

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 4 Lesson 9  
Q & A



# Review

---

You are going to conclude a presentation on how to handle unsatisfied customers.

## ***Requirements:***

- *Conclude the important points briefly by citing 2 ways on how to handle unsatisfied customers.*





# LEARNING GOALS

---

- ◆ Clarifying questions
- ◆ Checking whether the questioner is satisfied



## Situational Dialogue

▶ Gabby is asking for clarification about something from Lina's presentation.







Are there any questions?

I'm afraid I didn't quite catch that. How can we choose the right influencers? Is the number of followers the most important thing?





Not really. When we look for influencers, we should watch out if they have fake followers. Some small influencers may have more loyal followers. Does that answer your question?





# Key Vocabulary

Learn the new words and answer the questions.



## influencer

*(n.) a person who inspires or guides the actions of others*

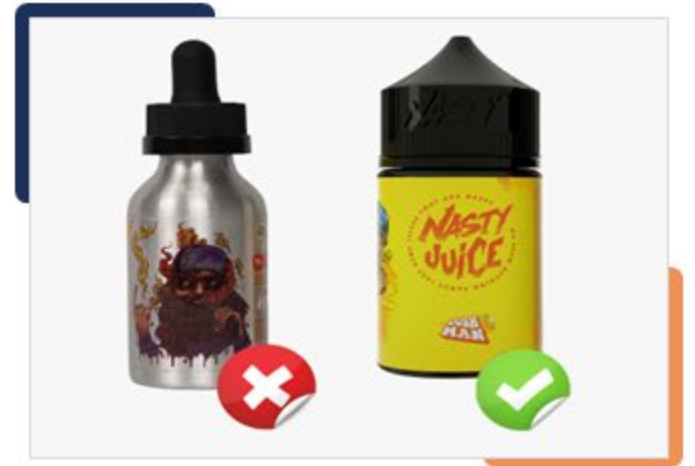
e.g. This **influencer** inspires millions of people.



## follower

*(n.) a person who gives full loyalty and support to another*

e.g. He has been a **follower** of this vlogger since then.



## fake

*(adj.) a person or thing that is not genuine or real*

e.g. It is easy to determine a **fake** product.

## Dialogue Review

Have a role play and answer the questions.



*Gabby is asking for clarification about something from Lina's presentation.*

**Lina:** Are there any questions?

**Gabby:** I'm afraid I didn't quite catch that. How can we choose the right **influencers**? Is the number of **followers** the most important thing?

**Lina:** Not really. When we look for influencers, we should watch out if they have **fake** followers. Some small influencers may have more loyal followers. Does that answer your question?



Let's check the learning goals!



*Gabby is asking for clarification about something from Lina's presentation.*

Lina: Are there any questions?  **1. Clarifying questions**

Gabby: ***I'm afraid I didn't quite catch that.*** How can we choose the right influencers? Is the number of followers the most

Lina: important thing?

Not really. When we look for influencers, we should watch out if they have fake followers. Some small influencers may have more loyal followers. ***Does that answer your question?***



**2. Checking whether the questioner is satisfied**

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Clarifying Questions

- I'm afraid I didn't quite catch that.
- I'm sorry. Could you ..., please?
- I'm sorry, but I missed that.  
Could you say that again, please?

Example sentences:

- I'm afraid I didn't quite catch that. Could you repeat it, please?
- I'm sorry. Could you repeat it, please? I didn't hear it well.

### You can also use:

- I'm sorry, but I don't quite follow/ understand/ see what you mean.
- Could you explain that some more, please?

*How do you usually ask for clarification if something is unclear to you?*



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Checking Whether the Questioner is Satisfied

- Have I answered your question?
- Does that answer your question?
- Is that the kind of information you were looking for?

Example sentences:

- Well, we still have to verify that. Can we go on?
- If our sales profit is high, we can go on holiday. Is it okay now?

You can also use:

- Is that okay?
- Is that clear?
- Is that clearer now?
- Can we go on?

*How do you usually check whether the questioner is satisfied with your answer?*

# Semi-open Dialogue

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

**Scenario:** Suppose you have just finished listening to a colleague's presentation about the most popular social media platforms in your country. You were confused about something. Ask your colleague for clarification about it.



∴ You can refer to the following key expressions:

- I'm afraid, I don't quite understand ...
- I'm sorry. Could you ..., please?
- I'm sorry, but I missed something.  
Could you explain more about ...?



## ∴ Tips to Give a Better Presentation

- Stand upright
- Keep eye contact
- Speak slowly and clearly
- Keep smiling
- Take a deep breath



*What are some qualities or characteristics of a good presenter?*

# Overview

## Keywords and expressions:

*influencer/ follower/ fake*

- I'm afraid I didn't quite catch that.*
- I'm sorry. Could you ..., please?*
- Does that answer your question?*
- Is that the kind of information you were looking for?*

Made by Leras

Proofread by Sensen

