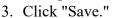


2. Change "destination"/printer to "Save as PDF."





English Self-Directed Learning Activities

Language Learning Center 77-1005, Passport Rewards

EC03. Asking for Clarification

EC03. Askin	for Clarification
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Student Name:	Student ID Nu	mber:
Instructor:	Level:	Date:
For media links in this activity, visit your SDLA number t	the LLC ESL Tutoring websito see all the resources to fi	

### **Section 1: Introduction**

Watch Section 1 video.



How much of what the man said did you understand? Choose one:

	Ш	0%	Ш	25%	Ш	50%		759	% ∟	<b>J</b> 1	00	%
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Don't worry if you didn't understand much of what the man said. The man in the video, John Moschitta, held the world record for the "Fastest Talker" in the Guinness Book of World Records. It's no wonder it was difficult to understand him.

Another reason why it was difficult to understand him was because you couldn't ask him to rephrase, reword, or repeat what he had said. In everyday conversations, we can ask people to *clarify*-what we do not understand. Asking others to clarify what they have said is an important skill that can help you in any situation, whether it is at work, school, home, etc.

**Brainstorm:** How could you have asked the man to *clarify* (to make something easier/more clear to understand) what you did not understand? Write down some phrases you could have used.

1.	
2.	
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# **Section 2: How to Clarify**

# **Part 1 -- Clarification Expressions:**

When speaking with other people, you will need to use clarification expressions or questions in the following situations:

### **Situation 1:**

You may need to clarify information when someone does not understand what you said.

You can say...

- To put it differently . . .
- Let me explain that in more detail.
- In other words...
- To clarify, that means ...

### **Situation 2:**

You may need to **ask** for clarification when you do not understand **what someone said**. When you ask for clarification, you should think about how formal the situation is. The situation could be...

- ➤ Informal a conversation between friends or family members
- ➤ Neutral any conversation
- Formal a conversation at work, at school, in a meeting, in an interview, etc.

#### **Informal**

- I didn't/don't get that.
- What was that?
- You lost me.
- What did you say?
- Wait. Say that again.
- I don't get it.
- I'm lost/confused.
- What?
- Huh?
- One more time?
- So, you're saying...?

#### Neutral

- Do you think we can go over that again?
- Would you mind repeating that?
- Could you say that again, (please)?
- Sorry, but I'm not sure I'm following you.
- Excuse me, but I didn't catch the part about...
- I'm sorry, but what did you say about...?
- What did you mean by...?

## **Formal**

- I beg your pardon, but I don't quite understand.
- Pardon me.
- Would you repeat that again, please?
- I wonder if you could say that in a different way.



# **Part 2 -- Sample Conversations:**

<u>Listen to and read the conversations below.</u> One conversation is more formal and one is more informal. Write all the expressions or questions used to clarify or ask for clarification in the box below.

### Conversation 1: The Drive Thru

**Employee:** Hi, welcome to McDonald's! How can I help you?

**Customer:** Hi. I'd like a Big Mac and a small Coke.

**Employee:** What was that?

**Customer:** I'll have a Big Mac and a small Coke.

**Employee:** Oh ok. Would you like to make that a combo for two more dollars?

**Customer:** So, you're saying for two more dollars I can get a large drink and a large fry?

**Employee:** Yep!

**Customer:** Okay. I'll do that.

**Employee:** Okay. So I have a Big Mac combo. That'll be \$7.18 at the second window.

Customer: Wait, what? I didn't get that.

**Employee:** Your meal will cost \$7.18. You can pay that at the second window.

Customer: Oh! I thought you said \$17.00!

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## **Conversation 2: Cooking Class**

**Ms. Ramos** (**Instructor**): Okay, so now that we have put our pizza crust in the oven, we are going to make the sauce to put on top! First, we want to finely chop our garlic cloves. Then we will dice our tomatoes and onions. We put all three of those in a pan with olive oil and bring it to a simmer. After that, you want to add the basil leaves and let it simmer for a while before adding the salt and pepper.

**Student A:** Pardon me. But I didn't catch how many garlic cloves we need to chop.

**Ms. Ramos:** That's because I didn't say. I usually use 3 to 4 cloves. It really depends on how much you like garlic. In other words, it's completely up to you. You're the chef, after all.

**Student B:** I'm sorry, but would you repeat the part about the olive oil again? Do we heat the oil in the pan before we add the garlic?

Ms. Ramos: Yes, you want to heat the oil for about 1 minute before you add the other ingredients.

**Student A:** I'm sorry, Ms. Ramos, but I'm lost. Could you please be more specific about how long we need to simmer the sauce for?

Ms. Ramos: Of course. Let me explain it all in more detail and demonstrate it for you.



### EC03. Asking for Clarification

# English Self-Directed Learning Activities Language Learning Center 77-1005, Passport Rewards

### Part 3 -- Fill-in-the-blanks

Read the conversation below. Decide whether the situation is formal or informal. Fill in the blanks with an appropriate clarification expression or question. More than one expression or question may be possible for some blanks.

# **Conversation at a Clothing Store:**

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Store Clerk: You sure can!



# **Section 3: Student Self-Assessment**

Complete this table BEFORE meeting with a tutor.

Communication Skill	I can't do this YET.	I can do this WITH help.	I can do this WITHOUT help.	I can TEACH this to a classmate.
I can clarify information when someone does not understand what I said.				
I can ask for clarification when I do no understand what someone said.				
I can identify clarification expressions and questions in a conversation.				
I can use appropriate clarification expressions and questions in a conversation.				

Here are some words/phrases I need to practice.				

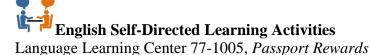
# **Good Job!**

Now make an appointment

with a tutor on the LLC ESL Tutoring Website

(www.mtsac.edu/llc/passportrewards/llctutoring).





### **Section 5: Practice with a Tutor!**

Meet with a tutor and share this activity with the tutor. To make sure you understand how to clarify, the tutor will read you a short story, and you will need to write it down. If you do not understand what the tutor says, you will have to provide an appropriate clarification expression or question. You may also ask the tutor any questions that you might have.

# **Grading Rubric**

Possible Points	Need Practice	Good Job	Excellent Work
	•••	••	
	(0-1 Point)	(2-3 Points)	(4-5 Points)
Content	Not enough information	Provides most important	Provides all necessary
	provided in responses and	information in responses	information in responses
	often does not use correct	and some of the time uses	and most of the time uses
	vocabulary.	correct vocabulary.	correct vocabulary.
Skill: Speaking	More than 6 mistakes	Not more than 5 mistakes	Not more than 2 mistakes
	saying words; needs	saying words; needs	saying words; needs no
	guessing more than 3 times.	guessing on 1-2 words or	guess about meaning.
		sentences.	
Oral Fluency	Speaks mostly in phrases,	Sometimes speaks in	Speaks in complete
	individual words; many	complete sentences; several	sentences; a couple pauses
	pauses.	pauses.	okay.

<sup>\*</sup>Students must receive at least 10 points to move on

Tutor Comments:	
Congratulations! Keep going.	Work on this more.
You have successfully completed this SDLA and are	You have not yet mastered this SDLA. It is
ready to continue to the next.	recommended that you complete it again.
Tutor Signature:	Date:



Possible Points: \_\_\_\_\_ / 15