_\_ risk...”

- lower
  - more manageable
  - calculated
  - acceptable
- 

“I appreciate you \_\_\_\_\_ the concern.”

- hearing
  - considering
  - acknowledging
  - listening to
- 

“No more than \_\_\_\_\_ page.”

- one
  - half a
  - a single
- 

“I’ll keep it \_\_\_\_\_.”

- tight
- focused
- concise

- **to the point**
- 

**“Thanks for the \_\_\_\_\_.”**

- time
- openness
- consideration
- Discussion

## **Role-Play 03: Giving Negative Feedback on a Report**

*(Clear, respectful, no ego)*

**You:** Thanks for sharing the report.

Before we circulate it more widely, I wanted to walk through a few \_\_\_\_\_ points with you.

**Colleague:** Sure. What did you think?

**You:** Overall, the structure is solid, and the effort is clear.

That said, there are a few areas where the report could be \_\_\_\_\_.

**Colleague:** Okay. Which parts specifically?

**You:** Starting with the executive summary, I think the key message gets a bit \_\_\_\_\_.

It might help to make the main takeaway more \_\_\_\_\_ upfront.

**Colleague:** I was trying to give more context there.

**You:** That makes sense.

The challenge is that senior readers tend to focus on \_\_\_\_\_ first,

so clarity there really \_\_\_\_\_.

**Colleague:** Fair point.

**You:** In the analysis section, some of the assumptions aren't fully \_\_\_\_\_.

For example, the projection around \_\_\_\_\_ could use a bit more explanation.

**Colleague:** I didn't want to overcomplicate it.

**You:** I appreciate that.

It's a balance, but right now it might feel a bit \_\_\_\_\_ to someone less close to the work.

**Colleague:** Got it.

**You:** Another thing to flag is tone.

In a few places, the language comes across as quite \_\_\_\_\_,

which might invite pushback from stakeholders.

**Colleague:** That wasn't intentional.

**You:** I know.

I think softening it slightly and grounding it more in \_\_\_\_\_ would help.

**Colleague:** Okay, that's helpful.

**You:** On the recommendations page, I'd suggest tightening the list.

At the moment, there are \_\_\_\_\_ actions, and they're not all equally \_\_\_\_\_.

**Colleague:** Do you think we should cut some?

**You:** Either cut or clearly \_\_\_\_\_ them.

That way, it's obvious what's critical versus what's \_\_\_\_\_.

**Colleague:** Makes sense.

**You:** Finally, before we send this out, I'd recommend a quick \_\_\_\_\_ pass

just to improve flow and remove repetition.

**Colleague:** That's fair.

**You:** To be clear, the content is there.

This is more about \_\_\_\_\_ and making sure the report lands the way we intend.

**Colleague:** I appreciate you saying that.

**You:** Of course.

I know you put a lot of \_\_\_\_\_ into this, and these tweaks are about making it stronger.

**Colleague:** Thanks. How urgent do you think the changes are?

**You:** Ideally, we'd address them before \_\_\_\_\_.

I don't think it requires a full rewrite, just some \_\_\_\_\_ revisions.

**Colleague:** Okay. I can work on it today.

**You:** Great.

If you want, I'm happy to \_\_\_\_\_ the next draft or talk through any sections.

**Colleague:** That would be helpful.

**You:** Perfect.

Let's aim to align on a final version by \_\_\_\_\_.

## Answer

“Walk through a few \_\_\_\_\_ points...”

- key
  - important
  - specific
  - high-level
- 

“Areas where the report could be \_\_\_\_\_.”

- stronger
  - clearer
  - sharper
  - tightened up
- 

“The key message gets a bit \_\_\_\_\_.”

- lost
  - diluted
  - buried
  - unclear
- 

“Make the main takeaway more \_\_\_\_\_.”

- explicit
  - clear
  - obvious
  - direct
- 

“Senior readers tend to focus on \_\_\_\_\_ first...”

- the summary
  - headlines
  - top-line messages
  - key points
- 

“...so clarity there really \_\_\_\_\_. ”

- matters
- counts
- makes a difference

- sets the tone
- 

“Assumptions aren’t fully \_\_\_\_\_.”

- explained
  - spelled out
  - justified
  - supported
- 

“The projection around \_\_\_\_\_...”

- growth
  - costs
  - timelines
  - adoption
  - headcount
- 

“It might feel a bit \_\_\_\_\_...”

- thin
  - light
  - high-level
  - underdeveloped
- 

“Language comes across as quite \_\_\_\_\_.”

- strong
- assertive
- confident
- absolute

“Confident” is neutral. “Absolute” hints at risk.

---

“...grounding it more in \_\_\_\_\_.”

- data
  - evidence
  - examples
  - facts
- 

“There are \_\_\_\_\_ actions...”

- several
- too many

- 
- multiple
  - a number of
- 

“...not all equally \_\_\_\_\_.”

- important
  - critical
  - actionable
  - high-impact
- 

“Either cut or clearly \_\_\_\_\_ them.”

- prioritise
  - rank
  - sequence
  - group
- 

“...versus what’s \_\_\_\_\_.”

- nice-to-have
  - secondary
  - optional
  - lower priority
- 

“Recommend a quick \_\_\_\_\_ pass...”

- editing
  - polish
  - clarity
  - language
- 

“This is more about \_\_\_\_\_...”

- positioning
  - presentation
  - framing
  - clarity
- 

“You put a lot of \_\_\_\_\_ into this...”

- work
- effort
- thought
- time

---

“Before \_\_\_\_\_.”

- circulation
  - sharing
  - sending it out
  - final sign-off
- 

“Some \_\_\_\_\_ revisions.”

- targeted
  - minor
  - focused
  - selective
- 

“Happy to \_\_\_\_\_ the next draft...”

- review
  - look over
  - sanity-check
  - give feedback on
- 

“Align on a final version by \_\_\_\_\_.”

- tomorrow
  - end of day
  - Friday
  - the end of the week
- 

## Quiet reality check

This works because you:

- separate person from output
- balance clarity with respect
- end with support, not authority

That's how feedback improves work without burning trust.



10.1

## Roleplay

### Roleplay 1: Catching Up with an Old Friend

You: Hey, nice to see you again. Nice to \_\_\_\_\_ you.

Friend: Yeah, it's good to see you too. It's a \_\_\_\_\_.

So, how's it \_\_\_\_\_?

