

E9EL033 Connection Problem * (Advanced)**

Section 1

Decide whether the following is TRUE or FALSE according to the recording:

1. Jenny says she needs to speak to the Principal because he's in Malaysia.

- True
- False

2. Liza gives Jenny Steve's number because Jenny definitely doesn't have it.

- True
- False

3. Steve's answer message instructs people to leave only their name.

- True
- False

4. When Jenny says, "Oh ... hi Steve, it's Jenny here, the secretary", she doesn't expect to have to leave a message.

- True
- False

5. When Jenny leaves the message saying, "...my Internet isn't working," she is worried.

- True
- False

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Section 2

Choose the best answers.

1. Liza says that Steve _____.

- A. is not busy usually
- B. must be busy because he hasn't returned Jenny's call
- C. can sometimes be a bit mean when he is busy

2. Jenny doesn't call Steve again because _____.

- A. she doesn't want to bother him
- B. she always bothers Steve
- C. Steve is too busy to be bothered

3. How does Jenny sound when she says, "Oh hi. Is that Steve"?

- A. Frightened
- B. Surprised
- C. Happy

4. How does Jenny sound when she says, "This is Jenny, the secretary"?

- A. Surprised
- B. Friendly
- C. Annoyed

5. Joe offers to _____.

- A. call Steve at the new site and give him a message
- B. give a message to Steve when he returns from the new site
- C. go to the new site to give Steve a message

E9EL033 Connection Problem * (Advanced)****Section 3**

Choose the best answers.

1. Jenny is surprised because _____.

- A. other people's Internet isn't working either
 B. the Internet is working normally for other people
 C. somebody else caused her Internet to stop working

2. Put the following instructions Steve gives in the correct order and write the steps (numbers 1-6) in the boxes on the left. The first one has been done for you.

<i>Steps</i>	<i>Instructions</i>
	a. Plug the cable in.
	b. Move the computer.
	c. Find the cable.
1	d. Check the lights on the router.
	e. Open a web page.
	f. Press the button.
	g. Open another web page.

3. Steve tells Jenny to _____ so she can plug in the Internet cable.

- A. move her laptop
 B. press the button on her laptop
 C. turn on her laptop

4. When Steve says, "Double click that for me", he says it _____.

- A. impatiently
 B. patiently
 C. in a bossy way

5. When Steve says, “Try pressing it”, he is _____.

- A. asking a question
- B. giving a command
- C. explaining what to do