

## Internet research

What's the best way to learn English? How long will it take? Do I have to learn grammar? How can I learn more vocabulary? Search for the keywords *FAQ learning English* to find the most frequently asked questions and some of the answers.

## Making requests

**6** Complete these requests with *fax* or *faxing*. Then put them in order 1–6 from the most direct (1) to the most polite (6).

- Do you think you could possibly \_\_\_\_\_ me the details, please?
- Would you mind \_\_\_\_\_ me the details?
- Can you \_\_\_\_\_ me the details?
- I was wondering if you would have any objection to \_\_\_\_\_ me the details?
- \_\_\_\_\_ me the details, will you?
- Could you \_\_\_\_\_ me the details, please?

**7** Which one of these responses is not appropriate for all the requests in Exercise 6. Why?

- a) I'm afraid my fax is out of order.
- b) I'll do it straight away.
- c) I'm sorry, but I'm not in the office.
- d) I'm a bit short of time, actually.
- e) No, no problem.

## Roleplay

**8** With a partner, take turns beginning these telephone roleplays and responding. Choose suitable forms for your requests, according to the answer expected, and give appropriate answers. Ask your:

- colleague to send you an email to test your new address.
- boss to give you an advance on next month's salary.
- supplier to postpone a delivery by one week.
- supervisor to write a reference for your job application.
- friend to lend you their laptop for the weekend.
- customer to call back later when the sales manager comes back from lunch.
- bank manager to lend you a million dollars.
- supplier to upgrade the office coffee machine, at no charge.

## Giving instructions

**9** Complete Steve's side of the telephone conversation using *don't*, *might have to*, *'ll have to*, *'ll need to*, *don't have to* or *needn't*.

Steve: OK, Pete. First of all, you open the printer. No, wait a minute, (1) \_\_\_\_\_ just open it. Select 'change cartridge' from the menu.

Pete: \_\_\_\_\_

Steve: Er, yes, of course you (2) \_\_\_\_\_ switch it on, otherwise you can't use the menu!

Pete: \_\_\_\_\_

Steve: No, that's all right, you (3) \_\_\_\_\_ switch the PC on, just the printer.

Pete: \_\_\_\_\_

Steve: So now you gently remove the old cartridge. (4) \_\_\_\_\_ force it. If it's difficult, you (5) \_\_\_\_\_ pull it back first, then upwards.

Pete: \_\_\_\_\_

Steve: OK. So now you can install the new cartridge. You (6) \_\_\_\_\_ remove the adhesive tape first, but be careful you (7) \_\_\_\_\_ touch the printed circuits – they're very fragile.

Pete: \_\_\_\_\_

Steve: Right. It'll ask you if you want to align the new cartridge, but you (8) \_\_\_\_\_ bother. Usually it's fine as it is.

Pete: \_\_\_\_\_

Steve: Oh no, (9) \_\_\_\_\_ throw the old cartridge away. You can recycle them.

Pete: \_\_\_\_\_

Steve: No, that's all right, Pete. You (10) \_\_\_\_\_ worry. Just buy me a coffee some time!

**10**  **1:24** Write Pete's side of the conversation. Then listen and compare your version with the recording.

**11** Choose something you don't know how to do from the list below.

- change the oil in your car
- upgrade the processor in your PC
- organize a press conference
- publish your website
- (your own idea)

Find someone who knows how to do it and ask them to explain what to do. Ask questions and/or reformulate their answers to check that you understand.