

Onlearn English Business Grammar & Lexis

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Arranging Appointments in English: Useful Lexis

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Introduction

- Why is arranging appointments important in business?
- Time management
- Professionalism
- Relationship building

Key Verbs for Arranging Appointments

- Schedule: 'I'd like to schedule a meeting.'
- Arrange: 'Can we arrange a time to meet?'
- Confirm: 'Can you confirm the appointment for 2 p.m.?''
- Reschedule: 'I need to reschedule our meeting.'
- Postpone: 'Can we postpone the meeting until next week?'
- Cancel: 'Unfortunately, I need to cancel our appointment.'

Common Time Expressions

- Specific time and date:
- 'Let's meet at 10 a.m. on Tuesday.'
- 'The appointment is scheduled for the 5th of October.'
- General time frames: 'Can we meet sometime next week?'
- 'How about early next month?'
- Flexible timing: 'What time works best for you?'
- 'I'm available any time after 3 p.m.'

Useful Phrases for Proposing an Appointment

- Making a suggestion:
- 'Would it be possible to meet on Friday at 2 p.m.?'
- 'Can we set up a meeting for next Wednesday?'
- Offering options: 'I'm available on Tuesday or Thursday. Which day works better for you?'
- 'Can you do either 10 a.m. or 2 p.m.?'
- Checking availability: 'When would be a convenient time for you?'
- 'What time suits you best?'

Responding to Appointment Requests

- Accepting:
- 'Yes, that works for me.'
- 'Tuesday at 3 p.m. is perfect.'
- 'I'm free then, see you at 10 a.m.'
- Declining politely: 'I'm sorry, I'm not available at that time.'
- 'Unfortunately, I have a prior commitment.'
- 'I can't make it on Friday. Could we reschedule?'

Confirming and Finalizing an Appointment

- Confirming the details:
- 'Just to confirm, we are meeting on Thursday at 4 p.m.'
- 'I'll send you a calendar invite to confirm the appointment.'
- 'I'd like to confirm our meeting for tomorrow morning.'
- Clarifying location or platform: 'Will the meeting be in your office or over Zoom?'
- 'Where shall we meet?'
- 'Could you send me the address of the venue?'

Changing or Canceling an Appointment

- Requesting a change:
- 'Something has come up. Can we reschedule?'
- 'Would it be possible to move the meeting to the afternoon?'
- Canceling politely: 'I'm sorry, but I'll need to cancel our appointment.'
- 'Due to an unexpected event, I have to cancel our meeting.'
- 'Unfortunately, I'm unable to attend. Can we arrange another time?'

Closing the Conversation Politely

- Ending with a confirmation:
- 'Looking forward to meeting with you.'
- 'See you then!'
- 'Thanks for your time. I'll see you on Monday.'
- Offering further assistance: 'Please let me know if you need to reschedule.'
- 'Feel free to contact me if anything changes.'

Role-Play Activity

- Practice makes perfect!
- Pair up and role-play different scenarios:
- One person arranges an appointment, the other responds.
- Practice proposing, confirming, rescheduling, and canceling appointments.

Conclusion

- Recap of Key Points:
- Use polite language to arrange appointments.
- Always confirm details and be clear about time and location.
- Handle rescheduling and cancellations with professionalism.

Talking about Times and Dates in English

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Introduction

- Telling time in English varies depending on context and region.
- We will cover British English, American English, and military time.
- We'll also explore casual phrases for telling time.

British English

- Minutes past: for times up to 30 minutes past the hour.
- Minutes to: for times after 30 minutes past the hour.
- A quarter past, a quarter to, half past

American English

- Use exact times: 'Two forty-five' instead of 'A quarter to three'.
- However, 'A quarter past' and 'A quarter to' are still common.
- Easier: Two-thirty, Four-fifteen.

When to Use Past and To

- Minutes past: 1 to 30 minutes past the hour.
- Minutes to: 31 to 59 minutes past the hour.
- Key: Switch from 'past' to 'to' after the half-hour mark.

The 24-Hour Clock (Military Time)

- The day is divided into 24 hours.
- No AM/PM, 14:00 is 2:00 PM, 18:00 is 6:00 PM.
- For PM times, add 12 to the hour.

AM and PM

- AM: Ante Meridiem, from midnight to noon.
- PM: Post Meridiem, from noon to midnight.
- Example: 9:00 AM is 'nine in the morning'.

Common Phrases

- Just before: a few minutes before the hour.
- Just after: a few minutes after the hour.
- Almost: a few minutes before the next hour.
- Coming up to: approaching a particular hour.

Business English Tips

- Use AM/PM to avoid confusion in 12-hour format.
- Specify time zones for international meetings.
- The 24-hour clock is common in business to avoid ambiguity.

Practice

- 1:15
- 5:45
- 7:30
- 13:00 (in military time)
- 21:15 (in military time)

Conclusion

- Telling time has regional variations but follows clear patterns.
- Be clear, especially in business contexts.
- Use the right format to avoid confusion.

How to Say the Date in English

UK vs. US Differences and Common Alternatives



Why Knowing the Date is Important

- • Saying and writing dates correctly is essential in business communication.
- • Miscommunication can occur, especially between international teams.
- • Today, we'll focus on British (UK) vs. American (US) formats and common alternatives.

Date Structure in English

- • A date includes:
 - 1. Day (e.g., 1st, 15th, 31st)
 - 2. Month (e.g., January, February, March)
 - 3. Year (e.g., 2024)
- • We will explore different ways to express the same date.

UK Format (British English)

- • Written Format: Day – Month – Year (e.g., 1 May 2024)
- • Spoken Format: 'The first of May, twenty twenty-four' or 'May the first, twenty twenty-four'
- • Ordinal numbers (first, second, third) are used in speech, not writing.

US Format (American English)

- • Written Format: Month – Day – Year (e.g., May 1, 2024)
- • Spoken Format: 'May first, twenty twenty-four' or 'May 1st, twenty twenty-four'
- • Month-first format is standard.

UK vs US Formats Comparison

- • British English (UK) – Written: 1 May 2024,
Spoken: 'The first of May, 2024'
- • American English (US) – Written: May 1,
2024, Spoken: 'May first, 2024'

Alternatives and Variations

- • May 1st = 'May first'
- • 1 May = 'The first of May' or 'May the first'
- • May the 1st = Informal version

Writing Dates in Business English

- • UK Style: Formal communication = '1 May 2024'
- • US Style: Common in business = 'May 1, 2024'
- • Tip: Use the full date to avoid confusion in international settings.

