

SPEAKING Explaining problems, getting clarification

1 3.9 Complete the dialogue with the words in the box. Listen and check.



have to clear make sense that again
don't remember do that don't forget tap on

Emily: So, is that clear, Dad? Does that
1 _____?

Dad: Erm, could you 2 _____ again
slowly, please?

Emily: Of course! OK, first, 3 _____ the
camera icon. That's right.

Dad: OK, now I'm in camera mode. That's good!

Emily: Right, now you 4 _____ choose what
to take a picture of. Why don't you take a
picture of the dog?

Dad: OK!

Emily: 5 _____ to tap on the dog so the
camera focuses on him. Then tap the circle
at the bottom of the screen.

Dad: Done!

Emily: Great. Have a look at the photo and check
that you like it.

Dad: Ooh, I 6 _____ how to do that. Could
you show me 7 _____?

Emily: Tap that little picture at the bottom of
the screen.

Dad: Ah, yes, of course! Thanks, Emily. That's
really helpful!

2 3.10 Listen and number the phrases 1-6 in the order that you hear them.

- ☐ a type in your code
- ☐ b swipe up and down
- ☐ c I don't remember how to
- ☐ d press this button
- ☐ e Can you tell me how to
- ☒ 1 f I don't know how to

3 Match 1-5 with a-e.

- | | |
|--|---|
| 1 Does that make sense? | a No problem. I'll show you again. |
| 2 I don't remember how to download an app. | b Just press the button at the top. |
| 3 Would you like me to go over that again? | c Yes, it is. Thanks for showing me. |
| 4 How do you turn it on? | d Not really. Could you show me that again? |
| 5 Is that clear? | e Yes, please, if you've got time. |

4 3.11 Put the dialogue in order 1-11. Listen and check.



- ☐ a OK, I've sent it.
- ☐ b Yes, please, just one more time and then I'll remember it.
- ☐ c Would you like me to go over that again?
- ☐ d Yes, it is. Now I can see my contacts.
- ☒ 1 e Can you tell me how to send text messages?
- ☐ f OK, I'm typing: 'Hello, Sam. How are things?'
- ☐ g OK, now I've got a screen that says 'start chat'.
- ☐ h Right, choose one of them and tap on it. Now type a message using your keyboard.
- ☐ i And when you've finished, tap the blue triangle on the right to send it.
- ☐ j Sure. First, tap your message icon here.
- ☐ k Right, tap on 'start chat' and you'll see some names - Grandma, Uncle Steve, etc. Those are your contacts. Is that clear?