Activity 1: Listen to two colleagues at a book company. Chris needs some information from the production database. Complete this dialogue.

Chris:	Tim, (1)_____ you help me a moment, please?
Tim:	Sure. What's the (2)_____?
Chris:	I need some (3)_____ about a book budget from the database.
Tim:	OK.
Chris:	But I don't know how to (4)_____ it.
Tim:	No problem.
Chris:	So what do I do first?
Tim:	Enter your name and (5)_____ and press enter.
Chris:	Erm … ?
Tim:	You have got a password?
Chris:	Erm, I can't (6)_____ it.
Tim:	Use mine. Type in t evans, that's t – e – v – a – n – s, then snavet. s – n – a – v – e – t.
Chris:	OK.
Tim:	Now press Enter. Now what is the name of the book?
Chris:	*Basic French.*
Tim:	OK. Type in that in the title (7)_____ in the first (8)_____. Now press Find. There it is. OK, budget. Click (9)_____ Publishing and scroll down to Plant costs and click on that.
Chris:	Good. There's the budget in the second row. Thanks, Tim.
Tim:	No problem.

Tracking Resource Database

TRD: Product Data at your fingertips!

TRD is the business tool used in the development and management of products throughout their life cycle.

Please note the revised **HELP** function on all screens in TRD provides on screen guidance and links to useful users documentation

ENTER   EXIT

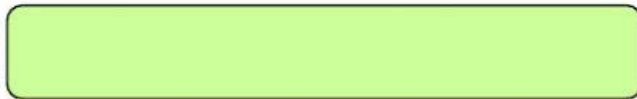**Tracking Resource Database**

User name

Password

ENTER

Basic French

View   Publishing   Development   Production   Packs   Marketing   Admin

Title/Assign Author
Editorial Data
Plant Costs
Schedule
Sales & Results/P & L
Contacts & Suppliers
Classification
Related Titles
Blurb
ONIX Validation
Add Title
Copy Title
Author Maintenance
Combined Profit Study

Project title	**Basic French**		
	Budget	Cost to date	Difference
	40 000		
Editorial	10 000	8 000	+2 000
Design	13 000	12 000	+1 000
Multimedia	5 000	0	+5 000
Freelance	7 000	1 000	+6 000
Marketing	5 000	6 000	−1 000
Summary		27 000	+13 000

Actividad 2: Listen and repeat these questions.

🔊 [   ]

1 Could you help me, please?
2 Please could you help me?
3 Would you help me with this software?
4 Please could you explain how to do that?
5 Please would you give me your password?

Activity 3: Make questions from these prompts as in the example.

Example: type/name
Could you type in your name, please?

1 open/window
2 turn up/air conditioning
3 turn down/mp3 player
4 give/you/pen
5 answer/phone
6 give/password

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Activity 4: Answer the questions in activity 4 with "yes" or "no" and if "no", give a reason why not.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Activity 5: Write three questions of your own to ask for help.

1. _____

2. _____

3. _____