

Some of the Lessons in Blue Canoe

Last update: April 16, 2020

CATEGORY	TOPIC	LESSON	SENTENCE 1	SENTENCE 2	SENTENCE 3	SENTENCE 4	SENTENCE 5	SENTENCE 6
Life	Beginner social conversations	Responding to good news	Congratulations on your new job!	I'm so happy she was hired!	That's a relief to hear!	You deserve the promotion!	Let's celebrate your promotion!	That's wonderful to know!
Life	Beginner social conversations	Responding to bad news	I'm really sorry to hear that.	Oh no, is she okay?	That's so sad to hear.	Please accept my condolences.	My heart goes out to your family.	You're in my thoughts and prayers.
Life	Beginner social conversations	Asking questions	What do you miss about your home?	What do we need from the supermarket?	Can you give me a ride?	Can my friend come to dinner?	Have you seen my package?	Do you want to order takeout?
Life	Beginner social conversations	Socializing	Let's have lunch.	Let's go to the movies.	Please join us for dinner.	It's nice to meet you.	Did you have fun last weekend?	I'm looking forward to my vacation.
Life	Beginner social conversations	Family	My daughter plays soccer.	My in-laws are coming to visit.	Are your children in school?	We're going on vacation.	I have a sister and a brother.	How long have you been married?
Life	Beginner social conversations	Empathy	I hope you feel better.	That was a challenge.	You must be exhausted.	Congratulations on your hard work.	I'm inspired by your words.	You must be so proud.
Life	Beginner travel	Hotels & accommodation	Do you have any vacancies?	We'd like an ocean view.	Could I schedule a wake-up call?	How far is it to walk?	Excuse me, there's a mistake.	May I have a late checkout tomorrow?
Life	Beginner travel	Traveling	I have a connecting flight with a long layover.	Could you please check my bags?	I'd like an aisle seat with extra legroom.	I'm feeling jet-lagged.	Can I please have a round-trip ticket?	It was a smooth flight, and I slept well.
Life	Beginner travel	Airport Travel	There's a long line for security.	He departs from gate C.	My boarding pass is on my phone.	Text me when you arrive.	The flight is delayed.	I prefer the exit row.
Life	Beginner travel	Travel Questions	How do I get to the bus?	Can I pay after I've boarded?	Is this train northbound?	Does this shuttle go to the airport?	Where can I get a taxi?	What's the quickest way to the hotel?
Life	Social conversations	Asking questions	What do you miss the most about your home country?	Do we need anything from the supermarket to make dinner?	Can you give me a ride to the mall later?	Can my roommate join us for dinner tonight?	Have you seen my package from Amazon anywhere?	Do you want to order takeout with me tonight?
Life	Social conversations	Socializing	Do you have any plans for lunch?	Some of us are going to the movies.	Would you like to join us for dinner?	It's nice to finally meet you.	Did you do anything fun last weekend?	I'm looking forward to my vacation with my family.
Life	Social conversations	Disagreeing	I'm sorry, but I just don't agree.	I don't think that's always the case.	I'm not sure it's the best idea.	From my perspective it seems a little different.	That is a dealbreaker for me.	Let's look at it a different way.
Life	Social conversations	Family	My daughter is playing in a soccer tournament.	My in-laws are coming to visit for a week.	Are your children still in school?	We're going on a family vacation over the holidays.	I have a sister and two older brothers.	How long have you two been married?
Life	Social conversations	Empathy	I hope you feel better soon.	That sounds like it was a real challenge.	You must be exhausted after that.	It must be incredible to see the results of your hard work.	I'm really inspired by what you said.	You must be so proud of your children.
Life	Social conversations	Making Suggestions 1	We should suggest booking the hotel far in advance.	You should put ice on your knee to reduce swelling.	Try rebooting your computer and see if that works.	It's a good idea to wash grapes before you eat them.	How about taking the highway to the theater?	You could always call a mechanic to fix your car.
Life	Social conversations	Making Suggestions 2	I recommend reviewing your notes every weekend.	Have you considered taking a class to improve your Spanish?	Why don't you try talking privately with the team leader?	Let's wash the dishes before the game starts so we can relax.	You should review the material every other day.	I highly recommend that you stretch after exercising.
Life	Travel	Hotels & accommodation	Do you have any vacancies for tonight?	We'd like to have a room with an ocean view.	Could I schedule a wake-up call for seven o'clock?	How far of a walk is it to public transportation?	Excuse me, my booking was for a double room.	Would it be possible to have a late checkout tomorrow morning?
