

Refresh your memory

Yes / no questions
auxiliary verb + subject
+ main verb

Wh- questions
question word +
auxiliary verb + subject
+ main verb
except if *who*, *what* or
which is the subject: no
auxiliary is needed

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2.3 Grammar Asking questions and giving instructions

Test yourself: Asking questions and giving instructions

1 Complete the conversation between a customer support adviser (A) and a customer (C). More than one answer may be possible in each case.

- A: Good afternoon. Alistair speaking. How (1) _____ help you?
C: Oh, hi. I'm having problems installing my Wi-Fi router. I can't get the Internet to work.
A: I see. What about the Wi-Fi network? (2) _____ working?
C: Yes, that's fine. It's just the Internet that's the problem.
A: OK. I'm sure we can sort that out. (3) _____ mind giving me the reference of the router?
C: No problem. Er, where (4) _____ find it?
A: It's on the front of the box, in the bottom left corner.
C: Oh, OK. It's WWJ108G-GB.
A: Ah yes, the all-in-one modem / router / Wi-Fi access point. (5) _____ have a broadband modem on your PC before installing the router?
C: Yes.
A: And (6) _____ working properly?
C: Yes, it was fine.
A: OK. (7) _____ tried uninstalling the old modem?
C: No, not yet. (8) _____ have to?
A: Well, no, (9) _____ have to, but it makes it easier to configure the new set-up. All right, on the desktop, (10) _____ just double-click on the 'My Computer' icon? ...
A: ... so I'm afraid there does seem to be a problem with the modem.
C: OK. (11) _____ have a technician call round?
A: No. Just take it back to the shop, with the receipt, and they'll exchange it.
C: Right. (12) _____ to reinstall the software?
A: No. (13) _____. But (14) _____ to configure the modem with your ISP details. If you have any problems, call me back.
C: OK, I'll do that. Thanks a lot.
A: You're welcome. Goodbye.

Listening

2  1:22 Listen to a radio game of *Guess the Product*. At the beep, guess what the mystery product is. Then continue listening to check your answer.

3 Listen again and complete the questions for the given answers.

- | | |
|--|---|
| 1 _____ on TV? No, it isn't. | 6 _____ electricity? Yes, it does. |
| 2 _____ for work? Yes, you do. | 7 _____ speak to people? No, you don't. |
| 3 _____ in every office? Yes, you would. | 8 _____ with computers? Yes, there is. |
| 4 _____ in your pocket? Yes, you can. | 9 _____ more than \$30? No, it doesn't. |
| 5 _____ ten years ago? No, it didn't. | 10 _____ the floppy disk? Yes it has. |

4 In small groups, take turns choosing a mystery product and play *Guess the Product*.



Internet research

What's the best way to learn English? How long will it take? Do I have to learn grammar? How can I learn more vocabulary? Search for the keywords *FAQ learning English* to find the most frequently asked questions and some of the answers.

Making requests

5 Complete these requests with *fax* or *faxing* then put them in order from the most direct to the most polite.

- Can you _____ me the details?
- Would you mind _____ me the details?
- Do you think you could possibly _____ me the details, please?
- _____ me the details, will you?
- Could you _____ me the details, please?
- I was wondering if you would have any objection to _____ me the details?

6 Which *one* of these responses is *not* appropriate for *all* the requests in 5, and why?

- a) I'm afraid my fax is out of order.
- b) I'll do it straight away.
- c) I'm sorry, but I'm not in the office.
- d) I'm a bit short of time, actually.
- e) No, no problem.

Roleplay

7 With a partner, take turns beginning these telephone roleplays and responding. Choose suitable forms for your requests, according to the answer expected, and give appropriate answers. Ask your:

- colleague to send you an email to test your new address.
- boss to give you an advance on next month's salary.
- supplier to postpone a delivery by one week.
- supervisor to write a reference for your job application.
- friend to lend you their laptop for the weekend.
- customer to call back later when the sales manager comes back from lunch.
- bank manager to lend you a million dollars.
- supplier to upgrade the office coffee machine, at no charge.

Giving instructions

8 Complete Steve's side of the telephone conversation using *don't*, *might have to*, *'ll have to*, *'ll need to*, *don't have to* or *needn't*.

Steve: OK, Pete. First of all, you open the printer. No, wait a minute, (1) _____ just open it. Select 'change cartridge' from the menu.

Pete: _____

Steve: Er, yes, of course you (2) _____ switch it on, otherwise you can't use the menu!

Pete: _____

Steve: No, that's all right, you (3) _____ switch the PC on, just the printer.

Pete: _____

Steve: So now you gently remove the old cartridge. (4) _____ force it. If it's difficult, you (5) _____ pull it back first, then upwards.

Pete: _____

Steve: OK. So now you can install the new cartridge. You (6) _____ remove the adhesive tape first, but be careful you (7) _____ touch the printed circuits - they're very fragile.

Pete: _____


Steve: Right. It'll ask you if you want to align the new cartridge, but you (8) _____ bother. Usually it's fine as it is.

Pete: _____

Steve: Oh no, (9) _____ throw the old cartridge away. You can recycle them.

Pete: _____

Steve: No, that's all right, Pete. You (10) _____ worry. Just buy me a beer some time!

9  1.23 Write Pete's side of the conversation. Then listen and compare your version with the recording.

10 Choose something you don't know how to do from the list below.

- change the oil in your car
- upgrade the processor in your PC
- organize a press conference
- publish your website
- (your own idea)

Find someone who knows how to do it and ask them to explain what to do. Ask questions and / or reformulate their answers to check that you understand.