BlockTalk

Brazilian Portuguese for Real Life

Guided conversation for English speakers

A1 - C2

28 units

348 essential phrase entries

Build. Recombine. Speak.

Natural Brazilian Portuguese, meaningful dialogues and English-readable pronunciation support.

Review edition | November 2026

Start here

Build

Choose a situation you can imagine using. Read the English meaning, then say the Brazilian Portuguese phrase aloud. Learn a useful expression as a whole before changing its parts.

Recombine

Change a person, detail or intention. In the advanced units, explain how your wording changes certainty, emphasis, politeness or commitment.

Speak

Practise the dialogue with a partner, then respond using your own information. Cover the English column when you are ready. Switch roles and respond to what your partner actually says.

Use the levels as a route

Start where you can understand the situation and take part with support. A1-A2 focus on everyday exchanges; B1-B2 extend stories, explanations and negotiation; C1-C2 explore intention, register and nuance. These labels organise practice. Completing a section does not certify a proficiency level.

Meaning before word-for-word translation

The English column gives a natural equivalent in the situation. It may use different words or a different structure from Portuguese. The language you practise is Brazilian Portuguese.

Studying alone or teaching a class

Working alone, read aloud, cover the model and record an original response. In pairs or in class, give each speaker a role and let the exchange develop. In C2, reveal the unexpected development during the task and revise your response. A recording helps you reflect; it does not reproduce live interaction.

In this edition: phrases, dialogues, pronunciation cues and speaking tasks. Listen to the Portuguese phrases and dialogues in the online reader or download its offline edition with audio. The sound cues remain editorial approximations; a full teacher check against the recordings is pending.

Open the ebook with audio online

How it sounds

This column is an English-readable approximation, not IPA. Say the cue as a flowing phrase. Hyphens help you read; they do not mark pauses. CAPITALS highlight the stronger syllable.

Vowels

ah as in father; uh as the first sound in about; eh as in bed; ay as in say; ee as in see; oh as in go; oo as in food; aw as in saw; ow as in now; oy as in boy; y alone as in my. Keep ay and oh short. Blend eh-oo (eu) and meh-oo (meu) into one syllable, without a pause.

Consonants

sh as in she; ch as in cheese; j as in job; zh as the s in measure; ny as in canyon; ly as the lli in million. G is hard, as in go. H is breathy, as in hot. R is a light tongue tap, like the quick tt many Americans use in better; avoid a long English r. Word-final r varies across Brazil. Final l is often approximated with a short w-like glide; blend ew as eh-oo.

Nasal vowels

A ~ after a vowel group means: let some air flow through your nose. Do not add a separate n or m. For example: bem → BAY~, pão → POW~, não → NOW~. These sounds have no exact English match.

One guide, many Brazilian accents

The cues use one common pattern: dia → JEE-uh and leite → LAY-chee. Other regional pronunciations are also natural. Você and informal pra are used where they fit. Differences in formality, grammar and context appear in the usage notes.

Tone changes meaning

A written cue cannot fully represent rhythm, emotion, irony or intention. Read the situation and the response, not only the individual sentence. In advanced practice, compare different deliveries and ask how each might be interpreted.

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Each unit includes essential phrases, a dialogue, recombination, an oral task and a usage note. C2 also includes role information, unexpected developments and criteria for reflecting on your response.

A1 • Start speaking

A1-01 • Meeting someone for the first time

Situation: You meet someone before a class or a social activity.

Your goal: Greet someone, exchange names, say where you are from, and ask them to repeat.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Hi! How are you?	Oi! Tudo bem?	OY! TOO-doo BAY~?
I'm good. How about you?	Tudo bem. E você?	TOO-doo BAY~. ee voh-SAY?
What's your name?	Como você se chama?	KOH-moo voh-SAY see SHAH~-muh?
My name's Ana.	Meu nome é Ana.	meh-oo NOH-mee EH AH~-nuh.
I'm Lucas.	Eu sou o Lucas.	eh-oo SOH oo LOO-kuhs.
Nice to meet you.	Prazer!	prah-ZEHR!
Nice to meet you, too.	O prazer é meu.	oo prah-ZEHR EH meh-oo.
Where are you from?	De onde você é?	jee OH~-jee voh-SAY EH?
I'm from Canada.	Eu sou do Canadá.	eh-oo SOH doo kah-nah-DAH.
I live in Belo Horizonte.	Eu moro em Belo Horizonte.	eh-oo MAW-roo AY~ BEH-loo oh-ree-ZOH~-chee.
Is this your first class?	É sua primeira aula?	EH SOO-uh pree-MAY-ruh OW-luh?
Yes, it is. How about you?	É, sim. E a sua?	EH, SEE~. ee ah SOO-uh?
I speak a little Portuguese.	Eu falo um pouco de português.	eh-oo FAH-loo OO~ POH-koo jee pohr-too-GAYS.
Can you say that again, please?	Pode repetir, por favor?	PAW-jee heh-peh-CHEER, pohr fah-VOHR?
See you later!	Até mais!	ah-TEH MYS!

Follow the dialogue

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Oi! Tudo bem?	Hi! How are you?	OY! TOO-doo BAY~?
Lucas	Tudo bem. E você?	I'm good. How about you?	TOO-doo BAY~. ee voh-SAY?
Ana	Tudo bem também. Eu sou a Ana. Como você se chama?	I'm good, too. I'm Ana. What's your name?	TOO-doo BAY~ tah~-BAY~. eh-oo SOH ah AH~-nuh. KOH-moo voh-SAY see SHAH~-muh?
Lucas	Eu sou o Lucas. Prazer!	I'm Lucas. Nice to meet you!	eh-oo SOH oo LOO-kuhs. prah-ZEHR!
Ana	O prazer é meu. De onde você é?	Nice to meet you, too. Where are you from?	oo prah-ZEHR EH meh-oo. jee OH~-jee voh-SAY EH?
Lucas	Eu sou do Canadá. E você?	I'm from Canada. How about you?	eh-oo SOH doo kah-nah-DAH. ee voh-SAY?
Ana	Eu sou de Belo Horizonte. É sua primeira aula?	I'm from Belo Horizonte. Is this your first class?	eh-oo SOH jee BEH-loo oh-ree-ZOH~-chee. EH SOO-uh pree-MAY-ruh OW-luh?
Lucas	É, sim. E a sua?	Yes, it is. How about you?	EH, SEE~. ee ah SOO-uh?
Ana	Também! Vamos entrar?	Mine too! Shall we go in?	tah~-BAY~! VAH~-moos eh~-TRAHR?
Lucas	Vamos!	Let's go!	VAH~-moos!

Recombine

Start with	Choose a piece	Try it
Eu sou...	do Canadá / dos Estados Unidos / da Inglaterra	Eu sou dos Estados Unidos.
Eu moro em...	Belo Horizonte / São Paulo / Brasília	Eu moro em Brasília.
Eu falo...	inglês / português / um pouco de português	Eu falo inglês.

Your turn

With support: You meet Ana before class. She asks, “Como você se chama?” and “De onde você é?” Answer both questions. Possible example: “Eu sou a Emma. Eu sou da Inglaterra.” Use your own information, or invent a character.

On your own: Greet a new classmate, introduce yourself, ask their name, and ask them to repeat it. In pair work, switch roles.

Usage note

“Tudo bem?” is a very common greeting. “Tudo bem. E você?” is a natural short reply. You may hear “Eu sou a Ana” or “Eu sou Ana”; the article before a person's name varies by region and speaker. “É, sim” answers the verb in “É sua primeira aula?”; it is not a substitute for every English “yes.”

A1-02 • Ordering at a café or bakery

Situation: You order a drink and a snack at the counter of a café or padaria.

Your goal: Ask for an item, choose eat-in or takeaway, check the price, and pay.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Good morning!	Bom dia!	BOH~ JEE-uh!
I'd like a coffee, please.	Eu queria um café, por favor.	eh-oo keh-REE-uh OO~ kah-FEH, pohr fah-VOHR.
A coffee with milk, please.	Um café com leite, por favor.	OO~ kah-FEH KOH~ LAY-chee, pohr fah-VOHR.
Do you have cheese bread?	Tem pão de queijo?	TAY~ POW~ jee KAY-zhoo?
I'd like one, please.	Quero um, por favor.	KEH-roo OO~, pohr fah-VOHR.
I'd like two, please.	Quero dois, por favor.	KEH-roo DOYS, pohr fah-VOHR.
No sugar, please.	Sem açúcar, por favor.	SAY~ ah-SOO-kar, pohr fah-VOHR.
For here or to go?	Pra comer aqui ou pra levar?	prah koh-MEHR ah-KEE oh prah leh-VAHR?
For here.	Pra comer aqui.	prah koh-MEHR ah-KEE.
To go.	Pra levar.	prah leh-VAHR.
Anything else?	Mais alguma coisa?	MYS aw-GOO~-muh KOY-zuh?
That's all, thanks.	Só isso, obrigado.	SAW EE-soo, oh-bree-GAH-doo.
How much is it?	Quanto fica?	KWAH~-too FEE-kuh?
Can I pay by card?	Posso pagar com cartão?	PAW-soo pah-GAHR KOH~ kar-TOW~?
Debit or credit?	Débito ou crédito?	DEH-bee-too oh KREH-jee-too?

Follow the dialogue

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Bom dia!	Good morning!	BOH~ JEE-uh!
Lucas	Bom dia! O que você vai querer?	Good morning! What would you like?	BOH~ JEE-uh! oo kee voh-SAY VY keh-REHR?
Ana	Eu queria um café com leite, por favor. Tem pão de queijo?	I'd like a coffee with milk, please. Do you have cheese bread?	eh-oo keh-REE-uh OO~ kah-FEH KOH~ LAY-chee, pohr fah-VOHR. TAY~ POW~ jee KAY-zhoo?
Lucas	Tem, sim. Quantos você quer?	Yes, we do. How many would you like?	TAY~, SEE~. KWAH~-toos voh-SAY KEHR?
Ana	Dois, por favor.	Two, please.	DOYS, pohr fah-VOHR.
Lucas	Pra comer aqui ou pra levar?	For here or to go?	prah koh-MEHR ah-KEE oh prah leh-VAHR?
Ana	Pra comer aqui.	For here.	prah koh-MEHR ah-KEE.
Lucas	Mais alguma coisa?	Anything else?	MYS aw-GOO~-muh KOY-zuh?
Ana	Só isso, obrigada. Quanto fica?	That's all, thanks. How much is it?	SAW EE-soo, oh-bree-GAH-duh. KWAH~-too FEE-kuh?
Lucas	Fica quinze reais.	That's fifteen reais.	FEE-kuh KEE~-zee heh-YS.
Ana	Posso pagar com cartão?	Can I pay by card?	PAW-soo pah-GAHR KOH~ kar-TOW~?
Lucas	Pode. Débito ou crédito?	Yes. Debit or credit?	PAW-jee. DEH-bee-too oh KREH-jee-too?
Ana	Crédito, por favor.	Credit, please.	KREH-jee-too, pohr fah-VOHR.

Recombine

Start with	Choose a piece	Try it
Eu queria...	um café / um café com leite / um suco	Eu queria um suco, por favor.
Tem...?	pão de queijo / água / bolo	Tem bolo?
Posso pagar...?	com cartão / em dinheiro / por Pix	Posso pagar em dinheiro?

Your turn

With support: You are at the counter. Ask for a coffee and two cheese breads, then choose takeaway. Possible example: “Eu queria um café e dois pães de queijo, por favor. Pra levar.”

On your own: Order a drink and a snack of your choice. Ask the price and whether you can pay by card. Your partner asks “Mais alguma coisa?” Give a suitable reply, then switch roles.

Usage note

“Eu queria...” is a polite way to order now, even though queria is a past-tense form. “Pra” is a common informal form of para; the full form is also correct. Use obrigado or obrigada to suit the speaker; Ana uses obrigada here. Pão de queijo is a Brazilian cheese bread, not a cheese sandwich. Prices in this dialogue are fictional practice values. Pix is Brazil's instant-payment system; use this option only if you can pay that way.

A1-03 • Finding your way around

Situation: You are walking in a neighborhood and need to find a pharmacy.

Your goal: Ask where a place is, check whether it is nearby, and understand short directions.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Excuse me.	Com licença.	KOH~ lee-SEH~-suh.
Can you help me?	Você pode me ajudar?	voh-SAY PAW-jee mee ah-zhoo-DAHR?
Where's the pharmacy?	Onde fica a farmácia?	OH~-jee FEE-kuh ah far-MAH-syuh?
Is there a pharmacy nearby?	Tem uma farmácia aqui perto?	TAY~ OO~-muh far-MAH-syuh ah-KEE PEHR-too?
Is it far?	É longe?	EH LOH~-zhee?
It's close.	É perto.	EH PEHR-too.
Can I walk there?	Dá pra ir a pé?	DAH prah EER ah PEH?
Go straight ahead.	Siga em frente.	SEE-guh AY~ FREH~-chee.
Turn right.	Vire à direita.	VEE-ree ah jee-RAY-tuh.
Turn left.	Vire à esquerda.	VEE-ree ah ehs-KEHR-duh.
It's on the corner.	Fica na esquina.	FEE-kuh nah ehs-KEE-nuh.
It's next to the supermarket.	Fica ao lado do supermercado.	FEE-kuh ow LAH-doo doo soo-pehr-mehr-KAH-doo.
I didn't understand.	Não entendi.	NOW~ eh~-teh~-JEE.
Could you speak more slowly, please?	Pode falar mais devagar, por favor?	PAW-jee fah-LAHR MYS jee-vah-GAHR, pohr fah-VOHR?
Thanks for your help!	Obrigado pela ajuda!	oh-bree-GAH-doo PAY-luh ah-ZHOO-duh!

Follow the dialogue

Speaker	Brazilian Portuguese	English meaning	How it sounds
Lucas	Com licença. Tem uma farmácia aqui perto?	Excuse me. Is there a pharmacy nearby?	KOH~ lee-SEH~-suh. TAY~ OO~-muh far-MAH-syuh ah-KEE PEHR-too?
Ana	Tem, sim. Fica ao lado do supermercado.	Yes. It's next to the supermarket.	TAY~, SEE~. FEE-kuh ow LAH-doo doo soo-pehr-mehr-KAH-doo.
Lucas	Dá pra ir a pé?	Can I walk there?	DAH prah EER ah PEH?
Ana	Dá, sim. Siga em frente e vire à direita.	Yes. Go straight ahead and turn right.	DAH, SEE~. SEE-guh AY~ FREH~-chee ee VEE-ree ah jee-RAY-tuh.
Lucas	Desculpa, não entendi. Pode repetir, por favor?	Sorry, I didn't understand. Can you say that again, please?	jees-KOOL-puh, NOW~ eh~-teh~-JEE. PAW-jee heh-peh-CHEER, pohr fah-VOHR?
Ana	Claro. Siga em frente. Depois, vire à direita.	Of course. Go straight ahead. Then turn right.	KLAH-roo. SEE-guh AY~ FREH~-chee. jeh-POYS, VEE-ree ah jee-RAY-tuh.
Lucas	À direita?	Right?	ah jee-RAY-tuh?
Ana	Isso. A farmácia fica na esquina.	That's right. The pharmacy is on the corner.	EE-soo. ah far-MAH-syuh FEE-kuh nah ehs-KEE-nuh.
Lucas	Obrigado pela ajuda!	Thanks for your help!	oh-bree-GAH-doo PAY-luh ah-ZHOO-duh!
Ana	De nada!	You're welcome!	jee NAH-duh!

Recombine

Start with	Choose a piece	Try it
Onde fica...?	a farmácia / o supermercado / o banheiro	Onde fica o banheiro?
Tem... aqui perto?	uma farmácia / um café / um banco	Tem um café aqui perto?
Fica...	na esquina / à direita / ao lado do supermercado	Fica à direita.

Your turn

With support: You need a café. Ask whether there is one nearby and whether you can walk there. Possible example: “Tem um café aqui perto? Dá pra ir a pé?”

On your own: Ask for directions to a place you need. Your partner gives two short directions. Repeat the direction to check it, or ask them to speak more slowly. Then switch roles.

Usage note

For the location of a shop or building, “Onde fica...?” is a natural choice. “Tem uma farmácia?” is common in everyday speech; you do not need to start with the more formal “Há uma farmácia?” “Dá pra...?” asks whether something is possible. “Isso” can mean “That's right” when confirming information.

A1-04 • Making a simple plan

Situation: You want to meet a friend for coffee after class.

Your goal: Invite someone, agree on a time and place, or decline politely.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Want to get coffee?	Vamos tomar um café?	VAH~-moos toh-MAHR OO~ kah-FEH?
Are you free today?	Você pode hoje?	voh-SAY PAW-jee OH-zhee?
I can't today.	Hoje não posso.	OH-zhee NOW~ PAW-soo.
How about tomorrow?	E amanhã?	ee ah-mah-NYAH~?
Tomorrow works for me.	Amanhã eu posso.	ah-mah-NYAH~ eh-oo PAW-soo.
What time?	Que horas?	kee AW-ruhs?
At three.	Às três.	ahs TRAYS.
Does four work for you?	Pode ser às quatro?	PAW-jee SEHR ahs KWAH-troo?
That works.	Pode ser.	PAW-jee SEHR.
Where shall we meet?	Onde a gente se encontra?	OH~-jee ah ZHEH~-chee see eh~-KOH~-truh?
At the café near the school.	No café perto da escola.	noo kah-FEH PEHR-too dah ehs-KAW-luh.
Sounds good!	Combinado!	koh~-bee-NAH-doo!
See you tomorrow!	Até amanhã!	ah-TEH ah-mah-NYAH~!
I'm running a little late.	Vou atrasar um pouco.	VOH ah-trah-ZAHR OO~ POH-koo.
No problem.	Sem problema.	SAY~ proh-BLAY-muh.

Follow the dialogue

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Vamos tomar um café depois da aula?	Want to get coffee after class?	VAH~-moos toh-MAHR OO~ kah-FEH jeh-POYS dah OW-luh?
Lucas	Hoje não posso. E amanhã?	I can't today. How about tomorrow?	OH-zhee NOW~ PAW-soo. ee ah-mah-NYAH~?
Ana	Amanhã eu posso. Que horas?	Tomorrow works for me. What time?	ah-mah-NYAH~ eh-oo PAW-soo. kee AW-ruhs?
Lucas	Pode ser às três?	Does three work for you?	PAW-jee SEHR ahs TRAYS?
Ana	Às três não posso. Pode ser às quatro?	I can't at three. Does four work for you?	ahs TRAYS NOW~ PAW-soo. PAW-jee SEHR ahs KWAH-troo?
Lucas	Pode ser. Onde a gente se encontra?	That works. Where shall we meet?	PAW-jee SEHR. OH~-jee ah ZHEH~-chee see eh~-KOH~-truh?
Ana	No café perto da escola.	At the café near the school.	noo kah-FEH PEHR-too dah ehs-KAW-luh.
Lucas	Combinado! Até amanhã!	Sounds good! See you tomorrow!	koh~-bee-NAH-doo! ah-TEH ah-mah-NYAH~!
Ana	Até amanhã!	See you tomorrow!	ah-TEH ah-mah-NYAH~!

Recombine

Start with	Choose a piece	Try it
Vamos...?	tomar um café / almoçar / dar uma volta	Vamos almoçar?
Pode ser...?	hoje / amanhã / às quatro	Pode ser amanhã?
A gente se encontra...	no café / na escola / na praça	A gente se encontra na praça.

Your turn

With support: A friend suggests three o'clock, but you can only meet at four. Possible example: “Às três não posso. Pode ser às quatro?”

On your own: Invite someone to do something, agree on a day, time, and place, and end the conversation naturally. If you cannot accept their first suggestion, offer another one.

Usage note

“Você pode hoje?” means “Are you available today?” in the context of making a plan. “Pode ser” accepts a suggestion; it does not mean “maybe” here. In everyday Brazilian Portuguese, a gente often means “we”: use “a gente se encontra,” not “a gente se encontramos.” “Vou atrasar um pouco” announces that you expect to arrive late. Specify morning or afternoon if the time could be unclear.

A2-05 • Talking about your routine

Situation: A classmate wants to know what a normal weekday is like for you.

Your goal: Describe habits, give times and frequency, and compare routines.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
What time do you usually wake up?	Que horas você costuma acordar?	kee AW-ruhs voh-SAY koos-TOO~-muh ah-kohr-DAHR?
I usually wake up at seven.	Geralmente eu acordo às sete.	zheh-rawl-MEH~-chee eh-oo ah-KOHR-doo ahs SEH-chee.
Do you work from home?	Você trabalha de casa?	voh-SAY trah-BAH-lyuh jee KAH-zuh?
Twice a week. The other days, I go to the office.	Duas vezes por semana. Nos outros dias, vou ao escritório.	DOO-uhs VAY-zees pohr seh-MAH~-nuh. nooz OH-trooz JEE-uhs, VOH ow ehs-kree-TAW-ryoo.
How do you get there?	Como você vai pra lá?	KOH-moo voh-SAY VY prah LAH?
I take the bus. It takes about forty minutes.	Vou de ônibus. Levo uns quarenta minutos.	VOH jee OH~-nee-boos. LEH-voo OO~s kwah-REH~-tuh mee-NOO-toos.
And what do you do in the evening?	E o que você faz à noite?	ee oo kee voh-SAY FAHZ ah NOY-chee?
I study a little and then make dinner.	Estudo um pouco e depois faço o jantar.	ehs-TOO-doo OO~ POH-koo ee jeh-POYS FAH-soo oo zhah~-TAHR.
I have lunch around noon.	Eu almoço por volta do meio-dia.	eh-oo aw-MAW-soo pohr VOL-tuh doo MAY-oo JEE-uh.
I hardly ever go out during the week.	Quase nunca saio durante a semana.	KWAH-zee NOO~-kuh SY-oo doo-RAH~-chee ah seh-MAH~-nuh.
On Saturdays, I get up later.	Aos sábados, levanto mais tarde.	ows SAH-bah-doos, leh-VAH~-too MYS TAHR-jee.
My schedule changes a lot.	Meus horários mudam bastante.	meh-oos oh-RAH-ryoos MOO-dow~ bahs-TAH~-chee.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Que horas você costuma acordar?	What time do you usually wake up?	kee AW-ruhs voh-SAY koos-TOO~-muh ah-kohr-DAHR?
Lucas	Geralmente eu acordo às sete.	I usually wake up at seven.	zheh-rawl-MEH~-chee eh-oo ah-KOHR-doo ahs SEH-chee.
Ana	Você trabalha de casa?	Do you work from home?	voh-SAY trah-BAH-lyuh jee KAH-zuh?
Lucas	Duas vezes por semana. Nos outros dias, vou ao escritório.	Twice a week. The other days, I go to the office.	DOO-uhs VAY-zees pohr seh-MAH~-nuh. nooz OH-trooz JEE-uhs, VOH ow ehs-kree-TAW-ryoo.
Ana	Como você vai pra lá?	How do you get there?	KOH-moo voh-SAY VY prah LAH?
Lucas	Vou de ônibus. Levo uns quarenta minutos.	I take the bus. It takes about forty minutes.	VOH jee OH~-nee-boos. LEH-voo OO~s kwah-REH~-tuh mee-NOO-toos.
Ana	E o que você faz à noite?	And what do you do in the evening?	ee oo kee voh-SAY FAHZ ah NOY-chee?
Lucas	Estudo um pouco e depois faço o jantar.	I study a little and then make dinner.	ehs-TOO-doo OO~ POH-koo ee jeh-POYS FAH-soo oo zhah~-TAHR.

