

(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.

supply (v.)

outstanding (adj.)

peruse (v.)

verification (n.)

transaction (n.)

1. There is a balance of \$150,000 outstanding on the company's account.
2. Please peruse the offered solutions which were sent to your email by the customer representative.
3. Pepper Unlimited will supply furniture to this building.
4. Credit card companies are able to lower fees for major transactions because there are no delinquent payers.
5. There was a long verification process before the shipment was delivered.

(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.

(A customer is calling about her account balance. Profile: Male, 25, Kita-ku Tokyo, Japan)

STUDENT Ex-stream International Services, I'm Aki. How may I help you?

TUTOR I'd like to know my account's (1) outstanding balance.

STUDENT I'll be glad to help you. May I get your bank account number and account name?

TUTOR Sure. It's Daisuke Ishii, and my account number is 5421-2748-8900-811.

STUDENT Thanks. Allow me to (2) peruse it for a while. Also, please (3) supply the last three numbers found at the back of your card.

TUTOR It's 542. How long will it take if I transfer it to my other bank account?

STUDENT Based on your records, you still have 322,640 yen. If we do the (4) transaction over the phone or online, our team will contact you for (5) verification prior to the money transfer. The whole process usually takes about 2-3 days.

TUTOR Oh, I see. Alright.

STUDENT Is there anything else I could assist you with?

TUTOR I think that's all. Thank you, Aki-san! 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.

Customer service representatives (CSR) are hired to respond to clients making inquiries, complaints, or demands of some kind regarding a particular product or service. The main qualification for this role is a high school diploma. However, if more expertise is needed, a higher level of education and excellent communication skills may be required to qualify for the position. Different types of customer service representatives are trained to assist customers, such as tech support CSR, collections CSR, or product inquiry CSR.

Please answer the following question:

According to the passage, what do customer service representatives do?

(Read this direction silently.)

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

Please read the text.

When I shopped at your store yesterday at around 2 PM, I received extremely poor customer service. I asked one of your staff to help me get a large box of cereals from the top shelf as it was too high for me to reach. The staff named “Shone”, however, rolled his eyes at me. He wasn't even pleased to assist me. He said he would be back with a ladder. I waited for 10 minutes, but he didn't come back. I hope to hear from you about this incident soon.

Please answer the following question:

How do you deal with the situation?