

### 1 LISTENING

**a** Ask and answer the questions.

- 1 Are you good at learning how to use new things?  
Why / Why not?
- 2 You have a problem with something that you can't fix. What do you do? Why?
  - a Read the instructions.
  - b Ask someone in your family or a friend for help.
  - c Take it to a shop for help.
  - d Watch a video about it on the Internet.

**b** 3.47 Annie needs help with her tablet. Watch or listen to Part 1 and answer the questions.

- 1 Who does Annie want to help her at first?
- 2 Who can help her in the end?

**c** 3.47 Watch or listen to Part 1 again and answer the questions.

- 1 Why can't Dan help Annie?
- 2 What do Annie and Leo decide to do?



### 2 USEFUL LANGUAGE

#### Asking for help

**a** 3.48 Look at the different ways to ask for help. Which ones does Annie use? Listen and check your answers.

- 1 Could you help me?
- 2 Can you help me?
- 3 Would you mind showing me?
- 4 Do you mind showing me?

**b** 3.49 Tick (✓) the correct sentences.

Correct the wrong sentences. Listen and check your answers.

- 1  Can you explain that?
- 2  Would you mind tell me?
- 3  Do you mind explaining it to me?
- 4  Could you showing me?
- 5  Would you mind helping me?

**c** Match the questions with the correct answers. One answer is correct for both questions.

- 1 Could you help me?
- 2 Do you mind helping me?
  - a No problem.
  - b Yes, of course.
  - c No, not at all.

### 3 PRONUNCIATION

#### Main stress and tone

**a** 3.48 Listen for the question below and notice the main stress.

Do you mind showing me?

**b** What kind of word has the main stress when we ask for help?

**c** 3.48 Listen again. Does the tone go up ↗ or down ↘?

**d** In pairs, practise saying the sentences in 2b and 3a.

**e** Think of a small problem you have with studying English. Think of a question to ask your partner for help.

**f** Take turns practising asking for help and agreeing to help each other. Use questions from 2a.

I don't understand this word. Would you mind explaining it to me?

No problem.

## 4 LISTENING

a  3.50 Annie and Leo have lunch together. Watch or listen to Part 2 and answer the questions.

- 1 What is Annie having problems with on her tablet?
- 2 Does Leo help her with the problem?

b  3.50 Watch or listen to Part 2 again. Leo tells Annie to do these things. Put them in the correct order.

- a  Open a new screen.
- b  Touch this button.
- c  Get into the email.
- d  Touch the 'Yes' box.



## 5 CONVERSATION SKILLS

### Checking instructions

a Look at the sentences from the conversation.

Who says them: Annie (A) or Leo (L)?

- 1 **So first** I touch this button?
- 2 And it takes me to a new screen. **Like this?**
- 3 And I touch 'Yes'. **Is that right?**

b Why does Annie ask these questions?

- a She wants to be sure she understands the instructions.
- b She wants Leo to repeat the instructions.

c Look at the the marked words in 5a. Which expression does Annie use when she's doing something?

d Put the instructions in the correct order.

- a  And next go to a new screen.
- b  And in the end save the photos here.
- c  Touch the word 'Open' here.

e  In pairs, take turns practising giving and checking instructions. Use the instructions in 5d and these phrases. There is no correct answer.

So first Is that right? Like this?

Touch the word  
'Open' here.

So first I touch the  
word 'Open'?

## 6 SPEAKING

a  Communication 10C Student A go to 6b below. Student B go to p.133. Do Conversation 1.

**Conversation 1.** Read your first card. Think about what you want to say. Then start the conversation with Student B.

1

You bought a new phone, but you can't receive text messages on it. Ask Student B for help. Check the instructions he/she gives you.

b **Conversation 2.** Now look at your second card.

Think about what you want to say. Then listen to Student B and reply.

2

Student B bought a new mouse for his/her computer, but it isn't working. When he/she asks for help, explain how the mouse works. Here are the instructions:

- Turn on the mouse and wait for the green light.
- Double click on the mouse.
- Wait ten seconds and click again. The mouse is working now.

## Unit Progress Test

### CHECK YOUR PROGRESS

You can now do the Unit Progress Test.