

UNIT 5

LESSON 1

Situation 2: Asking for instructions

Student A: Imagine you are a tech support agent. A customer calls for help with a computer issue. Have a telephone conversation to assist the customer using the given information.

Student B: You are experiencing a problem with your computer and need technical support. Call the technician and explain your issue using the given information.

A: Technician

1. Greet the customer and identify yourself
3. Ask for details about the problem.
5. Request the customer's name and phone number.
7. Provide clear, step-by-step instructions to fix the issue.
9. Check if the customer is following along and confirm that the problem is resolved.
11. Offer additional help and politely end the conversation.

B: Customer

2. Greet the technician and mention you are experiencing a computer problem.
4. Clearly describe your problem.
6. Provide your name, phone number and ask for instructions to solve the problem
8. Follow the technician's guidance (giving verbal cues like "OK," "I see," "I can do that.", etc.)
10. Confirm that the issue has been fixed and thank the technician.
12. End the conversation.

Sample:

A: Hello, this is Dell Support. My name is Jake. How can I assist you today?

B: Hi, my name is Sarah. I'm having trouble with my laptop. It won't connect to Wi-Fi, but my other devices are working fine.

LESSON 2

Activity 3B: Role-play (Situation 2)

- **Work in pairs**
- **Make a conversation based on the following situation:**

Student A: You are a customer experiencing an internet connection issue. You called the internet service provider (ISP) 6 hours ago, but the problem hasn't been fixed yet. You are frustrated and need a solution as soon as possible. Make a conversation to report the issue based on the given information below.

Student B: You are a customer service representative at XYZ Internet Provider. You receive a phone call from a customer who is still experiencing an unresolved internet issue. Make a conversation to handle the situation and offer a solution based on the given information below.

A: Customer

B: Technician

1. Ask for technical support	2. Greet the customer Identify yourself
3. Ask for an update on a previously reported Internet issue	4. Ask for the customer's account number
5. Provide the account number	6. Ask A to confirm details (name, address, modem type, issue description)
7. Confirm the details and ask B about the progress in resolving the issue	8. Report: - Check connection status - Restart modem remotely - Find no issue from the system side
9. Express frustration and explain the reason(s)	10. Apologize, empathize, reassure Give a solution (arrange on-site support)
11. Respond	12. Offer additional assistance (if any)
13. Respond and end the conversation	14. End the conversation