


19 Fix it!


Maintenance and repairs

- 1  What regular maintenance does your computer need? Listen to a conversation and complete the checklist below. Tick (✓) the completed jobs. What still needs doing?

Maintenance checklist

- ☒ Delete old files, like .tmp and .zip files
- ☐ Empty the Recycle Bin
- ☐ Check the hard drive for errors
- ☐ Run 'Defrag' and 'Disk Cleanup'
- ☐ Download any new service packs
- ☐ Update the drivers
- ☐ Do a back-up



- 2  Listen again and complete the sentences.

- 1 This computer
- 2 I some work on it this morning.
- 3 you use the checklist?
- 4 No, sorry. I
- 5 Then it, but we can do it now.
- 6 you the Recycle Bin?
- 7 you 'Defrag' and 'Cleanup'?
- 8 you the drivers?
- 9 And you a back-up?
- 10 I think it again.

Past Simple and did

Did is the Past Simple form of do.

Use *didn't* to make negative sentences and *Did* to make questions in the Past Simple.

I didn't have time.

Did you update the drivers? No, I didn't.

- 3 Work with a partner. Ask and answer questions about another checklist.

A Did you clean the fan?

B Yes, I did.

A Did you fill the tanks?

B No, I didn't. I didn't have time.

A Did you ...?

MONTHLY CHECKLIST



Replace any worn parts ☒



Clean the fan ☒



Clear any blockages ☐



Fill the tanks ☐



Oil the wheels ☒



Adjust the temperature ☒



Check the alarm ☐

- 4 What regular maintenance jobs do you do? Are there any jobs you have to do soon? Think of different things that need doing in your life now. Write a list, but don't show your list to anyone yet.

Example

My computer needs upgrading.

The monthly bills need paying.

- 5** Watch your teacher draw a picture. It's something they have that needs work. Ask questions about it. Find out exactly what needs doing.

Example

Is it a clock or a watch?

Is your watch broken?

Is the strap worn?

Does the strap need replacing?

Can you repair it instead?

- 6** Use your lists from **4** and take turns drawing. One person draws something on their list. The class asks questions about it.

- 7** Look at this picture and say what needs doing.

Example

The light bulb needs replacing.

The gate needs fixing.

- 8** Work with a partner.

A – look at the information below.

B (the owner) – look at file 32 on page 113.

A

Imagine the house in **7** was **B**'s house.

B worked hard last week and they did a lot of the jobs. They fixed a lot of things, but they didn't do everything. Look at the picture and ask **B** what they did.

A Did you cut the grass?

B Yes, I did.

A Did you fix the gate?

B No, I didn't. I didn't have time.

A Did you ...?



Offering help

1 What help do these people want?



a My car won't start.



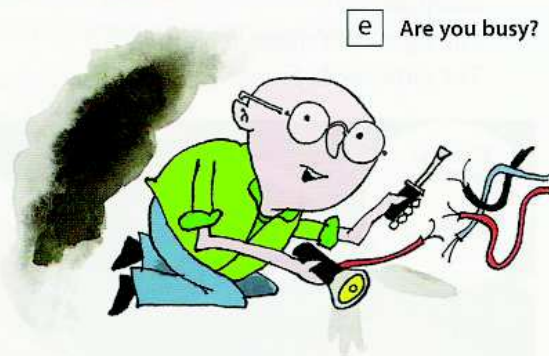
c Can you give me a hand?



d Can you do me a favour?



b Sorry to trouble you.



e Are you busy?

2 Look at these offers of help. Match each one to the correct picture.

Do you want me to:

- 1 plug it in?
- 2 open the door?
- 3 give it a push?
- 4 hold the torch?
- 5 take a photo?

3 Work with a partner. Look at the pictures and practise offering help.

Example

A My car won't start.

B Do you want me to give it a push?

A Yes, please.

B No problem.

4 (19.2) Listen to a telephone call. Someone has a problem. What's wrong and what help does he want?

5 (19.2) Listen again.

