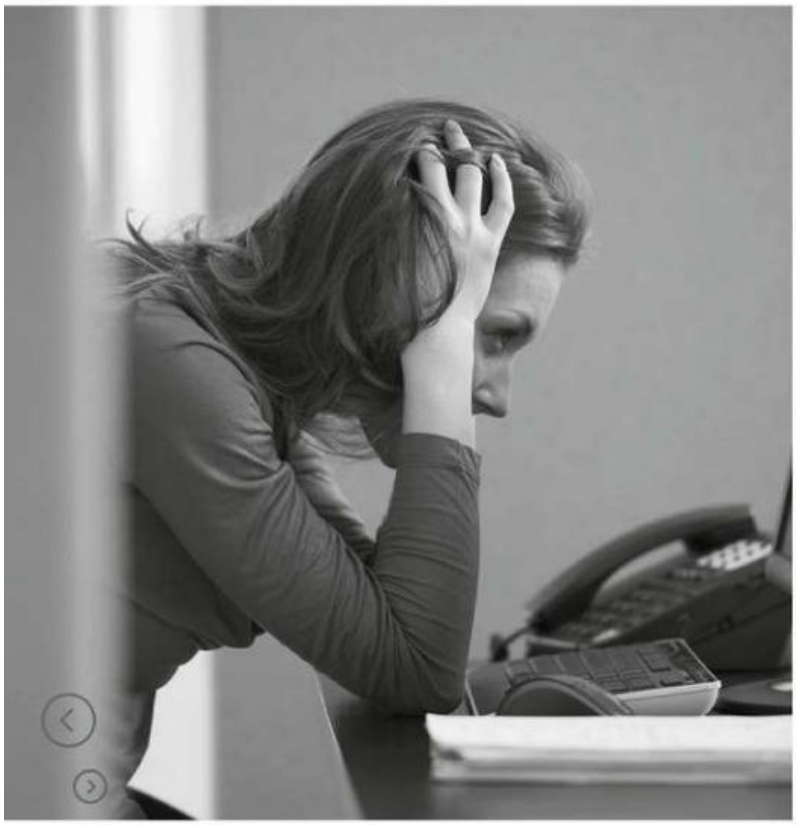
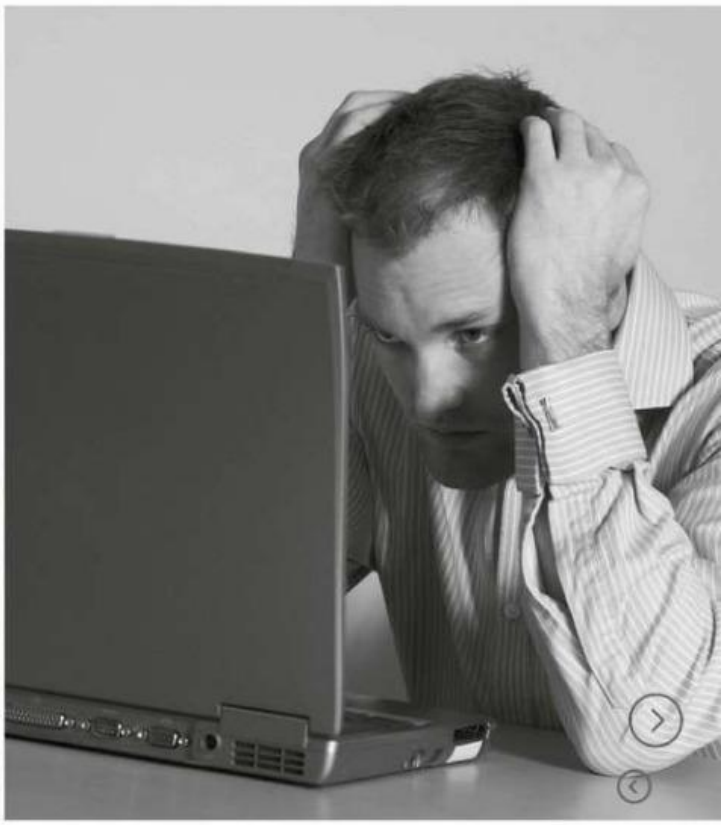
2.3 THE CONNECTION'S TERRIBLE

1 FUNCTIONAL LANGUAGE: Explaining communication problems





A **Put the conversation in order.**

1 **Maria** Hi, Julio. How are you?

