NEW BUSINESS ENGLISH 5

Lesson 41

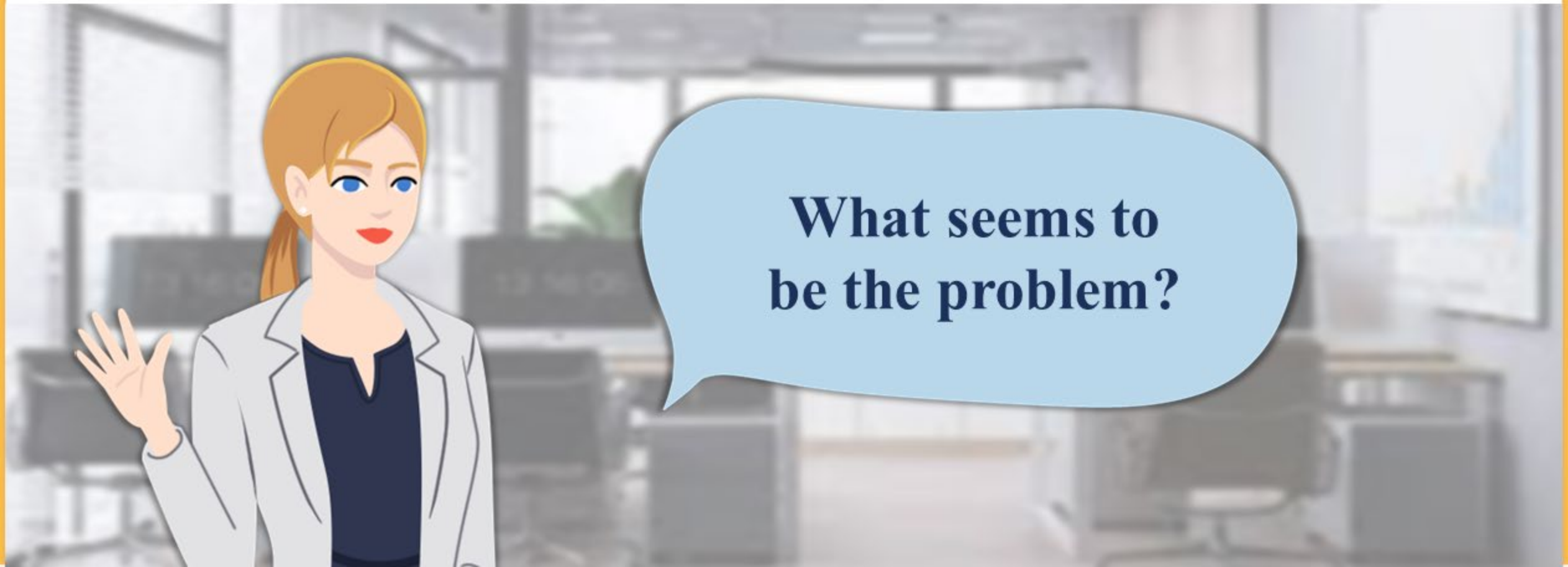
Raising a Problem

LEARNING GOALS

- Getting One’s Attention
- Raising a Problem
- Giving Solutions

What would you say?

