2 Customer support

- *Yes/No* questions
- *Wh-* questions
- *have to, might have to, need to*

Refresh your memory

***Yes/No* questions**
auxiliary verb + subject + main verb

***Wh-* questions**
question word + auxiliary verb + subject + main verb
except if *who*, *what* or *which* is the subject: no auxiliary is needed

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2.3 Grammar Questions and instructions

Listening

1 1:23 **Listen to some people playing *Guess the Product*. Try to guess what the mystery product is along with the contestants. Then continue listening to check your answer.**

2 1:23 **Listen again and complete the questions.**

1	_____ on TV?	No, it isn't.
2	_____ for work?	Yes, you do.
3	_____ in every office?	Yes, you would.
4	_____ in your pocket?	Yes, you can.
5	_____ twenty years ago?	No, it didn't.
6	_____ electricity?	Yes, it does.
7	_____ speak to people?	No, you don't.
8	_____ with computers?	Yes, there is.
9	_____ more than $30?	No, it doesn't.
10	_____ to store data?	Yes, you can.

3 **In small groups, take turns choosing a mystery product and play *Guess the Product*.**

Asking questions

4 **Work in small groups of As or Bs. Write a question for each answer in your list below.**

A
- 365
- about €25,000 a year
- about 10km
- about two years ago
- at home
- Barack Obama
- by offering a discount
- Coca-Cola®
- coffee
- once a quarter
- since the 1990s
- Steve Jobs
- the Olympic Games®
- to buy food and drink
- 20 minutes or so

B
- about 300m
- at least an hour
- between €30 and €50 a month
- Bill Gates
- by advertising the product
- 52
- for about five years
- Formula One™
- in a restaurant
- last year
- mobile phones
- Nelson Mandela
- once a year
- to meet friends
- Toyota

5 **Work in pairs, A and B. Close your books and ask each other the questions you prepared in Exercise 4, in any order. Score one point for each correct answer.**