You: Not too bad, actually. Busy, but in a good way.

What about you? What have you been \_\_\_\_\_ to?

Friend: A bit of this and that, really. Work's been hectic.

To be honest, I've been thinking about making a few changes.

You: Oh yeah? That's interesting.

From my perspective, that can be a good thing, depending on the timing.

Friend: Exactly. I mean, I see the benefits, but it's not an easy decision.

You: I see your point.

Change always sounds good in theory, but the reality can be different.

Friend: True. Some people say you should just go for it.

You: That makes sense, but I'm not sure I agree with that completely.

It really depends on the situation.

Friend: Fair enough. Everyone's circumstances are different.

You: By the way, are you still living in the same area?

Friend: Yeah, for now. Though I've thought about moving.

You: Really?

Well, to be honest, I'd probably stay put if I were you.

Friend: Oh? Why's that?

You: From my perspective, moving sounds exciting, but it can be stressful.

And if things are working, sometimes it's better not to rush.

Friend: I get that, but I beg to differ slightly.

A new place can be a \_\_\_\_\_ of fresh air, you know?

You: That's true.

I'm not saying you're wrong. I just think it's worth thinking it through.

Friend: Yeah, fair enough. I suppose there's no rush.

You: Exactly. You can always play it by \_\_\_\_\_ and see how things go.

Friend: That's probably the smartest approach.

You: Anyway, I don't want to keep you too long.

But it was really good catching up.

Friend: Same here. We should do this more often.

You: Definitely. Let's keep in \_\_\_\_\_.

Friend: For sure.

Alright, take care.

You: You too. Take \_\_\_\_\_.

---

### Answer Variations

Nice to \_\_\_\_\_ you.

- meet
  - see you (alternative native option)
- 

It's a \_\_\_\_\_.

- pleasure
  - pleasure to see you (alternative)
- 

How's it \_\_\_\_\_?

- going
  - going with you (alternative)
- 

What have you been \_\_\_\_\_ to?

- up
  - up to lately (alternative)
-

A \_\_\_\_\_ of fresh air

- breath
- something refreshing (alternative)

Play it by \_\_\_\_\_.

- ear
- see how it goes (alternative)

Let's keep in \_\_\_\_\_.

- touch
- in contact (alternative)

Take \_\_\_\_\_.

- care
- it easy (alternative)

—  
#2

## Roleplay 2: Making & Changing Weekend Plans

### Context

Two friends are planning to meet over the weekend.

They agree on a plan, but later one of them needs to change it.

The conversation tests **agreement, flexibility, excuses, acceptance, and polite closing**, using universal chunks repeatedly.

### Roleplay

**Friend A:** Hey, how's it \_\_\_\_\_?

**Friend B:** Not too bad, thanks. You?

So, about the weekend, are you still free?

**Friend A:** Yeah, I should be.

I was thinking we could grab a coffee or something.

How does that \_\_\_\_\_?

**Friend B:** Sounds \_\_\_\_\_.

Saturday or Sunday?

**Friend A:** Saturday works for me, but we could also play it by \_\_\_\_\_, depending on the weather.

**Friend B:** Fair enough.

Let's say Saturday for now, then.

**Friend A:** Great.

Oh, by the way, do you mind if we meet a bit later in the afternoon?

**Friend B:** No, that's fine.

What time were you thinking?

**Friend A:** Around four-ish, if that's okay.

**Friend B:** Yeah, that makes \_\_\_\_\_.

**Friend A:** Perfect.

I'll text you on the day just to confirm.

(Later that day)

**Friend A:** Hey, quick message.

I just wanted to let you know that something has \_\_\_\_\_ up.

**Friend B:** Oh right. What happened?

**Friend A:** To be honest, I've had to help out at home unexpectedly.

I might not be able to make it on Saturday after all.

**Friend B:** Ah, okay.

That's a bit of a shame, but fair \_\_\_\_\_.

**Friend A:** Yeah, it's a \_\_\_\_\_, but there's not much I can do.

**Friend B:** No worries.

These things \_\_\_\_\_.

**Friend A:** Thanks for understanding.

I didn't want to mess you around.

**Friend B:** It's fine, really.

Would Sunday work instead, or would you **rather** \_\_\_\_\_ leave it for another time?

**Friend A:** Sunday might be tricky as well.

Maybe it's better to leave it for next weekend.

**Friend B:** Okay, that's probably sensible.

In any case, we'll sort something out soon.

**Friend A:** Definitely.

Let's not overthink it.

**Friend B:** Exactly.

We'll catch up properly next time.

**Friend A:** Sounds good.

Anyway, I won't keep you. I know you're busy.

**Friend B:** Yeah, I've got to run too.

**Friend A:** Alright then. **Let's keep in** \_\_\_\_\_.

**Friend B:** For sure.

Take \_\_\_\_\_.

**Friend A:** You too. No \_\_\_\_\_.

---

### Answer Variations

**How's it** \_\_\_\_\_?

- **going**
  - going with you (alternative native option)
- 

**Sounds** \_\_\_\_\_.

- **good**
  - like a plan (alternative)
- 

**Play it by** \_\_\_\_\_.

- **ear**
  - see how it goes (alternative)
- 

**That makes** \_\_\_\_\_.

- **sense**
  - sense to me (alternative)
- 

**Something has** \_\_\_\_\_ **up.**

- **come**
  - cropped up (alternative)
- 

**Fair** \_\_\_\_\_.

- **enough**
  - point taken (alternative)
- 

**It's a** \_\_\_\_\_.

- **shame**
  - pity (alternative)
- 

**These things** \_\_\_\_\_.

- **happen**
  - do happen sometimes (alternative)
- 

**Rather** \_\_\_\_\_.

- **not**
  - prefer not to (alternative)
- 

**Let's keep in** \_\_\_\_\_.

- **touch**
- contact (alternative)

Take \_\_\_\_\_.

- care
- it easy (alternative)

No \_\_\_\_\_.

- worries
- problem (alternative)

#3

### Roleplay 3: Polite Disagreement at Work

#### Context

Two colleagues are discussing how to approach a piece of work.

They generally respect each other but **disagree on the approach**.

The goal is to practise **measured disagreement, clarification, and alignment** without sounding rude or defensive.

