

Business Communication

Everyday Workplace English

1

Michael Dyer

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Michael Dyer
books@lessonaccess.com

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Lesson at a Glance



Unit 1 Greetings & Small Talk

A. GETTING STARTED Read the conversation. Then choose the best answer.

It's Monday morning. Emma meets Kevin by the coffee machine.

Emma: Good morning, Kevin. How are you?

Kevin: I'm fine, thanks. How about you?

Emma: Pretty good. How was your weekend?

Kevin: It was relaxing. I spent time with my family.

Emma: Sounds nice. Have a nice day!

Kevin: You too.

Why did Emma ask about Kevin's weekend?

- To begin a friendly workplace conversation.
- To get to know Kevin better as a coworker.
- To find out what Kevin did on the weekend.

B. TOPIC DISCUSSION Discuss the following points with a partner.

1. What questions do you ask when greeting someone?

2. Why do people use small talk?

Develop reading comprehension using visual clues.

F. DIALOGUE PRACTICE Complete the dialogue using a-e. Then practice.



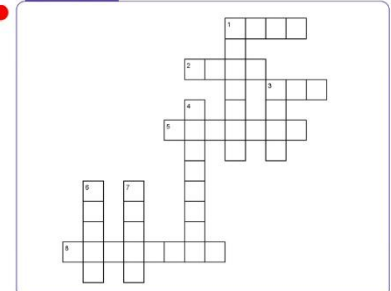
- That's great. Did you meet anyone new?
- I'm doing well, thanks.
- It was. Have a nice day, Janine.
- Did you have a good weekend?
- Good morning, Janine. How are you today?

Build topic knowledge through a model dialogue.

Consolidate vocabulary through context clues.

G. VOCABULARY REVIEW Work with a partner to solve the puzzle. Take turns reading the clues.

Crossword Puzzle



Across

- You ask "How's ___?" when you want to know about someone's job.
- You say "Nice to ___ you" when you meet someone for the first time.
- You say "That sounds ___" when someone tells you about an enjoyable activity.
- You say "Good ___" when you greet someone at the start of the day.
- You say "Sounds ___" when someone describes a quiet weekend.

Down

- You say "My ___ was good" when talking about Saturday and Sunday.
- You say "I'm ___ thank you" when someone asks how you are.
- You say "Can't ___" when life is okay and you have no problems.
- You say "See you ___" when you say goodbye to someone.
- You say "Same as ___" when nothing has changed.

Word List

complain
fine
fun
later
meet
morning
relaxing
usual
weekend
work

Develop speaking fluency through discussion.

Learn and practice key expressions.

C. VOCABULARY BUILDING Match each phrase with the best response.

Topic Language

- Good morning.
 - How are you?
 - How is your day going?
 - How was your weekend?
 - See you later.
- It was great. I watched a movie with my family.
 - Bye. Have a good afternoon!
 - Pretty good, thanks. I'm almost finished.
 - I'm doing well, thanks. How about you?
 - It's nice to see you this morning.

Complete each conversation with your own ideas.

- A: How is your day going?
B: Not bad. I'm almost finished with ____.
- A: Hey, _____. How was your weekend?
B: It was _____.

Develop listening comprehension through conversation.

D. VOCABULARY PRACTICE Listen and complete the conversation. Then practice.

A: Good morning, John.

B: Good morning, Sarah. How are you _____?

A: I'm _____, thank you. And you?

B: I'm doing well, thanks.

A: Are you _____ this morning?

B: A little. I have a meeting at 10 o'clock.

A: I see. I hope the meeting goes well.

B: Thank you. Do you have a busy _____ today?

A: Not too busy. I need to finish a report.

B: Good luck with the report. Have a _____ day, Sarah.

Find and underline all the greetings in the dialogue.



H. ROLE PLAY Work with a partner. Take turns choosing the next line from your cards.

Student A

Can't complain. How was your weekend?

