

Unit 2

Services

Warm up

Customer service

In pairs, discuss the following questions:

- *Have you ever called customer service or asked someone to help you in a store? What was it about?*
- *Share your experience with bad customer service. What happened?*
- *What is your opinion about the saying, "The customer is always right"?*

Conversation 1 I need to pay my phone bill

GET STARTED!

Fill in the blanks using the phrases in the box. Then compare your answers with a partner and take turns practicing saying the sentences.

1. Thank you _____ today.
2. Is there anything specific _____?
3. Your total _____ \$12.98.
4. _____ with cash or a card?

for visiting us
comes to
will you be paying
I can help you with

LISTEN AND PRACTICE 9

Ashley is at the phone company paying a bill and is talking to the clerk about some of the details. Listen to their conversation and practice with a partner.

Clerk: Hello, how can I help you today?

Ashley: Hi, I need to pay my phone bill.

Clerk: No problem. I can help you at the counter.

Ashley: Thank you. I was also wondering why the price went up this month.

Clerk: Did it? Let me check on that for you.

Ashley: Yes, it was \$10 dollars less last month.

Clerk: Interesting. Ah, yes, I see. You made a few long-distance calls that are not covered under your plan.

Ashley: Oh, I see. That makes sense then. What is the total?

Clerk: It is \$41.85.

Ashley: Here you are. Thank you for your help.

YOUR OWN WORDS

In pairs, replace the underlined parts with your own words.

A: It was \$10 dollars less last month.

B: Interesting. Ah, yes, I see. You made a few long-distance calls that are not covered under your plan.



Culture Tip 10

Different customer service expectations
Depending on the country you are in, you might notice different levels of politeness when engaging customer service staff like clerks, waitstaff, or salespeople. In the U.S., you may find that service can seem almost too polite, while in France, salespeople are less enthusiastic. Pay attention to how people conduct service in different countries, and you may be surprised by the differences.

FOCUS ON LANGUAGE

1. How can I help you today?

Look at the pairs of sentences below and check the one you think is more "formal." Then create appropriate responses or questions for your answers like the example and practice with a partner.



- | | |
|---|---|
| 1 <input type="checkbox"/> Are you finding everything okay? | <input type="checkbox"/> What are you looking for? |
| 2 <input type="checkbox"/> We don't have the item you want. | <input type="checkbox"/> Unfortunately, we are unable to find the item you are looking for. |
| 3 <input type="checkbox"/> What seems to be the problem? | <input type="checkbox"/> What's wrong? |
| 4 <input type="checkbox"/> Goodbye. | <input type="checkbox"/> Thank you for visiting us today. |

2. I need to pay my phone bill 11

Listen to the conversation and answer the following questions. Then with a partner, take turns asking these questions and see if you have the same answers.

- 1 How much longer is left on Jack's phone contract? _____
- 2 When does Jack want to buy a new phone? _____
- 3 Does Jack want to hear about some deals? _____
- 4 Will Jack buy a new phone today? _____



3. What is the total?

Find a partner. Use the information under each picture to create a short conversation like the example discussing the price and the total. Then role-play the conversations.



Computer: \$1,200
Software: \$50
Monitor: \$200
Tax: 5%

Customer: How much is the computer with software and monitor?

Clerk: It's \$1,200 for the computer, \$50 for the software, and \$200 for the monitor.

Customer: Okay, what is the total then?

Clerk: The total with tax is \$1,522.50.



Car price: \$23,000
Upgraded stereo: \$1,499
Discount: \$1,990
Tax: 7%



Dress: \$99
Belt: \$29
Earrings: \$24
Tax: 5%



Americano: \$2.5
Muffin: \$3
Sandwich: \$9
Tax: included



Intonation 12

One important area to focus on when trying to pronounce words correctly is the intonation. This is the rising and falling of your voice and can change depending on the situation or emotional state of the speaker. One example is raising your voice at the end of a statement to imply a question: This is your new phone?

21st Century Project

Communication, collaboration, and creativity

1. Organize a potluck dinner party for your class. In 6 groups, each group coordinates to set up the event and presents how the event will proceed.

Class Potluck Party!

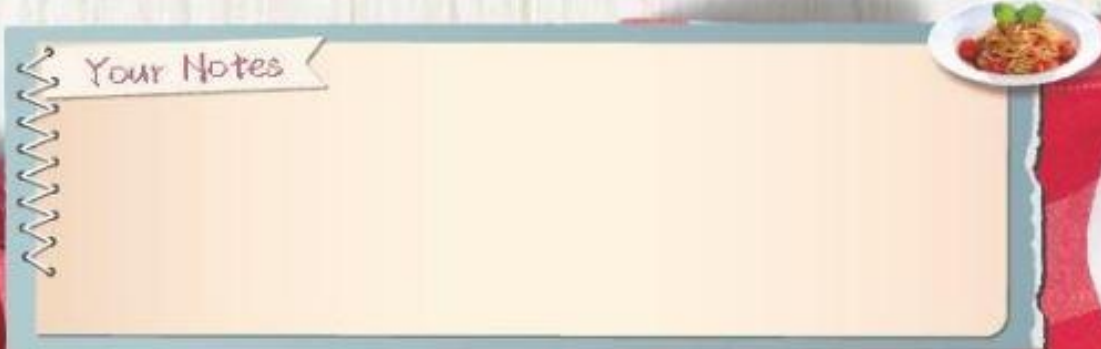


Group 1 – Planning <i>Time: 7 p.m.</i> 	Group 2 – Main dishes <i>Steak</i> 	Group 3 – Side dishes <i>Potato salad</i> 
Group 4 – Beverages <i>Iced tea</i> 	Group 5 – Desserts <i>Apple pie</i> 	Group 6 – Events/Games <i>5-second rule</i>

Be sure to show up on time! Let's have fun!

11. Take notes while other groups present their ideas and give their comments accordingly.

Your Notes



Michelle Obama

A Gallup poll done in late 2018 rated Michelle Obama as the most admired woman in the world among Americans. So why does she have such high marks? She is viewed as a role model: an assertive woman who successfully juggles her career, family, and community service.

Her ability to relate to people and be likeable when she is in front of crowds makes her a great presenter. During her time in the White House, Michelle Obama grew into one of the most influential speakers in the United States. One of her high-profile speeches was at the 2016 Democratic National Convention. Michelle Obama's speech was passionate, emotional, and inspiring. Based on the audience's reaction, she left a lasting impression.

