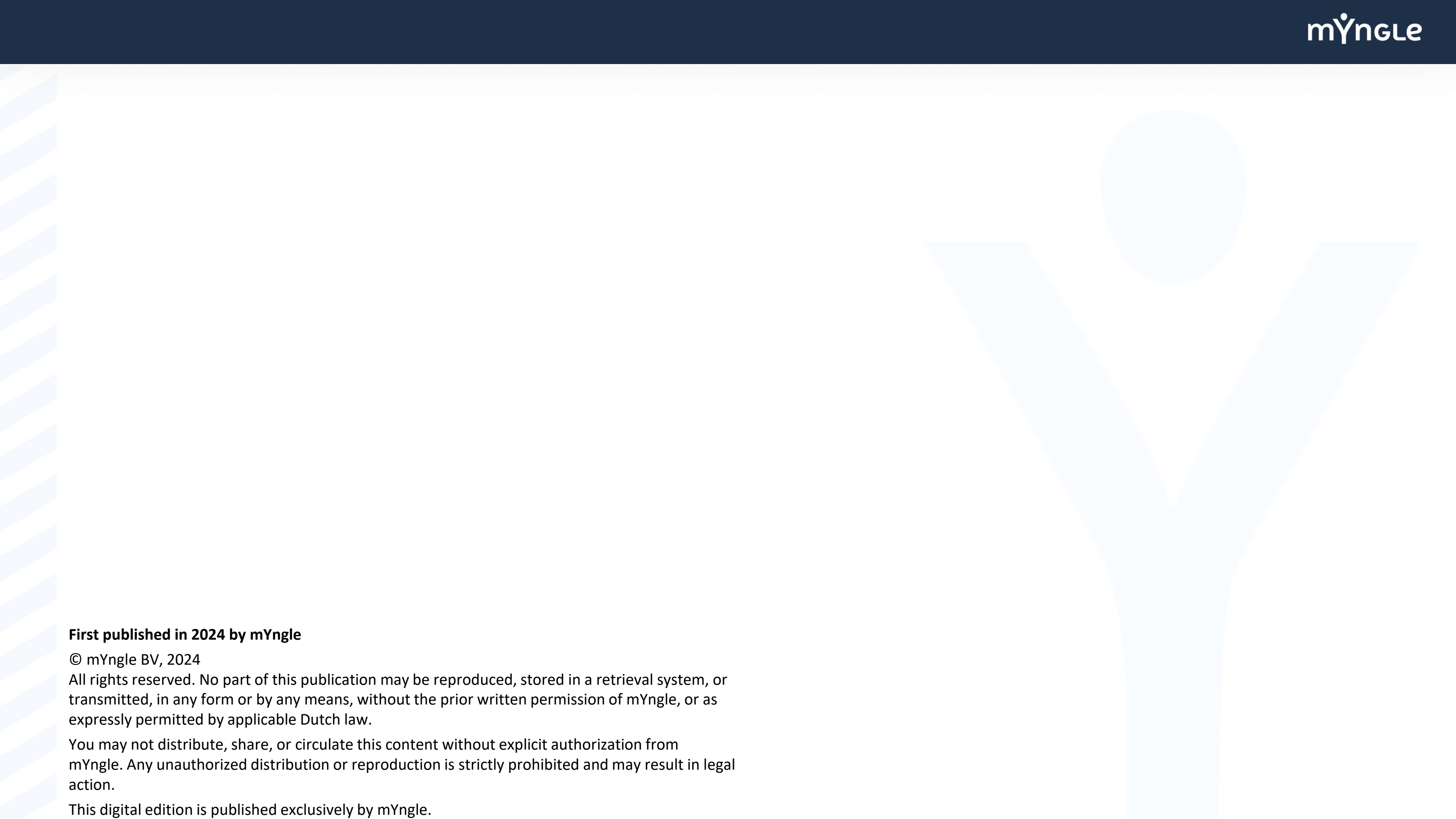


mYngle

Business Intermediate

Homework - Unit 13: Breakdowns



The background features a dark blue header with the mYngle logo. On the left, there is a vertical strip with diagonal light blue and white stripes. On the right, there is a large, faint, light blue graphic of a person with arms raised, with a circle above their head, resembling a stylized 'Y' or a person celebrating.

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1. Read the article titled “When Things Break Down: How Companies Handle Problems” and decide if the following statements (1-10) are true or false.

1. When a company recalls a product, it asks customers to bring the product back to fix or replace it.
2. Offering a refund means the company keeps the money paid by the customer.
3. A fault in a product makes it completely stop working.
4. If a product has a defect, it may still work, but not as well as it should.
5. When there is a failure in a company’s system, it means the system has completely stopped working and cannot function.
6. A complaint is when someone expresses a problem or dissatisfaction with something.
7. A misunderstanding happens when people interpret something differently.
8. To resolve a problem means to deal with it and find a solution.
9. Damage refers to harm to something or someone.
10. Injury refers to harm done to a person physically.