#### Roleplay

**Colleague A:** Hi, thanks for making the time.

Before we start, **how's it \_\_\_\_\_?**

**Colleague B:** Not too bad, thanks. You?

Alright, shall we **go straight to the \_\_\_\_\_?**

**Colleague A:** Yeah, that works.

**From my \_\_\_\_\_,** I think we should keep the plan fairly simple.

**Colleague B:** Okay.

I see your \_\_\_\_\_, but I'm not completely convinced.

**Colleague A:** That's fair.

What part are you unsure about?

**Colleague B:** To be \_\_\_\_\_, I think the current plan might be too cautious.

**Colleague A:** Right.

I can understand that, and **that makes \_\_\_\_\_** in some ways.

**Colleague B:** I'm glad you see that.

If we move a bit faster, we could get better results.

**Colleague A:** Possibly, but **I'm not sure I \_\_\_\_\_ with that** entirely.

There's a risk we're overlooking.

**Colleague B:** What kind of risk are you thinking about?

**Colleague A:** **What I \_\_\_\_\_ is**, if something goes wrong, it'll be harder to fix later.

**Am I making \_\_\_\_\_?**

**Colleague B:** Yeah, you are.

I just think the risk is manageable.

**Colleague A:** Fair \_\_\_\_\_.

I guess it comes down to how much uncertainty we're comfortable with.

**Colleague B:** Exactly.

From my side, I'd rather take a calculated risk.

**Colleague A:** I hear that, but **I beg to \_\_\_\_\_** slightly.

I think stability matters more at this stage.

**Colleague B:** Okay, I didn't expect that.

So what would you suggest instead?

**Colleague A:** **The point is \_\_\_\_\_,** we don't have to choose one extreme or the other.

We could test things on a smaller scale first.

**Colleague B:** Hmm.

That could work, actually.

**Colleague A:** **On the other \_\_\_\_\_,** if the test goes well, we can move quickly afterwards.

**Colleague B:** That sounds reasonable.

I hadn't thought of it that way.

**Colleague A:** **At the end of the \_\_\_\_\_,** we both want the same outcome.

**Colleague B:** True.

I appreciate you explaining your thinking.

**Colleague A:** Same here.

Thanks for being open about it.

**Colleague B:** Alright, let's do this.  
We'll start small and review after a week.  
**Colleague A:** Sounds like a \_\_\_\_\_.  
**Colleague B:** Great.  
Shall we move \_\_\_\_\_ to the next item?  
**Colleague A:** Yeah, let's do that.

---

**Answer Variations**

**How's it \_\_\_\_\_?**

- going
  - going with you (alternative)
- 

**Go straight to the \_\_\_\_\_**

- point
  - main issue (alternative)
- 

**From my \_\_\_\_\_**

- perspective
  - point of view (alternative)
- 

**I see your \_\_\_\_\_**

- point
  - argument (alternative)
- 

**To be \_\_\_\_\_**

- honest
  - frank (alternative)
- 

**That makes \_\_\_\_\_**

- sense
  - sense to me (alternative)
- 

**I'm not sure I \_\_\_\_\_ with that**

- agree
  - fully agree (alternative)
- 

**What I \_\_\_\_\_ is**

- mean
  - want to say is (alternative)
- 

**Am I making \_\_\_\_\_?**

- sense
  - myself clear (alternative)
- 

**Fair \_\_\_\_\_**

- enough
  - point taken (alternative)
- 

**I beg to \_\_\_\_\_**

- differ
  - disagree slightly (alternative)
- 

**The point is \_\_\_\_\_**

- this
  - simply this (alternative)
- 

**On the other \_\_\_\_\_**

- hand

- side (alternative)
- 

**At the end of the \_\_\_\_\_**

- day
  - day, really (alternative)
- 

**Sounds like a \_\_\_\_\_**

- plan
  - good plan (alternative)
- 

**Move \_\_\_\_\_**

- on
  - on now (alternative)
- 

#4

#### **Roleplay 4: Asking for Help (Without Sounding Weak)**

**Context**

Two people work in the same office (or live nearby).

One of them needs help but wants to sound **competent, polite, and professional**, not desperate or demanding.

The conversation practises **requests, permission, reassurance, gratitude, and smooth closing**.

---

#### **Roleplay**

**You:** Hi, how's it \_\_\_\_\_?

Have you got a minute?

**Colleague:** Yeah, not too bad.

What's up?

**You:** Well, to be \_\_\_\_\_, I was hoping you could help me with something.

**Colleague:** Sure.

What do you need?

**You:** Could you do me a \_\_\_\_\_ and take a quick look at this?

I just want a second opinion.

**Colleague:** Yeah, of course.

Go \_\_\_\_\_.

**You:** Thanks.

**From my \_\_\_\_\_,** it looks fine, but I'm not completely sure.

**Colleague:** Let me see.

Okay, I get what you're doing here.

**You:** I see your \_\_\_\_\_, but do you think this part is clear enough?

**Colleague:** Hmm.

It mostly is, but it might help to simplify this section.

**You:** Right.

**That makes \_\_\_\_\_.**

I was worried it might be a bit confusing.

**Colleague:** It's not bad, honestly.

You're just overthinking it.

**You:** Maybe.

**To be honest,** I didn't want to bother you, but I didn't want to get it wrong either.

**Colleague:** No worries at all.

That's what I'm here for.

**You:** Thanks, I really appreciate your \_\_\_\_\_.

**Colleague:** Don't \_\_\_\_\_.

Happy to help.

**You:** Do you mind if I \_\_\_\_\_ one small change before sending it?

**Colleague:** No, that's fine.

**Go ahead.**

**You:** Great.

I'll tweak this bit and then send it out.

**Colleague:** Sounds good.

**You:** Alright, I won't keep you any longer.

I know you're busy.

**Colleague:** It's all good.

**You:** Anyway, thanks again.

I really appreciate it.

