

LUMARA ENGLISH

BUSINESS ENGLISH TEACHER EDITION

Complete Multilingual Course

- English
- Chilean Spanish
- Colombian Spanish
- Venezuelan Spanish
- Brazilian Portuguese



A2 - B2 | 12 Workplace Communication Units

Created for the LUMARA ENGLISH Library by Tina Hagar

Teacher Welcome

A flexible course for adult and young-adult ESL learners

- Use each unit as 4-6 lessons or select pages for targeted workplace training.
- The multilingual columns support comprehension without replacing English production.
- Prioritize intelligibility, professional impact and successful task completion.
- Adapt scenarios to learners' industries while preserving the communication function.
- Use applied projects as portfolio evidence and integrated tests for course assessment.

Course Map

Suggested pacing for 60-90 hours

- Units 1-2: meeting and presentation foundations.
- Units 3-6: negotiation, email, telephone and service interaction.
- Units 7-9: HR, consultative sales and marketing communication.
- Units 10-11: finance and project status, risk and recommendations.
- Unit 12: idiom comprehension, paraphrase and inclusive communication.
- Recommended pace: five lessons per unit plus project and assessment time.

Assessment Framework

Balanced measurement of language and workplace performance

- Formative: retrieval, pair-work observation, listening notes, drafts and self-ratings.
- Unit check: core vocabulary, functional language and brief professional responses.
- Applied project: realistic output assessed for task, language, organization and interaction.
- Mid-course: integrated tasks from Units 1-6.
- Final: integrated launch case, presentation and professional stakeholder update.

Regional Language Notes

Chile, Colombia, Venezuela and Brazil

- Accept natural regional variants; workplace terminology is shaped by country, industry and company.
- Some companies use English loanwords such as onboarding, feedback, lead, pipeline, brief and status. Teach the loanword and a clear local explanation.
- Avoid presenting one Spanish variety as universally correct. Ask learners what their workplace uses.
- Brazilian companies may prefer Portuguese terminology, English terminology or a combination.
- Use translation to clarify concepts, then return to full English phrases and authentic tasks.

Teaching Guide

Unit 1: Meetings

CEFR A2

LEARNING OUTCOMES

- identify the stages of a meeting
- agree, disagree and ask for clarification
- make suggestions and confirm decisions
- write concise meeting minutes

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. Camila.
2. One company has not sent its prices.
3. Wednesday at noon.
4. A new delivery schedule in one region for two weeks.
5. She summarizes decisions, confirms owners and deadlines, and checks for clarification.

LISTENING SCRIPT

Good morning, everyone. We have three items today: the website launch, staff training and the customer survey. The website is on schedule for the fifteenth. Training has moved from Thursday to Friday because the trainer is travelling. The survey is delayed. Ana will send the final questions by Tuesday, and Bruno will upload them on Wednesday. Our next check-in is next Monday at ten thirty.

LISTENING ANSWERS

1. Three.
2. On the fifteenth.
3. Because the trainer is travelling.
4. Send the final survey questions by Tuesday.
5. Next Monday at 10:30.

PRINTABLE PRACTICE ANSWERS

1. chairperson
2. minutes
3. move on
4. I see your point; however, I have a different view.
5. confirm agenda, discuss items, summarize decisions

Project, Assessment & Extension

APPLIED PROJECT

Plan and run a 10-minute team meeting. Submit the agenda, role list and minutes.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

- Put target terms on cards.
- Teams define, paraphrase or use them.
- No translation in round one.
- Add a workplace example for a bonus point.
- Award a final point for a natural collocation.

REFLECTION

- Which phrase became more natural?
- Where did misunderstanding occur?
- What did strong pairs do differently?
- Which item transfers directly to work?
- What is the learner's next goal?

Use learner-generated examples to build an ongoing class Business English phrase bank.