Numerical Date Formats Warning

- • Numerical formats can be confusing:
- • UK: 01/05/2024 = 1st May
- • US: 01/05/2024 = January 5th
- • Avoid using numerical-only formats internationally.

How to Pronounce Years

- • 2024: 'Twenty twenty-four'
- • 1999: 'Nineteen ninety-nine'
- • For years before 2000, split the year into two parts.

Practice: Say and Write the Date

- • Convert the following date: April 15, 2023
- • British: 15 April 2023, 'The fifteenth of April, twenty twenty-three'
- • American: April 15, 2023, 'April fifteenth, twenty twenty-three'

Conclusion

- • Mastering date formats is essential for clear communication.
- • Always be aware of your audience (UK vs. US).
- • Use the full date format to avoid confusion internationally.

Questions?

- • Open floor for questions and discussion.
- • © Onlearn English

Future Forms

Present continuous, going to, will & present simple



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When we talk about the future...

We use various different tenses and expressions, depending on the context and meaning;

- Present Continuous
- Going To
- Will / Shall
- Present Simple

These are not all interchangeable, they are not the same, let's have a look at when to use each form.

Present continuous.

We don't just use the present continuous to talk about things happening now, but also to talk about the future.

This isn't very intuitive for non-native speakers, but it's VERY common in English.

The present continuous is used for;

- Plans and arrangements that are quite firm

“We are getting married in Las Vegas in July!”

Going To

Going to is a form that is really based in the present continuous.

We use the verb “to be” + “going to” + a verb to talk about;

- Plans for the future;
 - “Next week we are going to see our friends in Galicia.”
- We also use Going to to make predictions;
 - “It’s going to rain tonight.”

Will

We use will for a lot of things;

- Predictions. “I think that it will rain tonight, let’s stay in”
- Offers. “I will cook tonight then, do you want chicken or fish?”
- Instant Decisions. “Hmmm, fish or chicken. I’ll have the chicken please”
- Promises. “I’ll wash up, I know I said that last time, but I promise I will tonight.”
- Future events. “I will get home at 7 and put the chicken in the oven.”

If we are using will to make suggestions or offers in the form of a question we use “shall”.

Shall.

Shall can be considered to be a form of will that we use;

- To offer to do something in a question form. “Shall I open the window?”
(Only in the “I” and “we” forms, for logical reasons.)
- To suggest something in a question form. “Shall we have pizza tomorrow?”
- As a formal synonym of will. “I shall consider the matter.”

Present simple;

- We can use the present simple for future facts, especially when they have a fixed timetable;
 - Christmas Day this year **is** on a Monday.
 - Tomorrow's class **starts** at 09:30 and **finishes** at 14:30.
 - My return flight next week **is** at midday.

You probably have some questions...

Or at least you should!

- What's the difference between a plan with going to and with the present continuous?
 - Plans with the present continuous are more concrete, more formalised or more fixed.
 - “This weekend we **are going to go** away somewhere, but we don't know where.”
 - We **are getting married** at the church on July 26th, we have made the reservations and printed the invites!”
- In reality this difference is very subtle / minimal and you shouldn't worry about it too much, most people use these forms interchangeably.

You probably have some questions...

- What's the difference between a prediction with will and a prediction with going to?
 - There isn't one, there is no difference between:
 - "I think that Manchester United will win."
 - and
 - "I think that Manchester United are going to win."

Future Time Clauses.

When to use the present to talk about the future.

What is a future time clause?

When we use words like:

- If
- When
- As soon as
- Until
- After
- Before

To talk about the future, we use present forms in the part of the sentence (the clause) that contains this word.

I will call you when I arrive.

We won't eat until John gets here.

I'll call you before I leave.

I'll tell you when I've finished.

I won't be able to do that while I am working.

Future Forms Cheat Sheet.

	Plans	Predictions	Offers / promises / suggestions / Instant decisions / future facts	Future facts with a timetable Or After a future time clause
Present continuous	✓			
Going to	✓	✓		
Will / shall		✓	✓	
Present simple				✓

Question Formation



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Types of Questions in English;

- Questions with modal verbs / auxiliary verbs/ “to be”.
- QuASI & ASI: present simple and past simple order for normal verbs.
- Subject questions / questions without auxiliaries.
- Questions with prepositions at the end.
- Indirect questions.
- Negative questions.
- Questions formed with question tags.

Questions with modals / auxiliaries / “to be”

To form a question from a statement that uses;

- A modal verb (can, should, will etc..)
- Auxiliaries like has / have / had
- To Be

Simply invert the order of
the subject and the auxiliary;

Statement	Question
He can swim.	Can he swim?
They were hungry.	Were they hungry?
He has finished. Jack is going out with someone.	Has he finished? Is jack going out with someone?

Questions with modals / auxiliaries / “to be”

Examples.

Statement	Question
He can swim.	Can he swim?
They were hungry.	Were they hungry?
He has finished. Jack is going out with someone.	Has he finished? Is jack going out with someone?

QuASI

Questions in the present simple and past simple with “normal” verbs (not modal, auxiliary, “to be”) use the following order;

Question word	Auxiliary	Subject	Infinitive	
What	did	you	do	last night?
Where	do	they	go	after work?
How	do	they	do	it?

ASI

Questions in the present simple and past simple with “normal” verbs (not modal, auxiliary, “to be”) use the following order when there isn’t a question word.

Auxiliary	Subject	Infinitive	
Did	you	ask	him?
Do	they	know	her?
Do	you	speak	Italian?
Does	he	eat	meat?

Subject questions / questions without auxiliaries

Here we have two normal “QuASI” questions with distinct question words and subjects;

- Who did Yoko Ono marry?
- What song did John Lennon write?

Subject questions / questions without auxiliaries

If the question word IS the subject of the question we don't use an auxiliary;

- Who married John Lennon?
- Who wrote Imagine?

To quickly identify the subject, look who or what is doing the verb. If the thing or person doing the verb **is** the question word, we don't use an auxiliary.

Questions with Prepositions.

Prepositions generally go at the end of a question in normal contemporary English;

- What are you waiting for?
- What are you thinking about?
- What did he invest in?

