

afaq

StartUp 3
Listening

Unit5 – Lesson2
Page57

Have your Ss answer the lead-in questions using the "whole-class" interaction pattern.



Have your Ss look at the picture. Convey the meaning and try to elicit the word. Then practice the pronunciation chorally and individually.



Teach the form of the word. Then ask some concept checking questions.



SERIOUS ISSUE

A 05-11 Listen to the phone messages. Who leaves a message in all the conversations?

a. someone from Tech Support
b. someone from Reception
c. employees with problems





B ▶05-11 **Read the Listening Skill. Listen again. Circle the correct answers.**

1. How can Yuki fix her speakers?
   a. unplug the cable and restart the computer
   b. click on the sound icon and change the volume level
   c. unplug and then plug in the speaker cables
2. What problem is Tom having?
   a. His laptop won't start.
   b. He can't log in.
   c. His screen stopped working.
3. What does Sarah have to do after she adds a wireless network?
   a. restart the computer
   b. check the password
   c. connect to the Internet

LISTENING SKILL Listen for instructions

Speakers often use certain phrases to explain instructions. Some of these phrases are *First,…*, *To start,…*, *Then,…*, *After that,…*, *Next…*, and *And finally…*

4. What should Sam do if Carla isn't free?
   a. call Junior in Tech Support
   b. call someone else in Reception
   c. cancel her presentation
5. What does Julio need to do as a last step?
   a. restart the computer
   b. delete some programs
   c. delete some files
6. What does Katie need to do first?
   a. turn on the speaker
   b. check the webcam
   c. plug in the cables correctly

C PAIRS Do you know another way to solve the problems in 3B? Tell your partner what you know.



1. Hi, Yuki. This is Mary in Tech Support. I understand that your speakers aren't working. It may be because of the volume level. First, click on the sound icon on your desktop. Then, change the volume level as needed. That will probably solve the issue. Call me back if you need more help.
2. Hi Tom, this is Junior. You reported that your laptop screen is frozen. Your laptop is new so it won't be a serious issue. First, try restarting the computer. After that, try logging in again. Please call me back if that doesn't work.
3. Hi Sarah, this is Mary from Tech Support. You reported that you can't get online from the main conference room. It may be because you're no longer connected to the Internet. To start, check the Wi Fi connection. Next, add the correct wireless network. And finally, make sure the password is correct. You might have to restart your computer after that. Let me know if you still need help.
4. Hello Sam, this is Junior in Tech Support. I got your message. I understand that you can't do your presentation since there is no microphone in your meeting room. First, you should check with Carla, in Reception. She should have a microphone and will help you. If she isn't there, then please call me back. I might be able to find another one.
5. Hi Julio, this is Mary. I got your message that your computer keeps crashing. Your hard drive may be full. To start, delete any files that you don't need. Then, remove any programs that you no longer use. And finally, restart your computer. That will solve the problem. Let me know if you need any more help.
6. Hi Katie, this is Junior. You said you're having trouble making a video call with your computer. It may be that your webcam is off. First, make sure that the webcam is turned on. Then, check that the cables are plugged in correctly. If you need more help, please call me.

READ THE SCRIPT AND UNDERLINE ANY NEW WORDS YOU DO NOT KNOW.

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AS HOMEWORK USE A DICTIONARY TO LOOK UP THE WORDS AND LEARN THEM.