

- Work in new groups (A+B+C) and complete the other two cards. Don't show your card to the other people in your group but share the information.
- Work in the same groups (A+B+C) and answer the questions below.
- Who gets immediate help?
- Who is staying on the eighth floor?
- Who gets detailed instructions on what to do?
- Who is told of a possible cause of the problem?

Strategy focus

8 Read the tips for listening for relevant information. Do you agree with them? Which activities did you use the strategies in?

To be successful in listening for relevant information you should ...

- read the task and make predictions.
- check your predictions while listening.
- decide on what information is important.
- try to catch every single word.
- listen for the information required by the task.
- try to understand everything the first time you listen.

Follow-up

9 10 Listen to the conversations and answer the questions.

- What problem does each guest have?
- What is the solution to the problem?

10 11 Read the options for the guest's replies. Listen to what the receptionist says. Choose the guest's reply from the options and say it in the pause. Then listen and check.

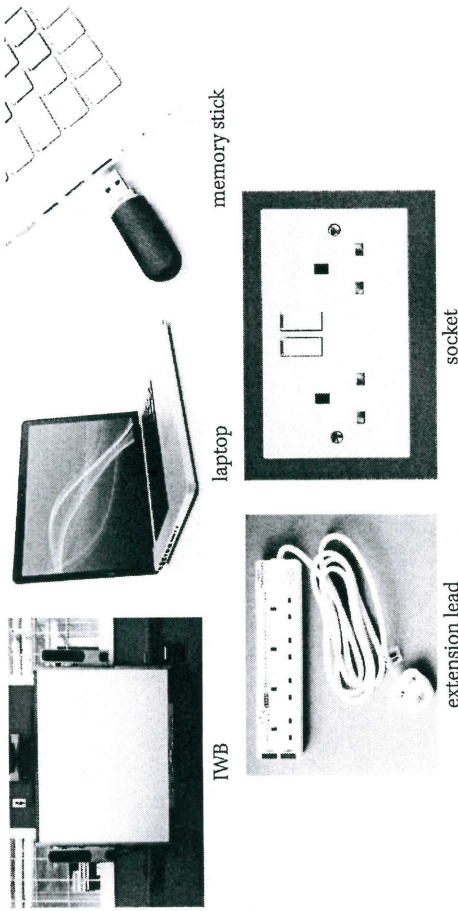
- Guest: *Thank you, not at all.* / No, there's no connection at all. / *Very slowly.*
- Guest: *I just checked my email in the morning.* / No, only for an hour. / *Yes, all morning.*
- Guest: *Yes, how much is it?* / *Yes, how many hours of free internet can I have?* / *Yes, how much is the game?*
- Guest: *OK, I see. £16 per hour.* / *OK, I know.* / *OK, Do I have to pay now?*
- Guest: *That's fine.* / *What do you do?* / *Oh, that's a pity.*

Unit 2 Troubleshooting

- By the end of this unit you will be able to
- use a variety of clues to predict the content of listening
 - recognise the communicative functions of utterances according to situations, participants and goals
 - extract specific and detailed information
 - infer the meaning of unknown words in a listening text

Lesson 1 Is there any technical help?

Lead-in



1 Look at the pictures and answer the questions below.

- What problem do you think a presenter might have with this equipment?
- What other equipment might a presenter have a problem with? Make a list.
- Have you ever had problems as a presenter at a conference?
- Who usually helps you?

Language focus

2 Match the verbs to the objects in Activity 1. Make a list of all possible phrases.

- | | | |
|------------------------|-----------------------|-------------------------|
| 1 to stop working | 6 to recognise | 11 to save something on |
| 2 to set up | 7 to plug in | 12 to reboot |
| 3 to use | 8 to put in | 13 to connect up |
| 4 to show | 9 to have got a virus | 14 to switch on/off |
| 5 to have a picture on | 10 to check | |

3 12 You are going to hear some short situations with phrases from Activity 2. Listen and tick the phrases you hear.

Skill development focus

- 4 **13** Listen to a conversation that takes place a few minutes before a presentation starts. When you hear a beep, predict what you will hear next. Then continue listening and check.
- 5 **14** Listen to phrases 1–6 and match them to functions a–f.
 - a checking someone is the right person to help with a problem
 - b asking for help
 - c showing willingness (readiness) to help
 - d detecting/solving a problem
 - e expressing gratitude (thanks)
 - f responding to thanks
- 6 **14** Listen again and complete the sentences below.
 - 1 I'll see _____.
 - 2 _____ the IT _____?
 - 3 My _____.
 - 4 _____ the connections. There might be a _____ . We _____ to use another socket. OK, I'll _____.
 - 5 Can you have _____ for me?
 - 6 Thanks, I really appreciate _____.
- 7 **15** Listen to another conversation. Which of the functions from Activity 5 does the speaker use? Write down the order of the functions in the conversation.
- 8 **15** Complete this report, written by the person in charge of the presentation equipment. Then listen and check.

A presenter asked me 1 _____ her presentation. It wasn't on the list of 2 _____ but I lent her my laptop. The presenter couldn't 3 _____, so asked an IT technician 4 _____ for her.

Strategy focus

- 9 Complete the questions below.

Before listening, we normally make predictions and then we check them as we hear. However, there may also be points where the conversation changes. So, it is important to ask yourself these questions.

- 1 Did I _____ that right?
- 2 Did I _____ what the speaker meant?
- 3 _____ did the speaker say that?
- 4 What will the speaker say _____?
- 5 Did the speaker _____ the topic?

Follow-up

- 10 **16** Listen to a conversation at a conference. When you hear a beep, predict what you will hear next. Then continue listening and check your ideas.
- 11 **16** Listen to the conversation again. Are the statements below true (T) or false (F)?
 - 1 The presenter started the presentation ten minutes ago.
 - 2 There is a problem with the memory stick.
 - 3 The IT technician solved the problem by changing the leads.
 - 4 The presenter needs a backup because the laptop has a virus.
 - 5 The presenter asks for internet access to open the presentation.
 - 6 The presenter needs a password to log on to the internet.
 - 7 The presentation started later than scheduled.
- 12 **16** Listen again and complete the statements.

Problem	1 The laptop _____.
The technician's advice	2 We'll use _____.
	3 Let's just _____.
	4 We'll _____.
	5 Let me just _____.
Result	6 You've _____!
Attempt to solve the problem	7 Do you have another _____ for your _____?
	8 Is there _____ in this room?
	9 You can _____ our network.
Solving the problem	10 I'm just _____.
	11 It's just _____.
Apologising	12 I'm really _____ in starting the presentation.