

Requests and offers in business meetings imperative practice

Find the one mistake in the meeting below.

The chair suggests they have finished but checks
Well, we seem to have covered everything, then. Is there any other business that we need to talk about?
The participant adds one more topic
Actually, there is just one more thing. Please send a limousine to the airport tomorrow at two. The President of ABC PLC is coming for the signing ceremony.
The chair responds positively and checks again if they are finished or not
Of course, that's no problem at all. Are there any other points to discuss?
The participant confirms they are finished and gives a reason for ending quickly
No, that's all for now, thanks. Actually, I have to go out for dinner with the British Chamber of Commerce later and need to get ready first, so shall we call it a day?
The chair responds positively and offers to help the participant leave
Of course. I'll walk you to the lift.
The participant responds positively and asks a suitable small talk question for the end of meetings (maybe while they are walking out of the meeting room)
Thanks. Do you have any plans for tonight?
The chair answers, adds a little more information, and then asks a related but different small talk question back
Not really, but I'll probably go for a few drinks with my colleagues in a local bar near here. Have you tried Japanese sake?
The participant answers and adds a little more information
Only once or twice. It's becoming popular back home in the States, but there are so many different kinds to choose from that I don't even know where to start.
The chair mentions future contact

I know a great list for beginners, actually. I'll email you the link today or tomorrow.
The participant responds positively
Great. Thanks. I look forward to hearing from you.
The chair thanks the participant and gives their good wishes for the future
Thanks again for coming all this way. Have a good journey back.
The participant responds positively and uses a leaving greeting
Thanks. I'm sure I will. Goodbye.
The chair responds
Goodbye.

To help with or after the task above, correct these mistakes:

- (Name), please chair this meeting.
- (Name), please take minutes this time.
- Please wait. I'll email you all the document now.
- Please give me an example of that.
- Please give me an update on...
- Please lend me a hand with...
- Please explain what... means.
- Please confirm that in writing by the end of the week.

Why are these examples of "Please + verb" okay?

- Please call me Alex.
- Please sit anywhere you like.
- Please take a copy of the agenda if you don't have one.
- Of course, please go ahead. What would you like to say?
- Sure. (No problem.) (Please tell us what you think).
- Please correct me if I'm wrong, but...
- Please let me know if you need any help with...

Which section above is commands/ orders/ instructions and so is impolite and should usually be changed to requests?

Which section above is offers and so can be "Please + verb" without being rude?

Make sure you changed the right ones to requests, then compare how you started those requests.

Cover all but the top hint of the dialogue above, brainstorm suitable phrases and choose the best, then compare with the line underneath. Brainstorm suitable responses, look at the hint and brainstorm again if you had the wrong idea, then check. Do the same line by line until you reach the end of the dialogue.

Roleplay ending other meetings, this time with no help.

Put suitable requests or offers into each gap below. Many different answers are possible.

My name is Alexander Case, but _____

We'll use this meeting room here. _____

First, we'll look at the agenda, so _____

Sorry, I didn't catch that. _____

Sorry, before you go on, _____

A: Sorry, can I interrupt?

B: Of course. _____

Sorry, before you interrupt _____

We seem to be going off topic. _____

Okay, I think we've covered advertising. _____

Sorry, I don't quite understand. _____

So, I think we've covered everything. _____