Intake File

Topic 2. Making Inquiries

Step 1. **Target language review** 重点词组句型复习（课程当天截图提交)

(==*Highlight 20-30% out of the target language points*== *to give yourself more focus when doing the daily personalization and intermittent review*)

Vocabulary	Sentence structures
progress on the second project	I know we're running a bit over, but I would still like to
go through	Do you want to ...or would you prefer to
be tied up in	I'm afraid...
major issues	So...either....or...
have some problems with	There aren't any.....(issues/problems...), I trust.
take one's advice on board	I remember, last time ...
resolve the issue	we've managed to<do>
get smn up to speed on the background	I'll just...
be comprised of	Well, the good news is that...
run concurrently	It's difficult to <do>
move onto	but I'd say...
Be well ahead of schedule	Are there any...I need to be aware of?
quantify	No matter what...we can't seem to <do>
Be around 95% done with	Do you think.....?
make good progress with	At the moment...but...
encounter an issue	we are concerned that ...
get the desired result.	It might <do> if....(not)....
delay	How long do you think you'll need to <do>?
not a big issue	Is there anything ...?
create a bottleneck	Just one note: considering that...
find a solution	it's best if you...
from our end	Okay. Keep me posted on...

	Communication tools
find a workaround	Let's...
a similar step	Let me just bring up the details...
investigate thoroughly	Is that still an issue?
determine the precise cause.	No, not at all.
put the necessary measures in place	That's great to hear.
avoid similar problems	Right, here we are.
	Can you see the slides now?
	Sounds good.
	So, basically,...
	Got it.
	So where are we at now?
	You can see the figures here.
	That's fantastic!
	Yes, there is one thing.
	Will do!
	There's no need to worry just yet.
	Sure, that's a great point. I'll make it a priority
	We've got it under control.
	I've got my best people on it, and I'm confident ...
	thanks for the heads-up

Conversation 2 - Making inquires

Giving an update on the project where things are going OK.

Part1

Client (Alex): Oh, Brian. **I know we're running a bit over, but** I would still like to hear about the <u>progress on the second project</u>.

Pharmaron (Brian): Certainly. **Do you want to** <u>go through</u> it now **or would you prefer to** arrange another meeting after lunch?

Client (Alex): I'll be <u>tied up in</u> important meetings all afternoon, **I'm afraid**, **so** it'll have to be **either** now **or** tomorrow.

Pharmaron (Brian): OK, **Let's** do it now. **Let me just bring up the details**...

Client (Alex): There aren't any <u>major issues</u>, **I trust. I remember, last time** you mentioned that you were <u>having some problems with</u> the GC method. **Is that still an issue?**

Pharmaron (Brian): No, not at all. I <u>took your advice on board</u> and <u>went through</u> the literature you sent me. It was <u>very helpful</u>, and **we've managed to** <u>resolve the issue</u> now.

Client (Alex): That's great to hear.

Pharmaron (Brian): Right, here we are. Can you see the slides now?

Client (Alex): Yes.

Pharmaron (Brian): I'll just <u>get you up to speed on the background</u> first.

Client (Alex): Sounds good.

Pharmaron (Brian): So, basically, this project <u>is comprised of</u> three main stages, but parts of each stage can be <u>run concurrently</u>, so we don't have to wait for stage 1 to be completed before <u>moving onto</u> stages 2 and 3.

Client (Alex): Got it. So where are we at now?

Pharmaron (Brian): Well, the good news is that we'<u>re well ahead of</u> schedule with stages 1 and 2. **You can see the figures here. It's difficult to** <u>quantify</u> exactly, **but I'd say** we're <u>around 95% done with</u> stage 1, 80% done with stage 2, and already <u>making good progress with</u> stage 3.

Client (Alex): That's fantastic.

Part2:

Client (Alex):Are there any issues **I need to be aware of?**

Pharmaron (Brian): Yes, there is one thing. We've <u>encountered an issue</u> with one <u>crucial</u> step in stage two. **No matter what** we try, **we can't seem to** <u>get the desired result</u>.

Client (Alex): Oh, **do you think** it'll <u>delay</u> the project?

Pharmaron (Brian): At the moment, it's <u>not a big issue</u>, **but** <u>we are concerned that</u> **it might** <u>create a bottleneck</u> **if** it's **not** resolved soon.

Client (Alex): How long do you think you'll need to <u>find a solution</u>**? Is there anything** we can do <u>from our end</u> to help?

Pharmaron (Brian): There's no need to worry just yet. I think <u>we've got it under control</u>. **I've got my best people on it,** and **I'm confident** they'll <u>find a workaround</u> soon.

Client (Alex): OK, **thanks for the heads-up**. **Just one note: considering** that we have <u>a similar step</u> on our other project, **it's best if you** <u>investigate thoroughly</u> and <u>determine the precise cause</u>.

Pharmaron (Brian): **Sure, that's a great point. I'll make it a priority,** and we'll <u>put the necessary measures in place to</u> <u>avoid similar problems</u> on the other project.

Client (Alex): Okay. **Keep me posted on** any developments.

Pharmaron (Brian): Will do!