


Accessing Services

OBJECTIVES

In this episode you will:

- *Learn about accessing services.*
- *Learn the words May, Would, Can, and Could to make requests and offers.*

INTRODUCTION

 Watch the next video, this is the conversation you will hear.


ROSE STREET APT. BUILDING

Lounging in, of all places, a lounge chair, the WIZARD looks up from the latest edition of Wizard's Week.


WIZARD

Would you look at that? The Pushkin's are moving into their new apartment. Yeah. Boy, it brings back memories of the day I moved into my lair 800 years ago. Boy, it seems like yesterday. In today's episode, we will learn about accessing services. Like connecting the telephone. And the words may, would, can and could. These words are used to make requests and offers. Let's get on with the story. I'm sure with the new apartment, the Pushkin's will need to access all kinds of services. Let's see how they do.

VOCABULARY

 Read and learn these words

Grateful	Quality control
Couch	Frustrated
Turn on	Anywhere
Again	Neighbors
Friendly	Solve
Welcome	Bill
Number	Love
Knock	Actually
Services	Already
Kind	Deposit

 Put these words in alphabetical order. Use numbers 1-20.

1. Grateful		11. Quality control	
2. Couch		12. Frustrated	
3. Turn on		13. Anywhere	
4. Again		14. Neighbors	
5. Friendly		15. Solve	
6. Welcome		16. Bill	
7. Number		17. Love	
8. Knock		18. Actually	1
9. Services		19. Already	
10. Kind		20. Deposit	

COMPREHENSION

 Video script

KARINA AND VICTOR'S APT

VICTOR
KARINA
VICTOR
KARINA
VICTOR

Karina unpacks a box as Victor enters with another one. He PLUNKS it down. Okay. We are never moving anywhere again. We don't have to, Victor, because this apartment is perfect. Yes. But you know what I love the most? What? (plopping down on it) The couch.

SOFIA

Karina's mild disappointment that he didn't say, "My beautiful wife" is quickly interrupted by a KNOCK AT THE DOOR. Karina answers. It is ALEJANDRO and SOFIA, from next door. They have brought FOOD.

KARINA
SOFIA
ALEJANDRO
KARINA
SOFIA

Congratulations! And welcome. You must be hungry, so we wanted to bring you some food. That is so kind of you. Would you like to come in? No, thank you. We're sure you have many things to do. But we're very happy that you're our new neighbors. Thanks to you! You told us to fight. If there is anything you need, please ask..

KARINA Actually, there is one thing. They turned on the gas and they turned on the electricity, but we still do not have a phone. May we use your phone to call the phone company?

SOFIA Of course. Anytime. Just come on up.

ALEJANDRO'S AND SOFIA'S APARTMENT

Karina has the phone as Sofia shows her an old bill of theirs that has a phone number on it.

SOFIA *(pointing)* I think that's the number to the telephone company.
KARINA Thank you.

Karina DIALS the number. It is answered by an automated voice system SYSTEM.

AUTOMATED VOICE SYSTEM (V.O.) Hello, and thank you for calling the Phone Company! If you would like to order new services for an existing account, press one! For repair service, press two! If you have a question about your bill, press three! If you would like to order new service, and are not already a Phone Company customer, press four! Or press zero now.

Karina, a little confused, finally opts for choice four.
Thank you. A Representative will be with you soon.

AUTOMATED VOICE SYSTEM (cont'd)

Finally, SHEILA, Customer Care Rep. 40274, with a NASALLY VOICE, comes on.

CUSTOMER CARE REP. 40274 Hello. This is Sheila. May I offer you excellent service today?

KARINA Excuse me?

CUSTOMER CARE REP. 40274 What?

KARINA What did you say?

CUSTOMER CARE REP. 40274 May I help you?

KARINA Oh. Oh, yes. We would like to order telephone service.

CUSTOMER CARE REP. OK. Could I have your name, please?

KARINA Pushkin. Karina and Victor Pushkin.

KARINA AND VICTOR'S APT.

Karina slaves away in the kitchen getting breakfast ready. A moment later, a well-rested, refreshed Victor enters. He goes to the PHONE and picks it up. It's dead.

