

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 ¹g_____ m_____ a h_____?

B Sure.

A I ²d_____ k_____ h_____ t_____ put these photos onto CD-ROM. I'm ³t_____ t_____ copy them for Bob. Can you ⁴h_____ m_____?

C Yes, ⁵o_____ c_____.

D ⁶H_____ d_____ I send a file to Sandy?

C Let me see.

E Do you ⁷w_____ a h_____?

F That ⁸w_____ b_____ g_____. I don't know how to log on.

G I'm trying to download a document.

H Can I ⁹h_____?

G Oh, ¹⁰y_____, 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.*