Putting the preposition at the end sounds antiquated or dramatic;

- In what did he invest?

Indirect Questions

It is often considered polite to ask questions indirectly rather than directly. Be careful with word order in indirect questions. The part / clause AFTER the **question word** uses the normal statement order, not question word order.

- Would you mind telling me **where** you are from?
- Do you know **where** I can find the post office?
- Could you tell me **who** he is?

Negative Questions

- Can you help me? - Can't you help me?
- Have you seen this film? - Haven't you seen this film?
- Did you read the memo? - Didn't you read the memo?
- Are you listening? - Aren't you listening?
- Wouldn't you mind telling me **where** you are from?
- Don't you know **where** I can find the post office?
- Couldn't you tell me **who** he is?

Questions Formed with Question Tags

This is a question. Isn't it?

She is Irish, isn't she?

We can do it, can't we?

You have told him, haven't you?

Questions Formed with Question Tags

Copy:

“To Be”

Modal Verbs

Auxiliary Verbs

Questions Formed with Question Tags

What if the sentence doesn't have a modal, auxiliary or "to be"?

"You live here."

Imagine the sentence in its negative form

"You don't live here."

And the auxiliary verb you need magically appears!

"You live here, don't you?"

Questions Formed with Question Tags

Invert verb polarity:

This is a question, Isn't it?

She is Irish, isn't she?

We can do it, can't we?

You haven't told him, have you?

Questions Formed with Question Tags

Invert order of verb and subject:

This is a question. Isn't it?

She is Irish, isn't she?

We can do it, can't we?

You have told him, haven't you?

Questions Formed with Question Tags

This is a question. Isn't it?

She is Irish, isn't she?

We can do it, can't we?

You haven't told him, have you?

Understanding the Passive Voice in Business English

Enhancing Professional Communication Skills

Objectives

- - Learn what the passive voice is
- - Understand when and why to use it
- - Know how to form passive constructions
- - Explore different tenses in passive voice
- - Discover impersonal passive forms
- - Apply knowledge using business examples

What Is the Passive Voice?

- Definition:
- A grammatical construction where the subject receives the action of the verb.
- Structure:
Subject + form of 'to be' + past participle (+ by agent)
- Example:
- - Active: 'The manager approved the proposal.'
- - Passive: 'The proposal was approved by the manager.'

Active vs. Passive Voice

- Active Voice:
 - The subject performs the action.
 - - 'The team completed the project.'
- Passive Voice:
 - The subject receives the action.
 - - 'The project was completed by the team.'

When Do We Use the Passive Voice?

- - Focus on the Action or Object:
 - When the action is more important than who performed it.
- - Unknown or Unimportant Agent:
 - When the doer is unknown, obvious, or irrelevant.
- - Formal Tone:
 - To create an objective and formal tone in writing.

Why Do We Use the Passive Voice?

- - Emphasize the Action:
 - 'Policies were updated to improve compliance.'
- - Maintain Objectivity:
Useful in reports and formal documents.
- - Diplomatic Language:
Avoid assigning blame or credit directly.
- - 'Mistakes were made during the process.'

How Is the Passive Voice Formed?

- 1. Identify the Active Sentence:
 - Subject, Verb, Object
 - - 'The team launched the product.'
- 2. Swap the Object and Subject:
The object becomes the new subject.
 - - 'The product...'
- 3. Use the Appropriate Form of 'To Be':
Match the tense of the original verb.
 - - 'The product was...'
- 4. Add the Past Participle of the Main Verb:
The product was launched...
- 5. Include the Agent (Optional):
Use 'by' if necessary.



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English for the Workplace

Talking about Numbers.

Cardinal Numbers.

Numerical form	Written form
1	one
2	two
3	three
4	four
...	
21	twenty-one

Ordinal Numbers.

Numerical Form	Written Form
1st	First
2nd	Second
3rd	Third
4th	Fourth
21st	Twenty-first

Where to put the “And”?

- 101 - One hundred and one.
- 110 - One hundred and ten.
- 1001 - One thousand and one.
- 110,000 - One hundred and ten thousand.
- 110,001 - One hundred and ten thousand and one.
- 110,110 - One hundred and ten thousand, one hundred and ten.
- 1,000,001 - One million and one.

Larger Quantities,

Numerical Form	Written Cardinal	Numerical Ordinal	Written Ordinal
100	One / a hundred	100th	One hundredth
101	One hundred and one	101st	One hundred and first.
1000	One thousand	1000th	One thousandth
1101	One thousand, one hundred and one.	1101st	One thousand, one hundred and first.
10,000	Ten thousand.	10,000th	Ten thousandth
1,000,000	One million	1,000,000th	One millionth

Decimals.

Numerical	Written
0.1	Point one OR Zero / nought point one.
0.145	Point one, four, five. OR nought point one, four, five
5.308	Five point three, zero, eight OR Five point three, "O", eight.
1,100.9	One thousand, one hundred point nine.

Currency & Cost

Numerical	Written
\$5.20	Five Dollars (and) twenty cents.
£3.99	Three Pounds ninety-nine.
€1,100.50	One thousand, one hundred Euros (and) fifty cents.
£350.20	Three hundred and fifty pounds twenty.

Fractions.

Numerical Form	Written Form
$\frac{1}{2}$	half.
$\frac{1}{3}$	A third / one third.
$\frac{1}{4}$	A quarter / one quarter.
$\frac{1}{5}$	A fifth / one fifth.
$\frac{2}{5}$	Two fifths.
$\frac{6}{10}$	Six tenths.

Talking approximately.

Less	Equal	More
A little less than	About	Well over
Almost	Approximately	Just over
Nearly	Roughly	Exceeding
Just under	Around	Above
Approaching	In the region of	In excess of

Dates

1/12/22 - The first of January two thousand and twenty-two.

Or

1/12/22 - January the first two thousand and twenty-two.

1984 - Nineteen eighty-four.

2000 - Two thousand

2001 - Two thousand and one.

2010 - Two thousand and ten / Twenty ten.

Talking about numbers.



How do you say and write these numbers in English?

- 251
- 7,489
- 3.8bn
- €49m
- \$19.62
- $\frac{2}{3}$
- 175m²
- 1,240,000
- 7.2

Talking about numbers.



How do you say and write these numbers in English?