**Colleague:** Anytime.

**You:** Okay then.

**Let's keep in** \_\_\_\_\_.

**Colleague:** Definitely.

**Take** \_\_\_\_\_.

**You:** You too. No \_\_\_\_\_.

---

#### Answer Variations

**How's it** \_\_\_\_\_?

- **going**
  - going with you (alternative)
- 

**To be** \_\_\_\_\_

- **honest**
  - frank (alternative)
- 

**Could you do me a** \_\_\_\_\_

- **favour**
  - favour for me (alternative)
- 

**Go** \_\_\_\_\_

- **ahead**
  - on then (alternative)
- 

**From my** \_\_\_\_\_

- **perspective**
  - point of view (alternative)
- 

**I see your** \_\_\_\_\_

- **point**
  - idea (alternative)
- 

**That makes** \_\_\_\_\_

- **sense**
  - sense to me (alternative)
- 

**Appreciate your** \_\_\_\_\_

- **help**
  - time (alternative)
- 

**Don't** \_\_\_\_\_

- **mention it**
  - worry about it (alternative)
- 

**Do you mind if I** \_\_\_\_\_

- **make**
  - change (alternative)
- 

**Let's keep in** \_\_\_\_\_

- **touch**
  - contact (alternative)
- 

**Take** \_\_\_\_\_

- **care**

- it easy (alternative)
- 

No \_\_\_\_\_

- **worries**
- problem (alternative)

#5

### Roleplay 5: A Small Problem Escalates (and Is Handled Calmly)

#### Context

Two people are working together or living together.

A small mistake has caused inconvenience.

The aim is to practise **staying calm, explaining, accepting responsibility, and moving on** without drama.

---

#### Roleplay

**Person A:** Hey, can we talk for a minute?

**How's it** \_\_\_\_\_ ?

**Person B:** Not great, actually.

I've been dealing with an issue since this morning.

**Person A:** Oh?

To be \_\_\_\_\_, I was hoping it wasn't anything serious.

**Person B:** Well, it started small, but it's getting a bit frustrating.

**Person A:** Right.

Before we go further, could you **go straight to the** \_\_\_\_\_ ?

**Person B:** Sure.

The report didn't go out on time, and now we're behind schedule.

**Person A:** Okay, thanks for explaining.

I see your \_\_\_\_\_.

**Person B:** I know mistakes happen, but this one caused a knock-on effect.

**Person A:** That makes \_\_\_\_\_.

I can understand why you'd be annoyed.

**Person B:** Exactly.

I'm trying not to overreact, but it's been a long day.

**Person A:** I get that.

But let's **calm** \_\_\_\_\_ for a second and look at it properly.

**Person B:** Yeah... you're right.

Sorry, I didn't mean to snap.

**Person A:** No worries.

These things \_\_\_\_\_.

**Person B:** True, but I still feel responsible.

**Person A:** To be honest, we both played a part in this.

It's not just on you.

**Person B:** I appreciate you saying that.

**Person A:** The important thing now is to fix it.

We can **figure** \_\_\_\_\_ what needs to be done next.

**Person B:** Okay.

What do you suggest?

**Person A:** From my \_\_\_\_\_, we should sort out the urgent part first and deal with the rest tomorrow.

**Person B:** That sounds reasonable.

**Person A:** Good.

And once it's sorted, we can treat this as a **lesson** \_\_\_\_\_.

**Person B:** Yeah, definitely.

I won't make the same mistake again.

**Person A:** None of us are perfect.

The key thing is that we learn from it.

**Person B:** Fair point.

**Person A:** Anyway, there's no point letting this ruin the rest of the day.

Let's change the \_\_\_\_\_ and focus on what's next.

**Person B:** Agreed.

Thanks for handling this calmly.

**Person A:** No problem at all.

I appreciate you being honest about it.

**Person B:** Alright, let's get back to work.

**Person A:** Sounds good.

We'll **carry** \_\_\_\_\_ from here.

---

#### Answer Variations

**How's it** \_\_\_\_\_?

- **going**
  - going with you (alternative)
- 

**To be** \_\_\_\_\_

- **honest**
  - frank (alternative)
- 

**Go straight to the** \_\_\_\_\_

- **point**
  - main issue (alternative)
- 

**I see your** \_\_\_\_\_

- **point**
  - concern (alternative)
- 

**That makes** \_\_\_\_\_

- **sense**
  - sense to me (alternative)
- 

**Calm** \_\_\_\_\_

- **down**
  - things down (alternative)
- 

**These things** \_\_\_\_\_

- **happen**
  - do happen (alternative)
- 

**Figure** \_\_\_\_\_

- **out**
  - out together (alternative)
- 

**From my** \_\_\_\_\_

- **perspective**
  - point of view (alternative)
- 

**Lesson** \_\_\_\_\_

- **learned**
  - taken on board (alternative)
- 

**Let's change the** \_\_\_\_\_

- **subject**
  - topic (alternative)
- 

**Carry** \_\_\_\_\_

- **on**
  - on working (alternative)
- 

#### Roleplay 6: Giving an Honest Opinion (Carefully)

Context

Two people are discussing an idea, decision, or plan.

One person has been asked for feedback and wants to be **honest but tactful**, avoiding offence while still expressing a clear opinion.

---

### Roleplay

**Person A:** Thanks for taking a look at this.

Before we go further, **how's it \_\_\_\_\_?**

**Person B:** Not too bad, thanks.

Alright, what did you think?

**Person A:** Well, **to be \_\_\_\_\_**, I think the idea has potential.

But there are a couple of things worth talking through.

**Person B:** Okay.

Go on.

**Person A:** I see your \_\_\_\_\_, and I can see why you went in this direction.

**Person B:** That's good to hear.

**Person A:** That makes \_\_\_\_\_, especially given the time constraints.

But **from my \_\_\_\_\_**, there might be a few risks we haven't fully considered.

**Person B:** What kind of risks?

**Person A:** What I \_\_\_\_\_ is, the rollout might be a bit rushed.

**Person B:** Right.

I was worried you might say that.

**Person A:** To be honest, I don't think it's a bad idea at all.

I just think the timing could be better.

**Person B:** So you'd delay it?

**Person A:** Possibly.

On the other \_\_\_\_\_, if we wait too long, we might lose momentum.

**Person B:** Exactly.

That's been my concern.

**Person A:** Fair \_\_\_\_\_.

It's a tricky balance.

**Person B:** So what would you do in my position?

**Person A:** The point is \_\_\_\_\_, we don't have to choose between rushing and delaying completely.

We could adjust the scope slightly.

**Person B:** Hmm.

That's interesting.

**Person A:** From my perspective, a smaller pilot would reduce risk

and still keep things moving.

**Person B:** I hadn't thought of it like that.

**Person A:** At the end of the \_\_\_\_\_, the goal is to make sure it works properly, not just quickly.

**Person B:** That's true.

**Person A:** I hope that doesn't come across as negative.

I just wanted to be honest.

**Person B:** No, not at all.

I appreciate you being upfront.

**Person A:** Good.

Am I making \_\_\_\_\_ so far?