Same as usual. I stayed home and watched TV.

Hello, how are things?

Student B

Pretty good, thanks. How's everything going with you?

Not bad. Just the usual.

Yes, a few people. How about your weekend?

Apply unit language through structured role-play.

LANGUAGE TIP Keep the conversation going.

After answering a question, ask a question back.

- I'm fine, thanks. And you?
- It was good, thanks. How about yours?
- Pretty busy. How's your day going?

PRACTICE

How are things?

Pretty good thanks.

Develop communication strategies for natural conversations.

E. FLUENCY PRACTICE Complete each dialogue with the correct advanced phrase.

Expanded Language

- A: Hi, Mike! It's been ages.
B: Yes! _____
 - A: _____
B: Pretty good, thanks.
 - A: How are you?
B: _____ Thanks for asking.
 - A: I went skiing last weekend.
B: Really? _____
 - A: I have another meeting.
B: OK, _____
- Can't complain.
 - How's everything going?
 - Long time no see.
 - Talk to you later.
 - That must have been fun.

Expand vocabulary with idiomatic phrases.

Integrate communication skills through dialogue building.

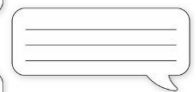
I. DIALOGUE BUILDING With a partner, write and practice a dialogue using language from the unit.

In your dialogue:

- ☐ You greet the other person politely
- ☐ You ask a simple, friendly question
- ☐ You respond briefly and naturally
- ☐ You add a short comment or question
- ☐ You close the conversation politely

Student A

Student B





A. GETTING STARTED Read the conversation. Then choose the best answer.



It's Monday morning. Emma meets Kevin by the coffee machine.

Emma: Good morning, Kevin. How are you?

Kevin: I'm fine, thanks. How about you?

Emma: Pretty good. How was your weekend?

Kevin: It was relaxing. I spent time with my family.

Emma: Sounds nice. Have a nice day!

Kevin: You too.

Why did Emma ask about Kevin's weekend?

- a. To begin a friendly workplace conversation.
- b. To get to know Kevin better as a coworker.
- c. To find out what Kevin did on the weekend.

B. TOPIC DISCUSSION Discuss the following points with a partner.

1. What questions do you ask when greeting someone?

2. Why do people use small talk?

C. VOCABULARY BUILDING Match each phrase with the best response.

Topic Language

- | | |
|---------------------------|---|
| a. Good morning. | 1. ____ It was great. I watched a movie with my family. |
| b. How are you? | 2. ____ Bye. Have a good afternoon! |
| c. How is your day going? | 3. ____ Pretty good, thanks. I'm almost finished. |
| d. How was your weekend? | 4. ____ I'm doing well, thanks. How about you? |
| e. See you later. | 5. ____ It's nice to see you this morning. |

Complete each conversation with your own ideas.

1. **A:** How is your day going?
B: Not bad. I'm almost finished with ____.
2. **A:** Hey, _____. How was your weekend?
B: It was _____.

D. VOCABULARY PRACTICE Listen and complete the conversation. Then practice.



1.2

- A:** Good morning, John.
- B:** Good morning, Sarah. How are you ____¹?
- A:** I'm ____², thank you. And you?
- B:** I'm doing well, thanks.
- A:** Are you ____³ this morning?
- B:** A little. I have a meeting at 10 o'clock.
- A:** I see. I hope the meeting goes well.
- B:** Thank you. Do you have a busy ____⁴ today?
- A:** Not too busy. I need to finish a report.
- B:** Good luck with the report. Have a ____⁵ day, Sarah.



Find and underline all the greetings in the dialogue.



LANGUAGE TIP Keep the conversation going

After answering a question, ask a question back.

- ☐ I'm fine, thanks. **And you?**
- ☐ It was good, thanks. **How about yours?**
- ☐ Pretty busy. **How's your day going?**

PRACTICE

How are things?

Pretty good thanks.

