



NEW BUSINESS ENGLISH 4

Unit 2 Lesson 9
Telephone Problems



Review

Suppose you are a copywriter of the Creative Department. An unknown caller is looking for someone in the Account Department.

Requirements:

- *Tell the caller he/ she called the wrong number.*
- *Tell him/ her the correct one.*



LEARNING GOALS

- ◆ Describing a Telephone Problem
- ◆ Suggesting a Solution to a Telephone Problem



Situational Dialogue

▶ Kenzo is calling Lina to ask for an update on the billboard.



Kenzo Hara



Lina Lin






Hello, Lina. This is Kenzo.
I'm calling to ask for...

Hello? I'm afraid I can't hear you.
The signal is weak in my area.





The line is breaking up.
Could you speak louder, please?

Sorry, I still can't hear you well.
Would you mind if I call back in
five minutes? My phone is
running low on battery.

That would be better.
Thanks a lot.



Key Vocabulary

Learn the new words and answer the questions.



signal

(n.) an electrical impulse or radio wave transmitted or received

e.g. The **signal** in the city is better than in the countryside.



break up

(ph.v.) to interrupt a phone signal

e.g. You're **breaking up**.
I can't hear you very well.



run low on battery

(ph.v.) to have no energy left on a device

e.g. Always charge your phone before leaving so you won't **run low on battery**.

Dialogue Review

Have a role play and answer the questions.



Kenzo is calling Lina to ask for an update on the billboard.

Kenzo : Hello, Lina. This is Kenzo. I'm calling to ask for...

Lina : Hello? I'm afraid I can't hear you. The **signal** is weak in my area.

Kenzo : The line is **breaking up**.

Could you speak louder, please?

Lina : Sorry, I still can't hear you well.

Would you mind if I call back in five minutes?

My phone is **running low on battery**.

Kenzo : That would be better. Thanks a lot.

Let's check the learning goals!



Kenzo is calling Lina to ask for an update on the billboard.

Kenzo : Hello, Lina. This is Kenzo. I'm calling to ask for...

Lina : Hello? ***I'm afraid I can't hear you. The signal is weak in my area.***

Kenzo : The line is breaking up.



1. Describing a Telephone Problem

Could you speak louder, please?

Lina : Sorry, I still can't hear you well.

Would you mind if I call back in five minutes?

My phone is running low on battery.



**2. Suggesting a Solution
to a Telephone Problem**

Kenzo : That would be better. Thanks a lot.

Learning Goals

Learn the key expressions and sentence structures.

∴ Describing a Telephone Problem

- Sorry, I'm afraid I can't hear you.
- The signal is weak in my area/ at my end.
- The line is breaking up.
- My phone is running low on battery.
- Sorry, this line's bad.
- I don't have much signal.
- The connection is poor here.
- There's not much reception here.

What other phone problems can you think of?

Learning Goals

Learn the key expressions and sentence structures.

∴ Suggesting a Solution to a Telephone Problem

- Could you say that again, please?
- Could you speak louder, please?
- Would it be okay if I send you a message?
- Would you mind speaking a little more loudly?
- Would you mind if I call back 5 minutes later?
- Would you mind if I call back in 10 minutes?

- When asking to call back, mention the time you plan to call so the receiver knows how long to wait.

e.g. I'll call back in an hour.
I'll call back by noon.

Can you suggest a solution to a telephone problem?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: You are on the phone with a client but you can't clearly hear what he or she is saying. Describe the telephone problem and propose a solution.

∴ You can refer to the following key expressions:

- Sorry, I'm afraid I can't hear you.
- The line is breaking up.
- Could you please speak louder?
- Would you mind if I call back in 5 minutes?



⋮ How to Deal with Bad Phone Signal

1. Avoid low battery status.
2. Move to a more open area.
3. Upgrade your old SIM card with a 5G one (if available).
4. Locate the nearest cell tower within your area.
5. Reset the phone by turning airplane mode on and off.



1. Based on your experience, what is the best way to improve phone signal?
2. Do you think it's necessary to upgrade your phone to get good signal?

Overview

Key words and expressions:

signal/ break up/ run low on battery

*The signal is weak in my area/at my end.
Sorry, I'm afraid I can't hear you.*

*Could you speak louder/ make your voice louder, please?
Would you mind if I call back 5 minutes later/ in 5 minutes?*

