

The Boston School's March 2020 Newsletter

What a difference a month makes!

This time last month, I was meeting folks during Hangout sessions in restaurants and suggesting to go out to the movies together. Today, the idea of encouraging gatherings in public is completely out of the question!

We know the coronavirus crisis situation is now disrupting businesses, governments and schools across the country, Europe - and in fact, the world. The last thing you need to be concerned about is reading a newsletter from me, right?

That's why this newsletter is dedicated to offering support in any way we can. We'll be sharing tips about working from home, keeping your children occupied and about an article on dealing with customers during this crisis. But first, we'll start off with the most important bit: Some humor to help diminish the stress.

I wish that all our readers stay healthy and safe and can take time for themselves and feel supported by their community and loved ones around them.

Best wishes,

Rose

We need comedy!



It times of distress and anxiety, there's nothing like humor to lighten up the mood and lift our spirits.

Hope you enjoy [this short clip](#) of an Irish stand-up comedian, Dave Nehill, performing to an American audience. His act explains how wrong some essential

details about St. Patrick's Day have been transformed in the States and misrepresented for quite awhile now. As St. Patrick's Day is today: 17 March, I thought it rather appropriate.

Dave also shares a story about how shocked he was when a fellow shopper at a supermarket revealed much more about herself than he had bargained for.

It's part of the "Dry Bar" online youtube series of great stand-up comedians and I can highly recommend it! Here's [where you can subscribe](#).

Photo by [Patrick Fore](#) on [Unsplash](#)

How to manage working at home with your family



This week marks the first week that most people will be working from home. But it's a double whammy as somehow parents will need to manage taking care of their children at the same time. What's the best way?

With both my husband and I running our separate small businesses from home for over 10 years, I'd like to share 5 tips I've gathered along the way to keep the peace at home and manage place and time zones to keep work and home life separate.

[Read more on our blog post...](#)



Serving customers in times of crisis

Photo by [Icons8 Team](#) on [Unsplash](#)

I'd like to share with you this interesting article that Michael Patterson from Help Scout written on 11 March 2020, entitled: "[Crisis Communication Tips for Customer Service Teams](#)" about how to maintain decent customer service standards during the coronavirus crisis.

Be sure to use copy/paste into [deepl.com](#) or [google translator](#) tools if you are having troubles understanding everything in English.

Vocabulary lists based on this article and others can be found in our Quizlet classes. Quizlet is a great tool when you're interested in building up your vocabulary. Be sure to choose the Quizlet classroom with the virtual flashcard sets that suit your language and level the best.

The vocabulary list based on this article will be published on Saturday, 21 March. While you're waiting - check out our other flashcard lists available.

[B1-B2 English-English list](#)

[B1-B2 English-German list](#)

[B1-B2 English-French list](#)

[B2-C1 English-English list](#)

[B2-C1 English-German list](#)

And my two cents:

In this crisis where everyone may be experiencing stress and anxiety at the same time, stay honest, transparent, and communicate clearly and with empathy. That

way, even if you can not meet all of their needs immediately, your client will continue to trust and value your relationship.

NOTE: We can only do our best. Nothing more. Remember to take a break if your mood dips or you become upset. Your mental state needs to stay as strong as possible.

Need some support in writing e-mails or speaking on video conferences in English?

We're making it easier to book private online sessions. Your first one is free of charge without any further obligation, so don't miss your opportunity to see what it's like to learn online with us.

We also have a special 5-session rate, if you would like to focus on a particular short-term goal - whether it is preparing for a business presentation or writing an official business document. [See if our availabilities match and book your free online session today.](#)



The Boston School GmbH, Bahnhaldenstrasse 32, Zurich, Zurich 8052, Switzerland, 044 310 3038

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