

(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.

rooting (v.)

prominent (adj.)

remarkable (adj.)

unsolicited (adj.)

offend (v.)

1. He became a prominent figure in this industry in just a few years.
2. The company has made some remarkable progress this year.
3. He did not mean to offend her; he was just saying the truth.
4. The team is rooting for their leader to get the Service Excellence award.
5. I received an unsolicited business advice. I was surprised.

(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 It's a pleasure transacting with you again, Mr. Roberts. As expected from a (1) **prominent** computer company, your work is truly (2) **remarkable**

STUDENT Thank you for your kind words. We're only doing our job.

TUTOR You never take compliments. We've been doing business for years now. Well, I'm wondering how we'd deal with any future conflict that may arise between our business.

STUDENT Wow, I didn't see that coming. What do you mean by it?

TUTOR I'm not trying to (3) **offend** you or something. It's just a random question.

STUDENT Here's what I know, Mrs. Smith. Our company will always ensure the quality of our work to keep our clients happy and satisfied. If something happens with our products, we will happily resolve it in an instant.

TUTOR So, that's how much you value the vision and mission of your company. Makes sense. I do apologize for that (4) **unsolicited** question.

STUDENT It's actually thought-provoking. I appreciate your honesty.

TUTOR You excel at what you do, Mr. Roberts. I am (5) **rooting** for our continued partnership.

STUDENT You're welcome, and we do appreciate your continued support, Mrs. Smith.

(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.

Responding to unexpected questions is not as easy as you think. There are chances that you might stammer. Although unsure at first, you must understand the question, avoid suspicious body languages, and stay focused. Never say, “I don't know what to say,” or “How do I respond to this?” Tell them “Here's what I know.” instead, and address their concern properly.

Please answer the following question:

According to the passage, how should we respond to unexpected questions?

(Read this direction silently.)

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

Please read the text.

You are in the middle of your presentation about your ongoing project when someone raised a question. It's a subject that's not related to your report. Everyone's attention is on you and what you're about to say.

Please answer the following question:

How do you deal with the situation?