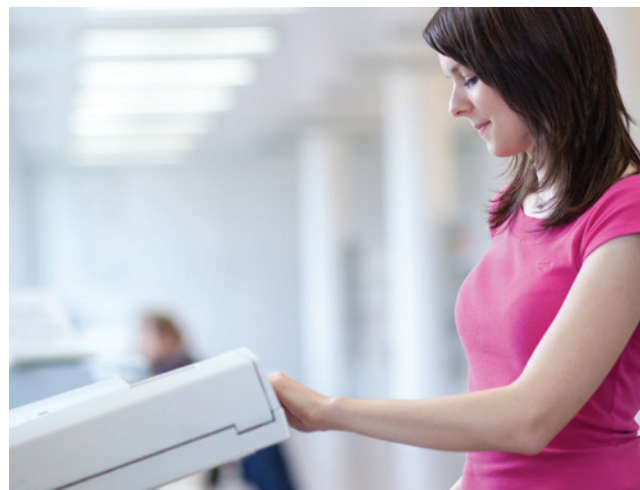## Can you help me?    LEARNING OUTCOME   learn how to ask for and offer help

### 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.

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> ⚙ **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.