

(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.

dispatch (v.)

elated (adj.)

so long (phrase)

shelve (v.)

exigent (adj.)

1. I received an exigent call from the manufacturer.
2. She was elated to hear about the huge discount offered by the supplier.
3. The shipment has been shelved at the port due to the tropical storm.
4. They failed to dispatch the shipment on time.
5. 'Til our next transaction, Mr. Hanson. So long.

(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 Simon & Schuster, this is Peter speaking. How can I help you today?

STUDENT Hello Peter, this is Ms. Abby Rodriguez of J&P Book Store.
May I speak to Mr. Marco Adams?

TUTOR I'm afraid Mr. Adams is out of the office at the moment.
Would you like me to take your message?

STUDENT Actually, this call is rather (1) exigent.
We spoke yesterday about a delivery problem that Mr. Adams mentioned.
Did he leave any information with you?

TUTOR Yes, he did. He said that a representative from your company might be calling.
He also asked me to ask you a few questions.

STUDENT Well, we still haven't received the shipment of books that's supposed to arrive
last Friday.

TUTOR I'm terribly sorry about that. In the meantime, I've spoken with our delivery department,
and they assured that the books will be delivered by Tuesday morning.

STUDENT Excellent. I'm sure my boss will be (2) elated to hear that.

TUTOR Yes, the shipment has been (3) shelved in New York due to snow storm,
which is why we weren't able to (4) dispatch the shipment last Thursday.

STUDENT I understand now. Thank you for the update. (5) So long.

(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 dealing with suppliers, communication is the bedrock of the business industry and the key to success. Having open communication and building rapport can leverage and benefit both sides. As we enter the 21st century, our world has never been closer than before, therefore, entrepreneurs now have a bigger chance of success for as long as they are attentive and responsive to different issues and needs of the consumers.

Please answer the following question:
According to the passage, what is the first principle to be a successful entrepreneur?

(Read this direction silently.)

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

Please read the text.

Due to severe weather condition, the shipment arrival from the US will be delayed. Profit is expected to plummet, and it will negatively impact the quarterly sales. It's indeed a pressing matter yet early prediction can still help turn the situation around and it is your responsibility to do an immediate damage control.

Please answer the following question:
How do you deal with the situation?