

Describing a process

Student A

1 Work in pairs. Match these expressions (1–5) with your partner's expressions which have a similar meaning.

- 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.