Instant Messaging

Pre-Reading

A. Warm-Up Questions

1. What do you use to communicate with your friends: email, phone, text messaging?

2. What method do you use to communicate with a business?

3. What are the pros to each kind of communication?

4. What are the cons to each kind of communication?

5. Which is your favorite method? Why?

B. Vocabulary Preview

Match the words on the left with the correct meanings on the right.

_____	1. service	a)	part of a computer form or a document that needs to be completed
_____	2. receipt	b)	several tasks that lead to a result
_____	3. walk through	c)	a document that shows that a product has been received and paid for
_____	4. process	d)	to enter or put forward
_____	5. on the right track	e)	help, assistance
_____	6. fill in	f)	a plastic card used instead of cash that allows a person to buy things with a promise to pay at a later time
_____	7. field	g)	to help someone complete something
_____	8. highlighted	h)	one thing to do in a series to get to a result
_____	9. pop up	i)	marked or colored for emphasis
_____	10. step	j)	doing something correctly
_____	11. credit card	k)	to appear suddenly
_____	12. submit	l)	to complete by writing or typing

Reading

Practice reading the instant message dialogue out loud with a partner.
Underline any words or phrases you don't understand.

Lee **Customer**

River Education Books, can I be of **service**?

I am trying to place my order online,
but I'm not sure how to do that.

I'll **walk you through** the **process**.

Great. What do I do first?

Click on the button that reads "Order Form."

Okay. The form **popped up**.

Then we're **on the right track**. **Fill in**
the **fields** that are **highlighted** in yellow,
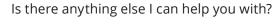including your **credit card** information.

Okay...done.

Now click the "Enter" key.

When I did that, an address form popped up.

Fill in those fields and
then click the "Enter" key.

I did that, but the address is still there.

Sometimes it takes a minute.
Try clicking again now.

It worked!

Great. The last **step** is to click on
the "Submit Order" button you should
see at the bottom of the screen.

I see it...it worked! I got a message that
says my order has been **submitted**.

Your order will be sent soon. An electronic
receipt will be sent to your email address.

Thank you!

You're welcome.
Is there anything else I can help you with?

No. That will be all. Thank you again. Bye.

Goodbye.

Comprehension

1. Why did the customer contact the online customer service support at River Education Books?

2. Which fields did the customer have to fill out?

3. What was the last step in filling out the order?

4. What will be sent to the customer's email address after the order is processed?

Vocabulary Review

Complete the sentences using vocabulary from page 1.
You may need to change the word forms.

1. How many _____ are there in order to complete this survey?

2. The application submission _____ took longer than he expected.

3. I've purchased items from this website many times, so I can _____ the buying process.

4. There were so many _____ that I wasn't sure what to fill in.

5. You usually have to sign in the _____ area on the application.

6. When Tom was browsing through the website, there were many online ads that _____ on his screen.

7. Before she _____ her order, Becky double-checked all her numbers.

8. Okay. I think I'm _____ . Let's proceed to the next page now.

9. The company only accepts online payments when you pay with your _____ .

10. Our company always offers the best customer _____ in the industry.

Speaking

Discuss the following questions as a class.

1. What do people use instant messaging for in today's business world?

2. Is chatting more efficient than using the telephone?

3. What types of business matters require a phone call or meeting rather than a chat?

Writing

Think of a process you follow every day, such as making a sandwich, getting dressed, brushing your teeth, buying something, etc. Write the steps to complete that process without writing what you're describing. Read your steps aloud to the rest of the class. If you've been detailed enough, then everyone should be able to guess your process without you saying what it is.

Listening

Fill in the blanks as you listen to the recording.

Lee   **Customer**

River Education Books, can I be of _____ ?

I am trying to place my order online, but I'm not sure how to do that.

I'll _____ the process.

Great. What do I do first?

Click on the button that reads "Order Form."

Okay. The form _____ .

Then we're _____ . _____ the fields that are _____ in yellow, including your credit card information.

Okay…done.

Now click the "Enter" key.

When I did that, an address form popped up.

Fill in those _____ and then click the "Enter" key.

I did that, but the address is still there.

Sometimes it takes a minute. Try clicking again now.

It worked!

Great. The last _____ is to click on the "Submit Order" button you should see at the bottom of the screen.

I see it…it worked! I got a message that says my order has been _____ .

Your order will be sent soon. An electronic _____ will be sent to your email address.

Thank you!

You're welcome. Is there anything else I can help you with?

No. That will be all. Thank you again. Bye.

Goodbye.