Teaching Guide

Unit 2: Presentations

CEFR A2-B1

LEARNING OUTCOMES

- structure an opening, body and conclusion
- signpost clearly between sections
- describe a visual and its main trend
- handle audience questions professionally

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

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- Allow bilingual planning first.
- Display sentence frames.
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STRETCH

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Reading, Listening & Practice Keys

READING ANSWERS

1. By listing technical features.
2. They contained long paragraphs.
3. With a customer problem and an overview.
4. One key message supported by a visual, number or example.
5. They increased by 35 percent.

LISTENING SCRIPT

Today I would like to introduce ClearDesk, our new task-management platform. First, I will explain the problem. Many small teams use separate tools for messages, files and deadlines. ClearDesk puts these functions in one place. Pilot users saved an average of four hours per week. Finally, our starter plan costs twenty-nine dollars per team each month. To sum up, ClearDesk is simple, fast and affordable. I would be happy to answer your questions.

LISTENING ANSWERS

1. ClearDesk.
2. They use separate tools for messages, files and deadlines.
3. Four hours per week.
4. Twenty-nine dollars per team.
5. Simple, fast and affordable.

PRINTABLE PRACTICE ANSWERS

1. audience
2. one key message
3. on
4. First, next, finally.
5. I would be happy to answer your questions.

Project, Assessment & Extension

APPLIED PROJECT

Deliver a three-minute presentation with no more than six slides, one chart and a short Q&A.

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Teaching Guide

Unit 3: Negotiations

CEFR B1

LEARNING OUTCOMES

- state positions and underlying interests
- make and respond to offers
- use conditions for concessions
- summarize a negotiated agreement

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

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- Display sentence frames.
- Replay or reread listening in chunks.

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Reading, Listening & Practice Keys

READING ANSWERS

1. 15 percent.
2. Material costs had risen.
3. Staying within budget.
4. 8 percent.
5. Free installation and a longer warranty.

LISTENING SCRIPT

We can offer the leadership workshop for four thousand eight hundred dollars. That includes two trainers and all digital materials. Our budget is four thousand two hundred. If you can meet that figure, we can book three additional workshops next year. We cannot reduce the fee that far, but we could offer four thousand four hundred if you provide the training room and refreshments. Could you also include a thirty-day follow-up session? Yes, provided that it is online. Excellent. Let us record those terms.

LISTENING ANSWERS

1. 4,800 dollars.
2. 4,200 dollars.
3. Three additional workshops next year.
4. 4,400 dollars if the buyer provides the room and refreshments.
5. It must be online.

PRINTABLE PRACTICE ANSWERS

1. counteroffer
2. condition
3. can
4. That would be difficult for us; however, we could...
5. gives or agrees to change

Project, Assessment & Extension

APPLIED PROJECT

Conduct a buyer-supplier negotiation and produce a one-page term sheet.

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Teaching Guide

Unit 4: Emails

CEFR A2-B1

LEARNING OUTCOMES

- choose an effective subject line
- state purpose early and organize details
- adjust tone for the reader
- proofread and close professionally

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
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Reading, Listening & Practice Keys

READING ANSWERS

1. Important.
2. 650 words.
3. In the final paragraph.
4. The action and the deadline.
5. Within forty minutes.

LISTENING SCRIPT

Please write to Mariana with the subject line Revised proposal attached. Thank her for yesterday's call. Explain that we changed the implementation schedule and added the support package she requested. Ask her to review sections three and five. We need her comments by Thursday so we can prepare the final version on Friday. Please remember to attach the proposal and copy Felipe in.

LISTENING ANSWERS

1. Revised proposal attached.
2. Yesterday's call.
3. The schedule changed and a support package was added.
4. Sections three and five.
5. Felipe.

PRINTABLE PRACTICE ANSWERS

1. subject line
2. should not
3. attached
4. Could you please...
5. Please send your comments by Tuesday.

Project, Assessment & Extension

APPLIED PROJECT

Create an email portfolio: a request, follow-up, confirmation and polite complaint response.

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- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

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Teaching Guide

Unit 5: Telephone English

CEFR A2

LEARNING OUTCOMES

- open and close calls professionally
- identify callers and purposes
- take and leave accurate messages
- clarify names, numbers and details

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. Because of an urgent delivery problem.
2. The caller spoke quickly and the line was noisy.
3. The delivery address.
4. By chat and email.
5. The truck was redirected.

