

# REVIEW CLASS #03

| Dialogues/Business in Focus

## **Dialogues/Business in Focus**

Let's remember some structures and some useful language from our dialogue and Business in Focus classes!

# 1. We have very strong customer retention. We not only have good products, but our customer support is also way ahead of the competition.

*Nós temos uma retenção de clientes bem alta. Nós não apenas temos bons produtos, mas nosso atendimento ao cliente também está muito além da concorrência.*

## 1.1 I'll speak to Dawes, he's the R&D manager, to check if he's got anything for us.

*Vou falar com o Dawes, ele é o gestor de P&D, para conferir se ele tem algo para a gente.*

- “Not only... but also” - Includes an inversion in the first sentence:  
Not only did I write the report, but I also sent it to the board.  
Not only can she visit clients, but she can also close our deals.

- **Way better** - “**Way**” is a common intensifier: This lecture was **way more** interesting. We are **way ahead**. That project was **way** bigger.
- Talking about your own abilities and strengths: alternatives to “**very**” - **exceptionally/extremely**. Alternatives to **strong**: **powerful/robust**.
- “**Ahead**” - used to refer to a more advanced position.
- “**I’ll**” used to respond to task requests and volunteering.
- “**Have got something**” - colloquial way of saying “**have something**”.

## 2. Great! I'll have someone bring it to the meeting room. Please, come with me!

*Ótimo! Vou pedir para alguém trazer para a sala de reuniões.  
Por favor, venha comigo!*

### 2.1 Not much, really. I will have to get back to you on that.

*Não muito, na verdade. Eu vou ter que te dar um retorno sobre isso.*

- **Have someone do something:** ask or pay someone to do something. “**Get**” has the same use but is commonly used in informal situations. “**We had them organize our campaign**”, this structure is different from passive voice, because it expresses that the action was intentional.

- “I’ll” is being used because the sentence is in a spontaneous form of the future. “We’ll be there”, “I’ll send you the report”, “we’ll decide by the weekend”.
- Sentences starting with verbs in base form are imperative.
- “On” as an alternative to “about”: “get back to you on that”, “information on that” or “comment on”.
- Being pleasant around clients and suppliers.
- Alternatives to “great”: excellent, perfect, superb.

### **3. I wanted to talk to you briefly about your schedule. As you know, we're on track to become market leaders in our sector, and that comes with a lot of pressure.**

*Eu queria falar contigo brevemente sobre a sua agenda. Como você sabe, estamos a caminho de nos tornarmos líderes de mercado no nosso setor, e isso vem acompanhado de muita pressão.*

#### **3.1 Right, keeping up with our production schedule has been very challenging.**

*Certo, acompanhar nossa agenda de produção tem sido muito desafiador.*

- **Wanted**: pronunciation of regular verbs in the past, the “e” is pronounced only when the base form ends in “t” or “d” - **recommended, needed, planted, reported, isolated**.
- “**We’re on track**”: to be on track or to keep track is related to sticking to the plan and the decisions that were previously made. “We have to **keep track** of our manufacturing” “you should stay **on track**,” “we **lost track** of our demands”.
- “**Pressure**” and “**schedule**”: pronunciation in British English has a “sh” sound in both words.
- “**Keep up**” is also related to maintaining the previously planned plan, but more in the sense of time than of actions.
- **Challenging**: adjectives ending in “ing” express that a feeling is provoked. “**Challenging**” provokes a feeling of being challenged. Using a variety of descriptive words when reviewing performance and processes.



## 4. At my previous job, we would make action plans every month, it was a very common practice. Should I make one?

*No meu trabalho anterior, nós fazíamos planos de ação todo mês, era uma prática muito comum. Eu deveria fazer um?*

### 4.1 Can you manage to meet more clients per week?

*Você consegue encontrar mais clientes por semana?*

- **Would**: repeated actions in the past and also talking about the future from a past perspective (in reported speech/wishes).  
“When I worked there the team **would** always get together”, “At the beginning of the project he wished we **would** change our approach”.
- **Should**: asking and giving advice. “You **should** write the report today,” “**should** I send it to the board?”
- **Can**: pronunciation compared to “**can't**”. “**Can**” is unstressed and “**can't**” is stressed and includes a glottal stop, in a sentence.

- **Manage**: being able to do something despite difficulties.

## 5. That's great. I was sent here to make sure you have everything you need for your first day here. Do you have accommodation?

*Ótimo. Me mandaram aqui para garantir que você tenha tudo de que precisa para o seu primeiro dia aqui. Você tem onde ficar?*

### 5.1 So am I! I am sorry that this meeting had to be arranged on such short notice.

*Eu também! Lamento por termos tido que marcar essa reunião com tão pouca antecedência.*

- **I was sent here**: passive voice focusing on what happened and

not who did it. “The email **was forwarded**,” “the manufacturer **was notified**”.

- **Accommodation**: pronunciation of words ending in “**tion**” - “**sh**” sound: “**information/recommendation/notification/organization**”
- **So am I**: other forms of saying “**me too**”, “**so did I/so can I/so do we**”. “**Same here**” for more general situations.
- **Arranged**: organized, scheduled.
- **Short notice**: close to the due date.

! Não esqueça de fazer a prática no  
**MEMORIZATION**  
● **HACK**