

Getting help with IT queries

- 1 (1.06) Read and listen to the dialogue. What does Tony want to do?



Tony Victor! Can you spare a moment?
Victor Yes. What's up?
Tony Will you tell me how to upload a video onto this website?
Victor All right. First, you need to go to *Your profile*.
Tony I'm already there.
Victor Good. So click on the *Photos* tab at the top of the screen and some icons will come up.
Tony Here they are.
Victor Click on the *video* icon and choose one of the options that comes up next.
Tony OK. I want to upload a video from my computer, so I'll click on that.
Victor Right. Now click on the button to browse the files on your computer and find the video you want.
Tony Got it. Now what do I do?
Victor Click on the button that says *share* and wait for the video to load. It's very easy.
Tony Yes, it is really. Thanks a lot.

- 2 Read the dialogue again and complete the instructions.

- 1 _____ *Your profile*.
- 2 _____ the *Photos* tab.
- 3 Some icons will _____.
- 4 _____ one of the _____ that comes up next.
- 5 _____ the _____ on your computer.
- 6 _____ for the video to _____.

- 3 We use the following words to ask for help. Put them in the correct column.

Can you ...? Would you ...? Will you ...? Could you ...?

Asking for help	
Formal	Informal

- 4 (1.07) Listen and repeat these questions.

- 1 Can you give me a hand?
- 2 Would you help me download this song?
- 3 Will you explain something to me?
- 4 Could you show me how to use this application?

- 5 (1.08) Listen to two dialogues. What do the speakers want to do?

Speaker 1: _____

Speaker 2: _____

Listening tip

We usually give instructions by using sequence words such as *first*, *now*, *next* and *then*.

- 6 (1.08) Read the *Listening tip* and listen to the dialogues again. Put the instructions in the order you hear them.

Dialogue 1

- a Click on *Make this your profile photo*. ☐
- b Click on *Change picture*. ☐
- c Move the cursor over your photo. ☐
- d Click on *OK*. ☐
- e Choose an option from the window. ☐

Dialogue 2

- a Click on *Send*. ☐
- b Open Jack's profile. ☐
- c Write the message. ☐
- d Click on *Send Jack a message*. ☐
- e Go to your home page. ☐

- 7 Work in pairs. Choose a task from the list below. Prepare a dialogue to give instructions how to do the task. Use expressions from exercises 3 and 4 and instructions from exercise 2.

- 1 Chat with a friend.
- 2 Upload a photo.
- 3 Post a comment.
- 4 Play a game.
- 5 Download a song.
- 6 Use an application.

- 8 Act out your dialogue to the class.

●●●●● Workbook Functions Bank: page 89