

Business English verbs tenses, needs analysis and functions

Choose one of the verbs below and add a noun to it (one that is there or your own choice). Describe the present and usual habits associated with that thing (e.g. how often, times and days, people who do it, how long) until your partner guesses which one you are talking about.

Agree

Apologise

Attach

Attend conferences/ trade fairs/ training/ meetings

Be late/ on time/ early

Calculate

Carry a wallet/ mobile phone/ business cards

Read

Write reports/ minutes/ agendas

Chair meetings

Greet

Receive

Correct/ Edit

Clean

Complain

Copy/ Photocopy

Deal with complaints

Decide

Describe your job/ company/ department/ product(s)

Dictate

Disagree

Do overtime

Email

Exchange business cards

Explain

Fax

File/ Organise/ Reorganise

Give advice/ recommendations

Give bad news

Have meetings with customers/ clients/ colleagues/ suppliers
Input data/ figures
Install/ Download
Invite
Leave messages
Make appointments/ Arrange...
Meet new people
Meet people again
Negotiate
Offer a discount/ free gifts/ food and drinks/ someone a seat
Phone/ Telephone/ Call
Present
Print out
Refuse/ Reject
Repair
Request
Sign
Socialise with colleagues/ your boss/ clients/ customers/ suppliers
Stamp documents
Staple
Take dictation
Take messages
Take notes
Talk about/ Discuss
Thank
Tidy up
Travel abroad/ domestically/ for work
Type up a report/ a PowerPoint presentation
Use a computer/ calculator/ projector/ laser pen/ photocopier
Wear a tie/ a jacket/ a waistcoat/ cuff links/ a security badge

Discussion

Which things above do you do most often? Are there any things you often do which are missing from the list?

Are there any things above which you very rarely or never do? Does anyone in your company do those things?

How do the jobs of other people in your team vary from yours?

Are there any cultural differences above, e.g. the importance of business cards? What about gender differences?

Which things do you or will you most often have to do in English? What language can you use to do the things in italics that you often have to do?

How does a typical business email start and end?