

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. A coffee cup is on the table. The image is overlaid with a large orange and blue graphic.

# NEW BUSINESS ENGLISH 4

**Unit 3 Lesson 4**  
**Delivering Good News**



# Review

Imagine you are organizing a secret birthday party for a teammate.

## *Requirements:*

- *Assign different roles to the members.*





# LEARNING GOALS

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- ◆ Delivering Good News
- ◆ Responding to Good News



## Situational Dialogue



Jordan delivers the good news.

Selena Leroy



Jia Chen




Jordan



Kenzo Hara





I'm delighted to inform  
you that our clients are  
increasing.

What exciting  
news!







That's because our clients are satisfied with our service. They recommend our company to their family and friends and bring more clients.

You're right! We should keep giving it our best shot.





However, I have one more thing to tell you.





# Key Vocabulary

Learn the new words and answer the questions.



## delighted

*(adj.) feeling or showing great pleasure*

e.g. The employees are **delighted** about the pay raise.



## increase

*(v.) to become greater in amount, number, or size*

e.g. The sales have **increased** for the past few weeks.



## satisfied

*(adj.) happy with what one has or with the way things are*

e.g. She is **satisfied** with her current work schedule.



# Key Vocabulary

Learn the new words and answer the questions.



## recommend

*(v.) to present as something that one can trust or have confidence in*

e.g. The doctor **recommended** I take some medicine to ease the pain.



## give it one's best shot

*(idiom) to do something as well as you possibly can*

e.g. She **gave** it her **best shot** and won the swimming competition.

## Dialogue Review

Have a role play and answer the questions.



*Jordan delivers the good news.*

**Jordan:** I'm **delighted** to inform you that our clients are **increasing**.

**Selena:** What exciting news!

**Jordan:** That's because our clients are **satisfied** with our service.  
They **recommend** our company to their family and friends  
and bring more clients.

**Kenzo:** You're right! We should keep **giving it our best shot**.

**Jordan:** However, I have one more thing to tell you.



Let's check the learning goals!



*Jordan delivers the good news.*

## 1. Delivering Good News

**Jordan:** *I'm delighted to inform you that our clients are increasing.*

**Selena:** *What exciting news!*  2. Responding to Good News

**Jordan:** That's because our clients are **satisfied** with our service.  
They **recommend** our company to their family and friends  
and bring more clients.

**Kenzo:** You're right! We should keep **giving it our best shot**.

**Jordan:** However, I have one more thing to tell you.

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Delivering Good news

- I'm pleased/ delighted to tell/ inform you that ...
- You will be pleased/ delighted to learn that...
- I've got some good news for you.

Example sentences:

- I'm delighted to inform you that the sales have increased.
- You will be pleased to learn that more clients are coming.

**I'm + adjective + to infinitive**

- **I'm pleased to** inform you that you have been promoted.
- **I'm delighted to** tell you that you have been chosen for the job.

*How do you deliver good news to your colleagues?*



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Responding to Good news

- That sounds like great news!
- What splendid/ exciting news!
- I'm so glad to hear that!
- That's great! Thank you for sharing that with me!

### One word responses:

- Congratulations. (formal)
- Wonderful! (formal)
- Fantastic! (informal)
- Awesome! (informal)

*How would you respond to good news?*

# Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

**Scenario:** Your team had successfully finished a project. The client was very pleased and would like your team to handle another big project. You are going to share that good news in the meeting.



∴ You can refer to the following key expressions:

- I'm pleased/ delighted to tell/ inform you that ...
- You will be pleased/ delighted to learn that...
- I've got some good news for you.



# Coffee Break

Learn what a study revealed about delivering good or bad news.

## ∴ Which should be shared first - the good or the bad news?



According to a 2013 study published in the *Personality and Social Psychology Bulletin*...

- 💡 Most people prefer to hear **bad news first**.
- 💡 They believed they would feel better if they got the bad news out of the way and ended on a good note.



1. Do you agree with the results of the study mentioned?
2. Which do you usually share first? Good news or bad news?

# Overview

## Keywords and expressions:

*delighted/ increase/ satisfied  
recommend/ give it one's best shot*

*I'm pleased/ delighted to tell/ inform you that ...  
You will be pleased/ delighted to learn that...  
I've got some good news for you.*

*That sounds like great news!  
What splendid/ exciting news!*