Life	Travel	Traveling	I have a connecting flight with a three hour layover in Chicago.	Could you please check my bags through in Chicago.	I'd like an aisle seat with extra legroom near the front.	I'm feeling a little jet-lagged after the day-long flight.	Can I please have a round-trip ticket to New York?	It was a smooth flight, and I slept most of the time.
Life	Travel	Travel Questions	How do I get to the closest bus terminal?	Can I pay my fare after I've boarded?	Is this train northbound or southbound?	Would you prefer taking a shuttle to the airport?	Do I have to book a taxi online?	What's the quickest way to the hotel from the airport?
Life	Travel	Airport Travel	It takes a while to get through security.	Our flight departs from gate C.	I saved my boarding pass on my phone.	Text me when your flight arrives.	The storm is causing a lot of delays.	The exit row provides more leg room.
Life	Travel	Asian Geography	In Thailand you can kayak between islands.	I went to Vietnam last year with some friends.	I saw a Komodo dragon on the beach in Indonesia.	There are thousands of islands in the Philippines.	Japan is a fascinating place to visit.	My friend goes scuba diving in South Korea.
Life	Restaurants	Food and Drink	Let's get coffee in the morning and discuss it.	Do you have time to grab a quick lunch?	Can you recommend a good restaurant for dinner?	Where do you want to go for dinner?	Please make a reservation at the sushi bar.	I prefer to eat where there are vegan options.



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Life	Restaurants	Making a reservation	I'd like to make a reservation for tonight.	What openings do you have for tonight?	We'd like a table for three, please.	How long is the wait without a reservation?	The reservation is under my name.	We are looking forward to eating there tomorrow.
Life	Restaurants	Ordering food	I want to order a pepperoni pizza for takeout please.	Is there an appetizer or salad you would recommend?	Can you buy me a vanilla latte from Starbucks?	Is this dish suitable for vegetarians?	I'd like the rest to go, please.	I'll pay with a credit card, thank you.
Life	Restaurants	Restaurant opinions	Excuse me, but this steak is undercooked.	Sorry to bother you, but my food is cold.	Just so you know, I'm allergic to shellfish.	Do you think that's enough food for the seven of us?	This is the best meal I've had in a long time.	What do you think looks good for dessert?
Life	Shopping and bills	Grocery shopping	What produce is on sale this week?	Buy a mango and a pineapple for our fruit salad.	Get a pound of chicken, some carrots, and two onions.	Excuse me, where can I find toothpaste?	That lettuce doesn't look very fresh.	They have a great selection of pastries and bread in the bakery.
Life	Shopping and bills	Housing	I am looking for a furnished apartment.	My budget is a thousand a month.	Is there any off-street parking available?	I'd like to have a look at this unit.	What utilities are included in the rent?	Can I sublease the room during summer break?
Life	Shopping and bills	Banking	I need a copy of last month's statement for my financial records.	Can I order personal checks from the banking app?	Can I have that in small bills, please?	I forgot the PIN number for my debit card.	Could I make an appointment to see a financial advisor?	I'd like to order some foreign currency for my upcoming trip.
Life	Shopping and bills	Internet & cell phone	What data plans do you have for smartphones?	Is there an option to bundle my services?	What are the rates for international calls from the United States?	This cellphone carrier has the best coverage for remote areas.	How's the reception in your neighborhood?	Which internet providers are available in this area?
Life	Shopping and bills	Car rentals	What's the mileage limit and the fuel policy for this rental?	I'd like to lease a mid-sized sedan with automatic transmission.	Do I need to get extra liability insurance, or am I covered?	Does my rental include roadside assistance and GPS?	Can I add an additional driver to my rental policy?	Can I add it up and drop it off in different locations?
Life	Entertainment and culture	Sports	Our team lost the final by three points.	What time is the Lakers' game tonight?	I think our manager is on the way out.	He scored an amazing touchdown in the last game.	He hit the ball out of the park and won the game.	The rookie hit a spectacular buzzer beater.
Life	Entertainment and culture	Going to the movies	I'd like two tickets for The Lion King at eight o'clock.	Unfortunately, the sequel bombed.	Part three of the trilogy was just released.	I have class tonight, so let's go to a matinee.	I was on the edge of my seat the whole time!	The remake has a stronger cast than the original.
Life	Entertainment and culture	Museums & exhibitions	What time does the next guided tour begin?	Let's leave our jackets at the coat check.	During Museum Week, admission is free.	This museum has an excellent collection of sculptures.	Is there a student discount available for this exhibition?	What collections are on display at the moment?
