

# 4 | Practice file

## Working with words

### 1 Complete the sentences with words from the list.

*battery contact select username  
password button mobile*

- 1 Key in the phone number and press the green \_\_\_\_\_.
- 2 First, \_\_\_\_\_ an account to send the money from.
- 3 Your \_\_\_\_\_ for the website is the same as your email address.
- 4 A Can I recharge my phone \_\_\_\_\_ here?  
B Sure, there's a power point over there.
- 5 You aren't in my \_\_\_\_\_ list. Can you tell me your phone number, please?
- 6 You can use someone's phone number to send money with \_\_\_\_\_ banking.
- 7 Do you know the Wi-fi \_\_\_\_\_ to get Internet access in the hotel room?

### 2 Match 1–6 to a–f to make sentences.

- 1 To begin, click \_\_\_\_\_
- 2 It's easy to access \_\_\_\_\_
- 3 I can't log \_\_\_\_\_
- 4 How do I link \_\_\_\_\_
- 5 To start, download \_\_\_\_\_
- 6 You need to register \_\_\_\_\_

a in to my emails.  
b my phone to my laptop?  
c your device to use mobile banking.  
d the app to your smartphone or tablet.  
e your bank account on your mobile phone.  
f on 'start'.

### 3 ~~Cross-out~~ one noun in *italics* which you cannot use with the verb in **bold**.

- 1 I need to **charge** my *battery / laptop / screen / smartphone / tablet / device*.
- 2 I can't **access** the *Internet / my username / my emails / my bank account / our website*.
- 3 I want to **send** *Wi-fi / money / a text message / payment / an SMS*.
- 4 **Press** the *button / your account / 'confirm'*.
- 5 Please **key in** *your username / your order number / your device / your password*.

## Business communication

### 1 Complete the missing words in the four conversations.

A Can you <sup>1</sup>g\_\_\_\_\_ m\_\_\_\_\_ a h\_\_\_\_\_?

B Sure.

A I <sup>2</sup>d\_\_\_\_\_ k\_\_\_\_\_ h\_\_\_\_\_ t\_\_\_\_\_ put these photos onto CD-ROM. I'm <sup>3</sup>t\_\_\_\_\_ t\_\_\_\_\_ copy them for Bob. Can you <sup>4</sup>h\_\_\_\_\_ m\_\_\_\_\_?

C Yes, <sup>5</sup>o\_\_\_\_\_ c\_\_\_\_\_.

D <sup>6</sup>H\_\_\_\_\_ d\_\_\_\_\_ I send a file to Sandy?

C Let me see.

E Do you <sup>7</sup>w\_\_\_\_\_ a h\_\_\_\_\_?

F That <sup>8</sup>w\_\_\_\_\_ b\_\_\_\_\_ g\_\_\_\_\_. I don't know how to log on.

G I'm trying to download a document.

H Can I <sup>9</sup>h\_\_\_\_\_?

G Oh, <sup>10</sup>y\_\_\_\_\_, p\_\_\_\_\_.

H Click on that icon and ...

### 2 Put the conversations in the correct order.

A

a \_\_\_\_\_ Sure.  
b \_\_\_\_\_ I've got a problem. I'm trying to book a flight on the Internet, but it doesn't work.  
c \_\_\_\_\_ John, can you help me?  
d \_\_\_\_\_ Yes, but I don't know how to enter it.  
e \_\_\_\_\_ Do you have a username for the website?  
f \_\_\_\_\_ Click here, then key it in.

B

a \_\_\_\_\_ That would be good.  
b \_\_\_\_\_ What's the problem?  
c \_\_\_\_\_ How do I print this document?  
d \_\_\_\_\_ Let me see ...  
e \_\_\_\_\_ Are you OK, Galina? Do you want a hand?

### 3 Underline the correct responses in *italics*.

- 1 A Do you want a hand?  
B *That would be good. / Yes, of course.*
- 2 A Can you give me a hand?  
B *Yes, please. / Sure.*
- 3 A Can you help me?  
B *Yes, of course. / That would be good.*
- 4 A Can I help?  
B *Yes, of course. / Yes, please.*