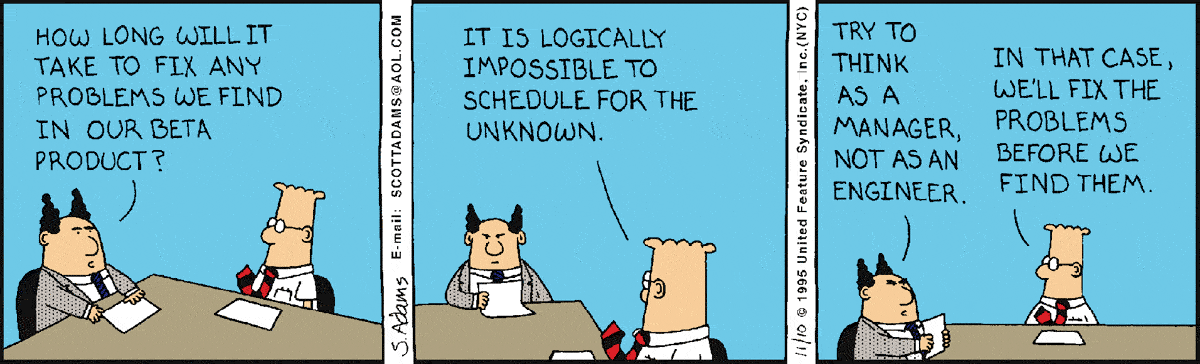
**TALKING ABOUT PROJECT-RELATED PROBLEMS**

*****1.*** *When showing the product to the customer during a meeting, what can possibly go wrong?*

*Think of a time when your customer pointed out a project-related problem during a meeting (i.e. the application isn’t running in Chrome / time format isn’t displayed correctly etc.) What did you/your teammates say when the customer pointed out a problem? / What would you say if the customer did that? How would you feel?*

***2.*** *Listen to the recording. What is the problem and how will Reva deal with it?*

***3.*** *Listen again and fill in the gaps with words/phrases you hear*.

(1) There \_\_\_\_\_\_\_\_\_\_\_\_\_ to be a small problem with...

(2) What's the problem \_\_\_\_\_\_\_\_\_\_\_\_?

(3) It's good that you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to my attention.

(4) This is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to do. I'll...

(5) I'll \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ it doesn't happen again.

***4.*** *Which of the sentences above can you use to do the following? Put them into the table.*

|  |  |
| --- | --- |
| **Acknowledge the problem / ask about the problem /comment on the situation** |  |
| **Explain the cause of the problem / think aloud** |  |
| **Promise action / give time estimates** |  |

***5a****. Read the scripts below and fill in the gaps with the phrases from the box:*

|  |
| --- |
| \* it might be due to \* we'll look into it \* get back to you \*  \* talk it over with the team \* be related \* |

[video 1](https://youtu.be/NPD6rrVFaI0?t=21m17s) [21:17 to 21:30]  
… the part that was concatenated to the default value. I'm absolutely puzzled by what would be causing the behavior, actually.  
Trevor: OK, **(1)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a bit more and see if we can get an answer and update  
the stack overflow for you.

[video 2](https://youtu.be/97HLa739rXU?t=44m6s) [44:06 to 44:15]

Look, it's not there right now. **(2)** **Let me**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. There may be reason that we didn't do that. And **(3)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

[video 3](https://youtu.be/wiJ8bwTi17U?t=46m9s) [46:09 to 46:26]

We relay that information on to the engineers, and the engineering team's looking into this.  
And the problem may not even lie with Gmail. **(4)** **It may** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**to** the Google account framework, and causing some sort of problem.

