"I NEED HELP"

EAE Learning objectives for this lesson

Practice asking for help from a call centre, hotline or help desk. Practice using adverbs of frequency. Learn how to use the verb NEED. Learn and practice polite expressions.

Activity One - ***What do you need?***

To answer these questions you will need to use adverbs of frequency which you can find here - https://www.englishclub.com/grammar/adverbs-frequency.htm

1. Do you OFTEN **need** to call for help about technical issues at work?
2. How OFTEN do you make those calls?
3. How FREQUENTLY do you have to speak in English on those calls?
4. What do you MOST OFTEN talk about?
5. What FREQUENT questions do you ask?
6. What part of the conversation do you OFTEN find hard?
7. How long does a typical conversation last?
8. Do you make notes when you are on the phone?
9. Do you usually follow the instructions while you are on the phone?
10. Do you OFTEN need to ask for repetition or clarification?



Activity Two - ***NEED***

To talk about something we have an obligation to do or a requirement for - we use the verb TO NEED. Here are some examples:

- I need some help with….
- I need a hand with…
- I need some advice about…
- I need some information about…
- I need your help with…



To be ***more*** POLITE in English we are ***less*** direct.

- Hello, I'm going to need some help with..
- Hello, I'm wondering if you could help. I need a hand with…
- Hello, I'm having some problems here and I need some information about…
- Hi, I'm calling from…. because I need your help with…

Practice using these expressions as if you were calling a help desk about a typical problem you encounter at work.

Activity Three - ***Thanks***.

When someone helps you then it's important to show your gratitude. If you establish a positive contact when you are on the phone to a help desk or call centre then you will get better help probably. So you need to say thank you several times during the conversation and you will need to vary the way you say it. Here are some examples to choose from:



Expressions to say thank you.

- Thanks a lot.
- Thanks so much.
- Thanks for your help.
- That's really helpful thank you.
- Great, that's very clear, thanks.
- Perfect, thanks so much for that.
- Ok, brilliant, thanks for your help.
- Thanks so much for all your help.
- Thanks so much for your time.

Practice saying thank you in the following situations:

1/ Your girlfriend/boyfriend just bought you a really nice surprise gift.
2/ Your grandmother makes you a pullover with father Christmas on it. It's very bright colours and a little too small for you. You thank her.
3/ A woman at work makes a really horrible cake and offers you a piece.
4/ Someone at work buys you some deodorant as a gift. It's not your birthday.
5/ A friend buys tickets to see Johnny Holiday and invites you to come.

Activity Four - ***I've got more questions..***

If you have more than one question then you will need to add something after saying thanks. **Here are some expressions to add questions:**

- OK now I do have some other questions.
- Great, now could you also help me with something else.
- After that I have a couple of other questions for you.
- In fact there are some other issues I need your help with.
- Ok, now on another note…
- I'm afraid I haven't quite finished yet. I have some other questions.
- I'm afraid that there are still some other problems to resolve.

Practice with some real examples, adding a second issue to a call to a help desk.

Activity Five - **Clarification**.

Very often when we are asking for something technical we will need extra clarification. It's important for you to understand exactly what you are told, step by step. So here are some expressions you can learn.



Expressions to say that you don't understand.

- I'm sorry I don't understand. Please could you talk more slowly.
- Please could you repeat that.
- Please could you repeat the last thing you said.
- I'm sorry I'm not sure I understood. Can you say that again?
- Can I ask you to say that again. I didn't understand everything.

Expressions to say that you need extra clarification.

- Please could you clarify something for me…
- Please could you explain in more detail how…
- Could I ask you for some more information about…
- Sorry but I really need some clarification about…



Activity Six - Dialogues.

With your teacher or partner act out the following conversations on a call to a help desk.

1/ You call the help desk to discuss an issue with your server.
2/ You call to find out how to add a new user to a programme you use.
3/ You call to ask for help because a large waste recycling machine has broken down.
4/ You have been experiencing problems with your chip fryer in the kitchen. You call to explain the problem and ask for help.
5/ You have received several broken items in a shipment and you call to report the issue.
6/ You have noticed that you are receiving a lot of e mails, some of them embarrassing and compromising, destined for another user. You call to report the issue.
7/ Your intercom system has been turning on randomly and playing really bad 1980s music very loud. You call to find out how you can change its settings.
8/ The conveyor belt has got stuck and is holding up work. You phone to get help.

Activity Seven - Describe the problem you see in each of these images and ask for help politely. Then say thank you and goodbye.