- 251 Two hundred and fifty-one.
- 7,489 Seven thousand, four hundred and eighty-nine.
- 3.8bn Three point eight billion.
- €49m Forty-nine million Euros.
- \$19.62 Nineteen Dollars (and) sixty-two Cents.
- $\frac{2}{3}$ Two thirds.
- 175m² One hundred and seventy-five metres squared.
- 1,240,000 One million, two hundred and forty thousand.
- 7.2 Seven point two.

English for the Workplace

Talking about data, visualisations and charts.

Useful Expressions to Direct Attention.

- Okay, i'd like to draw your attention to the graphic...
- If you look at the graph you can see that...
- This graph shows...
- Clearly, we can see on this graph that...
- Let's have a look at the graph...
- Figure 1 shows....

Useful Verbs to Describe falling Values.

- Decrease
- Decline
- Reduce
- Fall
- Drop off
- Drop
- Plunge

Useful verbs to describe Rising Values

- Rise
- Grow
- Go up
- Increase
- Climb
- Turn up
- Rocket

Converting Verbs to Nouns.

- Decrease - a decrease
- Decline - a decline
- Reduce - a reduction
- Fall - a fall
- Drop - a drop
- Rise - a rise
- Increase - an increase
- Turn up - a turn up

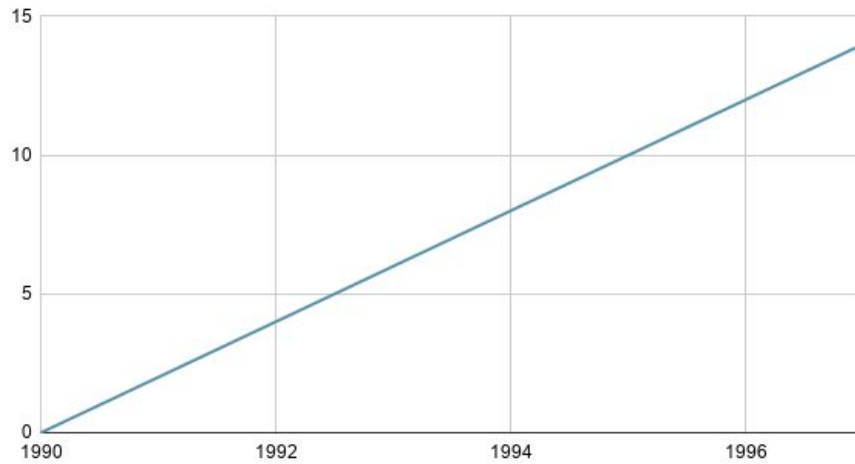
Remember! We can use an adverb and verb combination or an adjective and noun combination;

- It decreased sharply.
- There was a sharp decrease.

Useful Verbs to Describe Other Movements.

- Level off
 - Stabilise
 - Not move
-
- Slump - to fall to a low point and stay there.
 - Peak - to reach a high point and then fall.
 - Fluctuate - To go up and down.
 - Pick up - To recover / to increase after a period of low value.

Points scored

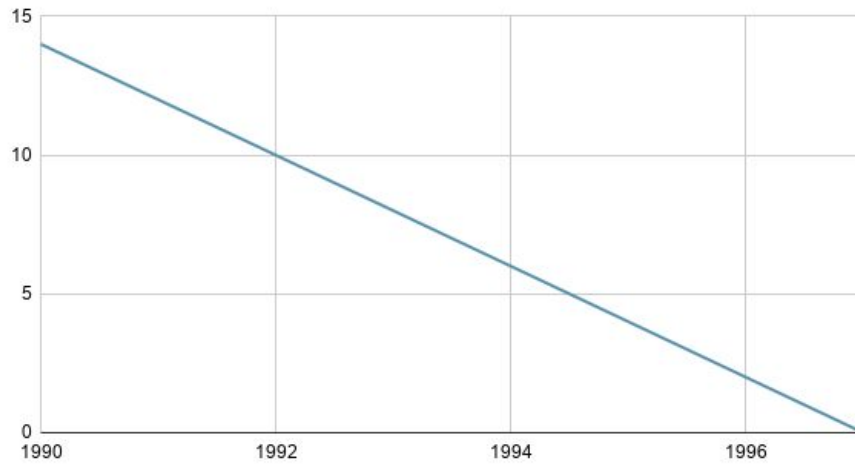


The number of points scored...

Increased / went up / rose / climbed

Steadily / gradually / consistently.

Points scored

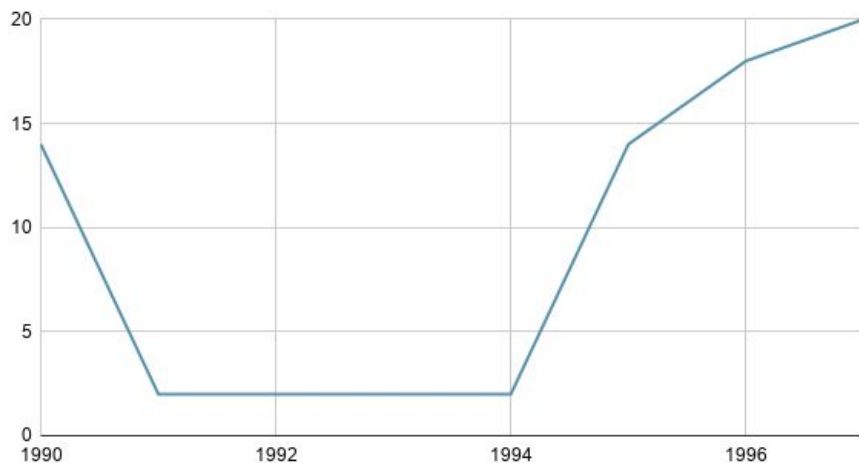


The number of points scored...

decreased / went down / fell /
dropped / declined / reduced

Steadily / gradually / consistently.

