



# 10E Speaking Plus


Could you show me how to delete photos?

Learn to ask for help

**P** Intonation: sounding polite


## 1 LISTENING

- a**  Look at pictures a–c and ask and answer the questions.
- Where are the people?
  - What are they doing?
  - Which person needs help? Which person is helping them?
- b**  **4.33** Listen to three conversations. Match the pictures in 1a with each conversation. Were your ideas in 1a right?

- c**  **4.33** Listen again. Are these sentences true (T) or false (F)?
- Conversation 1**
- ☐ The man shows the woman how to turn the washing machine off.
  - ☐ It's difficult to turn the washing machine on.
- Conversation 2**
- ☐ You have to sign a form to ask for a day off.
  - ☐ You have to complete the form two weeks before your holiday.
- Conversation 3**
- ☐ The woman has had the phone for one week.
  - ☐ The woman wants to know how to take photos.



2 USEFUL LANGUAGE

- a  4.33 Underline the correct useful phrases in the conversations. Listen again and check.
- 1 WOMAN

MAN

WOMAN

MAN

WOMAN

2 WOMAN

MAN

WOMAN

MAN

WOMAN

MAN

WOMAN

MAN

3 WOMAN

ASSISTANT

WOMAN

ASSISTANT

WOMAN

ASSISTANT

WOMAN

ASSISTANT

WOMAN

ASSISTANT

WOMAN

ASSISTANT
- <sup>1</sup>Would you mind / Can you show me how to turn the washing machine on?

<sup>2</sup>I can explain you. / Of course. You choose the programme and then press 'start'.

Like this?

That's right.

Oh, that's easy.

Brandon, could you help me?

Sure. What's up?

<sup>3</sup>Would you mind explaining / Can you explain that how to ask for a day off?

For a holiday, you mean? <sup>4</sup>Not at all. / Like this. OK. You have to complete this form, then send it to your manager to sign.

And Clara told me I have to do it two weeks before. Is that right?

Yes.

OK. That's clear. Thanks!

No worries!

Excuse me. I need some help with my phone. I bought it here last week.

Of course. What's the problem?

<sup>5</sup>Could you show / Can you explain me how to delete photos?

<sup>6</sup>No problem. / That's right. You select the photos you want to delete, then click 'delete' like this.


So, first I choose the photos, then I click this button?

Yes. That's all you need to do.

Brilliant! Thank you so much!


You're welcome.

- b Look at the useful phrases in the Phrasebook and think of other words that can replace the words in *italics*.



**Phrasebook**  
**Asking for help**  
Can you show me how to *turn the washing machine on*?  
Could you help me?  
Would you mind explaining how to *ask for a day off*?  
I need some help with *my phone*.  
Could you show me how to *delete photos*?  
Is that right?  
**Agreeing to help**  
What's the problem? Of course. Not at all.

3 SPEAKING

-  Work in pairs. Read your role-play cards and role-play a conversation. Use the useful language in the Phrasebook. Then swap roles.

**Student A**


- You are staying at Student B's home and you don't know how to use the microwave. Ask Student B for help. Listen to Student B's instructions and check that you understand them.
- Then help Student B. Student B is going to borrow your camera. Listen to Student B's request and help him/her.

**Student B**


- Student A is staying at your home. Listen to Student A's request and help him/her.
- Then ask Student A for help. You are going to borrow Student A's camera and you don't know how to use it. Listen to Student A's instructions and check that you understand them.

4 PRONUNCIATION


Intonation: sounding polite

- a  4.34 Listen to the same request said twice. Can you hear how the speaker's voice is flat in 1 and how it rises and falls in 2? Which request sounds more polite, 1 or 2?
- 1 Can you show me how to turn the washing machine on?

2 Can you show me how to turn the washing machine on?

 **Tip**

When you ask for help or make other requests, try to sound more polite by using intonation that rises and falls.



- b  4.35 Listen and tick (✓) the requests that sound polite by using intonation that rises and falls.
- 1 ☐ Could you help me?

2 ☐ Would you mind helping me?

3 ☐ I need some help with my car.

4 ☐ Could you show me how to delete photos?

5 ☐ Do you mind showing me how to use the TV?

6 ☐ Would you mind explaining how the microwave works?
- c  4.35 Listen again and repeat the questions that you ticked in 4b.
- d  Work in pairs. Take turns making and responding to the requests in 4b. Use polite intonation.