**Person B:** Yeah, you are.

It's actually helpful.

**Person A:** Great.

Then I think we're **on the same \_\_\_\_\_**.

**Person B:** Agreed.

Let's tweak the plan and move forward.

**Person A:** Sounds like a \_\_\_\_\_.

---

### Answer Variations

How's it \_\_\_\_\_?

- going
- going with you (alternative)

To be \_\_\_\_\_

- honest
- frank (alternative)

I see your \_\_\_\_\_

- point
- reasoning (alternative)

That makes \_\_\_\_\_

- sense
- sense to me (alternative)

From my \_\_\_\_\_

- perspective
- point of view (alternative)

What I \_\_\_\_\_ is

- mean
- want to say is (alternative)

On the other \_\_\_\_\_

- hand
- side (alternative)

Fair \_\_\_\_\_

- enough
- point taken (alternative)

The point is \_\_\_\_\_

- this
- simply this (alternative)

At the end of the \_\_\_\_\_

- day
- day, really (alternative)

Am I making \_\_\_\_\_?

- sense
- myself clear (alternative)

On the same \_\_\_\_\_

- page
- wavelength (alternative)

Sounds like a \_\_\_\_\_

- plan
- good plan (alternative)

07

### Roleplay 7: Running into Someone Unexpectedly

Context

Two people unexpectedly run into each other in town after not seeing each other for a while.

They are surprised but happy to catch up briefly.

The aim is to practise spontaneous conversation, small talk, storytelling, light opinions, and polite closing.

Roleplay

Person A: Oh wow, hi!

I didn't expect to see you here.

**How's it \_\_\_\_\_?**

**Person B:** Oh, hey!

Yeah, what are the chances?

Not too bad, actually. You?

**Person A:** I'm good, thanks.

Nice to \_\_\_\_\_ you, by the way.

**Person B:** Same here.

It's a \_\_\_\_\_.

So, what have you been \_\_\_\_\_ to lately?

**Person A:** Quite a lot, actually.

To be honest, I've been busier than I expected.

**Person B:** Oh yeah?

Work or personal stuff?

**Person A:** A bit of both.

From my \_\_\_\_\_, things have changed a lot over the past few months.

**Person B:** I can imagine.

Life has a way of doing that.

**Person A:** Exactly.

Believe it or not, I only came out today on the spur of the \_\_\_\_\_.

**Person B:** Really?

I was the same. I almost stayed at home.

**Person A:** Funny how that works.

Sometimes unplanned days turn out the best.

**Person B:** That makes \_\_\_\_\_.

You don't overthink things.

**Person A:** True.

Though sometimes I wonder if that's always a good thing.

**Person B:** I see your \_\_\_\_\_, but I think spontaneity keeps things interesting.

**Person A:** Fair point.

It can be a \_\_\_\_\_ of fresh air.

**Person B:** Exactly.

By the way, are you still working in the same field?

**Person A:** Yeah, for now.

To be honest, I've thought about changing direction.

**Person B:** Oh?

What's stopping you?

**Person A:** The point is \_\_\_\_\_, I'm comfortable where I am, and change always feels a bit risky.

**Person B:** Fair \_\_\_\_\_.

It's not an easy call.

**Person A:** No, it isn't.

But at the end of the \_\_\_\_\_, you have to do what feels right.

**Person B:** That's true.

Everyone's situation is different.

**Person A:** Anyway, I won't keep you.

I know you're probably in a hurry.

**Person B:** Yeah, I should get going soon.

**Person A:** Alright then.

Let's keep in \_\_\_\_\_.

**Person B:** Definitely.

We should catch up properly sometime.

**Person A:** Sounds good.

Take \_\_\_\_\_.

**Person B:** You too.

No \_\_\_\_\_.

---

#### Answer Variations

**How's it \_\_\_\_\_?**

- **going**
- going with you (alternative)

Nice to \_\_\_\_\_ you

- **see**
- see you again (alternative)

It's a \_\_\_\_\_

- **pleasure**
- pleasure to see you (alternative)

What have you been \_\_\_\_\_ to

- **up**
- up to lately (alternative)

From my \_\_\_\_\_

- **perspective**
- point of view (alternative)

On the spur of the \_\_\_\_\_

- **moment**
- whim (alternative)

That makes \_\_\_\_\_

- **sense**
- sense to me (alternative)

I see your \_\_\_\_\_

- **point**
- what you mean (alternative)

A \_\_\_\_\_ of fresh air

- **breath**
- refreshing change (alternative)

The point is \_\_\_\_\_

- **this**
- simply this (alternative)

Fair \_\_\_\_\_

- **enough**
- point taken (alternative)

At the end of the \_\_\_\_\_

- **day**
- day, really (alternative)

Let's keep in \_\_\_\_\_

- **touch**
- contact (alternative)

Take \_\_\_\_\_

- **care**
- it easy (alternative)

No \_\_\_\_\_

- **worries**

- problem (alternative)

08

## Roleplay 8: Deciding Something Together

### Context

Two people need to make a joint decision.

There's no conflict, but they have **different preferences**.

The aim is to practise **expressing opinions, gentle refusal, compromise, and agreement** using universal chunks.

---

### Roleplay

**Person A:** Hey, before we get into it, **how's it \_\_\_\_\_?**

**Person B:** Not too bad, thanks.

Alright, what did you want to talk about?

**Person A:** Well, we need to decide what to do this evening.

**From my \_\_\_\_\_,** we could either go out or just keep things low-key.

**Person B:** Okay.

What are you leaning towards?

**Person A:** To be honest, I'm a bit tired.

I'd probably **rather \_\_\_\_\_** stay in.

**Person B:** Fair enough.

I was thinking of going out, but I get where you're coming from.

**Person A:** I see your \_\_\_\_\_.

It's been a long week for both of us.

**Person B:** Yeah.

At the same time, it might be nice to do something different.

**Person A:** That makes \_\_\_\_\_.

Getting out can be good for a change.

**Person B:** Exactly.

We don't have to do anything big.

**Person A:** True.

**On the other \_\_\_\_\_,** staying in means we can properly relax.

**Person B:** That's tempting too.

Maybe we're overthinking it.

**Person A:** Possibly.

We could always **play it by \_\_\_\_\_** and see how we feel later.

**Person B:** That might be the best option.

**Person A:** From my perspective, flexibility makes things easier.

**Person B:** Agreed.

No pressure either way.

