



# **NEW BUSINESS ENGLISH 5**

## **Lesson 46**

### **Asking for Clarification and Emphasizing a Point**



# LEARNING GOALS

---

- ◆ Asking for Clarification
- ◆ Emphasizing a Point





# What would you say?

**Scenario:** A colleague is giving a presentation about the CRM system, but there were some details that were unclear. Ask some questions for clarifications.



**Do you have any  
clarifications?**

## Situational Dialogue

- ▶ The team continues discussing the plans for the CRM system update.

**Jia Chen**



**Selina Leroy**




**Jordan Brett**



**Kenzo Hara**







Well, now let's move on to the next issue:  
What factors do we need to take into  
account in replacing the existing system?





I have a concern. Do we have to buy up-to-date models if we decide to use the new system?







Sorry, but I don't quite follow you.  
What do you mean by up-to-date models?

Let me clarify.  
I was wondering...





Not necessarily. Most CRM systems are designed to apply to many kinds of computer models. Instead, what's more important is the staff should be retrained to use the brand new system.





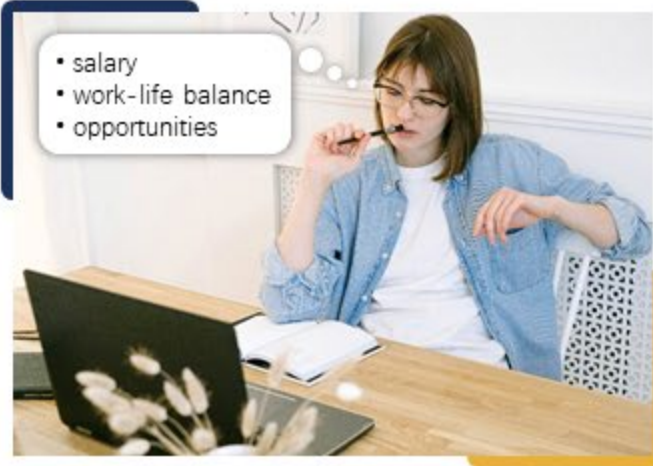


That's for sure.  
I bet it would be a challenge  
for most colleagues.



# Key Vocabulary

Learn the new words and answer the questions.



## take into account

*(phr. v) to consider something before reaching a decision*

e.g. She **takes into account** a lot of factors when choosing a new job.



## up-to-date

*(adj.) having the latest developments and trends*

e.g. Most **up-to-date** devices have simple designs and plain colors.



## retrain

*(v.) teach (someone) new skills so as to be able to do a different job*

e.g. Employees must be **retrained** to keep up with new changes.



## Dialogue Review

Have a role play and answer the questions.



*The team continues discussing the plans for the CRM system update.*

**Ms. Chen:** Well, now let's move on to the next issue: What factors do we need to **take into account** in replacing the existing system?

**Kenzo:** I have a concern. Do we have to buy **up-to-date** models if we decide to use the new system?

**Ms. Chen:** Sorry, but I don't quite follow you.  
What do you mean by up-to-date models?

**Kenzo:** Let me clarify. I was wondering...


**Selena:** Not necessarily. Most CRM systems are designed to apply to many kinds of computer models. Instead, what's more important is the staff should be **retrained** to use the brand new system.

**Jordan:** That's for sure. I bet it would be a challenge for most colleagues.

 *The team continues discussing the plans for the CRM system update.*

Ms. Chen: Well, now let's move on to the next issue: What factors do we need to take into account in replacing the existing system?

Kenzo: I have a concern. Do we have to buy up-to-date models if we decide to use the new system?

Ms. Chen: **Sorry, but I don't quite follow you.**  **1. Asking for Clarification**  
**What do you mean by up-to-date models?**

Kenzo: Let me clarify. I was wondering...  **2. Emphasizing a Point**

Selena: Not necessarily. Most CRM systems are designed to apply to many kinds of computer models. Instead, **what's more important is the staff should be retrained to use the brand new system.**

Jordan: That's for sure. I bet it would be a challenge for most colleagues.



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Asking for Clarification

- Sorry but, I don't quite follow you.  
What do you mean by + (noun)?
- Could you give me some clarification on this?
- Sorry what I understood was... Please correct me if I'm wrong.

Example sentences:

- Sorry but, I don't quite follow you.  
What do you mean by up-to-date models?
- Sorry, what I understood was that the company will just upgrade the system but not totally change it. Please correct me if I'm wrong.

**“Please correct me  
if I'm wrong.”**

- used to make a statement  
less assertive or more polite  
especially when we think  
someone is wrong or has  
made a mistake



*When do you usually ask for clarification?*

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Emphasizing a Point

- What's more important is + (point)
- What we have to consider is + (point)
- I understand your perspective but  
I believe it's more essential to + (point)

Example sentences:

- What's more important is that the staff should be retrained to use the brand new system.
- What we have to consider is the poor reviews that we have been receiving from clients.
- I understand your perspective but I believe it's more essential to encourage employees to work on their time management.

### “to say the least”

- used as an understatement to emphasize that the reality is more extreme, usually worse

e.g.

The boss was not pleased, to say the least.



*When do you usually emphasize a point?*



# Semi-open Dialogue

Have a role play.

**Scenario:** One of your coworkers is presenting his solutions to increase the sales for a specific product. However, he did not prepare well for the presentation and you disagree with some of his opinions. Ask for clarification and emphasize your point.



**You can refer to the following key expressions:**

- Sorry but, I don't quite follow you. What do you mean by + (noun)?
- Sorry what I understood was... Please correct me if I'm wrong.
- I understand your perspective but I believe it's more essential to + (point)

## ... Tips for Asking for Clarification

01



Let the speaker know that you need clarification.

02



Summarize what you haven't understood.

03



Pay attention to the tone of your voice.

04



Thank the speaker for providing some clarification.



*What other tips can you give when asking for clarification?*



# Overview

## Keywords and expressions:

*take into account/ up-to-date/ retrain*

Sorry but, I don't quite follow you. What do you mean by + (noun)?

Could you give me some clarification on this?

Sorry, what I understood was... Please correct me if I'm wrong.

What's more important is + (point)

What we have to consider is + (point)

I understand your perspective but I believe it's more essential to + (point)

