**REVISION (=REVIEW)**

***1****.* *Look at the phrases below. There are 9 missing words. What are they and where do they go?*

******

1. **How’s going?**
2. **Do we have John on call?**
3. **I’m trying to fix this issue, please hang a minute.**
4. **Could you speak a bit? I can’t hear you very well.**
5. **I missed that bit. Could you repeat please?**
6. **Sorry about that. Please bear with me while I trying to sort it out.**
7. **Hold on a minute, I’m going to check the mic settings.**
8. **Gary, you seem to be mute.**
9. **Does that make sense so far?**
10. **Sorry if I didn’t make clear.**
11. **Wait, let me think about this for a second.**
12. **I can’t remember off top of my head but I think…**
13. **Don’t you think it might be little too expensive?**

***2****.* *Play ‘snakes and ladders’ with a partner.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| I’m afraid \_\_\_ \_\_ misunderstanding.  **25** | C:\Users\Laura\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\DG15U0B7\MC900013375[1].wmfThere’s a \_\_\_ \_\_ an echo. (=*a*  *little*)  **26** | Sorry, I \_\_\_\_ that. *(=didn’t hear)*  **27** | Perhaps I didn’t make myself \_\_\_\_ *(=easy to understand)*  **28** | \_\_\_\_ \_\_\_... Is that better? *(=wait)*  C:\Users\Laura\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\TLAUD2CI\MC900083952[1].wmf  **29** | The screen is \_\_\_\_ *(=has nothing)*  **30** |
| You're \_\_\_\_\_\_ \_\_\_ a little *(=I can't hear you clearly*)  **24** | Just a second, I’m going to \_\_\_ the volume \_\_\_ *(=increase)*  **23** | C:\Users\Laura\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\DG15U0B7\MC900013375[1].wmfWhat have you \_\_\_\_ \_\_\_ \_\_\_? *(=what have you been doing)*  **22** | We \_\_\_ you, Adam (=*Adam got disconnected*)  **21** | I'm not quite sure I understand. Could you be a bit more \_\_\_\_\_ *(=give details)?*  **20** | I’m going to switch \_\_\_\_ to the Chrome window now.  **19** |
| Sorry, I didn't \_\_\_ *(=hear*) that. Could you say it again?  **13** | It \_\_\_ be a \_\_\_ difficult for users to get used to this design (softened m  **14** | Sorry, guys, I got \_\_*\_ \_\_\_ (=disconnected)*  **15** | Sorry, I’m \_\_\_\_\_ some technical difficulties.  **16** | Can you say the last \_\_\_ again? *(=part)*  **17** | The image and sound are \_\_\_ \_\_\_ sync.  **18** |
| C:\Users\Laura\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\DNV56VZF\MC900364212[1].wmfCould you speak \_\_\_\_ a bit, please? *(=speak louder)*  **12** | Does that \_\_\_\_ \_\_\_\_so far *(=easy to understand*)?  **11** | Please give me a moment. I'm trying to \_\_\_ the problem out *(=solve)*  **10** | C:\Users\Laura\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\DG15U0B7\MC900013375[1].wmf-Ok, let’s \_\_\_\_ off. *(=start)*  **9** | Sorry, you \_\_\_\_\_ to be muted.  **8** | C:\Users\Laura\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\DNV56VZF\MC900111488[1].wmfC:\Users\Laura\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\DNV56VZF\MC900111488[1].wmfOh \_\_\_ \_\_\_. *(=my fault)* I was muted.    **7** |
| Please \_\_\_\_ with me *(=wait)*  **1** | Let me just make sure I understand \_\_ you mean \_\_ “access key”  **2** | I can’t remember \_\_\_ the \_\_\_\_ of my head *(=without thinking carefully).*  **3** | \_\_\_ the weather like where you are?  **4** | If I understand you \_\_\_\_\_, you’re saying…  **5** | -What \_\_ \_\_\_\_\_\_ with you?- Nothing much.  **6** |

***3.*** *Read the script of a conference call below. Tom, Ben, Sam and Pete are discussing the progress of their project – launching a new high-tech phone. How many problems related to communication between the call participants can you identify?*

**Tom**: ... Alright, are we good to go?

**Sam**: I think Ben is running a tad late. Let’s wait for him.

**Tom and Pete**: Ok.

…

**Ben**: Hi everyone.

**Tom**: Hi Ben. So, the purpose of today is to update each other on progress and consider anything that might affect our schedule. Ben, why don't you start?