Recombine

Start with	Choose a piece	Try it
Eu costumo...	acordar cedo / estudar à noite / almoçar em casa	Eu costumo estudar à noite.
Vou...	de ônibus / de metrô / a pé	Vou de metrô.
... por semana.	Uma vez / Duas vezes / Três vezes	Duas vezes por semana.

Your turn

With support: Tell a classmate when you get up and how you travel. Example: “Eu acordo às sete e vou de metrô.”

On your own: Describe a real or invented weekday. Include one time, one frequency expression and one contrast with your weekend. Ask your partner a follow-up question.

Usage note

“Costumar + verb” describes a habit. Use “uma vez” but “duas vezes.” “Trabalhar de casa” is natural for working from home. “À noite” means in the evening or at night; the intended period comes from context.

A2-06 • Trying on and exchanging clothes

Situation: You try on a shirt and ask about a possible exchange.

Your goal: Ask for a size, describe fit and check the shop's conditions without assuming them.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Do you have this shirt in a medium?	Tem essa camiseta no tamanho M?	TAY~ EH-suh kah-mee-ZEH-tuh noo tah-MAH~-nyoo EH-mee?
Yes. Would you like to try it on?	Tem, sim. Quer experimentar?	TAY~, SEE~. KEHR ehs-peh-ree-meh~-TAHR?
Yes, please. Where's the fitting room?	Quero, por favor. Onde fica o provador?	KEH-roo, pohr fah-VOHR. OH~-jee FEE-kuh oo proh-vah-DOHR?
It's at the back, on the left.	Fica no fundo, à esquerda.	FEE-kuh noo FOO~-doo, ah ehs-KEHR-duh.
This one is a little tight.	Essa ficou um pouco apertada.	EH-suh fee-KOH OO~ POH-koo ah-pehr-TAH-duh.
I'll get a larger size.	Vou pegar um tamanho maior.	VOH peh-GAHR OO~ tah-MAH~-nyoo my-OHR.
This one fits. Can I exchange it if I need to?	Essa ficou boa. Posso trocar se precisar?	EH-suh fee-KOH BOH-uh. PAW-soo troh-KAHR see preh-see-ZAHR?
I'll check the exchange conditions for you.	Vou conferir as condições de troca pra você.	VOH koh~-feh-REER ahs koh~-jee-SOY~S jee TROH-kuh prah voh-SAY.
Do you have it in another color?	Tem de outra cor?	TAY~ jee OH-truh KOHR?
I'd prefer a looser fit.	Prefiro uma mais larga.	preh-FEE-roo OO~-muh MYS LAHR-guh.
I'll take this one.	Vou levar essa.	VOH leh-VAHR EH-suh.
I bought this yesterday and would like to exchange it.	Comprei ontem e queria trocar.	koh~-PRAY OH~-teh~ ee keh-REE-uh troh-KAHR.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Tem essa camiseta no tamanho M?	Do you have this shirt in a medium?	TAY~ EH-suh kah-mee-ZEH-tuh noo tah-MAH~-nyoo EH-mee?
Lucas	Tem, sim. Quer experimentar?	Yes. Would you like to try it on?	TAY~, SEE~. KEHR ehs-peh-ree-meh~-TAHR?
Ana	Quero, por favor. Onde fica o provador?	Yes, please. Where's the fitting room?	KEH-roo, pohr fah-VOHR. OH~-jee FEE-kuh oo proh-vah-DOHR?
Lucas	Fica no fundo, à esquerda.	It's at the back, on the left.	FEE-kuh noo FOO~-doo, ah ehs-KEHR-duh.
Ana	Essa ficou um pouco apertada.	This one is a little tight.	EH-suh fee-KOH OO~ POH-koo ah-pehr-TAH-duh.
Lucas	Vou pegar um tamanho maior.	I'll get a larger size.	VOH peh-GAHR OO~ tah-MAH~-nyoo my-OHR.
Ana	Essa ficou boa. Posso trocar se precisar?	This one fits. Can I exchange it if I need to?	EH-suh fee-KOH BOH-uh. PAW-soo troh-KAHR see preh-see-ZAHR?
Lucas	Vou conferir as condições de troca pra você.	I'll check the exchange conditions for you.	VOH koh~-feh-REER ahs koh~-jee-SOY~S jee TROH-kuh prah voh-SAY.

Recombine

Start with	Choose a piece	Try it
Tem...?	no tamanho P / no tamanho G / de outra cor	Tem no tamanho G?
Essa ficou...	boa / apertada / larga	Essa ficou larga.
Queria...	experimentar / trocar / ver outra cor	Queria ver outra cor.

Your turn

With support: A shirt is too tight. Ask for a larger size. Example: “Essa ficou apertada. Tem um tamanho maior?”

On your own: Role-play a shop visit. Ask for an item and a size, comment on the fit and ask about exchange conditions. The shop assistant should check rather than invent a universal policy.

Usage note

“Ficou boa” comments on the fit here. “Vou levar” means you have decided to buy it. P, M and G are read as letter names: pê, eme and gê. Exchange conditions depend on the situation and shop; this conversation does not state a legal rule.

A2-07 • Checking in and reporting a basic problem

Situation: You arrive at a hotel and need practical information about your stay.

Your goal: Check in, ask about breakfast and Wi-Fi, and report a problem politely.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
I have a reservation under Ana.	Tenho uma reserva no nome de Ana.	TEH~-nyoo OO~-muh heh-ZEHR-vuh noo NOH-mee jee AH~-nuh.
Of course. Can I see your ID?	Claro. Posso ver seu documento?	KLAH-roo. PAW-soo VEHR seh-oo doh-koo-MEH~-too?
Here you go. Is breakfast included?	Aqui está. O café da manhã está incluído?	ah-KEE ehs-TAH. oo kah-FEH dah mah-NYAH~ ehs-TAH ee~-kloo-EE-doo?
Yes, from seven to ten.	Está, sim. Das sete às dez.	ehs-TAH, SEE~. dahs SEH-chee ahs DEHZ.
And how do I connect to the Wi-Fi?	E como eu acesso o Wi-Fi?	ee KOH-moo eh-oo ah-SEH-soo oo WY-fy?
The password is on this card.	A senha está neste cartão.	ah SEH~-nyuh ehs-TAH NEHS-chee kar-TOW~.
Thanks. If I need anything, can I call reception?	Obrigada. Se eu precisar, posso ligar pra recepção?	oh-bree-GAH-duh. see eh-oo preh-see-ZAHR, PAW-soo lee-GAHR prah heh-sehp-SOW~?
Of course. We're here to help.	Claro. Estamos aqui pra ajudar.	KLAH-roo. ehs-TAH~-moos ah-KEE prah ah-zhoo-DAHR.
The shower isn't heating up.	O chuveiro não está esquentando.	oo shoo-VAY-roo NOW~ ehs-TAH ehs-keh~-TAH~-doo.
Could someone take a look?	Alguém pode dar uma olhada?	aw-GAY~ PAW-jee DAHR OO~-muh oh-LYAH-duh?
Could I leave my bag here for a while?	Posso deixar minha mala aqui um pouco?	PAW-soo day-SHAHR MEE~-nyuh MAH-luh ah-KEE OO~ POH-koo?
What time do I need to check out?	Que horas preciso liberar o quarto?	kee AW-ruhs preh-SEE-zoo lee-beh-RAHR oo KWAHR-too?

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Tenho uma reserva no nome de Ana.	I have a reservation under Ana.	TEH~-nyoo OO~-muh heh-ZEHR-vuh noo NOH-mee jee AH~-nuh.
Lucas	Claro. Posso ver seu documento?	Of course. Can I see your ID?	KLAH-roo. PAW-soo VEHR seh-oo doh-koo-MEH~-too?
Ana	Aqui está. O café da manhã está incluído?	Here you go. Is breakfast included?	ah-KEE ehs-TAH. oo kah-FEH dah mah-NYAH~ ehs-TAH ee~-kloo-EE-doo?
Lucas	Está, sim. Das sete às dez.	Yes, from seven to ten.	ehs-TAH, SEE~. dahs SEH-chee ahs DEHZ.
Ana	E como eu acesso o Wi-Fi?	And how do I connect to the Wi-Fi?	ee KOH-moo eh-oo ah-SEH-soo oo WY-fy?
Lucas	A senha está neste cartão.	The password is on this card.	ah SEH~-nyuh ehs-TAH NEHS-chee kar-TOW~.
Ana	Obrigada. Se eu precisar, posso ligar pra recepção?	Thanks. If I need anything, can I call reception?	oh-bree-GAH-duh. see eh-oo preh-see-ZAHR, PAW-soo lee-GAHR prah heh-sehp-SOW~?
Lucas	Claro. Estamos aqui pra ajudar.	Of course. We're here to help.	KLAH-roo. ehs-TAH~-moos ah-KEE prah ah-zhoo-DAHR.

Recombine

Start with	Choose a piece	Try it
Tenho uma reserva...	no nome de Ana / no nome de Lucas / para duas pessoas	Tenho uma reserva para duas pessoas.
O... não está funcionando.	Wi-Fi / chuveiro / ar-condicionado	O Wi-Fi não está funcionando.
Posso...?	deixar minha mala aqui / ligar pra recepção / entrar agora	Posso entrar agora?

Your turn

With support: Report a shower problem and request help. Example: “O chuveiro não está esquentando. Alguém pode dar uma olhada?”

On your own: Check in with a partner acting as the receptionist. Ask about two services. Later, report one simple problem and ask what can be done.

Usage note

“Café da manhã” means breakfast, not just coffee. “Dar uma olhada” is a common informal request to check something. The breakfast schedule in the dialogue is fictional and specific to this role-play.

A2-08 • Talking about your weekend

Situation: You catch up with a friend on Monday.

Your goal: Describe a short past event, react and ask follow-up questions.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
How was your weekend?	Como foi seu fim de semana?	KOH-moo FOY seh-oo FEE~ jee seh-MAH~-nuh?
It was great. I went to a friend's place.	Foi ótimo. Fui à casa de uma amiga.	FOY AW-chee-moo. FOOY ah KAH-zuh jee OO~-muh ah-MEE-guh.
What did you do there?	O que vocês fizeram lá?	oo kee voh-SAYS fee-ZEH-row~ LAH?
We made lunch and talked for a long time.	A gente fez almoço e conversou bastante.	ah ZHEH~-chee FEHZ aw-MAW-soo ee koh~-vehr-SOH bahs-TAH~-chee.
Nice! Did you get home late?	Que bom! Você chegou tarde?	kee BOH~! voh-SAY sheh-GOH TAHR-jee?
A little. What about you? Did you go out?	Um pouco. E você? Saiu?	OO~ POH-koo. ee voh-SAY? sah-EE-oo?
No, I stayed home and rested.	Não, fiquei em casa e descansei.	NOW~, fee-KAY AY~ KAH-zuh ee jehs-kah~-SAY.
Sometimes that's just what we need.	Às vezes é disso que a gente precisa.	ahs VAY-zeez EH JEE-soo kee ah ZHEH~-chee preh-SEE-zuh.
It rained all day.	Choveu o dia inteiro.	shoh-VEH-oo oo JEE-uh ee~-TAY-roo.
I wanted to go out, but I was tired.	Eu queria sair, mas estava cansado.	eh-oo keh-REE-uh sah-EER, mahz ehs-TAH-vuh kah~-SAH-doo.
I hadn't been there before.	Eu ainda não conhecia o lugar.	eh-oo ah-EE~-duh NOW~ koh-nyeh-SEE-uh oo loo-GAHR.
I'd like to go back.	Quero voltar lá.	KEH-roo vohl-TAHR LAH.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Como foi seu fim de semana?	How was your weekend?	KOH-moo FOY seh-oo FEE~ jee seh-MAH~-nuh?
Lucas	Foi ótimo. Fui à casa de uma amiga.	It was great. I went to a friend's place.	FOY AW-chee-moo. FOOY ah KAH-zuh jee OO~-muh ah-MEE-guh.
Ana	O que vocês fizeram lá?	What did you do there?	oo kee voh-SAYS fee-ZEH-row~ LAH?
Lucas	A gente fez almoço e conversou bastante.	We made lunch and talked for a long time.	ah ZHEH~-chee FEHZ aw-MAW-soo ee koh~-vehr-SOH bahs-TAH~-chee.
Ana	Que bom! Você chegou tarde?	Nice! Did you get home late?	kee BOH~! voh-SAY sheh-GOH TAHR-jee?
Lucas	Um pouco. E você? Saiu?	A little. What about you? Did you go out?	OO~ POH-koo. ee voh-SAY? sah-EE-oo?
Ana	Não, fiquei em casa e descansei.	No, I stayed home and rested.	NOW~, fee-KAY AY~ KAH-zuh ee jehs-kah~-SAY.
Lucas	Às vezes é disso que a gente precisa.	Sometimes that's just what we need.	ahs VAY-zeez EH JEE-soo kee ah ZHEH~-chee preh-SEE-zuh.

Recombine

Start with	Choose a piece	Try it
No sábado, eu...	fui ao cinema / fiquei em casa / visitei uma amiga	No sábado, eu fui ao cinema.
Foi...	ótimo / tranquilo / divertido	Foi tranquilo.
Eu queria..., mas...	sair + choveu / viajar + trabalhei / descansar + tive visita	Eu queria sair, mas choveu.

Your turn

With support: Tell a friend one thing you did and ask about their weekend. Example: “Fiquei em casa e descansei. E você?”

On your own: Describe a real or invented weekend with two events and one reaction. Your partner asks where, when or who with. Switch roles without reading the model.

Usage note

“A gente fez” takes a singular verb even though it means “we did.” “Conhecer um lugar” can mean having visited or being familiar with it. In everyday speech, “fiquei em casa” is a natural way to say you stayed home. Use cansada if that is the appropriate form for the speaker.

B1-09 • Telling a story and reacting

Situation: You tell a friend about a small travel mishap.

Your goal: Sequence events, explain a misunderstanding and react with interest.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
You won't believe what happened yesterday.	Você não vai acreditar no que aconteceu ontem.	voh-SAY NOW~ VY ah-kreh-jee-TAHR noo kee ah-koh~-teh-SEH-oo OH~-teh~.
What happened?	O que aconteceu?	oo kee ah-koh~-teh-SEH-oo?
I got on the wrong bus and only noticed later.	Peguei o ônibus errado e só percebi depois.	peh-GAY oo OH~-nee-boos eh-HAH-doo ee SAW pehr-seh-BEE jeh-POYS.
Really? What did you do?	Sério? E o que você fez?	SEH-ryoo? ee oo kee voh-SAY FEHZ?
I asked the driver for help. Luckily, we weren't far away.	Pedi ajuda ao motorista. Por sorte, não estávamos longe.	peh-JEE ah-ZHOO-duh ow moh-toh-REES-tuh. pohr SOHR-chee, NOW~ ehs-TAH-vah-moos LOH~-zhee.
Good thing you noticed in time.	Ainda bem que você percebeu a tempo.	ah-EE~-duh BAY~ kee voh-SAY pehr-seh-BEH-oo ah TEH~-poo.
Yes! In the end, I was only ten minutes late.	Pois é! No fim, cheguei só dez minutos atrasada.	poyz EH! noo FEE~, sheh-GAY SAW DEHZ mee-NOO-tooz ah-trah-ZAH-duh.
It could have been worse.	Podia ter sido pior.	poh-JEE-uh TEHR SEE-doo pee-OHR.
At first, I thought everything was fine.	No começo, achei que estava tudo certo.	noo koh-MEH-soo, ah-SHAY kee ehs-TAH-vuh TOO-doo SEHR-too.
Meanwhile, my friend was waiting for me.	Enquanto isso, meu amigo estava me esperando.	eh~-KWAH~-too EE-soo, meh-oo ah-MEE-goo ehs-TAH-vuh mee ehs-peh-RAH~-doo.
I was about to leave when the phone rang.	Eu estava saindo quando o telefone tocou.	eh-oo ehs-TAH-vuh sah-EE~-doo KWAH~-doo oo teh-leh-FOH-nee toh-KOH.
Now I can laugh about it.	Agora eu consigo rir disso.	ah-GAW-ruh eh-oo koh~-SEE-goo HEER JEE-soo.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Você não vai acreditar no que aconteceu ontem.	You won't believe what happened yesterday.	voh-SAY NOW~ VY ah-kreh-jee-TAHR noo kee ah-koh~-teh-SEH-oo OH~-teh~.
Lucas	O que aconteceu?	What happened?	oo kee ah-koh~-teh-SEH-oo?
Ana	Peguei o ônibus errado e só percebi depois.	I got on the wrong bus and only noticed later.	peh-GAY oo OH~-nee-boos eh-HAH-doo ee SAW pehr-seh-BEE jeh-POYS.
Lucas	Sério? E o que você fez?	Really? What did you do?	SEH-ryoo? ee oo kee voh-SAY FEHZ?
Ana	Pedi ajuda ao motorista. Por sorte, não estávamos longe.	I asked the driver for help. Luckily, we weren't far away.	peh-JEE ah-ZHOO-duh ow moh-toh-REES-tuh. pohr SOHR-chee, NOW~ ehs-TAH-vah-moos LOH~-zhee.
Lucas	Ainda bem que você percebeu a tempo.	Good thing you noticed in time.	ah-EE~-duh BAY~ kee voh-SAY pehr-seh-BEH-oo ah TEH~-poo.
Ana	Pois é! No fim, cheguei só dez minutos atrasada.	Yes! In the end, I was only ten minutes late.	poyz EH! noo FEE~, sheh-GAY SAW DEHZ mee-NOO-tooz ah-trah-ZAH-duh.
Lucas	Podia ter sido pior.	It could have been worse.	poh-JEE-uh TEHR SEE-doo pee-OHR.

Recombine

Start with	Choose a piece	Try it
No começo, achei que...	era ali / estava tudo certo / dava tempo	No começo, achei que dava tempo.
Por sorte,...	o motorista ajudou / não era longe / alguém avisou	Por sorte, alguém avisou.
No fim,...	deu tudo certo / cheguei atrasado / voltei pra casa	No fim, deu tudo certo.

Your turn

With support: Tell the bus story in three stages. Example: “Peguei o ônibus errado. Pedi ajuda. No fim, deu tudo certo.”

On your own: Tell a small mishap using a beginning, an unexpected event and an ending. Your partner reacts twice and asks for one detail. You may invent the story.

Usage note

“Ainda bem que...” expresses relief. “Pois é” may acknowledge or agree with what someone has said; its tone matters. “Podia ter sido pior” is a common conversational form. Ana uses atrasada in the dialogue; use atrasado when appropriate for the speaker.

B1-10 • Explaining preferences without dismissing others

Situation: You and a friend choose a place to eat.

