

## THEME6 OPEN YOUR HEART LISTENING SKILL (YILDIRIM)

### A. Listen to the phone conversation between a customer and a call center worker. What is the customer's problem?

#### (Audio 6.3)

1. Mike's grades have **risen / fallen** dramatically this term.
2. Mike **has entered / will enter** the university exam this year.
3. Mike's best friend lives in **Budapest / Ankara**.
4. Mike's **Physics / English** teacher had an ear operation.

### B. Listen to the second part of the phone conversation and complete the sentences (1-6) using the correct form of the phrases below. (Audio 6.4)

try using another socket

cause the problem

have some physical damage

place the charger

get out of order

break because of any misuse

1. Several things might have \_\_\_\_\_ .
2. You should have \_\_\_\_\_ into the socket properly.
3. The socket might have \_\_\_\_\_ .
4. You should have \_\_\_\_\_ .
5. Then your charger must have \_\_\_\_\_ .
6. The USB cable might have \_\_\_\_\_ .

### **Audio 6.3**

**Call Center Worker (CCW):** Good morning. High Electronics. How may I help you?

**Martha:** Good morning. I'm one of your customers, and I need some help.

**CCW:** Could you say who's calling, please?

**Martha:** Martha Taylor.

**CCW:** Let me check, please. Yes, Mrs Taylor, you bought a tablet from us 2 months ago. Is that right?

**Martha:** Yes.

**CCW:** OK, Mrs Taylor. Could you please describe the problem?

**Martha:** Well, after I had bought the tablet, I didn't have any problems until yesterday. But while I was online yesterday evening, the battery went dead. After that, I couldn't charge it again, so I can't use it now. What should I do?

### **Audio 6.4**

**Martha:** Would you please help me?

**CCW:** Certainly, Mrs Taylor. I would be happy to help you. Several things might have caused the problem. First of all, can you answer some questions, please?

**Martha:** Yes, of course.

**CCW:** You should have placed the charger into the socket properly. Are you sure you did that?

**Martha:** Yes.

**CCW:** All right. The socket might have got out of order. That may be the reason for the problem. You should have tried using another socket. Did you do that?

**Martha:** Yes, I did.

**CCW:** Then your charger must have had some physical damage. That usually happens.

**Martha:** Really? I haven't thought of it at all.

**CCW:** Yes. The USB cable might have broken because of any misuse. I believe you need some technical help, Mrs Taylor. I'll talk to our technical support team immediately and give them all the information about your problem. I'm sure they'll contact you as soon as possible.

**Martha:** Oh, that's great. Thank you very much.

**CCW:** You're welcome, Mrs Taylor. Have a good day.

**Martha:** Have a good day.