E. FLUENCY PRACTICE Complete each dialogue with the correct advanced phrase.

Expanded Language

- | | |
|--|------------------------------------|
| 1. A: Hi, Mike! It's been ages.
B: Yes! _____ | a. Can't complain. |
| 2. A: _____
B: Pretty good, thanks. | b. How's everything going? |
| 3. A: How are you?
B: _____. Thanks for asking. | c. Long time no see. |
| 4. A: I went skiing last weekend.
B: Really? _____! | d. Talk to you later. |
| 5. A: I have another meeting.
B: OK. _____. | e. That must have been fun. |

F. DIALOGUE PRACTICE Complete the dialogue using a–e. Then practice.

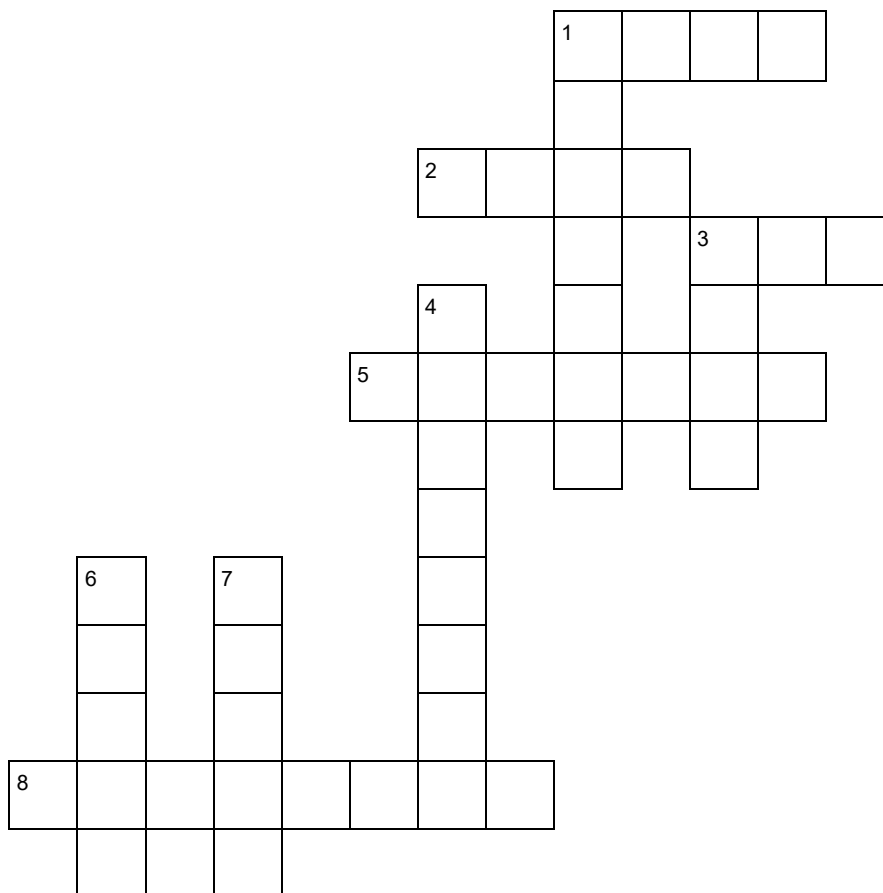


- | | |
|--|--|
| a. That's great. Did you meet anyone new? | d. Did you have a good weekend? |
| b. I'm doing well, thanks. | e. Good morning, Janine. How are you today? |
| c. It was. Have a nice day, Janine. | |

