

GIVING REASONS AND EXPLANATIONS

B2-C1 | Conversation practice examples for explaining decisions clearly

Conversation: Explaining a delayed exhibition

Journalist	The exhibition was due to open this Friday. Why have you moved it back two weeks?
Curator	The main reason is that the glass cases haven't arrived. We can't display the borrowed objects safely without them.
Journalist	Was the delivery date uncertain when you announced the opening?
Curator	No. The supplier confirmed it, but a fault was found during their final checks. As a result , two cases had to be remade.
Journalist	Could you open with fewer objects and add the rest later?
Curator	We considered that. The decision was based on the loan conditions: the lender requires the full display to be checked before opening.
Journalist	What happens to visitors who booked for this weekend?
Curator	They can transfer or receive a refund. The aim was to give them a clear choice rather than leave them waiting for another uncertain date.

Key phrases: The main reason is that / As a result / The decision was based on / The aim was to

Conversation: Changing a customer support rota

Priya	I've noticed there are more people on the early shift now. Has the total number of enquiries gone up?
Dan	Not much. The pattern has changed. This is largely because more customers are ordering before they leave for work.
Priya	So you had spare staff in the afternoon, but not in the busy mornings?
Dan	Exactly. One factor is the time needed to hand enquiries over. Moving staff between queues wasn't solving it quickly enough.
Priya	Is that why you changed the starting times instead of hiring more people?
Dan	Yes. This was necessary in order to cover the busy period without increasing everyone's hours.
Priya	Will the early team stay larger once the seasonal orders drop?
Dan	We'll review the figures next month. This means that the current rota is a trial, not a permanent change.

Key phrases: This is largely because / One factor is / This was necessary in order to / This means that

Create your own conversation

Choose one prompt. Use at least two key phrases and include a natural response and follow-up.

Prompt 1: Explain a delayed public event. Discuss the cause, why alternatives were rejected and the arrangements for customers.

Prompt 2: Explain a staffing change. Distinguish the underlying pattern from the practical response and its intended effect.