[video 4](https://youtu.be/TshYsRI4GUU?t=1968) [32:47 to 33:03]

Male #2: Some very large JSON responses. And this can cause our app to run out of memory.  
**(5)** \_\_\_\_\_\_\_\_\_\_\_\_\_ memory pressure from other things going on the app. But how do you suggest  
handling such large responses?  
Trevor: Ah. Excellent question. So, if you control the API, you could go and page your…

***b****. Now follow the links and check your answers. When you’re done, add these phrases to the table in (4).*

***6.*** *Here are some more phrases that you can use to talk about problems. Can you figure out what the missing letters are?*

1. We haven’t e\_\_ \_\_ \_\_ r\_\_ \_\_ n\_\_ \_\_d this problem /situation / behaviour before.
2. I’m going to have a look into this s\_\_ r\_\_ \_\_ gh\_\_ a\_\_ \_\_ y.
3. Hopefully we’ll finish this s\_\_ \_\_ r\_\_ \_\_ y / \_\_ \_\_ the next several days / \_\_ \_\_ Friday \_\_ \_\_ the latest.
4. Thank you for p\_\_ \_\_ \_\_ t\_\_ \_\_g that o\_\_ \_\_.
5. The reason \_\_ \_\_ \_\_ that might be that…

*Now add these phrases to the table in (4).*

***7.*** *Play noughts and crosses with a partner.*

|  |  |  |
| --- | --- | --- |
| What’s the problem \_\_\_\_\_? | We’ll try to sort it out \_\_\_\_\_\_\_ [=soon]. | It might be \_\_\_\_\_ using the wrong credentials. |
| We’ll finish this \_\_\_ the next several days | I’ll look into it \_\_\_\_\_\_\_\_\_ away. | This is what \_\_\_\_\_\_\_\_ do. |
| Thank you for \_\_\_\_\_\_ that out. | It’s good that you’ve \_\_\_\_\_\_\_ it to my attention. | We haven’t \_\_\_\_\_\_\_ that before. |

|  |  |  |
| --- | --- | --- |
| Hopefully we’ll finish this \_\_ next Friday \_\_ the latest | The problem may be related \_\_\_ the wrong settings. | I’m going \_\_\_\_\_\_\_ a look into this. |
| We’ll make \_\_\_\_\_\_\_\_ everything works the way it should. | Thanks for pointing \_\_\_\_\_ \_\_\_\_\_. | I’ll \_\_\_\_\_\_\_ into it immediately. |
| I’ll get \_\_\_\_\_\_\_\_ to you straight \_\_\_\_\_ | Let me talk it \_\_\_\_ with the team. | There \_\_\_ to be a minor problem with the font. |

|  |  |  |
| --- | --- | --- |
| Thank you for \_\_\_\_\_\_\_\_ that \_\_\_\_\_. | There \_\_\_\_\_\_\_ to be a small problem with… | I’ll have a \_\_\_\_\_\_ into this \_\_\_\_\_ away. |
| I’ll \_\_\_\_ back \_\_\_\_ you tomorrow. | This could be \_\_\_\_ to several factors. | We haven’t \_\_\_\_\_\_\_ such behavior before. |
| Let me \_\_\_\_\_ it over with the team | Thanks for \_\_\_\_\_\_\_ this \_\_\_ my attention. | The reason \_\_\_ that \_\_\_\_ be that we didn’t optimize it. |

***8.*** *Work with a partner. Each turn, toss a coin (heads = one step forward, tails= two steps forward) and say a sentence containing the word /phrase in the field*.

experienced

due

related

exactly

appears

look

pointing

to my attention

talk over

**Start**

**go back**

shortly

get back

straight away

reason

latest

make sure

**Finish**

***9****. Work in groups of three. Read the scenario below and role-play a dialogue.*

Student A. You’re a customer. Pick a problem from the box below. Tell your partner what it is.

Student B. You’re doing a demo for the customer. He/she will point out a problem.

* Acknowledge it / say the problem is new
* Explain what the cause of the problem could be
* Promise some action.

Student C. Listen to Students A and B and note down the language from the lesson that Students A and B use.

*When you finish, swap roles.*

|  |
| --- |
| * One of the buttons is too small * It takes too long to remove a line from a table * After you press ‘refresh’ the width of the columns is different * Only half of the options are implemented * The app keeps crashing in Chrome * One of the buttons is square but it’s supposed to be round * The interface isn’t user-friendly (difficult to navigate on the website) * The fonts are too small, the colors are too bright * The ‘cancel’ button isn’t working |