When Things Break Down: How Companies Handle Problems



In the world of business, even the best companies encounter challenges, errors, and unexpected breakdowns. Knowing how to confront these issues and deal with them effectively is key to keeping customers happy and ensuring the company's reputation remains strong. Let’s dive into how companies manage breakdowns and solve problems in a way that builds trust with customers.

First, when something goes wrong, companies need to confront the problem. Whether it's a flaw in a product, an imperfection that affects performance, or a complete collapse in service, acknowledging the issue is the first step. Ignoring a problem usually makes it worse, and customers appreciate when companies are honest. Sometimes, companies might even have to request that customers return a product so they can fix the issue. This might seem extreme, but it shows that the company values safety and quality.



Once the issue is recognized, companies often begin arranging a solution. This could mean discussing the issue internally, consulting with experts, or even reaching out to customers for feedback. For example, if a company receives a complaint about a product, they might schedule a meeting to discuss the issue and look at possible solutions. Communication within the team, especially when they discuss different options thoroughly, is essential to decide on the best way forward.

At times, companies try to avoid certain issues. For example, if a minor flaw in a product doesn't impact its performance too much, they might make adjustments in future models rather than requesting that customers return it. However, when a problem is serious, it's crucial to resolve the issue as quickly as possible to prevent further damage to the company's reputation. In these cases, offering customers a refund or a replacement product may be necessary.

Customer satisfaction is often the primary concern, which is why companies sometimes have to eliminate products that don't meet standards. For instance, a software company might have to remove a feature that causes the system to stop working frequently. It's better to manage without a problematic feature than to risk frustrating customers with a faulty product. When companies are transparent about these decisions, it builds trust and shows customers they are valued.

Miscommunication is another common problem in companies, leading to misunderstandings or errors. For example, a customer might expect a product to have certain features due to unclear advertising, leading to a complaint. Here, clear communication can help solve the issue. A quick apology and explanation often prevent the problem from escalating.

Sometimes, the situation can be even more serious. If a defective product causes property damage or even injury to a customer, the company must act quickly. Offering support, covering medical costs, or replacing damaged items can help resolve the situation. It's also a lesson for the company to improve quality control in the future.

In the end, companies face numerous challenges. By learning to confront issues, discuss solutions thoroughly, and resolve problems quickly, they can recover from breakdowns and even build stronger relationships with customers. Every error is an opportunity to learn, and every complaint can be a chance to improve. Customers value companies that show they care, take responsibility, and are willing to make things right.



2. Complete each sentence with the correct word from the list below.

- misunderstanding
- complaint
- damage
- defect
- fault
- go down
- injury
- recall
- refund
- resolve

1. Due to safety concerns, the company decided to issue a product _____ and asked customers to return it.
2. We are doing our best to _____ the issue as soon as possible to keep our customers satisfied.
3. The sudden power cut caused our entire computer system to _____, stopping all work temporarily.
4. If you're unhappy with the product, you can ask for a full _____ within the first 30 days.
5. The product design has a small _____ that affects its performance, so customers are not fully satisfied.
6. After the product didn't work as expected, customers submitted a _____ to express their dissatisfaction.
7. The engineer found a _____ in the wiring, which was stopping the machine from working correctly.
8. When a faulty product causes physical harm to a person, it's considered an _____.
9. Because of a _____, the client thought the delivery would arrive earlier than expected.
10. The company paid for the repairs to cover the _____ caused by the defective product.

3. Choose the correct word (a, b or c) to complete each sentence.

1. The company issued a product _____, asking all customers to return it for safety reasons.
a. complaint **b. recall** **c. refund**
2. When the machine had a _____, it completely stopped working during production.
a. defect **b. failure** **c. mistake**
3. Due to a _____, the customer believed the product was available in different colors than it actually was.
a. misunderstanding **b. fault** **c. injury**
4. If you are unhappy with the purchase, you may request a full _____ within 14 days.
a. refund **b. defect** **c. damage**
5. After the new update, the entire system started to _____ and all work came to a stop.
a. recall **b. go down** **c. resolve**
6. The customer submitted a _____ about the product's poor quality.
a. complaint **b. refund** **c. failure**
7. The factory found a minor _____ in the batch, which affected the product's appearance.
a. failure **b. defect** **c. misunderstanding**
8. The _____ caused by the faulty device was repaired by the company for free.
a. mistake **b. injury** **c. damage**
9. The technician's _____ led to the wrong part being installed in the machine.
a. fault **b. mistake** **c. injury**
10. The company paid the hospital bill for the customer's _____ after using the unsafe product.
a. damage **b. injury** **c. misunderstanding**

1. Read the article and place (a–e) in the appropriate spaces.

- a. For instance, if a specific product feature is popular but consistently leads to complaints, the company might need to manage without it.
- b. For example, if there's a service breakdown, the company can see about restructuring the process to improve efficiency.
- c. For instance, if a product has a defect, the company should openly admit the problem rather than hiding it.
- d. For example, if a quality control issue is repeatedly causing product recalls, solving the manufacturing issue can eliminate future problems.
- e. For example, if a specific software feature is causing system crashes, the company could implement a temporary workaround until a permanent fix is available.