VICTOR The phone does not work.

KARINA I told you, Victor, they will be here between two p.m. and six p.m. today to set it up.

VICTOR Ah, good. So you will be here to let them in.

KARINA I already told you, Victor. They are going to be here between 2 p.m. and 6 p.m. today to set it up.

VICTOR Oh, good. You'll be here to let them in.
KARINA Yes. I already rearranged my work schedule.
VICTOR Good. What's for breakfast?

DANCE STUDIO

Karina exits from her class and looks at the clock. It is 1PM. She goes to the lounge to grab her things when SAMANTHA, her boss approaches.
SAMANTHA Hey Karina, Maria just called in sick. Is there any way you could cover for her?
KARINA (torn) Umm...
SAMANTHA For half an hour.
KARINA Just for half an hour.
She looks at the clock.

Karina RUNS home. She gets to her apartment building and looks at her watch.

Lyle peers through the curtains, watching her run toward the building.

Karina reaches her door. On it is a YELLOW NOTICE that says, "Sorry we missed you..." Karina picks it up and looks closer. "We'll try again tomorrow between 2 and 6." Lyle, outside his door, chomping his cigar, taking it all in.

KARINA AND VICTOR'S APT.


Karina slaves away in the kitchen getting breakfast ready. A moment later, a well-rested, refreshed Victor enters. He goes to the PHONE and picks it up. It's dead.
VICTOR The phone still does not work.
KARINA I know, Victor. They have to come again today.
VICTOR Ah, good. You will be here?
KARINA (annoyed) Yes.
VICTOR Mmm. Pancakes.

Karina rushes to her apartment. As she does, she checks her watch. It's 2:37. She gets to her door and breathes a sigh of relief – no yellow notice from the phone company. She enters.

The TELEPHONE COMPANY GUY enters the building, looking at his service notice, looking for the Pushkins apartment. LYLE GREEDO exits his apartment just in time to intercept.
LYLE Can I help you?
TELEPHONE COMPANY GUY Yes. Could you help me find apartment 6? (looking at his order) The Pushkins?
LYLE You just missed them. They went on vacation.
TELEPHONE COMPANY GUY They did? But they put the order in yesterday.
LYLE Well, they're immigrants, you know. They probably didn't understand.
TELEPHONE COMPANY GUY Oh, that's too bad.

LYLE *He starts writing up another yellow notice.*
 Yeah. They'll be gone for at least two weeks. Can I give that to them for you?
TELEPHONE COMPANY GUY Would you?
LYLE No problem.
TELEPHONE COMPANY GUY Thanks.

The Telephone Company Guy gives Lyle the notice and exits. After he's out of sight, Lyle CRUMPLES UP THE NOTICE and throws it away, with malevolent satisfaction.

 Next to the number, write Y for a correct statement , N for incorrect.

- Y 1. Karina and Victor are finally able to move into their new apartment.
- 2. Sofia and Alejandro welcome Karina and Victor to their new apartment.
- 3. All the services were turned on in their new apartment.
- 4. Karina calls the phone company from Sofia's apartment.
- 5. The phone company sends someone at midnight.
- 6. The person from the phone company left a message with Sofia.
- 7. The manager helps Karina get phone service.
- 8. Karina rushes home to catch the phone technician.
- 9. Victor helps Karina get phone service.
- 10. The Pushkins decide they don't need a phone.

LIFE SKILLS

 Video script

KARINA AND VICTOR'S APT.

VICTOR *Victor picks up the phone. It is still dead.*
KARINA Karina, it's 7:00. Where are they?
 I don't know. I will call them tomorrow.

Karina hurries up to a pay phone. She picks up the receiver, puts money in, but then realizes the phone doesn't work. And she lost her money.

More frustrated, she moves on. She comes to a LITTLE GIFT SHOP with a TELEPHONE SIGN and enters.

GIFT SHOP - CASHIER AREA

**AUTOMATED VOICE
SYSTEM 1**

If you would like to speak to a customer care representative, press 0. Please hold. A customer care representative will be with you soon. Bye, bye.

KARINA

NO!

CUSTOMER

PHONE COMPANY BILL PAYMENT CENTER

KARINA

Quite a long line, huh?

