

B2

CUSTOMER CONTACT

≈ 27 MIN

Delegating Tasks — *practice on paper*

You have built the lesson — now lock your delegating phrases in on paper. New sentences, same three steps: name the task, give the deadline and the goal, check in.

Deadline: **by Friday** (not "until") · Request: **I'd like you to + verb**

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY "BY" AND "UNTIL" · APPROX. 4 MIN

● ○ ○

Which word fits where you see "..."? **by** — a deadline, no later than then — goes on the left. **until** — something continues up to then — goes on the right.

I'm at the trade fair ... Thursday.

Let's wait ... the client calls back.

Please reply ... noon on Tuesday.

The discount is valid ... the end of May.

The hotel needs our final numbers ... Monday.

I need your answer ... 5 pm at the latest.

The office stays closed ... 2 January.

Can you finish the slides ... Wednesday?

The offer must reach them ... Friday.

Tom takes my calls ... Friday.

BY · DEADLINE	UNTIL · DURATION

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

● ● ○

Fill in the missing word. Every sentence comes from handing over a task — read it through before you write.

- 01 Someone needs to take of the visitor badges — can you do it?
- 02 We'd like you lead the onboarding session on Monday.
- 03 Would a Thursday deadline for your team?
- 04 Let me if you need more time.
- 05 The main is that the client gets a reply today.
- 06 While Maria is on leave, Jonas will take her accounts.
- 07 Keep the whole team on the shipment, please.
- 08 Anna is in of the stand at the trade fair — she decides the rota.

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

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



Each sentence holds exactly one mistake. Underline it and write the whole sentence correctly.

01 We need the signed contract back until the 15th.

02 Our boss wants that we cancel the hotel today.

03 Can you overtake the client meetings next week?

04 Julia would like Ben to checks the invoices first.

05 Who is going to take care for the catering?

06 Just let the team knowing when the parcel arrives.

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



Write one sentence for each prompt, ready for the next task you hand over. Keep the three steps in mind: name the task, give the deadline and the goal, check in.

01 Hand over a task — "Could you take care of ...?"

02 Set a deadline — "by ..."

03 Name the goal — "The main thing is ..."

04 Check in — "Does that work for you?"

MINI-CHECK — CAN I DO THIS YET?

☐ I name the task concretely, for example with "Could you take care of ...?".

☐ I set deadlines with "by", not "until".

☐ I say "I'd like you to ...", not "I want that you ...".

☐ I end by asking whether the plan works for the other person.

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

- | | |
|--|---|
| <p>01 until — "I'm at the trade fair until Thursday."
<i>The stay continues.</i></p> <p>02 until — "Let's wait until the client calls back."
<i>The waiting continues.</i></p> <p>03 by — "Please reply by noon on Tuesday."
<i>Deadline: no later than then.</i></p> <p>04 until — "The discount is valid until the end of May."
<i>The validity continues.</i></p> <p>05 by — "The hotel needs our final numbers by Monday."
<i>Deadline for the numbers.</i></p> | <p>06 by — "I need your answer by 5 pm at the latest."
<i>"At the latest" = deadline.</i></p> <p>07 until — "The office stays closed until 2 January."
<i>"Stays closed" continues.</i></p> <p>08 by — "Can you finish the slides by Wednesday?"
<i>Deadline for the slides.</i></p> <p>09 by — "The offer must reach them by Friday."
<i>Deadline for the offer.</i></p> <p>10 until — "Tom takes my calls until Friday."
<i>The cover continues.</i></p> |
|--|---|

BRICK 2 · FILL-IN

- | | |
|--|---|
| <p>01 Someone needs to take care (or charge) of the visitor badges — can you do it?
<i>"Take care of" = deal with.</i></p> <p>02 We'd like you to lead the onboarding session on Monday.
<i>"Would like" + object + "to".</i></p> <p>03 Would a Thursday deadline work (or do) for your team?
<i>Checking that it works.</i></p> <p>04 Let me know if you need more time.
<i>Offering support.</i></p> | <p>05 The main thing (or point / goal / aim / priority / concern / idea / issue) is that the client gets a reply today.
<i>Says what matters most.</i></p> <p>06 While Maria is on leave, Jonas will take over (or on) her accounts.
<i>"Take over" = take on from someone.</i></p> <p>07 Keep the whole team posted (or updated / informed / briefed) on the shipment, please.
<i>Asking for updates.</i></p> <p>08 Anna is in charge of the stand at the trade fair — she decides the rota.
<i>"In charge of" = responsible.</i></p> |
|--|---|

BRICK 3 · CORRECT

- | | |
|--|---|
| <p>01 We need the signed contract back by (or before) the 15th.
<i>Deadline = "by", not "until".</i></p> <p>02 Our boss wants us to cancel (or would like us to cancel) the hotel today.
<i>Object + "to", no that-clause.</i></p> <p>03 Can you take over (or take care of / handle / cover) the client meetings next week?
<i>"Overtake" = pass someone.</i></p> | <p>04 Julia would like Ben to check the invoices first.
<i>Base form after "to".</i></p> <p>05 Who is going to take care of the catering?
<i>"Take care of", not "for".</i></p> <p>06 Just let the team know when the parcel arrives.
<i>"Let" + object + base form.</i></p> |
|--|---|

BRICK 4 · WRITE

Your sentences may differ — just check the step and the phrase.

- | | |
|--|---|
| <p>01 "Could you take care of the visitor list?"
<i>Handing over a task.</i></p> <p>02 "I need it by Thursday at noon."
<i>Deadline with "by".</i></p> | <p>03 "The main thing is the delivery date."
<i>Naming the goal.</i></p> <p>04 "Does that work for you? Let me know."
<i>Checking in.</i></p> |
|--|---|

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PREREQUISITE

Giving Instructions

englisch-lehrer.com/en/lessons/giving-instructions

PAIR WITH THIS

Progress Updates

englisch-lehrer.com/en/lessons/progress-updates

ALL LESSONS

45+ free lessons

englisch-lehrer.com/en/lessons

HANOVER

Schaufelder Straße 11 · 30167
englisch-lehrer.com/hannover

BERLIN

Kurfürstendamm 30 · 10719
englisch-lehrer.com/berlin

ONLINE COURSES

englisch-lehrer.com/online
worldwide on Zoom

CONTACT

+49 511 4739339
james@englisch-lehrer.com

