



Lesson 09: Following Up

Warm-up Questions:

Do you usually follow up on phone calls with written confirmation?
How does your team follow through on ideas after a brainstorming meeting?
Do you usually make time to follow up after you have a meeting with customers?

Following-up Expressions:

We spoke on the phone few days ago.
We met few days ago.
I just wanted to say it was nice meeting/talking to you the other day.
I spoke to my boss about what he had discussed earlier and...
I thought about what we had discussed last week and...
I have some good/bad news.

Reported Speech:

“There is a problem with the project.” John “Send me the report.” Mary
“Are you satisfied with the project?” Brad “What did the client want?” Adam

Someone said/reported/mentioned something.

*John said there was a problem with the project.
Mary said to send her the report.*

Someone told me something.

*John told me there was a problem with the project.
Mary told me to send her the report.*

Someone asked (me) something. *use the “indirect q/statement” rule

*Brad asked (me) if I was satisfied with the project.
Adam asked (me) what the client (had) wanted.*

Activity 1:

Situation 1:

Student A: You are a real estate agent. Talk to your client and ask what he/she is looking for.
Student B: You are looking for a new house. Tell the real estate agent what you are looking for.

Situation 2:

Student A: You are a travel agent. Ask your client what vacation package he/she is interested in.
Student B: You will meet a travel agent to set up a vacation package for you. Explain your travel preferences.

Activity 2:

Discuss and share what you have learned from the client to your boss/colleague and come up with a plan/suggestion.