How to Face Up to Breakdowns in Companies

In the business world, breakdowns are inevitable. Whether it's a product defect, a service failure, or internal miscommunication, companies need to be prepared to handle these issues effectively. Facing up to these challenges can strengthen a company's relationship with customers, build trust, and reinforce its commitment to quality. Here's a look at some useful strategies and actions companies can take when things go wrong.

First and foremost, companies must face up to any breakdowns or issues honestly. Ignoring a problem won't make it go away; in fact, it often worsens the situation. Customers appreciate transparency, so acknowledging the issue and explaining what went wrong is a crucial first step. **1. ____.**

Once the problem is acknowledged, it's time to see about finding a solution. This might involve gathering input from various departments, consulting experts, or even asking customers for feedback. **2. ____.** Arranging a team meeting to discuss possible solutions can also help everyone stay on the same page.

Sometimes, resolving issues requires additional resources, which means the company might need to call for extra support. This could be in the form of new equipment, additional staff, or even external consultants to address complex problems. If the problem is affecting customer satisfaction, calling for immediate action is essential to prevent further dissatisfaction.

There are times when it's possible to get around certain obstacles rather than tackling them directly **3. ____.** However, this approach should only be used for minor issues; larger problems need a direct solution to avoid long-term consequences.

To arrive at a solution, the team should talk over all possible options. Discussing the issue thoroughly can help in generating new ideas and perspectives that might not have been considered before. By talking over potential fixes, companies ensure that they choose the best path forward and involve everyone in the decision-making process.

In some cases, the problem may be a recurring issue, and it's important to sort out any underlying causes to prevent it from happening again. Sorting out the root causes of a breakdown ensures that the solution is not temporary **4. ____.**

Another critical step is to get rid of anything contributing to the breakdown. This could mean discarding faulty parts, removing outdated software, or even ending partnerships with unreliable suppliers. Getting rid of elements that don't meet the company's standards shows a commitment to quality and can restore customers' confidence in the brand.

Finally, sometimes a company has to do without certain features or services if they are consistently causing a lot of problems. **5. ____.** This shows customers that the company prioritizes quality over unnecessary additions.

In conclusion, companies face breakdowns and challenges in many forms, but how they respond makes all the difference. By learning to face up to problems, see about solutions, call for support, and sort out underlying issues, companies can transform breakdowns into opportunities for growth. In a competitive market, businesses that address problems directly, get rid of ineffective practices, and talk over improvements will stand out as trustworthy, customer-focused organizations.

2. Find the phrasal verbs in the text that match the following definitions.

1. _____: to solve a problem or organize things so they're no longer confusing.
2. _____: to ask or demand something.
3. _____: to find a way to avoid a problem or obstacle.
4. _____: to discuss something carefully to understand it better or reach a decision.
5. _____: to think about or make arrangements for something to happen.
6. _____: to manage without something that you usually have or need.
7. _____: to remove something or someone that is unwanted or unnecessary.
8. _____: to accept a difficult situation and deal with it.

3. Read the following article and put the phrasal verbs from the box in the most suitable blank.

sort out / call for / call for get around / talk over / see about / do without / get rid of / face up to

When a company faces challenges, it's essential to know how to deal with them effectively. First, managers need to 1. _____ the issues instead of avoiding them. For example, if there are customer complaints, they may need to 2. _____ organizing a team meeting to discuss possible solutions.

Sometimes, problems 3. _____ drastic action, like redesigning a product. In other cases, the team might find a way to 4. _____ the issue by using a creative solution. If a decision is hard to make, it can help to 5. _____ it _____ with colleagues to understand everyone's perspective.

Once a solution is decided on, the next step is to 6. _____ any issues that remain and 7. _____ any unnecessary or unhelpful parts of the plan. This way, the team can focus on what's important and 8. _____ anything that isn't essential.

Relative Clauses and Relative Pronouns

Relative clauses are used to add extra information about a noun (person, place, thing, or idea) in a sentence. We use *relative pronouns* to introduce these relative clauses.

Types of Relative Pronouns

1. Which or That – For Things

- Use *which* or *that* when talking about objects, places, or ideas.

Example: "The book **that** I read was very interesting." or "The house **which** is blue belongs to my aunt."

2. Who or That – For People

- Use *who* or *that* when talking about people.