☐ **Maria** OK … How about now? Julio? Are you still there?

☐ **Maria** Hm … I think it's my Wi-Fi. Let me see … Is that any better?

☐ **Maria** Hm … Let me call you again, OK?

☐ **Maria** I can't. I have meetings all day. Let me change my mic … How about now?

☐ **Julio** Uh, … It's not better, sorry. The echo is still there.

☐ **Julio** Hi. Maria? Sorry, I can't hear you very well.

☐ **Julio** No, I'm sorry. Maria, you're breaking up. The connection is terrible

☐ **Julio** Yes, I'm still here, but there's an echo now. Can we try again later today?

☐ **Julio** OK. Thanks.

LIVEWORKSHEETS

2 REAL-WORLD STRATEGY: Asking for repetition and confirmation

A **Match the columns to complete the questions.**

1	Sorry, I …	**a**	_____ any better?
2	Can you …	**b**	_____ hear me OK?
3	Are you …	**c**	_____ about now?
4	Sorry, can …	**d**	_____ didn't catch that.
5	How …	**e**	_____ still there?
6	Is that …	**f**	_____ you say that again?

3 FUNCTIONAL LANGUAGE AND REAL-WORLD STRATEGY

A **Write a phone conversation that describes a problem with a bad phone connection. Before you write the conversation, complete the chart with the situation and the expressions you plan to use.**

Situation	
Explaining the problem	
Checking the problem	
Solving the problem	
Asking for repetition	

B **Write the conversation using the expressions in exercise A.**

A Hi. _____

B _____

A _____

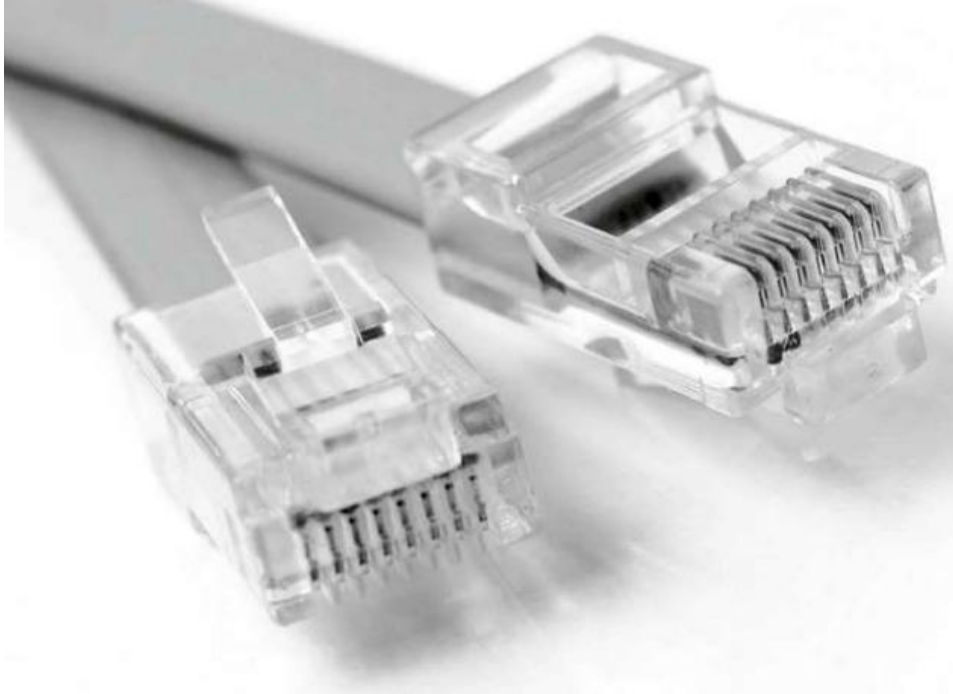
B _____

A _____

B _____

A _____

B _____



LIVEWORKSHEETS