

Explain a new delivery change

NA1 | Use these notes to practise an update and a reply

You are Alex. Your teacher is your colleague Sam. These details are fictional. Read your notes, then explain the change to Sam.

1. Read your notes

It is Monday at 10:00.

Delivery: expected this Thursday; now expected next Monday.

Why it matters: a customer demonstration is planned for this Friday at 14:00.

Your idea: suggest next Tuesday at 14:00. You can also attend next Wednesday at 14:00.

Ask what works for Sam; the customer has not agreed to a new date.

Your next action: ask the supplier and customer about the arrangements by 13:00 today.

Your next update to Sam: 14:00 today, even if some answers are still unknown.

2. Talk to Sam

Take one minute to prepare. Speak for up to one minute. Explain what changed, why it matters and what you suggest. Answer Sam's question. Agree what happens next.

A few words to help me speak:

3. Write a short message

Take up to three minutes. Confirm the change, the next step you discussed and when Sam will hear from you. Keep the message consistent with your conversation.

Message to Sam:

After feedback, practise one useful change and try the short exchange again.