

UNIT 39



Transaction Error

I. Express Yourself



II. Vocabulary

Read and familiarize yourself with the following word/s or phrases.

execute

back office

personally

demanding

afford

III. Conversation Practice

Practice the conversation with your teacher by doing a role play.

George: Steve, it's George. Listen, we have a problem.

Steve: What's the problem, George?

George: It's about the trade we did this morning. I just received the email confirmation and it says I bought 2,000,000 of Citigroup stock. The order was only for 1,000,000 shares.

Steve: Yes, I remember you wanted to buy 1,000,000 shares. Hold on and let me find out what's going on.

<A short time later>

Steve: George, I checked the trade and it was executed correctly for only 1,000,000 shares. The confirmation is wrong. I think it was typed incorrectly. I'll find out the reason for the mistake.

George: Can you send a corrected confirmation as soon as possible?

Steve: Yes, I will. I'm sorry about the mistake. It shouldn't have happened.

George: It caused a lot of problems in my back office. Please have your assistant be more careful next time.

Steve: Understood. I will personally check each confirmation before we send it out.

George: Is it possible to get the trade confirmation sent immediately after the trade? This way if there's a problem we'll find out right away.

Steve: Yes, I'll personally send it out right after any trade from now on.

George: Thanks. Sorry to be so demanding but we can't afford to have any errors.

Steve: You're not being demanding. You deserve the best service possible and I'll make sure you get it from now on.

**Comprehension Check**

1. Why did George call?
2. What was the problem?
3. What was Steve's solution?



Understood.	<ul style="list-style-type: none"> - Sure/Certainly. - I got it. - You got it.
Sorry to be so demanding. You're not being demanding.	<ul style="list-style-type: none"> - I'm sorry if I'm asking for so much. - Sorry to make you jump through hoops.
We can't afford to have any errors.	<ul style="list-style-type: none"> - We can't afford to have any mistakes. - Mistakes are not tolerated.

IV. Exercises

Exercise A

Vocabulary Building

Fill in the blanks with the correct words from the box.

execute back office personally demanding afford

1. It is nice to talk to someone _____ rather than on the phone.
2. We need to _____ this plan carefully.
3. Some customers are so _____ and they say they are always right.
4. We can _____ to lose this game since we are already included in the top 5.
5. I am part of the _____ in this company.

Exercise B

Find the **ERROR** and give the correct answer.

Ex. I am cooking last night.

I am cooking last night. = was

1. He work in the office every day.
2. I have been studied English since high school.
3. Neither he or she is going to finish the food.
4. Jane eaten the food earlier.
5. Did he wrote this letter last month?

 Exercise C

How will you fix these problems? What possible solutions could you give to the pictures below?



 ROLEPLAY

You are buying something but there is an error in your credit/debit card. Work it out with the store clerk.