**Person A:** Right.

**The point is \_\_\_\_\_,** we just want to enjoy the evening.

**Person B:** Exactly.

It doesn't have to be perfect.

**Person A:** Fair \_\_\_\_\_.

Alright, let's do this.

**Person B:** What's the plan, then?

**Person A:** We'll stay in for now, and if we feel like going out later, we will.

**Person B:** That sounds reasonable.

**Person A:** Sounds like a \_\_\_\_\_.

**Person B:** Yeah, I'm happy with that.

**Person A:** Great.

Then we've made a **conscious \_\_\_\_\_**.

**Person B:** Finally!

Alright, let's relax.

**Person A:** Agreed.

I'll put the kettle on.

---

## **Answer Variations**

**How's it \_\_\_\_\_?**

- **going**
- going with you (alternative)

**From my \_\_\_\_\_**

- **perspective**
- point of view (alternative)

**Rather \_\_\_\_\_**

- **not**
- prefer to (alternative)

**I see your \_\_\_\_\_**

- **point**
- what you mean (alternative)

**That makes \_\_\_\_\_**

- **sense**
- sense to me (alternative)

**On the other \_\_\_\_\_**

- **hand**
- side (alternative)

**Play it by \_\_\_\_\_**

- **ear**
- see how it goes (alternative)

**The point is \_\_\_\_\_**

- **this**
- simply this (alternative)

**Fair \_\_\_\_\_**

- **enough**
- point taken (alternative)

**Sounds like a \_\_\_\_\_**

- **plan**
- good plan (alternative)

**Conscious \_\_\_\_\_**

- **decision**
- choice (alternative)

9

## **Roleplay 9: Handling Mild Tension & Repairing It (More Dynamic)**

### **Context**

Two people work closely together and had a tense exchange earlier in the day.

Nothing exploded, but the atmosphere has been awkward.

They now have a chance to **clear the air, own their part**, and **reset the relationship** without making it dramatic or defensive.

### **Roleplay**

**Person A:** Hey, before we get back into work, **do you mind if I \_\_\_\_\_ something up?**

**Person B:** Sure.

I was actually hoping we could talk.

**Person A:** Okay.

**To be \_\_\_\_\_,** I feel like we might've **got off on the wrong \_\_\_\_\_** earlier.

**Person B:** Yeah, I felt that too.

It didn't sit well with me.

**Person A:** I see your \_\_\_\_\_.

Looking back, my tone probably came across as sharper than I intended.

**Person B:** That makes \_\_\_\_\_.

At the time, it felt a bit dismissive.

**Person A:** Fair \_\_\_\_\_.

That wasn't my intention, but I can see how it landed.

**Person B:** I appreciate you saying that.

I probably didn't help by being so closed off.

**Person A:** From my \_\_\_\_\_, we were both under pressure,

and things just escalated a bit.

**Person B:** Yeah.

It's been one of those days.

**Person A:** To be honest, I should've paused instead of pushing the point.

**Person B:** And I could've asked for clarification rather than assuming the worst.

**Person A:** What I \_\_\_\_\_ is, neither of us was actually disagreeing on the goal.

**Person B:** Exactly.

We were arguing about the approach, not the outcome.

**Person A:** On the other \_\_\_\_\_, tension like that can build up if we don't address it.

**Person B:** True.

And it's better to deal with it now than let it linger.

**Person A:** At the end of the \_\_\_\_\_, we need to be able to work together smoothly.

**Person B:** Agreed.

Otherwise, small things can really get out of \_\_\_\_\_.

**Person A:** Right.

So I just wanted to clear the air and say I didn't mean to undermine you.

**Person B:** Thanks.

I appreciate that.

**Person A:** Am I making \_\_\_\_\_ so far?

**Person B:** Yeah, you are.

And for what it's worth, I should've handled it better too.

**Person A:** Fair \_\_\_\_\_.

We both could've done things differently.

**Person B:** The important thing is we've talked about it.

**Person A:** Exactly.

Let's make \_\_\_\_\_ and move forward.

**Person B:** Sounds good to me.

**Person A:** Alright then.

Let's move \_\_\_\_\_ and focus on the next task.

**Person B:** Agreed.

Thanks for bringing this up.

**Person A:** No problem.

I think it'll make things easier going forward.

---

### Answer Variations

Do you mind if I \_\_\_\_\_ something up?

- bring
  - raise (alternative)
- 

To be \_\_\_\_\_

- honest
  - frank (alternative)
- 

Got off on the wrong \_\_\_\_\_

- foot
  - start (alternative)
-

I see your \_\_\_\_\_

- point
- where you're coming from (alternative)

That makes \_\_\_\_\_

- sense
- sense to me (alternative)

Fair \_\_\_\_\_

- enough
- point taken (alternative)

From my \_\_\_\_\_

- perspective
- point of view (alternative)

What I \_\_\_\_\_ is

- mean
- want to say is (alternative)

On the other \_\_\_\_\_

- hand
- side (alternative)

At the end of the \_\_\_\_\_

- day
- day, really (alternative)

Get out of \_\_\_\_\_

- hand
- control (alternative)

Am I making \_\_\_\_\_ ?

- sense
- myself clear (alternative)

Make \_\_\_\_\_

- up
- things right (alternative)

Let's move \_\_\_\_\_

- on
- forward (alternative)

—  
10

### Roleplay 10: Ending a Conversation Politely (Without Sounding Rushed or Rude)

#### Context

Two people are having a pleasant conversation.

One of them genuinely needs to leave, but wants to end things **gracefully**, without sounding impatient, dismissive, or awkward.

The focus is on **signalling exit, softening it, showing appreciation, and closing well**.

#### Roleplay

**Person A:** Anyway, it's been really nice chatting.

Before I forget, **how's it \_\_\_\_\_ been on your end lately?**

**Person B:** Pretty good, actually.

Busy, but nothing I can't handle.

**Person A:** That's good to hear.

To be \_\_\_\_\_, it sounds like things are finally settling down for you.

**Person B:** Yeah, slowly but surely.

**Person A:** I'm glad.

We should definitely catch up properly sometime.

**Person B:** I'd like that too.

**Person A:** I hate to say this, but I'm in a bit of a \_\_\_\_\_.

**Person B:** Oh, no problem at all.

**Person A:** Thanks for understanding.

It's a \_\_\_\_\_, because I could talk about this all day.

