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20-Day Workplace English

The sentences you need at work: meetings, calls, emails, customers and small talk.



13 PAGES · ENGLISH ONLY

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Before you start

How to use this book

Twenty short days of the English you need at work. Read this first, then start Day 1.

Ten to fifteen minutes a day

1. **Say each sentence aloud, slowly.** Then at normal speed, then once without looking.
2. **Answer the two questions aloud.** The grey example is only a guide.
3. **Record yourself** on your phone and listen back.
4. **Use one sentence at work today.** Real use makes it stick.

What helps most

- Learn whole sentences, not word-by-word translations.
- Speak up in small moments first: a greeting, a thank you.
- A short, clear sentence is better than a long, unsure one.
- Skip a day if you need to. The days do not have to be consecutive.

Change one word

Once a sentence is easy, change one word: “Could you help me with this report?” becomes “Could you help me with this email?” Where you see a line like “I am ___”, say it with your own words in the gap.

What this book is

It is a short plan for spoken English at work, in English only. It is not matched to any exam, and it does not promise a job, a promotion or a level. It has no audio, so check any word you are unsure of in an online dictionary that has audio. The names, companies and numbers are only examples. Every workplace is different, so change the words to suit yours.

Days 1 and 2

Say it, answer it, do it

01 Greeting colleagues

SAY IT

1. Good morning, how are you?
2. Did you have a good weekend?
3. How is your day going?
4. See you at lunch.
5. Have a good evening.

ANSWER ALOUD

1. How do you greet a colleague in the morning?
   For example: Good morning, Priya. How are you?
2. How do you say goodbye at the end of the day?
   For example: Have a good evening. See you tomorrow.

TRY IT TODAY

Greet three people today with a full sentence, not only “hi”.

02 Introducing yourself to a new team

SAY IT

1. Hello, I am _____. I have just joined the team.
2. I will be working on _____.
3. I used to work at _____.
4. Please tell me if I can help.
5. It is nice to meet you all.

ANSWER ALOUD

1. How do you introduce yourself in a meeting?
   For example: Hello, I am Arjun. I have just joined the sales team.
2. How do you say what you will do?
   For example: I will be working on customer reports.

TRY IT TODAY

Say a thirty-second introduction aloud, then say it again more slowly.

Days 3 and 4

Say it, answer it, do it

03 Asking for help

SAY IT

1. Could you help me with this, please?
2. I am not sure how to do this.
3. Do you have a minute?
4. Could you show me how it works?
5. Thank you, that really helped.

ANSWER ALOUD

1. How do you ask a colleague for help?
   For example: Could you help me with this report, please?
2. How do you thank them?
   For example: Thank you, that really helped.

TRY IT TODAY

Ask one real question at work today in a polite full sentence.

04 When you did not understand

SAY IT

1. Sorry, could you repeat that, please?
2. Could you speak a little slower?
3. Do you mean _____ ?
4. Let me check I understood.
5. Could you write that down for me?

ANSWER ALOUD

1. What do you say when you missed something?
   For example: Sorry, could you repeat that, please?
2. How do you check what you understood?
   For example: Let me check I understood. You want it by Friday?

TRY IT TODAY

Next time you are unsure, check by saying back what you understood.

Days 5 and 6

Say it, answer it, do it

05 Answering the phone

SAY IT

1. Good morning, this is _____ speaking.
2. How can I help you?
3. Could you hold on a moment, please?
4. I will transfer you now.
5. Thank you for calling.

ANSWER ALOUD

1. How do you answer a work call?
   For example: Good morning, this is Neha speaking. How can I help you?
2. How do you ask someone to wait?
   For example: Could you hold on a moment, please?

TRY IT TODAY

Say the whole call out loud, from hello to thank you for calling.

06 Taking a message

SAY IT

1. I am sorry, she is in a meeting.
2. Can I take a message?
3. Could you tell me your name and number?
4. Could you spell that, please?
5. I will pass this on today.

ANSWER ALOUD

1. How do you offer to take a message?
   For example: I am sorry, he is out. Can I take a message?
2. How do you check a spelling?
   For example: Could you spell that, please?

TRY IT TODAY

Practise spelling your own name and email aloud, slowly.

Days 7 and 8

Say it, answer it, do it

07 Talking about an email

SAY IT

1. I sent you an email this morning.
2. Did you get my email?
3. Please find the file attached.
4. I will follow up tomorrow.
5. Could you reply by Friday?