Life	Entertainment and culture	Concerts and plays	Let's look at the seating plan and choose tickets.	The only tickets still available have obstructed views.	The opening band will go on at eight.	Pick up your tickets at Will Call.	I'd like a seat in the center on the orchestra level.	My favorite guitarist is playing a gig this weekend.
Life	Entertainment and culture	Famous Movie Quotes	Frankly, my dear, I don't give a damn.	I'm going to make him an offer he can't refuse.	Here's looking at you, kid.	Go ahead, make my day.	A martini. Shaken, not stirred.	The stuff that dreams are made of.
Life	Entertainment and culture	Having Fun	I binge-watched five episodes last night.	This cat video totally cracked me up!	I recommend this app for word puzzles.	Trivia Night is this Thursday at the bar.	There's a slam poetry tournament tomorrow night.	I can't wait to go home and take a nap.
Life	Entertainment and culture	Reading	Do you enjoy reading plays by Shakespeare?	My favorite thing to read is science fiction.	I enjoy listening to poetry.	I listen to audio books on my commute.	Do you prefer fiction or nonfiction?	What types of books do you like to read?
Life	Health and exercise	Staying Healthy	She works out at the gym every morning.	I take vitamins and supplements on a daily basis.	Practicing yoga helps me to relax.	Our company provides fresh fruit every Tuesday.	Take the stairs instead of the elevator.	You should drink a lot of water when you exercise.
Life	Health and exercise	Outdoor Activities	Have you hiked on any of the trails nearby?	I'm interested in joining a rugby league.	I enjoy mountain biking more than road biking.	Do you know if there's a climbing gym in the area?	In the summer, you can kayak on the river.	Would you like to join me for a ping pong match?
Life	Health and exercise	Making A Doctor's Appointment	I'd like to make an appointment to see the doctor.	Is the doctor accepting any new patients?	I haven't been feeling very well lately.	It's time for my annual exam and flu shot.	Is there an opening at three o'clock next Wednesday?	Where's the closest urgent care clinic in this neighborhood?
Life	Health and exercise	Seeing doctors	This medication isn't covered by your insurance.	Drink lots of water, get plenty of rest, and you'll feel better.	Can I request a doctor's note for school?	Can you fill out my physical exam form for school?	To your knowledge, are you allergic to any medications?	Will I be able to get the results next week?
Life	Health and exercise	Describing Symptoms	I twisted my ankle, and now it's bruised and swollen.	It hurts when I apply pressure or try to move it.	I have a headache, a low fever, and a sore throat.	I feel kind of nauseous and light-headed.	I've been vomiting all day long and I'm dehydrated.	I got an itchy rash on my hand after touching the plant.



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Life	Health and exercise	Common Diagnosis	The test will determine whether it's bacterial or viral.	I'm prescribing a round of antibiotics to help you.	I'm referring you to a specialist for this issue.	You'll need to stay overnight for observation.	I'm happy to tell you it's not broken, only sprained.	Come back next week if you don't feel better.
Life	Health and exercise	Pharmacy	You need to submit the original prescription from your doctor.	That pharmacy only carries generic medication.	Can you explain what the side effects of this medication are?	What should I do if I forget and I miss a dose?	Can I take this medication on an empty stomach?	I am looking for over-the-counter cold medicine.
Language	Vowel focus	RED/GRAY Challenge	My favorite flavored beverage isn't available.	She sprained her left elbow when she fell.	Red potatoes and yellow tomatoes are amazing together!	There are many creative ways to get ahead in this game.	Brady and Brenda will bake bread next Wednesday.	Never interrupt your enemy when he's making a mistake.
Language	Vowel focus	TURQUOISE	The boy enjoyed the quiet toy but avoided the noisy one.	I always enjoy traveling to Chicago, Illinois.	Our oil company has employed many lawyers.	The royal family is joyous about the new baby boy.	Too much moisture in the soil destroys the roots.	The annoying noise spoiled my appointment with the lawyer.
Language	Vowel focus	OLIVE/ROSE	You're focusing on the wrong component.	My daughter spoke to the doctor about her problem.	Cough drops are often used for a sore throat.	Her boss is an honest stockbroker.	You ought to try my homemade lasagna.	Those roses won't grow where it's hot.
Language	Vowel focus	PURPLE	Have you heard the disturbing verdict?	Would you prefer a burger or a sandwich?	Excuse me, sir, you've got some dirt on your work shirt.	I learned a lot in the first rehearsal.	In a perfect world we are all certain of our purpose.	Each person is encouraged to work virtually.
