

REAL-WORLD ENGLISH

Target Phrases for Practical Communication & Role-Play



Scenario 1: The "Accidental Meeting" (Elevator Pitch)

Breaking the Ice

- "Excuse me, I couldn't help but notice your company logo..."
- "Hi there, are you here for the conference as well?"
- "Lovely day, isn't it? By the way, I'm [Name]."

Explaining Your Value

- "I specialize in helping businesses solve..."
- "Currently, I'm working on a project that focuses on..."
- "My main focus is helping teams streamline their work."

Securing the Follow-Up

- "I'd love to pick your brain sometime. Do you have a card?"
- "If you're open to it, I could send you a brief email."
- "Are you on LinkedIn? I'd love to stay in touch."



Scenario 2: The Crisis Management Meeting

Stating the Problem

- "As you know, we are facing a critical issue with..."
- "The main priority right now is to contain the damage."
- "We need to address this immediately before it escalates."

Proposing Solutions

- "I strongly suggest we [action] in the short term."
- "What if we look at this from another angle and try...?"
- "An alternative approach would be to..."

Negotiating & Agreeing

- "I see your point, but we also need to consider the budget."
- "I agree with that approach, provided we have enough staff."
- "That's a solid plan, but how do we handle the timeline?"



Scenario 3: The Gentle Art of Saying "No"

Validating the Request

- "I completely understand how urgent this project is..."
- "Thank you for trusting me with this responsibility."
- "I see why this needs to be done right away."

Delivering the Refusal

- "Unfortunately, due to my workload, I won't be able to take this on."
- "To be transparent, I don't have the capacity to do this justice."
- "If I take this on, the quality of my other projects will suffer."

Offering Counter-Offers

- "I can't manage it by Friday, but I can have it ready by Tuesday."
- "I can handle the analysis, but I will need someone to cover the presentation."
- "Could we review my task list together to see what to reprioritize?"

Scenario 4: The Troubleshooter (Customer Service)

De-escalating (Staff)

- "I am incredibly sorry to hear you've had this experience."
- "I completely understand your frustration; let's make this right."
- "Thank you for bringing this to our attention."

Stating Grievance (Customer)

- "I am deeply disappointed with the quality of service."
- "This is a major inconvenience for me because..."
- "I was assured this would be resolved by today."

Confirming Solutions

- "I can offer a full refund or a replacement right away."
- "I am going to personally look into this and call you back in one hour."
- "Does that solution work for you?"

Scenario 5: The Cultural Advisor

Sharing Customs

- "As a general rule, it's customary to..."
- "You'll find that most people here tend to..."
- "An unwritten rule of our culture is that you should..."

Warnings & Taboos

- "It's considered quite impolite to..."
- "Whatever you do, make sure you don't..."
- "It might come across as aggressive if you..."

Practical Survival Advice

- "If you find yourself in that situation, the best thing to do is..."
- "Don't be surprised if people [local habit]—it's completely normal."
- "A good rule of thumb when dining out is to..."



Speaking Challenge:

Try to naturally weave at least **two** of these phrases into your conversations tonight. Don't worry about making grammar mistakes—focus on keeping the conversation moving forward!