**CUSTOMER CARE REP.
86452**

Too long.

Next. How can I help you today?

KARINA

Karina hands her the notice, tries to control herself.

(trying to control her anger) I would like to get my phone connected. I was home yesterday between 2 p.m. and 6 p.m. and no one came.

**CUSTOMER CARE REP.
86452**

So would you like a service person to come to your home?

KARINA

Yes.

**CUSTOMER CARE REP.
86452**

I'm sorry, I can't do that.

KARINA

What? Why not?

**CUSTOMER CARE REP.
86452**

Because this is a payment center. You need to go to a service center. Or call one of our service care representatives.

(pointing to a bank of phones) Just dial--

KARINA

No! I will not dial any more service care representatives. I was home yesterday between 2 and 6. And no one came.

**CUSTOMER CARE REP.
86452**

Ma'am, would you please calm down?

KARINA

I will not calm down!

**CUSTOMER CARE REP.
86452**

Then would you like to speak to my supervisor? She may be able to help you.

KARINA

Your supervisor?

**CUSTOMER CARE REP.
86452**

Yes. But you'll have to wait a few minutes. She's busy with another customer.

KARINA

Wait more? All I do is wait, and nothing gets done.

**POLITE YOUNG
FELLOW**

A POLITE YOUNG FELLOW behind her pipes up.

Excuse me, ma'am. May I make a suggestion? If you just need your phone connected, I can help you. *Karina looks at him.* I'm a student at the Berrytown Technical Institute and we're learning about hooking up telephones right now. If you would like, I could help.

**CUSTOMER CARE REP.
KARINA**

Ma'am, I'd be careful. Use only a trained Phone Company professional...
(to Customer Care Rep.) Oh, really?

POLITE YOUNG


It's not hard to do. Hooking up a phone is simple. You just have to

FELLOW

connect a couple of wires. There's no reason to wait in line. It's very easy. What do you say?

WIZARD

Karina, on the fence...
And freeze.

 Read and understand

Accessing Services

Generally, whenever there is a heavy intake of calls in a workplace, an automated voice system may be established. There may be times when due to the high number of calls, you will have to wait longer to talk to a customer care representative. If you are calling from a public phone take into account that you may need a lot of coins. If you have to wait for a long time, it is better to use a prepaid telephone card. Be prepared by having with you all the important information you will need to explain your problem or inquiry. These may be items such as your account number, your social security number, and/or a password that you may have previously provided.

If you are unable to obtain help using the telephone, you may have to go to a customer service center in person. First talk to one of the service representatives. And if this fails, talk to a supervisor. When discussing your problem remain calm. Screaming does not help your cause. State the facts and be clear about what you want.

 Next to the number, write T for a true statement , F for false.

- F 1. Automated voice system lets you do anything you want on the phone.
 - 2. When you have a problem with your bills, don't pay them.
 - 3. You may have to wait for some time to talk to a customer care representative.
 - 4. All calls to customer service centers are free.
 - 5. You can't use a prepaid telephone card on public phones.
 - 6. Remain calm and be clear when you talk to a representative.
 - 7. Have all the necessary information when you talk to a representative.
 - 8. If you can't get help using the phone, there is nothing else you can do.
 - 9. Talking to a supervisor may be a better option for you.
 - 10. The more you scream the faster you get help.
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GRAMMAR

 Video script

WIZARD

Poor Karina. She waited and waited. Of course she's considering the services of this nice man. What is she going to do? Wait for this man to hook up her telephone? Or wait for the supervisor. Hmm. We'll find out in just a second. But first, let's find out how to use the words **may**, **would**, **can** and **could** to make offers and requests. We can use any one of these words to ask for something. But may and would are more polite.

POLITE YOUNG FELLOW

Excuse me, ma'am. **May** I make a suggestion? If you just need your phones connected, I **could** help you.

 Read, understand and practice

May, Can, Would and Could

May, **Would**, **Can**, and **Could** make requests and offers. May and would are generally more polite.

Examples:

Would you like to come in?

Would you like to order?

Would you help me with that?

Would you please try it again now?

Could I have your name, please?

Could you tell me where Victor is?

Could I have change for a dollar?