Language	Vowel focus	R-controlled RED/GREEN	I'm very serious about my career goals.	Barbara and Jeremy are hard working engineers.	Are you aware that Miriam is getting married?	That TV series is seriously terrible.	Where does Claire get her hair cut?	Clearly, the new librarian is very prepared.
Language	Vowel focus	RED/BLACK Challenge	Let's go back to the entrance.	Can I have a pen?	Please set it on the end of the desk.	You can't tamper with a bad temper.	That's an incredible app!	I'm sad she said it was bad.
Language	Vowel focus	MUSTARD/OLIVE/ROSE Challenge	This approach offers a number of bonuses.	The CEO quoted a well-known entrepreneur.	I had to interrupt my colleague's long conversation.	I woke up with an awful cough.	It's a tough spot but I know we'll muscle through.	My husband bought a start-up.
Language	Consonant focus	R / L Challenge 1	I'd really like a red file folder.	We release the report annually.	Larry always arrives late.	There are a lot of English language learners in the world.	Our yearly travel allotment is limited.	The salary ledger is probably ready.
Language	Consonant focus	R / L Challenge 2	We're truly thrilled to the core with your work.	They're really limited in natural resources.	We're clearly the industry leader in retail.	I'm increasingly intrigued by driverless cars.	The quarterly report is ridiculously long.	Our national parks are definitely worth visiting.
Language	Consonant focus	/th/ Challenge	The weather has been awful this whole week.	My mother is very healthy for her age.	I've been thinking about running a marathon.	Your brother sounds like quite the athlete!	Let's go over the other plan together.	Do you think this idea has merit?
Language	Consonant focus	Sh/s/l/bl	She said she sold three black sheep.	Silver slugs are said to slither nearby.	You should try blinking slowly to relax.	Let's share our notable accomplishments.	She slipped her shoes under the black table.	Should we listen to some blues or some jazz?
Language	Consonant focus	Complex Consonants	We need to watch the numbers next month.	Please complete the batch by this afternoon.	I think we've got the edge on the competition.	The UI and the content seem mismatched.	I don't think the solution is complicated.	Let's set some stretch goals over lunch.
Language	Consonant focus	B / V words 1	She bought a very beautiful blue violin.	There's a marvelous view of the valley from the balcony.	Do me a favor and revise the blurb describing the event.	This vase is a very valuable antique from Venice.	He's the best baseball player in Boston.	I plan to vote for the best politician in the next election.
Language	Consonant focus	B / V words 2	Vivian said her brown velvet belt is her favorite.	This vintage table has a superb ebony veneer.	The cabin isn't available until February.	He interviewed for a position in aviation.	My supervisor gave me five tickets for the adventure movie.	Residents were evacuated before the river burst its banks.
Language	Consonant focus	B / V words 3	The volunteers gave the vegetables to the vegetarian veterans.	We provide services based on our availability and your objectives.	Can taking vitamins improve the quality of my vision?	For the battery, what voltage do you need?	The driver hit the curb while rounding the curve.	The hungry dove dove down to get the bread.
Language	Consonant focus	B / V words 4	They had trouble obtaining travel advice while visiting Vienna.	To avoid ambiguity, we should adhere to a common vocabulary.	The box of books was too heavy for me to move.	We bought two bottles of valuable wine at the vineyard.	The burning lava flowed from the volcano to the faraway valley.	Did you vacuum the living room, or the bedroom?
Language	Difficult sounds	Tricky Words	There was applause when the choir finished singing.	I put several miscellaneous items on the shelf.	My uncle waited in a long queue.	He thoroughly cleaned the refrigerator.	It poured throughout the night.	The foreigner was welcomed with genuine warmth.
Language	Difficult sounds	Tongue Twisters	Imagine managing an imaginary menagerie.	Send me seventy-seven benevolent elephants.	Willy is really very weary.	I would if I could, but I can't, so I won't.	Which wristwatch is a Swiss wristwatch?	Butter makes the bitter batter better.

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Language	Difficult sounds	Difficult Words 1	My itinerary involves changing planes three times.	It's essential that you acquire the fundamental skills.	The cafeteria food had an unpleasant smell and a peculiar taste.	The elderly gentleman sat on the bench and fed the squirrels.	The actress's final performance was sensational.	He used an alias to avoid public attention.
