## Topic

4

### GIVING AND UNDERSTANDING INSTRUCTIONS

1. MODEL DIALOGS

|  |  |  |
| --- | --- | --- |
| Kim | : | I need to fax this document. Do you know how to use the machine? |
| Pam | : | Sure, it’s easy. First, place the document on the machine face down. Is it clear? |
| Kim | : | Okay. I put the document here facing down. Then, what? |
| Pam | : | That’s right. Then, dial the number you want to call. |
| Kim | : | I got it. Dial the number. What do I do after that? |
| Pam | : | After that, press the start button. |
| Kim | : | Press the START button. Like this? |
| Pam | : | That’s it. You got it. |
| Kim | : | Thanks. |

**B. LANGUAGE FOCUS**

**Asking for help:**

I need to use this fax machine.

Do you know how to operate it?

Can you tell me how to operate it?

Could you show me how to operate it?

Please show me how to operate it.

**Explaining:**

First, …

First of all, …

The first step is …

Next, …

The next step is ….

The following step is …

Then, ….

After that, …

Finally, …

The last step is …

Checking comprehension Confirming comprehension

Is it clear? Yes. Go on.

Are you still with me? Yes. What’s next?

Am I going too fast? No. That’s fine.

Got that?/Did you get it? I got it.

Shall I repeat it again? Yes, please. No, go on.

**Asking for the next step:**

Then, what?

What do I do next?

What’s next?

What’s the following step?

# C. PRACTICE

##### Activity 1: Rearranging steps

Situation: The following instructions are for connecting to the internet to check email.

Directions: Rearrange the steps systematically, from the first to the last.

(…..) Next, after you are connected, click the Microsoft outlook icon and wait until your computer downloads the mails.

(…..) Then, click the CBN Internet Icon on your computer

screen.

(…..) Finally, click INBOX to check your mail.

(…..) After that, type the password on the space provided in the dialog box. In a few seconds you will hear the dialing tone.

(…..) First, insert the phone line into the small hole, on the right side of the computer.

**Activity 2: Matching**

Directions: Match Tony’s sentences with Anto’s sentences.

A. Anto. To turn it off, just press the button with the picture of the red handset.

B. Anto: To get connected, all you have to do is press this button with the picture of the blue handset.

C. Anto: It’s easy. To turn it on, just press this button.

D. Anto: Then, just press the number.

E. Anto: Sure. Here it is.

F. Anto: Don’t forget to press 021 before you press the number.

1. Tony: Can I borrow your cell-phone? I need to call the hospital.(……)

2. Tony: Sorry, but it’s still off. Could you show me how to use it? (……)

3. Tony: Ok. Like this? Ok, it’s on now. What’s next? (……)

4. Tony: I see. I just press the number. (……)

5. Tony: All right, 021. And what do I do if it gets connected? (……)

6. Tony: And, after I finish making the call, how do I turn it off? (……)

7. Tony: Thanks. Ok, let me try it. (……)

**Activity 3: On your own**

Think of a set of steps to take to do something. Then, act it out with a partner.