

How to give feedback on a project

13

In this lesson you will learn language for reviewing projects.

Starter

- 1 What difficulties can be encountered when renovating a building? Have you ever taken part in a renovation project? What particular problems did you have?



Expressions

- 1 Country Living Romania is a UK-based company which restores country houses in Transylvania. Look at the following extracts from the project manager's notes and internal report on their first renovation project. What problems did they have?

Unforeseen setbacks - project three months behind schedule

- problems:
- late snow
 - UK deliveries
 - broken floor tiles
 - poor interpreter

countryliving
Romania

Budget

We ended up £2,000 over budget due to unexpected expenses - replacing the windows which were beyond repair and paying various legal costs.

Communication

Looking back, it seems we failed to communicate our objectives sufficiently. If we had done this at the outset, we could have prevented the use of lower-grade wood. It became evident that our interpreter wasn't adequately proficient in Romanian. For example, there wouldn't now be a separating wall between the (supposedly open-plan) kitchens and living-rooms if he had interpreted effectively.

Speaking

- 1 You are the project manager responsible for refurbishing a chain of bookshops. Use the notes below to present feedback to your boss (your teacher) on the first refurbishment project. Try to use language from Expressions.

+

Good choice of builders - professional work:
Brighter and lighter shop due to bigger windows and new paintwork.

-

Shop was closed for longer than planned

- had to wait for official permission for bigger windows
- painters didn't arrive on time

Costs more than expected

- painters' bill higher than quote
- didn't include buying new door in budget

Language box

We use the third conditional to hypothesize about events or actions in the past. The structure is *If + past perfect, would / could / might have + past participle*:

If we'd known how unreliable the photocopier was, we wouldn't have bought it.

The third conditional often expresses regret for our actions or lack of action:

If I'd applied for the job, I could have got it!

We also use it to criticize or show frustration with people:

We might have got a new client if Tess had sent the quote on time.

Hint

Beyond as a preposition is used with a number of nouns to mean something is out of reach or impossible, e.g. **beyond repair**, **beyond comprehension**, **beyond help**, **beyond belief**:
My old car was beyond repair.
Her behaviour is beyond comprehension.

Conclusions

In future, we should bear in mind the following:

- Increase time estimates. When drawing up our plans, we should have allowed more time for resolving problems.
- Carry out a thorough survey. Had our survey been more detailed, we would have foreseen the need for the new windows, etc.
- Ensure clear communication. We should definitely use a local interpreter – Alin Florian, who took over on this project, is recommended.
- Use local materials. A substantial delay might have been avoided had we sourced all supplies locally.
- Check deliveries. With the benefit of hindsight, this is obvious. If the broken tiles had been discovered immediately, they would have been quickly returned and delays avoided.

2 Find phrases which express the following.

- 1 difficulties we hadn't predicted (note)
- 2 later than the timetable (note)
- 3 costs we hadn't predicted (report)
- 4 in the beginning (report)
- 5 present knowledge of the past (report)

Writing

- 1 You work for Country Living Romania and receive the following email from an acquaintance. Write a response using the notes below. Include language from **Expressions** and the **Language box**.

Dear Nora,

I'm writing to ask for advice about updating our organization's website. I know you were recently responsible for the project in your company. Have you got any useful feedback from the project?

Best wishes,
Graham

- Make detailed plan + circulate to staff to check updated website content – I didn't, so omitted some info
- Don't forget cost of extra artwork – spent more than planned because I hadn't included this in budget
- Choose reliable web developer! – ours took much longer than promised to complete work

We use inversion in conditionals for emphasis.

We also use inversion in more formal contexts:

Had we known how unreliable the photocopier was, we wouldn't have bought it.

A mixed conditional is used to hypothesize about the present consequences of a past event / action:

If you had remembered to book the ticket, we'd be on the plane now!

Look

Look again at the report in **Expressions**. Find more examples of the third conditional.

Lesson record

3 new words from this lesson

3 useful phrases from this lesson

- | | |
|---------|---------|
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |

Things to remember

.....

.....

.....

.....

.....