ANSWER ALOUD

1. How do you ask if someone saw your email?
   For example: Did you get my email about the meeting?
2. How do you ask for a reply by a date?
   For example: Could you reply by Friday, please?

TRY IT TODAY

Say three sentences you could put in a real email, then say them to a colleague.

08 A short daily update

SAY IT

1. Yesterday I finished _____.
2. Today I am working on _____.
3. I need help with _____.
4. I will be done by _____.
5. Nothing is blocking me.

ANSWER ALOUD

1. How do you say what you did yesterday?
   For example: Yesterday I finished the customer list.
2. How do you ask for help?
   For example: I need help with the report.

TRY IT TODAY

Give a thirty-second update on your work, in three parts: yesterday, today, help.

Days 9 and 10

Say it, answer it, do it

09 Joining a meeting

SAY IT

1. Good morning, everyone.
2. Can everyone hear me?
3. May I add something?
4. That is a good point.
5. Shall we move on to the next item?

ANSWER ALOUD

1. How do you join a discussion politely?
   For example: May I add something, please?
2. How do you agree?
   For example: That is a good point. I agree.

TRY IT TODAY

In your next meeting, say one sentence aloud, even a short one.

10 Disagreeing politely

SAY IT

1. I see your point, but _____ .
2. I am not sure I agree.
3. Could we look at it another way?
4. What if we _____ ?
5. Let us find a middle way.

ANSWER ALOUD

1. How do you disagree politely?
   For example: I see your point, but I think it is too early.
2. How do you suggest another idea?
   For example: What if we start next week instead?

TRY IT TODAY

Disagree with one small opinion today using “I see your point, but...”.

Days 11 and 12

Say it, answer it, do it

11 Feedback

SAY IT

1. Thank you for your feedback.
2. Could you give me an example?
3. That is helpful, I will work on it.
4. I think this part went well.
5. Could we meet again next week to check?

ANSWER ALOUD

1. How do you receive feedback?
   For example: Thank you for your feedback. I will work on it.
2. How do you ask for an example?
   For example: Could you give me an example, please?

TRY IT TODAY

Ask a colleague for one piece of feedback and thank them.

12 Deadlines and priorities

SAY IT

1. When do you need it by?
2. I can do it by Thursday.
3. I am working on two things at the moment.
4. Which one is more urgent?
5. I will let you know if anything changes.

ANSWER ALOUD

1. How do you ask for a deadline?
   For example: When do you need it by?
2. How do you ask what matters most?
   For example: Which one is more urgent?

TRY IT TODAY

List your three tasks and say which is urgent and why.

Days 13 and 14

Say it, answer it, do it

13 Needing more time

SAY IT

1. I need a little more time.
2. Could we move the deadline to Friday?
3. I will send what I have by this evening.
4. I am sorry for the delay.
5. Thank you for your patience.

ANSWER ALOUD

1. How do you ask for more time politely?
   For example: I need a little more time. Could we move it to Friday?
2. How do you apologise for a delay?
   For example: I am sorry for the delay.

TRY IT TODAY

Practise asking for more time on an imagined task, in two calm sentences.

14 Asking for leave

SAY IT

1. I would like to take leave next week.
2. I am planning to be away from Monday to Wednesday.
3. Could you approve it, please?
4. I will finish my work before I go.
5. Who will cover for me?

ANSWER ALOUD

1. How do you ask for leave?
   For example: I would like to take leave from Monday to Wednesday.
2. How do you say your work is covered?
   For example: I will finish my work before I go.

TRY IT TODAY

Say a short, polite leave request aloud, with dates and a reason.

Days 15 and 16

Say it, answer it, do it

15 Helping a customer

SAY IT

1. Welcome, how can I help you?
2. Could I have your name, please?
3. Let me check that for you.
4. One moment, please.
5. Is there anything else I can help with?

ANSWER ALOUD

1. How do you start with a customer?
   For example: Welcome. How can I help you today?
2. How do you end politely?
   For example: Is there anything else I can help with?

TRY IT TODAY

Say the whole customer talk aloud, from welcome to goodbye.

16 A customer with a problem

SAY IT

1. I am sorry about that.
2. Let me see what I can do.
3. Could you tell me what happened?
4. I will fix this today.
5. Thank you for telling us.

ANSWER ALOUD

1. How do you respond to a complaint?
   For example: I am sorry about that. Let me see what I can do.
2. How do you promise action?
   For example: I will fix this today.

TRY IT TODAY

Practise a calm reply to an imagined complaint, in four sentences.

