

Lesson outcome

Learners can ask for a favour, offer help and respond to offers and requests for help.

Lead-in 1 Who can you ask these questions?

a colleague the IT team your manager other

- 1 Can you look at my computer? I can't send emails. *a colleague, ...*
- 2 I can't find my copy of the budget report. Do you know where it is?
- 3 Can you help me finish this report?
- 4 Can I leave early today? My daughter's not well.
- 5 Do you know Anna's email address?

2 5.05 Put the sentences in the correct order. Then listen and check.

Conversation 1

- a OK. Found it. Thanks. ____
- b Oh ... it's in the 'product descriptions' folder. ____
- c Sorry, Paul, can I ask a favour? 1
- d Sure, Tony. How can I help? ____
- e I can't find the presentation we're working on. Where did you save it? ____

Conversation 2

- a OK, thanks. ____
- b I'm looking for Viktor Dorret's contact details. Do you have them? ____
- c Monika, do you have a minute? ____
- d Just a minute. Here they are. I'll email them to you. ____
- e Yes, sure. How can I help? ____

VIDEO 3A 5.4.1 Watch the video without sound. Do Martin, Jack and Andrea ask for help or offer help?

B Watch the video with sound. Choose the correct option.

- 1 Why does Martin need to leave early?
 - a He is not well.
 - b He wants to work from home.
 - c His daughter is not well.
- 2 What does Yumiko want to know?
 - a If Martin will be at work tomorrow.
 - b If Martin can work from home.
 - c If Martin finished the report.
- 3 Why does Jack offer to help Paulo?
 - a Paulo can't use the photocopier.
 - b Jack wants to use the photocopier.
 - c Paulo asks him for help.
- 4 What does Paulo need help with?
 - a Putting paper in the photocopier.
 - b Sending a document from his computer.
 - c Changing the ink in the photocopier.
- 5 Why does Andrea need help?
 - a She doesn't know how to do the task.
 - b Her computer doesn't work.
 - c She has problems with her deadline.
- 6 Why can't Rachel help her?
 - a She needs to finish some presentation slides.
 - b She needs to finish a report.
 - c She has a meeting.

4 Work in pairs. Are these problems common at your workplace or place of study?