I. ▶️ Listen to two dialogues. Answer the questions:

Dialogue 1	Dialogue 2
What is the relationship between people?	**What is the relationship between people?**
a. A shop assistant and a customer	a. A shop assistant and a customer
b. A call-center technical assistant and a client	b. A call-center technical assistant and a client
c. A mother and a son	c. A mother and a son
d. A teacher and a student	d. A teacher and a student

What is the problem?	**What is the problem?**
Dialogue 1	Dialogue 2
a. A man can't connect to internet	a. A man can't connect to internet
b. A man can't switch off his router	b. A man can't switch off his router
c. A woman can't connect to the printer	c. A woman can't connect to the printer
d. A boy can't help his sister	d. A boy can't help his sister

II. ▶️ Listen to the dialogues again and put the instructions in order

Dialogue 1	
1.	A. Switch off your computer
2.	B. Click on Network
3.	C. Switch it on again
4.	D. Type the password and press Enter
Dialogue 2	
1.	A. Click on Yes to install
2.	B. Drag it into the folder
3.	C. Open the files and choose Print
4.	D. Double click on the Download link