

Asking questions

Asking questions	I wanted to know if I was wondering if you had time tomorrow
Confirming	I wanted to confirm our meeting I wanted to make sure you had received my mail



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Asking for something

Asking for permission	Do you mind if I skip the meeting? No, go ahead.
Orders, requests (from the most polite to the least polite)	I was wondering if you could Would you mind (+ing) I'd appreciate if you could Could you You are asked to (<i>DO NOT SAY "you should" or "you must" !</i>)
Forbidding	<i>Same as an order + not/avoid</i> I was wondering if we could avoid smoking ? We are asked not to speak too loudly.
Asking to repeat	I'm sorry, I didn't get that I'm sorry, did you say 15 or 50? Sorry, could you say that again, please?
Asking to remember	Please note that we are closed on Mondays Please keep in mind that...

Making arrangements

Making offers	Would you be open to working late tomorrow? How does Monday sound? Let's say 3 pm. Is that ok with you?
Accepting	That sounds great. I'd be glad to go with that. Sounds good. I'll be there.
Refusing	I'm sorry, I'm afraid that's a bit difficult I'm afraid I have something I don't really have time
Re-scheduling	I am afraid something has come up. Would you be ok with postponing the meeting to Friday?
Postponing answers	Let me know when you have more information

Dealing with problems

Bringing up problems	Is there something wrong? I'm afraid...
Apologizing	Please accept my apologies for the disturbance
Explaining	This problem was due to the fact that...
Reassuring	I'm doing my best to find a solution right now.
Buying time	Please let me see with my colleagues. I'll get back to you as soon as we have more information
Reporting, expressing regret	We should not have done that
Expressing wishes	I wish we I had spent more on training I wish I could work less I wish I were taken more seriously

Finding solutions

Asking for advice	What do you think we should do/have done? What would you do if you were me?
Giving advice	I suggest you call him (<i>no "to"!</i>) Why don't you call him? If I were you, I would call him Have you thought about calling him? You might want to call him
Offering options	One solution could be to... How about we do this way: Let's compromise: why don't I ... and you ...
Letting someone decide (also works for "coffee or tea?")	Thanks, either is fine. I'm fine with both. I don't mind, as long as we find a solution.



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Debating

Phone

Expressing opinions	In my opinion, The way I see it,	EMC, Tak speaking. What can I do for you? <i>Could I speak to someone from HR, please?</i>
Arguing	Firstly/Secondly/Also/Finally/In conclusion	❖ With pleasure, would you mind holding the line? ❖ I'm afraid they are not available at the moment Should I ask them to call you back?
Asking for opinions	What do you think of that? What's your opinion?	<i>When do you think I have best chances to get them?</i>
Agreeing	I agree You're right. I get your point	I'd say around 3. Would you like to leave a message? ❖ <i>That would be great, thank you</i> ❖ <i>It's OK, that's not necessary. I'll call back later</i>
Disagreeing	I don't really follow you I get your point, but there might be a better idea	Is there anything else I can do for you, Sir? OK, thank you for your call, have a nice day.
Pondering	On one hand..., but on the other hand It's true that there are many problems, but	<i>(informal)</i> I got to go. It was nice talking to you. Talk to you later!

Soft skills

Email

Empathy	That's great. That's good to hear Oh, wow, really? That's cool That's too bad. Well, that happens. I'm sorry to hear that. That sucks (<i>informal</i>)	Dear Sir, Madam / Hi Bob It was nice talking to you (if previously met) Thank you for your mail
Response questions	I'm sick. - Are you? That sucks I was in Beijing. - Were you? Sounds cool I've been to North Korea. - Have you? Wow! We met yesterday. - Oh, did you? That's nice I play piano. - Really, do you? That's cool	I wanted to make sure you had received our invitation. I was wondering if we could meet next week. Would you mind confirming your presence?
Asking subtly	I guess everyone gets insurance here I understand you will call me after the meeting	Please note you have to enter from behind the building. I have attached a map to our office to this mail
Vague responses	I'm not sure. It depends I'll think about it. I guess we can consider it	Please let me know if you need any more info I look forward to hearing from you
Correcting yourself	He's my brother. Well, I mean, he's my cousin He's 17, no wait, he's 18	Best regards / Cheers (<i>informal</i>)