

B2 CUSTOMER CONTACT ≈ 27 MIN

Giving Feedback — *practice on paper*

You have built the lesson — now lock your feedback phrases in on paper. New sentences, same three steps: say what worked, improve one point, ask for their view.

Noun: **some feedback** (not "feedbacks") · Suggestion: **It might be worth + -ing**

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY PRAISE AND IMPROVEMENT · APPROX. 4 MIN

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Praise — the sentence says what worked — goes on the left. **Improvement** — the sentence suggests what could change — goes on the right.

Your opening question woke everyone up.

Slide six might be worth cutting.

The chart on page two made it very clear.

Next time, you could send the agenda sooner.

The font size could be a bit bigger.

Your answers to the client were spot on.

I loved how calmly you handled the delay.

Maybe try fewer bullet points per slide.

The budget table was really easy to read.

Have you thought about a shorter title?

PRAISE	IMPROVEMENT

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

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Fill in the missing word. Every sentence comes from a feedback conversation — read it through before you write.

- 01 Can I share some on yesterday's workshop?
- 02 The you summarised the client's needs was excellent.
- 03 Eye contact is something you could work before the pitch.
- 04 Is it worth a short demo next time?
- 05 Your comments on my draft were really — thank you.
- 06 You make a fair about the deadline.
- 07 What's your on the new layout?
- 08 Shall we go the figures together on Monday?

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 Thanks for all your feedbacks on the plan.

02 May I give you a critic on the new logo?

03 Would it be worth to call the supplier first?

04 Could you give me a feedback on my draft?

05 Next time, you could to start with the figures.

06 That's a right point about the colours.

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



Write one sentence for each prompt, ready for your next feedback conversation. Keep the three steps in mind: say what worked, improve one point, ask for their view.

01 Praise something specific — "I really liked the way you ..."

02 Name one point — "One thing you could work on is ..."

03 Suggest something — "It might be worth + -ing"

04 Ask for their view — "How do you see it?"

MINI-CHECK — CAN I DO THIS YET?

- ☐ I praise specifically and name an action or a detail.
- ☐ I name one point to improve, for example with "One thing you could work on is ...".
- ☐ I say "some feedback", not "feedbacks" or "a feedback".
- ☐ I end by asking for the other person's view.

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 **Praise** — "Your opening question woke everyone up."
Names a strength.
- 02 **Improvement** — "Slide six might be worth cutting."
"Might be worth + -ing" suggests.
- 03 **Praise** — "The chart on page two made it very clear."
Praises a detail.
- 04 **Improvement** — "Next time, you could send the agenda sooner."
"Next time, you could ..." looks ahead.
- 05 **Improvement** — "The font size could be a bit bigger."
"Could" suggests a change.
- 06 **Praise** — "Your answers to the client were spot on."
"Spot on" = exactly right.
- 07 **Praise** — "I loved how calmly you handled the delay."
Praises an action.
- 08 **Improvement** — "Maybe try fewer bullet points per slide."
A soft suggestion.
- 09 **Praise** — "The budget table was really easy to read."
Praises a detail.
- 10 **Improvement** — "Have you thought about a shorter title?"
The question holds a suggestion.

BRICK 2 · FILL-IN

- 01 Can I share some **feedback** (or **thoughts** / **comments** / **ideas** / **notes** / **input** / **observations**) on yesterday's workshop?
"Some feedback" without a plural -s.
- 02 The **way** you summarised the client's needs was excellent.
"The way you ..." praises an action.
- 03 Eye contact is something you could work **on** (or **at**) before the pitch.
"Work on" = improve.
- 04 Is it worth **including** (or **adding** / **giving** / **doing** / **showing** / **running** / **trying** / **planning** / **having** / **preparing**) a short demo next time?
"Worth" + -ing form.
- 05 Your comments on my draft were really **helpful** (or **useful** / **valuable** / **constructive** / **clear** / **detailed** / **good** / **insightful** / **thoughtful**) — thank you.
Accepting feedback with thanks.
- 06 You make a fair **point** (or **comment**) about the deadline.
"A fair point" = you agree.
- 07 What's your **view** (or **opinion** / **take** / **feeling** / **verdict** / **thinking**) on the new layout?
Asking for their view.
- 08 Shall we go **through** (or **over**) the figures together on Monday?
Agreeing a next step.

BRICK 3 · CORRECT

- 01 Thanks for all your **feedback** (or **comments**) on the plan.
"Feedback" is normally uncountable.
- 02 May I give you **some feedback** (or **a comment** / **a suggestion** / **some comments**) on the new logo?
"A critic" is a person.
- 03 Would it be worth **calling** (or **worth it to call**) the supplier first?
"Worth" + -ing form.
- 04 Could you give me **some feedback** (or **feedback** / **your feedback**) on my draft?
No "a" before "feedback".
- 05 Next time, you could **start** (or **try to start**) with the figures.
No "to" after "could".
- 06 That's a **fair** (or **good** / **valid**) point about the colours.
"A fair point", not "a right point".

BRICK 4 · WRITE

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

- 01 "I **really liked the way you** answered the budget question."
Specific praise.
- 02 "**One thing you could work on is** the length of the intro."
One point to improve.
- 03 "**It might be worth sending** the slides in advance."
Suggestion with -ing.
- 04 "**How do you see it?** Shall we talk on Thursday?"
Asking and agreeing.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PREREQUISITE

Diplomatic Language

englisch-lehrer.com/en/lessons/diplomatic-language

PAIR WITH THIS

Agreeing and Disagreeing

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