**Ben**: Ok. Up to now, the launch date has been set up for 15 December, which means we will meet the deadline.

**Tom**: Great. And how far are you with preparations for the launch party?

**Ben**: Err...what?

**Tom**: And how far are you with preparations for the launch party?

**Ben**: Mmm... how far?

**Sam**: Is everything ready for the party?

**Ben**: Oh. The events manager says we're on track. The venue was booked two weeks ago and I've already received offers from 3 different catering companies. I haven't made a final choice yet.

**Tom**: That sounds good, thanks. Pete, how does your side of things look?

**Tom**: Pete?

**Sam**: Is Pete still on the call?

**Pete**: Hello? Well, things aren't running as smoothly as we'd hoped. We've run into a problem with the battery life. In some cases the battery can run out in 6 hours if ...

**Ben**: Pete, I can't hear you well.

**Tom**: Pete?

**Pete**: … we've hit a problem with the battery life. Sometimes the battery runs out in 6 hours if its key features are in use.

**Tom**: No, I can’t hear him well.

**Sam**: Has the cause of the problem been identified?

**Pete**: Err.. I don’t know.

**Ben**: Do you think the problem might lie with the battery manufacturers?

**Pete**: Err..

**Sam**: And how long will it take to solve the problem?

**Pete**: Mmm….

**Sam**: There must be something we can do. Anyway, there's no way we can postpone the launch.

**Ben**: Yes, I agree. Let’s move the launch date.

**Pete**: Good idea. How about moving it to the end of the month?

**Tom**: Sorry, guys, what are you talking about?

***4.*** *Work with a partner and improve the conversation above – use appropriate functional language.*

***5.*** *You’re going to play a game with a partner. Play Rock Paper Scissors to decide who makes the move. Can you reach the finish before the other pairs?*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Finish | You got distracted for a second and didn’t hear the question. **Deal with this situation.** | You need to share your screen so that you can show something to the customer. **Comment on what you’re gonna do**. | The customer says they want to bring Monday’s call two hours forward**. Check that you’ve understood.** | You’re sharing your screen and the customer says he can’t see anything. **Deal with this situation.** |
| You’re having some technical difficulties. You’re not sure if others can hear you/see your screen. **Speak for 30 second** | It’s a bad idea to change the layout. This will cost a lot. **Make these sentences sound softer**. | You got disconnected. Rejoin the call. **Inform the meeting participants about that. Apologize.** | Your customer asks you: “What’s the root cause of this problem?” You’re not sure you know the answer. **Buy some time to think**. | You tell the customer it’s necessary to remove feature A, and he agrees that adding feature B is a good idea. **Correct the misunderstanding.** |
| You can’t hear someone well. **Deal with this situation.** | You think one of the meeting participants didn’t understand you. **Deal with this situation.** | You’re waiting for another 2 people to join the call. **Make small talk with your partner for 2 minutes.** | It’s too difficult. I can’t do it. **Make these sentences sound softer.** | Your customer says he can’t hear you very well. **Deal with this situation.** |
| Start | The customer asked you “*Can you fix it by Friday at the latest?*” **Check that you’ve understood.** | Your presentation is loading. **Speak for 30 seconds.** | You don’t understand the customer’s question. **Ask for clarification.** | Your teammate is unsuccessfully trying to join the online meeting. **Inform the meeting participants about it.** |