



evropský
sociální
fond v ČR



EVROPSKÁ UNIE



MINISTERSTVO ŠKOLSTVÍ,
MLÁDEŽE A TĚLOVÝCHOVY



OP Vzdělávání
pro konkurenceschopnost

INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

Lesson 37: **Cup Holder**

Conversation Lesson with a Story,
Vocabulary Practice,
Questions and Activities

Content

- The Story
 - Vocabulary Practice
 - Questions for Discussion
 - Activities
 - A Related Saying
- Role Play
 - Ideas to Help You

The Story

Caller: 'Hello, is this Tech Support?'

Tech Rep: 'Yes, it is. How may I help you?'

Caller: 'The cup holder on my PC is broken and I am within my warranty period. How do I go about getting that fixed?'

Tech Rep: 'I'm sorry, but did you say a cup holder?'

Caller: 'Yes, it's attached to the side of my computer.'

Tech Rep: 'Please excuse me if I seem a bit stumped, it's because I am. Did you receive this as part of a promotional, at a trade show? How did you get this cup holder? Does it have any trademark on it?'

Caller: 'It came with my computer, I don't know anything about a promotional. It just has '4X' on it.' ...

Source: [ESL Short Stories](#)



Vocabulary Practice

Choose the best answer.

1) **‘Warranty period’** means ...

- a) a document that gives the police permission to do something
- b) a company’s written promise to repair or replace a product that you buy from them if it breaks or does not work
- c) a place that is very difficult to find your way around

Content

Story

Vocabulary Practice

Choose the best answer.

2) To **'fix'** here means ...

- a) to fasten something somewhere so that it cannot move
- b) to repair
- c) to make a decision about a price or amount and not allow it to change

Content

Story

Vocabulary Practice

Choose the best answer.

3) If you are '...' by something, you cannot explain or answer it.

- a) tempted
- b) stumped
- c) embarrassed

Vocabulary Practice

Choose the best answer.

4) **'Promotional'** here means ...

- a) intended to start arguments btw. people
- b) relating to work that needs special skills
- c) relating to the advertising of a product

Content

Story

Vocabulary Practice

Choose the best answer.

5) **'Trademark'** means ...

- a) an event at which companies show their new products
- b) a name or design belonging to a particular company, used on its products
- c) the activity of buying and selling goods

Content

Story

Questions for Discussion

- 1) What did the caller want?
- 2) Why was the Tech Representative stumped?
- 3) What did the caller mean by the 'cup holder'?

Note:

... At that point the Tech Rep had to mute the caller, because he couldn't stand it. The caller had been using the load drawer of the CD-ROM drive as a cup holder, and snapped it off the drive.

Content

Story

Activities

- Now tell your friend(s) the story in your own words.
- Pronounce the following words several times:
 - a) support
 - b) warranty
 - c) attached
 - d) stumped
 - e) promotional
 - f) trademark

Content

Story

A Related Saying

‘Sign your own death warrant’

- What does the saying mean?
- Is there a saying in your mother tongue which bears the same meaning?

Content

Story

A Related Saying

‘Sign your own death warrant’

- i.e. to do something that is harmful to your own position

She signed her own death warrant by refusing to do what the boss demanded.

Role Play

Imagine the following situation:

You are **studying in England** and your school would like to **provide courses for children and teenagers aged 7 to 15** which should be **organized by the students** of the school. **Your teacher** has asked you to **help him/her choose the courses** which would be interesting for this age group. You should **discuss the (dis)advantages** of the courses and then **agree on two to three** most interesting ones. Person B will play the role of **your teacher** and **will start** the conversation.



Role Play: **Ideas to Help You**

The following ideas may help you:

- *Reading comprehension course*
- *Swimming course for beginners*
- *Basics of computer animation*
- *Ball games*
- *Music/dance classes*
- *Other*