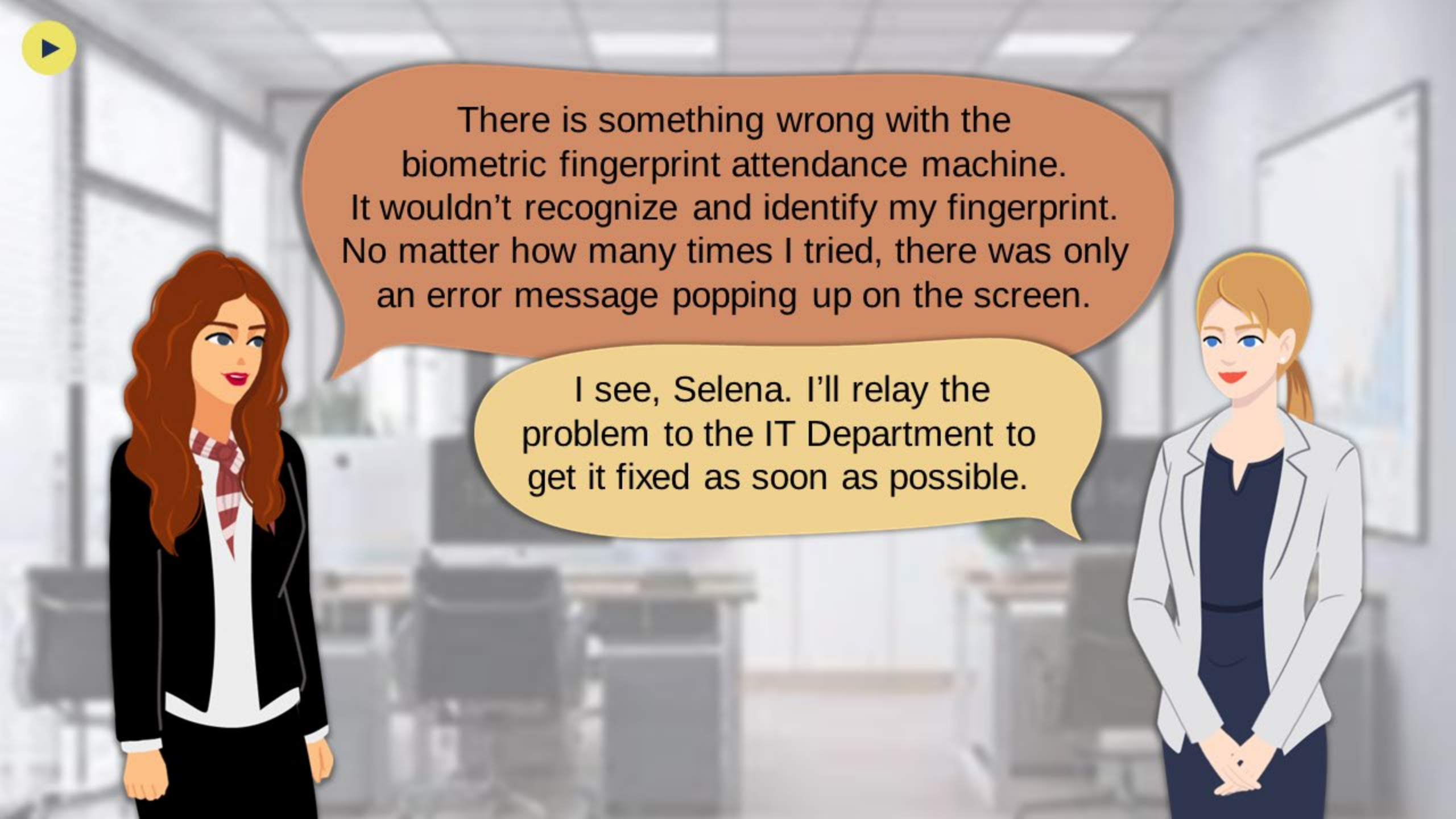
Scenario: The attendance machine in your office isn't working, and you are almost late for your shift. How would you report the issue?