Language	Difficult sounds	Difficult Words 2	My maternal aunt lives in a rural town.	The quarterly statement contains superfluous details.	It's rumored that the brewery will close this year.	Their relationship deteriorated after the merger.	We're experiencing exponential growth in the market.	That phenomenon rarely occurs in this business.
Language	Difficult sounds	Difficult Words 3	My doctor recommended I wear comfortable shoes to relieve my pain.	Please buy some quinoa at the supermarket.	We photographed leopards and penguins at the zoo.	She's a scrupulous employee who always checks her work for accuracy.	I was summoned to serve as a juror.	Their group is seen as the epitome of environmental activism.
Language	Parts of speech	Adjectives 1	The store will be open until midnight.	I'm curious to hear about your vacation.	Finding a seat at this cafe is hopeless.	This building is a historical landmark.	I dream of living on a tropical island when I retire.	This curry smells so appetizing.
Language	Parts of speech	Adjectives 2	Football certainly looks like a dangerous sport.	I have to go for a physical exam next week.	Her meals are always delicious and also healthy.	Those kittens are so tiny and adorable.	She gave birth to beautiful, identical twin girls.	Why don't we use disposable cups at the barbecue?
Language	Parts of speech	Adjectives 3	She's more competitive than her sister when it comes to sports.	The author of the letter remains anonymous.	Her parents are always supportive of her plans.	My professor's positive feedback was encouraging.	The buildings were destroyed in the earthquake.	Their answer seemed strange and ambiguous.
Language	Parts of speech	Adjectives 4	She gave me some positive advice about accounting.	This could be an effective solution.	I believe this estimation is accurate.	The issue we face is quite serious.	We have to rethink our original plan.	She gave us a quick tour of the factory.
Language	Parts of speech	Adverbs 1	Always remember to drink responsibly.	We waited patiently at the station for the train.	We'll obviously need to remodel the kitchen.	He plays tennis practically every day of the week.	His English pronunciation has improved significantly.	We're actively involved in community building.
Language	Parts of speech	Adverbs 2	They responded to my request enthusiastically.	I was able to confidently answer their questions.	They're ambitiously looking to expand their business.	They happily refunded our money.	We have to think about this rationally.	We're endlessly looking for ways to innovate.
Work	Business meetings	Business Meetings	Hello. It's very nice to meet you.	Let's welcome our new employees to the office.	Please introduce yourself to our staff during the call.	I will prepare the presentation for Thursday.	Can you confirm your availability to meet Wednesday?	My calendar looks open in the afternoon.
Work	Business meetings	Conference Calls	Can I ask that we all state our names?	Let's start with some general information.	I'm sorry, could you say that again?	What are the other alternatives?	When can we discuss this again?	It's been a pleasure to speak with you.
Work	Business meetings	Negotiating	Let's consider the alternatives before deciding.	I'd like to suggest a solution.	I think your proposal is acceptable.	We've managed to reach an agreement.	We were hoping for a different outcome.	There may be some room to maneuver.
Work	Business meetings	Business Meetings 2	I'd like to provide some context for this meeting.	Would you prefer that I use PowerPoint for the presentation?	I'm sorry to interrupt; please continue.	It looks like we're about out of time.	Let's follow up on this topic later.	Who has joined the call?
Work	Business meetings	Talking Further	I hope to facilitate a conversation between stakeholders.	I look forward to getting your feedback on my project.	I'll swing by your cubicle to discuss this.	Email me tomorrow with your estimates on the budget.	Let's plan on meeting tomorrow morning to discuss our strategy.	Can we table this conversation until there's more data?
Work	General workplace	Business Attire	On casual Friday you can wear jeans to work.	He wore a suit and tie to the interview.	Her jewelry beautifully complemented her silk blouse.	Where did you find that gorgeous jacket?	Did you notice his blue suede shoes?	I left my purple scarf in the conference room.
Work	General workplace	Business Idioms	It will boost the bottom line.	Could you give me a ballpark figure?	We need to get this off the ground.	I think we're ahead of the curve.	I'm afraid we're back to square one.	We'll be starting from scratch on this program.
Work	General workplace	Consulting	Show your preference by checking the appropriate box.	Transparency is a key element of our success.	We have been asked to provide details about your annual income.	Could you double check the figures for any errors?	The regulatory authority is stringent with its requirements.	They would like to grow their portfolio.
Work	General workplace	Workplace Adverbs 1	We're considering how we can work more efficiently.	The engineer meticulously inspected the design.	Logically speaking, how can you fix this issue?	She consistently achieved her sales quota.	Can you accurately forecast market trends?	We expect our business to grow substantially.
