


Internet research

Go to the BBC World Service Radio Player (<http://www.bbc.co.uk/worldservice/index.shtml>) and find a radio programme about one of your interests. Listen extensively, then tell a partner about the three most interesting points in the programme.

6  **1:26** With a partner, find suitable words to complete the expressions in the customer support checklist below. Then listen again and check your answers.

Useful expressions: Customer support

Explaining the problem

I'm having _____ with Word.
It doesn't _____.
It _____ accept anything when I type.
Nothing _____.
I _____ type anything.
I'm having difficulty connecting to the Internet.
It keeps crashing.

Diagnosing the causes

Was it _____ properly before that?
What does your screen _____ like now?
Have you _____ hitting 'Escape'?
Did you _____ Word?
Can you _____ the cursor around?
Does your _____ have a power indicator?
Have you installed any new software?
What happens if you press 'Control - Alt - Delete'?

Giving instructions

Could you _____ on the back of the monitor?
Now you just _____ to follow the cord to the plug.
I _____ you to look back there again.
I'd like _____ to go and get them.
Then I _____ you to take it back to the store.
You'll have to adjust the settings in the control panel.

Promising help

I'll _____ someone call the electricity company.
I'll get our technical expert to help you.
We'll get back to you in a couple of hours.
I'll have a technician call as soon as possible.

Roleplay

7 With a partner, use the chart to roleplay helping a colleague with the technical problems below. Take turns being Student A and Student B.

- You can't print your report.
- Your mobile phone doesn't work.
- The video projector doesn't work.
- There are no lights in your office.
- Your car won't start.
- Your laptop is frozen.
- (your own problem)

Student A

Explain the problem.

Answer Student B's questions.

Problem solved?

Yes.

No.

Thank Student B.

Student B

Diagnose possible causes.

Give instructions.

Promise help.

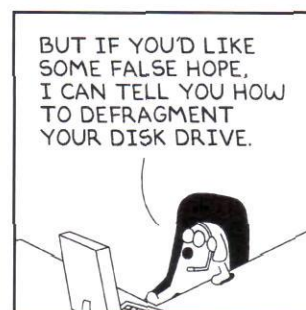
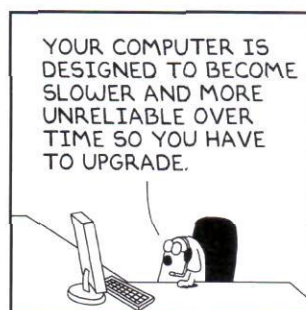
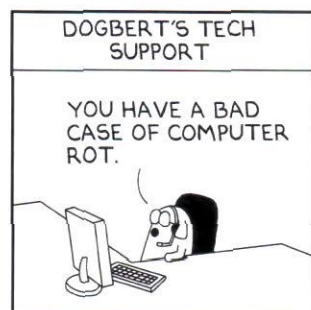
eWorkbook

Now watch the video for this unit.

Glossary

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Come again?
crash
freeze



Cartoon from Dilbert.com 28/5/05