LESSON 6 – LISTENING – TEACHER'S HANDOUT ĐIỆN TỬ 3

Exercise 1. Fill in the blanks with ONE WORD

A: I'm having problems with my computer.

B: What's (1) _____ with it?

A: For some reasons it won't (2) _____.

B: Have you (3) _____ the connections on your computer?

A: What connections?

B: There are cords that connect your computer to a power outlet.

A: Will the cords keep it from turning on?

B: It won't (4) _____ if the cords aren't connected.

A: I didn't think of that.

B: Try it and see if it works.

A: I think that I will, thanks.

B: It should (5) _____, but let me know if it doesn't.

Exercise 2. Listen and answer the questions with NO MORE THAN TWO WORDS.

1. What's wrong with the pump?
2. What did he check first?
3. What happens if Chas switch it off?
4. Who does Chas want Tom to send an engineer?
5. How long does Chas have to wait?

Exercise 3: Listen and fill in the blanks with ONE WORD.

Phone Recording: Hello and thank you for calling computer technical support.

Caller: Uh, yes, I have a problem . . .

LIVEWORKSHEETS

Phone Recording: Your call is important to us, and we will answer your call in the order that it was received. You are number (1) _____ in the queue. Your approximate waiting time is 47 minutes.

Technical support: Jason, speaking. How can I help you?

Caller: Oh, I'm saved. I thought I was going to have to wait all day.

Technical support: Okay, what's the (2) _____.?

Caller: Yeah, well, I bought one of your laptop computers about three weeks ago, but it just isn't (3) _____ right.

Technical support: Okay, well, sorry to say, but your computer is no longer under warranty (bảohành). [What?!] It ran out yesterday.

Caller: What? A three-week warranty? [Yeah, great isn't it.]. Ah!!!

Technical support: Okay, okay, what seems to be the problem?

Caller: Well, first of all, the thing always (4) _____. [Yeah.]and has crashed a zillion times . . . [Always.]

Technical support: Uh, sir . . .

Caller: . . . and I think the computer's infected (nhiễm) with spyware (phầnmềmgiánđiệp) and the big banana Trojan virus . . . [That's normal.] That's my biggest . . . that's normal? . . . That's my biggest concern.

Technical support: Oh, oh, uh, sir . . .

Caller: . . . and plus there was a ton of preinstalled, third-party

(5) _____.that just

clutter the computer, and I'm at wit's end trying to get this thing to work.

Technical support: Sir. I have to put you on hold.

Caller: What?

Technical support: It's going to take us a minute or so to diagnose the

(6) _____

[Huh?!] I'm going to transfer you to our ONE technician.

Caller: One . . . one!? But . . .

LIVEWORKSHEETS

Phone Recording:Thank you for waiting. Your call is important to us. You are number 84 in the queue. You approximate waiting time is 2 hours, 17 minutes or whenever we get around to answering your call.

LIVEWORKSHEETS