

Name: _____

Date: _____

 Useful Phrases**There is a problem with...**

Reporting a problem — "There is a problem with the packaging line."

We found a problem in...

Reporting a problem — "We found a problem in Batch 12."

I think...

Giving an opinion — "I think the machine is broken."

In my opinion...

Giving an opinion — "In my opinion, we should stop the line."

I agree.

Agreeing — "I agree. Let's check the machine."

That's a good point.

Agreeing — "That's a good point. Let's do that."

I don't agree.

Disagreeing — "I don't agree. I think it's a different problem."

I'm not sure about that.

Disagreeing — "I'm not sure about that. Can we check again?"

Can you explain that?

Asking for more information — "Can you explain that, please?"

What do you mean?

Asking for more information — "What do you mean by 'damaged'?"

Maybe we can...

Suggesting an idea — "Maybe we can stop the line."

What about...?

Suggesting an idea — "What about calling the supervisor?"

1 Match the Phrase to Its Job

Match the phrase (1-6) with what it is used for (A-F). Write the letter.

- | | |
|------------------------------------|--------------------------------|
| 1. I don't agree. ____ | A. Suggesting an idea |
| 2. What do you mean? ____ | B. Giving an opinion |
| 3. I think... ____ | C. Reporting a problem |
| 4. There is a problem with... ____ | D. Disagreeing |
| 5. That's a good point. ____ | E. Asking for more information |
| 6. What about...? ____ | F. Agreeing |

2 Choose the Right Phrase

Read the situation. Circle the best phrase to say.

1. Someone explains something and you don't understand. What do you say?
 - a) I agree.
 - b) What do you mean?
 - c) Let's start.
2. You see a problem with a product. What do you say?
 - a) There is a problem with this product.
 - b) I agree.
 - c) What about...?
3. You want to give your opinion about the cause. What do you say?
 - a) Can you explain that?
 - b) In my opinion, the machine is broken.
 - c) I don't agree.
4. Your colleague has a good idea. What do you say?
 - a) That's a good point.
 - b) There is a problem.
 - c) What do you mean?
5. You want to suggest checking the machine. What do you say?
 - a) I don't agree.
 - b) What about checking the machine?
 - c) Can you explain that?
6. You disagree with a colleague's idea. What do you say?
 - a) I agree.
 - b) I'm not sure about that.
 - c) What do you mean?

3 Complete the Conversation

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: *I don't agree.* / *I think...* / *That's a good point.* / *What about...?* / *What do you mean?*

A: I think the operator made a mistake.

B: _____ (*Disagreeing*)

A: The new packaging machine is faulty.

B: _____ (*Asking for more information*)

A: We should stop the line until it's fixed.

B: _____ (*Agreeing*)

A: The line has been very slow all week.

B: _____ (*Giving an opinion*)

A: The machine broke down again today.

B: _____ (*Suggesting an idea*)

4

Put the Conversation in Order*Number the lines 1-6 to make a logical conversation.*

- | | |
|---|-------------|
| a) B: I see. What about calling the engineer? | Order: ____ |
| b) A: Good morning. There is a problem with Line 2. | Order: ____ |
| c) B: Great, thank you. | Order: ____ |
| d) A: The machine has stopped three times today. | Order: ____ |
| e) A: That's a good point. I'll call him now. | Order: ____ |
| f) B: What do you mean? | Order: ____ |

5 Model Conversation

Read this example QA meeting conversation.

QA Manager: Good morning. Let's talk about the problem on Line 2.

Supervisor: Good morning. Yes, there is a problem with the packaging machine.

QA Manager: Can you explain that?

Supervisor: The machine stopped three times this morning.

QA Manager: I see. In my opinion, we should check the machine before we start again.

Supervisor: I agree. That's a good idea.

QA Manager: What do you think is the cause?

Supervisor: I think the machine needs new parts. It's very old.

QA Manager: I'm not sure about that. Maybe it's a small problem, not a big one.

Supervisor: That's a good point. Let's ask the engineer to check first.

QA Manager: OK. What about stopping the line until the engineer arrives?

Supervisor: I agree. I'll tell the team now.

6 Role-Play: Team Meeting

Work in a group of 4. Choose a role. Use the phrases you practiced to have your own meeting.

