

UNIT 40



Sales Coverage Problem 1

I. Express Yourself



II. Vocabulary

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

sensitive

coverage

service

complaints

III. Conversation Practice

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

Mr. Harris: Steve, I need to discuss something with you. It's a little bit sensitive.

Steve: Is something wrong?

Mr. Harris: It's about our sales coverage. I'm not happy with the present situation and I'd like to ask you to make a change.

Steve: I see. Was there something specific that happened to make you feel this way?

Mr. Harris: Nothing specific to speak of. Richard is a nice person but he hasn't been servicing us well. I've been getting a lot of complaints from the portfolio managers recently.

Steve: I really appreciate you bringing this up with me. Can I ask you what some of the main complaints were so I can better understand the situation?

Comprehension Check

1. What did Mr. Harris want to discuss with Steve?
2. Was Mr. Harris happy with the situation?
3. How did Steve react to Mr. Harris' news?



It's a little bit sensitive.	<ul style="list-style-type: none"> - It's a bit of a touchy situation. - It's a little bit tricky.
I'm not happy with...	<ul style="list-style-type: none"> - I'm not satisfied with... - I'm not content with... - I'm not pleased with... - I'm not thrilled with...
I can better understand the situation.	<ul style="list-style-type: none"> - I can understand the situation better.

IV. Exercises

Exercise A

Vocabulary Building

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

sensitive	coverage	service	complaint
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1. This company provides very good _____ to its clients.
2. He has a _____ about the food that he received.
3. The _____ of the review is from UNIT 1 to UNIT 10.
4. This topic is very _____, so don't speak about it to anyone.

Exercise B

Please complete the sentence with your own ideas.

I'm not happy with _____.

I really appreciate people who _____.

I don't like people who _____.

The nicest vacation I had was when _____.

It would be nice if _____.

 Exercise C

What solutions can you think of for these problems?

A.

Many complaints about your delivery service

B.

Employees are not performing well in their tasks

C.

Sales are constantly decreasing due to many business competitors

 ROLEPLAY

Your co-worker is not performing well in the company. He/she might be demoted. Talk to him/her, and share your ideas on how he/she could improve.