Could you open the drawer?

Examples with May and Can:

May we use your phone?


May I help you?

May I make a suggestion?

Can I use your phone?

Can I help you?

Can I make a suggestion?

 Choose the correct answer

- b 1. _____ I help you with that?
a) Does b) Could c) Victor
2. I _____ be very grateful.
a) would b) am c) do
3. Would you like something to drink?
a) No, he wouldn't. b) Yes, I would. c) No, I would.
4. Would you like to order now?
a) Yes, we wouldn't. b) No, we would. c) Yes, we would.
5. How can I help you?
a) I need change. b) He is the boss. c) I am leaving.
6. Could I _____ your name, please?
a) had b) has c) have
7. Would you _____ me with that?
a) helped b) help c) write
8. Could you _____ me where the post office is?
a) find b) say c) tell
9. Could I please _____ change for a dollar?
a) have b) has c) had
10. Could you _____ the drawer?
a) opens b) opened c) open
11. Would you _____ someone to come to your house?
a) them b) believe c) like
12. She was angry. She _____ calm down.
a) could b) wouldn't c) may
13. I fixed it. _____ you turn it on one more time?
a) Would b) Wouldn't c) You
14. I _____ like some food, please.
a) could b) would c) can
15. That doesn't work. _____ I make a suggestion?

a) Man

b) May

c) Can't

SPECIAL SKILLS

 Read and understand

WIZARD

That was easy, right? Now, let's go back and see what Karina will do. Option One -- Karina uses the services of the nice man. Or Option Two - - Karina waits for the supervisor. Good. Let's see what happens. And action.

POLITE YOUNG FELLOW

It's very easy. What do you say?

**KARINA
CUSTOMER CARE REP.
86452**

Karina, on the fence. Then she makes up her mind.
Yes. (defiantly to Customer care rep.) I say yes.
Fine. Next

KARINA AND VICTOR'S APRTMENT

The Polite Young Fellow works on the phone jack. It is a mess! Parts, tools, wires everywhere. He reads from a BIG PHONE INSTALLATION MANUAL. From his dishevelled look, it's clear he's been at it for a while. From the tired and dishevelled looks of Victor and Karina, who watch him, it's clear he's been there for a while.

**POLITE YOUNG FELLOW
VICTOR**

He connects a wire.
OK. Would you please try it now?
Nothing.

POLITE YOUNG FELLOW

Briefly disappointed, the Polite Fellow picks up the MANUAL again. (referencing manual) Nothing? Oh, I get it. Oh, yeah, that. Okay. All right. You know, if I just -- I think I just pull this wire here.

**POLITE YOUNG FELLOW
(CONT'D)**

He pulls and the ENTIRE PHONE ASSEMBLY, jack and all, come loose from the wall.

**POLITE YOUNG FELLOW
KARINA
WIZARD**

All the LIGHTS GO OUT.
Oops...
Get out.
I guess connecting the Pushkin's phone wasn't so easy. Now let's see what happens when Karina tries Option Two. Karina waits for the supervisor. And action.

**POLITE YOUNG FELLOW
KARINA**

Karina, on the fence...
It's very easy. What do you say?
(not an easy choice...) I'm sorry. I think I will wait to talk to a supervisor.

POLITE YOUNG FELLOW
KARINA

Fine with me, ma'am. I was just trying to be of service.
(to Customer Care Rep And as for service, could you please tell your supervisor that I will be waiting for her right over there.
(hurt) All right.

CUSTOMER CARE REP.
86452
SUPERVISOR'S OFFICE

SUPERVISOR

Karina sits opposite the SUPERVISOR who sits at his desk. He fiddles at his computer.
I'm very sorry about what happened, Mrs. Pushkin. We will send a phone technician to your home right away.
Thank you.

KARINA

KARINA AND VICTOR'S APARTMENT

MAX
VICTOR
KARINA
VICTOR

Karina enters, exhausted, with Max. Victor sits on the floor, playing checkers alone.
Hi, Papa.
Hey. How are you? Help me with the pieces. Okay. Hi
(exhausted) Hi.
The man came to connect the phone. It's a good thing I was here.

