

Week 5 – Term 3 – IB2 Class – “Clarification” Questions

Key Phrases: For audience members or meeting members:

THREE Key “Clarification” Phrases:

1. What does.....mean?

Examples:

What does “failure rate” mean?

What does the blue line mean?

What does the red color mean?

2. What doesrepresent?

Examples:

What does the grey section represent?

What does the left part represent?

What does the upper right side represent?

3. Can you tell me whatmeans?

Examples:

Can you tell me what “FY” means?

Can you tell me what the red dashed line means?

Can you tell me what the green bar means?

Example “Q and A” Clarification Dialogue #1:

- Member: Excuse me. May I ask you a question?
- Presenter: Sure.
- Member: Regarding your data, **what does “GUI” mean?**
- Presenter: Yes. **“GUI” means** “Graphic User Interface.”
- Member: I see. Thank you.
- Presenter: **Does that answer your question?**
- Member: **Yes, it does.** Thank you.
- Presenter: My pleasure. Any other questions?

Example “Q and A” Clarification Dialogue #2:

- Member: May I ask you a question?
- Presenter: Okay.
- Member: Regarding your data, **what does** the red dashed line **represent**?
- Presenter: Yes. **The red dashed line represents** our sales trend for FY14.
- Member: I see. Thank you.
- Presenter: **Does that answer your question?**
- Member: **Yes, it does.** Thank you.
- Presenter: My pleasure. Any other questions?

For Presenters: When you don't know the answer:

Key Pattern: “I'm not quite sure, but, my guess is.....”

Examples:

1. **I'm not quite sure, but, my guess is** the price is about 100 US dollars.
2. **I'm not quite sure, but, my guess is** we will finish by the end of next week.
3. **I'm not quite sure, but my guess is** our sales will continue to increase in China.

Example “Q and A” Dialogue #3:

- Member: May I ask you a question?
- Presenter: Okay.
- Member: Regarding the price of our product, **how much is the price of our product in North America?**
- Presenter: Good question. **I'm not quite sure, but, my guess is** the price is about 100 US dollars.
- Member: I see. Thank you.
- Presenter: **Does that answer your question?**
- Member: **Yes, it does.** Thank you.
- Presenter: My pleasure. Any other questions?