

(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.

legality (n.)

consultation (n.)

third-party (n.)

audit (n.)

renewal (n.)

1. The renewal of the contract was postponed due to certain revisions in the payment clause.
2. Legal consultation fee depends on the consultation hours and the number of court appearances.
3. A recent audit reveals that there are missing funds worth 15 million dollars, which is supposedly for office renovations.
4. The Ministry of Health, Labor, and Welfare needs to verify the legality of the new policy on working hours of employees.
5. Constant communication is important in establishing strong relationships with third-party clients.

(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, this is Mr. Gibson of Sunshine, Inc. I'm calling to inform you that we'll be pursuing the (1) renewal of our contract with you.

STUDENT That's great news, Mr. Gibson! We're glad to let you know that we'll be giving you a 30% discount on your legal (2) consultation fee since you're renewing with us.

TUTOR Thank you. My boss will be delighted to hear that!

STUDENT By the way, our (3) third-party client who's known for never missing an (4) audit deadline would like to send you a proposal. Where can they send it?

TUTOR Oh, I see. They may email us the proposal at hresource@sunshine.com.

STUDENT Alright, thanks! May I know when you can send us the hard copy of the contract?

TUTOR We'll send it by the end of next week. Kindly look into the clause that we'd like you to change in the contract.

STUDENT Sure, Mr. Gibson. We'll check its (5) legality first before revising. Oh, please notify us via email once you've sent us the copies.

TUTOR Definitely. Have a great day, and thanks for taking the call.

STUDENT Anytime, Sir. Goodbye.

(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.

Phone inquiry is a two-way process. The message sent by the caller should be interpreted in the same terms as the recipient. You must be clear and concise with the questions to ask to get the response you need. Determining the information you need to get before the call is helpful. Speaking clearly and slowly will help the person receiving your inquiry understand you better.

Please answer the following question:

According to the passage, how do you get the response you need when making an inquiry?

(Read this direction silently.)

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

Please read the text.

You've received the smartphone you ordered online. It has dents on its sides and scratches on the screen. You returned it to the store by a delivery service. The store informed you via email that you should be receiving the new item that they'll be sending in 3 working days. After two weeks, you still haven't received the item. You want to talk to the manager directly to make an inquiry about your smartphone.

Please answer the following question:

How do you deal with the situation?