

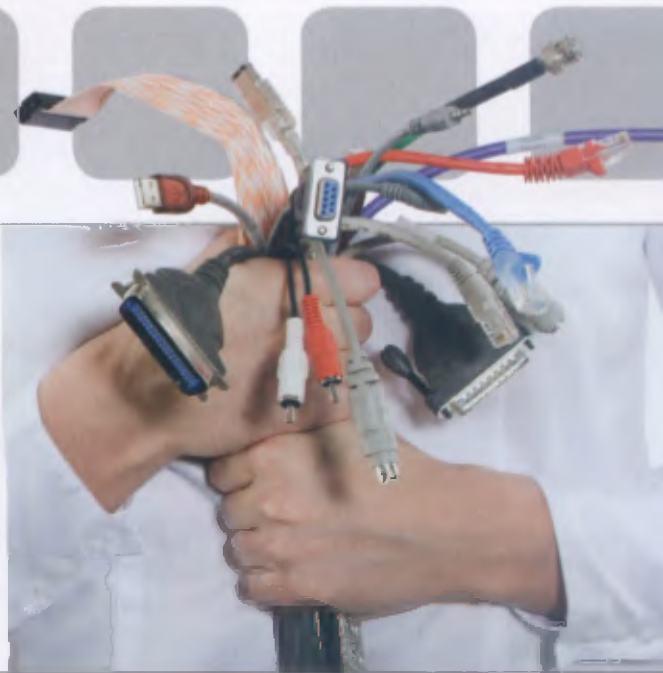
2

Will for offers and decisions

Emails

Communication strategies Apologies

Interaction Solving travel problems



Trouble-shooting

will for offers and decisions

Listening: Calling tech support

1 Who do you ask for help when you have a computer problem?

2 **1.4** Listen to someone asking for help and follow the conversation in the chart. What is the problem?

Tech support.
Can I have your employee number, please?

| | | | | | | |
|--|---|--|--|---------------------------------------|--|--|
| Where are you? | Yes, a group of us have the same problem. | Are you sure it's the network and not your computer? | Yes, it's 240721 and my name's Chris Orth. | What's the problem? | The 's' key doesn't work. | Bring it to the lab and we'll take a look. |
| In a meeting room on the third floor. | OK, I'll look into it and get back to you. | The wireless network isn't working. | Thanks, Chris. How can I help you? | I'm having trouble with my computer. | Fine. See you soon. | OK, I'll come now. |
| You're welcome. | I'll wait to hear from you, then. | Ah, they're doing some maintenance work on the system. | I'm having trouble reaching the HR site. | With your laptop or desktop computer? | My desktop. It's running very slowly. | You're welcome. |
| Thanks very much. | Yes, I'll get back to you as soon as I can. | So is the site down? | Is your internet connection OK? | How soon can they be here? | OK. I'll send someone over to take a look. | That's great. Thanks a lot. |
| Yes, try again in 15 minutes and let us know if you still have problems. | OK. I just need to wait, then. | Yes, but it'll be back up and running soon. | Yes. Is the HR site down? | I'll find out and let you know. | Can you call me back on my mobile? | Yes, no problem. |