

(Read this direction silently.)

➤ Read the following words and sample sentences with your student.

Please read after me.

Word	Definition	Sample Sentence
v. put on hold	waiting to be connected while making a telephone call	I rang earlier, but I was put on hold .
adv. momentarily	for a short time	Our system is momentarily unavailable.
n. heads-up	an advance notice or warning of something	I'll give you a heads-up soon.
prep. via	by way of; through	I'll send you a heads-up via email.
v. apologize	express regret for something that one has done wrong	I apologize for failing to confirm that first.
v. past tense: escalated escalate	to move a concern up to the next higher level	We already escalated your request.

(Read this direction silently.)

- Read the whole dialogue as clearly as you can.
This will be your student's guide in choosing the appropriate word for each blank.

TUTOR Hello, this is Annie Johnson of Royal firm. I rang earlier, but I was (1) **put on hold**. I would like to check the status of my request, please.

STUDENT Oh, I'm sorry. Our system is (2) **momentarily** unavailable. I'll send you a (3) **heads-up** (4) **via** email, Miss Johnson.

TUTOR I appreciate that, but I'm afraid I can't access my email right now. When is a good time to call?

STUDENT Oh, I (5) **apologize** for failing to confirm that first. You could try ringing after an hour.

TUTOR Noted. Please know that this is urgent. Thanks!

STUDENT We already (6) **escalated** your request, Miss Johnson. We'll give you an update soon. Thank you for calling.

- After you read the whole dialogue, ask your student to choose the appropriate word for each blank.
What is the missing word in blank no. ___? (1) to (7)

Activity 3 Dialogue

4 min

(Read this direction silently.)

- Refer to the dialogue in Activity 2. Read the dialogue with your student. Make sure all blanks are filled in before reading it aloud with your student.

(Read this direction silently.)

➤ Read the following statements below and ask your student to choose the appropriate response.

1. I rang earlier but I was put on hold.
 - a. Yes, understand.
 - b. May I know the reason?
 - c. **Oh, I'm sorry.**
 - d. Okay. This is noted.

2. I would like to check the status of my request, please.
 - a. No, Ma'am.
 - b. I'm sorry, but I don't know.
 - c. May I have your Twitter ID, Ma'am?
 - d. **Our system is momentarily unavailable.**

3. I'll send you a heads-up via email, Miss Johnson.
 - a. I am busy.
 - b. No, thank you.
 - c. **I appreciate that.**
 - d. I am sorry, but why?

4. When is a good time to call?
 - a. Don't worry, I'll call you back.
 - b. **You could try ringing after an hour.**
 - c. Whenever you want.
 - d. Anytime we're open, Ma'am.

5. Please know that this is urgent.
 - a. We can't do anything about it.
 - b. No, we're here to help.
 - c. **We already escalated your request, Miss Johnson.**
 - d. We need to wait for further instructions.