

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 _____

