

Business Conversation 03: Showing Interest and Appreciation

Practice 1 | Useful Expressions

Directions: Listen and repeat.

Showing interest

- What are you working on?
- How is it coming along?
- I think you did a nice/great job with/on

Asking about thoughts and feelings

- Are you alright?
- What are you thinking about?
- Is there anything you want to talk about?

Expressing appreciation

- Thanks for all your help.
- I really appreciate your help.
- I couldn't have done it without you.

Practice 2 | Dialogue

Directions: Read the dialogue aloud with your teacher.

Alice is talking to Pat about what they're doing.

Alice : What are you working on?

Pat : I'm making visual aids for my presentation next week.

Alice : Really? Do you need some help? **I thought you did a great job with the last one.**

Pat : Thanks. **I really appreciate that. What's going on with you?**

Alice : I'm finishing up the report that we were working on.

Pat : Hey, **thanks a lot!**

Alice : No problem.

Pat : Seriously! **I don't think I could get this presentation done without your help.**

Alice : Don't mention it.

Check your understanding: Answer the following questions.

1. What was Pat doing?
2. What was Alice busy with?
3. Why was Pat thankful to Alice?

Practice 3 | Role-Play

Directions: Have a role-play with your teacher. Use the expressions below to fill in the blanks.

Employee 1 : _____?

Employee 2 : Oh, I am working on a report. How about you?

Employee 1 : I'm just doing a monthly working schedule. _____?

Employee 2 : It's ok. I am a bit stuck, but I will get to the bottom of it.

Employee 1 : _____?

Employee 2 : No, everything is fine, don't worry.

Employee 1 : _____, I'm sure it will be the same now, too.

Employee 2 : Thank you! Oh, by the way, I remember you needed some statistics for your project. Here, I got some for you.

Employee 1 : Thank you so much! _____!

Employee 2 : It's no big deal. Don't mention it!

Employee 1 : My project is now complete. _____.

You did a great job with the last report	What are you working on?	I couldn't have done it without you
How is it coming along?	I really appreciate your help	Is there anything you want to talk about?

Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. Do you make an effort to check on people and see how they are doing? How?
2. Do you offer your help to someone when you see he or she needs it?
3. Do you show gratitude for any help others have given you? Why and how?
4. What can you say about people who get help and never feel grateful about it?
5. How would you feel if your offer for help is being rejected? Would you still insist on helping? Why or why not?