G. VOCABULARY REVIEW Work with a partner to solve the puzzle. Take turns reading the clues.

Crossword Puzzle



Across

1. You ask "How's ___?" when you want to know about someone's job.
2. You say "Nice to ___ you" when you meet someone for the first time.
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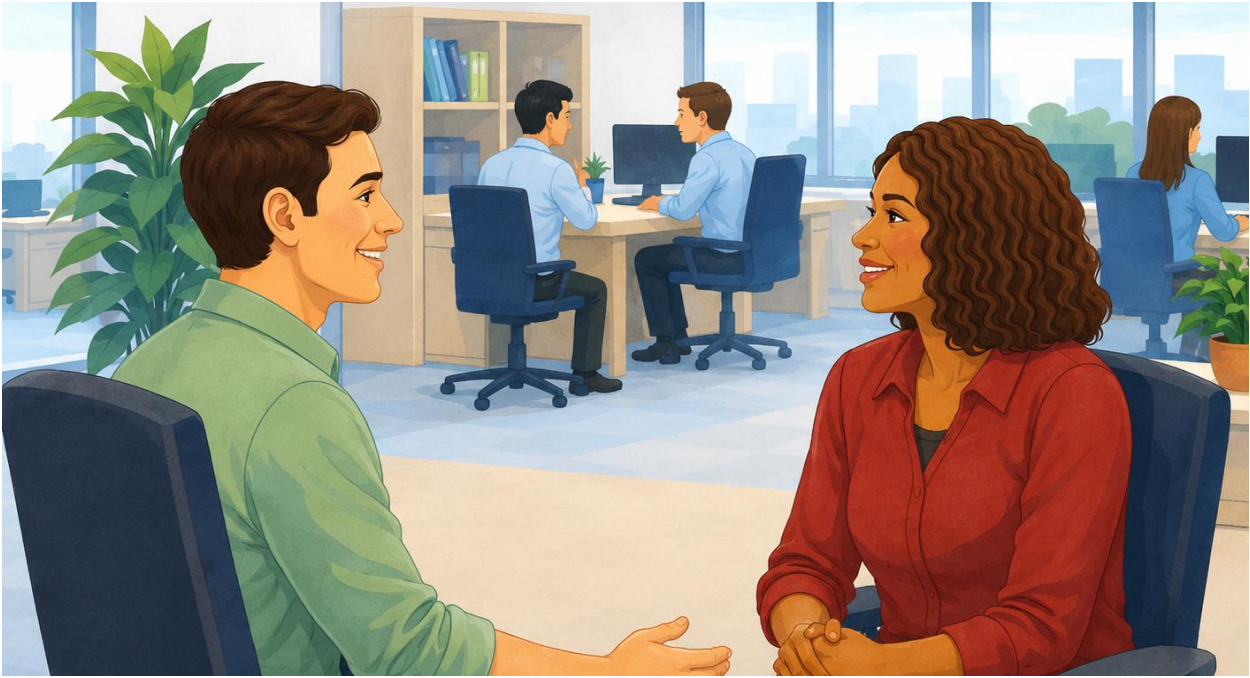
Down

1. You say "My ___ was good" when talking about Saturday and Sunday.
3. You say "I'm ___, thank you" when someone asks how you are.
4. You say "Can't ___" when life is okay and you have no problems.
6. You say "See you ___" when you say goodbye to someone.
7. You say "Same as ___" when nothing has changed.

Word List

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work

H. ROLE PLAY Work with a partner. Take turns choosing the next line from your cards.



Student A

Can't complain. How was your weekend?

Same as usual. I stayed home and watched TV.

Hello, how are things?

Okay, talk to you later.

That sounds fun. Did you meet anyone new?

Busy as always. How's your day going?

Student B

Pretty good, thanks. How's everything going with you?

Not bad. Just the usual.

Yes, a few people. How about your weekend?

It was nice. I went to a party.

Sure. See you.

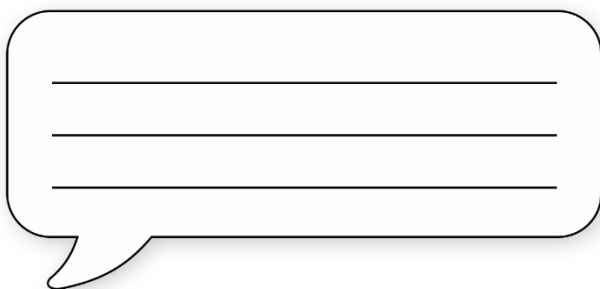
Sounds relaxing. How's work today?