LISTENING SCRIPT

Good afternoon, Soluciones Delta. How may I help? Hello, this is Renata Alves from Verto Systems. Could I speak to Pablo Méndez? I am afraid he is in a client meeting. Can I take a message? Yes. Please ask him to call me about invoice seven four six two. My number is plus fifty-five, eleven, nine eight seven six, four three two one. Let me read that back. That is correct. I will ask him to call you this afternoon.

LISTENING ANSWERS

1. Renata Alves.
2. Verto Systems.
3. He is in a client meeting.
4. 7462.
5. This afternoon.

PRINTABLE PRACTICE ANSWERS

1. extension
2. waiting
3. repeat
4. May I ask who is calling?
5. Let me read that back to you.

Project, Assessment & Extension

APPLIED PROJECT

Perform three role-plays: transfer a call, take an urgent message and handle a poor connection.

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- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

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Use learner-generated examples to build an ongoing class Business English phrase bank.

Teaching Guide

Unit 6: Customer Service

CEFR A2-B1

LEARNING OUTCOMES

- welcome and assist customers
- show empathy and clarify problems
- offer realistic solutions
- document, escalate and follow up

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. The power adapter.
2. The customer was travelling the next morning.
3. He listened, summarized and showed empathy.
4. Reimbursement for a local purchase.
5. The response was fast, clear, personal and followed through.

LISTENING SCRIPT

Thank you for contacting BrightBox. My name is Leila. How can I help? My monthly box should have arrived five days ago. I am sorry about the delay. The parcel was returned because the address label was damaged. I can send a replacement today at no cost, or issue a full refund. Please send the replacement. Certainly. It will arrive within two business days, and I will email the new tracking number in the next ten minutes.

LISTENING ANSWERS

1. Five days.
2. The address label was damaged.
3. A free replacement or full refund.
4. The replacement.
5. Within ten minutes.

PRINTABLE PRACTICE ANSWERS

1. refund
2. recognizing feelings
3. frustrating
4. I understand the concern. Let me check what happened and see how we can help.
5. listen, empathize, resolve, follow up

Project, Assessment & Extension

APPLIED PROJECT

Design a service playbook for five common problems, including questions, options and escalation rules.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

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- Which phrase became more natural?
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Use learner-generated examples to build an ongoing class Business English phrase bank.

Teaching Guide

Unit 7: Human Resources

CEFR B1

LEARNING OUTCOMES

- discuss recruitment and onboarding
- describe responsibilities and competencies
- give objective performance feedback
- use inclusive workplace language

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. Interviewers used inconsistent questions and criteria.
2. The interviews focused on different things.
3. A clear job description with essential competencies.
4. Real behavioral examples from past experience.
5. Decisions were faster and performance was more consistent.

LISTENING SCRIPT

Welcome to NovaHealth. Today, please complete the security training and meet your mentor, Lucas. On Tuesday, HR will explain payroll, benefits and leave procedures. On Wednesday, you will observe two customer calls. Your manager will meet you on Friday to agree objectives for the probation period. The employee handbook and onboarding checklist are in the People Portal. For access problems, contact IT support; for policy questions, contact HR.

LISTENING ANSWERS

1. Complete security training and meet Lucas.
2. Payroll, benefits and leave procedures.
3. The employee observes two customer calls.
4. On Friday.
5. IT support.

PRINTABLE PRACTICE ANSWERS

1. applicant
2. observable behavior
3. onboarding
4. In the last two reports, three required fields were incomplete.
5. calculate and pay salaries

Project, Assessment & Extension

APPLIED PROJECT

Create a hiring pack: job ad, competency matrix, five interview questions and scoring guide.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
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GAME VARIATION

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Teaching Guide

Unit 8: Sales Vocabulary

CEFR B1

LEARNING OUTCOMES

- describe the sales cycle
- qualify prospects with useful questions
- connect features to benefits and value
- handle objections and agree next steps

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
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Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. With a fifteen-minute product tour.
2. The product was too expensive or not relevant.
3. Discovery questions.
4. Ten hours per week.
5. She connected one feature to a specific problem and quantified the benefit.

