



Automate  
the  
phrases  
you  
use  
often  
and  
your  
English  
will  
instantly  
become  
better!

## Handle Habitual Situations

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We use language for different situations or functions, such as answering the phone, saying hello or asking question.

Which is the best way to make these functions work for me? Shall I try to learn twelve ways to greet someone or is it better to learn four ways to say hello, four ways to answer the phone and four ways to ask questions?

### **Many phrases for one situation or a few phrases for many situations**

The answer is simple. It is always preferable to learn a few expressions for many situations. Instead of memorising ten ways to ask someone to open a window, use part of that time to practise how to interrupt at a meeting, how to disagree, how to give orders or how to write an invitation. Then, automate those expressions so you don't hesitate when you need them.

## Take control of your learning

Many English textbooks are aimed at teenagers, so their exercises might not fit businesspeople. Many teachers enjoy practising situations that they like or are easy to plan. Many students don't pay attention to what they need and they just go on with what their tutor or book says. Don't fall into those traps.

Take control of your learning by listing all the circumstances you could use English in—then work out the phrases you might need. Afterwards, role play them with your teacher until they become automatic.

Andrew's advice: insist until the functions you need are included in your lesson plans.

### Some business functions

*Introduce yourself.*

*Answer the phone.*

*Plan meetings.*

*Convince clients.*

*Agree or disagree.*

*Present options.*

*Explain advantages.*

*Describe graphs.*



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