Work	General workplace	Workplace Adjectives 1	She's responsible for creating all designs.	It isn't necessary to interview the candidates again.	Their team was absolutely unstoppable.	We apologize for the poor service you received.	We appreciate your providing daily reports.	Well, I think her offer is acceptable.
Work	General workplace	Workplace Adjectives 2	We'll have an internal meeting on Friday.	She had several general questions about our services.	We're careful with your personal information at all times.	We're developing our business on an industrial scale.	Our customers are always very demanding.	It's important to respond to all inquiries.



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Work	Jobs and interviewing	Perks	There's free yoga for employees on Wednesdays.	Everyone in the office gets a standing desk.	We get fresh fruit delivered once a week.	Our benefits include a free bus pass.	Our insurance covers dental and vision.	Our company contributes to our 401(k).
Work	Jobs and interviewing	Interview 1	What prompted you to contact our company?	Could you describe your greatest strengths?	Please tell us about a recent challenge and how you dealt with it.	What experience do you have in this industry?	What new skills have you acquired over the past year?	What makes you the right person for this position?
Work	Jobs and interviewing	Interview 2	What skills do you hope to develop?	What motivates you to perform your best?	How would you describe your ideal work environment?	Describe a significant accomplishment in your career.	How have you cultivated a positive environment at work?	How can you leverage your experience in this role?
Work	Jobs and interviewing	Interview 3	How do you think you can best contribute to our company?	What are your plans to improve yourself this year?	What did you learn from your failures in your previous job?	How do you cope when you work under stress?	How do you anticipate the market developing in the long term?	Who do you identify as the disruptors in this industry?
Work	Jobs and interviewing	Job Status	The salary is average for the industry.	The position was only posted internally.	This company provides great opportunities for advancement.	What skills do I need to get a promotion?	Did you relocate to join this team?	How do you rate the company's diversity?
Work	Jobs and interviewing	Roles	Do you know which developer is working on that?	Our project manager is developing a schedule.	Check with HR to get information about the policy.	The VP is responsible for a multinational team.	We are recruiting for more designers on our team.	Can we see the new prototypes for the UX?
Work	Reporting what others said	Reported Speech 1	He said he didn't hear back from the customer.	I told them I could meet on Wednesday.	She asked us if she could attend the meeting.	They told me that they needed more time.	He mentioned that he couldn't attend the seminar.	Our customer said they were ready to move forward.
Work	Reporting what others said	Reported Speech 2	She told me the presentation was a success!	He said the client was unimpressed and rejected our offer.	Our customer asked if we could reschedule the training.	My manager told me to revise my proposal.	My colleagues asked me to review their documents.	They requested that we reword the contract.
Work	Reporting what others said	Reported Speech 3	My colleague said she closed the deal last Friday.	She said we should review the customer's requests.	They asked me to consider their business proposal.	I told her that her presentation was informative.	Our partner mentioned they would need a week to decide.	He asked me if I could provide an estimate.
Work	Reporting what others said	Reported Speech 4	She reported the sales training was invaluable.	He mentioned that he'd be away next week.	Our manager said he'd assign me a new region.	The sales director explained the outlook for next quarter.	The CEO told us she would invest in the new initiative.	She asked me to explain the key differentiators.
Work	Reporting what others said	Reported Speech 5	They said the product didn't function as they expected.	He told me he would call by tomorrow.	She said the workshop had been moved to another venue.	They said they wanted to hire three employees.	I told the salesperson we didn't need more licenses.	Her coworker mentioned that they had an opening in sales.
Work	Reporting what others said	Reported Speech 6	He said they would have to increase their prices.	Our manager told us to generate more demand.	The CFO said we had to cut spending in the next quarter.	My colleague asked if I could attend the interview.	The CIO told me that they wanted to use a scratch system.	I asked my assistant to book a hotel room in Singapore.
Industry	Beginner customer service	Avoiding Silence	Please allow me one moment.	I'll review your account.	May I place you on a brief hold?	This will take just a moment.	Thank you for your patience.	I'm still working on it.
Industry	Beginner customer service	Understanding	I know this can be confusing.	I apologize for the confusion.	Please allow me to explain.	I understand why you'd be disappointed.	I understand why you'd be frustrated.	Let's look at what happened.
Industry	Beginner customer service	Caring Phrases	My condolences for your loss.	I hope you have a speedy recovery.	You have every right to feel frustrated.	I'd feel the same way.	Thank you for sharing that.	I understand how you feel.