Situation: Line 2 has stopped three times this morning. Your team is meeting to talk about the problem and decide what to do.

QA Manager

Your goal: Lead the meeting. Ask questions and decide what to do next.

Try these phrases: Can you explain that? / What do you mean? / In my opinion...

Production Supervisor

Your goal: Report what happened on the line. Explain the problem clearly.

Try these phrases: There is a problem with... / We found a problem in... / I think...

Machine Operator

Your goal: You were working when the machine stopped. Give your opinion about the cause.

Try these phrases: I think... / I'm not sure about that. / In my opinion...

Team Leader

Your goal: Suggest what to do next and help close the meeting.

Try these phrases: Maybe we can... / What about...? / I agree.

7 Discussion Questions

Talk with a partner or your group. There are no right or wrong answers!

1. Has your team ever found a problem like this? What happened?
2. What do you do when you disagree with a colleague at work?
3. Why is it important to ask questions in a meeting?
4. What makes a meeting successful?
5. How do you feel when you have to report a problem to your manager?

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★ Useful Phrases

There is a problem with...	Reporting a problem — "There is a problem with the packaging line."
We found a problem in...	Reporting a problem — "We found a problem in Batch 12."
I think...	Giving an opinion — "I think the machine is broken."
In my opinion...	Giving an opinion — "In my opinion, we should stop the line."
I agree.	Agreeing — "I agree. Let's check the machine."
That's a good point.	Agreeing — "That's a good point. Let's do that."
I don't agree.	Disagreeing — "I don't agree. I think it's a different problem."
I'm not sure about that.	Disagreeing — "I'm not sure about that. Can we check again?"
Can you explain that?	Asking for more information — "Can you explain that, please?"
What do you mean?	Asking for more information — "What do you mean by 'damaged'?"
Maybe we can...	Suggesting an idea — "Maybe we can stop the line."
What about...?	Suggesting an idea — "What about calling the supervisor?"

1 Match the Phrase to Its Job

Match the phrase (1-6) with what it is used for (A-F). Write the letter.

- | | |
|--------------------------------------|--------------------------------|
| 1. I don't agree. -> (D) | A. Suggesting an idea |
| 2. What do you mean? -> (E) | B. Giving an opinion |
| 3. I think... -> (B) | C. Reporting a problem |
| 4. There is a problem with... -> (C) | D. Disagreeing |
| 5. That's a good point. -> (F) | E. Asking for more information |
| 6. What about...? -> (A) | F. Agreeing |

2 Choose the Right Phrase

Read the situation. Circle the best phrase to say.

- Someone explains something and you don't understand. What do you say?
 - I agree.
 - What do you mean?**
 - Let's start.
- You see a problem with a product. What do you say?
 - There is a problem with this product.**
 - I agree.
 - What about...?
- You want to give your opinion about the cause. What do you say?
 - Can you explain that?
 - In my opinion, the machine is broken.**
 - I don't agree.
- Your colleague has a good idea. What do you say?
 - That's a good point.**
 - There is a problem.
 - What do you mean?

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5. You want to suggest checking the machine. What do you say?

a) I don't agree.

b) What about checking the machine?

c) Can you explain that?

6. You disagree with a colleague's idea. What do you say?

a) I agree.

b) I'm not sure about that.

c) What do you mean?

3 Complete the Conversation

Write the correct phrase in each gap. The word in brackets tells you the function to use. Phrases to use: *I don't agree.* / *I think...* / *That's a good point.* / *What about...?* / *What do you mean?*

A: I think the operator made a mistake.

B: I don't agree. (*Disagreeing*)

A: The new packaging machine is faulty.

B: What do you mean? (*Asking for more information*)

A: We should stop the line until it's fixed.

B: That's a good point. (*Agreeing*)

A: The line has been very slow all week.

B: I think... (*Giving an opinion*)

A: The machine broke down again today.

B: What about...? (*Suggesting an idea*)

4 Put the Conversation in Order

Number the lines 1-6 to make a logical conversation.

a) B: I see. What about calling the engineer?

Order: 4

b) A: Good morning. There is a problem with Line 2.

Order: 1

c) B: Great, thank you.

Order: 6

d) A: The machine has stopped three times today.

Order: 3

e) A: That's a good point. I'll call him now.

Order: 5

f) B: What do you mean?

Order: 2