

Workplace Communication

✓ Useful Phrases for Work

Situation	What You Can Say
When greeting someone	Good morning. / Hello.
Asking for help	Excuse me, can you help me, please?
When you are late	I'm sorry, I'm late. The bus was late.
Asking for a break	Can I take a break, please?
Saying thank you	Thank you. / Thanks a lot.
Talking to a manager	I will finish it soon. / I need more time, please.

PAIR DISCUSSION (SAMPLE ANSWERS)

Q1: How do you speak to your manager?

Sample Answers:

- "Good morning, I hope you're well."
- "Can I speak with you for a moment, please?"
- "Would it be okay if I ask you a question?"
- "Excuse me, I need some help with this task."

Q2: What do you say if you are late?

Sample Answers:

- "I'm sorry I'm late. There was a problem with the bus."
- "Apologies for the delay. I had a personal emergency."
- "I'll make sure to leave earlier next time."

Q3: What do you say when you need help?**Sample Answers:**

- "Excuse me, could you please help me with this?"
- "I'm not sure how to do this. Can you show me, please?"
- "Would you mind explaining this task again?"

GROUP DISCUSSION (SAMPLE ANSWERS)**Scenario 1: Asking for a break****Sample Answers:**

- "Excuse me, may I take my break now?"
- "Is it okay if I go on my 15-minute break?"
- "I've finished my task—can I take my break, please?"

Scenario 2: Helping a customer find an item**Sample Answers:**

- "Can I help you find something?"
- "The bread is in aisle 3, next to the milk."
- "Let me show you where it is."
- "I'll check in the back for you. One moment, please."

Scenario 3: Telling your team about a delivery delay**Sample Answers:**

- "Just to let you know, the delivery is running late today."
- "We've had a delay with the stock delivery—it should arrive in the afternoon."
- "Please inform the manager that the delivery is not here yet."