

## 2.3

# THE CONNECTION'S TERRIBLE

### 1 FUNCTIONAL LANGUAGE: Explaining communication problems



#### A Put the conversation in order.

- 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.

## 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 \_\_\_\_\_

