

(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.

energy efficiency (n.)

maintenance (n.)

appliance (n.)

off-price (adj.)

trademark (n.)

1. The trademark application for the company's new air-conditioning unit model was approved.
2. Our latest Haze air conditioner unit takes pride in its energy efficiency feature, which comes with a 5-year warranty.
3. I can't afford to buy appliances this month since I'm prioritizing my daughter's tuition fee.
4. They need regular maintenance to prevent leaks.
5. You may also purchase off-price smartphone units online.

(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, I'm Morticia Doe calling from Haze Air Conditioner (1) trademark in town.
I would like to speak to Mr. Gomez, please.

STUDENT This is Gomez speaking. How may I help you?

TUTOR Mr. Gomez, I want to offer you our new Haze air conditioner with
(2) energy efficiency feature, which comes with a 5-year warranty.
Could you tell me what kind of air conditioner you have in your office?

STUDENT We use a central and split-type air conditioning units. We are not yet scheduled to
purchase any (3) appliance right now.

TUTOR I completely understand, but they need regular (4) maintenance to prevent leaks.
Could you please tell me if you have had your units inspected in the past six months?

STUDENT Maybe last year. Honestly, I can't recall the last time we had the air conditioner
checked. They seem to be working just fine.

TUTOR In that case, Mr. Gomez, I would like one of our service people to stop by so that
you can take advantage of our free inspection and cleaning. Is Wednesday afternoon
at 3:00 p.m. a convenient time for you?

STUDENT Sounds perfect! Summer is fast-approaching. I suppose we'd be available
by Wednesday.

TUTOR Thank you, Mr. Gomez. I'll have you scheduled on Wednesday afternoon at 3:00 p.m.
For the complete list of our (5) off-price products, please go to haze.com.
Thank you for your time. Good bye.

STUDENT Alright, I'll think about it. Thanks, too. 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.

In conducting a successful sales call, one must get the right mindset. Prepare and research all the useful information about the person you will be talking to. During the call, listen to objections and talk about the benefits of the customer. Think about the possible questions. Keep the call short, and be sincere yet convincing.

Please answer the following question:

According to the passage, how do we conduct a successful sales call?

(Read this direction silently.)

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

Please read the text.

You called a very important company for the second time. You need to introduce new products but the client is still not available at the moment. The secretary asked you to send the product specifications via email instead.

Please answer the following question:

How do you deal with the situation?