

(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.

component (n.)

warranty (n.)

cut out for (idiom)

prototype (n.)

specifications (n. plural)

1. The specifications of this device is listed on the product manual.
2. Each component of my computer functions properly.
3. His leadership style makes him cut out for the position.
4. The car's warranty is valid up to 5 years after purchase.
5. This new product prototype has been approved.

(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** TS Electronics, this is Mr. Watts. How may I help you?

**STUDENT** Good morning! This is Mr. Kidou, production manager at M Technologies.  
I'd like to ask about your electronic parts product line.

**TUTOR** Certainly, Mr. Kidou. May I know which product in particular you'd like to learn more about?

**STUDENT** I'm interested in your printed circuit board. May I ask if its (1) components are imported?

**TUTOR** Well, we manufacture its components ourselves. This is our way to guarantee quality.

**STUDENT** Hmm, that seems reasonable enough. By the way, for how long will the (2) warranty be valid?

**TUTOR** Each item is covered under our warranty for 3 months after shipment.

**STUDENT** I see. I wish to know if it's (3) cut out for the (4) prototype we are currently developing.

**TUTOR** If you like, I can send you its (5) specifications by email so you can review it further.

**STUDENT** Sounds good. Here's my email address: kidou@mtech.com. 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.**

Each product inquiry is a potential sale. That is why, all inquiries of this kind should be addressed accordingly. The person in charge of answering product inquiries either by phone or email must undergo a comprehensive customer service training first.

**Please answer the following question:**

**According to the passage, why should all product inquiries be addressed accordingly?**

(Read this direction silently.)

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

### Please read the text.

A potential customer just called in to inquire about your best-seller. Its components matched the item the customer was looking for. He said he wanted to order 100 pieces. Upon checking your stocks, however, you realized you have only 75 pieces on hand. What will you tell your customer?

Please answer the following question:

**How do you deal with the situation?**