I. DIALOGUE BUILDING With a partner, write and practice a dialogue using language from the unit.

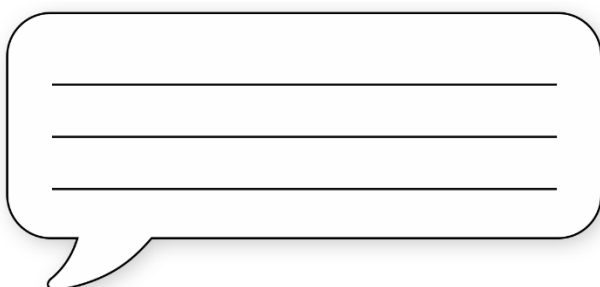
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- ☐ You respond briefly and naturally
- ☐ You add a short comment or question
- ☐ You close the conversation politely

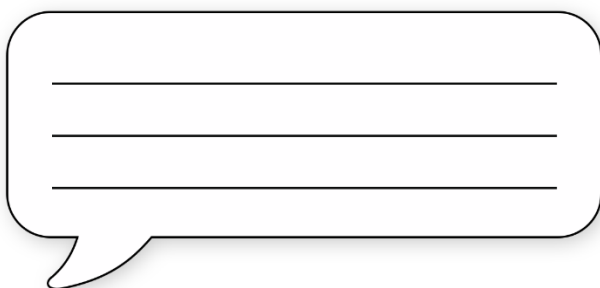
Student A



A speech bubble with three horizontal lines for writing.

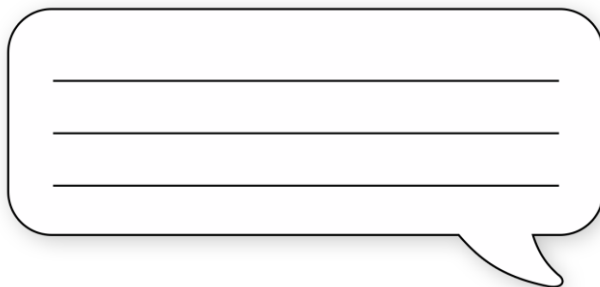


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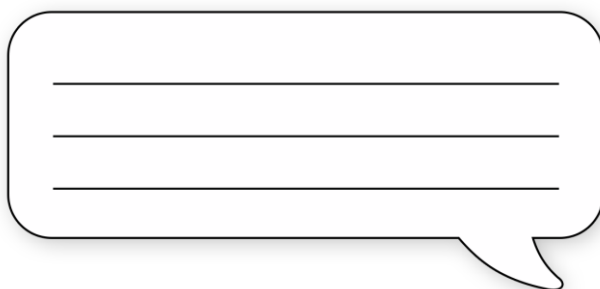


A speech bubble with three horizontal lines for writing.

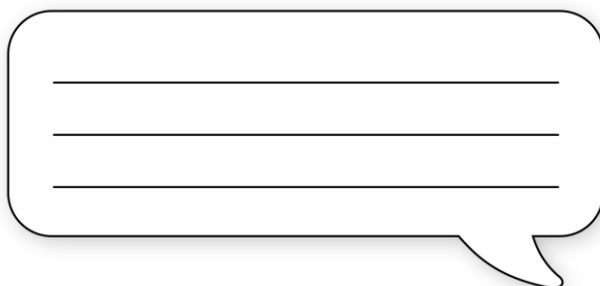
Student B



A speech bubble with three horizontal lines for writing.



A speech bubble with three horizontal lines for writing.



A speech bubble with three horizontal lines for writing.



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