LISTENING SCRIPT

The platform looks useful, but the annual fee is higher than expected. I understand. May I ask what you are comparing it with? Our current tool costs about thirty percent less. Does that price include onboarding and live support? No, we pay separately for both. Our fee includes implementation, training and unlimited support. It would also remove around six hours of manual work each week. Would it be useful if I sent a three-year total-cost comparison? Yes, please.

LISTENING ANSWERS

1. The annual fee is higher than expected.
2. About 30 percent.
3. Onboarding and live support.
4. Implementation, training and unlimited support.
5. A three-year total-cost comparison.

PRINTABLE PRACTICE ANSWERS

1. prospect
2. what it does
3. point
4. Automatic reminders help the team avoid missed deadlines.
5. the percentage moving to a desired stage or result

Project, Assessment & Extension

APPLIED PROJECT

Create a consultative sales call with discovery questions, value proposition, objection response and follow-up email.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

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REFLECTION

- Which phrase became more natural?
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Use learner-generated examples to build an ongoing class Business English phrase bank.

Teaching Guide

Unit 9: Marketing Vocabulary

CEFR B1-B2

LEARNING OUTCOMES

- describe audiences and positioning
- plan campaigns and content
- interpret basic marketing metrics
- present a concise campaign brief

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. Advanced investment tools.
2. Many impressions but few enrolments.
3. Young professionals and experienced investors.
4. Short videos and practical examples.
5. The message, content, channel and offer were more relevant.

LISTENING SCRIPT

The campaign reached one hundred and eighty thousand people and generated six thousand clicks. The click-through rate was three point three percent, above target. Only one hundred and twenty visitors completed the form, so landing-page conversion was two percent. Mobile visitors left more often than desktop visitors. Next, we will shorten the form from eight fields to four and move the testimonial above it. We will keep the same advertisements because engagement was strong.

LISTENING ANSWERS

1. 180,000.
2. 6,000.
3. 3.3 percent.
4. 120.
5. A shorter form and a higher testimonial.

PRINTABLE PRACTICE ANSWERS

1. audience
2. a display
3. action
4. 3 percent CTR
5. Answers vary.

Project, Assessment & Extension

APPLIED PROJECT

Build a one-page campaign brief and two sample advertisements for different audience segments.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

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REFLECTION

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Teaching Guide

Unit 10: Finance Vocabulary

CEFR B1-B2

LEARNING OUTCOMES

- distinguish revenue, costs, profit and cash flow
- read simple financial information
- describe trends and variances
- explain results in plain English

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. It struggled to pay salaries on time.
2. The company was profitable but had little cash.
3. After sixty days.
4. Accounts receivable.
5. A cash forecast, milestone billing, early collections contact or longer supplier terms.

LISTENING SCRIPT

June revenue was eight hundred and twenty thousand dollars, five percent above forecast. Gross margin improved from forty-two to forty-five percent because product mix was stronger. Operating expenses were thirty thousand dollars above budget due to recruitment fees and travel. Cash collections were slower than expected, and accounts receivable increased by ninety thousand dollars. The full-year revenue forecast is unchanged, but the end-of-quarter cash forecast has been reduced.

LISTENING ANSWERS

1. 820,000 dollars.
2. Five percent above.
3. It improved from 42 to 45 percent.
4. Recruitment fees and travel.
5. The end-of-quarter cash forecast.

PRINTABLE PRACTICE ANSWERS

1. revenue
2. owns
3. 40
4. by
5. The difference between actual results and budget.

Project, Assessment & Extension

APPLIED PROJECT

Analyze a simplified income statement and cash forecast. Present three findings, two risks and three actions.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

- Put target terms on cards.
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- Award a final point for a natural collocation.

REFLECTION

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Teaching Guide

Unit 11: Project Management

CEFR B1-B2

LEARNING OUTCOMES

- define scope, deliverables and milestones
- discuss dependencies and resources
- report status, risks and issues
- manage changes and lessons learned

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

- Pre-teach 6-8 essential terms.
- Allow bilingual planning first.
- Display sentence frames.
- Replay or reread listening in chunks.