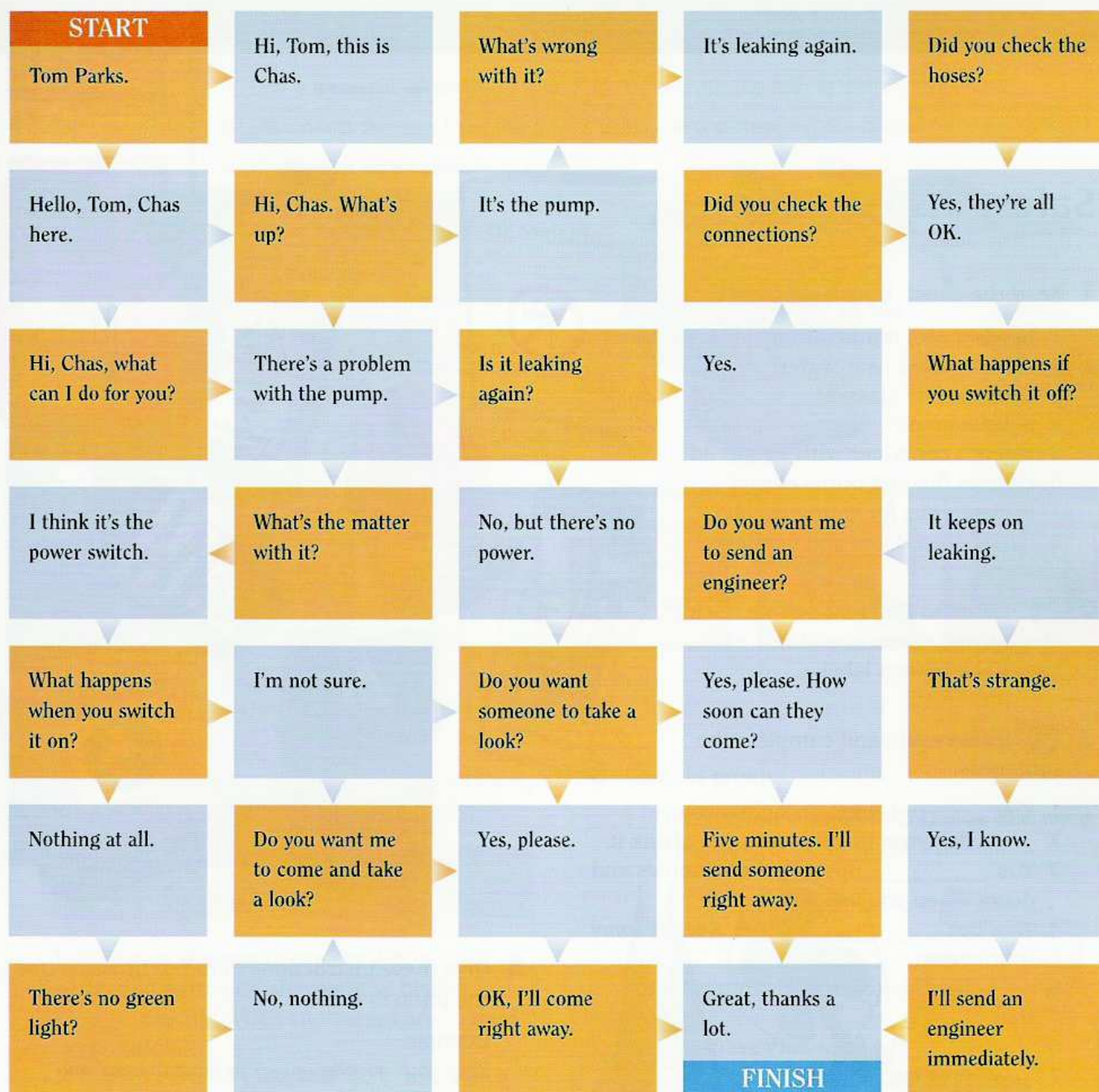
- 1 What's wrong with the pump?
- 2 Did Chas check the hoses?
- 3 What happens if you switch the pump off?
- 4 What does Tom offer to do?
- 5 How soon can the engineer be there?

6 Tom asked a lot of questions. Here are Chas's answers. What were the questions?

- 1 It's the pump.
- 2 It's leaking again.
- 3 Yes, they're all OK.
- 4 It keeps on leaking.
- 5 Yes, please. How soon can they be here?

(19.2) Listen again and check your answers.

- 7** Work with a partner. Use this chart to make more calls. Follow the arrows and take turns to speak. Make as many different conversations as you can.



- 8** Practise making similar calls about some other problems.

A – look at the information below.

B – look at file 17 on page 106.

A

Call 1

Your car won't start. Call a friend for help. Explain the problem and answer their questions.

Call 2

Your friend needs some help with their printer. Find out what's wrong with it and offer to help. Use these questions.

Did you check the ...?



What happens when you ...?



Do you want me to ...?