Industry	Beginner customer service	Flexibility	Here's what I can do.	Here's a way to approach this.	Would you be willing to try something?	We have a few different options here.	How can I correct this for you?	I see what happened.
Industry	Customer service	Gathering information	How can I help you today?	Sorry, but I can't hear you very well.	I'm happy to answer your questions.	Could I ask who's calling please?	Let me see if I understand the situation correctly.	Your loyalty is important to us.
Industry	Customer service	Caring	I'm sorry you had to make this call today.	I am sorry for any frustration you experience.	I completely understand how you feel.	I can't imagine how difficult that must be.	Peace of mind is important to have.	This will give you greater peace of mind.
Industry	Customer service	Appreciation	I appreciate you taking time out of your day.	I'm really glad that you called us today.	We appreciate having you as a customer.	It's my pleasure to talk with you today.	It's been my pleasure to help you today.	I appreciate that you called us today.
Industry	Customer service	Next steps	Let me take care of that for you.	I'd be happy to solve that for you.	I'll check and get back to you later.	I'm afraid I don't have that information.	Is there anything else I can help you with?	Would you like to speak to the manager?



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Industry	Customer service	Payments	I can process your payment free of charge.	I'm happy to waive the expedited payment fee.	May I assist you with processing your payment?	The statement was delivered on the seventeenth.	The health of your account is important to you.	Your account is not eligible for a late fee credit.
Industry	Customer service	Positive Impression	Thank you for your six years of loyalty.	What else can I assist you with today?	Thank you for being such a loyal customer.	I'd be happy to take care of your request.	I'd be more than happy to help you.	Do you have all the information you need?
Industry	Customer service	Customer loyalty	We don't want to lose you as a customer.	How can we win back your trust?	I'm disappointed you want to close the account.	If you agree to keep your account open, I can help you.	This feedback is very important to us.	We appreciate your loyalty as a customer.
Industry	Customer service	Unhappy Customers	You are understandably concerned about the health of your account.	That must be terribly frustrating.	I'm sorry you have to go through this.	I can issue you a partial late fee credit.	Let me put you in touch with my manager.	I will take care of this problem right away.
Industry	Customer service	Contact us	We appreciate customer reviews on social media.	Our representatives are available Tuesdays and Thursdays.	If you have a question, call this number or email us.	Fill out the form and send it directly to our manager.	We've received several letters of complaint.	Lots of people are posting positive reviews.
Industry	Medical	Pharma	Children receive most vaccines when they're young.	I purchased some over-the-counter allergy medicine.	Prescriptions can usually be filled quickly.	Some medications have adverse side effects.	Your dosage depends on a number of factors.	Generic alternatives may be cheaper than brand name drugs.
Industry	Medical	Pharmaceutical vocabulary	GCP is a standard for clinical trials.	Pharmaceutical companies discover new therapies.	Age is a risk factor in most neurodegenerative diseases.	CRISPR is a molecular toolkit.	Orphan drugs are for rare diseases.	Reporting of adverse events is mandatory.
Industry	Medical	Medical Professionals 1	I had an appointment with the orthodontist last week.	I had an eye examination with the ophthalmologist this morning.	My sister wants to become a pediatrician.	The oncologist will prescribe the best treatment.	The dermatologist gave me some medicine for this rash.	The radiologist took an x-ray of my lungs.
Industry	Medical	Medical Professionals 2	He recommended that his friend see a psychiatrist.	The anesthesiologist will prep you before your surgery.	The cardiologist recommended exercising daily.	She's been working as a physician for three years.	I canceled my appointment with the dentist.	We've received the diagnosis from the neurologist.
Industry	Medical	Medical Professionals 3	My mother volunteered to work at a hospice center.	I need to see an immunologist about my allergy.	She's the most renowned plastic surgeon in Asia.	The obstetrician specializes in difficult pregnancies.	The famous geneticist gave a speech at the conference.	She's working as a pathologist at the university hospital.
Industry	Technology	Discussing a Project	Please schedule the meeting for tomorrow.	We are delighted that the project is done.	The developer needs payment for their work.	Would you recommend that we upload the new software?	Send an invoice to our department by Monday.	I have confidence that we'll achieve our goal.
Industry	Technology	High Tech Project	The developers are working on the next release.	The specifications must be accurate and complete.	Will this version be compatible with the previous one?	Let's review the information with the customer.	The engineers will install the new software.	Please verify that the defects have been resolved.
