

8.4 Speaking and writing

GOALS ■ Ask for clarification ■ Complete a form

Listening & Speaking asking for clarification

1a Work with a partner and look at the pictures. What communication problems do you think the people are having?



b When did you last have one of these problems? Tell your partner about the situation and what happened.

2 8.11))) Listen to three conversations and match each conversation to one of the pictures. What is the problem?

3 8.12))) Listen and complete the expressions.

- 1 You're _____ up.
- 2 Could you _____ that, please?
- 3 Please could you speak _____?
- 4 What does she _____ by 'the literature'?
- 5 Sorry, I'm a bit _____.
- 6 Sorry, what did you _____?
- 7 It's too _____ in here.

4a Match the expressions in exercise 3 to these functions.

- a asking someone to repeat something
- b asking someone to speak louder
- c asking for clarification
- d saying you don't understand
- e explaining the problem

b Look at the audioscript on page 162–3. Add the expressions in *italics* to the functions in exercise 4a.

5a Work with a partner. Complete the two-line conversations with suitable expressions from the Language for speaking box. Sometimes more than one expression is possible.

- 1 A _____
B I said I'll arrive at 11.
- 2 A _____
B Sorry, I'm on the train.
- 3 A _____
B Never mind, I'll tell you later.
- 4 A _____
B I mean there's a small problem, but nothing serious.
- 5 A _____
B Yes, I'll explain everything when you get here.

b Practise saying the expressions and responses with your partner.

LANGUAGE FOR SPEAKING asking for clarification

Asking someone to repeat something

Could you repeat that, please?

Pardon?

Sorry, what did you say?

Sorry, what was that?

Asking someone to speak louder

Please could you speak up?

Asking for clarification

What do you mean by ...?

Please could you explain ...?

Saying you don't understand

I'm afraid I can't follow ...

Sorry, I'm a bit lost/confused.

Explaining the problem

Sorry, it's too noisy in here.

Sorry, you're breaking up/I keep losing the signal/it's a really bad connection. (mobile phones)

6a **TASK** Work with a partner. Choose one of the situations below and prepare a role-play.

- 1 **On a train:** colleagues talking on a mobile phone.
Student A, turn to page 128. Student B, turn to page 133.
- 2 **In a college:** a student asking for clarification.
Student A, turn to page 129. Student B, turn to page 133.
- 3 **In a restaurant:** two friends discussing their weekend.
Student A, turn to page 129. Student B, turn to page 133.

b Practise your role-play, then perform it to another pair.

Writing completing a form

- 7 When did you last complete a form? What was it for? Discuss your answer with a partner.
- 8 Look at Forms A and B. What is each one for?

YOU SHOULD COMPLETE THIS FORM IF YOU ARE COMING TO THE UK AS A STUDENT VISITOR.

What is the main purpose of your visit to the UK? _____
 How long do you intend to stay in the UK? _____

PART 1: ABOUT YOU

- 1 Title _____
- 2 **Given name(s)** _____
- 3 **Family name** _____
- 4 **Date of birth** (dd/mm/yyyy)
 D D M M Y Y Y Y
- 5 **Sex** Put a cross X in the relevant box
 Male Female
- 6 **Place of birth** _____
- 7 Nationality _____
- 8 **Marital status?** Single
 Put a cross X in the box Married
 Divorced
- 9 **Occupation** _____

PART 2: YOUR CONTACT DETAILS

- 10 Your full address and postcode

- 11 Home (landline) phone number

- 12 Your mobile phone number

- 13 Email address

- 14 Applicant's **signature**

- 15 Date (dd/mm/yyyy)
 D D M M Y Y Y Y

Form A

- 9 Find words or abbreviations in **bold** on the forms which mean the following. Sometimes there is more than one possible answer.
- last name
 - forename
 - the day, month and year you were born
 - a person to contact in an emergency
 - man or woman
 - not applicable (it does not apply to you)
 - where you were born
 - your job
 - your name as you usually write it
 - title
 - health problems
 - sections you have to fill in
 - married or unmarried
 - big letters (A, B, C)
- 10 **8.13** Listen to Adam talking to an adviser about the scuba-diving course and correct the six mistakes on Form B.



PLEASE USE CAPITAL LETTERS

PERSONAL DETAILS

Please complete all **required fields** below

Course Scuba-diving

Mr / Mrs / Miss / Ms / Dr (delete as appropriate)

First name ADAM

Surname WRIGHT

Email address atm29yahoo.com

D.O.B. 30/8/96

Gender M/F

Mobile tel 07905232634

Name of **next of kin** Dorothy Wright

Relationship MOTHER

Mobile tel 0790281546

Medical conditions (allergies, etc.) N/A

Form B

Learn scuba-diving in one of the best locations in South East Asia. We're offering proper training with fully-qualified instructors. Includes: accommodation, meals and diving equipment.

Need help with your booking?
 Chat to an adviser now on
01273 778 5432

- 11 Would you prefer to go scuba-diving in Thailand or study in the UK? Discuss your answer with a partner.
- 12a **TASK** Complete Form A with your own details.
- b Read the Language for writing box. Check your form is correct.
- c Now swap forms with a partner and check each other's forms using the checklist in the box.

LANGUAGE FOR WRITING checking your writing

It is always important to check your writing. This is particularly important when you complete forms. Using a checklist can help you notice mistakes.

Checklist

- Have you given the correct information?
- Is it in the correct place on the form?
- Is the information complete?
- Have you checked spellings?