Become a global TM with Aspire's Micron Moments!

BECOME A PROBLEM SOLVER AT MICRON!

Do you ever run into problems at work? In this Micron Moment we will be reviewing phrases to help us discuss and solve problems.

EXAMPLES

Asking what the problem is

✓ What's the matter?

✓ How can I help?

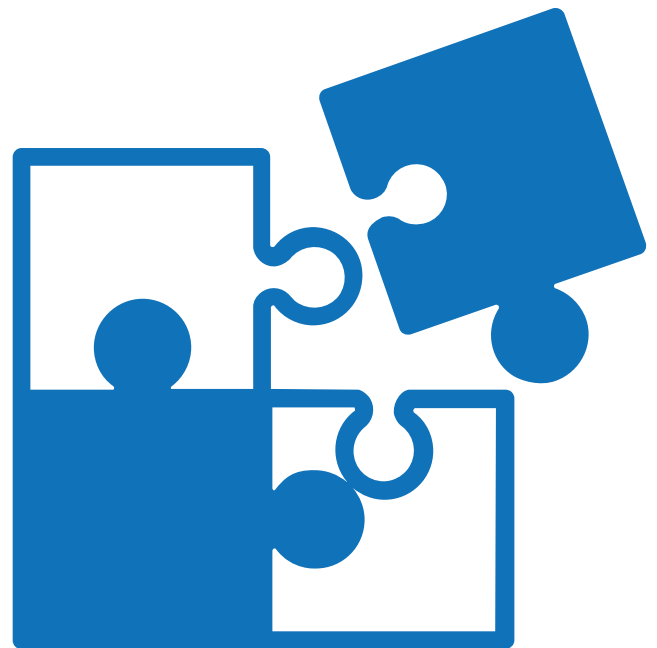✓ So what appears to be the trouble?

Explaining the problem

✓ It keeps on (+ verb + -ing)

✓ It's always (+ verb + -ing)

✓ It won't (+ verb)

✓ It means that…

Asking for details

✓ What's wrong with it exactly?

✓ What do you mean by…?

✓ What sort of noise/smell is it?

✓ When you say…do you mean…?

Diagnosing the problem

✓ It looks/sounds like…

✓ It looks/sounds as though…

✓ It could be…

✓ It might be…

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Advising
✓ The best thing would be to…
✓ I'd advise you to…
✓ I think you should/could
✓ If I were you, I'd…
✓ Have you tried (+ noun/ + verb + -ing)?

Confirming a solution
✓ Then we are- that should fix it.
✓ That should sort it out.
✓ That should solve the problem.

EXAMPLE DIALOGUE

Hiromi: Hi Colin. What's the matter?
Colin: I can't get my computer to turn on.
Hiromi: What's wrong with it exactly?
Colin: Well, when I push the power button it won't turn on.
Hiromi: It could be the power supply. The best thing would be to replace the battery.
Colin: Thank you for the advice. I'll try that.

YOUR TURN!

Imagine you are explaining an issue to your instructor. He/She will ask you some questions about the issue and offer some solutions Describe the issue and then switch roles:

1. The coffee machine seems to be broken and only releases cold water.
2. The printer's copying function is not working and there's smoke coming from the back of the machine.
3. Your PC has frozen and you receive an error message when you try to escape.
4. Describe a common issue with a machine/equipment you usually use at Micron.

Click here! for more advice and techniques for Meeting English!

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