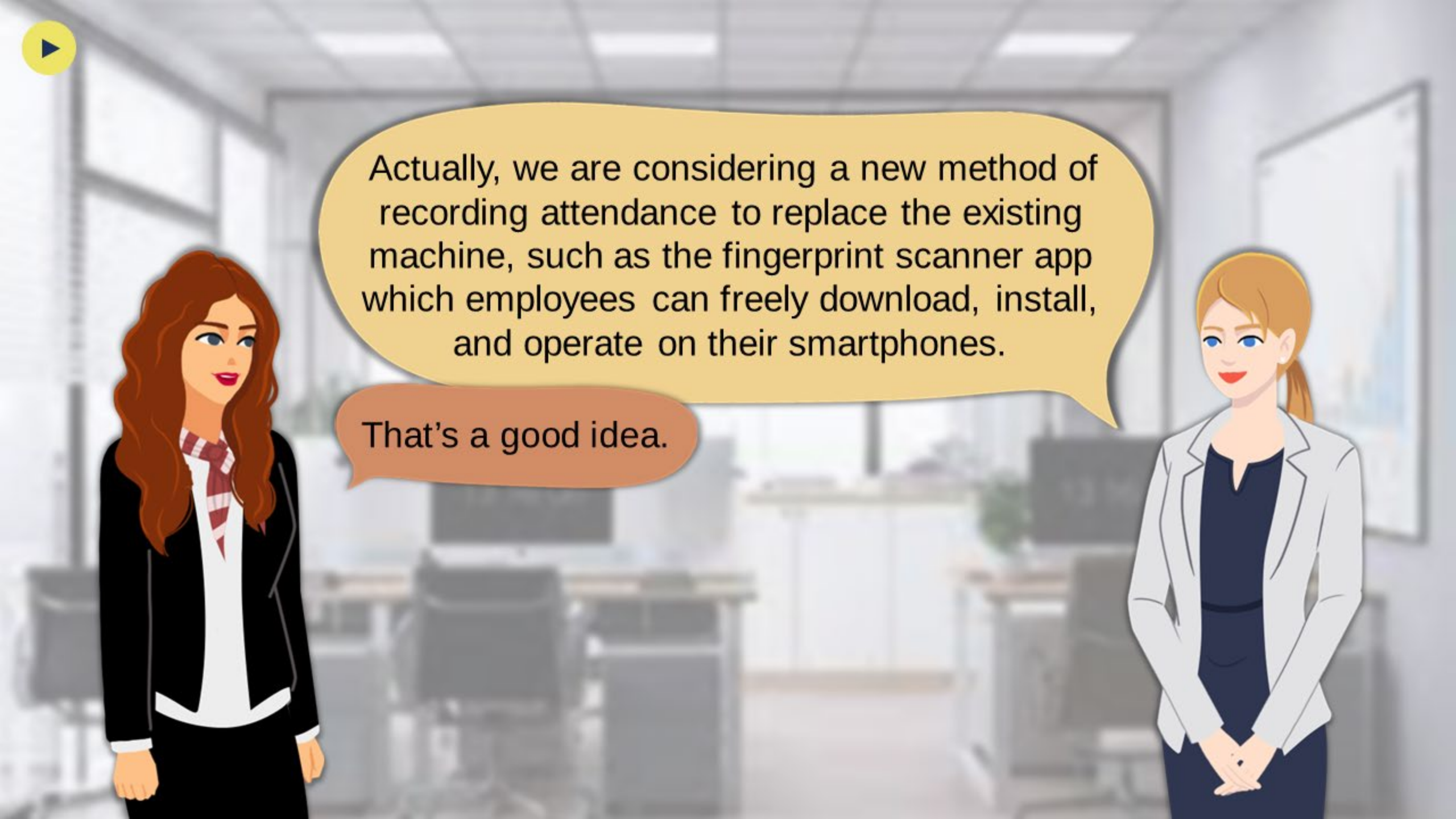


Situational Dialogue

Selena informs Jasmine about the problem with the attendance machine.

Hi, Jasmine.
Do you have a moment?
Yes, Selena.
Please go ahead.


There is something wrong with the biometric fingerprint attendance machine. It wouldn't recognize and identify my fingerprint. No matter how many times I tried, there was only an error message popping up on the screen.
I see, Selena. I'll relay the problem to the IT Department to get it fixed as soon as possible.


Actually, we are considering a new method of recording attendance to replace the existing machine, such as the fingerprint scanner app which employees can freely download, install, and operate on their smartphones.
That's a good idea.

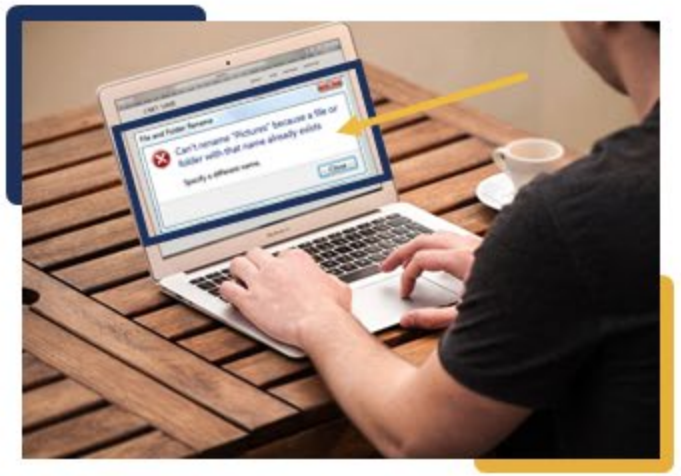
Key Vocabulary

Learn the new words and answer the questions.

biometric

(adj.) referring to the measurement and statistical analysis of people's unique physical characteristics

e.g. Your biometric information is needed for computer and mobile security.



pop up

(phr.v.) to appear or happen, especially suddenly.

e.g. An error message pops up when I open a new folder.

Key Vocabulary

Learn the new words and answer the questions.

fingerprint scanner

(n.) is a device used to identify a person's identity by scanning their fingerprints

e.g. Many companies use a fingerprint scanner to record attendance.

operate

(v.) to use or control equipment or a machine

e.g. Every one should learn how to operate this device.

