

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

NEW BUSINESS ENGLISH 4

Unit 5 Lesson 10
Confirming Mistakes



Review

Assume you are a team leader. Your member accidentally deleted a file sent to him by your client. Call your client to ask for another copy of the file and give some suggestions to your team member so that he can avoid making the same mistake.

Requirements:

- *Ask for a copy of the deleted file.*
- *Give suggestions on how to avoid similar mistakes.*



LEARNING GOALS

- ◆ Confirming Mistakes
- ◆ Clarifying Mistakes



Situational Dialogue



Caleb calls Lina Lin to confirm a meeting time.

Caleb Park



Lina Lin





Hello, Lina. This is Caleb speaking.
I'm calling to double-check the
time of our online meeting today.

Hello, Caleb. Please give me
a second to check the email.





Would you mind confirming the time?
I'm not available at that hour.

Oh! I made a typo! We are
to meet at 3 o'clock in the
afternoon, instead of 1 o'clock.
I'm very sorry for the mistake.

That's okay. I will call
you at 3 o'clock then.



Key Vocabulary

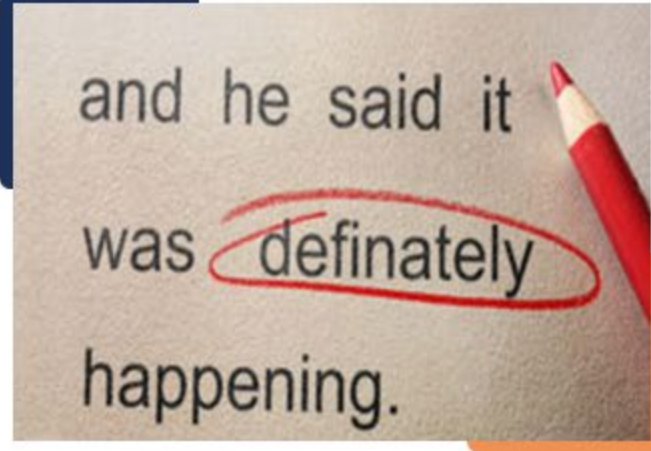
Learn the new words and answer the questions.



double-check

(v.) to check for a second time to make sure that it is correct

e.g. She asks her colleague to **double-check** facts in the plan.



typo

(n.) a small mistake in a text made when it was typed or printed.

e.g. There is a **typo** in this sentence.



instead of

(prep.) in place of someone or something; a substitute; an alternative

e.g. We can have the meeting at 2 o'clock **instead of** 1 o'clock.

Dialogue Review

Have a role play and answer the questions.



Caleb calls Lina Lin to confirm a meeting time.

Caleb: Hello, Lina. This is Caleb speaking. I'm calling to **double-check** the time of our online meeting today.

Lina: Hello, Caleb. Please give me a second to check the email.

Caleb: Would you mind confirming the time? I'm not available at that hour.

Lina: Oh! I made a **typo**! We are to meet at 3 o'clock in the afternoon, **instead of** 1 o'clock. I'm very sorry for the mistake.

Caleb: That's okay. I will call you at 3 o'clock then.

Let's check the learning goals!



Caleb calls Lina Lin to confirm a meeting time.

Caleb: Hello, Lina. This is Caleb speaking. I'm calling to double-check the time of our online meeting today.

Lina: Hello, Caleb. Please give me a second to check the email.



1. Confirming mistakes

Caleb: **Would you mind confirming the time?** I'm not available at that hour.

Lina: Oh! I made a typo! **We are to meet at 3 o'clock in the afternoon, instead of 1 o'clock.** I'm very sorry for the mistake.

Caleb: That's okay. I will call you at 3 o'clock then.



2. Clarifying mistakes

Learning Goals

Learn the key expressions and sentence structures.

∴ Confirming Mistakes

- Would you mind confirming the time/ date/ day?
- I would like to check/ know if this is the correct time/ date/ day of...

Example sentences:

- I would like to know if this is the correct date of the event.
- I would like to check if this is the correct time of our meeting.

Differences of:
mistakes/ error/ fault

Mistake - accidental,
more informal and casual

Error - due to lack
of knowledge; more
technical and informal

fault - a mistake for
which you are to blame



How do you confirm someone's mistakes?

Learning Goals

Learn the key expressions and sentence structures.

∴ Clarifying Mistakes

- We are to meet at 3 p.m. instead of 1 p.m.
- If I understood you/ it correctly, you're saying that... Am I correct?

Example sentences:

- If I understood it correctly, you're saying that she is the speaker. Am I right?
- If I understood you correctly, you're saying that 4 pm is our meeting. Am I correct?

Phrases for Clarifying:

- Could you be more specific?
- Could I ask you to tell me that piece of information again?
- Would you mind going over that once again?



When should you clarify?

Semi-open Dialogue

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

Scenario: You are going to attend a conference meeting today but you are uncertain when it will start. Call your manager's secretary to confirm the meeting time.



∴ You can refer to the following key expression:

- Would you mind confirming the time/ date/ day?
- I would like to check/ know if this is the correct time/ date/ day of...

⚡ **The Myth of Multitasking: The more you have to do, the less productive you'll be, research shows.**



Multitasking may lead to more mistakes. In fact, according to *American Psychological Association*, switching from one task to another can decrease productivity by up to 40%. Essentially, task shifting causes us to slow down and be less efficient at both activities. So we should avoid doing too many things at the same time because this can also lower your IQ.



When do you usually multitask at work?
What kind of jobs/ tasks require multitasking?

Overview

Keywords and expressions:

double-check/ typo/ instead of

Would you mind confirming the time/ date/ day?

I would like to check/ know if this is the correct time/ date/ day of...

We are to meet at 3 o'clock in the afternoon, instead of 1 o'clock.

If I understood you/ it correctly, you're saying that... Am I correct?