Your goal: Give reasons, acknowledge a preference and suggest a compromise.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Do you feel like eating out today?	Você está a fim de comer fora hoje?	voh-SAY ehs-TAH ah FEE~ jee koh-MEHR FAW-ruh OH-zhee?
Yes, but I'd prefer somewhere quiet.	Estou, mas prefiro um lugar tranquilo.	ehs-TOH, mahz preh-FEE-roo OO~ loo-GAHR trah~-KWEE-loo.
Why? You used to love that busy bar.	Por quê? Você adorava aquele bar cheio.	pohr KEH? voh-SAY ah-doh-RAH-vuh ah-KEH-lee BAHR SHAY-oo.
I still like it, but today I'd like to be able to talk.	Ainda gosto, mas hoje quero conversar com calma.	ah-EE~-duh GAWS-too, mahz OH-zhee KEH-roo koh~-vehr-SAHR KOH~ KAW-muh.
Fair enough. How about the restaurant on the corner?	Faz sentido. Que tal o restaurante da esquina?	FAHZ seh~-CHEE-doo. kee TAW oo hehs-tow-RAH~-chee dah ehs-KEE-nuh?
That works for me. The food is good and it's close.	Por mim, pode ser. A comida é boa e fica perto.	pohr MEE~, PAW-jee SEHR. ah koh-MEE-duh EH BOH-uh ee FEE-kuh PEHR-too.
Shall we walk there, then?	Então vamos a pé?	eh~-TOW~ VAH~-moos ah PEH?
Let's. If it rains, we'll get a taxi.	Vamos. Se chover, a gente pega um táxi.	VAH~-moos. see shoh-VEHR, ah ZHEH~-chee PEH-guh OO~ TAHK-see.
It's not really my thing.	Não é muito a minha praia.	NOW~ EH MOOY~-too ah MEE~-nyuh PRY-uh.
I prefer places where you can hear each other.	Prefiro lugares onde dá pra ouvir a outra pessoa.	preh-FEE-roo loo-GAH-reez OH~-jee DAH prah oh-VEER ah OH-truh peh-SOH-uh.
I'm happy to try something different.	Topo experimentar uma coisa diferente.	TAW-poo ehs-peh-ree-meh~-TAHR OO~-muh KOY-zuh jee-feh-REH~-chee.
We can decide when we get there.	A gente pode decidir quando chegar.	ah ZHEH~-chee PAW-jee deh-see-JEER KWAH~-doo sheh-GAHR.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Você está a fim de comer fora hoje?	Do you feel like eating out today?	voh-SAY ehs-TAH ah FEE~ jee koh-MEHR FAW-ruh OH-zhee?
Lucas	Estou, mas prefiro um lugar tranquilo.	Yes, but I'd prefer somewhere quiet.	ehs-TOH, mahz preh-FEE-roo OO~ loo-GAHR trah~-KWEE-loo.
Ana	Por quê? Você adorava aquele bar cheio.	Why? You used to love that busy bar.	pohr KEH? voh-SAY ah-doh-RAH-vuh ah-KEH-lee BAHR SHAY-oo.
Lucas	Ainda gosto, mas hoje quero conversar com calma.	I still like it, but today I'd like to be able to talk.	ah-EE~-duh GAWS-too, mahz OH-zhee KEH-roo koh~-vehr-SAHR KOH~ KAW-muh.
Ana	Faz sentido. Que tal o restaurante da esquina?	Fair enough. How about the restaurant on the corner?	FAHZ seh~-CHEE-doo. kee TAW oo hehs-tow-RAH~-chee dah ehs-KEE-nuh?
Lucas	Por mim, pode ser. A comida é boa e fica perto.	That works for me. The food is good and it's close.	pohr MEE~, PAW-jee SEHR. ah koh-MEE-duh EH BOH-uh ee FEE-kuh PEHR-too.
Ana	Então vamos a pé?	Shall we walk there, then?	eh~-TOW~ VAH~-moos ah PEH?
Lucas	Vamos. Se chover, a gente pega um táxi.	Let's. If it rains, we'll get a taxi.	VAH~-moos. see shoh-VEHR, ah ZHEH~-chee PEH-guh OO~ TAHK-see.

Recombine

Start with	Choose a piece	Try it
Prefiro um lugar...	tranquilo / perto de casa / com mesas ao ar livre	Prefiro um lugar perto de casa.
Topo...	experimentar / ir a pé / mudar o horário	Topo mudar o horário.
Se..., a gente...	chover + pega um táxi / estiver cheio + procura outro lugar / der tempo + toma um café	Se estiver cheio, a gente procura outro lugar.

Your turn

With support: Accept a suggestion while stating a preference. Example: “Topo sair, mas prefiro um lugar tranquilo.”

On your own: Choose a plan with someone who has a different preference. Give a reason, acknowledge their point and agree on an option both can accept.

Usage note

“Estar a fim de” means feeling like doing something. “Não é minha praia” is an informal way to say something is not your thing. “Por mim, pode ser” accepts a suggestion from your own perspective. “Topo” is informal and friendly.

B1-11 • Resolving a delivery problem

Situation: An order has not arrived, and you contact customer support.

Your goal: Describe the issue, confirm information and request a specific next step.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
I'm contacting you about an order that hasn't arrived.	Estou entrando em contato sobre um pedido que não chegou.	ehs-TOH eh~-TRAH~-doo AY~ koh~-TAH-too SOH-bree OO~ peh-JEE-doo kee NOW~ sheh-GOH.
Of course. Could you give me the order number?	Claro. Pode me informar o número do pedido?	KLAH-roo. PAW-jee mee ee~-fohr-MAHR oo NOO-meh-roo doo peh-JEE-doo?
It's 1234. It was supposed to arrive yesterday.	É 1234. Era pra ter chegado ontem.	EH OO~ DOYS TRAYS KWAH-troo. EH-ruh prah TEHR sheh-GAH-doo OH~-teh~.
Let me check what happened.	Vou verificar o que aconteceu.	VOH veh-ree-fee-KAHR oo kee ah-koh~-teh-SEH-oo.
The tracking says delivered, but I haven't received it.	No rastreamento consta como entregue, mas eu não recebi.	noo hahs-treh-ah-MEH~-too KOH~S-tuh KOH-moo eh~-TREH-gee, mahz eh-oo NOW~ heh-seh-BEE.
Can you confirm the delivery address?	Você pode confirmar o endereço da entrega?	voh-SAY PAW-jee koh~-feer-MAHR oo eh~-deh-REH-soo dah eh~-TREH-guh?
Yes. Can you also give me a timeframe for a response?	Posso. Você também pode me dar um prazo de retorno?	PAW-soo. voh-SAY tah~-BAY~ PAW-jee mee DAHR OO~ PRAH-zoo jee heh-TOHR-noo?
I'll check and send you an update by email.	Vou verificar e enviar uma atualização por email.	VOH veh-ree-fee-KAHR ee eh~-vee-AHR OO~-muh ah-too-ah-lee-zah-SOW~ pohr EE-mayl.
I've already checked with the building's front desk.	Já conferi com a portaria.	ZHAH koh~-feh-REE KOH~ ah pohr-tah-REE-uh.
Could you put that in writing?	Pode me passar isso por escrito?	PAW-jee mee pah-SAHR EE-soo pohr ehs-KREE-too?
What can we do to resolve this?	O que a gente pode fazer pra resolver isso?	oo kee ah ZHEH~-chee PAW-jee fah-ZEHR prah heh-zohl-VEHR EE-soo?
Thanks. I'll wait for your response.	Obrigado. Fico no aguardo do retorno.	oh-bree-GAH-doo. FEE-koo noo ah-GWAHR-doo doo heh-TOHR-noo.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Estou entrando em contato sobre um pedido que não chegou.	I'm contacting you about an order that hasn't arrived.	ehs-TOH eh~-TRAH~-doo AY~ koh~-TAH-too SOH-bree OO~ peh-JEE-doo kee NOW~ sheh-GOH.
Lucas	Claro. Pode me informar o número do pedido?	Of course. Could you give me the order number?	KLAH-roo. PAW-jee mee ee~-fohr-MAHR oo NOO-meh-roo doo peh-JEE-doo?
Ana	É 1234. Era pra ter chegado ontem.	It's 1234. It was supposed to arrive yesterday.	EH OO~ DOYS TRAYS KWAH-troo. EH-ruh prah TEHR sheh-GAH-doo OH~-teh~.
Lucas	Vou verificar o que aconteceu.	Let me check what happened.	VOH veh-ree-fee-KAHR oo kee ah-koh~-teh-SEH-oo.
Ana	No rastreamento consta como entregue, mas eu não recebi.	The tracking says delivered, but I haven't received it.	noo hahs-treh-ah-MEH~-too KOH~S-tuh KOH-moo eh~-TREH-gee, mahz eh-oo NOW~ heh-seh-BEE.
Lucas	Você pode confirmar o endereço da entrega?	Can you confirm the delivery address?	voh-SAY PAW-jee koh~-feer-MAHR oo eh~-deh-REH-soo dah eh~-TREH-guh?
Ana	Posso. Você também pode me dar um prazo de retorno?	Yes. Can you also give me a timeframe for a response?	PAW-soo. voh-SAY tah~-BAY~ PAW-jee mee DAHR OO~ PRAH-zoo jee heh-TOHR-noo?
Lucas	Vou verificar e enviar uma atualização por email.	I'll check and send you an update by email.	VOH veh-ree-fee-KAHR ee eh~-vee-AHR OO~-muh ah-too-ah-lee-zah-SOW~ pohr EE-mayl.

Recombine

Start with	Choose a piece	Try it
Estou entrando em contato sobre...	uma entrega / uma cobrança / um agendamento	Estou entrando em contato sobre uma cobrança.
Era pra...	ter chegado ontem / ter sido cancelado / funcionar hoje	Era pra ter chegado ontem.
Pode me informar...?	o prazo / o número do protocolo / o próximo passo	Pode me informar o próximo passo?

Your turn

With support: Explain the mismatch between tracking and reality. Example: “Consta como entregue, mas eu não recebi. Pode verificar?”

On your own: Role-play a service problem. Explain what was expected and what happened, answer one clarification question and agree on a concrete follow-up. Do not invent a legal entitlement.

Usage note

“Consta como” means a system or record shows something. “Era pra ter...” expresses an unmet expectation. “Retorno” means a reply or update here, not sending the parcel back. Read the fictional order number digit by digit. Ana may use obrigada in the final phrase.

B1-12 • Discussing work and study plans

Situation: You talk with a friend about learning a new skill while working.

Your goal: Express intentions, explain constraints and offer realistic encouragement.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
I'm thinking about taking a course next year.	Estou pensando em fazer um curso no ano que vem.	ehs-TOH peh~-SAH~-doo AY~ fah-ZEHR OO~ KOOR-soo noo AH~-noo kee VAY~.
Really? What would you like to study?	É mesmo? O que você quer estudar?	EH MEHZ-moo? oo kee voh-SAY KEHR ehs-too-DAHR?
I'd like to learn more about design.	Queria aprender mais sobre design.	keh-REE-uh ah-preh~-DEHR MYS SOH-bree dee-ZYN.
Are you planning to change careers?	Você pretende mudar de área?	voh-SAY preh-TEH~-jee moo-DAHR jee AH-ree-uh?
Maybe, but first I want to see if I enjoy it.	Talvez, mas primeiro quero ver se eu gosto.	taw-VEHZ, mahs pree-MAY-roo KEH-roo VEHR see eh-oo GAWS-too.
That makes sense. Can you fit it around work?	Faz sentido. Dá pra conciliar com o trabalho?	FAHZ seh~-CHEE-doo. DAH prah koh~-see-lee-AHR KOH~ oo trah-BAH-lyoo?
I think so, if I can find evening classes.	Acho que sim, se eu encontrar aulas à noite.	AH-shoo kee SEE~, see eh-oo eh~-koh~-TRAHR OW-luhz ah NOY-chee.
Then starting with a short course might be a good idea.	Então talvez seja bom começar com um curso curto.	eh~-TOW~ taw-VEHZ SAY-zhuh BOH~ koh-meh-SAHR KOH~ OO~ KOOR-soo KOOR-too.
I haven't made a decision yet.	Ainda não tomei uma decisão.	ah-EE~-duh NOW~ toh-MAY OO~-muh deh-see-ZOW~.
My main difficulty is finding the time.	Minha maior dificuldade é arrumar tempo.	MEE~-nyuh my-OHR jee-fee-kool-DAH-jee EH ah-hoo-MAHR TEH~-poo.
I'd rather take it one step at a time.	Prefiro dar um passo de cada vez.	preh-FEE-roo DAHR OO~ PAH-soo jee KAH-duh VEHZ.
If it works out, I'll carry on.	Se der certo, eu continuo.	see DEHR SEHR-too, eh-oo koh~-chee-NOO-oo.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Estou pensando em fazer um curso no ano que vem.	I'm thinking about taking a course next year.	ehs-TOH peh~-SAH~-doo AY~ fah-ZEHR OO~ KOOR-soo noo AH~-noo kee VAY~.
Lucas	É mesmo? O que você quer estudar?	Really? What would you like to study?	EH MEHZ-moo? oo kee voh-SAY KEHR ehs-too-DAHR?
Ana	Queria aprender mais sobre design.	I'd like to learn more about design.	keh-REE-uh ah-preh~-DEHR MYS SOH-bree dee-ZYN.
Lucas	Você pretende mudar de área?	Are you planning to change careers?	voh-SAY preh-TEH~-jee moo-DAHR jee AH-ree-uh?
Ana	Talvez, mas primeiro quero ver se eu gosto.	Maybe, but first I want to see if I enjoy it.	taw-VEHZ, mahs pree-MAY-roo KEH-roo VEHR see eh-oo GAWS-too.
Lucas	Faz sentido. Dá pra conciliar com o trabalho?	That makes sense. Can you fit it around work?	FAHZ seh~-CHEE-doo. DAH prah koh~-see-lee-AHR KOH~ oo trah-BAH-lyoo?
Ana	Acho que sim, se eu encontrar aulas à noite.	I think so, if I can find evening classes.	AH-shoo kee SEE~, see eh-oo eh~-koh~-TRAHR OW-luhz ah NOY-chee.
Lucas	Então talvez seja bom começar com um curso curto.	Then starting with a short course might be a good idea.	eh~-TOW~ taw-VEHZ SAY-zhuh BOH~ koh-meh-SAHR KOH~ OO~ KOOR-soo KOOR-too.

Recombine

Start with	Choose a piece	Try it
Estou pensando em...	fazer um curso / mudar de área / trabalhar por conta própria	Estou pensando em mudar de área.
Minha maior dificuldade é...	arrumar tempo / escolher o curso / conciliar os horários	Minha maior dificuldade é conciliar os horários.
Se..., eu...	der certo + continuo / conseguir uma vaga + começo / não gostar + procuro outra opção	Se conseguir uma vaga, eu começo.

Your turn

With support: State a plan and one limitation. Example: “Quero fazer um curso, mas preciso conciliar com o trabalho.”

On your own: Discuss a real or invented goal. Explain why it matters, what may make it difficult and one achievable next step. Your partner gives a suggestion without making promises.

Usage note

“Pretender” means intend or plan, not pretend. “Fazer um curso” is the usual expression for taking a course. “Se der certo” leaves the outcome open. Keep encouragement realistic: “talvez seja bom...” offers an option rather than a guarantee.

B2-13 • Negotiating a workable arrangement

Situation: You and a colleague need to agree on a delivery date for a project.

Your goal: Explain limits, propose a trade-off and confirm an agreement.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Can we bring the delivery date forward to Friday?	Dá pra antecipar a entrega pra sexta?	DAH prah ah~-teh-see-PAHR ah eh~-TREH-guh prah SEHS-tuh?
Friday is tight. What exactly do you need by then?	Sexta fica apertado. Do que você precisa até lá?	SEHS-tuh FEE-kuh ah-pehr-TAH-doo. doo kee voh-SAY preh-SEE-zuh ah-TEH LAH?
The main part. We can finish the details later.	Da parte principal. Os detalhes podem ficar pra depois.	dah PAHR-chee pree~-see-PAW. ooz jeh-TAH-lyees PAW-jeh~ fee-KAHR prah jeh-POYS.
In that case, I can deliver a first version.	Nesse caso, consigo entregar uma primeira versão.	NEH-see KAH-zoo, koh~-SEE-goo eh~-treh-GAHR OO~-muh pree-MAY-ruh vehr-SOW~.
What would you need to make that happen?	O que você precisaria pra fazer isso?	oo kee voh-SAY preh-see-zah-REE-uh prah fah-ZEHR EE-soo?
I'd need the final information by tomorrow.	Precisaria das informações finais até amanhã.	preh-see-zah-REE-uh dahz ee~-fohr-mah-SOY~S fee-NYS ah-TEH ah-mah-NYAH~.
That's manageable. Let's agree on that.	Isso dá pra organizar. Vamos combinar assim.	EE-soo DAH prah ohr-gah-nee-ZAHR. VAH~-moos koh~-bee-NAHR ah-SEE~.
Agreed. I'll put the steps in writing.	Combinado. Vou registrar as etapas por escrito.	koh~-bee-NAH-doo. VOH heh-zhees-TRAHR ahz eh-TAH-puhs pohr ehs-KREE-too.
We can adjust the scope, but not the quality.	Podemos ajustar o escopo, mas não a qualidade.	poh-DEH~-mooz ah-zhoos-TAHR oo ehs-KOH-poo, mahs NOW~ ah kwah-lee-DAH-jee.
I'd rather not commit to a date I can't meet.	Prefiro não prometer um prazo que não consigo cumprir.	preh-FEE-roo NOW~ proh-meh-TEHR OO~ PRAH-zoo kee NOW~ koh~-SEE-goo koo~-PREER.
What if we split it into two deliveries?	E se a gente dividir em duas entregas?	ee see ah ZHEH~-chee jee-vee-JEER AY~ DOO-uhz eh~-TREH-guhs?
Does that work for both of us?	Assim funciona pros dois?	ah-SEE~ foo~-see-OH-nuh prooz DOYS?

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Dá pra antecipar a entrega pra sexta?	Can we bring the delivery date forward to Friday?	DAH prah ah~-teh-see-PAHR ah eh~-TREH-guh prah SEHS-tuh?
Lucas	Sexta fica apertado. Do que você precisa até lá?	Friday is tight. What exactly do you need by then?	SEHS-tuh FEE-kuh ah-pehr-TAH-doo. doo kee voh-SAY preh-SEE-zuh ah-TEH LAH?
Ana	Da parte principal. Os detalhes podem ficar pra depois.	The main part. We can finish the details later.	dah PAHR-chee pree~-see-PAW. ooz jeh-TAH-lyees PAW-jeh~ fee-KAHR prah jeh-POYS.
Lucas	Nesse caso, consigo entregar uma primeira versão.	In that case, I can deliver a first version.	NEH-see KAH-zoo, koh~-SEE-goo eh~-treh-GAHR OO~-muh pree-MAY-ruh vehr-SOW~.
Ana	O que você precisaria pra fazer isso?	What would you need to make that happen?	oo kee voh-SAY preh-see-zah-REE-uh prah fah-ZEHR EE-soo?
Lucas	Precisaria das informações finais até amanhã.	I'd need the final information by tomorrow.	preh-see-zah-REE-uh dahz ee~-fohr-mah-SOY~S fee-NYS ah-TEH ah-mah-NYAH~.
Ana	Isso dá pra organizar. Vamos combinar assim.	That's manageable. Let's agree on that.	EE-soo DAH prah ohr-gah-nee-ZAHR. VAH~-moos koh~-bee-NAHR ah-SEE~.
Lucas	Combinado. Vou registrar as etapas por escrito.	Agreed. I'll put the steps in writing.	koh~-bee-NAH-doo. VOH heh-zhees-TRAHR ahz eh-TAH-puhs pohr ehs-KREE-too.

Recombine

Start with	Choose a piece	Try it
Consigo..., desde que...	entregar na sexta + receba os dados / participar + seja online / revisar + tenha o arquivo	Consigo participar, desde que seja online.
Podemos ajustar...	o prazo / o escopo / a ordem das etapas	Podemos ajustar a ordem das etapas.
E se a gente...?	dividir o trabalho / começar pelo essencial / marcar uma revisão	E se a gente começar pelo essencial?

Your turn

With support: Offer a conditional agreement. Example: “Consigo entregar uma primeira versão na sexta, desde que receba os dados amanhã.”

On your own: Negotiate a deadline with conflicting needs. Establish what is essential, propose one trade-off and end by restating who will do what and when.

Usage note

“Antecipar” means bring forward; the dialogue assumes the original date was later than Friday. “Fica apertado” means the schedule is tight. “Escopo” belongs mainly to professional contexts. “Pros” is an informal contraction of para os.

B2-14 • Disagreeing without shutting the conversation down

Situation: A team is discussing whether to hold all meetings online.

Your goal: Acknowledge benefits, challenge an assumption and propose a test.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
I think all our meetings should be online.	Acho que todas as nossas reuniões deveriam ser online.	AH-shoo kee TOH-duhz ahs NAW-suhs heh-oo-nee-OY~S deh-veh-REE-uh~ SEHR ON-lyn.
I see the benefit, but I'm not sure it works in every case.	Vejo a vantagem, mas não sei se funciona em todos os casos.	VAY-zhoo ah vah~-TAH-zheh~, mahs NOW~ SAY see foo~-see-OH-nuh AY~ TOH-dooz oos KAH-zoos.
What kind of situation are you thinking of?	Você está pensando em que tipo de situação?	voh-SAY ehs-TAH peh~-SAH~-doo AY~ kee CHEE-poo jee see-too-ah-SOW~?
For example, when we need to solve a problem together.	Por exemplo, quando precisamos resolver um problema juntos.	pohr eh-ZEH~-ploo, KWAH~-doo preh-see-ZAH~-moos heh-zohl-VEHR OO~ proh-BLAY-muh ZHOON~-toos.
But can't we do that on a video call?	Mas não dá pra fazer isso por videochamada?	mahs NOW~ DAH prah fah-ZEHR EE-soo pohr vee-deh-oh-shah-MAH-duh?
Sometimes. My concern is making it the only option.	Às vezes. Minha preocupação é virar a única opção.	ahs VAY-zees. MEE~-nyuh preh-oh-koo-pah-SOW~ EH vee-RAHR ah OO-nee-kuh ohp-SOW~.
So would you prefer a mix of the two?	Então você prefere um modelo misto?	eh~-TOW~ voh-SAY preh-FEH-ree OO~ moh-DEH-loo MEES-too?
Yes. We could try it for a month and then review it.	Sim. Podemos testar por um mês e depois avaliar.	SEE~. poh-DEH~-moos tehs-TAHR pohr OO~ MAYZ ee jeh-POYZ ah-vah-lee-AHR.
I agree with the goal, but not with that solution.	Concordo com o objetivo, mas não com essa solução.	koh~-KOHR-doo KOH~ oo ohb-zheh-CHEE-voo, mahs NOW~ KOH~ EH-suh soh-loo-SOW~.
Maybe we're talking about different situations.	Talvez a gente esteja falando de situações diferentes.	taw-VEHZ ah ZHEH~-chee ehs-TAY-zhuh fah-LAH~-doo jee see-too-ah-SOY~S jee-feh-REH~-chees.
Could you explain that a little more?	Você pode explicar melhor esse ponto?	voh-SAY PAW-jee ehs-plee-KAHR meh-LYOHR EH-see POH~-too?
I'm open to changing my mind.	Estou aberto a mudar de ideia.	ehs-TOH ah-BEHR-too ah moo-DAHR jee ee-DAY-uh.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Acho que todas as nossas reuniões deveriam ser online.	I think all our meetings should be online.	AH-shoo kee TOH-duhz ahs NAW-suhs heh-oo-nee-OY~S deh-veh-REE-uh~ SEHR ON-lyn.
Lucas	Vejo a vantagem, mas não sei se funciona em todos os casos.	I see the benefit, but I'm not sure it works in every case.	VAY-zhoo ah vah~-TAH-zheh~, mahs NOW~ SAY see foo~-see-OH-nuh AY~ TOH-dooz oos KAH-zoos.
Ana	Você está pensando em que tipo de situação?	What kind of situation are you thinking of?	voh-SAY ehs-TAH peh~-SAH~-doo AY~ kee CHEE-poo jee see-too-ah-SOW~?
Lucas	Por exemplo, quando precisamos resolver um problema juntos.	For example, when we need to solve a problem together.	pohr eh-ZEH~-ploo, KWAH~-doo preh-see-ZAH~-moos heh-zohl-VEHR OO~ proh-BLAY-muh ZHOON~-toos.
Ana	Mas não dá pra fazer isso por videochamada?	But can't we do that on a video call?	mahs NOW~ DAH prah fah-ZEHR EE-soo pohr vee-deh-oh-shah-MAH-duh?
Lucas	Às vezes. Minha preocupação é virar a única opção.	Sometimes. My concern is making it the only option.	ahs VAY-zees. MEE~-nyuh preh-oh-koo-pah-SOW~ EH vee-RAHR ah OO-nee-kuh ohp-SOW~.
Ana	Então você prefere um modelo misto?	So would you prefer a mix of the two?	eh~-TOW~ voh-SAY preh-FEH-ree OO~ moh-DEH-loo MEES-too?
Lucas	Sim. Podemos testar por um mês e depois avaliar.	Yes. We could try it for a month and then review it.	SEE~. poh-DEH~-moos tehs-TAHR pohr OO~ MAYZ ee jeh-POYZ ah-vah-lee-AHR.

