

## Lost in Translation

How would you interpret each of these phrases?

- What exactly do you think they mean?
- What would you do/expect if these things were said to you?

1. This must be done to the highest possible standard

2. I need that as soon as possible

3. Our service is first class

4. I'd appreciate an answer quickly

5. I'll make it a priority

6. We need to take a fresh look at these proposals