

(Read this direction silently.)

- Ask your student to read aloud the vocabulary words. Then, ask your student to read aloud and complete the sentences. Note that your student cannot see the underlined words.

inclusive (adj.)  
phone (v.)  
boost (v.)  
enroll (v.)  
lump sum (n.)

1. I was waiting for him the whole day. Then he phoned me just as I was about to go to bed.
2. The new TV ad is expected to boost the company sales.
3. The travel ticket is inclusive of meals.
4. Bob decided to pay the lump sum price of the appliances instead of paying them monthly.
5. He is planning to enroll in a music school this year.

(Read this direction silently.)

➤ Read the whole dialogue with your student.

Make sure your student fills in the blanks using the words in Activity 1.

Note that your student cannot see the underlined words.

**TUTOR** Hello! My name is Mary Smith. I'm calling to inquire about your intensive Business English program. If there's still a slot for me in your weeknight classes, please call me at 523-1111, or email me at msmith@hotmail.com. You can (1) phone me from 7pm to 10pm. Have a great day!

(a day after)

**STUDENT** May I speak with Ms. Mary Smith? This is Marvin from ABC Language school. We've received your inquiry. Our intensive Business English program helps our clients (2) boost their communication skills in business. You're lucky because you can still (3) enroll in our weeknight classes.

**TUTOR** Good to hear that. I hope it's not that expensive. May I know the registration requirements?

**STUDENT** Our Business English program is \$350, which is (4) inclusive of all lesson materials. Fill out the online application form and follow the steps indicated in our website, then deposit the tuition fee to our bank account. Lastly, send us a scanned copy of the deposit slip and wait for the confirmation email.

**TUTOR** Should I pay in (5) lump sum, or do you allow installments?

**STUDENT** You may pay in installments, but there's a 30% down payment to secure your slot.

**TUTOR** I actually learned about your language school from my friend, Yuki Iwate. If from a referral, do you happen to grant a discount?

**STUDENT** Yes, we do. We can give you 5% discount after having Mr. Iwate sign this form.

**TUTOR** Sure, thanks.

**STUDENT** Please don't hesitate to contact us again if you have other concerns. Enjoy your day!

(Read this direction silently.)

➤ Read aloud the following passage to your student twice. Then, ask the question below.

**Please listen carefully as I read a passage.**

There are times when no one can answer the telephone so you will need to leave a message. For you to be able to receive a return call, make sure to give important information and summarize the purpose of the call. The last thing to do is to make sure that the message gets delivered to its intended receiver.

**Please answer the following question:**

**According to the passage, how do we leave a message?**

(Read this direction silently.)

➤ Ask your student to read the text aloud. Then, ask the question below.

### Please read the text.

You are calling your business partner to give necessary updates about an ongoing agreement. He is not in the office when you called, and his secretary informed you that he'll be back later in the afternoon. You could not wait for him until that time since you have a meeting with a potential client. You want to inform your business partner that the agreement should be finalized before February as the new system he is offering will undergo a set of tests before its full implementation in June.

Please answer the following question:

**How do you deal with the situation?**