Example: "The teacher **who** teaches math is very kind." or "The person **that** called you is my friend."

3. Whom – For People (Object of a Verb or Preposition)

- Use **whom** when referring to people, but specifically when the person is the *object* of the verb or preposition in the sentence.
- It is more formal than **who**, and is often used in written or formal English.

Examples:

- a. "The man **whom** I met yesterday is my new neighbor."

Here, **whom** is used because *the man* is the object of the verb *met*.

- b. "This is the colleague **whom** I was talking about."

In this sentence, **whom** is the object of the preposition *about*.

Quick Tip:

- If you can replace the pronoun with *him* or *her*, **whom** is likely the correct choice.

Example: "The person (whom) I spoke to" = "I spoke to him."

4. **Whose** – For Possessions (People, Countries, Towns, and Companies)
- Use *whose* to show that something belongs to someone or something.

Example: "This is the boy **whose** dog ran away." or "I visited a city **whose** streets are very clean."
5. **When** – For Time
- Use *when* to refer to a specific time.

Example: "I remember the day **when** we first met."
6. **Where** – For Place
- Use *where* to talk about a location.

Example: "This is the park **where** I used to play."

Relative Pronoun	Used For	Example Sentence
Which / That	Things	"This is the book which I bought."
Who / That	People (Subject)	"She is the person who helped me."
Whom	People (Object)	"The man whom I saw was very polite."
Whose	Possessions	"The car whose owner is missing is red."
When	Time	"That was the year when I moved here."
Where	Place	"The café where we met is closed now."

1. Combine the following pairs of sentences using a relative pronoun (who, whom, which, that, where, when, or whose).

1. The company has launched a new product. The product is expected to be a best-seller.
2. I spoke to a client yesterday. The client requested a meeting for next week.
3. The team finished the project. The project was due last month.
4. This is the manager. His team won the award for best sales performance.
5. We have a new software program. The program helps track inventory.
6. The supplier delivered the materials. The materials were of excellent quality.
7. This is the website. You can find all our company details on this website.
8. I had a meeting in August. That was the month when our profits increased.
9. The employee handled customer complaints efficiently. He received a bonus.
10. We visited a factory in Berlin. The factory produces eco-friendly packaging.

2. Choose the correct relative pronoun (who, whom, which, that, where, when, or whose) to complete each sentence.

1. The new marketing campaign, _____ was designed by our team, has received positive feedback.
2. The office _____ we work has recently been renovated.
3. This is the year _____ the company plans to expand internationally.
4. The customer _____ complained received a discount on their purchase.
5. The report, _____ we discussed in the meeting, contains valuable insights.
6. The manager _____ department achieved the highest sales is being promoted.
7. Our team members, _____ we rely on for support, are very dedicated.
8. The day _____ we launched the product was memorable for the whole team.
9. This is the vendor from _____ we purchase office supplies.
10. The event _____ they organized was a huge success.

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2. I spoke to a client yesterday. The client requested a meeting for next week.

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3. The team finished the project. The project was due last month.

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4. This is the manager. His team won the award for best sales performance.

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3. Read the following text. In most lines, there is either an unnecessary word or a missing word (relative pronoun). Identify the mistake in each line and write the correct version.

1. Emily is part of the team that it oversees the launch of a new app for sustainable shopping.
2. The app, which it has been in development for over a year, aims to help users reduce waste.
3. The designer who created the app interface wanted it to be both simple and attractive.
4. Emily works closely with the developers whom are responsible for coding the app.

5. The app's main feature, which it recommends eco-friendly products, is already gaining attention.
6. The headquarters, where the team works from, is based in London.
7. They arranged a meeting with the clients whom they wanted feedback from.
8. The app includes a guide, that shows users how to recycle different materials.
9. There is a section in the app which users can track their waste reduction goals.
10. The client, who gave a positive review, was impressed with the app's usability.
11. The project manager is someone that Emily relies on heavily for guidance.
12. The day when the app went live was exciting for everyone on the team.
13. They received feedback from the testers whom had tried the app's beta version.
14. The final design that the team agreed on, incorporates bright colors and intuitive icons.
15. Emily is hopeful that the app, which she and her team worked hard on, will succeed.

1. Match each phrase / sentence (1-25) to the correct category (a, b or c) from the box below.

- a. Checking understanding
- b. Expressing understanding
- c. Expressing lack of understanding

1. Are we on the same page? ____.
2. That makes sense. ____.
3. Are you with me? ____.
4. Can you clarify? ____.
5. Is that clear? ____.
6. I see what you mean. ____.
7. Can you explain further? ____.
8. Did I explain well? ____.
9. I'm not sure I follow. ____.
10. I see. ____.
11. Do you follow? ____.
12. I'm a bit lost. ____.
13. Do you know what I mean? ____.
14. I'm confused. ____.
15. I understand. ____.
16. I'm finding it hard to follow. ____.
17. Do you see? ____.
18. It's clear. ____.
19. Does that make sense? ____.
20. I don't get it. ____.
21. I get it now. ____.
22. I'm not sure I understand. ____.
23. I'm with you. ____.
24. Kind of, but... I don't get ... ____.
25. Is that okay so far? ____.

