

# A Customer Calls

Nome: \_\_\_\_\_ Data: \_\_\_\_/\_\_\_\_/\_\_\_\_

## VOCABULARY

**signal** sinal*The signal is very weak this morning.***screen** tela*The screen shows a strange message.***error message** mensagem de erro*There is an error message on the screen.***to restart** reiniciar*Please restart the GPS and try again.***to check** verificar*I always check the cable first.***customer** cliente*A customer called about a broken GPS.***phone call** ligação telefônica*I got a phone call this morning.***to help** ajudar*How can I help you today?***problem** problema*What's the problem with your GPS?***morning** manhã*I always check my emails in the morning.***afternoon** tarde*Can you call back in the afternoon?***to wait** esperar*Please wait a moment, I'm checking.***appointment** horário marcado*I have an appointment at the farm tomorrow.***to turn on** ligar*The GPS doesn't turn on.*

## PATTERNS · O PADRÃO DA AULA

### Present Simple for Daily Routine

✓ I answer the phone every morning.

✓ I always ask the customer's name first.

### Simple Questions for Customer Service

✓ What's the problem?

✓ When did it start?

## KEY PHRASES

**How can I help you?** Como posso ajudar você?**What's the problem?** Qual é o problema?**When did it start?** Quando começou?**Let me check that for you.** Deixa eu verificar isso pra você.**Can you restart the GPS, please?** Você pode reiniciar o GPS, por favor?**I'll schedule a visit for tomorrow.** Vou agendar uma visita pra amanhã.

## MINHAS FRASES · ESCREVA 3 EXEMPLOS SEUS ANTES DA AULA

Comece com: I answer the phone... · What's the problem...

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## NOTAS

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