

SPEAKING Explaining problems, getting clarification

1 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 ① 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
- f I don't know how to

3 Match 1–5 with a–e.

- 1 Does that make sense?
- 2 I don't remember how to download an app.
- 3 Would you like me to go over that again?
- 4 How do you turn it on?
- 5 Is that clear?

- a No problem. I'll show you again.
- b Just press the button at the top.
- c Yes, it is. Thanks for showing me.
- d Not really. Could you show me that again?
- e Yes, please, if you've got time.

4 ① 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.
- 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?