

English for Monthly Service Reviews

A training course for site managers

Final artifact: 5-minute monthly service review walkthrough delivered to the client

Level: B1 Business Operational | Format: 8 sessions × 60 min, online | Group: 3–5 learners

Task family: Status review — accountability for a contract over a period

The task

A site manager opens the monthly service review by walking the client through a 5-minute structured update on contract performance. The client uses the walkthrough to confirm the month, approve coming-month plans, and act on the manager's asks — without the manager needing to recirculate the report.

Audience: the client's representatives at the review — typically the asset manager or facility owner, plus operations or finance contacts. Limited time. Track contract performance over multiple sites or contractors.

Success: the client leaves the meeting with a clear view of the month, signs off on planned work for the next period, and acts on the asks the same meeting. The manager is not asked to recirculate or come back with the same information.

Language outcomes

Site managers who complete this course will be able to:

- Open with a clear month-at-a-glance status and an honest stance — strong, mixed, or below target — without softening or dramatising
- Present KPI performance against contract SLAs in plain numbers, with the cause named for any miss
- Describe incidents in past simple with the resolution paired — no tense slippage, no incident left hanging
- State planned and preventive work with dates, owners, and access needs the client must approve
- Close with a specific named ask — a decision, access, or information — the client can act on in the meeting

Structure

Beat	Purpose	Time
Headline & status	Month-at-a-glance: SLAs met or missed, overall stance	~30 sec
KPI performance	Specific KPIs against contract targets, with cause for any miss	~75 sec
Incidents & resolutions	Priority-1 events, what happened, how we resolved, what we changed	~80 sec
Planned & preventive work	Coming month's PPM and projects, with dates and access needs	~70 sec

Asks & escalations	Specific decisions, access, or information needed from the client	~45 sec
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8-session schedule

#	Session	Artifact
1	Orientation & Baseline	Unassisted 5-min recording + L1 score
2	Structure & core language	75-sec fragment: headline + KPI performance
3	Partial simulation	90-sec walkthrough of incidents beat
4	Full simulation — Round 1	Full 5-min recording + diagnostic notes
5	Repair & upgrade	Re-recorded segment on main breakdown
6	Pressure variation	5-min review under one new variable
7	Final simulation	Unassisted 5-min recording + L7 score
8	Evaluation & Capstone	L1/L7 reveal + capstone on real upcoming review + personal grade report

What each learner receives

- Personal portfolio of 8 recordings across the course
- Per-criterion scores at L1 and L7 (5 criteria, 0/1/2 each, /10 total)
- Individual grade band: Distinction / Pass with merit / Pass / Not yet passing
- Pass certificate on either performance ($L7 \geq 6/10$) or improvement ($L7 - L1 \geq 2$ points)

Portfolio

Save each recording to a shared folder. One folder per learner.

File naming: ESOM_[Site]_[LearnerID]_ServiceReview_L[#]_YYYY-MM-DD

Three rules for the trainer

1. Follow the lesson order. The sessions build on each other. Don't skip, don't swap.
2. Score the artifact at L1 and L7 using the full scorecard. Other lessons need only a brief observation note. The L1 and L7 scores produce each learner's grade.
3. No language help and no language bank during L1 or L7. These are the before-and-after measures. Hide all references. Observe and record only.