

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. There are papers, a coffee cup, and a small potted plant on the table. The image is overlaid with a large orange and blue graphic.

NEW BUSINESS ENGLISH 4

Unit 2 Lesson 6
Confirming Information



Review

A client is calling to speak to your manager.

Requirements:

- *Let the caller know that your manager is not available.*
- *Tell the caller to leave a message for your manager.*



LEARNING GOALS

- ◆ Asking for Clarification
- ◆ Giving the Confirmation



Situational Dialogue

► Bruce is calling Lina to inform her about a new policy.




Bruce Fisher



Lina Lin





Hi, Lina. This is Bruce. I'm calling to tell you about a new policy. It's about bringing guests into our office.

I heard that from Jasmine. We should follow a procedure.





That's right. You'll have to inform ahead and submit a form. You can find the forms outside Ms. Brooke's office.

Pardon me, but did you say outside Ms. Brooke's office?

Exactly.



Key Vocabulary

Learn the new words and answer the questions.



guest

(n.) a person who has been invited to a place

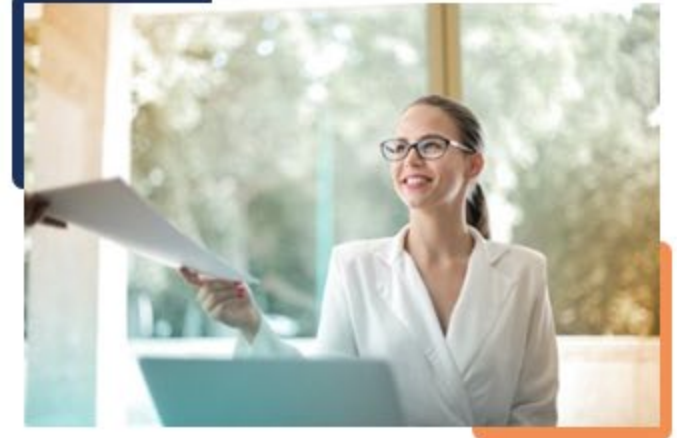
e.g. **Guests** are asked to sign a form at the front desk.



procedure

(n.) a set of actions which is the official way of doing something

e.g. We follow a strict **procedure** in hiring new employees.



submit

(v.) to formally send a document to a person so that they can make a decision about it

e.g. She **submitted** her resume to the HR manager.

Dialogue Review

Have a role play and answer the questions.



Bruce is calling Lina to inform her about a new policy.

Bruce: Hi, Lina. This is Bruce. I'm calling to tell you about a new policy.
It's about bringing **guests** into our office.

Lina: I heard that from Jasmine. We should follow a **procedure**.

Bruce: That's right. You'll have to inform ahead and **submit** a form.
You can find the forms outside Ms. Brooke's office.

Lina: Pardon me, but did you say outside Ms. Brooke's office?

Bruce: Exactly.

Let's check the learning goals!



Bruce is calling Lina to inform her about a new policy.

Bruce: Hi, Lina. This is Bruce. I'm calling to tell you about a new policy.
It's about bringing guests into our office.

Lina: I heard that from Jasmine. We should follow a procedure.

Bruce: That's right. You'll have to inform ahead and submit a form.
You can find the forms outside Ms. Brooke's office.

Lina: *Pardon me, but did you say outside Ms. Brooke's office?*

Bruce: *Exactly.*

 **1. Asking for Clarification**

 **2. Giving the Confirmation**

Learning Goals

Learn the key expressions and sentence structures.

∴ Asking for Clarification

- Pardon me, but did you say ...?
- Excuse me, did you mean ...?
- Could you clarify...?

Example sentences:

- Pardon me, but did you say outside Brooke's office?
- Excuse me, did you mean that we can't bring guests into the office?

To clarify something means to make it easier to understand, usually by explaining it in more detail.

Can you think of another expression used to ask for clarification?

Learning Goals

Learn the key expressions and sentence structures.

∴ Giving the Confirmation

- That's right.
- You're right.
- You could say so.
- Exactly!// Totally!// Absolutely!

**After confirmation,
you can say:**

- I got it! Thank you.
- Ah, I see. Thanks for clarifying.
- Now I understand.
Thanks a lot.

Which of these expressions do you often use?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: You received an email about a new policy on coffee breaks. Clarify and confirm information about the new policy from your boss.

∴ You can refer to the following key expressions:

- Pardon me, but did you say ...?
- Excuse me, did you mean ...?
- That's right.
- Exactly!/ Totally!/ Absolutely!



Learn about the tips for asking for clarification.

⋮ Tips for Asking for Clarification

- 1 Admit you need clarification.
- 2 Listen carefully and patiently.
- 3 Summarize your understanding.
- 4 Specify what's unclear to you.



Why should we always follow the tips above when asking for clarification?

Overview

Key words and expressions:

guest/ procedure/ submit

Pardon me, did you say ...?

Excuse me, did you mean ...?

That's right.

You're right. That's absolutely correct.

Exactly!/ Totally!/ Absolutely!