STRETCH

- Add an unexpected constraint.
- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. A customer portal.
2. An analytics dashboard.
3. It sounded small and was agreed informally.
4. New permissions and supplier integration.
5. Change control.

LISTENING SCRIPT

The project is currently amber. Design is complete, and development is eighty percent complete. The main risk is payment-provider approval, which may take one week longer than planned. To reduce the impact, the team is preparing all technical documents in advance. User testing should begin on the twenty-second, but this depends on approval arriving by the eighteenth. Two test devices are unavailable. Procurement will provide replacements by Friday. No scope changes were approved this week.

LISTENING ANSWERS

1. Amber / at risk.
2. 80 percent.
3. Payment-provider approval may be late.
4. Preparing documents in advance.
5. Replacing two unavailable test devices.

PRINTABLE PRACTICE ANSWERS

1. scope
2. a possible future uncertainty
3. milestone
4. The project is at risk because data migration is three days late.
5. relies on another task, decision or input

Project, Assessment & Extension

APPLIED PROJECT

Build a project charter, milestone plan, risk register and weekly status report for a small launch.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

- Put target terms on cards.
- Teams define, paraphrase or use them.
- No translation in round one.
- Add a workplace example for a bonus point.
- Award a final point for a natural collocation.

REFLECTION

- Which phrase became more natural?
- Where did misunderstanding occur?
- What did strong pairs do differently?
- Which item transfers directly to work?
- What is the learner's next goal?

Use learner-generated examples to build an ongoing class Business English phrase bank.

Teaching Guide

Unit 12: Business Idioms

CEFR B2

LEARNING OUTCOMES

- interpret common business idioms in context
- distinguish idioms from formal alternatives
- use selected idioms naturally
- paraphrase figurative language in plain English

SUGGESTED FIVE-LESSON SEQUENCE

- Lesson 1: opener, vocabulary and retrieval practice.
- Lesson 2: functional language, pronunciation and reading.
- Lesson 3: pair-work role-play and listening.
- Lesson 4: writing workshop and printable practice.
- Lesson 5: unit quiz, applied project and feedback.

SUPPORT

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STRETCH

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- Require evidence and quantified reasons.
- Adapt the message for a second audience.
- Use a tighter word or time limit.

Accept natural regional terminology when meaning and workplace appropriacy are clear.

Reading, Listening & Practice Keys

READING ANSWERS

1. They did not share the same idiomatic knowledge.
2. He paraphrased in plain English.
3. When the audience understands them and the tone is suitable.
4. Unnecessary confusion.
5. They should help communication, not exclude people.

LISTENING SCRIPT

The new team has a steep learning curve, but they are learning the ropes quickly. We must not cut corners on quality, even though the deadline is tight. I will touch base with the client tomorrow and keep you in the loop. The bottom line is that we need a reliable solution, not only a fast one. If we can reduce rework and protect the deadline, that will be a win-win for the client and our team.

LISTENING ANSWERS

1. They have a steep learning curve.
2. How the work operates.
3. Cut corners on quality.
4. Tomorrow.
5. Reducing rework and protecting the deadline.

PRINTABLE PRACTICE ANSWERS

1. sharing the same understanding
2. negative
3. loop
4. Let us have a brief update tomorrow.
5. Let us get the ball rolling.

Project, Assessment & Extension

APPLIED PROJECT

Create a visual guide to 20 business idioms with plain-English meanings, contexts and original examples.

ASSESSMENT CRITERIA

- Task completion and workplace relevance - 25%
- Accurate use of target vocabulary and functional language - 25%
- Clarity, organization and professional tone - 25%
- Interaction, response to feedback or evidence of revision - 25%

GAME VARIATION

- Put target terms on cards.
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REFLECTION

- Which phrase became more natural?
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- What did strong pairs do differently?
- Which item transfers directly to work?
- What is the learner's next goal?

