

Can you help me?

LEARNING OUTCOME

learn how to ask for and offer help

Everyday life

1 Look at the photo and answer the questions.

Where is this person and what is she doing?
What kind of things would she need to learn how to use?



Everyday vocabulary

2 Complete the webpage phrases with a, e, i, o or u. What do the phrases mean?

A n...wsf...d	Your d...m...n n...m...
Your pr...f...l...	Your p...ssw...rd
Your h...m...p...g...	Your us...rn...m...
c...nn...ct t... the net	Your s...t... n...m...

3 Add any other webpage-related words or expressions you know to the list in 2.

Dialogue

4 10 Listen to the dialogue. What problems do Farah and Lars have in setting up their webpage?

Farah and her class are setting up a class webpage.
Lars is operating the computer. Paul is in charge of the self-access centre.

Farah: Okay, first let's set up the site name and domain name.

Lars: What's the difference?

Farah: The domain name is the 'www' address that you see in the browser window, and the site name is what we call our webpage.
(1)

Lars: Yes, great idea, (2)

Farah: Oh. Paul, can you help us, please? We can't connect to the Internet.

Paul: Tell me about it. (3)
I'll be with you in a moment.

Farah: Thanks. Now, on our homepage, Lars, we want a photo of the whole class, and a simple newsfeed.

Paul: Okay then. Let's see what the problem is.
(4) Try it now.

Lars: That's better. And, sorry to bother you but this mouse doesn't really work, either.

Paul: Oh – this mouse is old and should be thrown away. I'm sorry about that. Try this one instead.

Farah: Thanks, Paul. Can you go online now?

Lars: Paul, I don't know how to get online.

Paul: (5) It's on the wall there.

Farah: Yes, I see it. It's p-a-r-m-i-n-t-e-r-2-4-9.
We're online. Fantastic! Let's get going.

Lars: It's very slow. I think there's a problem.

Paul: I think it's just down to heavy Internet traffic.

Farah: (6)

Paul: Oh, dear! That doesn't sound good.

5 Read and complete the dialogue with the phrases (a–f). Then listen again and check.

- a We've been having problems this morning.
- b You need the password.
- c Shall we call it 'The Green Room'?
- d There's smoke coming from the computer!
- e Yes, the connection here is a bit loose.
- f but I can't get online.

EVERYDAY ENGLISH TOOLKIT: ASKING FOR AND OFFERING HELP

Look at the expressions from the dialogue.

Who says each one: Farah, Lars or Paul?

Can you help us, please?
I'll be with you in a moment.
Let's see what the problem is.
Sorry ... but this ... doesn't work.
I think there's a problem.

Over to you!

6 Work in pairs. You are in the self-access centre. One of you is a student, and the other is in charge of the centre. Follow the steps below and role-play a conversation. Then change roles. Use the expressions in the Everyday English Toolkit.

Student: You want to set up a webpage. You need help to start. When you do get going, there is a problem with your computer. You decide what the problem is.
Person in charge: The student is going to ask you to help. Try to be sympathetic and relate to their problems. Offer help. To get online, a password is required.