Points scored



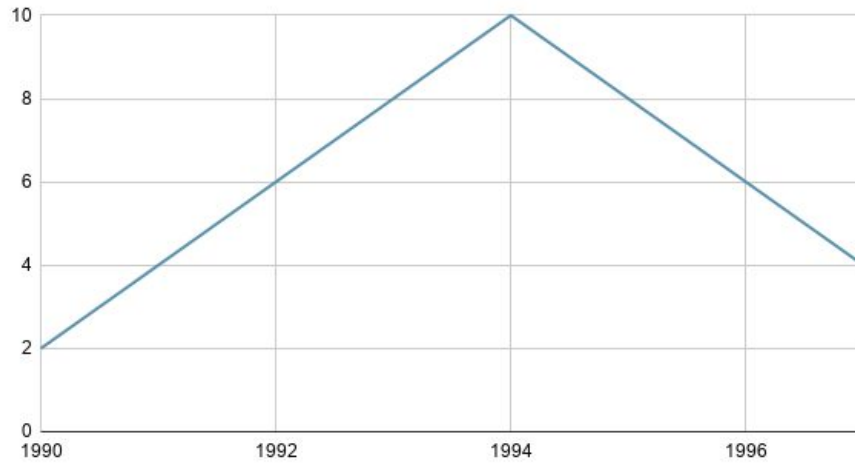
The number of points scored...

decreased / went down / fell /
dropped / declined / reduced

Sharply / Rapidly / Dramatically /
Suddenly
Before..

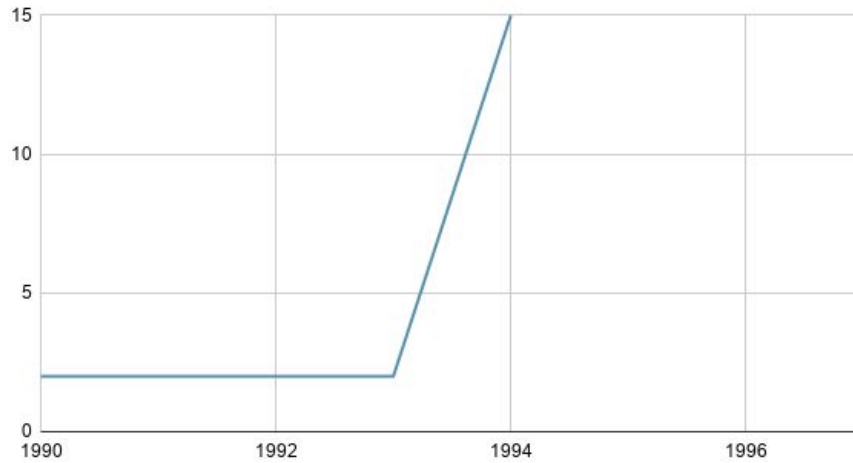
Bottoming out / slumping / falling
into a slump / slumped

Points scored



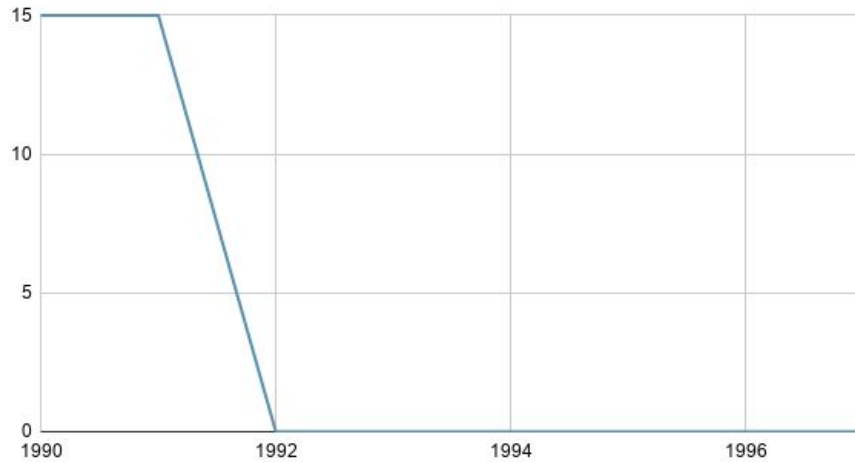
The number of points scored increased steadily until they peaked in 1994 where they began a steady decline.

Points scored



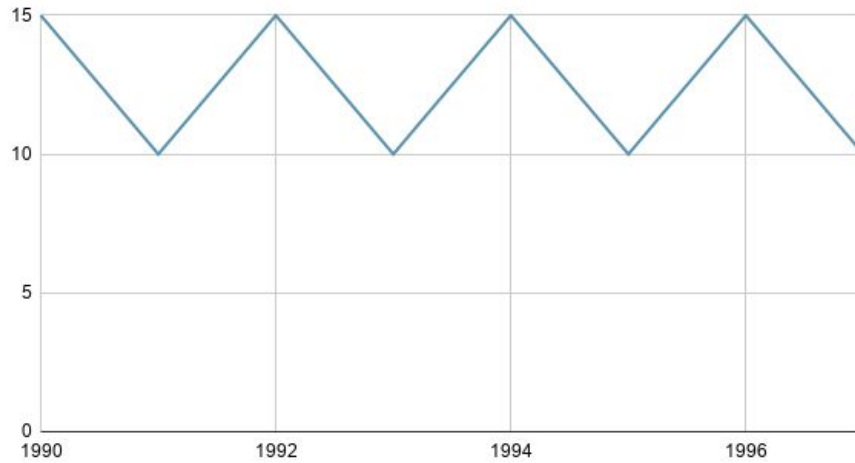
The number of points scored remained unchanged / didn't change / remained level until 1993, at which point they took off / rocketed / increased sharply / dramatically / suddenly / rapidly.

Points scored



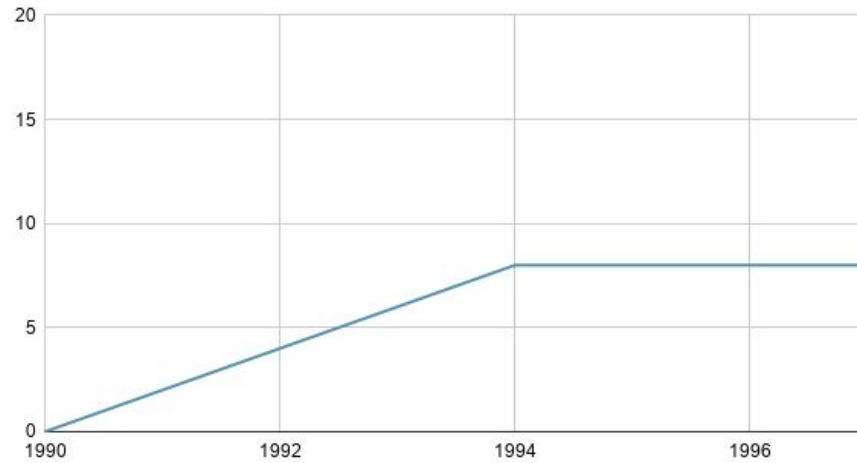
The number of points scored dropped off rapidly / fell sharply / decreased dramatically / plummeted in 1991 and remained slumped from 1992 onwards.

