

# 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
- 

### 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.

## 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
- 

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
- 

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 \_\_\_\_\_.

---

## 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.)

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**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
-

33 “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

## 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.





# 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."*