

REAL ENGLISH FOR THE OFFICE

Practical English and Workplace Judgement
for Real Office Situations

Situation first. English second.

FREE PREVIEW

A genuine look inside the complete 151-page digital guide.

N. V.

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WHAT THIS BOOK DOES DIFFERENTLY

You may know the English words and still hesitate when a real workplace problem lands on your desk.

A customer asks for something outside your authority. Two urgent tasks arrive at once. An invoice does not match a quotation. You need to chase a colleague without sounding rude. A telephone caller speaks too quickly.

These aren't simply English problems. They're workplace situations.

Real English for the Office combines natural workplace English with the practical judgement an experienced administrator uses: what to check, when to ask, what you can promise, when to escalate and what should happen next.

The method

IDENTIFY	What is actually happening?
CHECK	What are the facts? Separate what you know from what you think.
KNOW	What are you authorised to do, and where does your authority stop?
COMMUNICATE	Choose clear English that fits the person, relationship, urgency and purpose.
ACT	Make the next action clear: who does what, and when?

Who it is for: adults using - or preparing to use - English in administration, customer service, reception, sales support, purchasing, accounts administration, order processing, logistics support and similar office environments. It is particularly useful around B1/B2 level.

INSIDE THE COMPLETE GUIDE

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Module 10	Sound More Natural at Work
Reference	Quick Office Survival Reference

The complete digital edition contains 151 pages of real situations, adaptable wording, office rules, examples and a fast-reference section designed to sit beside your laptop.

SAMPLE: HANDLING PROBLEMS PROFESSIONALLY

1. An invoice has not been paid

THE SITUATION

The payment deadline has passed and your records show that the customer's invoice remains unpaid. Do not begin by assuming the customer is deliberately refusing to pay. Payments get overlooked; invoices go to the wrong person; someone may be away; approval may simply be delayed.

WHAT AN EXPERIENCED ADMINISTRATOR DOES

First contact: keep it friendly and allow for genuine oversight. Second contact: become clearer and more direct. Further contact: state what is outstanding and follow company escalation procedure.

FIRST EMAIL - FRIENDLY

Subject: Invoice 4587

Hi Sarah,

I hope you're well.

I'm just following up regarding invoice 4587 for EUR 1,240, which was due for payment on 15 September.

Could you please check whether this has been processed?

If payment has already been made, please disregard this message.

Many thanks,
Anna

OFFICE RULE

Being professional does not mean being endlessly nice. Your tone can become firmer when someone repeatedly fails to act.

SAMPLE: PROFESSIONAL EMAILS

When the instructions are unclear

THE SITUATION

Your manager gives you an instruction, but you are not completely sure what they mean. You could guess and hope you are right - or you could clarify before acting.

WHAT AN EXPERIENCED ADMINISTRATOR DOES

Do not guess. Ask a precise question that makes the decision easy. If there are two likely interpretations, state them clearly.

Natural wording

Just to clarify, do you want me to send this directly to the customer or send it to you for approval first?

If the recipient is also unclear, verify that too before sending anything.

OFFICE RULE

Never guess when you can verify.

Another situation: no confirmed update

If a customer keeps asking for an update but you still have no confirmed answer, recheck the relevant department and see whether another authorised person can help. Do not invent a timeframe simply to sound helpful.

I don't have a confirmed timeframe yet, but I've followed this up again and I'll update you as soon as I have reliable information.

OFFICE RULE

Never promise a timeframe you don't control.

SAMPLE: QUICK OFFICE SURVIVAL REFERENCE

Real English for real working days.

THE GOLDEN OFFICE RULES

- Check before you assume.
- Never pretend you understood.
- Never guess when consequences matter.
- Don't promise what you don't control.
- Protect yourself with facts, not blame.
- If you make a mistake, own it and help fix it.
- Don't automatically say yes - clarify urgency and priority.
- Create a paper trail when it matters.

EMAILS

Thanks for your email.

Could you please send me...?

Just following up on...

Just to make sure I've understood correctly...

I don't have that information yet, but I'll check and get back to you.

It looks like the attachment didn't come through. Could you please resend it?

THE 20-SECOND OFFICE CHECK

DO I KNOW - or am I assuming?

DID I CHECK - or am I relying on memory?

CAN I PROMISE THIS - or does somebody else control it?

IS IT CLEAR - does the other person know what happens next?

IS IT RECORDED - will I remember this accurately tomorrow?

ABOUT THE AUTHOR

Real English for the Office grew from decades of practical experience across administrative and clerical work, retail cash-office work, bookkeeping and business management.

Over those years, one lesson became particularly clear: good administration is not simply about knowing how to write an email, answer a telephone or process a document. It is about judgement - knowing what to prioritise, what to check, when to ask, where your authority ends, how to keep a record and how to communicate the next step clearly.

N. V. is a native English speaker with extensive practical office experience. The guide was created from the administrator's side of the desk: natural workplace English combined with the decisions that real office situations require.

THE COMPLETE DIGITAL EDITION

151 pages • 10 practical modules • Quick Office Survival Reference

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