

B1

MEETINGS

≈ 27 MIN

Clarifying and Confirming – *ask again and confirm*

You have built the three toolkits — now practise them on new calls: ask, say it back, close the loop.

Ask first, then say it back: **softener + question form** · then let your **own words** be confirmed.

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY THE MOVE · APPROX. 4 MIN



Put each sentence in one column: are you asking for something — a repeat or an explanation? Or are you giving back what arrived? Write it in the matching column.

Sorry, could you say that again? The line keeps dropping here.

So what you're saying is the pilot starts with one team.

What do you mean by "a hard stop" at four?

Could you go over the approval steps once more?

Not quite – I meant the Leipzig depot, not the Dresden one.

That's right, the travel costs sit in the same budget.

Could you spell the supplier's name for me?

Let me summarise what we've agreed before we log off.

ASKING AGAIN	SAYING IT BACK / CLOSING THE LOOP

BRICK 2 · FILL IN THE MISSING WORD · APPROX. 6 MIN



Fill in one word from the three toolkits. The cue in brackets tells you which phrase is meant.

- _____ to confirm — you need the signed order by Wednesday? (shortest check opener)
- If I _____ correctly, the invoice goes to the Berlin office. (check opener, client-call register)
- Sorry, I didn't _____ the last part. (not hearing it, not misunderstanding it)
- Do you _____ the whole framework, or just this year's order? (ask which of two readings applies)
- Let me make _____ I've got this right: the workshop moves to June. (the longer check opener)
- Could you _____ the reference code in the chat? (fixed phrase for a video call)
- _____ — the discount applies to the second order, not the first. (one word: close, but not there)
- _____ — that is the version we signed off. (one-word confirmation, warmer than "That's right")



YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN



Each sentence contains exactly one typical German-speaker error. Underline it and write the full English version.

01 Please repeat the delivery date.

.....

02 How please? I did not catch the number.

.....

03 You mean so we start the rollout in March?

.....

04 What do you mean with "run rate"?

.....

05 Just for confirm, the audit moves to the second week of May?

.....

06 If I understand correct, the quote goes out on Monday.

.....

BRICK 4 · WRITE YOUR OWN CLARIFICATIONS · APPROX. 8 MIN



Write one English sentence for each situation. Use the given starter and keep the tone of a call.

01 You missed a figure in a status call: start with "Sorry, ..." and ask for the figure.

.....

02 A supplier uses a term you do not know: start with "What do you mean by ..."

.....

03 You want to lock down a date: start with "Just to confirm, ..."

.....

04 A colleague sums up your point and names the wrong team: start with "Not quite — I meant ..."

.....

MINI-CHECK — CAN I DO THIS YET?

- ☐ I first decide what is missing: the words or the meaning.
- ☐ I put a softener and a question form in front instead of saying "Please repeat".
- ☐ I say it back in my own words: "So what you're saying is ..." or "Just to confirm, ...".
- ☐ I correct with "Not quite — I meant ..." and sum up what was agreed at the end.

Not every box ticked? Build the lesson once more and try this sheet again tomorrow.



Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

- 01 **Asking again** Sorry, could you say that again? The line keeps dropping here.
Softener plus question form asks for the same words.
- 02 **Saying it back / closing the loop** So what you're saying is the pilot starts with one team.
The opener announces your own version.
- 03 **Asking again** What do you mean by "a hard stop" at four?
The question is about meaning, not about the words.
- 04 **Asking again** Could you go over the approval steps once more?
"Go over" asks for a whole explanation again.
- 05 **Saying it back / closing the loop** Not quite — I meant the Leipzig depot, not the Dresden one.
"Not quite" corrects the statement, not the person.
- 06 **Saying it back / closing the loop** That's right, the travel costs sit in the same budget.
A short confirmation of a correct summary.
- 07 **Asking again** Could you spell the supplier's name for me?
The specialist tool for names and abbreviations.
- 08 **Saying it back / closing the loop** Let me summarise what we've agreed before we log off.
The closing summary invites objections while everyone is on the line.

BRICK 2 · FILL-IN

- 01 **Just**
"Just to confirm" is the shortest check opener.
- 02 **understand**
"If I understand correctly" sounds a shade more formal.
- 03 **catch**
"I didn't catch ..." narrows down the piece you lost.
- 04 **mean**
"Do you mean X or Y?" picks between two readings.
- 05 **sure**
"Let me make sure I've got this right" opens the longer version.
- 06 **put**
"Put that in the chat" saves time with codes and names.
- 07 **Almost**
One word for "close, but not there".
- 08 **Exactly**
Confirms and acknowledges the core at the same time.

BRICK 3 · CORRECT

- 01 **Sorry, could you repeat the delivery date?**
The imperative reads as an instruction; softener plus question form makes it a request.
- 02 **Sorry?** I did not catch the number.
"How please?" is a word-for-word rendering of "Wie bitte?" and is not used in English.
- 03 **So you mean** we start the rollout in March?
The German "also" moves to the front of the sentence as "so".
- 04 What do you mean **by** "run rate"?
The fixed question for meaning takes "by".
- 05 **Just to confirm**, the audit moves to the second week of May?
The phrase takes the infinitive "to confirm".
- 06 If I understand **correctly**, the quote goes out on Monday.
The adverb describes the verb "understand".

BRICK 4 · WRITE

Your sentences may differ — just check that the given starter is there and the tone stays polite.

- 01 Sorry, could you say the figure again? It broke up at my end.
Apology plus question form asks for the same words.
- 02 What do you mean by "framework rate" — is that per day or per project?
The question targets meaning, with two readings on offer.
- 03 Just to confirm, the draft is due on the twelfth?
The short opener suits figures and dates.
- 04 Not quite — I meant the support team, not the sales team.
"Not quite" supplies the correct version at once.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PAIR WITH THIS

Interrupting Politely

englisch-lehrer.com/en/lessons/interrupting-politely

NEXT STEP

Online Meetings

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