Skillswise

Presenting information

Sometimes you need to give a **short explanation or description** in a fairly formal way. For example, you might have to explain how to use a piece of equipment to a colleague at work, or tell a customer how to place an order online.

If you're giving a short talk or explaining something to someone:

> **Introduce** what you're going to say.
> **Tell** them.
> **Repeat** what you've told them.

Look at this example of explaining how to order a bed online. Notice how it follows the same **pattern**:

> I'd better explain how to place an order. It isn't difficult but it helps if you know what to do.

> First select the bed you've chosen and click on 'Add to basket'.

> If you don't want to buy anything else, just click on 'Buy now'. You'll then go straight to the order page. Next fill in your personal details and card details and then click 'Continue'.

> You usually have to wait for a couple of minutes until payment's confirmed, then just print out your confirmation and keep it in case you want to track the delivery.

> So to recap - first select your bed and add it to your basket. Click 'Buy now', then enter your details and make the payment. When it's all gone through keep a copy of the confirmation notice. Is that okay or would you like me to explain any of it again?

Watch some people giving explanations on television programmes - for example, cookery or gardening programmes. Can you notice a similar **pattern**?

BBC