**Person B:** Same here, honestly.

**Person A:** But these things \_\_\_\_\_, I suppose.

**Person B:** Exactly.

Life gets in the way sometimes.

**Person A:** To be honest, I didn't want to just rush off without saying something properly.

**Person B:** I appreciate that.

**Person A:** From my \_\_\_\_\_, it's important not to end conversations abruptly.

**Person B:** I completely agree.

**Person A:** So, before I go,

let's keep in \_\_\_\_\_ and set something up soon.

**Person B:** Definitely.

That'd be great.

**Person A:** I'll drop you a message later.

We can play it by \_\_\_\_\_ and see what works.

**Person B:** Sounds good to me.

**Person A:** Alright then, I should really head off now.

Thanks again for the chat.

**Person B:** No worries at all.

**Person A:** Take \_\_\_\_\_, yeah?

**Person B:** You too.

No \_\_\_\_\_.

**Person A:** Catch up soon.

---

#### Answer Variations

How's it \_\_\_\_\_ been?

- going
  - been going (alternative)
- 

To be \_\_\_\_\_

- honest
  - frank (alternative)
- 

I'm in a bit of a \_\_\_\_\_

- hurry
  - rush (alternative)
- 

It's a \_\_\_\_\_

- shame
  - pity (alternative)
- 

These things \_\_\_\_\_

- happen
  - do happen (alternative)
- 

From my \_\_\_\_\_

- perspective
  - point of view (alternative)
- 

Let's keep in \_\_\_\_\_

- **touch**
  - contact (alternative)
- 

**Play it by** \_\_\_\_\_

- **ear**
  - see how it goes (alternative)
- 

**Take** \_\_\_\_\_

- **care**
  - it easy (alternative)
- 

**No** \_\_\_\_\_

- **worries**
- problem (alternative)

# Gemini

# Gemini Roleplay

## ROLE-PLAY 1: CONTEXT

**Scenario:** You have just moved into a shared house in London. Your new flatmate, Alex, has been away for a few days. You are both in the kitchen late on a Sunday evening. You need to discuss how the house is run, the pile of mail on the table, and some general house rules while catching up.

### Characters:

- **Alex:** The established flatmate (calm, welcoming).
- **You:** The new flatmate.

**Target Chunks (Bucket A):** *How's it going?, Not too bad, What have you been up to?, By the way, Touch base, Fair enough, That makes sense, Make up my mind, First of all, On track, Swamped, I see your point, Am I making sense?, Sounds like a plan.*

## THE DIALOGUE

**Alex:** Oh, hey! I didn't hear you come in. \_\_\_\_\_, **how's it going?**

**You:** Hi Alex! \_\_\_\_\_, **not too bad** thanks. Just getting \_\_\_\_\_.

**Alex:** Welcome back. I've been away for the weekend, so I feel a bit \_\_\_\_\_. **What have you been up to?**

**You:** I've been \_\_\_\_\_ the city. **By the way**, I noticed a lot of \_\_\_\_\_ on the table for you.

**Alex:** Cheers. I really need to \_\_\_\_\_ and **touch base** with the landlord about those.

**You:** \_\_\_\_\_. **That makes sense**. He mentioned something about \_\_\_\_\_ when I moved in.

**Alex:** Exactly. **First of all**, we should probably \_\_\_\_\_ about the cleaning schedule. I want to make sure we're \_\_\_\_\_.

**You:** I agree. I've been quite \_\_\_\_\_ at work lately, but I can \_\_\_\_\_ on weekends. **Am I making sense?**

**Alex:** Definitely. **I see your point**. Maybe we can \_\_\_\_\_ and just do a deep clean once a \_\_\_\_\_?

**You:** \_\_\_\_\_. I'd rather do that than \_\_\_\_\_ every single day.

**Alex:** Good. I still need to **make up my mind** about which \_\_\_\_\_ provider to use for the Wi-Fi. The current one is \_\_\_\_\_.

**You:** **I see your point**, it has been a bit \_\_\_\_\_ lately. Let's \_\_\_\_\_ tomorrow and decide?

**Alex:** **Sounds like a plan**. Anyway, I'm going to \_\_\_\_\_ and then head to bed.

**You:** \_\_\_\_\_. See you in the \_\_\_\_\_.

## ANSWER VARIATIONS

### "How's it going?" / "Not too bad"

- "Alright, **how's it going?**" / "Yeah, **not too bad**, just a bit tired."
- "Hey, **how's it going?**" / "**Not too bad**, actually. Quite productive."

### "What have you been up to?"

- "**What have you been up to since I left?**"
- "**So, what have you been up to all weekend?**"

### "By the way" / "Touch base"

- "**By the way, did you see the bins?**" / "**I'll touch base with the council.**"
- "**By the way, the fridge is leaking.**" / "**I'll touch base with the repairman.**"

### "First of all" / "On track"

- "**First of all, let's look at the bills.**" / "**We need to stay on track with spending.**"
- "**First of all, welcome!**" / "**I hope your move is on track.**"

## ROLE-PLAY 2: CONTEXT

**Scenario:** You are at the office or working remotely. You are having a mid-week sync-up with your project lead, Sam. The project is "WedVisa," and there are some concerns about the marketing budget and a pending survey for the World Bank (S4YE). You need to balance the workload while ensuring everything stays moving.

## Characters:

- **Sam:** Project Lead (focused on deadlines, slightly stressed).
- **You:** Marketing Coordinator/Strategist.

**Target Chunks (Bucket A):** *Touch base, On track, How's it going?, First of all, Swamped, Am I making sense?, I see your point, Fair enough, By the way, Make up my mind, I'm not sure I agree with that, Sounds like a plan.*

## THE DIALOGUE

**Sam:** Hi there! Do you have a minute to \_\_\_\_\_? I want to make sure the WedVisa campaign is \_\_\_\_\_.

**You:** Hey Sam. Yes, of course. \_\_\_\_\_, **how's it going** with the stakeholders?

**Sam:** It's been a bit \_\_\_\_\_, to be honest. There's a lot of pressure on the S4YE survey. **First of all**, have you \_\_\_\_\_ the draft for the World Bank yet?

**You:** I'm still working on it. I've been a bit \_\_\_\_\_ with the Meta ads lately, so I haven't \_\_\_\_\_. **Am I making sense?**

**Sam:** **I see your point**, but the survey is a priority. We can't afford to \_\_\_\_\_ with the submission date.

**You:** \_\_\_\_\_. I'll shift my focus. **By the way**, I still need to **make up my mind** about the \_\_\_\_\_ for the Instagram Reels.