Dialogue Review

Have a role play and answer the questions.

Selena informs Jasmine about the problem with the attendance machine.

Selena: Hi, Jasmine. Do you have a moment?

Jasmine: Yes, Selena. Please go ahead.

Selena: There is something wrong with the **biometric fingerprint** attendance machine. It wouldn't recognize and identify my fingerprint. No matter how many times I tried, there was only an error message **popping up** on the screen.

Jasmine: I see, Selena. I'll relay the problem to the IT Department to get it fixed as soon as possible. Actually, we are considering a new method of recording attendance to replace the existing machine, such as the fingerprint **scanner** app which employees can freely download, install, and operate on their smartphones.

Selena: That's a good idea!

Learning Goals

Let's check the learning goal!

Selena informs Jasmine about the problem with the attendance machine.

1. Getting One's Attention

2. Raising a Problem

3. Giving Solutions

Selena: Hi, Jasmine. **Do you have a moment?**

Jasmine: Yes, Selena. Please go ahead.

Selena: **There is something wrong with the biometric fingerprint attendance machine.** It couldn't recognize and identify my fingerprint. No matter how many times I tried, there was only an error message popping up on the screen.

Jasmine: I see, Selena**. I'll relay the problem to the IT Department to get it fixed as soon as possible.** Moreover, we are considering a new method of recording attendance to replace the existing machine, such as the fingerprint scanner app which employees can freely download, install, and operate on their smartphones.

Selena: That's a good idea!

Learning Goals

Learn the key expressions and sentence structures.

Getting One's Attention

- Do you have a moment/ minute?
- (modal) I have a word with you?
- (modal) I take a little of your time?
- (modal) we have a quick chat? *(informal)*
- (modal) I borrow/ grab you for a sec? *(informal)*

How to use modal verbs in different situations:

- **can** - **ability/ permission**
  ex. Can I borrow your laptop?
- **could** - **past ability/ permission**
  ex. Could you help me fix the problem?
- **may** - **permission**
  ex. May I leave early today?
- **might** - **probability/ possibility**
  ex. Might it rain tonight?

How do you get someone's attention?

Learning Goals

Learn the key expressions and sentence structures.

Raising a Problem

- There is something wrong with...
- There appears to be a problem with...
- I can't seem to...

Example sentences:

- There is something wrong with this computer.
- There appears to be a problem with the report that you submitted yesterday.
- I can't seem to operate this photocopy machine.

The Difference Between "Problem" and "Issue"

- **Problem**
  - temporarily or permanently
  - cause other to be affected
  - can be handled openly
- **Issue**
  - cause personal annoyance
  - can be handled privately
  - has a recognizable solution

What are some common problems that you encounter in the workplace?

Learning Goals

Learn the key expressions and sentence structures.

Giving Solutions

- I'll relay the problem to...
- I'll keep... informed by email/ phone.
- One possible way is to…

Example sentences:

- I'll relay the problem to the assigned team as soon as possible.
- I'll keep him informed by email.
- One possible way is to contact the HR manager immediately.

Other expressions to use when giving solutions:

- **The best way to deal with this problem is to…**
  Ex. The best way to deal with this problem is to find the main cause.
- **This problem can be solved by…**
  Ex. This problem can be solved by reviewing the whole process.

Why is it important to focus more on giving solutions rather than problems?

Semi-open Dialogue

Have a role play.

Scenario: You were printing handouts for the upcoming conference meeting but the machine suddenly stopped working due to a paper jam. Report the problem and suggest a solution.

You can refer to the following key expressions:

- Do you have a moment/ minute?
- There is something wrong with…
- I can't seem to…
- One possible way is to…

Coffee Break

Learn the process of solving a problem.

.:: The Problem Solving Method

1	2	3	4	5
Define the problem	Analyze the problem	Determine what to do	Implement the plan	Evaluate progress
What is the problem?	Why is it happening?	What shall we do?	Put the plan into action.	Did the plan work?

Do you follow these steps when solving a problem? Why or why not?

Overview

Keywords and expressions:

biometric/ pop up/ fingerprint scanner/ operate

Do you have a moment/ minute?
(modal) I have a word with you?
(modal) I take a little of your time?

There is something wrong with...
There appears to be a problem with...
I can't seem to...

I'll relay the problem to...
I'll keep... informed by email.
One possible way is to…

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