Points scored



The number of points scored fluctuated throughout the time period.

Points scored



The number of points scored rose / increased gently / steadily increased until 1994 at which point they plateaued / levelled off.

Talking about Graphs and Trends.

Describing trends.

- Sales increased slightly in summer.
- Consumer spending fell / declined sharply.
- Interest rates have risen steadily.
- Food prices went up significantly.
- There was a sudden increase in prices.
- In August we saw a moderate fall.
- This was followed by a gradual decline.
- There was a sharp slump in sales.
- Ticket sales have started to pick up.

Describing Visual Data. Useful Verbs

Fall	Level off	Rise
Drop	Stabilise	Grow
Decrease	Slump	Increase
Decline	Not move	Climb
Reduce	Peak	Turn up
Plunge	Fluctuate	Rocket
Drop off	Pick up	

Describing Visual Data: Useful adverbs.

gradually	Sharply
gently	Bruskly
slowly	Rapidly
subtly	Dramatically
	Suddenly

Useful Adjectives

	marked
insignificant	significant
	sudden
small	big
	massive
slight	pronounced
insubstantial	substantial
slow	quick

Talking about Graphs and Trends.

Highlighting information;

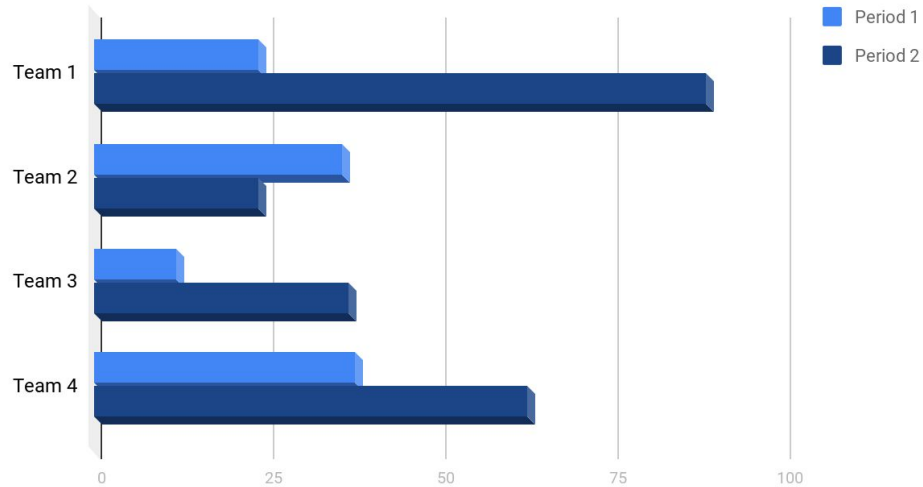
- I'd like to stress / highlight / emphasize the following point..
- I'd like to start by drawing your attention to...
- Let me point out that...
- I think you'll be surprised to see that...
- I'd like to focus your attention on...
- What's really important here is...
- What I'd like to point out here is...
- Let's look more closely at...

English for the Workplace

Talking about data, visualisations and charts.

