

E9EL034 Connection Problem ** (Basic)

Section 1

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

1. When Jenny says, “You are sure yours is working”, she is asking a question.

- True
- False

2. Jenny’s Internet hasn’t worked all day.

- True
- False

3. Jenny was worried about the Internet not working earlier in the day although she didn’t need it.

- True
- False

4. When Jenny says, “No, it’s still not working”, she is not happy.

- True
- False

5. Liza says that Steve sometimes works fast when fixing problems.

- True
- False

E9EL034 Connection Problem ** (Basic)**Section 2**

Choose the best answers.

1. Jenny uses the words “what’s more” because the Internet isn’t working _____.

- A. and she is not sure if Steve has called back
- B. and Steve hasn’t called back
- C. but Steve has called back

2. Jenny says that _____.

- A. the Principal needs to read the report urgently or he will have problems
- B. the Principal does not have any problems in Malaysia
- C. Liza will have a lot of problems from the Principal when he returns

3. When Liza says, “Go on,” she is _____.

- A. encouraging Jenny to do something
- B. showing Jenny how to do something
- C. ordering Jenny to do something

4. When Jenny says, “It’s really urgent because it hasn’t been working all day”, she is a little _____.

- A. angry
- B. worried
- C. sad

5. Joe will _____.

- A. call Steve now and ask him to call Jenny
- B. tell Steve to call Jenny when he returns
- C. go to the new site and look for Steve

E9EL034 Connection Problem ** (Basic)**Section 3**

Choose the best answers.

1. When Jenny says, “I’m anxious to get this fixed”, she is _____.

- A. very angry that Steve can’t fix it
 B. certain that it can be fixed
 C. worried that the computer won’t be fixed

2. Put the instructions Steve gives in the correct order and write the steps (numbers 1, 2, 3 and 4) 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. Find the cable.
1	c. Check the lights on the router.
	d. Press the button.

3. When Jenny says, “There are four green lights”, she is _____.

- A. asking a question
 B. checking information
 C. stating a fact

4. When Jenny’s Internet works after plugging in the yellow cable, what does she suggest?

- A. Using the wire is good enough.
 B. Using the wireless is better than the wire.
 C. Using the wire is terrible.

5. What does Steve say about the symbol that looks like a TV transmitter?

- A. It is difficult to see because it’s small.
 B. It is easy to see because it’s big and clear.
 C. It is much smaller than a real TV transmitter.