

39

But you said...

RACER TECHNOLOGY

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Boston

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N Waters
Pennington Finance
Hascombe Waters
Boston

August 9

Dear Mr Waters

Thank you for your enquiry about RACER laser printers.

In answer to your questions, we could deliver 10 laser printers within two or three days of receiving your order. On this order, we could offer you a 10% discount – \$900 per printer instead of the usual price of \$990.

RACER printers are very easy to use: you will be operational on Day 1. If you have any problems our help line is open 24 hours a day. And if you order before August 31 installation will be free – a saving of almost \$400.

Yours sincerely

James A Bodram
Sales Director

YOU SAID...

- You said installation would be free...
- You said the price was \$900 each...
- You said they were easy to use...
- You said you could deliver in three days...
- You said you had a 24-hour help line...

BUT IN FACT...

- ...but in fact it closed at 5 o'clock every day.
- ...but in fact they took three weeks to arrive.
- ...but in fact it took us a week to get started.
- ...but in fact you charged us \$250 for labor.
- ...but in fact you invoiced us for \$990.

THAT'S BECAUSE...

That's because you didn't read the manual. Our other customers haven't had any problems.

That's because your original order wasn't complete and we had to fax you to get more information.

That's because you only ordered 6 - not 10.

That's because you sent your order after August 31.

I'm very sorry. That's because some of our technicians were sick and we had to close early for a week.

But you said... Worksheet 39

ACTIVITY

Pairwork: speaking

AIM

To act out a meeting between two companies about a problem with an order.

GRAMMAR AND FUNCTIONS

Reported speech

VOCABULARY

enquiry, laser printer, deliver, order, offer, discount, price, operational, day one, help line, installation, free, saving, easy to use, to charge, to invoice, labor (= labour)

PREPARATION

Make one copy of the worksheet for each student or pair of students.

TIME

30 to 40 minutes

PROCEDURE

- 1 Tell the students they are going to read a business letter and answer some questions.
- 2 Write the following comprehension questions on the board.

What are the names of the supplier and the customer?
 What's the product?
 What's the price?
 What's the delivery time?
 Are the machines easy or difficult to use?
 What happens if there's a problem?
 What do you get if you order before August 31?

- 3 Go through the questions, dealing with vocabulary and meaning.
- 4 Give out the worksheet, and ask the students to read the letter and find the answers to the questions on the board.

- 5 Check the activity by asking the questions on the board.

Answers

*Racer Technology and Pennington Finance
 laser printers
 \$900
 2-3 days
 easy
 there's a 24-hour help line
 free installation*

- 6 Tell the students there were some problems in the transaction between Racer Technology and Pennington Finance. Elicit some possible problems and write them on the board.
- 7 Tell the students to look at the two boxes below the letter on the worksheet beginning with the words *You said...* and *...but in fact...* Explain that the boxes contain the complaints that Pennington Finance made.
- 8 Put the students into pairs. Explain that they have to match the first part of the sentence beginning *You said...* to the last part of the sentence beginning *... but in fact* to make complete sentences.
- 9 Check the answers by asking individual students. Drill the sentences if necessary.
- 10 Put the students into small groups and ask them to decide which complaints were the most and least serious.
- 11 Focus the attention of the students onto the five sentences headed *That's because* at the bottom of the worksheet.
- 12 Tell them that these are Racer Technology's responses to Pennington Finance's complaints.
- 13 Put the students into new pairs and ask them to match the complaints and the responses.
- 14 Reconvene the class and check the students' answers.
- 15 Ask the students to act out the conversation between Racer Technology and Pennington Finance.

ANSWERS

- You said installation would be free but you charged us \$250 for labor.
That's because you sent your order after August 31.
- You said the price was \$900 each but you invoiced us for \$990.
That's because you only ordered 6 – not 10.
- You said they were easy to use but it took us a week to get started.
That's because you didn't read the manual. Our other customers haven't had any problems.
- You said you could deliver in three days but they took three weeks to arrive.
That's because your original order wasn't complete and we had to fax you to get more information.
- You said you had a 24-hour help line but it closed at 5 o'clock every day.
I'm very sorry. That's because some of our technicians were sick and we had to close early for a week.