

MASTERPLUS BUSINESS

Il tuo inglese per la professione in pillole.



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CLOSING CONVERSATIONS

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Welcome to Oversea MasterPlus, la tua libreria digitale di contenuti per la professione in pillole.

In questa pillola ci concentreremo su come chiudere conversazioni e call in modo efficace e professionale.

Pensate alle telefonate con i clienti, alle riunioni con i partner o alle discussioni con i colleghi internazionali.

Il momento della chiusura è spesso sottovalutato, ma è quello che lascia l'ultima impressione.

Potrebbe essere necessario riassumere i punti chiave, confermare le azioni da intraprendere, definire i prossimi passi o concludere con cortesia, senza sembrare frettolosi o bruschi.

Per questo è importante conoscere le espressioni giuste in inglese per ricapitolare, confermare e salutare in modo professionale. Vediamo come. Are you ready? Let's dive in!

Hello! I'm Nour, your English coach, and today we'll focus on closing conversations and calls effectively in international business settings.



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I'm going to walk you through five key sentence patterns that you can easily reuse to summarise, confirm next steps, and end your interactions in a clear, polite, and professional way.

These expressions will help you sound organised, confident, and respectful of everyone's time — while making sure nothing is left unclear.

Let's get started.



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Key Sentences

Before we look at what works, let's pause for a moment and understand why closing conversations in English can sometimes feel awkward or ineffective, especially for Italian professionals. Let's look at some very common examples, starting with a typical way many Italians close a conversation: "So, we hear each other."

Grammatically, it makes sense. But in English, this expression doesn't really exist. Another frequent example is: "Okay, that's all."

This can sound too abrupt, almost like you're cutting the conversation short. In professional settings, it may feel dismissive rather than polite.

Finally, let's look at a very typical phrase: "Let me know."

In Italian, "Mi faccia sapere" sounds perfectly polite and complete.

There's nothing wrong with it, grammatically or professionally. In fact, native speakers use it all the time.

The problem is that, on its own, it's too vague. It's better to add a little detail.



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For example:

"Let me know if you have any questions."

"Let me know once the contract is signed."

"Let me know by Friday if this works for you."

By adding context, you sound clearer, more organised, and more professional — and you make the next step obvious for everyone. Now, let's look at the sentences you can actually use in practice to close conversations and calls in English. The first one is: "Before we wrap up, let me quickly summarise the next steps."

This is probably one of the most common closing formulas in professional English.

For example: "Before we wrap up, let me quickly summarise the next steps: we'll send the draft contract today, and you'll review it by Friday."

In Italian terms, it's close to: "Prima di chiudere, ricapitoliamo i prossimi passi."

So it feels familiar and natural, but in English, it sounds much more structured and reassuring than simply ending with "That's all" or "Okay, we're done."



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This is a perfect everyday sentence for meetings and negotiations, because it shows leadership and clarity.

Let's look at the second one: "I'll follow up with an email to confirm everything."

For instance: "I'll follow up with an email to confirm everything we discussed."

This is a simple and extremely native-like way to close a conversation while reassuring the other person that nothing will be lost or forgotten. Instead of ending abruptly, you signal continuity and professionalism.

Now let's look at the sentences you can actually use in practice to close conversations and calls in English.

The third sentence is: "Before we finish, shall we quickly review the action points?"

This is short, direct, and very typical of real business English. It's especially useful at the end of a call, when you want to make sure that everyone is aligned before closing.

For example: "Before we finish, shall we quickly review the action points to make sure we're all on the same page?"



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In Italian, the intention is simply: “Rivediamo un attimo i punti.”

So it feels completely natural.

But compared to ending the meeting with something abrupt like “Okay, that’s it,” it sounds much more collaborative and professional.

You’re not just stopping the conversation — you’re guiding it to a clear conclusion.

And finally, a very practical one for formal or client-facing situations: “I’ll send a quick summary after the call.”

This is extremely common in legal, financial, and consulting environments.

It allows you to close the interaction while reassuring the other person that everything will be documented.

For instance: “I’ll send a quick summary after the call so we have everything in writing.”

Italian professionals often finish with something vague like “Ci aggiorniamo” or “Poi ci sentiamo.”



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In English, however, this can sound undefined and a bit informal.

By saying “I’ll send a summary,” you show organisation, reliability, and accountability.



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Quiz Time – For each question, choose the sentence that sounds unprofessional or risky in a work call. The other options are acceptable.

1. Which closing sounds vague?

- A. I'll send the report by 3 pm today
- B. Let's reconnect soon
- C. I'll handle the client update
- D. We'll meet again on Monday

2. Which sentence lacks ownership?

- A. I'll prepare the invoice
- B. The finance team will confirm
- C. The invoice will be prepared
- D. I'll send it today



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3. Which confirmation sounds unprofessional or unclear?

- A. Does this timeline work for everyone?
- B. Can we agree on these next steps?
- C. Let me know.
- D. I'll send a quick recap after the call.

4. Which sounds weak?

- A. By the end of the day
- B. Within 24 hours
- C. As soon as possible
- D. By next Tuesday

5. Which closing sounds less professional?

- A. I think that's everything. Bye.
- B. If there's nothing else, we can close here.
- C. Thanks everyone, I'll follow up by email.
- D. I'll send a summary with the action points.



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RECAP

Well done! Alright—let's wrap things up. Let's quickly recap the language you can use to close a call clearly and naturally. At the end of a meeting, you normally start by bringing everything together with a short summary.

You might say: "Let me recap quickly," "Just to summarise," or "Before we close..."

Then you move to responsibilities.

Be direct and specific:

"I'll handle the client update."

"You'll take care of the contract review."

"Maria will manage the next steps."

Notice the structure: subject + will + action. Clear, simple, no passive forms.

After that, add precise timing. For example:

"by Friday,"

"by the end of the day,"

"within two days,"

"no later than Monday."

Avoid vague expressions like soon or as soon as possible. Specific time frames work better.



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Then check the agreement.

You can ask:

"Does this work for you?"

"Are we aligned?"

"Does this timeline make sense?"

Short, collaborative questions that keep everyone on the same page.

And finally, close the conversation.

Something like:

"Great, then we're all set."



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Congratulations!

Hai completato la tua pillola di oggi. Continua ad esercitarti con Oversea MasterPlus per ampliare o consolidare il tuo vocabolario.

E se hai bisogno di maggiori informazioni o chiarimenti, parla con noi! Scrivici all'indirizzo segreteria@oversea.it, chiamaci al numero 0113850552 oppure contattaci al 3349906636.

See you next time!



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