KARINA
VICTOR

Karina, too tired to argue at his insinuation, just glares at him.
You could pick up Max once in a while.
I thought you were going to. So, what's for dinner?

KARINA
VICTOR (cont'd)
KARINA
MAX
VICTOR

Karina, now the master of anger management, slowly gets up. She glares at him. Victor quickly compromises.
Dinner?
We could eat out if you would like...
All I want right now, Victor, is a nice hot bath.
I'm going to beat you this time.
Okay.
She slowly, in control, walks toward the bathroom. Both Victor and Max watch her go. The bathroom door closes. Max and Victor look at each other. "What's up with her?"

VICTOR
KARINA

Karina turns on the hot water, finally starting to unwind. Steam fills the bathroom. This shower will do wonders. SUDDENLY SHE JUMPS BACK AND SQUEALS! The water has gone ice cold!
What's wrong?
There's no hot water.


LYLE'S LIVING ROOM

LYLE GREEDO, in the shadows of the courtyard, looks up at Karina's bathroom window, hearing her squeal. With malevolent satisfaction, HE SMILES.

Telephone Service Connection Notice
American Telephone Company

Customer: Karina Pushkin
Service Requested: Installation of phone line
Date of request: April 3, 2001
Address: 820 Maple St. Apartment #4
Los Angeles, 90010
Manager: Apartment #1
Service Date: April 5, 2001
Time of Service: Between 8 a.m. and 5 p.m.

Special Instructions: Please be at the residence when technician comes to your home.
Questions: Call toll free at 800-555-9900

 Read the information above and choose the correct answer.

1. b What's this?
a) A phone bill b) A connection notice c) A receipt
2. Who is the customer?
a) Karina Pushkin b) The phone c) The manager
3. What service is Karina requesting?
a) A new telephone b) A telephone line c) TV cable
4. When did Karina request the service?
a) 4/3/2002 b) 4/5/2000 c) 4/3/2001
5. What number is Karina's apartment?
a) 1 b) 4 c) 3
6. What number is the manager's apartment?
a) 1 b) 4 c) 3

7. ___ When will the technician come to install the phone line?
a) 4/3/2002 b) 4/5/2001 c) 4/3/2001
8. ___ The technician will be at Karina's apartment...
a) At 8 a.m. b) between 8 a.m. and 5 p.m. c) 5 p.m.
9. ___ When the technician shows up, Karina needs to...
a) be there b) be at work c) be away
10. ___ Toll free means...
a) it's tall b) it's late c) it's free

CONCLUSION

 Video script

ROSE STREET APT. BUILDING - COURTYARD

WIZARD

Boy, oh boy. I guess we haven't heard the last of that nasty manager. So, Karina and Victor finally got their phone connected. But it wasn't easy. Sometimes, hooking up utilities can be very frustrating. But you must have patience. Like trying to convince Rosalinda to give me her number. But guess what? She finally did. (LAUGHS) I'm going to ask her for a date. *(taking out his CELL PHONE)*

But guess what? She finally did!

ROSALINDA (V.O.)

He pulls out a ROLL OF PARCHMENT with A PHONE NUMBER on it.

Hello. And thank you for calling Rosalinda's dating line. If you're calling to take me out to dinner, press 1. If you're calling to take me dancing, press 2. If you're calling to send me flowers, press 3.

ANSWERS

EPISODE SEVEN

VOCABULARY			COMPREHENSION		LIFE SKILLS
1. 10	2. 6		1. Y		1. F
3. 19	4. 2		2. Y		2. F
5. 8	6. 20		3. N		3. T
7. 15	8. 12		4. Y		4. F
9. 17	10. 11		5. N		5. F
11. 16	12. 9		6. N		6. T
13. 4	14. 14		7. N		7. T
15. 18	16. 5		8. Y		8. F
17. 13	18. 1		9. N		9. T
19. 3	20. 7		10. N		10. F

GRAMMAR				SPECIAL SKILLS	
1. b	2. a	3. b		1. b	2. a
4. c	5. a	6. c		3. b	4. c
7. b	8. c	9. a		5. b	6. a
10. c	11. c	12. b		7. b	8. b
13. a	14. b	15. b		9. a	10. c