Days 17 and 18

Say it, answer it, do it

17 Lunch and small talk

SAY IT

1. Would you like to join us for lunch?
2. Where shall we go?
3. What did you do last weekend?
4. How long have you worked here?
5. That sounds interesting.

ANSWER ALOUD

1. How do you invite a colleague to lunch?
   For example: Would you like to join us for lunch?
2. How do you keep a chat going?
   For example: That sounds interesting. What happened next?

TRY IT TODAY

Start one small chat with a colleague today. Ask two questions.

18 A short presentation

SAY IT

1. Today I would like to talk about _____ .
2. First, let me explain the problem.
3. The main point is _____ .
4. To sum up, I suggest _____ .
5. Thank you. Are there any questions?

ANSWER ALOUD

1. How do you start a short talk?
   For example: Today I would like to talk about our monthly sales.
2. How do you end it?
   For example: To sum up, I suggest we start next week. Thank you.

TRY IT TODAY

Give a one-minute talk to a friend or a mirror, with a start, a middle and an end.

Days 19 and 20

Say it, answer it, do it

19 Asking for a change

SAY IT

1. Would it be possible to _____?
2. I would like to suggest a change.
3. This would save us some time.
4. What do you think?
5. I understand if it is not possible.

ANSWER ALOUD

1. How do you ask for a change politely?
   For example: Would it be possible to change the meeting to ten?
2. How do you give a reason?
   For example: This would save us some time.

TRY IT TODAY

Think of one small change at work and practise asking for it politely.

20 The end of the day

SAY IT

1. I have finished everything for today.
2. I will send the report in the morning.
3. Thank you for your help today.
4. Is there anything I should do before I go?
5. See you tomorrow.

ANSWER ALOUD

1. How do you say you are done?
   For example: I have finished everything for today.
2. How do you say thank you?
   For example: Thank you for your help today.

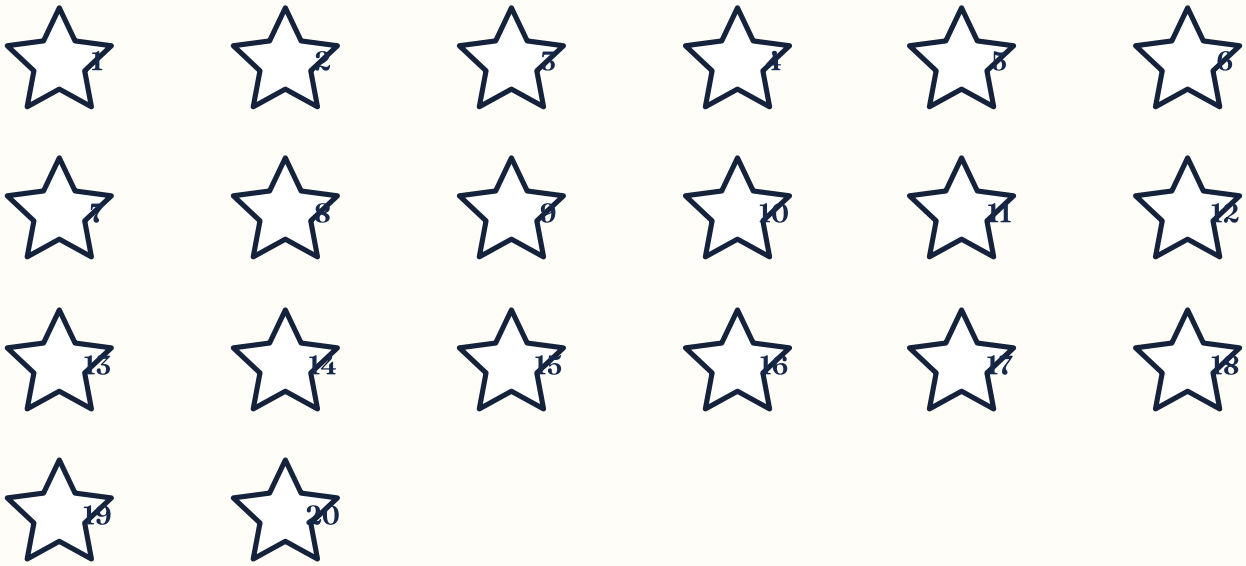
TRY IT TODAY

Say a short summary of your day at work in English, in five sentences. You finished the book.

My progress

Twenty days

Colour in one star after each day. When all twenty are coloured, you are done.



Looking back

My favourite day was day ____ .

The sentence I like best is: _____