

(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.

defective (adj.)

malfunction (v.)

error code (n.)

personnel (n.)

manual (n.)

1. This washing machine does not work properly. It's defective.
2. A software problem is causing the system to malfunction.
3. That error code means the hardware is not detected.
4. Our newly bought printer came with a two-year warranty and a manual.
5. Talk to one of the personnels if you have any questions about the product.

(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 Kim Summer. I'd like to report about your (1) defective product.

STUDENT Good day, Miss Summer. This is Sandra of Tech Solutions. May I know your concern?

TUTOR Two of the computers that we just bought from you are defective. They (2) malfunctioned in the first few hours after setting them up in the office.

STUDENT We are sorry to hear that. May I know what (3) error code flashed on the monitor upon starting the computers?

TUTOR There is no error message on the screen, but everything is blue.

STUDENT I see. Can you tell me from which store you bought those units? We can send someone to fix it; otherwise, we will replace your defective computers.

TUTOR That sounds wonderful. We purchased it from Aero Home Depot. We still have here the receipt if you need it.

STUDENT Please keep the receipt with you. Our (4) personnel will check that together with the (5) manual.

TUTOR Thank you for the quick response. Anything else that I need to do?

STUDENT Oh, just secure a valid ID of the person who purchased those units. Thank you.

(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 it comes to business, receiving complaints is common. There is no guarantee that every customer will always be satisfied with the service because customers have different preferences. However, complaints can be handled properly by being polite, acknowledging the complaints, and providing solutions to solve the issues.

Please answer the following question:

According to the passage, why is there no guarantee that all customers will be satisfied with the service provided to them?

(Read this direction silently.)

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

Please read the text.

A dissatisfied client is complaining about the design of the magazine cover you sent her, and she demands you to do another design in one day. You have already informed her during your first meeting that creating a design normally takes two to three days. You also have pending designs to work on for other clients, so it won't be possible to tend to her concerns immediately.

Please answer the following question:

How do you deal with the situation?