Industry	Technology	Operational Talk	Did you try clearing your cache?	Let's conduct user testing on each iteration.	That version of Java isn't supported.	There were a ton of bugs in the beta release.	Double click to run the batch file.	You have to update the widget to uninstall it.
Industry	Technology	Evolving Workplace	The field of robotics is changing how we work.	I can't get used to this new interface.	With VDI I can work from anywhere I want.	What is your opinion about the internet of things?	Our digital workplace makes us more action oriented.	Let's look at it on our interactive display.
Industry	Technology	Communicating Challenges	This solution doesn't seem to be scalable.	We need to troubleshoot a recurring error in our platform.	The application won't open in that browser.	The developer must have misinterpreted our update requests.	The UI in this section isn't intuitive.	I'm unable to download that spreadsheet.
Industry	Technology	Tech Jargon	We did a deep dive on that item.	He gave me a brain dump on the project.	Let's get rid of the eye candy.	Users are likely to opt out of that.	Make sure you delete your cookies.	I just don't have the bandwidth for this.
Industry	Technology	Manufacturing	We manufacture goods for homes and businesses.	The circuit board needs improvement.	They use laser engineering to build products.	Where do the raw materials come from?	We'll have to import the parts and assemble them.	The delicate work is done manually.
Industry	Finance	Finances	Revenues are skyrocketing this year.	I found some errors in the report.	Are you over or under your budget?	How are you managing expenses?	They haven't yet paid the invoice.	The accountant is working on the audit.
Industry	Finance	Paying Taxes 1	Pay your taxes on time to avoid penalties.	I need power of attorney to call the IRS on your behalf.	I make quarterly estimated payments.	State deductions have been capped due to tax reform.	The corporate tax rate is usually a flat percentage.	My withholdings weren't high enough this year.
Industry	Finance	Paying Taxes 2	You can't take a deduction for your vacation.	Sales tax for online purchases is under scrutiny.	You can deduct that from your adjusted gross income.	Don't forget to file your annual report.	What were my qualified medical expenses?	I'll send you my individual receipts and bank statements.



Some of the Lessons in Blue Canoe

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Industry	Finance	Tax Accounting	Submit your tax returns this fiscal year.	You should conduct the transaction in U.S. dollars.	We have found some irregularities in your report.	Imported items are subject to customs duties.	Companies want to maximize their profit.	Consumption taxes will be raised to ten percent.
Industry	Sales	Sales	There's a one year warranty on this product.	I can send you a quote on Friday.	A free trial is available.	What problems are you trying to solve?	Would you be interested in learning more about our product?	There's a discount if you purchase this quarter.
Industry	Sales	Sales 2	Her insights deliver real value.	We have a relationship sales approach at this company.	Let's practice better social listening.	How can we anticipate our customers' needs?	They are embracing our digital evolution.	Good job innovating your approach to sales!
Industry	Sales	Technology in Sales	Do you have access to the customer data platform?	Sales acceleration technology has had a huge impact on our business.	Our business model mainly focuses on B2B sales.	Our CRM system moved to the cloud years ago.	Wireless headsets were a breakthrough in the industry.	We need to encourage external stakeholders to be more involved.
Industry	Sales	Sales Management	We hope to achieve our quarterly sales quota.	Let's leverage social media to reach more customers.	His sales pipeline shows we're on track to hit our target.	Our analytics will enable us to target our sales.	We can do more to modernize our methodology.	I'm creating a deck for the product demo.
Industry	Sales	Sales Possibility 1	There's a chance that this deal will be deferred.	We're likely to close this month.	We will definitely include this option in our proposal.	I'm afraid we can't reschedule the workshop.	Would it be possible to move up the closing date?	I'm certain that the executives will agree.
Industry	Sales	Sales Possibility 2	It's highly unlikely that we'll finish the project by the end of the month.	I may be able to complete my report by next Monday.	We might have to move the deadline back to December.	There's a strong possibility that the project will be canceled.	It's quite possible that our budget will be cut.	I can finish my analysis before Thursday.
Industry	Sales	Sales Possibility 3	My quota is higher than last year.	I won't be able to close the deal in November.	Can we revise our strategy later this week?	Our organization may change next quarter.	The customer is likely to reject this offer.	We were able to convince their CEO.
Industry	Sales	Sales Possibility 4	We couldn't confirm their budget.	I doubt they'll accept our conditions.	She can provide the customer with another quote.	We must prove our value to the customer.	They might reconsider if we renegotiate the terms.	We can't adjust our forecast beyond this point.