Recombine

Start with	Choose a piece	Try it
Concordo com..., mas...	a ideia + tenho uma dúvida / o objetivo + vejo um risco / parte disso + faria diferente	Concordo com o objetivo, mas vejo um risco.
Minha preocupação é...	o prazo / a participação / a falta de opções	Minha preocupação é a participação.
Podemos... e depois...	testar + avaliar / conversar + decidir / ouvir a equipe + ajustar	Podemos ouvir a equipe e depois ajustar.

Your turn

With support: Disagree with the method while accepting the aim. Example: “Concordo com o objetivo, mas acho melhor testar primeiro.”

On your own: Discuss a workplace or study proposal. Give one benefit and one limitation. Ask a genuine clarification question before proposing a compromise.

Usage note

“Vejo a vantagem, mas...” acknowledges a point without agreeing completely. “Explicar melhor” means clarify or explain in more detail here; tone should remain curious rather than dismissive. Use aberta where appropriate.

B2-15 • Explaining a problem clearly

Situation: You are reporting a recurring issue with an online booking form.

Your goal: Describe steps, distinguish facts from guesses and clarify impact.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
The problem happens when I try to confirm the booking.	O problema acontece quando tento confirmar a reserva.	oo proh-BLAY-muh ah-koh~-TEH-see KWAH~-doo TEH~-too koh~-feer-MAHR ah heh-ZEHR-vuh.
What exactly appears on the screen?	O que aparece exatamente na tela?	oo kee ah-pah-REH-see eh-zah-tah-MEH~-chee nah TEH-luh?
An error message. The form loads, but it won't finish.	Uma mensagem de erro. O formulário abre, mas não conclui.	OO~-muh meh~-SAH-zheh~ jee EH-hoo. oo fohr-moo-LAH-ryoo AH-bree, mahs NOW~ koh~-KLOO-ee.
Does it happen every time or only sometimes?	Isso acontece sempre ou só de vez em quando?	EE-soo ah-koh~-TEH-see SEH~-pree oh SAW jee VEHZ AY~ KWAH~-doo?
I've tried three times today, with the same result.	Hoje tentei três vezes, sempre com o mesmo resultado.	OH-zhee teh~-TAY TRAYS VAY-zees, SEH~-pree KOH~ oo MEHZ-moo heh-zool-TAH-doo.
Have you noticed whether it happens in another browser?	Você percebeu se acontece em outro navegador?	voh-SAY pehr-seh-BEH-oo see ah-koh~-TEH-see AY~ OH-troo nah-veh-gah-DOHR?
I haven't checked yet. I don't want to assume that's the cause.	Ainda não verifiquei. Não quero supor que essa seja a causa.	ah-EE~-duh NOW~ veh-ree-fee-KAY. NOW~ KEH-roo soo-POHR kee EH-suh SAY-zhuh ah KOW-zuh.
Understood. I'll record those details so we can investigate.	Entendi. Vou registrar esses detalhes pra gente investigar.	eh~-teh~-JEE. VOH heh-zhees-TRAHR EH-seez jeh-TAH-lyees prah ZHEH~-chee ee~-vehs-chee-GAHR.
As far as I can tell, nothing was saved.	Pelo que consigo ver, nada foi salvo.	PAY-loo kee koh~-SEE-goo VEHR, NAH-duh FOY SAW-voo.
The main impact is that I can't complete the booking.	O principal impacto é não conseguir concluir a reserva.	oo pree~-see-PAW ee~-PAHK-too EH NOW~ koh~-seh-GEER koh~-kloo-EER ah heh-ZEHR-vuh.
Could we check one step at a time?	Podemos verificar uma etapa de cada vez?	poh-DEH~-moos veh-ree-fee-KAHR OO~-muh eh-TAH-puh jee KAH-duh VEHZ?
What information would help you investigate?	Que informação ajudaria na análise?	kee ee~-fohr-mah-SOW~ ah-zhoo-dah-REE-uh nah ah-NAH-lee-zee?

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	O problema acontece quando tento confirmar a reserva.	The problem happens when I try to confirm the booking.	oo proh-BLAY-muh ah-koh~-TEH-see KWAH~-doo TEH~-too koh~-feer-MAHR ah heh-ZEHR-vuh.
Lucas	O que aparece exatamente na tela?	What exactly appears on the screen?	oo kee ah-pah-REH-see eh-zah-tah-MEH~-chee nah TEH-luh?
Ana	Uma mensagem de erro. O formulário abre, mas não conclui.	An error message. The form loads, but it won't finish.	OO~-muh meh~-SAH-zheh~ jee EH-hoo. oo fohr-moo-LAH-ryoo AH-bree, mahs NOW~ koh~-KLOO-ee.
Lucas	Isso acontece sempre ou só de vez em quando?	Does it happen every time or only sometimes?	EE-soo ah-koh~-TEH-see SEH~-pree oh SAW jee VEHZ AY~ KWAH~-doo?
Ana	Hoje tentei três vezes, sempre com o mesmo resultado.	I've tried three times today, with the same result.	OH-zhee teh~-TAY TRAYS VAY-zees, SEH~-pree KOH~ oo MEHZ-moo heh-zool-TAH-doo.
Lucas	Você percebeu se acontece em outro navegador?	Have you noticed whether it happens in another browser?	voh-SAY pehr-seh-BEH-oo see ah-koh~-TEH-see AY~ OH-troo nah-veh-gah-DOHR?
Ana	Ainda não verifiquei. Não quero supor que essa seja a causa.	I haven't checked yet. I don't want to assume that's the cause.	ah-EE~-duh NOW~ veh-ree-fee-KAY. NOW~ KEH-roo soo-POHR kee EH-suh SAY-zhuh ah KOW-zuh.
Lucas	Entendi. Vou registrar esses detalhes pra gente investigar.	Understood. I'll record those details so we can investigate.	eh~-teh~-JEE. VOH heh-zhees-TRAHR EH-seez jeh-TAH-lyees prah ZHEH~-chee ee~-vehs-chee-GAHR.

Recombine

Start with	Choose a piece	Try it
O problema acontece quando...	confirmo / envio o formulário / tento entrar	O problema acontece quando tento entrar.
Pelo que consigo ver,...	nada foi salvo / o pedido não foi concluído / o erro aparece no final	Pelo que consigo ver, o erro aparece no final.
O principal impacto é...	não conseguir concluir / perder tempo / precisar repetir tudo	O principal impacto é precisar repetir tudo.

Your turn

With support: Describe the trigger and the observed result. Example: “Quando tento confirmar, aparece um erro. Hoje aconteceu três vezes.”

On your own: Explain a familiar technical or practical problem to someone who has not seen it. Include what you did, what happened, how often it happened and what you still do not know.

Usage note

“Pelo que consigo ver” limits your claim to what you have observed. “Sempre” in the dialogue refers to the three attempts described, not every possible user or device. Clear problem reports separate observation from a possible explanation.

B2-16 • Joining a lively group conversation

Situation: Friends are discussing a film and the conversation is moving quickly.

Your goal: Enter politely, keep a turn, return to a point and invite quieter speakers.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Can I add something about the ending?	Posso comentar uma coisa sobre o final?	PAW-soo koh-meh~-TAHR OO~-muh KOY-zuh SOH-bree oo fee-NAW?
Of course, go ahead.	Claro, pode falar.	KLAH-roo, PAW-jee fah-LAHR.
I thought the change in the character was too sudden.	Achei a mudança do personagem meio brusca.	ah-SHAY ah moo-DAH~-suh doo pehr-soh-NAH-zheh~ MAY-oo BROOS-kuh.
But hadn't the film already hinted at it?	Mas o filme já não tinha dado umas pistas?	mahz oo FEEL-mee ZHAH NOW~ CHEE~-nyuh DAH-doo OO~-muhs PEES-tuhs?
It had. Let me finish this thought, though.	Tinha. Só deixa eu terminar esse raciocínio.	CHEE~-nyuh. SAW DAY-shuh eh-oo tehr-mee-NAHR EH-see hah-syoh-SEE-nyoo.
Sorry, I interrupted. Go on.	Desculpa, interrompi. Pode continuar.	jees-KOOL-puh, ee~-teh-hoh~-PEE. PAW-jee koh~-chee-noo-AHR.
What I mean is that I wanted to see more of the process.	O que quero dizer é que queria ver mais do processo.	oo kee KEH-roo jee-ZEHR EH kee keh-REE-uh VEHR MYS doo proh-SEH-soo.
Now I see. What did the rest of you think?	Agora entendi. E vocês, o que acharam?	ah-GAW-ruh eh~-teh~-JEE. ee voh-SAYS, oo kee ah-SHAH-row~?
Going back to what you said earlier...	Voltando ao que você falou antes...	vohl-TAH~-doo ow kee voh-SAY fah-LOH AH~-chees...
I lost track for a moment. Which scene are we talking about?	Me perdi um pouco. De qual cena estamos falando?	mee pehr-JEE OO~ POH-koo. jee KWAW SAY-nuh ehs-TAH~-moos fah-LAH~-doo?
I was going to say something similar.	Eu ia falar uma coisa parecida.	eh-oo EE-uh fah-LAHR OO~-muh KOY-zuh pah-reh-SEE-duh.
We haven't heard your opinion yet.	A gente ainda não ouviu sua opinião.	ah ZHEH~-chee ah-EE~-duh NOW~ oh-VEE-oo SOO-uh oh-pee-nee-OW~.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Posso comentar uma coisa sobre o final?	Can I add something about the ending?	PAW-soo koh-meh~-TAHR OO~-muh KOY-zuh SOH-bree oo fee-NAW?
Lucas	Claro, pode falar.	Of course, go ahead.	KLAH-roo, PAW-jee fah-LAHR.
Ana	Achei a mudança do personagem meio brusca.	I thought the change in the character was too sudden.	ah-SHAY ah moo-DAH~-suh doo pehr-soh-NAH-zheh~ MAY-oo BROOS-kuh.
Lucas	Mas o filme já não tinha dado umas pistas?	But hadn't the film already hinted at it?	mahz oo FEEL-mee ZHAH NOW~ CHEE~-nyuh DAH-doo OO~-muhs PEES-tuhs?
Ana	Tinha. Só deixa eu terminar esse raciocínio.	It had. Let me finish this thought, though.	CHEE~-nyuh. SAW DAY-shuh eh-oo tehr-mee-NAHR EH-see hah-syoh-SEE-nyoo.
Lucas	Desculpa, interrompi. Pode continuar.	Sorry, I interrupted. Go on.	jees-KOOL-puh, ee~-teh-hoh~-PEE. PAW-jee koh~-chee-noo-AHR.
Ana	O que quero dizer é que queria ver mais do processo.	What I mean is that I wanted to see more of the process.	oo kee KEH-roo jee-ZEHR EH kee keh-REE-uh VEHR MYS doo proh-SEH-soo.
Lucas	Agora entendi. E vocês, o que acharam?	Now I see. What did the rest of you think?	ah-GAW-ruh eh~-teh~-JEE. ee voh-SAYS, oo kee ah-SHAH-row~?

Recombine

Start with	Choose a piece	Try it
Posso...?	comentar uma coisa / voltar a um ponto / fazer uma pergunta	Posso voltar a um ponto?
O que quero dizer é que...	faltou contexto / gostei da ideia / não ficou claro	O que quero dizer é que faltou contexto.
Voltando...	ao final / à sua pergunta / ao que você falou	Voltando à sua pergunta...

Your turn

With support: Recover your turn politely. Example: “Só deixa eu terminar esse ponto. Depois quero ouvir o que você acha.”

On your own: Discuss a film, book or experience with two other people. Enter the conversation, clarify one point and invite someone else to contribute. Practise yielding the floor as well.

Usage note

“Meio brusca” means somewhat abrupt: meio is an adverb and stays unchanged here. “Só deixa eu...” is natural informal speech, but can sound firm; use a friendly tone. “Me perdi” means you lost the thread, not necessarily your physical way.

C1-17 • Choosing the right register

Situation: You ask a colleague to review how you will request information from an unfamiliar organisation.

Your goal: Adjust formality while keeping the request clear and natural.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Does this message sound too informal to you?	Essa mensagem parece informal demais pra você?	EH-suh meh~-SAH-zheh~ pah-REH-see ee~-fohr-MAW jee-MYS prah voh-SAY?
It depends on who you're writing to and how well you know them.	Depende de quem vai receber e da proximidade de vocês.	deh-PEH~-jee jee KAY~ VY heh-seh-BEHR ee dah prohk-see-mee-DAH-jee jee voh-SAYS.
It's someone I've never spoken to. I need an update.	É alguém com quem nunca falei. Preciso de uma atualização.	EH aw-GAY~ KOH~ KAY~ NOO~-kuh fah-LAY. preh-SEE-zoo jee OO~-muh ah-too-ah-lee-zah-SOW~.
Then I'd start politely and get straight to the point.	Então eu começaria com educação e iria direto ao ponto.	eh~-TOW~ eh-oo koh-meh-sah-REE-uh KOH~ eh-doo-kah-SOW~ ee ee-REE-uh jee-REH-too ow POH~-too.
Would “Could you update me on the progress?” work?	“Você poderia me atualizar sobre o andamento?” funciona?	voh-SAY poh-deh-REE-uh mee ah-too-ah-lee-ZAHR SOH-bree oo ah~-dah-MEH~-too? foo~-see-OH-nuh?
Yes. It sounds polite without being stiff.	Funciona. Fica educado sem soar engessado.	foo~-see-OH-nuh. FEE-kuh eh-doo-KAH-doo SAY~ soh-AHR eh~-zheh-SAH-doo.
And with a close colleague, I could make it shorter.	E com um colega próximo eu poderia ser mais breve.	ee KOH~ OO~ koh-LEH-guh PRAW-see-moo eh-oo poh-deh-REE-uh SEHR MYS BREH-vee.
Exactly. Adjust the tone, but keep the request specific.	Exatamente. Ajuste o tom, mas mantenha o pedido claro.	eh-zah-tah-MEH~-chee. ah-ZHOOS-chee oo TOH~, mahs mah~-TEH~-nyuh oo peh-JEE-doo KLAH-roo.
Could you let me know when you have an update?	Você poderia me avisar quando houver alguma novidade?	voh-SAY poh-deh-REE-uh mee ah-vee-ZAHR KWAH~-doo oh-VEHR aw-GOO~-muh noh-vee-DAH-jee?
Let me know when you hear anything, okay?	Me avisa quando tiver novidade, tá?	mee ah-VEE-zuh KWAH~-doo chee-VEHR noh-vee-DAH-jee, TAH?
I'd like to confirm whether you received the document.	Gostaria de confirmar se receberam o documento.	gohs-tah-REE-uh jee koh~-feer-MAHR see heh-seh-BEH-row~ oo doh-koo-MEH~-too.
Did you get the file I sent you?	Você recebeu o arquivo que te mandei?	voh-SAY heh-seh-BEH-oo oo ahr-KEE-voo kee chee mah~-DAY?

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Essa mensagem parece informal demais pra você?	Does this message sound too informal to you?	EH-suh meh~-SAH-zheh~ pah-REH-see ee~-fohr-MAW jee-MYS prah voh-SAY?
Lucas	Depende de quem vai receber e da proximidade de vocês.	It depends on who you're writing to and how well you know them.	deh-PEH~-jee jee KAY~ VY heh-seh-BEHR ee dah prohk-see-mee-DAH-jee jee voh-SAYS.
Ana	É alguém com quem nunca falei. Preciso de uma atualização.	It's someone I've never spoken to. I need an update.	EH aw-GAY~ KOH~ KAY~ NOO~-kuh fah-LAY. preh-SEE-zoo jee OO~-muh ah-too-ah-lee-zah-SOW~.
Lucas	Então eu começaria com educação e iria direto ao ponto.	Then I'd start politely and get straight to the point.	eh~-TOW~ eh-oo koh-meh-sah-REE-uh KOH~ eh-doo-kah-SOW~ ee ee-REE-uh jee-REH-too ow POH~-too.
Ana	“Você poderia me atualizar sobre o andamento?” funciona?	Would “Could you update me on the progress?” work?	voh-SAY poh-deh-REE-uh mee ah-too-ah-lee-ZAHR SOH-bree oo ah~-dah-MEH~-too? foo~-see-OH-nuh?
Lucas	Funciona. Fica educado sem soar engessado.	Yes. It sounds polite without being stiff.	foo~-see-OH-nuh. FEE-kuh eh-doo-KAH-doo SAY~ soh-AHR eh~-zheh-SAH-doo.
Ana	E com um colega próximo eu poderia ser mais breve.	And with a close colleague, I could make it shorter.	ee KOH~ OO~ koh-LEH-guh PRAW-see-moo eh-oo poh-deh-REE-uh SEHR MYS BREH-vee.
Lucas	Exatamente. Ajuste o tom, mas mantenha o pedido claro.	Exactly. Adjust the tone, but keep the request specific.	eh-zah-tah-MEH~-chee. ah-ZHOOS-chee oo TOH~, mahs mah~-TEH~-nyuh oo peh-JEE-doo KLAH-roo.

Recombine

Start with	Choose a piece	Try it
Gostaria de confirmar...	o recebimento / o horário / a disponibilidade	Gostaria de confirmar o recebimento.
Me avisa quando...	chegar / puder conversar / tiver novidade	Me avisa quando puder conversar.
Você poderia...?	me atualizar / confirmar o prazo / esclarecer este ponto	Você poderia esclarecer este ponto?

Your turn

With support: Ask for the same update in two relationships. Example: “Você poderia me atualizar sobre o andamento?” / “Me avisa quando tiver novidade, tá?”

On your own: Make a request to a friend, an unfamiliar colleague and an organisation. Keep the purpose unchanged. Explain how each version manages distance, clarity and politeness.

Usage note

Formal does not have to mean elaborate. “Me avisa” and “você... te...” are common in informal Brazilian usage; a formal edited text may follow a different convention. “Tá?” can seek agreement or soften a request, but its tone can also sound insistent.

C1-18 • Making a tactful request and setting limits

Situation: You need help with a deadline, but your colleague is busy.

Your goal: Acknowledge the burden, make a bounded request and negotiate a realistic alternative.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
I know your week is busy, but could I ask for some help?	Sei que sua semana está corrida, mas posso te pedir uma ajuda?	SAY kee SOO-uh seh-MAH~-nuh ehs-TAH koh-HEE-duh, mahs PAW-soo chee peh-JEER OO~-muh ah-ZHOO-duh?
You can ask. What do you need?	Pode pedir. Do que você precisa?	PAW-jee peh-JEER. doo kee voh-SAY preh-SEE-zuh?
Could you review just the introduction by tomorrow?	Você conseguiria revisar só a introdução até amanhã?	voh-SAY koh~-seh-gee-REE-uh heh-vee-ZAHR SAW ah ee~-troh-doo-SOW~ ah-TEH ah-mah-NYAH~?
I can't promise a full review, but I can look at the main points.	Não consigo prometer uma revisão completa, mas posso olhar os pontos principais.	NOW~ koh~-SEE-goo proh-meh-TEHR OO~-muh heh-vee-ZOW~ koh~-PLEH-tuh, mahs PAW-soo oh-LYAHR oos POH~-toos pree~-see-PYS.
That would already help a lot. Which time works best?	Isso já ajudaria bastante. Qual horário fica melhor?	EE-soo ZHAH ah-zhoo-dah-REE-uh bahs-TAH~-chee. KWAW oh-RAH-ryoo FEE-kuh meh-LYOHR?
I can make time at the end of the afternoon.	Consigo separar um tempo no fim da tarde.	koh~-SEE-goo seh-pah-RAHR OO~ TEH~-poo noo FEE~ dah TAHR-jee.
Great. I'll send the file with the questions marked.	Ótimo. Vou mandar o arquivo com as dúvidas marcadas.	AW-chee-moo. VOH mah~-DAHR oo ahr-KEE-voo KOH~ ahs DOO-vee-duhs mahr-KAH-duhs.
That makes it easier. Just don't count on a line-by-line review.	Assim facilita. Só não conte com uma revisão linha por linha.	ah-SEE~ fah-see-LEE-tuh. SAW NOW~ KOH~-chee KOH~ OO~-muh heh-vee-ZOW~ LEE~-nyuh pohr LEE~-nyuh.
If it's not possible now, we can look for another solution.	Se não der agora, a gente pensa em outra saída.	see NOW~ DEHR ah-GAW-ruh, ah ZHEH~-chee PEH~-suh AY~ OH-truh sah-EE-duh.
I don't want to add to your workload.	Não quero te sobrecarregar.	NOW~ KEH-roo chee soh-breh-kah-heh-GAHR.
I need to finish what I've already committed to first.	Preciso concluir primeiro o que já assumi.	preh-SEE-zoo koh~-kloo-EER pree-MAY-roo oo kee ZHAH ah-soo-MEE.
Would a brief comment be enough for now?	Um comentário breve já resolveria por enquanto?	OO~ koh-meh~-TAH-ryoo BREH-vee ZHAH heh-zohl-veh-REE-uh pohr eh~-KWAH~-too?