Use learner-generated examples to build an ongoing class Business English phrase bank.

Mid-Course Assessment Key

Quick reference for professional communication

UNITS 1-3

- Accept accurate definitions and equivalent functional phrases.
- Meeting output must include purpose, agenda, decisions, owners and deadlines.
- Presentation output needs a clear opening, signposting, visual interpretation and conclusion.
- Negotiation output must connect concessions to conditions and summarize final terms.

UNITS 4-6

- Email must state purpose early and end with a specific next step.
- Telephone message must include caller, company, number, reason, action and urgency.
- Service response must include empathy, factual clarification, realistic options, time frame and follow-up.

SPEAKING

- Score task completion 25%, language 25%, organization 20%, interaction 20% and intelligibility 10%.

Final Assessment Key

Quick reference for professional communication

HR, SALES AND MARKETING

- Job advertisements should use objective, job-related criteria.
- Sales questions should explore process, pain, impact, stakeholders, timing and desired results.
- Campaign work needs a measurable objective, defined audience, central message, channel and CTA.

FINANCE AND PROJECTS

- Financial commentary should quantify variance, explain drivers, state impact and recommend action.
- Risks are uncertain future events; issues already exist. Mitigation must be specific and owned.

IDIOMS AND INTEGRATED CASE

- Accept accurate plain-English paraphrases.
- Strong integrated responses connect departments, quantify information and request clear decisions.

Speaking & Interaction Rubric

Analytic assessment rubric

CRITERION	5 - STRONG	3 - DEVELOPING	1 - LIMITED
Task completion	Completes the professional purpose and agrees a clear next step.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Interaction	Listens, responds, asks useful questions and manages turns.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Functional language	Uses appropriate phrases for the situation and level.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Accuracy & range	Communicates with sufficient grammatical and lexical control.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Intelligibility	Speech is understandable; stress and pace support meaning.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.

Add the five scores for /25. Multiply by four for a percentage.

Presentation Rubric

Analytic assessment rubric

CRITERION	5 - STRONG	3 - DEVELOPING	1 - LIMITED
Organization	Clear opening, sequence, transitions and conclusion.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Audience focus	Relevant message, examples and explanations.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Visual communication	Visuals are readable and interpreted, not simply read.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Delivery	Pace, voice and confidence support the message.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Q&A	Understands questions, answers clearly and follows up honestly.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.

Add the five scores for /25. Multiply by four for a percentage.

Professional Writing Rubric

Analytic assessment rubric

CRITERION	5 - STRONG	3 - DEVELOPING	1 - LIMITED
Purpose	Reader understands why the text exists and what to do.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Organization	Information is logically ordered and easy to scan.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Tone	Formality and diplomacy fit the reader and context.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Language	Vocabulary, grammar and mechanics support accurate meaning.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.
Precision	Names, dates, figures, owners, deadlines and attachments are correct.	Partly successful; some unclear, incomplete or inconsistent elements.	Purpose not achieved or communication frequently unclear.

Add the five scores for /25. Multiply by four for a percentage.

Low-Preparation Classroom Toolkit

Quick reference for professional communication

VOCABULARY

- Taboo definition race
- Collocation dominoes
- Phrase auction
- Word-to-scenario matching

COMMUNICATION

- Role-card rotation
- Information-gap relay
- Telephone message chain
- One-minute executive briefing

EDITING AND FLUENCY

- Email surgery
- Error-correction detective
- Idioms-to-plain-English challenge
- Second-attempt role-play with peer feedback

Differentiation & Feedback Toolkit

Quick reference for professional communication

SUPPORT

- Reduce the active vocabulary set.
- Provide visible sentence stems.
- Allow bilingual planning before English output.
- Read listening scripts in short information groups.

CHALLENGE

- Add constraints or objections.
- Require quantified evidence and justification.
- Adapt one message for two audiences.
- Impose concise word and time limits.

FEEDBACK

- Your purpose was clear because...
- Which detail would help the reader act?
- Try a more diplomatic phrase here.
- Add an owner and deadline.
- Keep this section; cut repetition here.