Ways of Visualising Data

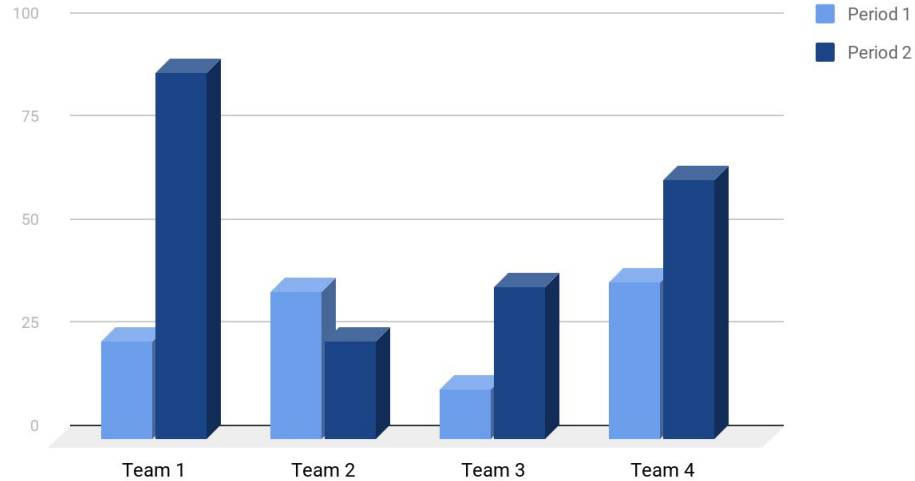
Points scored



Bar chart

Ways of Visualising Data

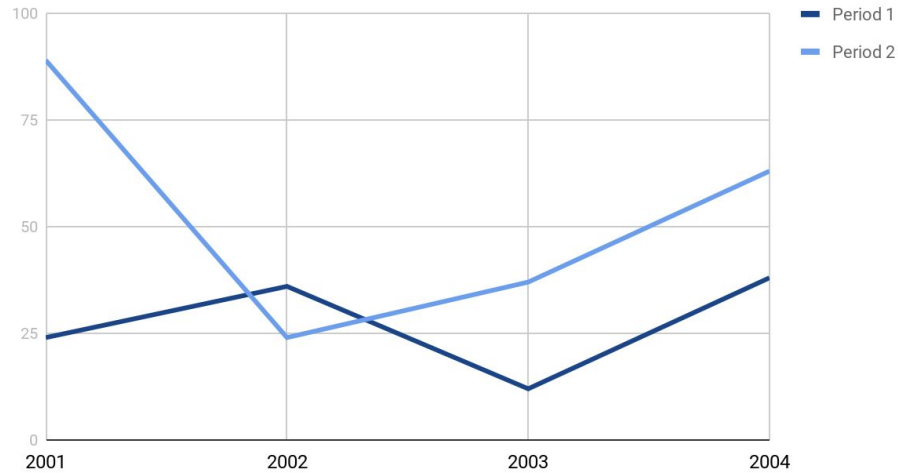
Points scored



Bar chart

Ways of Visualising Data

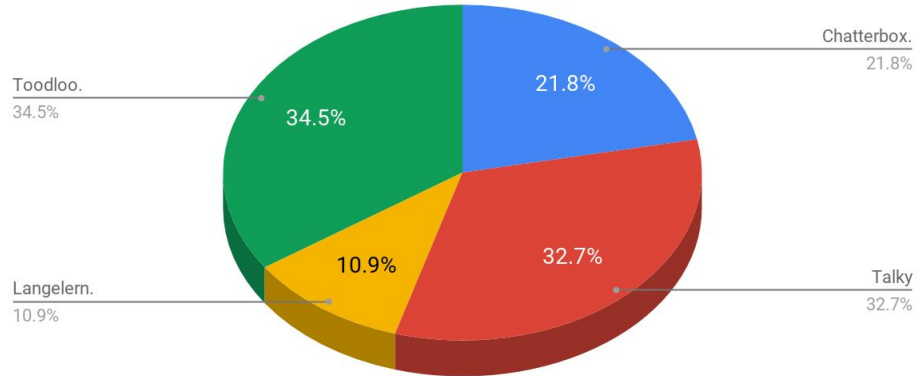
Points scored



Line graph / Graph.

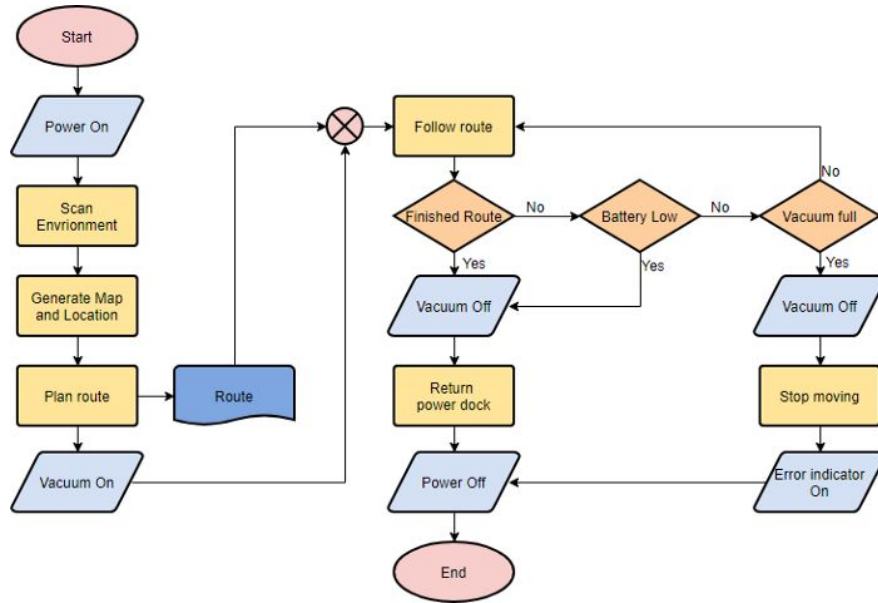
Ways of Visualising Data

Market Share.



Pie chart

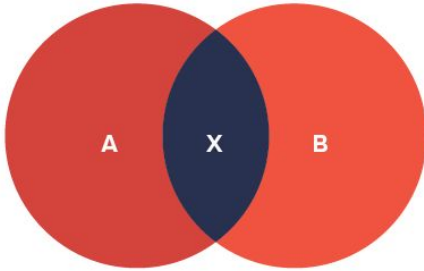
Ways of Visualising Data



Flow chart

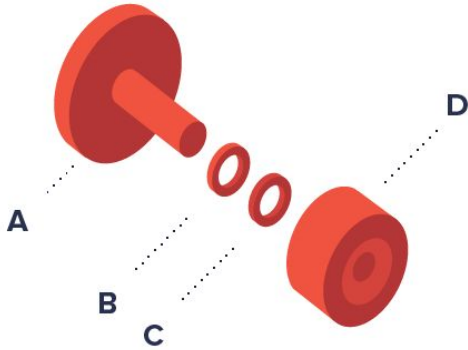
Ways of Visualising Data

Venn Diagram

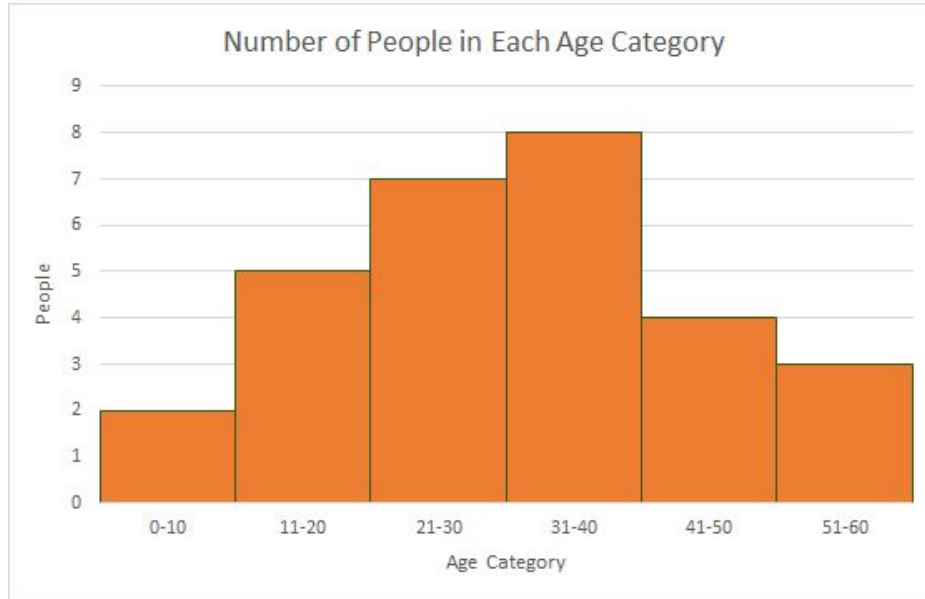


Ways of Visualising Data

Technical drawing / exploded view



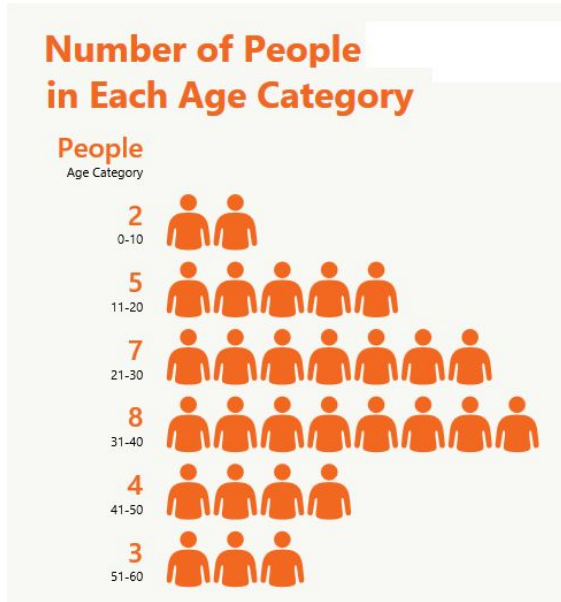
Ways of Visualising Data



Histogram.

