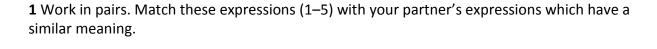
## Describing a process

## Student A



- 1 Firstly, you need to ...
- 2 Next, the form is sent ...
- 3 After we've received the form, ...
- 4 Once you've done that, ...
- 5 At the end, click 'send'.
- **2** Work in pairs. Take turns to play the caller and the receptionist in each of the three situations. Use the pictures to prepare the conversations. Then act out the conversations.



## Describing a process

## Student B

- **1** Work in pairs. Match these expressions (a–e) with your partner's expressions which have a similar meaning.
- a Then send us the form.
- b Having completed that, you ...
- c The first thing you're asked to do is ...
- d Finally, press 'send' ...
- e When we get the form, ...
- **2** Work in pairs. Take turns to play the caller and the receptionist in each of the three situations. Use the pictures to prepare the conversations. Then act out the conversations.