



In business meetings and discussions it is easy to sound impolite without intending to. Practice these dialogues below and check the polite responses.

Interrupting

A: So our sales are down from last year and ...

B1: You haven't included the July sales figures!

B2: I'm sorry to interrupt, but have you included the July sales figures?

Correcting

A: We sold 64,000 printers last month.

B1: Actually, I don't think that's quite right. I think the correct figure is 74,000.

B2: That's wrong! It was 74,000.

Disagreeing

A: Last month's fall in sales isn't particularly important.

B1: I'm afraid I disagree. I think it's very important.

B2: You're wrong. It's very important.

Asking for repetition

A: Sales increased by 30% in the first quarter, and ...

B1: What did you say?

B2: I'm sorry, but could you repeat that?

USEFUL EXPRESSIONS

used when agreeing and disagreeing:

I think ...

Personally, I ...

I prefer ... to ...

I agree (with you).

I think so, too.

I'm afraid I disagree.

I'm sorry, I don't agree.

Yes, but ...



ACTIVITY

Your company wants to move to a new office in London. Look at these notes on possible offices. Then, decide which office you want why, e.g. *We chose Century Place because*

Use these expressions to help you:

Personally, I like

I'm afraid I disagree. I think

I'm sorry, I don't like because

CENTURY PLACE	Size: 2,500 square feet Location: central Age: 40 years Rent: £7,200 per month Other: traffic noise
NEWTON HOUSE	Size: 2,900 square feet Location: outside centre Age: 5 years Rent: £5,200 per month Other: quiet, peaceful
WILSON CENTRE	Size: 3,200 square feet Location: near airport Age: new Rent: £6,500 per month Other: airport noise