



**3** Work in pairs. Take turns to be Tech support and Chris Orth. Use the chart to make up more conversations.

**4** Match the expressions with similar meanings.

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|--|--|
| 1 I'm having trouble with it.            | a I'll work out what the problem is.       |
| 2 I'll look into it.                     | b I'll call you back with the information. |
| 3 I'll find out what's wrong.            | c I'll tell you as soon as I can.          |
| 4 I'll get back to you.                  | d I'm having a problem with it.            |
| 5 I'll let you know as soon as possible. | e It'll work again soon.                   |
| 6 It'll be back up and running soon.     | f I'll investigate.                        |

### Grammar: will and 'll

**5** Read the information about *will* and *'ll* in the table. Then find more examples of decisions, offers and promises in the chart in exercise 2.

#### will and 'll

The contracted form of *will* is *'ll*. We often use it when we're deciding what to do.

*I'll wait to hear from you, then.*

We also use it to offer and promise help.

*OK. I'll look into it and get back to you.*

>> For more information on *will*, see page 169.

**6** Work in pairs. Take turns making some more tech support calls. Use the problems below.

- You can't log on to the system.
- You can't connect to the printer.
- Your computer is running slowly and you think it has a virus.
- Your German colleague changed your keyboard settings so now, when you type the letter 'Y', you get the letter 'Z'. You want to change the settings back.

### Word focus: Verbs with back

**7** We can use *back* after many verbs. Look at the examples below. Then complete the sentences with the verbs in the box.

*Call me back on my mobile.* (Return my call.)  
*I'll get back to you as soon as I can.* (I'll reply soon.)  
*He'll be back in the office on Friday.* (He'll be here again.)

send go phone put bring be write come

- If it's not the right size, \_\_\_\_\_ it back here and we'll change it for you.
- Mr Harris isn't here at the moment. Can I ask him to \_\_\_\_\_ you back?
- The doctor says he'll \_\_\_\_\_ back and see me again tomorrow.
- Some of these goods are damaged so we'll \_\_\_\_\_ them back to the supplier.
- The system is down at the moment but it'll \_\_\_\_\_ back up soon.
- The new system of processing orders isn't working. Do you think we should \_\_\_\_\_ back to the old system?
- Please \_\_\_\_\_ the files back on the shelf when you finish with them.
- I sent her a card last month but she didn't \_\_\_\_\_ back.

### Speaking: Quick decisions

**8** Work in pairs. Practise making decisions, offers and promises. Take it in turns to read a situation to your partner. They should respond and say what they will do. Student A: Turn to File 18, page 142. Student B: Read the situations below.

**A:** *Your shirts are dirty.*

**B:** *I'll take them to the cleaners.*

- Your mother rang while you were out.
- It's very hot in this room.
- The wastepaper bin is full.
- The gas company sent us another bill today (a red one).
- I'd like to speak with your manager.
- The sweater you bought is too big.
- This light doesn't work.
- There aren't any taxis.
- I can't find my house keys.
- Help! The building's on fire!

#### TALKING POINT

- How good are you at fixing computer problems?
- Do you ever help to solve other people's computer problems? If so, whose?