

SEQUENCING IDEAS

B2-C1 | Conversation practice examples for structuring an explanation

Conversation: Investigating a delivery problem

Hannah	Three customers say their parcels arrived late. Where should we start?
Luis	The first step is to check the dispatch records. We need to know when the parcels left us.
Hannah	I'll pull those up. Should I contact the courier at the same time?
Luis	Let's check our records first. Once this is done , we can ask the courier about any gaps.
Hannah	Two orders weren't dispatched until Wednesday. The customers ordered on Monday.
Luis	Then the delay started here. The next stage is to find out why those orders weren't picked up.
Hannah	I'll speak to the warehouse team, then draft a reply to each customer.
Luis	Good. The final step is to confirm what we've changed so the same problem doesn't happen again.

Key phrases: The first step is to / Once this is done / The next stage is to / The final step is to

Conversation: Planning a community interview project

Ruth	We have twelve volunteers. Can we send them out to interview residents this weekend?
Malik	Not yet. To begin with , we should agree on a few questions everyone will ask.
Ruth	Otherwise we'll get twelve completely different sets of answers. Shall we test the questions here?
Malik	Yes, with two or three residents. Following that , we can revise anything that causes confusion.
Ruth	And give the volunteers a chance to practise asking them?
Malik	Exactly. Afterwards , we'll pair them up and allocate different streets.
Ruth	What if somebody doesn't want their comments included in the report?
Malik	We'll explain how we'll use the answers and leave out any comments they don't want included.

Key phrases: To begin with / Following that / Afterwards

Create your own conversation

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

Prompt 1: Explain how to investigate a service problem. Your colleague challenges the order of the steps.

Prompt 2: Plan a small research project, including a trial, revisions and participant preparation.