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Sei que sua semana está corrida, mas posso te pedir uma ajuda?	I know your week is busy, but could I ask for some help?	SAY kee SOO-uh seh-MAH~-nuh ehs-TAH koh-HEE-duh, mahs PAW-soo chee peh-JEER OO~-muh ah-ZHOO-duh?
Lucas	Pode pedir. Do que você precisa?	You can ask. What do you need?	PAW-jee peh-JEER. doo kee voh-SAY preh-SEE-zuh?
Ana	Você conseguiria revisar só a introdução até amanhã?	Could you review just the introduction by tomorrow?	voh-SAY koh~-seh-gee-REE-uh heh-vee-ZAHR SAW ah ee~-troh-doo-SOW~ ah-TEH ah-mah-NYAH~?
Lucas	Não consigo prometer uma revisão completa, mas posso olhar os pontos principais.	I can't promise a full review, but I can look at the main points.	NOW~ koh~-SEE-goo proh-meh-TEHR OO~-muh heh-vee-ZOW~ koh~-PLEH-tuh, mahs PAW-soo oh-LYAHR oos POH~-toos pree~-see-PYS.
Ana	Isso já ajudaria bastante. Qual horário fica melhor?	That would already help a lot. Which time works best?	EE-soo ZHAH ah-zhoo-dah-REE-uh bahs-TAH~-chee. KWAW oh-RAH-ryoo FEE-kuh meh-LYOHR?
Lucas	Consigo separar um tempo no fim da tarde.	I can make time at the end of the afternoon.	koh~-SEE-goo seh-pah-RAHR OO~ TEH~-poo noo FEE~ dah TAHR-jee.
Ana	Ótimo. Vou mandar o arquivo com as dúvidas marcadas.	Great. I'll send the file with the questions marked.	AW-chee-moo. VOH mah~-DAHR oo ahr-KEE-voo KOH~ ahs DOO-vee-duhs mahr-KAH-duhs.
Lucas	Assim facilita. Só não conte com uma revisão linha por linha.	That makes it easier. Just don't count on a line-by-line review.	ah-SEE~ fah-see-LEE-tuh. SAW NOW~ KOH~-chee KOH~ OO~-muh heh-vee-ZOW~ LEE~-nyuh pohr LEE~-nyuh.

Recombine

Start with	Choose a piece	Try it
Você conseguiria... até...?	revisar a introdução + amanhã / conferir os dados + sexta / comentar o resumo + hoje	Você conseguiria comentar o resumo até hoje?
Não consigo..., mas posso...	revisar tudo + olhar o resumo / ir + participar online / entregar hoje + enviar amanhã	Não consigo revisar tudo, mas posso olhar o resumo.
Se não der..., a gente...	agora + remarca / nesta semana + procura outra data / sozinho + divide o trabalho	Se não der agora, a gente remarca.

Your turn

With support: Make a request that can be declined. Example: “Você conseguiria olhar só a introdução? Se não der, eu procuro outra saída.”

On your own: Ask for help while respecting a real constraint. Your partner gives a limited offer, not an automatic yes. Clarify exactly what is and is not included.

Usage note

“Conseguiria” softens a request while asking about feasibility. “Pode pedir” gives permission to ask; it does not commit the listener to doing it. Acknowledging someone's workload should lead to a genuine option to decline.

C1-19 • Recognising an indirect refusal

Situation: A friend gives a hesitant answer to an invitation.

Your goal: Notice uncertainty without guessing intentions and clarify without pressure.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Are you coming to dinner on Saturday?	Você vai ao jantar no sábado?	voh-SAY VY ow zhah~-TAHR noo SAH-bah-doo?
I'd like to, but this week has been a bit complicated.	Eu queria, mas essa semana está meio complicada.	eh-oo keh-REE-uh, mahz EH-suh seh-MAH~-nuh ehs-TAH MAY-oo koh~-plee-KAH-duh.
No pressure. Should I count you in or leave it open?	Sem pressão. Posso contar com você ou deixo em aberto?	SAY~ preh-SOW~. PAW-soo koh~-TAHR KOH~ voh-SAY oh DAY-shoo AY~ ah-BEHR-too?
Better not count on me this time.	Melhor não contar comigo desta vez.	meh-LYOHR NOW~ koh~-TAHR koh-MEE-goo DEHS-tuh VEHZ.
Okay. Thanks for letting me know.	Tudo bem. Obrigada por avisar.	TOO-doo BAY~. oh-bree-GAH-duh pohr ah-vee-ZAHR.
Thanks for understanding. I'd rather arrange another day.	Obrigado por entender. Prefiro combinar outro dia.	oh-bree-GAH-doo pohr eh~-teh~-DEHR. preh-FEE-roo koh~-bee-NAHR OH-troo JEE-uh.
Of course. Get in touch when things are calmer.	Claro. Quando estiver mais tranquilo, me chama.	KLAH-roo. KWAH~-doo ehs-chee-VEHR MYS trah~-KWEE-loo, mee SHAH~-muh.
I will. Hope you all enjoy it.	Pode deixar. Espero que vocês aproveitem.	PAW-jee day-SHAHR. ehs-PEH-roo kee voh-SAYS ah-proh-VAY-cheh~.
I'll see if I can manage it, but I can't confirm yet.	Vou ver se consigo, mas ainda não posso confirmar.	VOH VEHR see koh~-SEE-goo, mahz ah-EE~-duh NOW~ PAW-soo koh~-feer-MAHR.
Would you prefer that I check with you another time?	Você prefere que eu pergunte outra hora?	voh-SAY preh-FEH-ree kee eh-oo pehr-GOON~-chee OH-truh AW-ruh?
I understand if it doesn't work for you.	Entendo se não der pra você.	eh~-TEH~-doo see NOW~ DEHR prah voh-SAY.
Let's leave it for another time, then.	Então vamos deixar pra uma próxima.	eh~-TOW~ VAH~-moos day-SHAHR prah OO~-muh PRAW-see-muh.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Você vai ao jantar no sábado?	Are you coming to dinner on Saturday?	voh-SAY VY ow zhah~-TAHR noo SAH-bah-doo?
Lucas	Eu queria, mas essa semana está meio complicada.	I'd like to, but this week has been a bit complicated.	eh-oo keh-REE-uh, mahz EH-suh seh-MAH~-nuh ehs-TAH MAY-oo koh~-plee-KAH-duh.
Ana	Sem pressão. Posso contar com você ou deixo em aberto?	No pressure. Should I count you in or leave it open?	SAY~ preh-SOW~. PAW-soo koh~-TAHR KOH~ voh-SAY oh DAY-shoo AY~ ah-BEHR-too?
Lucas	Melhor não contar comigo desta vez.	Better not count on me this time.	meh-LYOHR NOW~ koh~-TAHR koh-MEE-goo DEHS-tuh VEHZ.
Ana	Tudo bem. Obrigada por avisar.	Okay. Thanks for letting me know.	TOO-doo BAY~. oh-bree-GAH-duh pohr ah-vee-ZAHR.
Lucas	Obrigado por entender. Prefiro combinar outro dia.	Thanks for understanding. I'd rather arrange another day.	oh-bree-GAH-doo pohr eh~-teh~-DEHR. preh-FEE-roo koh~-bee-NAHR OH-troo JEE-uh.
Ana	Claro. Quando estiver mais tranquilo, me chama.	Of course. Get in touch when things are calmer.	KLAH-roo. KWAH~-doo ehs-chee-VEHR MYS trah~-KWEE-loo, mee SHAH~-muh.
Lucas	Pode deixar. Espero que vocês aproveitem.	I will. Hope you all enjoy it.	PAW-jee day-SHAHR. ehs-PEH-roo kee voh-SAYS ah-proh-VAY-cheh~.

Recombine

Start with	Choose a piece	Try it
Posso contar com você...?	no sábado / na reunião / desta vez	Posso contar com você na reunião?
Prefiro...	combinar outro dia / deixar em aberto / confirmar depois	Prefiro confirmar depois.
Entendo se...	não der / você precisar descansar / preferir outra data	Entendo se você preferir outra data.

Your turn

With support: Clarify a hesitant answer without demanding an explanation. Example: “Tudo bem se não der. Você prefere deixar pra outra vez?”

On your own: Give a hesitant reply, then clarify it when your partner asks. Switch roles. Distinguish a firm refusal, a genuine maybe and an acceptance; do not infer a hidden no from one phrase alone.

Usage note

“Vou ver” may be a genuine uncertainty or a way to avoid refusing directly. Context and follow-up matter; it is not a secret code that always means no. “Pode deixar” here reassures the other person that you will do what was discussed.

C1-20 • Qualifying an opinion

Situation: You discuss whether a small pilot project proves that a new approach works.

Your goal: Limit a claim, acknowledge evidence and distinguish possibility from certainty.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
The pilot went well, but I wouldn't draw a general conclusion yet.	O piloto foi bem, mas eu ainda não tiraria uma conclusão geral.	oo pee-LOH-too FOY BAY~, mahz eh-oo ah-EE~-duh NOW~ chee-rah-REE-uh OO~-muh koh~-kloo-ZOW~ zheh-RAW.
What makes you cautious?	O que te deixa com essa cautela?	oo kee chee DAY-shuh KOH~ EH-suh kow-TEH-luh?
The group was small and everyone joined voluntarily.	O grupo era pequeno e todo mundo participou por vontade própria.	oo GROO-poo EH-ruh peh-KEH~-noo ee TOH-doo MOON~-doo pahr-chee-see-POH pohr voh~-TAH-jee PRAW-pryuh.
So the result might not be the same with another group.	Então o resultado pode não se repetir com outro grupo.	eh~-TOW~ oo heh-zool-TAH-doo PAW-jee NOW~ see heh-peh-CHEER KOH~ OH-troo GROO-poo.
Exactly. It's a promising sign, not a guarantee.	Exato. É um sinal promissor, não uma garantia.	eh-ZAH-too. EH OO~ see-NAW proh-mee-SOHR, NOW~ OO~-muh gah-rah~-CHEE-uh.
But it's still worth continuing the test, isn't it?	Mas ainda vale a pena continuar o teste, não vale?	mahz ah-EE~-duh VAH-lee ah PEH~-nuh koh~-chee-noo-AHR oo TEHS-chee, NOW~ VAH-lee?
Yes, as long as we keep track of the conditions.	Vale, desde que a gente acompanhe as condições.	VAH-lee, DEHZ-jee kee ah ZHEH~-chee ah-koh~-PAH~-nyee ahs koh~-jee-SOY~S.
Agreed. We'll present it as a preliminary result.	Combinado. Vamos apresentar como resultado preliminar.	koh~-bee-NAH-doo. VAH~-mooz ah-preh-zeh~-TAHR KOH-moo heh-zool-TAH-doo preh-lee-mee-NAHR.
As far as I know, that hasn't been checked yet.	Até onde sei, isso ainda não foi verificado.	ah-TEH OH~-jee SAY, EE-soo ah-EE~-duh NOW~ FOY veh-ree-fee-KAH-doo.
That's plausible, but it's still a hypothesis.	É plausível, mas ainda é uma hipótese.	EH plow-ZEE-vew, mahz ah-EE~-duh EH OO~-muh ee-PAW-teh-zee.
I don't rule out that possibility.	Não descarto essa possibilidade.	NOW~ jehs-KAHR-too EH-suh poh-see-bee-lee-DAH-jee.
We need to distinguish what we observed from what we inferred.	Precisamos separar o que observamos do que inferimos.	preh-see-ZAH~-moos seh-pah-RAHR oo kee ohb-zehr-VAH~-moos doo kee ee~-feh-REE~-moos.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	O piloto foi bem, mas eu ainda não tiraria uma conclusão geral.	The pilot went well, but I wouldn't draw a general conclusion yet.	oo pee-LOH-too FOY BAY~, mahz eh-oo ah-EE~-duh NOW~ chee-rah-REE-uh OO~-muh koh~-kloo-ZOW~ zheh-RAW.
Lucas	O que te deixa com essa cautela?	What makes you cautious?	oo kee chee DAY-shuh KOH~ EH-suh kow-TEH-luh?
Ana	O grupo era pequeno e todo mundo participou por vontade própria.	The group was small and everyone joined voluntarily.	oo GROO-poo EH-ruh peh-KEH~-noo ee TOH-doo MOON~-doo pahr-chee-see-POH pohr voh~-TAH-jee PRAW-pryuh.
Lucas	Então o resultado pode não se repetir com outro grupo.	So the result might not be the same with another group.	eh~-TOW~ oo heh-zool-TAH-doo PAW-jee NOW~ see heh-peh-CHEER KOH~ OH-troo GROO-poo.
Ana	Exato. É um sinal promissor, não uma garantia.	Exactly. It's a promising sign, not a guarantee.	eh-ZAH-too. EH OO~ see-NAW proh-mee-SOHR, NOW~ OO~-muh gah-rah~-CHEE-uh.
Lucas	Mas ainda vale a pena continuar o teste, não vale?	But it's still worth continuing the test, isn't it?	mahz ah-EE~-duh VAH-lee ah PEH~-nuh koh~-chee-noo-AHR oo TEHS-chee, NOW~ VAH-lee?
Ana	Vale, desde que a gente acompanhe as condições.	Yes, as long as we keep track of the conditions.	VAH-lee, DEHZ-jee kee ah ZHEH~-chee ah-koh~-PAH~-nyee ahs koh~-jee-SOY~S.
Lucas	Combinado. Vamos apresentar como resultado preliminar.	Agreed. We'll present it as a preliminary result.	koh~-bee-NAH-doo. VAH~-mooz ah-preh-zeh~-TAHR KOH-moo heh-zool-TAH-doo preh-lee-mee-NAHR.

Recombine

Start with	Choose a piece	Try it
Até onde sei,...	não foi confirmado / o teste continua / faltam informações	Até onde sei, não foi confirmado.
É..., mas...	promissor + preliminar / possível + não comprovado / interessante + depende do contexto	É promissor, mas preliminar.
Vale a pena..., desde que...	continuar + acompanhemos os resultados / testar + haja tempo / comparar + usemos o mesmo critério	Vale a pena comparar, desde que usemos o mesmo critério.

Your turn

With support: Report a positive result without overstating it. Example: “É um sinal promissor, mas ainda precisamos observar outros grupos.”

On your own: Present an opinion about a fictional pilot project. State what was observed, one possible explanation and one limitation. Your partner asks what would change your conclusion.

Usage note

“Até onde sei” states the boundary of your knowledge. “Não descarto” keeps a possibility open without endorsing it. “Desde que” introduces a condition here; its meaning is not the time expression “since.”

C1-21 • Persuading while addressing objections

Situation: You suggest trying a new workflow, and a colleague worries about extra work.

Your goal: Connect a proposal to a need, acknowledge a cost and offer a limited trial.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
My suggestion is to test it with just one team first.	Minha sugestão é testar primeiro com uma equipe só.	MEE~-nyuh soo-zhehs-TOW~ EH tehs-TAHR pree-MAY-roo KOH~ OO~-muh eh-KEE-pee SAW.
My concern is creating more work than we can handle.	Meu receio é criar mais trabalho do que damos conta.	meh-oo heh-SAY-oo EH kree-AHR MYS trah-BAH-lyoo doo kee DAH~-moos KOH~-tuh.
That's a fair concern. That's why I'm proposing a small trial.	Seu receio faz sentido. Por isso proponho um teste pequeno.	seh-oo heh-SAY-oo FAHZ seh~-CHEE-doo. pohr EE-soo proh-POH~-nyoo OO~ TEHS-chee peh-KEH~-noo.
And what would we stop doing to make room for it?	E o que deixaríamos de fazer pra abrir espaço?	ee oo kee day-shah-REE-ah-moos jee fah-ZEHR prah ah-BREER ehs-PAH-soo?
We could replace one of the reports we already produce.	Podemos substituir um dos relatórios que já fazemos.	poh-DEH~-moos soob-schee-too-EER OO~ dooz heh-lah-TAW-ryoos kee ZHAH fah-ZEH~-moos.
That changes things. How would we know whether it helped?	Assim muda de figura. Como saberíamos se ajudou?	ah-SEE~ MOO-duh jee fee-GOO-ruh. KOH-moo sah-beh-REE-ah-moos see ah-zhoo-DOH?
We'd agree on the criteria before starting.	A gente combinaria os critérios antes de começar.	ah ZHEH~-chee koh~-bee-nah-REE-uh oos kree-TEH-ryooz AH~-chees jee koh-meh-SAHR.
In that case, I'm willing to give it a try.	Nesse caso, topo experimentar.	NEH-see KAH-zoo, TAW-poo ehs-peh-ree-meh~-TAHR.
I don't expect you to agree without seeing how it works.	Não espero que você concorde sem ver como funciona.	NOW~ ehs-PEH-roo kee voh-SAY koh~-KOHR-jee SAY~ VEHR KOH-moo foo~-see-OH-nuh.
What would need to change for this to be viable?	O que precisaria mudar pra isso ser viável?	oo kee preh-see-zah-REE-uh moo-DAHR prah EE-soo SEHR vee-AH-vew?
The aim is to reduce rework, not add another task.	A ideia é reduzir retrabalho, não acrescentar outra tarefa.	ah ee-DAY-uh EH heh-doo-ZEER heh-trah-BAH-lyoo, NOW~ ah-kreh-seh~-TAHR OH-truh tah-REH-fuh.
If it doesn't help, we'll review the proposal.	Se não ajudar, a gente revê a proposta.	see NOW~ ah-zhoo-DAHR, ah ZHEH~-chee heh-VAY ah proh-PAWS-tuh.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Minha sugestão é testar primeiro com uma equipe só.	My suggestion is to test it with just one team first.	MEE~-nyuh soo-zhehs-TOW~ EH tehs-TAHR pree-MAY-roo KOH~ OO~-muh eh-KEE-pee SAW.
Lucas	Meu receio é criar mais trabalho do que damos conta.	My concern is creating more work than we can handle.	meh-oo heh-SAY-oo EH kree-AHR MYS trah-BAH-lyoo doo kee DAH~-moos KOH~-tuh.
Ana	Seu receio faz sentido. Por isso proponho um teste pequeno.	That's a fair concern. That's why I'm proposing a small trial.	seh-oo heh-SAY-oo FAHZ seh~-CHEE-doo. pohr EE-soo proh-POH~-nyoo OO~ TEHS-chee peh-KEH~-noo.
Lucas	E o que deixaríamos de fazer pra abrir espaço?	And what would we stop doing to make room for it?	ee oo kee day-shah-REE-ah-moos jee fah-ZEHR prah ah-BREER ehs-PAH-soo?
Ana	Podemos substituir um dos relatórios que já fazemos.	We could replace one of the reports we already produce.	poh-DEH~-moos soob-schee-too-EER OO~ dooz heh-lah-TAW-ryoos kee ZHAH fah-ZEH~-moos.
Lucas	Assim muda de figura. Como saberíamos se ajudou?	That changes things. How would we know whether it helped?	ah-SEE~ MOO-duh jee fee-GOO-ruh. KOH-moo sah-beh-REE-ah-moos see ah-zhoo-DOH?
Ana	A gente combinaria os critérios antes de começar.	We'd agree on the criteria before starting.	ah ZHEH~-chee koh~-bee-nah-REE-uh oos kree-TEH-ryooz AH~-chees jee koh-meh-SAHR.
Lucas	Nesse caso, topo experimentar.	In that case, I'm willing to give it a try.	NEH-see KAH-zoo, TAW-poo ehs-peh-ree-meh~-TAHR.

Recombine

Start with	Choose a piece	Try it
Meu receio é...	criar mais trabalho / perder qualidade / não ter tempo	Meu receio é perder qualidade.
A ideia é...	reduzir retrabalho / simplificar a rotina / testar uma alternativa	A ideia é simplificar a rotina.
O que precisaria...?	mudar / ficar mais claro / ser retirado	O que precisaria ficar mais claro?

Your turn

With support: Respond to an objection with a concrete adjustment. Example: “Seu receio faz sentido. Podemos substituir uma tarefa em vez de acrescentar outra.”

On your own: Propose a change and invite a serious objection. Adjust one part of the proposal, define how a trial would be evaluated and allow your partner to remain unconvinced.

Usage note

“Dar conta” means manage or cope with the workload. “Muda de figura” means the new information changes the situation. Persuasion here involves addressing the objection, not treating it as an obstacle to dismiss.

C1-22 • Repairing a misunderstanding

Situation: A colleague thought you criticised their work in front of the team.

