SPEAKING Explaining problems, getting clarification

1 3.9 **Complete the dialogue with the words in the box. Listen and check.**

have to ~~clear~~ make sense that again
don't remember do that don't forget tap on

Emily: So, is that *clear*, Dad? Does that [1]_____?

Dad: Erm, could you [2]_____ again slowly, please?

Emily: Of course! OK, first, [3]_____ the camera icon. That's right.

Dad: OK, now I'm in camera mode. That's good!

Emily: Right, now you [4]_____ choose what to take a picture of. Why don't you take a picture of the dog?

Dad: OK!

Emily: [5]_____ to tap on the dog so the camera focuses on him. Then tap the circle at the bottom of the screen.

Dad: Done!

Emily: Great. Have a look at the photo and check that you like it.

Dad: Ooh, I [6]_____ how to do that. Could you show me [7]_____?

Emily: Tap that little picture at the bottom of the screen.

Dad: Ah, yes, of course! Thanks, Emily. That's really helpful!

2 3.10 **Listen and number the phrases 1–6 in the order that you hear them.**

- ☐ a type in your code
- ☐ b swipe up and down
- ☐ c I don't remember how to
- ☐ d press this button
- ☐ e Can you tell me how to
- [1] f I don't know how to

3 **Match 1–5 with a–e.**

1 Does that make sense?	a No problem. I'll show you again.
2 I don't remember how to download an app.	b Just press the button at the top.
3 Would you like me to go over that again?	c Yes, it is. Thanks for showing me.
4 How do you turn it on?	d Not really. Could you show me that again?
5 Is that clear?	e Yes, please, if you've got time.

4 3.11 **Put the dialogue in order 1–11. Listen and check.**

- ☐ a OK, I've sent it.
- ☐ b Yes, please, just one more time and then I'll remember it.
- ☐ c Would you like me to go over that again?
- ☐ d Yes, it is. Now I can see my contacts.
- [1] e Can you tell me how to send text messages?
- ☐ f OK, I'm typing: 'Hello, Sam. How are things?'
- ☐ g OK, now I've got a screen that says 'start chat'.
- ☐ h Right, choose one of them and tap on it. Now type a message using your keyboard.
- ☐ i And when you've finished, tap the blue triangle on the right to send it.
- ☐ j Sure. First, tap your message icon here.
- ☐ k Right, tap on 'start chat' and you'll see some names – Grandma, Uncle Steve, etc. Those are your contacts. Is that clear?

LIVEWORKSHEETS