2. Here are some scenarios. Use the phrases in parentheses to practice responding appropriately in a presentation or discussion context. Number 1 is done as an example.

Scenario 1. You are in a meeting discussing a new project timeline, but you're unsure about the deadlines mentioned.
(lost / clarify / submission)

Scenario 1:

"I'm a bit lost regarding the deadlines you mentioned. Can you clarify what the final date for submission is?"

Scenario 2: Your colleague has just explained a complex process for a new software system you will be using.
(mean / clear / confident).

Scenario 3: During a presentation, the speaker talks about technical details that you don't fully grasp.
(confused / presentation / further)

Scenario 4: You and your team are discussing a strategy for an upcoming marketing campaign, but you're unsure if everyone is on the same page.
(page / sure / aligned)

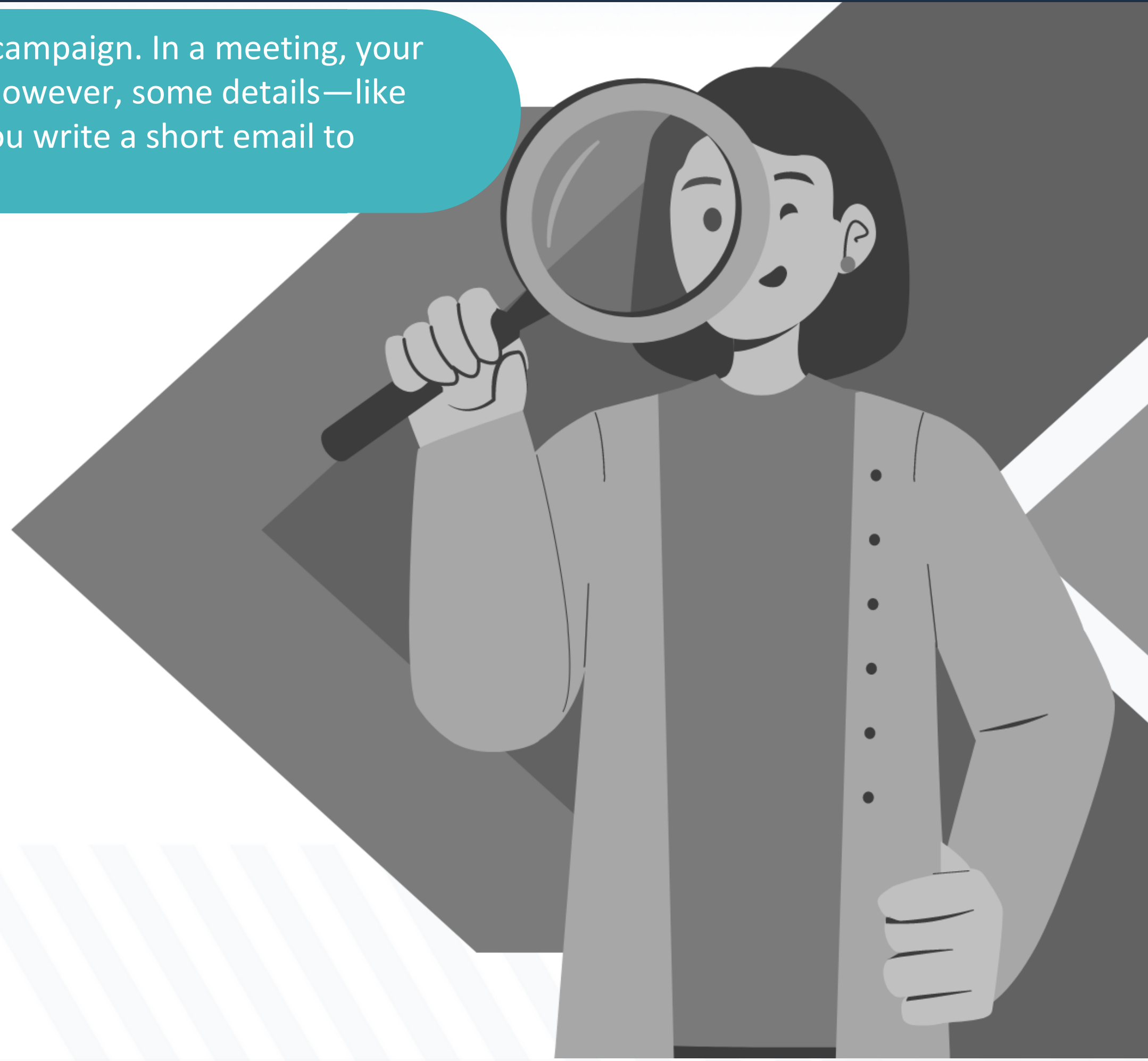
Scenario 5: You received feedback from your supervisor on your latest report, and you want to confirm that you understood the suggestions correctly.
(understand / incorporate / final)

