

(Read this direction silently.)

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

Please read after me.

Word	Definition	Sample Sentence
prep. regarding	about	I would like to ask for your help regarding the printer.
adj. recurring	happening frequently	I have encountered recurring paper jams for the past few hours.
n. jam	get stuck and unable to move	Press the button to clear the paper jam .
n. model	a particular design/version of a product	The printer model is QAZ-7890.
v. provide	to give or supply	Thank you for the information you provided .
n. instructions	guide	Please listen to the following instructions .
adj. aligned	in a straight line	Make sure that the pieces of paper are properly aligned .

(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 Good morning! This is Trina Marshall from TYU Group of Companies.
May I speak to Mr. Ueda?

STUDENT This is Mr. Ueda speaking. How may I help you?

TUTOR I would like to ask for your help (1) regarding the printer you sent yesterday.
I have encountered (2) recurring paper (3) jams for the past few hours.
The printer (4) model is QAZ-7890.

STUDENT Thank you for the information you (5) provided.
Please listen to the following (6) instructions.
First, press the red button beside the power button to eject the jammed paper.
Next time, make sure the pieces of paper are properly (7) aligned with the
sheet feeder and the paper support.

TUTOR I see. Let me confirm the instructions.
First is to press the red button beside the power button, then make sure that the
pieces of paper are aligned next time. Thank you for your help, Mr. Ueda.

STUDENT You're welcome, Ms. Marshall. Please do not hesitate to contact us again
if you need assistance.

- 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. May I speak with Mr. Ueda?

- a. ***This is Mr. Ueda speaking. How may I help you?***
- b. This is Mr. Ueda fixing. What will I fix now?
- c. This is Ms. Marshall working. What should I do?
- d. This is Ms. Marshall printing important documents.

2. What is the model of your printer, Ms. Marshall?

- a. The printer model would be me.
- b. ***The printer model is QAZ-7890.***
- c. The printer model is nice.
- d. The printer model looks good.

3. What's the problem with the printer?

- a. The printer's problem is none of your business.
- b. The printer's problem is the user himself.
- c. ***I have encountered recurring paper jams for the past few hours.***
- d. The printer has recurring characters in the series.

4. What can I do to eject the jammed paper?

- a. Put some jams on the paper to release it from the printer.
- b. This computer is jam-packed with programs I needed at work! I'm so happy.
- c. Ejecting the jammed paper would be like jamming the concert hall.
- d. ***Press the red button beside the power button to eject the jammed paper.***

5. Can you please confirm if you got the instructions correctly?

- a. Let me confirm the instructions.
- b. I'll confirm the instructions later.
- c. No, let me do that tomorrow.
- d. ***Sure. First is to press the red button beside the power button, then make sure that the pieces of paper are aligned next time.***