

## Functions Checking understanding and clarifying

We use these phrases to check that someone understands instructions, etc.

**Examples** Are you with me? / Do you follow me?  
Do you see how it works?  
Is everything clear? / Would you like me to go through that again?

We use these phrases to say we understand instructions, etc.

**Examples** I follow you. / Yes, I'm with you.  
I see what you mean. / OK, that makes sense.

We use these phrases to say we don't understand instructions, etc.

**Examples** I don't understand how to ...  
Sorry, I don't follow you.

We use these phrases to ask for clarification.

**Examples** Can you explain what you mean by ...?  
Can you show me that again? / Can you just clarify what I need to do?

### PRACTICE 1 Complete the conversations with appropriate phrases.

- 1 A Our company will pay taxes under tax code 115.  
B Er ... Sorry. \_\_\_\_\_ 'tax code 115'?
- 2 A The office will be closed for national and local holidays.  
B \_\_\_\_\_ days the local holidays are?
- 3 A I'm sorry, I didn't understand everything you just said.  
B \_\_\_\_\_? I'm happy to repeat it.
- 4 A Everyone needs to choose a nine-letter password, mixing numbers, symbols, and capital and lower-case letters. \_\_\_\_\_?  
B Yes, I do. In fact, my password is already like that.
- 5 A To order equipment for the office, you need to use this program.  
B \_\_\_\_\_ use that program. Can you help me?
- 6 A To operate the machine, press here, hold down this button, and turn the wheel to the left. OK?  
B Er, no. \_\_\_\_\_? Just once more.

### 2 8.6 Listen to three conversations. In which conversation (1-3) do they talk about the following?

- a a boat \_\_\_\_\_ b a blog \_\_\_\_\_ c a visa \_\_\_\_\_

### 3 8.6 Complete the missing words in the extracts. Listen again and check.

- 1 A To get hits, you need to use tags.  
B Sorry, I d\_\_\_\_\_ f\_\_\_\_\_ you.
- 2 A Look, click here ... and add the tag. Do you see how i\_\_\_\_\_ w\_\_\_\_\_?  
B Yes, that's fine.
- 3 A You need to arrange a Russian visa. This is the form you need to complete.  
I\_\_\_\_\_ e\_\_\_\_\_ clear?  
B Er, no, I have a problem.
- 4 A In that case, get a business double entry visa. That gives you permission to leave and re-enter the country.  
B OK, t\_\_\_\_\_ m\_\_\_\_\_ sense.
- 5 A When the wind is strong, pull this rope. That helps control the boat.  
B I don't understand h\_\_\_\_\_ t\_\_\_\_\_ use all these ropes.
- 6 A Would you like me to g\_\_\_\_\_ t\_\_\_\_\_ the instructions again?  
B Yes, please. This is the first time I've been sailing in my life.