Scenario 6: During a brainstorming session, someone mentions a new initiative but doesn't explain it in detail.
(clarify / finding / understand)

3. You're on a team working on a new product launch campaign. In a meeting, your manager shares initial ideas and the target audience. However, some details—like the timeline and strategies—are unclear. Afterward, you write a short email to your manager asking for clarification.

Use the following phrases:

- that makes sense
- can you clarify...?
- is that clear?
- I'm a bit lost
- can you explain further...?



1. Read the following story and underline all the phrases used for a. asking what the problem is, b. explaining the problem, c. asking for details, d. diagnosing the problem, e. advising and f. confirming a solution.

Fixing My Freezing Laptop with Sarah's Help.

1

Last week, I noticed my old laptop was acting strangely. I was in the middle of an important project when the screen suddenly froze. Frustrated, I shut it down and restarted it, but the problem persisted. When I mentioned this to my friend Sarah, she asked, “What’s the matter? How can I help?” I explained that it keeps on freezing during crucial moments, making it challenging to complete my tasks. It’s always crashing. It won’t let me

5

work properly. She listened carefully and said, “So, what appears to be the trouble?”

10

Sarah offered to take a look at it, so I brought my laptop over to her place. As we explored the issue together, she asked, “What’s wrong with it exactly?” I told her it’s always lagging, especially when I try to run multiple applications. Sarah said, “It could be...”, “It sounds like it could be a memory issue. When you say it freezes, do you mean the entire system becomes unresponsive?”

15

After a few minutes of examining the laptop, she remarked, “It looks like you might need to upgrade your RAM. If I were you, I’d consider looking for some additional memory online.” I appreciated her insight but felt uncertain about what to do next. “Have you tried clearing up space on your hard drive?” she suggested. I hadn’t thought about that, so we decided to check the storage together.

20

After deleting some unnecessary files, I felt hopeful. Sarah assured me, “The best thing would be to give it a restart now.” As I powered it back on, I was anxious but excited. “There we are – that should fix it,” she said with a smile. We waited a moment, and to my delight, the laptop was running smoothly again. She then say: “That should solve the problem,” she added. I thanked Sarah for her help, grateful for her advice and support, and returned home feeling relieved that my laptop was working properly once more.

- E.g.:
- a. Asking what the problem is
- What's the matter? – appears in line 3

2. Rewrite each sentence using the word given.

1. My laptop is acting up, and I keep losing my work.
It keeps on _____.
2. The printer has been giving me trouble lately.
It's always _____.
3. I tried to turn on the coffee maker, but it didn't work.
It won't _____.
4. My phone has been making strange noises during calls.
What's wrong with it _____?
5. The air conditioner isn't working like it used to.
When you say it's not working, do you _____?
6. The car has been making a strange sound while driving.
It sounds like _____.
7. The internet connection drops every few minutes.
It looks like _____.
8. My friend is unsure about how to fix his bike.
If I were you, I'd _____.
9. I can't seem to find the right setting on my camera.
Have you tried _____.
10. After fixing the leak, the sink is working fine now.
There we are - _____.
11. My favorite sweater has a hole in it.
What's wrong with it _____?
12. The TV screen goes blank sometimes while I'm watching it.
It sounds as though _____.
13. My computer crashes every time I open my email.
It keeps _____.
14. The dishwasher is not cleaning the dishes properly.
It looks like _____.
15. My friend's headphones don't work anymore.
It won't _____.
16. I often have to restart my tablet to get it to work.
It's _____.
17. The washing machine makes a loud noise during the spin cycle.
When you _____, **do you** _____?
18. My colleague is frustrated with his slow laptop.
If I were you, I'd _____.
19. The garden hose keeps leaking water at the connection.
Have you tried _____.
20. I changed the batteries in the remote control.
That should solve _____.

3. Put the following words/phrases in the most suitable space.

- that should solve the problem
- keeps on turning off
- the best thing would be to
- it's always making

With the heat of summer approaching, I noticed that my air conditioner isn't functioning properly. It 1. _____ unexpectedly, which is quite uncomfortable. 2. _____ a weird noise when it runs, which makes me feel anxious about using it. I called a technician to ask for help. What's wrong with it exactly? When you say it turns off, do you mean it stops cooling the room? After discussing this, it sounds like the thermostat might be malfunctioning. 3. _____ have it checked by a professional. If I were you, I'd schedule an appointment soon, especially with the temperatures rising. 4. _____, and I can enjoy a cool home during the summer months.