Your goal: Check the interpretation, acknowledge impact and agree on a better way forward.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
I think my comment came across differently from what I intended.	Acho que meu comentário soou diferente do que eu pretendia.	AH-shoo kee meh-oo koh-meh~-TAH-ryoo soh-OH jee-feh-REH~-chee doo kee eh-oo preh-teh~-JEE-uh.
To me, it sounded like you were dismissing all the work.	Pra mim, pareceu que você estava desconsiderando todo o trabalho.	prah MEE~, pah-reh-SEH-oo kee voh-SAY ehs-TAH-vuh jehs-koh~-see-deh-RAH~-doo TOH-doo oo trah-BAH-lyoo.
I understand why it felt that way, especially in front of everyone.	Entendo que tenha soado assim, ainda mais na frente de todo mundo.	eh~-TEH~-doo kee TEH~-nyuh soh-AH-doo ah-SEE~, ah-EE~-duh MYS nah FREH~-chee jee TOH-doo MOON~-doo.
I can hear criticism. What bothered me was how it was said.	Posso ouvir críticas. O que me incomodou foi a forma.	PAW-soo oh-VEER KREE-chee-kuhs. oo kee mee ee~-koh-moh-DOH FOY ah FOHR-muh.
You're right about the way I handled it. I should have spoken to you first.	Você tem razão quanto à forma. Eu deveria ter falado com você antes.	voh-SAY TAY~ hah-ZOW~ KWAH~-too ah FOHR-muh. eh-oo deh-veh-REE-uh TEHR fah-LAH-doo KOH~ voh-SAY AH~-chees.
Thanks for acknowledging that. Can we discuss the actual point now?	Obrigado por reconhecer. Podemos conversar sobre o ponto em si agora?	oh-bree-GAH-doo pohr heh-koh-nyeh-SEHR. poh-DEH~-moos koh~-vehr-SAHR SOH-bree oo POH~-too AY~ SEE ah-GAW-ruh?
Yes. My question was about the deadline, not your effort.	Podemos. Minha dúvida era sobre o prazo, não sobre seu esforço.	poh-DEH~-moos. MEE~-nyuh DOO-vee-duh EH-ruh SOH-bree oo PRAH-zoo, NOW~ SOH-bree seh-oo ehs-FOHR-soo.
Then let's separate those issues and review the schedule together.	Então vamos separar as coisas e rever o cronograma juntos.	eh~-TOW~ VAH~-moos seh-pah-RAHR ahs KOY-zuhz ee heh-VEHR oo kroh-noh-GRAH~-muh ZHOON~-toos.
Let me check that I've understood you correctly.	Deixa eu confirmar se entendi direito.	DAY-shuh eh-oo koh~-feer-MAHR see eh~-teh~-JEE jee-RAY-too.
That wasn't my intention, but I see the effect it had.	Não era minha intenção, mas vejo o efeito que teve.	NOW~ EH-ruh MEE~-nyuh ee~-teh~-SOW~, mahs VAY-zhoo oo eh-FAY-too kee TEH-vee.
What could we agree on to avoid this happening again?	O que podemos combinar pra evitar que isso se repita?	oo kee poh-DEH~-moos koh~-bee-NAHR prah eh-vee-TAHR kee EE-soo see heh-PEE-tuh?
We don't have to agree on everything to move forward.	Não precisamos concordar em tudo pra seguir em frente.	NOW~ preh-see-ZAH~-moos koh~-kohr-DAHR AY~ TOO-doo prah seh-GEER AY~ FREH~-chee.

Follow the dialogue

Ana and Lucas take turns. Read the Portuguese aloud; use the English and sound cues only as support.

Speaker	Brazilian Portuguese	English meaning	How it sounds
Ana	Acho que meu comentário soou diferente do que eu pretendia.	I think my comment came across differently from what I intended.	AH-shoo kee meh-oo koh-meh~-TAH-ryoo soh-OH jee-feh-REH~-chee doo kee eh-oo preh-teh~-JEE-uh.
Lucas	Pra mim, pareceu que você estava desconsiderando todo o trabalho.	To me, it sounded like you were dismissing all the work.	prah MEE~, pah-reh-SEH-oo kee voh-SAY ehs-TAH-vuh jehs-koh~-see-deh-RAH~-doo TOH-doo oo trah-BAH-lyoo.
Ana	Entendo que tenha soado assim, ainda mais na frente de todo mundo.	I understand why it felt that way, especially in front of everyone.	eh~-TEH~-doo kee TEH~-nyuh soh-AH-doo ah-SEE~, ah-EE~-duh MYS nah FREH~-chee jee TOH-doo MOON~-doo.
Lucas	Posso ouvir críticas. O que me incomodou foi a forma.	I can hear criticism. What bothered me was how it was said.	PAW-soo oh-VEER KREE-chee-kuhs. oo kee mee ee~-koh-moh-DOH FOY ah FOHR-muh.
Ana	Você tem razão quanto à forma. Eu deveria ter falado com você antes.	You're right about the way I handled it. I should have spoken to you first.	voh-SAY TAY~ hah-ZOW~ KWAH~-too ah FOHR-muh. eh-oo deh-veh-REE-uh TEHR fah-LAH-doo KOH~ voh-SAY AH~-chees.
Lucas	Obrigado por reconhecer. Podemos conversar sobre o ponto em si agora?	Thanks for acknowledging that. Can we discuss the actual point now?	oh-bree-GAH-doo pohr heh-koh-nyeh-SEHR. poh-DEH~-moos koh~-vehr-SAHR SOH-bree oo POH~-too AY~ SEE ah-GAW-ruh?
Ana	Podemos. Minha dúvida era sobre o prazo, não sobre seu esforço.	Yes. My question was about the deadline, not your effort.	poh-DEH~-moos. MEE~-nyuh DOO-vee-duh EH-ruh SOH-bree oo PRAH-zoo, NOW~ SOH-bree seh-oo ehs-FOHR-soo.
Lucas	Então vamos separar as coisas e rever o cronograma juntos.	Then let's separate those issues and review the schedule together.	eh~-TOW~ VAH~-moos seh-pah-RAHR ahs KOY-zuhz ee heh-VEHR oo kroh-noh-GRAH~-muh ZHOON~-toos.

Recombine

Start with	Choose a piece	Try it
Pra mim, pareceu que...	você discordou / o prazo tinha mudado / minha opinião não contou	Pra mim, pareceu que o prazo tinha mudado.
Minha dúvida era sobre...	o prazo / o critério / a divisão do trabalho	Minha dúvida era sobre o critério.
Podemos combinar...?	como dar esse retorno / quando revisar / quem confirma a mudança	Podemos combinar como dar esse retorno?

Your turn

With support: Acknowledge impact before explaining intention. Example: “Entendo que tenha soado assim. Minha dúvida era sobre o prazo, mas eu deveria ter falado com você antes.”

On your own: Repair a fictional misunderstanding without deciding that one person is simply too sensitive. Each partner describes their interpretation; end with one specific agreement.

Usage note

“Ainda mais” means especially here. “Em si” focuses on the issue itself. “Não era minha intenção” is more useful when followed by recognition of the effect and a concrete repair, rather than used to end the discussion.

C2-23 • Reading irony without assuming it

Situation: At a birthday lunch, Ana comments on Lucas arriving late. Their relationship, the group setting and the delivery may change how the remark lands. Do not decide its intention from the words alone.

Your goal: Distinguish teasing, criticism and a literal welcome; revise an interpretation after new information and repair the effect without pretending the original wording was neutral.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Well, that was quick. We only waited an hour.	Que rapidez, hein? A gente só esperou uma hora.	kee hah-pee-DEHZ, AY~? ah ZHEH~-chee SAW ehs-peh-ROH OO~-muh AW-ruh.
I take it you weren't impressed with the service.	Pelo visto, você não ficou muito contente com o atendimento.	PAY-loo VEES-too, voh-SAY NOW~ fee-KOH MOOY~-too koh~-TEH~-chee KOH~ oo ah-teh~-jee-MEH~-too.
The service was fine. The wait was the problem.	O atendimento foi bom. O problema foi a espera.	oo ah-teh~-jee-MEH~-too FOY BOH~. oo proh-BLAY-muh FOY ah ehs-PEH-ruh.
Ah, so you were being ironic about the speed.	Ah, então você estava sendo irônica com a rapidez.	AH, eh~-TOW~ voh-SAY ehs-TAH-vuh SEH~-doo ee-ROH-nee-kuh KOH~ ah hah-pee-DEHZ.
Exactly. Though written down, it could sound like praise.	Isso. Mas, por escrito, podia até parecer um elogio.	EE-soo. mahs, pohr ehs-KREE-too, poh-JEE-uh ah-TEH pah-reh-SEHR OO~ eh-loh-ZHEE-oo.
Or sound harsher than you intended.	Ou soar mais pesado do que você queria.	oh soh-AHR MYS peh-ZAH-doo doo kee voh-SAY keh-REE-uh.
True. If I make a complaint, I'll say it plainly.	Verdade. Se eu for reclamar, vou falar de forma direta.	vehr-DAH-jee. see eh-oo FOHR heh-klah-MAHR, VOH fah-LAHR jee FOHR-muh jee-REH-tuh.
Something like: the staff were helpful, but the wait was too long.	Algo como: a equipe foi atenciosa, mas a espera foi longa demais.	AW-goo KOH-moo: ah eh-KEE-pee FOY ah-teh~-see-OH-zuh, mahz ah ehs-PEH-ruh FOY LOH~-guh jee-MYS.
That's quite a dig. Was that intentional?	Isso foi uma bela alfinetada. Foi de propósito?	EE-soo FOY OO~-muh BEH-luh aw-fee-neh-TAH-duh. FOY jee proh-PAW-zee-too?
I was teasing you, but I can see why it landed badly.	Eu estava te provocando, mas entendo por que pegou mal.	eh-oo ehs-TAH-vuh chee proh-voh-KAH~-doo, mahz eh~-TEH~-doo pohr KEH peh-GOH MAW.
It's one thing to joke about the delay; it's another to question whether I care.	Uma coisa é brincar com o atraso; outra é achar que eu não me importo.	OO~-muh KOY-zuh EH bree~-KAHR KOH~ oo ah-TRAH-zoo; OH-truh EH ah-SHAHR kee eh-oo NOW~ mee ee~-POHR-too.
I take back the criticism, then.	Retiro a cobrança, então.	heh-CHEE-roo ah koh-BRAH~-suh, eh~-TOW~.

Follow the dialogue

Ana and Lucas take turns. First read the Portuguese; then use the English and sound cues as support. Notice how each response changes the direction of the exchange.

Voice	Brazilian Portuguese	English meaning	How it sounds
Ana	Olha só quem resolveu aparecer! A gente já estava quase pedindo a sobremesa.	Well, look who finally showed up! We were just about to order dessert.	AW-lyuh SAW KAY~ heh-zohl-VEH-oo ah-pah-reh-SEHR! ah ZHEH~-chee ZHAH ehs-TAH-vuh KWAH-zee peh-JEE~-doo ah soh-breh-MEH-zuh.
Lucas	Se foi uma indireta pelo atraso, eu entendi. Mas não foi falta de vontade de vir.	If that was a dig about being late, I got it. But I did want to come.	see FOY OO~-muh ee~-jee-REH-tuh PEH-loo ah-TRAH-zoo, eh-oo eh~-teh~-JEE. mahs NOW~ FOY FAW-tuh jee voh~-TAH-jee jee VEER.
Ana	Foi uma brincadeira. Só que, falando assim, parece que estou te cobrando uma explicação.	I meant it as a joke. But put that way, it sounds like I'm demanding an explanation.	FOY OO~-muh bree~-kah-DAY-ruh. SAW kee, fah-LAH~-doo ah-SEE~, pah-REH-see kee ehs-TOH chee koh-BRAH~-doo OO~-muh ehs-plee-kah-SOW~.
Lucas	É, ainda mais na frente de todo mundo. Eu avisei no grupo, mas acho que você não viu.	Yes, especially in front of everyone. I posted in the group, but I don't think you saw it.	EH, ah-EE~-duh MYS nah FREH~-chee jee TOH-doo MOON~-doo. eh-oo ah-vee-ZAY noo GROO-poo, mahz AH-shoo kee voh-SAY NOW~ VEE-oo.
Ana	Não vi mesmo. Retiro a cobrança, então. Quer que a gente peça alguma coisa pra você?	I didn't. I take back the criticism, then. Shall we order you something?	NOW~ VEE MEHZ-moo. heh-CHEE-roo ah koh-BRAH~-suh, eh~-TOW~. KEHR kee ah ZHEH~-chee PEH-suh aw-GOO~-muh KOY-zuh prah voh-SAY?
Lucas	Quero, obrigado. Pode brincar comigo; só não queria que o atraso virasse falta de consideração.	Yes, thanks. You can tease me; I just didn't want being late to be taken as not caring.	KEH-roo, oh-bree-GAH-doo. PAW-jee bree~-KAHR koh-MEE-goo; SAW NOW~ keh-REE-uh kee oo ah-TRAH-zoo vee-RAH-see FAW-tuh jee koh~-see-deh-rah-SOW~.
Ana	Justo. Uma coisa é rir do imprevisto, outra é presumir que você não liga pra gente.	Fair point. Laughing at a mishap is one thing; assuming you don't care about us is another.	ZHOOS-too. OO~-muh KOY-zuh EH HEER doo ee~-preh-VEES-too, OH-truh EH preh-zoo-MEER kee voh-SAY NOW~ LEE-guh prah ZHEH~-chee.
Lucas	Exato. Agora, se ainda sobrou sobremesa, acho que dá pra fazer as pazes.	Exactly. Now, if there's any dessert left, I think we can call a truce.	eh-ZAH-too. ah-GAW-ruh, see ah-EE~-duh soh-BROH soh-breh-MEH-zuh, AH-shoo kee DAH prah fah-ZEHR ahs PAH-zees.

Recombine

Choose a structure	Change the meaning	Try it
Uma coisa é...; outra é...	Separate joking about an event from judging someone's character. Keep the boundary explicit.	Uma coisa é brincar com o atraso; outra é dizer que eu não me importo.
Eu quis..., mas...	Acknowledge an effect without claiming your intention cancels it.	Eu quis descontrair, mas acabei te expondo.
Do jeito que...	Move the remark from a private exchange to a public one. Explain how its force changes.	Do jeito que foi dito na frente de todos, pareceu uma cobrança.

Your turn

C2 practice: In pairs, read only your assigned role and reveal the unexpected turn halfway through. Working alone, record an initial response, then read the other role and new development; record a revision and explain what changed. A solo recording practises reformulation but cannot reproduce live turn-taking.

With support: Compare “Que bom que você veio”, “Até que enfim você veio” and “Olha só quem resolveu aparecer”. The first can be a welcome; the others may foreground delay or suggest a choice not to attend. Any can change with delivery. Choose two plausible readings for each, then explain what relationship, timing and tone would support them. Example repair: “Eu quis brincar com o atraso, mas acabei parecendo que estava questionando sua consideração por nós.”

Role cards — read only your role. A: You arranged the birthday lunch and held the order for 40 minutes. You did not see the group messages. You feel responsible for the waiting guests. B: Your bus stopped running; you sent a message and suggested the group order without you. You want to join without discussing personal details in public.

Interaction: Open with an ambiguous remark, check its effect and uncover the missing information. Do not assume either person intended harm. Repair the relationship without making either concern disappear.

Unexpected turn — reveal halfway through: Someone at the table says, “Mas ninguém aqui estava cobrando nada.” Respond to that attempt to close the issue without speaking for everyone.

What to listen for: Give evidence for an interpretation; revise it when a message is revealed; distinguish intended humour from its effect; preserve warmth while setting a limit. Repeat with a warmer delivery and compare the outcome.

Usage note

“Indireta” is an indirect remark aimed at someone; it can be friendly, critical or hostile. “Até que enfim” foregrounds a wait and can sound affectionate or accusatory. “Pegou mal” refers to an unfavourable impression. No phrase guarantees irony. Intonation, timing and relationship matter; written sound cues cannot represent all of them.

C2-24 • Clarifying ambiguity and implied commitments

Situation: Two neighbours are arranging a courtyard event. One has treated an encouraging message as permission to announce it; the other can only take the proposal to a meeting.

Your goal: Separate encouragement, conditional feasibility and permission; identify which inference the wording invited, then negotiate a bounded commitment under time pressure.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
When you said “we'll see,” I understood that it was practically agreed.	Quando você disse “vamos ver”, entendi que estava quase combinado.	KWAH~-doo voh-SAY JEE-see VAH~-moos VEHR, eh~-teh~-JEE kee ehs-TAH-vuh KWAH-zee koh~-bee-NAH-doo.
I can see how it sounded that way, but I meant it was still open.	Entendo a leitura, mas quis dizer que ainda estava em aberto.	eh~-TEH~-doo ah lay-TOO-ruh, mahs KEEZ jee-ZEHR kee ah-EE~-duh ehs-TAH-vuh AY~ ah-BEHR-too.
So I shouldn't tell the team we've decided?	Então não devo avisar a equipe que já decidimos?	eh~-TOW~ NOW~ DEH-voo ah-vee-ZAHR ah eh-KEE-pee kee ZHAH deh-see-JEE~-moos?
Not yet. I can commit to reviewing it, not approving it.	Ainda não. Posso me comprometer a avaliar, não a aprovar.	ah-EE~-duh NOW~. PAW-soo mee koh~-proh-meh-TEHR ah ah-vah-lee-AHR, NOW~ ah ah-proh-VAHR.
Then let's make that distinction explicit.	Então vamos deixar essa diferença explícita.	eh~-TOW~ VAH~-moos day-SHAHR EH-suh jee-feh-REH~-suh ehs-PLEE-see-tuh.
I'd say: the proposal is under review and there's no decision yet.	Eu diria: a proposta está em análise e ainda não há decisão.	eh-oo jee-REE-uh: ah proh-PAWS-tuh ehs-TAH AY~ ah-NAH-lee-zee ee ah-EE~-duh NOW~ AH deh-see-ZOW~.
That avoids creating an expectation we can't meet.	Assim a gente evita criar uma expectativa que não pode atender.	ah-SEE~ ah ZHEH~-chee eh-VEE-tuh kree-AHR OO~-muh ehs-pehk-tah-CHEE-vuh kee NOW~ PAW-jee ah-teh~-DEHR.
And let's agree on when we'll give an update.	E vamos combinar quando daremos um retorno.	ee VAH~-moos koh~-bee-NAHR KWAH~-doo dah-REH~-moos OO~ heh-TOHR-noo.
In principle, I don't see a problem, but that's not approval.	Em princípio, não vejo problema, mas isso não é uma autorização.	AY~ pree~-SEE-pyoo, NOW~ VEH-zhoo proh-BLAY-muh, mahz EE-soo NOW~ EH OO~-muh ow-toh-ree-zah-SOW~.
I can only confirm it once the group has been consulted.	Só posso confirmar depois de ouvir o grupo.	SAW PAW-soo koh~-feer-MAHR jeh-POYS jee oh-VEER oo GROO-poo.
Would that still apply if we changed the date?	Isso continuaria valendo se a gente mudasse a data?	EE-soo koh~-chee-noo-ah-REE-uh vah-LEH~-doo see ah ZHEH~-chee moo-DAH-see ah DAH-tuh?
I can commit to a response by Friday, but not to a positive one.	Posso garantir uma resposta até sexta, não que ela seja positiva.	PAW-soo gah-rahn-CHEER OO~-muh hehs-PAWS-tuh ah-TEH SEHS-tuh, NOW~ kee EH-luh SAY-zhuh poh-zee-CHEE-vuh.

Follow the dialogue

Ana and Lucas take turns. First read the Portuguese; then use the English and sound cues as support. Notice how each response changes the direction of the exchange.

Voice	Brazilian Portuguese	English meaning	How it sounds
Ana	Já mandei o convite. Quando você disse que não via problema, entendi que o pátio estava liberado.	I've sent the invitation. When you said you saw no problem, I understood that we could use the courtyard.	ZHAH mah~-DAY oo koh~-VEE-chee. KWAH~-doo voh-SAY JEE-see kee NOW~ VEE-uh proh-BLAY-muh, eh~-teh~-JEE kee oo PAH-chyoo ehs-TAH-vuh lee-beh-RAH-doo.
Lucas	Eu disse “em princípio”. Ainda precisava consultar os outros moradores; não cabia a mim autorizar sozinho.	I said “in principle”. I still needed to ask the other residents; it wasn't my decision alone.	eh-oo JEE-see AY~ pree~-SEE-pyoo. ah-EE~-duh preh-see-ZAH-vuh koh~-sool-TAHR ooz OH-troos moh-rah-DOH-rees; NOW~ kah-BEE-uh ah MEE~ ow-toh-ree-ZAHR soh-ZEE~-nyoo.
Ana	Mas você também disse “pode ir organizando”. Como eu ia saber onde terminava essa organização?	But you also said “go ahead and get things organised”. How was I supposed to know how far to go?	mahz voh-SAY tah~-BAY~ JEE-see PAW-jee EER ohr-gah-nee-ZAH~-doo. KOH-moo eh-oo EE-uh sah-BEHR OH~-jee tehr-mee-NAH-vuh EH-suh ohr-gah-nee-zah-SOW~?
Lucas	Você tem razão quanto a essa frase. Eu estava pensando no planejamento, não em anunciar uma data.	You're right about that wording. I was thinking of planning, not announcing a date.	voh-SAY TEH~ hah-ZOW~ KWAH~-too ah EH-suh FRAH-zee. eh-oo ehs-TAH-vuh peh~-SAH~-doo noo plah-neh-ZHAH~-meh~-too, NOW~ AY~ ah-noo~-see-AHR OO~-muh DAH-tuh.
Ana	Tudo bem, mas o convite já saiu. Você consegue uma resposta hoje ou devo avisar que está suspenso?	Okay, but the invitation is already out. Can you get an answer today, or should I say it's on hold?	TOO-doo BAY~, mahz oo koh~-VEE-chee ZHAH sah-EE-oo. voh-SAY koh~-SEH-ghee OO~-muh hehs-PAWS-tuh OH-zhee oh DEH-voo ah-vee-ZAHR kee ehs-TAH soos-PEH~-soo?
Lucas	Hoje, não. Até sexta consigo trazer uma resposta, sem garantir aprovação. Antes disso, não conte com o espaço.	Not today. I can get an answer by Friday, but I can't promise approval. Until then, don't count on the space.	OH-zhee, NOW~. ah-TEH SEHS-tuh koh~-SEE-goo trah-ZEHR OO~-muh hehs-PAWS-tuh, SAY~ gah-rahn-CHEER ah-proh-vah-SOW~. AH~-chees JEE-soo, NOW~ KOH~-chee KOH~ oo ehs-PAH-soo.
Ana	Então vou avisar que o local depende de confirmação e que dou um retorno na sexta. É isso?	Then I'll say the venue is awaiting confirmation and I'll update everyone on Friday. Is that right?	eh~-TOW~ VOH ah-vee-ZAHR kee oo loh-KAW deh-PEH~-jee jee koh~-feer-mah-SOW~ ee kee DOH OO~ heh-TOHR-noo nah SEHS-tuh. EH EE-soo?
Lucas	Isso. E, se autorizarem com restrições, a gente confere se o evento ainda funciona antes de confirmar.	Yes. And if approval comes with restrictions, we'll check whether the event is still workable before confirming.	EE-soo. ee, see ow-toh-ree-ZAH-reh~ KOH~ hehs-tree-SOY~S, ah ZHEH~-chee koh~-FEH-ree see oo eh-VEH~-too ah-EE~-duh foo~-see-OH-nuh AH~-chees jee koh~-feer-MAHR.

