

A2

CUSTOMER CONTACT

≈ 27 MIN

Giving Instructions — *practice on paper*

You have built the lesson — now lock in order, tone and check-in, brick by brick. New examples, same three tools.

Order first, then **tone**, then a **check**: First ... Then ... Finally + imperative · Does that make sense?

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY JOB · APPROX. 4 MIN

● ○ ○

Read each line quietly. Does it tell the customer what to **do** → left column. Does it ask whether they can **follow** or how it is going → right column.

Can you see the Submit button?

Next, open the Orders page.

Just enter your order number.

Are you with me so far?

You'll need to upload a photo.

Let me know if the link works.

Could you print the label, please?

What do you see on your screen now?

Does this part make sense?

Finally, close the window.

STEP (WHAT TO DO)	CHECK-IN (ASKING BACK)

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

● ● ○

Fill each gap with the fitting word. The hint in brackets tells you what the gap has to do.

01 , open the Returns page. Then print the label. [sequencer: the very first step]

02 , restart the app — that is the last step. [sequencer from the lesson: announces the end]

03 Once you've the app, choose Orders. [verb: open]

04 Does this step sense? [verb: make]

05 you check the email address before you click Send. [a reminder about an important step; two words]

06 Please fill out form below. [article; one specific form]

07 Let me if the new link works. [invites the customer to report back]

08 Could you send me the order number, ? [polite request word]

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

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



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

01 Does this step makes sense?

02 Please fill out form below.

03 Let me know if the link work.

04 Once you've open the app, choose Orders.

05 Make sure you to enter the right email.

06 Can you the Print button see?

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



Write one sentence for each prompt. Keep the three tools in mind: order, tone, check-in.

01 Your start: "First, ..." — tell a customer the first step to return an order.

02 Your tone: write the same step twice — once as a plain imperative, once with "Just ..." or "Could you ..., please?".

03 Your condition: "Once you've ..., ..." — name a step that only applies afterwards.

04 Your ending: finish the instructions with a check question, for example about something on the screen.

MINI-CHECK — CAN I DO THIS YET?

- ☐ I start with "First" and carry on with Then, Next or Finally.
- ☐ I give only one action per step.
- ☐ I know the plain imperative is normal; "Just ..." and "Could you ..., please?" are a choice of tone.
- ☐ I check in — "Does that make sense?" — and invite a reply: "Let me know if that works."

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

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| <p>01 Can you see the Submit button? → Check-in
<i>Asks about something concrete on the screen.</i></p> <p>02 Next, open the Orders page. → Step
<i>"Next" plus an imperative gives the next step.</i></p> <p>03 Just enter your order number. → Step
<i>A step in a lighter tone with "Just".</i></p> <p>04 Are you with me so far? → Check-in
<i>Asks whether the customer is still following.</i></p> <p>05 You'll need to upload a photo. → Step
<i>"You'll need to ..." says what is necessary.</i></p> | <p>06 Let me know if the link works. → Check-in
<i>Invites the customer to come back to you.</i></p> <p>07 Could you print the label, please? → Step
<i>A step phrased as a polite request.</i></p> <p>08 What do you see on your screen now? → Check-in
<i>Asks what the customer can see right now.</i></p> <p>09 Does this part make sense? → Check-in
<i>Checks understanding after a step.</i></p> <p>10 Finally, close the window. → Step
<i>"Finally" announces the last step.</i></p> |
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BRICK 2 · FILL-IN

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| <p>01 First, open the Returns page.
<i>"First" opens the list; "Then" carries on.</i></p> <p>02 Finally, restart the app.
<i>"Finally" announces the last step.</i></p> <p>03 Once you've opened the app, choose Orders.
<i>"Once you've ..." names the condition and takes "opened".</i></p> <p>04 Does this step make sense?
<i>After "does" the verb stays in its base form.</i></p> | <p>05 Make sure you check the email address before you click Send.
<i>"Make sure you ..." reminds of an important step.</i></p> <p>06 Please fill out the form below.
<i>It is one specific form, so the article stays.</i></p> <p>07 Let me know if the new link works.
<i>"Let me know if ..." invites a reply.</i></p> <p>08 Could you send me the order number, please?
<i>"Could you ..., please?" is the polite request.</i></p> |
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BRICK 3 · CORRECT

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| <p>01 Does this step make sense?
<i>After "does" the verb stays in its base form.</i></p> <p>02 Please fill out the form below.
<i>In English the noun keeps its article.</i></p> <p>03 Let me know if the link works.
<i>"Link" is singular, so the verb needs the -s.</i></p> | <p>04 Once you've opened the app, choose Orders.
<i>After "you've" comes the past participle "opened".</i></p> <p>05 Make sure you enter the right email.
<i>After "Make sure you" the verb follows directly, with no "to".</i></p> <p>06 Can you see the Print button?
<i>English puts the verb before the object: see the button.</i></p> |
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BRICK 4 · WRITE

Your sentences may differ — just check that order, tone and check-in match the three tools.

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| <p>01 "First, open the Returns page."
<i>"First" plus an imperative opens the instructions.</i></p> <p>02 "Click Send." / "Just click Send."
<i>Both forms are correct; "Just" makes the tone lighter.</i></p> | <p>03 "Once you've printed the label, attach it to the box."
<i>The condition comes first, the step follows.</i></p> <p>04 "Can you see the Confirm button?"
<i>A check about something concrete on the screen.</i></p> |
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NEXT BRICKS — KEEP BUILDING FREE ONLINE

PREREQUISITE

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