

3d Computer problems

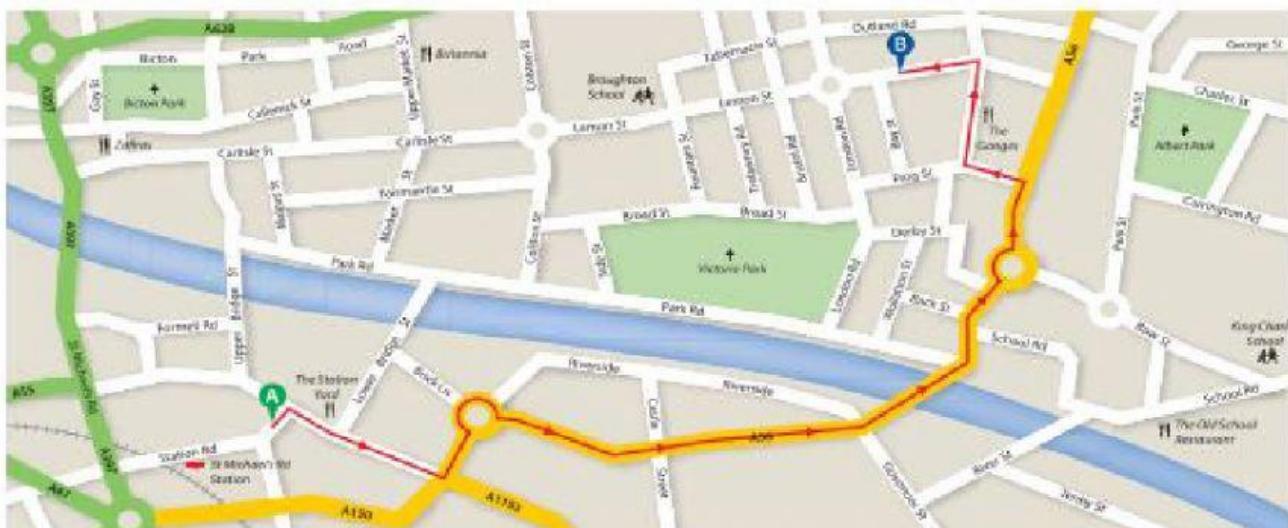
Real life asking for and offering technical help

1 Work in pairs. Ask and answer the questions.

- 1 How are your computer skills?
- 2 Can you use the following applications proficiently?
 - a search engine (like Google)
 - spreadsheets (like Microsoft Excel)
 - a presentation slide show (like PowerPoint)
 - photo editing (like Photoshop)
 - word processing (like Microsoft Word)

2 Where do you turn for computer help? Do people turn to you?

3 10 Listen to a conversation about a computer problem. What is Ben trying to do? What two possible solutions does Sophie propose?



10 Listen again and complete sentences 1–10.

► ASKING FOR AND OFFERING TECHNICAL HELP

Person in need of help

Can you give me a hand? I'm having trouble ¹ .

I'm trying to ² .

The trouble is ⁴ .

What should I do then?

What does that involve?

I see, but ⁷ . What else do you suggest?

OK I'll give that a try.

Helper

OK. What do you want to do exactly?

You could just ³ .

Let me take a look.

There are two possibilities. You can either ⁵ or...

I'll show you. Just ⁶. That should do the trick.

Have you tried ⁸ ? If you do a search, you might ⁹ .

Feel free to ¹⁰ .