

B1

CUSTOMER CONTACT

≈ 27 MIN

Progress Updates – *practice on paper*

You have built the lesson — now lock in the lines for your next client update, brick by brick. New examples, same formula.

Done → **in progress** → next — delays early and with a new date

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT THE SENTENCES · APPROX. 4 MIN

● ○ ○

Does the sentence report finished work → left column. Does it describe work that is happening now → right column.

We've sent the invoices to your finance team.

Our designer has updated the logo files.

We're testing the new payment page this week.

We've already trained your sales staff.

The team is moving the old data to the new server.

We're currently checking the last translations.

The supplier has delivered the spare parts.

Our IT team is setting up the new laptops.

We're still writing the installation guide.

We've completed the safety check at your warehouse.

DONE	IN PROGRESS

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

● ● ○

Fill each gap with one word. The bracket tells you what matters.

- 01 We'll deliver the new chairs the end of next week. (spätestens bis)
- 02 We've installed the software on all laptops. (schon)
- 03 We haven't received your feedback . (noch nicht)
- 04 We've been working on the new app three weeks. (Zeitspanne)
- 05 Good news: we're ahead schedule. (vor dem Zeitplan)
- 06 Our office is closed Monday because of the move. (dauert an bis)
- 07 Don't worry, we'll the deadline. (einhalten)
- 08 What's the status of the project? (aktuell)

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 We will send you the offer until Friday.

02 We have installed the new printers last week.

03 We work on the website since March.

04 Here is the actual status of your order.

05 We are in plan for the launch.

06 We will hold the deadline for the second phase.

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



Write one or two sentences of your own for each prompt, for your next update to a client.

01 Done: say which task in your project is already finished.

02 In progress: say what your team is working on right now.

03 Next: name the next step with a date.

04 Delay: report that something is late and give a new date with "by".

MINI-CHECK – CAN I DO THIS YET?

- ☐ I report finished work in the present perfect: "We've finished...".
- ☐ I describe work in progress in the present continuous: "We're currently working on...".
- ☐ I give deadlines with "by" and say "current status", not "actual status".
- ☐ I report delays early and give a new date straight away.

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 We've sent the invoices to your finance team. → **Done**
The present perfect reports a finished result.
- 02 Our designer has updated the logo files. → **Done**
"Has updated" shows that the task is finished.
- 03 We're testing the new payment page this week. → **In progress**
The present continuous describes work in progress.
- 04 We've already trained your sales staff. → **Done**
"Already" with the present perfect reports finished work.
- 05 The team is moving the old data to the new server. → **In progress**
"Is moving" describes work that is happening now.

- 06 We're currently checking the last translations. → **In progress**
"Currently" plus the present continuous means it is happening now.
- 07 The supplier has delivered the spare parts. → **Done**
The delivery is complete, so the present perfect fits.
- 08 Our IT team is setting up the new laptops. → **In progress**
"Is setting up" describes work in progress.
- 09 We're still writing the installation guide. → **In progress**
"Still" plus the present continuous shows it is not finished yet.
- 10 We've completed the safety check at your warehouse. → **Done**
"Have completed" reports a finished result.

BRICK 2 · FILL-IN

- 01 We'll deliver the new chairs **by** the end of next week.
A deadline ("no later than") takes "by".
- 02 We've **already** installed the software on all laptops.
"Schon" with the present perfect is "already".
- 03 We haven't received your feedback **yet**.
"Noch nicht" is "not ... yet", with "yet" at the end.
- 04 We've been working on the new app **for** three weeks.
A length of time takes "for"; a starting point takes "since".

- 05 Good news: we're ahead **of** schedule.
The fixed phrase is "ahead of schedule".
- 06 Our office is closed **until** Monday because of the move.
Something continues up to a point, so it takes "until".
- 07 Don't worry, we'll **meet** the deadline.
"Einen Termin einhalten" is "meet a deadline".
- 08 What's the **current** status of the project?
"Aktuell" is "current"; "actual" means "real".

BRICK 3 · CORRECT

- 01 We will send you the offer **by** Friday.
A deadline takes "by", not "until".
- 02 We **installed** the new printers last week.
With "last week", use the past simple.
- 03 We **have been working** on the website since March.
For work in progress since a point in time, use the present perfect continuous.

- 04 Here is the **current** status of your order.
"Actual" means "real"; for "aktuell" say "current".
- 05 We are **on track** for the launch.
"Im Plan" is "on track" or "on schedule".
- 06 We will **meet** the deadline for the second phase.
You "meet" a deadline; you do not "hold" it.

BRICK 4 · WRITE

Your sentences may differ — just check that finished work, work in progress, the next step and a delay with a new date are there.

- 01 "We've finished the new product photos for your website."
Finished work in the present perfect.
- 02 "We're currently translating the product texts into French."
Work in progress in the present continuous.
- 03 "The next step is the test run on 3 November."
The next step with a specific date.
- 04 "The French texts are one week behind schedule. We'll send them to you by 10 November."
A delay reported early, with a new date and "by".

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PREREQUISITE

Present Perfect

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englisch-lehrer.com/berlin

ONLINE COURSES

englisch-lehrer.com/online
worldwide on Zoom

CONTACT

+49 511 4739339
james@englisch-lehrer.com

