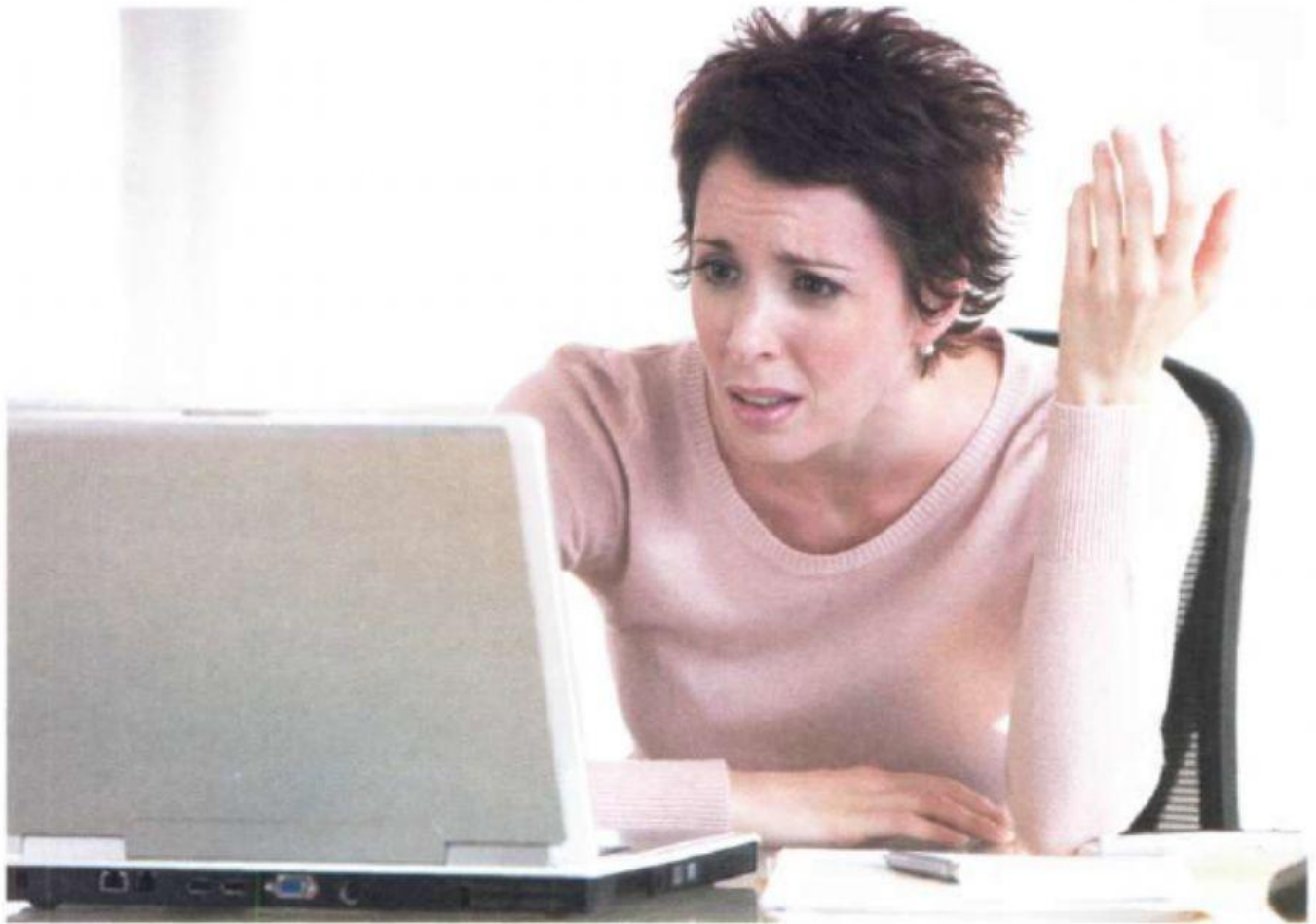


Business communication | Asking for and offering help

- 1 What is the difference between the Internet and Intranet? Does your company have an Intranet?



- 2 25▶ Listen to two colleagues, Chen and Magda. Underline the correct answer in *italics*.

- 1 Magda can't use the *Internet* / *Intranet*.
- 2 You need to enter the password with *lower case letters* / *UPPER CASE LETTERS*.
- 3 The Intranet gives company *news* / *products*.
- 4 You can send messages to *colleagues* / *clients*.
- 5 Magda can't *log out of the Intranet* / *switch the computer off*.

- 3 Are these expressions asking for help (A), offering help (O), or responding (R)?

- | | |
|-------------------------|----------------------------|
| 1 Can you help me? ____ | 4 I'm trying to ... ____ |
| 2 Sure. ____ | 5 Do you want a hand? ____ |
| 3 How do I ...? ____ | 6 That would be good. ____ |