

Dealing with a problem

In this video, Vanya goes to Yuna with a problem. Listen to the language they use for dealing with a problem and practise saying the useful phrases.

Before watching

Do the preparation task first. Then watch the video and do the exercises.

Preparation task

Put the phrases (a–h) in the correct groups (1–2).

Groups

1. Telling someone about a problem

.....

2. Helping someone who has a problem

.....

Phrases

- a. Don't worry, these things happen.
- b. I've made a mistake
- c. What's the matter?
- d. I've got a bit of a problem.
- e. I'm sure we can work it out.
- f. Thanks for letting me know.
- g. Oh, it was such a silly thing to do!
- h. I feel so much better now I've told you.

Tasks

Task 1

Write a number (1–6) to put the events from the story in order.

_____ Vanya asks Yuna if they can talk.

_____ Yuna tells Vanya not to worry and says there's a solution.

_____ Yuna is shocked to hear how much Vanya spent.

_____ Yuna wants to know what the mistake was.

_____ Vanya tells Yuna there's a problem.

_____ Vanya tells Yuna she used the company credit card by accident.

Task 2

Complete the dialogue with the words in the box.

a bit of a	in private	letting me know	made	so much better
things happen	what's the matter	work it out	wrong	worried

Vanya: Yuna!

Yuna: Oh, morning!

Vanya: I've got (1)..... problem.

Yuna: What's (2).....?

Vanya: Can we talk (3).....?

Yuna: Of course.

Yuna: Right, so, (4).....?

Vanya: Well, I've (5)..... a mistake. A big mistake.

Yuna: OK. I'm sure we can (6).....

Vanya: It was such a silly thing to do!

Yuna: I'm getting (7)..... now. What's going on here?

Vanya: OK. It was late last night and I was tired. I accidentally used my company credit card instead of my own to buy something!

Yuna: Don't worry, these (8)..... . There's a procedure to deal with this.

Vanya: Ah! I feel (9)..... now I've told you.

Yuna: Thanks for (10).....

Task 3

Write one word to fill the gaps.

A: Are you OK? What's wrong?

B: I've got a (1)..... of a problem.

A: Oh. What's (2)..... matter?

B: Can we talk (3)..... private?

A: (4)..... course. Are you OK?

B: Well, I've (5)..... a mistake. A big mistake.

A: OK. I'm sure we can work it (6)..... .

B: I emailed the financial report to Mark Banthorpe instead (7)..... Mark Babingall.

A: Don't worry, (8)..... things happen. It could be worse! Just recall the email.

B: Ah! Thanks. I feel so (9)..... better now I've told you.

A: Thanks for (10)..... me know.

Discussion

When was the last time you helped someone with a problem at work?

Transcript

Ana: Hi! I'm Ana. Welcome to *What to Say!*

Do you know what to say when you need to deal with a problem? Listen out for useful language for dealing with a problem. Then, we'll practise saying the new phrases – after this.

Vanya: Yuna!

Yuna: Oh, morning!

Vanya: I've got a bit of a problem.

Yuna: What's wrong?

Vanya: Can we talk in private?

Yuna: Of course.

Yuna: Right, so, what's the matter?

Vanya: Well, I've made a mistake. A big mistake.

Yuna: OK. I'm sure we can work it out.

Vanya: It was such a silly thing to do!

Yuna: I'm getting worried now. What's going on here?

Vanya: OK. It was late last night and I was tired. I wasn't concentrating and I accidentally used my company credit card instead of my own to buy something!

Yuna: Don't worry, these things happen. There's a procedure to deal with this. How much did you spend?

Vanya: It was quite expensive.

Yuna: How expensive?

Vanya: It was very expensive.

Yuna: Vanya, how expensive?

Vanya: £3,782 ... and 56 pence.

Yuna: What? You spent £3,782?!

Vanya: ... and 56 pence.

Yuna: What was it? Vanya?

Vanya: Just a weekend break! I just like a really nice hotel!

Yuna: OK, I see. Thanks for letting me know.

Vanya: Ah! I feel so much better now I've told you. Please don't tell Noelia.

Yuna: Oh, I'm definitely going to tell her!

Noelia: Hi!

Vanya: Hi!

Ana: Hello again! Wow, that's a lot of money for a weekend break. So, did you notice the useful phrases used for dealing with a problem? Listen to me and then repeat.

What's wrong?

I've got a bit of a problem.

Could we talk in private?

What's the matter?

I've made a mistake.

I'm sure we can work it out.

Don't worry, these things happen.

Thanks for letting me know.

I feel so much better now I've told you.

Ana: Try and use some of these phrases the next time you need to deal with a problem in English. Bye for now!

Answers

Preparation task

1. b, d, g, h
2. a, c, e, f

Task 1

- 2 Vanya asks Yuna if they can talk.
- 5 Yuna tells Vanya not to worry and says there's a solution.
- 6 Yuna is shocked to hear how much Vanya spent.
- 3 Yuna wants to know what the mistake was.
- 1 Vanya tells Yuna there's a problem.
- 4 Vanya tells Yuna she used the company credit card by accident.

Task 2

1. a bit of a
2. wrong
3. in private
4. what's the matter
5. made
6. work it out
7. worried
8. things happen
9. so much better
10. letting me know

Task 3

1. bit
2. the
3. in
4. Of
5. made
6. out
7. of
8. these
9. much
10. letting