My car has been acting strangely lately, and I'm starting to get worried. Sometimes, it makes a loud noise when I drive, and 5. _____ it's loud, 6. _____ it's banging? I decided to take it to the mechanic to figure out what's happening. They suggested, "7. _____ the tires," as they could be the source of the noise. I hadn't considered that before! Also, I was told, "8. _____ tightening the fittings?" since loose parts can create a rattling sound. After following their advice, I'm hoping to resolve these issues quickly so I can drive with confidence again.

- if I were you, I'd check
- do you mean it's
- have you tried
- when you say

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Business Intermediate

Unit 13: Breakdowns

Homework – Answer Key

Exercise 1

1. **True** – *Recalling* means asking customers to return the product.
2. **False** – A *refund* is when a company gives the customer their money back.
3. **False** – A *fault* might cause issues but doesn't necessarily mean it stops working entirely.
4. **True** – A *defect* often affects performance but may not stop it from working completely.
5. **True** – In this context, *failure* refers to a complete stop in functionality, indicating the system is no longer working.
6. **True** – A *complaint* is an expression of dissatisfaction.
7. **True** – A *misunderstanding* occurs when people interpret something differently.
8. **True** – *Resolving* a problem means fixing or handling it.
9. **True** – *Damage* can mean harm to property or a person.
10. **False** – An *injury* specifically refers to physical harm to someone, not just harm in general.

Exercise 2

1. recall
2. resolve
3. go down
4. refund
5. defect
6. complaint
7. fault
8. injury
9. misunderstanding
10. damage

Exercise 3

1. b. recall
2. b. failure
3. a. misunderstanding
4. a. refund
5. b. go down
6. a. complaint
7. b. defect
8. c. damage
9. b. mistake
10. b. injury

Exercise 1

1. **c.** For instance, if a product has a defect, the company should openly admit the problem rather than hiding it.
2. **b.** For example, if there's a service breakdown, the company can see about restructuring the process to improve efficiency.
3. **e.** For example, if a specific software feature is causing system crashes, the company could implement a temporary workaround until a permanent fix is available.
4. **d.** For example, if a quality control issue is repeatedly causing product recalls, solving the manufacturing issue can eliminate future problems.
5. **a.** For instance, if a specific product feature is popular but consistently leads to complaints, the company might need to manage without it.

Exercise 2

1. sort out
2. call for
3. call forget around
4. talk over
5. see about
6. do without
7. get rid of
8. face up to

Exercise 3

1. face up to
2. see about
3. call for
4. get around
5. talk
6. over
7. sort out
8. get rid of
9. do without

Exercise 1

1. The company has launched a new product **which / that** is expected to be a best-seller.
2. I spoke to a client **who / that** requested a meeting for next week.
3. The team finished the project **which / that** was due last month.
4. This is the manager **whose** team won the award for best sales performance.
5. We have a new software program **which / that** helps track inventory.
6. The supplier delivered the materials **which / that** were of excellent quality.
7. This is the website **where** you can find all our company details.
8. I had a meeting in August, **when** our profits increased.
9. The employee **who / that** handled customer complaints efficiently received a bonus.
10. We visited a factory in Berlin **where** they produce eco-friendly packaging.

Exercise 2

1. The new marketing campaign, **which** was designed by our team, has received positive feedback.
2. The office **where** we work has recently been renovated.
3. This is the year **when** the company plans to expand internationally.
4. The customer **who** complained received a discount on their purchase.
5. The report, **which** we discussed in the meeting, contains valuable insights.
6. The manager **whose** department achieved the highest sales is being promoted.
7. Our team members, **whom** we rely on for support, are very dedicated.
8. The day **when** we launched the product was memorable for the whole team.
9. This is the vendor from **whom** we purchase office supplies.
10. The event **that** they organized was a huge success.

Exercise 3

1. Emily is part of the team **that** oversees the launch of a new app for sustainable shopping.
2. The app, **which** has been in development for over a year, aims to help users reduce waste.
3. The designer who created the app interface wanted it to be both simple and attractive.
4. Emily works closely with the developers **who** are responsible for coding the app.
5. The app's main feature, **which** recommends eco-friendly products, is already gaining attention.
6. The headquarters, **where** the team works, is based in London.
7. They arranged a meeting with the clients **whom** they wanted feedback from.
8. The app includes a guide **that** shows users how to recycle different materials.
9. There is a section in the app **where** users can track their waste reduction goals.
10. The client, **who** gave a positive review, was impressed with the app's usability.
11. The project manager is someone **whom** Emily relies on heavily for guidance.
12. The day **when** the app went live was exciting for everyone on the team.
13. They received feedback from the testers **who** had tried the app's beta version.
14. The final design that the team agreed on incorporates bright colors and intuitive icons. (no change)
15. Emily is hopeful that the app, **which** she and her team worked hard on, will succeed.

