

Week 7 – Term 2 – Oct 2016 – Class Contents – **UPPER Intermediate** Class

Agenda

- 1. **REVIEW**: “ə(r)” Pronunciation Sentences
 - 2. **REVIEW**: Collaboration and Intonation Techniques
 - 3. **CHECK**: Homework
 - 4. **LEARN**: 3 Business Concern Phrases
 - 5. Homework Assignment
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WARM-UP: Vocabulary Check

Country	People and Language
Japan	Japanese
China	Chinese
Taiwan	Taiwanese
Vietnam	Vietnamese

WARM-UP: Pronunciation Check!

Warm Up

- 1. First of all, our main purpose is to work and confirm and fix the firmware by the 3rd of November.
- 2. The Vietnamese vendor is concerned about launching the third version in the near future.
- 3. Our new vendor said the international service center will repair the new AV receiver on December 3rd.

REVIEW:

- 3 KEY Phrases to use BEFORE you say your “opinion” in business situations:
- 1. Well, now that you asked + Opinion phrase
- (Means: “because you asked”)
- 2. Well, if I have to be totally honest with you, + Opinion phrase
- (Means: “To be honest”)
- 3. Well, frankly speaking, + Opinion phrase

Example 1 (Opinion + Example):

- Client: What do you think we should do about this situation?
- You: Well, now that you asked...(Pause 1 second) From my point of view, we need to improve our product. Case in point, we should improve the specifications. That’s my perspective.

Example 2 (Opinion + Reason):

- Client: **What is your take on the new plan?**
- You: **Well, if I have to be totally honest with you,** (Pause 1 second).... **My take is....** this plan is very good **primarily because** our engineers will have enough time to finish the project. **That's my take.**

Example 3 (Opinion + Reason):

- Client: **What is your opinion regarding the project?**
 - You: **Well, frankly speaking,** (Pause 1 second) **The way I see it,** we can't finish on time. **The reason why is** there are many bugs in the software. **That's my opinion.**
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CHECKED Homework: Make your 3 original examples for next week.

LEARN: Communicating Business Concerns:

3 KEY PHRASES: "Business Concern" Phrases

1. I'm a little concerned about....
2. I'm really concerned about....
3. I have some concerns about.....

Examples: "I'm a little concerned about...."

- 1. I'm a little concerned about the problem with our Vietnam vendor.
- 2. I'm a little concerned about the bugs in our software.
- 3. I'm a little concerned about the delay of our project schedule.

Examples: “I’m really concerned about....”

- 1. I’m really concerned about last year’s result.
- 2. I’m really concerned about our meeting next week with our client.
- 3. I’m really concerned about the low motivation in our section.

Examples: “I have some concerns about....”

- 1. I have some concerns about if we will be able to finish on time or not.
- 2. I have some concerns about the launch date of our new product.
- 3. I have some concerns about what you just mentioned regarding our FY16 sales.

HOMEWORK:

Directions: Make **3** original sentences using today’s **3** key “business concern” phrases.

Total: **9** original sentences

----- END OF LESSON -----