

(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.

expected (adj.)

went out (v.)

shipment (n.)

delayed (v.)

postponed (v.)

1. Mary and her friends went out for lunch at a nearby cafe.
2. The shipment will arrive tomorrow.
3. The delivery of the items will be postponed because of the typhoon.
4. The items are expected to be here by Monday.
5. Delivery of our orders will be delayed for 2 days.

(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 Good afternoon, Purchasing Department.

STUDENT Hello, this is Anne Howard. May I speak with Jennifer Andrews?

TUTOR I'm afraid she just (1) went out for a lunch meeting. Can I help you?

STUDENT Actually yes, this concerns an upcoming (2) shipment.
What time will she be available?

TUTOR She'll be back around 3pm. Do you want to leave a message?

STUDENT Yes, please. Could you tell her that our shipment will be (3) postponed and is
(4) expected to be delivered on Tuesday?

TUTOR Shipment will be (5) delayed ... to be delivered on Tuesday.

STUDENT Yes, and please tell her to call me back.

TUTOR Certainly. Can I have your number, please?

STUDENT Sure, it's 549-1435.

TUTOR Okay, I'll make sure she gets the message.

STUDENT Thank you so much for your help. Bye!

(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.

When someone calls and asks to speak to someone who isn't there, offer to take the message. The message should include the caller's name, the name of the company, a number to return the call and the purpose of the call. Confirm important details by repeating the information back to the caller to make sure they are correct. Double check the spelling of the name if necessary. Be sure to deliver the message to the person it is intended for as soon as possible.

Please answer the following question:

According to the text, what are the important details when taking a message through a phone call?

(Read this direction silently.)

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

Please read the text.

You have a caller who is looking for someone currently not in the office. He doesn't want to leave his information, but he said that it was an urgent call. He insists to wait on the line until the person comes back. You know that it will take hours for that person to come back.

Please answer the following question:

How do you deal with the situation?