**Sam:** I think we should just \_\_\_\_\_ and go with the original creative.

**You:** **I'm not sure I agree with that.** The data suggests the \_\_\_\_\_ isn't resonating with the founder-bride audience.

**Sam:** Hmm. **Fair enough.** If the data is \_\_\_\_\_, then we should probably pivot.

**You:** Exactly. **First of all**, let's \_\_\_\_\_ the budget for the next month to cover the new ads.

**Sam:** **Sounds like a plan.** Let's \_\_\_\_\_ again on Friday morning to see if we are back \_\_\_\_\_.

**You:** Perfect. I'll \_\_\_\_\_ the survey by then as well.

**Sam:** Great. If you need \_\_\_\_\_, just let me know.

## ANSWER VARIATIONS

### “Touch base” / “On track”

- “I wanted to touch base regarding the budget.” / “Are we still on track for the Monday launch?”
- “Let’s touch base after the meeting.” / “We need to get this project back on track.”

### “Swamped” / “Am I making sense?”

- “I’m totally swamped with these emails.” / “I feel like I’m rambling, am I making sense?”
- “Since the launch, I’ve been swamped.” / “It’s a complex strategy, am I making sense?”

### “I see your point” / “I’m not sure I agree with that”

- “I see your point about the costs.” / “I’m not sure I agree with that approach; it feels too risky.”
- “I see your point, but we have no choice.” / “I’m not sure I agree with that being the main priority.”

### “First of all” / “Sounds like a plan”

- “First of all, let’s look at the data.” / “That sounds like a plan, let’s go with it.”
- “First of all, we need more time.” / “If you can finish the report by five, sounds like a plan.”

## ROLE-PLAY 3: CONTEXT

**Scenario:** You are meeting an old friend, Jamie, at a busy café in Shoreditch. Jamie has been feeling quite stressed lately and is thinking about quitting their job to start a freelance business. You haven't seen each other in a few months, so there is a lot to catch up on. You need to navigate the conversation from general "life updates" to the serious decision Jamie is facing, all while dealing with the distractions of a loud café.

## Characters:

- **Jamie:** A friend who is "swamped" and feeling "up in the air" about the future.
- **You:** The supportive friend offering a listening ear.

**Target Chunks (Bucket A):** Grab a bite, What have you been up to?, First of all, Make up my mind, That makes sense, How's it going?, Not too bad, By the way, Could you do me a favor, Sounds like a plan, I see your point, I'm not sure I agree with that, Am I making sense?, Swamped, On track, Touch base.

## THE DIALOGUE

**Jamie:** Sorry I'm late! The Overground was a nightmare. Anyway, it's so good to see you. Shall we \_\_\_\_\_ and grab a bite while we talk?

**You:** No worries at all! I've already \_\_\_\_\_. **How's it going?** You look like you've had a \_\_\_\_\_ week.

**Jamie:** Honestly? \_\_\_\_\_, but I've been better. I feel completely \_\_\_\_\_ with work. **What have you been up to?** I feel like we haven't \_\_\_\_\_ in ages.

**You:** I've been \_\_\_\_\_. Just trying to keep my own projects \_\_\_\_\_, really. **By the way,** I saw your post about \_\_\_\_\_. Is that still happening?

**Jamie:** It's all a bit **up in the air** right now. **First of all**, I need to **make up my mind** about \_\_\_\_\_. I can't decide if I should \_\_\_\_\_ or stay where I am.

**You:** **That makes sense.** It's a huge \_\_\_\_\_ to make. Have you \_\_\_\_\_ with anyone else about it?

**Jamie:** Not really. I'm worried that if I \_\_\_\_\_, I'll lose my \_\_\_\_\_. **Am I making sense?** Or do I just sound \_\_\_\_\_?

**You:** No, I **see your point**. It's scary to leave a \_\_\_\_\_ job. But on the other hand, you've been \_\_\_\_\_ for months now.

**Jamie:** Exactly! **First of all**, the culture is \_\_\_\_\_, and secondly, I don't feel like I'm \_\_\_\_\_ with my career goals anymore.

**You:** **I'm not sure I agree with that** being the only reason to quit, though. Maybe you could \_\_\_\_\_ first? **Could you do me a favor** and just \_\_\_\_\_ for a second?

**Jamie:** I've tried! But every time I \_\_\_\_\_, they just give me \_\_\_\_\_.

**You:** **Fair enough.** If you've already \_\_\_\_\_, then moving on might be the \_\_\_\_\_.

**Jamie:** I think so. **By the way, could you do me a favor** and look at my \_\_\_\_\_ later this week? I need a second \_\_\_\_\_.

**You:** **Sounds like a plan.** Let's **touch base** on Thursday and we can \_\_\_\_\_ it together over a \_\_\_\_\_.

**Jamie:** That would be amazing. I really need to \_\_\_\_\_ before I \_\_\_\_\_.

**You:** Don't worry. **First of all**, we'll get your \_\_\_\_\_ sorted, and then we can \_\_\_\_\_.

**Jamie:** Thanks. Anyway, enough about my \_\_\_\_\_. **What have you been up to** with that \_\_\_\_\_ you mentioned last time?

**You:** Oh, that! Well, it's \_\_\_\_\_, but I'm finally \_\_\_\_\_. I'll \_\_\_\_\_ you all about it once we've ordered.

## ANSWER VARIATIONS

“Grab a bite” / “What have you been up to?”

- “Let's grab a bite, I'm starving.” / “What have you been up to lately? Anything exciting?”
- “We can grab a bite later if you prefer.” / “I was wondering what you've been up to since the move.”

“Up in the air” / “Make up my mind”

- “My holiday plans are still up in the air.” / “I can't make up my mind between the two options.”
- “Everything is up in the air until the contract is signed.” / “I need to make up my mind before the deadline.”

“Am I making sense?” / “I see your point”

- “I've been rambling a bit, am I making sense?” / “I see your point, but have you considered the cost?”
- “It's a bit of a messy situation, am I making sense?” / “I see your point, it's a difficult balance to strike.”

“Touch base” / “Sounds like a plan”

- “Let's touch base next week to finalize.” / “Sounds like a plan, I'll book the tickets now.”
- “We should touch base more often.” / “If you're happy with that, sounds like a plan.”