

MAKING OFFERS AND RESPONDING TO OFFERS

B2-C1 | Conversation practice examples for offering support professionally

Conversation: Preparing for a difficult call

Iris	The client wants to discuss the delay this afternoon. I'm worried I won't have all the technical answers.
Mark	If it would help, I could join the call and explain what happened during testing.
Iris	That would be extremely helpful. I'd rather give them an accurate answer than promise something we can't deliver.
Mark	Agreed. Would you like me to prepare a short timeline as well?
Iris	I'd appreciate that. Please include what we've already fixed and what's still outstanding.
Mark	I'll have it ready by two. Do you want me to lead the call?
Iris	Thank you, but I'll open the discussion. You can come in when we get to the technical details.
Mark	That sounds sensible. Let's compare notes beforehand so we give a consistent update.

Key phrases: If it would help, I could / That would be extremely helpful. / Would you like me to / I'd appreciate that. / Thank you, but

Conversation: Helping a visiting speaker

Host	Welcome. May I offer you some assistance with your equipment?
Speaker	Yes, please. I can't seem to connect my laptop to the projector.
Host	We have an adapter for that model. I'd be happy to fetch it from reception.
Speaker	Thank you. While you're doing that, I'll open the presentation.
Host	Here you are. Would you like me to stay while you test the sound?
Speaker	I think I can take care of it from here. You've shown me where the controls are.
Host	Of course. I'll be just outside if anything else comes up.
Speaker	Thanks. I'll let you know when I'm ready for the audience to come in.

Key phrases: May I offer / I'd be happy to / I can take care of it

Create your own conversation

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

Prompt 1: Offer support before a difficult professional conversation. Agree on the help and clarify your roles.

Prompt 2: Assist a visiting speaker. Accept useful help, then politely explain what you can handle yourself.