Recombine

Choose a structure	Change the meaning	Try it
Posso garantir..., não...	Narrow the commitment from an outcome to an action you control.	Posso garantir que vou consultar o grupo, não que ele vai aceitar.
Isso vale desde que...	Add a condition, then ask the listener to restate its scope.	Isso vale desde que não haja som amplificado.
Entendi...; agora entendo...	Revise an inference while acknowledging what made it plausible.	Entendi como autorização; agora entendo que era uma possibilidade.

Your turn

With support: Rank these by commitment: “É possível”, “Em princípio, tudo bem”, “Está autorizado, desde que termine às dez”. Explain what each does NOT establish: permission, certainty or freedom from conditions. Then narrow an overbroad interpretation. Example: “A condição vale para o horário; a autorização não inclui som amplificado.”

Role cards — read only your role. A: You have invited 20 people for Saturday. The food supplier needs confirmation today. You understood “pode ir organizando” as permission; losing the courtyard creates a cost. B: You can consult the residents by Friday, but cannot grant permission alone. You are willing to help and recognise that your message encouraged the misunderstanding.

Interaction: Reconstruct the exchange without treating memory as a verbatim record. Separate what was said, what was inferred and what can now be promised. Agree on a message to guests that preserves uncertainty.

Unexpected turn — reveal halfway through: The courtyard may be available only without amplified music. A considers music essential. Clarify whether this is approval, a conditional option or an unsuitable offer; do not silently change the event.

What to listen for: Specify the actor, action, condition and deadline of a commitment; acknowledge a plausible inference without inventing consent; paraphrase the agreement and invite correction.

Usage note

“Em princípio” often signals a provisional position; its scope depends on context. “Pode ir organizando” may reasonably sound like permission to proceed, even when that was not intended. “Não cabia a mim” concerns authority or responsibility. Clarifying an ambiguity includes acknowledging the effect of one's own wording.

C2-25 • Adapting a message to your audience

Situation: A community film screening has lost its venue after an electrical fault. Ana and Lucas must inform a partner organisation, a friend and a mixed group without promising a replacement they do not have.

Your goal: Produce distinct messages for different relationships, preserve the same facts and uncertainty, and resist pressure to make an unresolved situation sound settled.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
We need to explain the delay without making it sound like an excuse.	Precisamos explicar o atraso sem parecer que estamos dando desculpa.	preh-see-ZAH~-mooz ehs-plee-KAHR oo ah-TRAH-zoo SAY~ pah-reh-SEHR kee ehs-TAH~-moos DAH~-doo jehs-KOOL-puh.
Who is the message for? The client or the internal team?	A mensagem é pro cliente ou pra equipe interna?	ah meh~-SAH-zheh~ EH proo klee-EH~-chee oh prah eh-KEE-pee ee~-TEHR-nuh?
Both, but the wording doesn't have to be the same.	Pros dois, mas a forma de dizer não precisa ser igual.	prooz DOYS, mahz ah FOHR-muh jee jee-ZEHR NOW~ preh-SEE-zuh SEHR ee-GWAW.
For the client, I'd focus on the impact and the revised date.	Pro cliente, eu focaria no impacto e no novo prazo.	proo klee-EH~-chee, eh-oo foh-kah-REE-uh noo ee~-PAHK-too ee noo NOH-voo PRAH-zoo.
And internally, we need to understand where the process failed.	E, internamente, precisamos entender onde o processo falhou.	ee, ee~-tehr-nah-MEH~-chee, preh-see-ZAH~-mooz eh~-teh~-DEHR OH~-jee oo proh-SEH-soo fah-LYOH.
Yes, without turning the explanation into a blame game.	Sim, sem transformar a explicação num jogo de empurra.	SEE~, SAY~ trah~s-fohr-MAHR ah ehs-plee-kah-SOW~ noo~ ZHAW-goo jee eh~-POO-huh.
So we change the focus, not the facts.	Então muda o foco, não mudam os fatos.	eh~-TOW~ MOO-duh oo FAW-koo, NOW~ MOO-dow~ oos FAH-toos.
Exactly. Clear language for both audiences, with the detail each needs.	Exato. Clareza pros dois públicos, com o detalhe de que cada um precisa.	eh-ZAH-too. klah-REH-zuh prooz DOYS POO-blee-koos, KOH~ oo jeh-TAH-lyee jee kee KAH-duh OO~ preh-SEE-zuh.
The venue is unavailable; we will confirm the next steps tomorrow.	O espaço está indisponível; amanhã confirmaremos os próximos passos.	oo ehs-PAH-soo ehs-TAH ee~s-poh-NEE-vew; ah-mah-NYAH~ koh~-feer-mah-REH~-mooz oos PRAW-see-moos PAH-soos.
We can't use the venue. We're looking at what we can do.	Não vai dar pra usar o espaço. Estamos vendo o que dá pra fazer.	NOW~ VY DAHR prah oo-ZAHR oo ehs-PAH-soo. ehs-TAH~-moos VEH~-doo oo kee DAH prah fah-ZEHR.
I can make the wording simpler, but not make it sound more certain than it is.	Posso simplificar a mensagem, mas não passar uma certeza que não temos.	PAW-soo see~-plee-fee-KAHR ah meh~-SAH-zheh~, mahs NOW~ pah-SAHR OO~-muh sehr-TEH-zuh kee NOW~ TEH~-moos.
That reassures people, but it also sounds like a promise.	Isso tranquiliza, mas também soa como promessa.	EE-soo trah~-kwee-LEE-zuh, mahs tah~-BAY~ SOH-uh KOH-moo proh-MEH-suh.

Follow the dialogue

Ana and Lucas take turns. First read the Portuguese; then use the English and sound cues as support. Notice how each response changes the direction of the exchange.

Voice	Brazilian Portuguese	English meaning	How it sounds
Ana	Pro parceiro, pensei: “Por um problema elétrico, o espaço ficou indisponível. Informaremos os próximos passos amanhã.”	For the partner, I thought: “An electrical fault has made the venue unavailable. We'll provide an update on next steps tomorrow.”	proo pahr-SEH-roo, peh~-SAY: pohr OO~ proh-BLAY-muh eh-LEH-tree-koo, oo ehs-PAH-soo fee-KOH ee~s-poh-NEE-vew. ee~-fohr-mah-REH~-mooz oos PRAW-see-moos PAH-sooz ah-mah-NYAH~.
Lucas	Certo. Pro meu amigo, eu diria: “Deu um problema na sala. A sessão não vai rolar lá.”	Right. To my friend, I'd say: “There's a problem with the room. The screening won't happen there.”	SEHR-too. proo meh-oo ah-MEE-goo, eh-oo jee-REE-uh: DEH-oo OO~ proh-BLAY-muh nah SAH-luh. ah seh-SOW~ NOW~ VY hoh-LAHR LAH.
Ana	Pode ser, mas falta dizer o que acontece com quem já se inscreveu. E no grupo aberto?	That works, but we still need to say what happens to people who've registered. What about the public group?	PAW-jee SEHR, mahs FAW-tuh jee-ZEHR oo kee ah-koh~-TEH-see KOH~ KAY~ ZHAH see ee~s-kreh-VEH-oo. ee noo GROO-poo ah-BEHR-too?
Lucas	“A sessão foi adiada. A gente avisa a nova data amanhã.” Fica mais simples, não fica?	“The screening has been postponed. We'll announce the new date tomorrow.” That's simpler, isn't it?	ah seh-SOW~ FOY ah-jee-AH-duh. ah ZHEH~-chee ah-VEE-zuh ah NAW-vuh DAH-tuh ah-mah-NYAH~. FEE-kuh MYS SEE~-plehs, NOW~ FEE-kuh?
Ana	Sim, mas promete uma data que ainda não temos. Amanhã podemos ter só uma atualização, sem solução.	Yes, but it promises a date we don't have. Tomorrow we may only have an update, not a solution.	SEE~, mahs proh-MEH-chee OO~-muh DAH-tuh kee ah-EE~-duh NOW~ TEH~-moos. ah-mah-NYAH~ poh-DEH~-moos TEHR SAW OO~-muh ah-too-ah-lee-zah-SOW~, SAY~ soh-loo-SOW~.
Lucas	Então: “Não haverá sessão nesse local. Amanhã atualizamos vocês, mesmo que o novo local ainda esteja indefinido.”	Then: “There won't be a screening at this venue. We'll update you tomorrow, even if we haven't confirmed a replacement venue.”	eh~-TOW~: NOW~ ah-veh-RAH seh-SOW~ NEH-see loh-KAW. ah-mah-NYAH~ ah-too-ah-lee-ZAH~-moos voh-SAYS, MEHZ-moo kee oo NAW-voo loh-KAW ah-EE~-duh ehs-TEH-zhuh ee~-deh-fee-NEE-doo.
Ana	Melhor. Mas precisamos avisar hoje se a inscrição continua válida. Esse detalhe importa pros três públicos.	Better. But we need to say today whether registrations remain valid. All three audiences need that detail.	meh-LYOHR. mahs preh-see-ZAH~-mooz ah-vee-ZAHR OH-zhee see ah ee~s-kree-SOW~ koh~-chee-NOO-uh VAH-lee-duh. EH-see jeh-TAH-lyee ee~-POHR-tuh proos TRAYS POO-blee-koos.
Lucas	Vou confirmar antes de incluir isso. Ser informal não é deixar informação pela metade.	I'll check before adding that. Being informal doesn't mean leaving people with half the information.	VOH koh~-feer-MAHR AH~-chees jee ee~-kloo-EER EE-soo. SEHR ee~-fohr-MAW NOW~ EH day-SHAHR ee~-fohr-mah-SOW~ PEH-luh meh-TAH-jee.

Recombine

Choose a structure	Change the meaning	Try it
Informaremos... / A gente avisa...	Keep the same promised action and deadline while changing distance.	Informaremos a situação amanhã. / Amanhã a gente avisa como está.
Ainda não... / Já podemos...	Separate an unknown outcome from information you can responsibly give now.	Ainda não temos outra data; já podemos confirmar que não será nesse local.
Mesmo que...	Make an update independent of whether the problem is solved.	Amanhã damos um retorno, mesmo que ainda não haja solução.

Your turn

With support: Compare “Informaremos os próximos passos amanhã”, “Amanhã a gente conta como fica” and “Amanhã estará resolvido”. The first two can promise an update; the third promises a resolution. Make the informal version precise without making it stiff. Explain when a familiar expression such as “não vai rolar” helps connection and when it may sound dismissive.

Role cards — read only your role. A: You organise a free screening for 30 registered people. The venue has an electrical fault. You know there will be an update tomorrow, but no replacement venue or date is confirmed. B: You represent a partner organisation. Some attendees need step-free access and have already arranged transport. You want an actionable message, not just reassurance.

Interaction: Deliver a 40-second formal update, a voice message to a friend and a short announcement to the whole group. B challenges missing details. Keep every version consistent about what is known, unknown and promised.

Unexpected turn — reveal halfway through: A colleague suggests “Está tudo sob controle” to reduce complaints. Explain the implication, reject or qualify it, and offer wording that reassures without guaranteeing an outcome.

What to listen for: Change rhythm, vocabulary and relationship cues; retain essential access information; distinguish a promised update from a promised solution; respond to a listener's practical concern rather than merely changing formal words.

Usage note

“Não vai rolar” is informal and means something will not happen or work out. “Como fica” asks what happens next or what the resulting arrangement is. “Está tudo sob controle” can imply a stronger guarantee than intended. The relevant distinction is the relationship and communicative effect, not simply long versus short vocabulary.

C2-26 • Handling a sensitive disagreement

Situation: At a residents' meeting, Ana and Lucas disagree about quiet hours after someone mentions families with children. One wants a rule; the other fears selective enforcement.

Your goal: Keep two legitimate concerns in view, distinguish a complaint about behaviour from a generalisation about people, and negotiate a criterion without forcing agreement.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
I want to discuss the rule, but I don't want to turn this into a judgement of anyone.	Quero discutir a regra, mas não transformar isso num julgamento de ninguém.	KEH-roo jees-koo-CHEER ah HEH-gruh, mahs NOW~ trah~s-fohr-MAHR EE-soo noo~ zhool-gah-MEH~-too jee nee~-GAY~.
The way you said it made me feel included in the criticism.	Do jeito que você falou, senti que a crítica era pra mim também.	doo ZHAY-too kee voh-SAY fah-LOH, seh~-CHEE kee ah KREE-chee-kuh EH-ruh prah MEE~ tah~-BAY~.
I see that. Let me separate the decision from the people involved.	Entendo. Deixa eu separar a decisão das pessoas envolvidas.	eh~-TEH~-doo. DAY-shuh eh-oo seh-pah-RAHR ah deh-see-ZOW~ dahs peh-SOH-uhz eh~-vohl-VEE-duhs.
Okay, but I need you to acknowledge the effect it had.	Tudo bem, mas preciso que você reconheça o efeito que isso teve.	TOO-doo BAY~, mahs preh-SEE-zoo kee voh-SAY heh-koh-NYEH-suh oo eh-FAY-too kee EE-soo TEH-vee.
I do. I expressed myself badly, and I'm sorry for that.	Reconheço. Me expressei mal e peço desculpas por isso.	heh-koh-NYEH-soo. mee ehs-preh-SAY MAW ee PEH-soo jehs-KOOL-puhs pohr EE-soo.
Thanks. We can get back to the rule, then.	Obrigado. Podemos voltar à regra, então.	oh-bree-GAH-doo. poh-DEH~-moos vohl-TAHR ah HEH-gruh, eh~-TOW~.
My objection is to applying it without considering different circumstances.	Minha objeção é aplicar a regra sem considerar situações diferentes.	MEE~-nyuh ohb-zheh-SOW~ EH ah-plee-KAHR ah HEH-gruh SAY~ koh~-see-deh-RAHR see-too-ah-SOY~S jee-feh-REH~-chees.
I disagree with part of that, but we can discuss that specific point.	Discordo de parte disso, mas dá pra discutir esse ponto específico.	jees-KOHR-doo jee PAHR-chee JEE-soo, mahs DAH prah jees-koo-CHEER EH-see POH~-too ehs-peh-SEE-fee-koo.
I can see why you read it that way, but that wasn't the distinction I was making.	Entendo sua leitura, mas não era essa a distinção que eu estava fazendo.	eh~-TEH~-doo SOO-uh lay-TOO-ruh, mahs NOW~ EH-ruh EH-suh ah jees-chee~-SOW~ kee eh-oo ehs-TAH-vuh fah-ZEH~-doo.
That objection doesn't invalidate the concern, but it changes the proposed solution.	Essa objeção não invalida a preocupação, mas muda a solução proposta.	EH-suh ohb-zheh-SOW~ NOW~ ee~-vah-LEE-duh ah preh-oh-koo-pah-SOW~, mahs MOO-duh ah soh-loo-SOW~ proh-PAWS-tuh.
I'm not asking for an exemption; I'm questioning how the rule would be applied.	Não estou pedindo uma exceção; estou questionando como a regra seria aplicada.	NOW~ ehs-TOH peh-JEE~-doo OO~-muh eh-seh-SOW~; ehs-TOH kwehs-chee-oh-NAH~-doo KOH-moo ah HEH-gruh seh-REE-uh ah-plee-KAH-duh.
Can we agree on a criterion without deciding every individual case now?	Dá pra combinar um critério sem decidir cada caso agora?	DAH prah koh~-bee-NAHR OO~ kree-TEH-ryoo SAY~ deh-see-JEER KAH-duh KAH-zoo ah-GAW-ruh?

Follow the dialogue

Ana and Lucas take turns. First read the Portuguese; then use the English and sound cues as support. Notice how each response changes the direction of the exchange.

Voice	Brazilian Portuguese	English meaning	How it sounds
Ana	Se a gente abrir exceção pra toda família com criança, o horário de silêncio não serve pra nada.	If we make an exception for every family with children, quiet hours won't mean anything.	see ah ZHEH~-chee ah-BREER eh-seh-SOW~ prah TOH-duh fah-MEE-lyuh KOH~ kree-AH~-suh, oo oh-RAH-ryoo jee see-LEH~-syoo NOW~ SEHR-vee prah NAH-duh.
Lucas	Mas ninguém pediu licença pra fazer barulho. Do jeito que você colocou, parece que o problema são as famílias.	But nobody asked for permission to make noise. The way you put it makes the families sound like the problem.	mahs nee~-GAY~ peh-JEE-oo lee-SEH~-suh prah fah-ZEHR bah-ROO-lyoo. doo ZHAY-too kee voh-SAY koh-loh-KOH, pah-REH-see kee oo proh-BLAY-muh SOW~ ahs fah-MEE-lyuhs.
Ana	Formulei mal. Estou pensando em barulho recorrente depois das dez, não em proibir uma criança de chorar.	I phrased that badly. I mean repeated noise after ten, not banning a child from crying.	fohr-moo-LAY MAW. ehs-TOH peh~-SAH~-doo AY~ bah-ROO-lyoo heh-koh-HEH~-chee jeh-POYS dahs DEHZ, NOW~ AY~ proh-ee-BEER OO~-muh kree-AH~-suh jee shoh-RAHR.
Lucas	Só que “recorrente” também pode incluir choro. Quem decide o que é evitável, e com base em quê?	But “repeated” could include crying too. Who decides what can be avoided, and on what grounds?	SAW kee heh-koh-HEH~-chee tah~-BAY~ PAW-jee ee~-kloo-EER SHOH-roo. KAY~ deh-SEE-jee oo kee EH eh-vee-TAH-vew, ee KOH~ BAH-zee AY~ KEH?
Ana	Boa pergunta. Não quero que isso vire uma regra pra uns e outra pra outros. Você propõe qual critério?	Good question. I don't want one rule for some people and another for others. What criterion would you suggest?	BOH-uh pehr-GOON~-tuh. NOW~ KEH-roo kee EE-soo VEE-ree OO~-muh HEH-gruh prah OO~s ee OH-truh prah OH-troos. voh-SAY proh-POY~ kwaw kree-TEH-ryoo?
Lucas	Separar sons inevitáveis de atividades que podem mudar de horário. Mas admito que essa fronteira não é sempre clara.	Separate unavoidable sounds from activities that can happen at another time. But I admit that boundary isn't always clear.	seh-pah-RAHR SOH~S ee~-eh-vee-TAH-veys jee ah-chee-vee-DAH-jees kee PAW-deh~ moo-DAHR jee oh-RAH-ryoo. mahz ahd-MEE-too kee EH-suh froh~-TAY-ruh NOW~ EH SEH~-pree KLAH-ruh.
Ana	E o vizinho que precisa dormir fica esperando? Concordo em distinguir os casos, mas precisamos de uma resposta prática.	And is the neighbour who needs sleep just left waiting? I agree the cases differ, but we need a practical response.	ee oo vee-ZEE~-nyoo kee preh-SEE-zuh dohr-MEER FEE-kuh ehs-peh-RAH~-doo? koh~-KOHR-doo AY~ jees-chee~-GWEER oos KAH-zoos, mahs preh-see-ZAH~-moos jee OO~-muh hehs-PAWS-tuh PRAH-chee-kuh.
Lucas	Podemos começar por uma conversa e registrar o que foi combinado. Isso não resolve tudo, mas evita acusar antes de entender.	We can start with a conversation and record what's agreed. That won't solve everything, but it avoids accusations before understanding.	poh-DEH~-moos koh-meh-SAHR pohr OO~-muh koh~-VEHR-suh ee heh-zhees-TRAHR oo kee FOY koh~-bee-NAH-doo. EE-soo NOW~ heh-ZAW-vee TOO-doo, mahz eh-VEE-tuh ah-koo-ZAHR AH~-chees jee eh~-teh~-DEHR.

Recombine

Choose a structure	Change the meaning	Try it
Quando você diz..., parece...	Describe the implication without claiming to know the speaker's intention.	Quando você diz “essas famílias”, parece que está culpando um grupo inteiro.
Reconheço..., mas...	Concede a valid point while keeping the unresolved objection visible.	Reconheço o incômodo, mas o critério ainda precisa ser claro.
Isso muda..., não...	Revise the attribution after new evidence while preserving a legitimate concern.	Isso muda quem causou o barulho, não a necessidade de descanso.

Your turn

With support: Contrast “Vocês não respeitam ninguém”, “Esse barulho está atrapalhando meu descanso” and “Quero entender o que dá pra mudar sem exigir o impossível”. Identify the generalisation, concrete impact and invitation to negotiate. Reformulate a criticism without weakening the legitimate need for rest. Do not treat politeness as proof that a demand is reasonable.

Role cards — read only your role. A: Repeated late-night noise has interrupted your sleep. You want a predictable process, not a personal confrontation. You do not know its source. B: You have a young child and feel your family is being singled out. You can change some activities but cannot guarantee silence. You also want neighbours to rest.