Exercise 1

1. Are we on the same page? **a. Checking understanding**
2. That makes sense. **b. Expressing understanding**
3. Are you with me? **a. Checking understanding**
4. Can you clarify? **c. Expressing lack of understanding**
5. Is that clear? **a. Checking understanding**
6. I see what you mean. **b. Expressing understanding**
7. Can you explain further? **c. Expressing lack of understanding**
8. Did I explain well? **a. Checking understanding**
9. I'm not sure I follow. **c. Expressing lack of understanding**
10. I see. **b. Expressing understanding**
11. Do you follow? **a. Checking understanding**
12. I'm a bit lost. **c. Expressing lack of understanding**
13. Do you know what I mean? **a. Checking understanding**
14. I'm confused. **c. Expressing lack of understanding**
15. I understand. **b. Expressing understanding**
16. I'm finding it hard to follow. **c. Expressing lack of understanding**
17. Do you see? **a. Checking understanding**
18. It's clear. **b. Expressing understanding**
19. Does that make sense? **a. Checking understanding**
20. I don't get it. **c. Expressing lack of understanding**
21. I get it now. **b. Expressing understanding**
22. I'm not sure I understand. **c. Expressing lack of understanding**
23. I'm with you. **b. Expressing understanding**
24. Kind of, but... I don't get ... **c. Expressing lack of understanding**
25. Is that okay so far? **a. Checking understanding**

Exercise 2

Scenario 2:

"I see what you mean about the steps involved in using the software. It's clear now, and I feel more confident moving forward."

Scenario 3: *"I'm confused about some of the technical terms you used in your presentation. Can you explain further what you meant by 'data integration'?"*

Scenario 4: *"Are we on the same page regarding the target audience for this campaign? I just want to make sure that we're all aligned on our objectives."*

Scenario 5: *"I understand that you want me to focus more on the data analysis section. I'll make sure to incorporate your suggestions into the final version."*

Scenario 6: *"Can you clarify what you meant by the new initiative? I'm finding it hard to follow the details, and I'd like to understand how it fits into our overall goals."*

Exercise 3

Possible Answer Key

Email Example:

Subject: Clarification Needed on Marketing Campaign Meeting

Dear [Manager's Name],

Thank you for presenting the ideas for our upcoming marketing campaign during the meeting today. I understand the general direction we're heading in, and **that makes sense** regarding the target audience. However, I'm not sure I follow some of the details, particularly concerning the timeline for implementation. **Can you clarify** when we expect to launch the campaign and what the specific milestones are? **Is that clear** for the team as well?

Additionally, while I appreciate the overall strategy, **I'm a bit lost** on how we plan to reach our audience effectively. **Can you explain further** the specific tactics we will use? I want to ensure I'm on the same page with everyone else and contribute effectively to this project. Thank you for your guidance, and I look forward to your insights!

Best regards,

Exercise 1

a. Asking what the problem is

What's the matter? – appears in line 3

How can I help? –appears in line 3

So what appears to be the trouble? – appears in line 5

b. Explaining the problem

It keeps on (+ verb + -ing) appears in line 3

It's always (+ verb + -ing) appears in line 4

It won't (+ verb) appears in line 4

c. Asking for details

What's wrong with it exactly? appears in line 8

When you say ... , do you mean ... ? appears in line 9

d. Diagnosing the problem

It looks/sounds as though ... appears in line 9

It could be ... appears in line 9

It looks/sounds like ... appears in line 12

e. Advising

If I were you, I'd ... appears in line 13

Have you tried (+ noun / + verb + -ing)? appears in line 14

The best thing would be to ... appears in line 17

f. Confirming a solution

There we are - that should fix it. appears in line 18

That should solve the problem. appears in line 20

Exercise 3

1. Keep on turning off
2. It's always making
3. The best thing would be to
4. That should solve the problem
5. when you say
6. do you mean it's
7. If I were you, I'd check
8. Have you tried

Exercise 2

1. It keeps on freezing.
2. It's always jamming.
3. It won't brew.
4. What's wrong with it exactly?
5. When you say it's not working, do you mean it's not cooling?
6. It sounds like a belt is loose.
7. It looks like there's a connectivity issue.
8. If I were you, I'd check the tires.
9. Have you tried reading the manual?
10. There we are - that should fix it.

11. What's wrong with it exactly?
12. It sounds as though the connection is loose.
13. It keeps on crashing.
14. It looks like it broke down.
15. It won't connect to any device.
16. It's always freezing.
17. When you say it's loud, do you mean it's banging?
18. If I were you, I'd consider upgrading the RAM.
19. Have you tried tightening the fittings?
20. That should solve the problem.