

Read the dialogue below.

Dialogue A

Lucy and Jake discuss the benefits of social media for businesses.

Lucy : Hey, Jake ! Have you ever thought about how companies use social media ?

Jake : Yes, I've noticed. It's like every business is on Instagram or Tik Tok now. But do you really think it's useful for them ?

Lucy : Well, I think Social media helps them connect directly with customers. They can show off their products, answer questions, and even deal with complaints really fast.

Jake : I guess that makes sense. But don't they also get a lot of negative comments ? Isn't that risky ?

Lucy : Sure, it is. It's a way for businesses to manage their reputation. If someone complains, they can respond quickly and try to fix things. It builds trust.

Jake : You're right. I never thought about that. It's like customer service but it's public. Do you think it helps them sell more ?

Lucy : Definitely ! When people see a company being active, funny, or helpful online, they're more likely to remember it and maybe even buy something. Plus, influencers help companies reach a bigger audience.

Jake : Yes, influencers are everywhere. I guess social media is very powerful for businesses after all.

Lucy : For sure ! It's not just for selfies anymore. It's a serious tool.

Tell what Lucy and Jake are saying using reported speech. You may need to use linking words. Use the verbs below and pay attention to tenses.

(to) say – (to) answer – (to) reply – (to) add – (to) agree (with) / (to) disagree (with) – (to) ask - (to) wonder – (to) think – (to) believe – (to) conclude

Lucy greets Jake then she asks him if he has ever thought about how companies use social media. Jake replies (that) he has noticed that many businesses are on Instagram or Tik Tok. But he wonders if it's not risky to have a lot of negative comments.

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Dialogue B

Emma : Hey, Tom, do you think smartphones are really useful at work ?

Emma : Yes, I guess. But don't you think they can also be distracting ? I feel like people might just end up scrolling through social media.

Tom : True, but if you use it the right way, it's a great tool. For example, you can join video meetings from anywhere, and there are apps for organizing tasks. It's all about balance.

Emma : That's a good point. I hadn't thought about video meetings. But do you think it's better than using a computer ?

Tom : Well, maybe not for everything. I mean, typing is easier on a computer. But for quick tasks or when you're on the go, smartphones are super convenient.

Emma : Yes, I guess having both would be the best. Smartphones are really useful, but you just need to stay focused.

Tell what Emma and Tom are saying using reported speech. You may need to use linking words. Use the verbs below and pay attention to tenses.

(to) say – (to) answer – (to) reply – (to) add – (to) agree (with) / (to) disagree (with) – (to) ask - (to) wonder – (to) think – (to) believe – (to) conclude

Emma greets Tom and asks him if he thinks smartphones are useful at work. Tom says yes, and adds that you can send emails, make calls and even check your schedule with your smartphone. Emma agrees with him. But she wonders if smartphones can also be distracting.

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