Ways of Visualising Data

Pictogram.

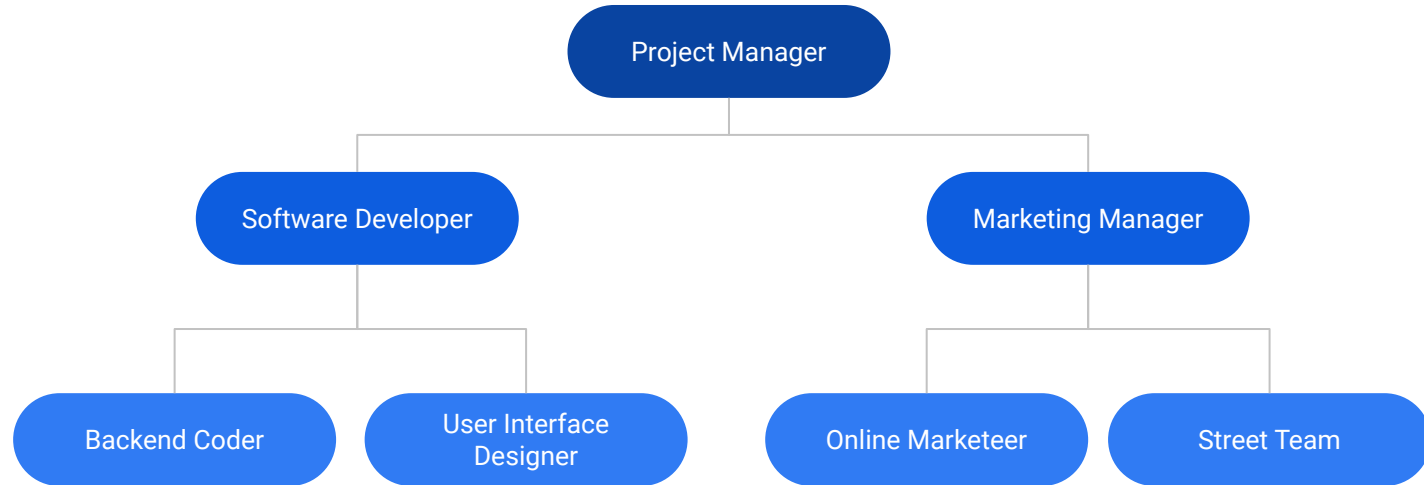


Comparison Grid.

		Lorem ipsum	Dolor nec	Ipsum dolor amet dolor
1	Lorem ipsum dolor sit amet nec at adipiscing	X	✓	<ul style="list-style-type: none">• Lorem ipsum dolor sit• amet nec at adipiscing• risus at dolor porta
2	Lorem ipsum dolor sit amet nec at adipiscing	X	✓	<ul style="list-style-type: none">• Lorem ipsum dolor sit• amet nec at adipiscing• risus at dolor porta
3	Lorem ipsum dolor sit amet nec at adipiscing	X	✓	<ul style="list-style-type: none">• Lorem ipsum dolor sit• amet nec at adipiscing• risus at dolor porta

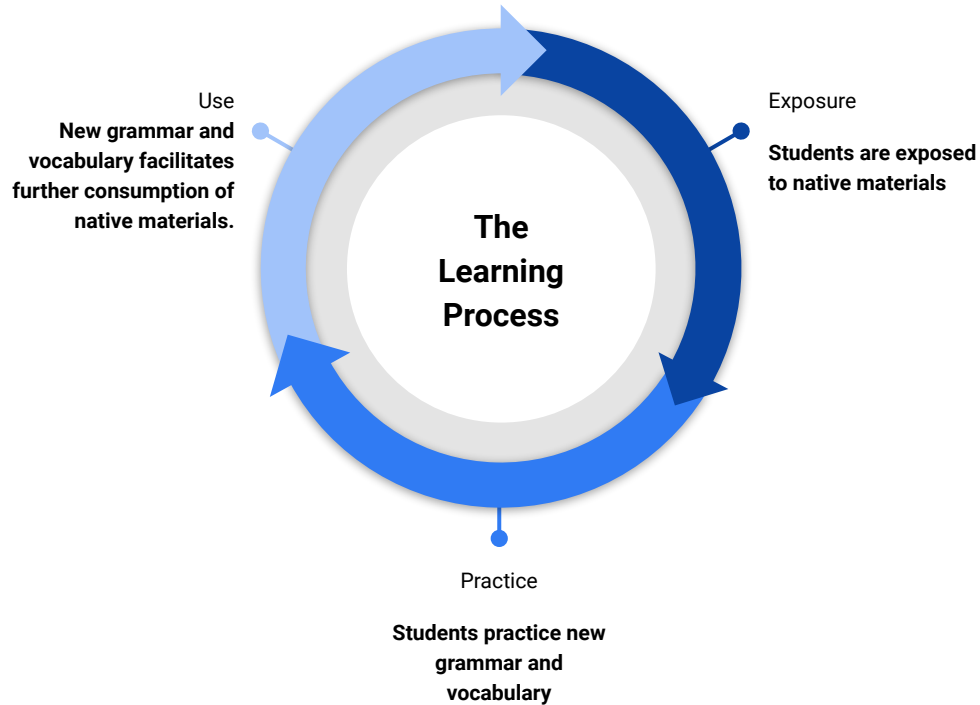
Ways of Visualising Data

Hierarchy



Ways of Visualising Data

Cyclical Process



Ways of Visualising Data

Timeline

