**Unit 4 Expressions**

These expressions and the translations can be found in your book on pages 287 – 289.

**Level 2 (Niveau 2)**

|  |  |
| --- | --- |
| **English** | **Dutch** |
| **Boosheid laten merken** |
| 1. This can’t be true
 |  |
| 1. This person has gone too far!
 |  |
| **Eens/ oneens zijn** |
| 1. I have my doubts
 |  |
| 1. I quite agree with you
 |  |
| 1. I’m afraid I don’t agree
 |  |
| **Eisen** |
| 1. I want a clear answer
 |  |
| **Feedback geven/ ontvangen** |
| 1. What is it that you want us to do even better?
 |  |
| **Ingaan op vragen of op wat eerder gezegd is** |
| 1. As I have said earlier...
 |  |
| 1. I would like to remind you of…
 |  |
| **Klacht uiten/ reageren op een klacht** |
| 1. Hold on a second please.
 |  |
| 1. I have ordered… and I still haven’t received it.
 |  |
| 1. I understand you are not happy, sir/ madam
 |  |
| 1. I would like an apology
 |  |
| 1. I’ll put you through to my manager
 |  |
| 1. I’m very sorry to hear that, sir/ madam
 |  |
| 1. Something must have gone wrong
 |  |
| **Mening geven** |
| 1. I must say…
 |  |
| 1. I’m not very happy about the service
 |  |
| 1. It’s not a big problem…
 |  |
| **Nagaan of een boodschap begrepen wordt** |
| 1. Well of course you know all that, don’t you?
 |  |
| **Persoonlijke informative geven** |
| 1. I’m calling from
 |  |
| **Teleurstelling uiten** |
| 1. It’s a shame
 |  |
| **Uitleggen/ uitleg vragen** |
| 1. How can I be sure that…
 |  |
| 1. What I would also like to know is…
 |  |
| 1. What’s wrong with…
 |  |

**Extra for Level 3 (Niveau 3)**

|  |  |
| --- | --- |
| **English** | **Dutch** |
| **Argumenten geven** |
| 1. Furthermore…
 |  |
| **Evalueren**  |
| 1. You should deal with your members with much more respect.
 |  |
| **Feedback geven/ ontvangen/ vragen**  |
| 1. Are you satisfied with our service?
 |  |
| **Gevoelens uiten/ laten merken** |
| 1. I don’t like it one bit.
 |  |
| 1. It leaves me quite dissatisfied.
 |  |
| **Ingaan op vragen of op wat eerder gezegd is (zie ook reageren)** |
| 1. I would like to prevent that from happening again.
 |  |
| 1. I would like to remind you of…
 |  |
| **Klacht uiten/ reageren op klacht** |
| 1. I never expected you to…
 |  |
| 1. What I would also like to know is…
 |  |
| 1. I will have to speak to the manager first.
 |  |

**Extra for Level 4 (Niveau 4)**

|  |  |
| --- | --- |
| **English** | **Dutch** |
| **Argumenten geven** |
| 1. It simply can’t be a coincidence that…
 |  |
| 1. On the contrary, I would say.
 |  |
| **Eens/ oneens zijn** |
| 1. I’m not sure if I agree with that.
 |  |
| **Feedback geven/ ontvangen/ vragen**  |
| 1. And may I suggest…?
 |  |
| **Mening geven** |
| 1. I think you are deluding yourself.
 |  |
| 1. To put it bluntly.
 |  |
| **Uitleggen/ Uitleg vragen** |
| 1. Am I correct in thinking that…
 |  |
| 1. It is my duty as…
 |  |
| 1. Why don’t you keep us informed?
 |  |