

B2

PHONE & VIDEO CALLS

DIALOG · 4 MIN.

Sharing Your Screen and Guiding a Client Through a Form · Podcast

A consultant guides his client through an online form on a video call — sharing his screen, explaining the fields and securing the confirmation.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/sharing-your-screen-and-guiding-a-client-through-a-form>

NAME

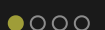
DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
to share your screen	den Bildschirm freigeben	<i>Can everyone see the slides? I'm sharing my screen now.</i>
to walk someone through something	jemanden Schritt für Schritt durch etwas führen	<i>Let me walk you through the registration process.</i>
dropdown menu	Dropdown-Menü / Ausklappmenü	<i>Select your country from the dropdown menu.</i>
to hover over	mit der Maus über etwas fahren	<i>Hover over the icon to see more information.</i>
to tick the box	ein Häkchen setzen	<i>Please tick the box to accept the terms and conditions.</i>
confirmation email	Bestätigungsmail	<i>You'll receive a confirmation email once the order is placed.</i>
to forward something	etwas weiterleiten	<i>Could you forward the invoice to our accounting department?</i>
spam folder	Spam-Ordner	<i>If you can't find the email, please check your spam folder.</i>





BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

get

become

receive

make

spam

junk

trash

sent

01 Nearly — you'll _____ a confirmation email.

02 If the confirmation doesn't arrive within ten minutes, check your _____ folder first.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

01 Martina knows her company registration number by heart.

T ☐ F ☐

02 If the confirmation email does not arrive, Martina should check her spam folder first.

T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

01 ☐ Daniel explains what to do if the confirmation does not arrive

02 ☐ They walk through the form from top to bottom

03 ☐ Daniel explains that bekommen means get, not become

04 ☐ Daniel shares his screen so Martina can see the form

05 ☐ Martina selects professional services and ticks the VAT box

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

.....

.....

.....

MINI-CHECK – CAN I DO THIS YET?

☐ I can announce a delay politely.

☐ I can propose an alternative.

☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.



Cut-out flashcards

✂ Cut out, fold on the line – English in front, German on the back. Or practise digitally:

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to share your screen

Can everyone see the slides? I'm sharing my screen now.

den Bildschirm freigeben

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Let me walk you through the registration process.

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Select your country from the dropdown menu.

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confirmation email

You'll receive a confirmation email once the order is placed.

Bestätigungsmail

to forward something

Could you forward the invoice to our accounting department?

etwas weiterleiten

spam folder

If you can't find the email, please check your spam folder.

Spam-Ordner

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **get**

False friend: German "bekommen" is "get" in English, not "become". "Become" means turning into something — Martina does not want to turn into an email.

02 **spam**

The transcript says "check your spam folder first" — the folder where confirmation emails often end up.

BRICK 3 · TRUE OR FALSE?

01 **False**

False — she says she never knows that number by heart.

02 **True**

True — Daniel tells her to check the spam folder first and only call if it is not there.

BRICK 4 · ORDER

- 01 **1.** Daniel shares his screen so Martina can see the form
- 02 **2.** They walk through the form from top to bottom
- 03 **3.** Martina selects professional services and ticks the VAT box
- 04 **4.** Daniel explains that bekommen means get, not become
- 05 **5.** Daniel explains what to do if the confirmation does not arrive

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

Online lessons with real teachers — English training since 2004 · Berlin · Hanover
· Online.

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