Interaction: Discuss a proposed building rule for five minutes. Establish what is observed and what is assumed. Challenge one generalisation, answer one difficult objection and propose a criterion that does not rely on who is most persuasive.

Unexpected turn — reveal halfway through: The latest noise came from maintenance in another flat. Revisit the accusation without claiming this disproves every earlier complaint. Preserve both the need for rest and fair treatment.

What to listen for: Correct an attribution when evidence changes; keep concern, cause and remedy distinct; acknowledge the strongest opposing point; formulate an interim next step and a disagreement that remains.

Usage note

This is a fictional communication task, not a statement of building rules or legal rights. “Uma regra pra uns e outra pra outros” criticises unequal treatment. “Só que” introduces a reservation and can sound challenging. A repair should address the mistaken claim as well as the tone.

C2-27 • Reframing the question

Situation: A cultural centre wants to shorten the queue for free workshop registration. One proposal is to move everything online, but some visitors need personal help.

Your goal: Expose the assumptions inside a forced choice, distinguish a useful reframing from evasion, and defend a proposal when resources make a real trade-off unavoidable.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
We're treating this as if we had to choose between speed and care.	Estamos tratando isso como se fosse preciso escolher entre rapidez e cuidado.	ehs-TAH~-moos trah-TAH~-doo EE-soo KOH-moo see FAW-see preh-SEE-zoo ehs-koh-LYEHR EH~-tree hah-pee-DEHZ ee koo-ee-DAH-doo.
But in practice, sometimes one does come at the expense of the other.	Mas, na prática, às vezes uma coisa realmente pesa na outra.	mahs, nah PRAH-chee-kuh, ahs VAY-zeez OO~-muh KOY-zuh heh-aw-MEH~-chee PEH-zuh nah OH-truh.
True. I'm questioning whether that's the only way to frame the problem.	É verdade. Estou questionando se esse é o único jeito de colocar o problema.	EH vehr-DAH-jee. ehs-TOH kwehs-chee-oh-NAH~-doo see EH-see EH oo OO-nee-koo ZHAY-too jee koh-loh-KAHR oo proh-BLAY-muh.
What question would you ask instead?	Que pergunta você faria no lugar?	kee pehr-GOON~-tuh voh-SAY fah-REE-uh noo loo-GAHR?
Which steps can be faster without losing the attention people need?	Quais etapas podem ser mais rápidas sem perder a atenção necessária?	KWYS eh-TAH-puhs PAW-jeh~ SEHR MYS HAH-pee-duhs SAY~ pehr-DEHR ah ah-teh~-SOW~ neh-seh-SAH-ryuh?
That makes it more concrete, but we still need to define the limits.	Assim fica mais concreto, mas ainda precisamos definir os limites.	ah-SEE~ FEE-kuh MYS koh~-KREH-too, mahz ah-EE~-duh preh-see-ZAH~-moos deh-fee-NEER ooz lee-MEE-chees.
Exactly. Reframing the question doesn't make the trade-off disappear.	Exato. Mudar a pergunta não faz o conflito desaparecer.	eh-ZAH-too. moo-DAHR ah pehr-GOON~-tuh NOW~ FAHZ oo koh~-FLEE-too deh-zah-pah-reh-SEHR.
But it helps us see where we actually have a choice.	Mas ajuda a enxergar onde a gente de fato pode escolher.	mahz ah-ZHOO-duh ah eh~-shehr-GAHR OH~-jee ah ZHEH~-chee jee FAH-too PAW-jee ehs-koh-LYEHR.
The question already assumes those are our only two options.	A pergunta já parte da ideia de que só temos essas duas opções.	ah pehr-GOON~-tuh ZHAH PAHR-chee dah ee-DAY-uh jee kee SAW TEH~-mooz EH-suhs DOO-uhz ohp-SOY~S.
Changing the wording won't create more staff.	Mudar a formulação não vai fazer aparecer mais gente pra atender.	moo-DAHR ah fohr-moo-lah-SOW~ NOW~ VY fah-ZEHR ah-pah-reh-SEHR MYS ZHEH~-chee prah ah-teh~-DEHR.
I'm questioning the assumption, not dismissing the cost.	Estou questionando a premissa, não ignorando o custo.	ehs-TOH kwehs-chee-oh-NAH~-doo ah preh-MEE-suh, NOW~ ee-gnoh-RAH~-doo oo KOOS-too.
What would have to be true for that alternative to work?	O que precisaria ser verdade pra essa alternativa funcionar?	oo kee preh-see-zah-REE-uh SEHR vehr-DAH-jee prah EH-suh aw-tehr-nah-CHEE-vuh foo~-see-oh-NAHR?

Follow the dialogue

Ana and Lucas take turns. First read the Portuguese; then use the English and sound cues as support. Notice how each response changes the direction of the exchange.

Voice	Brazilian Portuguese	English meaning	How it sounds
Ana	Ou a gente põe a inscrição toda na internet, ou essa fila não acaba. Não temos equipe pra tudo.	Either registration goes entirely online or this queue never ends. We don't have staff for everything.	oh ah ZHEH~-chee POY~ ah ee~s-kree-SOW~ TOH-duh nah ee~-tehr-NEH-chee, oh EH-suh FEE-luh NOW~ ah-KAH-buh. NOW~ TEH~-mooz eh-KEE-pee prah TOO-doo.
Lucas	Mas quem precisa de ajuda some da fila sem necessariamente conseguir se inscrever. Isso é reduzir a espera ou excluir gente?	But people needing help leave the queue without necessarily managing to register. Are we reducing the wait or excluding people?	mahs KAY~ preh-SEE-zuh jee ah-ZHOO-duh SAW-mee dah FEE-luh SAY~ neh-seh-sah-ryah-MEH~-chee koh~-seh-GEER see ee~s-kreh-VEHR. EE-soo EH heh-doo-ZEER ah ehs-PEH-ruh oh ehs-kloo-EER ZHEH~-chee?
Ana	Essa é uma preocupação válida, só que o atendimento presencial também deixa gente sem vaga quando fecha.	That's a valid concern, but in-person registration also leaves people without a place when it closes.	EH-suh EH OO~-muh preh-oh-koo-pah-SOW~ VAH-lee-duh, SAW kee oo ah-teh~-jee-MEH~-too preh-zeh~-see-AW tah~-BAY~ DAY-shuh ZHEH~-chee SAY~ VAH-guh KWAH~-doo FEH-shuh.
Lucas	Então talvez a pergunta seja quais etapas exigem ajuda, não se tudo deve ser presencial ou digital.	Then perhaps we should ask which stages require help, rather than whether everything should be in person or online.	eh~-TOW~ taw-VEHZ ah pehr-GOON~-tuh SAY-zhuh KWYS eh-TAH-puhz eh-ZEE-zheh~ ah-ZHOO-duh, NOW~ see TOO-doo DEH-vee SEHR preh-zeh~-see-AW oh jee-zhee-TAW.
Ana	Tá, mas mudar a pergunta não cria funcionários. Quem atende essas etapas e quem faz o resto?	Okay, but changing the question doesn't create staff. Who handles those stages, and who does everything else?	TAH, mahs moo-DAHR ah pehr-GOON~-tuh NOW~ KREE-uh foo~-see-oh-NAH-ryoos. KAY~ ah-TEH~-jee EH-suhz eh-TAH-puhz ee KAY~ FAHZ oo HEHS-too?
Lucas	Podemos testar o preenchimento antecipado e reservar ajuda pra conferência. Teríamos que tirar alguém de outra tarefa.	We could test advance form-filling and reserve support for checking. We'd have to move someone from another task.	poh-DEH~-moos tehs-TAHR oo preh-eh~-shee-MEH~-too ah~-teh-see-PAH-doo ee heh-zehr-VAHR ah-ZHOO-duh prah koh~-feh-REH~-syuh. teh-REE-ah-moos kee chee-RAHR aw-GAY~ jee OH-truh tah-REH-fuh.
Ana	E quem não consegue nem preencher? Sua proposta ajuda um grupo, mas continua deixando outro de fora.	And what about people who can't even fill in the form? Your proposal helps one group but still leaves another out.	ee KAY~ NOW~ koh~-SEH-ghee NAY~ preh-eh~-SHEHR? SOO-uh proh-PAWS-tuh ah-ZHOO-duh OO~ GROO-poo, mahs koh~-chee-NOO-uh day-SHAH~-doo OH-troo jee FAW-ruh.
Lucas	Tem razão. Precisamos prever esse apoio também e dizer qual serviço perderia tempo. Sem isso, a proposta só parece inclusiva.	You're right. We need to provide that support too and say which service would lose staff time. Otherwise it only looks inclusive.	TEH~ hah-ZOW~. preh-see-ZAH~-moos preh-VEHR EH-see ah-POY-oo tah~-BAY~ ee jee-ZEHR kwaw sehr-VEE-soo pehr-deh-REE-uh TEH~-poo. SAY~ EE-soo, ah proh-PAWS-tuh SAW pah-REH-see ee~-kloo-ZEE-vuh.

Recombine

Choose a structure	Change the meaning	Try it
A pergunta pressupõe que...	Expose an assumption, then test whether it is justified here.	A pergunta pressupõe que todo mundo consegue se inscrever sozinho.
Em vez de..., podemos perguntar...	Change the success measure without dropping the original constraint.	Em vez de olhar só a fila, podemos perguntar quantos concluíram a inscrição.
Isso só funciona se...	State a feasibility condition and a cost, not just an appealing aim.	Isso só funciona se houver alguém pra ajudar, mesmo que outra tarefa espere.

Your turn

With support: Compare “Como acabamos com a fila?”, “Como garantimos que mais pessoas concluam a inscrição?” and “Como fazemos isso com duas pessoas no atendimento?”. Explain what each foregrounds and what it may hide. Reframe the first question, then name a cost your new wording does not remove. Example: “Uma fila menor não prova que mais pessoas conseguiram acesso.”

Role cards — read only your role. A: The centre has two registration staff and no extra funding this month. Moving one person to individual support reduces the main counter's capacity. You are judged on waiting time. B: You help visitors with limited internet access. A shorter queue may conceal people giving up before registering. You want completed registrations and unmet needs counted too.

Interaction: Each proposes a question that defines success. Challenge what the other question leaves out. Agree on a limited trial, a displaced task and two measures that could point in different directions. Do not invent extra staff to resolve the problem.

Unexpected turn — reveal halfway through: The trial cuts waiting time, but the centre did not record how many visitors abandoned registration. Decide what can be concluded now, what remains unknown and whether to continue the trial.

What to listen for: Expose an assumption without caricaturing the other view; carry the original concern into the new question; answer a resource objection directly; distinguish an attractive slogan from a testable proposal.

Usage note

“Deixar alguém de fora” can mean excluding someone, intentionally or otherwise. “Só parece inclusiva” questions whether a proposal delivers what it claims. “Premissa” is a starting assumption. A sophisticated reformulation can still be evasive; its value depends on whether it helps address the original problem and its costs.

C2-28 • Sustaining a nuanced spontaneous discussion

Situation: A library moved a reading group to evening hours. Attendance increased, but the organisers disagree over whether that means the change succeeded and whose experience should guide the next decision.

Your goal: Synthesize conflicting evidence, revise a claim without abandoning what remains supported, and sustain an exchange that distinguishes observation, cause, values and a provisional decision.

Essential phrases

English meaning	Brazilian Portuguese	How it sounds
Looking back, I wouldn't say the change was either a complete success or a failure.	Olhando pra trás, eu não diria que a mudança foi um sucesso total nem um fracasso.	oh-LYAH~-doo prah TRAHS, eh-oo NOW~ jee-REE-uh kee ah moo-DAH~-suh FOY OO~ soo-SEH-soo toh-TAW NAY~ OO~ frah-KAH-soo.
What would you say worked and what remained unresolved?	O que você diria que funcionou e o que ficou em aberto?	oo kee voh-SAY jee-REE-uh kee foo~-see-oh-NOH ee oo kee fee-KOH AY~ ah-BEHR-too?
It improved communication, though it added work at first.	Melhorou a comunicação, embora tenha dado mais trabalho no começo.	meh-lyoh-ROH ah koh-moo-nee-kah-SOW~, eh~-BAW-ruh TEH~-nyuh DAH-doo MYS trah-BAH-lyoo noo koh-MEH-soo.
That's also how I saw it, with one reservation: not everyone benefited equally.	Também vi assim, com uma ressalva: nem todo mundo se beneficiou da mesma forma.	tah~-BAY~ VEE ah-SEE~, KOH~ OO~-muh heh-SAW-vuh: NAY~ TOH-doo MOON~-doo see beh-neh-fee-see-OH dah MEHZ-muh FOHR-muh.
That's a fair point. I was speaking from my team's experience.	É uma ressalva justa. Eu estava falando da experiência da minha equipe.	EH OO~-muh heh-SAW-vuh ZHOOS-tuh. eh-oo ehs-TAH-vuh fah-LAH~-doo dah ehs-peh-ree-EH~-syuh dah MEE~-nyuh eh-KEE-pee.
So perhaps the next step is to hear from the people who struggled more.	Então talvez o próximo passo seja ouvir quem teve mais dificuldade.	eh~-TOW~ taw-VEHZ oo PRAW-see-moo PAH-soo SAY-zhuh oh-VEER KAY~ TEH-vee MYS jee-fee-kool-DAH-jee.
Agreed. I'd revise my assessment in light of what we hear.	Concordo. Eu reveria minha avaliação à luz do que a gente ouvir.	koh~-KOHR-doo. eh-oo heh-veh-REE-uh MEE~-nyuh ah-vah-lee-ah-SOW~ ah LOOZ doo kee ah ZHEH~-chee oh-VEER.
Then we have a next step, even if we haven't settled the whole question.	Então temos um encaminhamento, mesmo sem fechar a questão.	eh~-TOW~ TEH~-moos OO~ eh~-kah-mee~-nyah-MEH~-too, MEHZ-moo SAY~ feh-SHAHR ah kwehs-TOW~.
Those figures support that conclusion, but not necessarily the explanation.	Esses números sustentam essa conclusão, mas não necessariamente essa explicação.	EH-seez NOO-meh-roos soos-TEH~-tah~ EH-suh koh~-kloo-ZOW~, mahs NOW~ neh-seh-sah-ryah-MEH~-chee EH-suh ehs-plee-kah-SOW~.
I'm qualifying my conclusion, not taking back the observation.	Estou limitando minha conclusão, não retirando a observação.	ehs-TOH lee-mee-TAH~-doo MEE~-nyuh koh~-kloo-ZOW~, NOW~ heh-chee-RAH~-doo ah ohb-zehr-vah-SOW~.
Even if the average improved, that doesn't tell us who lost out.	Mesmo que a média tenha melhorado, isso não diz quem saiu perdendo.	MEHZ-moo kee ah MEH-jyuh TEH~-nyuh meh-lyoh-RAH-doo, EE-soo NOW~ JEEZ KAY~ sah-EE-oo pehr-DEH~-doo.
What could lead us to review this decision, and when will we check?	O que poderia nos levar a rever essa decisão, e quando vamos conferir?	oo kee poh-deh-REE-uh nooz leh-VAHR ah heh-VEHR EH-suh deh-see-ZOW~, ee KWAH~-doo VAH~-moos koh~-feh-REER?

Follow the dialogue

Ana and Lucas take turns. First read the Portuguese; then use the English and sound cues as support. Notice how each response changes the direction of the exchange.

Voice	Brazilian Portuguese	English meaning	How it sounds
Ana	A média passou de doze pra dezoito pessoas por encontro. Pra mim, isso mostra que o horário novo funcionou.	Average attendance rose from twelve to eighteen per meeting. To me, that shows the new time worked.	ah MEH-jyuh pah-SOH jee DOH-zee prah jee-ZOY-too peh-SOH-uhs pohr eh~-KOH~-troo. prah MEE~, EE-soo MAW-struh kee oo oh-RAH-ryoo NAW-voo foo~-see-oh-NOH.
Lucas	Funcionou pra aumentar a presença. Mas três participantes antigos deixaram de vir porque não conseguem voltar pra casa à noite.	It worked in terms of attendance. But three longstanding members stopped coming because they can't get home at night.	foo~-see-oh-NOH prah ow-meh~-TAHR ah preh-ZEH~-suh. mahs TRAYS pahr-chee-see-PAH~-cheez ah~-CHEE-goos day-SHAH-rah~ jee VEER pohr-KEH NOW~ koh~-SEH-gheh~ vohl-TAHR prah KAH-zuh ah NOY-chee.
Ana	Então você acha melhor voltar ao horário que impedia quem trabalha de participar? Também haveria gente perdendo.	So you think we should go back to a time that kept working people away? Someone would lose out then too.	eh~-TOW~ voh-SAY AH-shuh meh-LYOHR vohl-TAHR ow oh-RAH-ryoo kee ee~-peh-JEE-uh KAY~ trah-BAH-lyuh jee pahr-chee-see-PAHR? tah~-BAY~ ah-veh-REE-uh ZHEH~-chee pehr-DEH~-doo.
Lucas	Não propus voltar. Estou questionando chamar de sucesso sem dizer pra quem. E houve divulgação nova junto com a mudança.	I didn't suggest going back. I'm questioning calling it a success without saying for whom. There was new publicity at the same time.	NOW~ proh-POOS vohl-TAHR. ehs-TOH kwehs-chee-oh-NAH~-doo shah-MAHR jee soo-SEH-soo SAY~ jee-ZEHR prah KAY~. ee OH-vee jee-vool-gah-SOW~ NAW-vuh ZHOON~-too KOH~ ah moo-DAH~-suh.
Ana	É verdade; atribuí tudo ao horário. Os números mostram mais presença, mas não isolam o motivo. Ainda assim, precisamos decidir.	That's true; I put it all down to the time. The figures show higher attendance, but don't isolate the cause. Still, we need a decision.	EH vehr-DAH-jee; ah-tree-boo-EE TOO-doo ow oh-RAH-ryoo. ooz NOO-meh-roos MAW-strah~ MYS preh-ZEH~-suh, mahs NOW~ ee-ZAW-lah~ oo moh-CHEE-voo. ah-EE~-duh ah-SEE~, preh-see-ZAH~-moos deh-see-JEER.
Lucas	Por enquanto, manteria o horário e ouviria quem saiu. Isso é uma decisão provisória, não uma prova de que foi melhor.	For now, I'd keep the time and hear from those who left. That's a provisional decision, not proof it was better.	pohr eh~-KWAH~-too, mah~-teh-REE-uh oo oh-RAH-ryoo ee oh-vee-REE-uh KAY~ sah-EE-oo. EE-soo EH OO~-muh deh-see-ZOW~ proh-vee-ZAW-ryuh, NOW~ OO~-muh PROH-vuh jee kee FOY meh-LYOHR.
Ana	Concordo com ouvir, mas manter já favorece um grupo. Vamos definir quando rever isso e que alternativas cabem no orçamento.	I agree we should listen, but keeping it already favours one group. Let's set a review date and identify affordable alternatives.	koh~-KOHR-doo KOH~ oh-VEER, mahs mah~-TEHR ZHAH fah-voh-REH-see OO~ GROO-poo. VAH~-moos deh-fee-NEER KWAH~-doo heh-VEHR EE-soo ee kee aw-tehr-nah-CHEE-vuhs KAH-beh~ noo ohr-sah-MEH~-too.
Lucas	Na próxima reunião, com os relatos e os custos. Por enquanto, concordamos no processo; o melhor horário continua em discussão.	At the next meeting, with the accounts and costs. For now, we agree on the process; the best time is still open to discussion.	nah PRAW-see-muh heh-oo-nee-OW~, KOH~ ooz heh-LAH-tooz ee oos KOOS-toos. pohr eh~-KWAH~-too, koh~-kohr-DAH~-moos noo proh-SEH-soo; oo meh-LYOHR oh-RAH-ryoo koh~-chee-NOO-uh AY~ jees-koo-SOW~.

Recombine

Choose a structure	Change the meaning	Try it
Os dados mostram..., mas não...	Keep the observation while limiting the causal inference.	Os dados mostram mais presença, mas não dizem quanto disso veio da divulgação.
Concordo com..., não necessariamente com...	Locate agreement precisely rather than accepting the whole argument.	Concordo com manter por enquanto, não necessariamente com chamar isso de sucesso.
Reveremos... quando...	Give a provisional decision an observable review point.	Reveremos o horário quando tivermos ouvido quem deixou de participar.

Your turn

With support: Distinguish “A presença aumentou”, “O novo horário fez a presença aumentar” and “O novo horário foi melhor para todos”. Identify observation, causal explanation and value judgement. Reformulate the strongest claim into one the available evidence supports. Example: “A presença aumentou depois da mudança; ainda não sabemos quanto disso se deve ao horário.”

Role cards — read only your role. A: In this fictional group, average attendance rose from 12 to 18 after meetings moved to the evening. A publicity campaign began in the same month. You want a stable schedule and can fund only one meeting a week. B: Three regular members stopped attending because of transport. You do not know how many new members came because of the publicity. You want their experience included without dismissing the increase.

Interaction: Discuss for six to eight minutes without reading a script. Challenge an inference, answer a counterargument, reformulate your own claim and accurately summarise the other person's remaining concern. Agree on one provisional action, a review point and an unresolved question.

Unexpected turn — reveal halfway through: One new member says they would attend at either time; another can attend only in the evening. Integrate both accounts without treating either as representative of everyone. Each participant must revise at least one claim or explain precisely why it still holds.

What to listen for: Distinguish evidence from cause and preference; preserve a valid observation while limiting its interpretation; connect an answer to the preceding objection; sustain natural turn-taking; close with an accurate partial agreement rather than a forced consensus.

Usage note

All figures and circumstances in this role-play are fictional. “Pra mim” can mark a viewpoint rather than a fact. “Ainda assim” maintains a point despite a concession. “Por enquanto” limits a decision in time. Advanced performance lies in the live response to new information, not in using longer words or memorising these sentences.