Lesson Plan Easy Access English

Houston we have a problem



EAE Learning objectives for this lesson

Learn technical vocabulary related to computers, Practice asking questions in English and calling a help desk.

Activity 1: Questions

With your teacher, ask and answer the questions below.



- What computer issues do you encounter in your job?
- Are there ever technical problems with your server?
- What do you have to do in the event of a hardware problem?
- What steps do you have to follow when something breaks?

Activity 2: Vocabulary

Try to match the vocabulary and expressions with their definition. Then try to use this vocabulary in different sentences.

Summary	a message displayed on a monitor screen or printout, indicating that an incorrect instruction has been given, or that there is an error resulting from faulty software or hardware.
Problem	a matter or situation that needs to be dealt with
Possible Cause	make a device active
Action	a brief statement of the main points of something
Associated	something done about a situation
Connection	to execute a program
Error message	the relationship between one thing / idea and another
Support	trace and correct faults in a mechanical or electronic system
Event log	awaiting something to happen
Troubleshoot	something connected to something else
Fail	give assistance to
Enable	not functioning properly
Run	are special files that record significant events on your computer
Remote access	the thing that might have given rise to an action
Pending	the ability to get access to a computer or a network from a remote distance

Activity 3: Troubleshooting steps.

Rearrange these troubleshooting steps into the correct order.



Step…….: Update

Step…….: Check the cables

Step…….: Take note of the error message

Step…….: Check if everything is working as normal

Step…….: Restart the system

Activity 4: Dialogue

With your teacher, read the following dialogue between a help desk and the technician

Help desk: Hello, you are through to technical support, how can help?

Technician: Hello, we seem to have a problem with our server. Our co-workers are not able to send or receive e-mails. They just receive an error message that asks us to check the server, and the e-mails remain pending

Help Desk: Have you tried troubleshooting the network connection?

Technician: Yes we have tried reseting the server and nothing has changed

Help Desk: Ok, I need to remote access the system. Please can I connect to the computer?

Technician: No problem, you can connect now

Help Desk: I see the possible cause. We definitely need to take action as soon as possible. I will send someone this afternoon to replace a piece of hardware that seems to have failed

Technician: Thank you, it is vital that we fix the problem straight away

Help Desk: Is there anything else I can help you with today?

Technician: No that's great, thank you

Help Desk: Bye and have a good day

Technician: You too, bye.

Activity 5: *Questions questions…*

Ask a typical question about a problem with a computer programme or application using each of the following questions words:

What - Why - Who - Where - When.

Activity 6: Asking POLITELY.

Did you questions sound polite?

To make your questions sound ***more*** polite you can use these words:

- *Would you mind..*
- *Would it be possible to..*
- *Please could you..*
- *May I ask if..*
- *I would appreciate it if..*
- *It would be great if you could..*

Activity 7 Using some of the **expressions and question words** invent a short conversation (with your teacher) about the following problems:

- *My Computer won't start.*
- *I can't get my documents to print.*
- *I can't connect to the internet.*
- *I can't get onto a website I need to use.*
- *I can't open e mail attachments.*
- *My computer is really slow.*



Activity 8 - ***Houston we have a problem…***

Do you know which famous conversation started like this?

- I believe we've had a problem here.
- This is Houston. Say again, please.
- Houston, we have a problem…

Do you know what happened **next**?

✤ In this conversation, what does the officer in Houston say when he needs the astronaut to repeat something?

✤ Which expressions in this list mean 'please can you repeat that?' - which are polite? Which are informal?

☑ Come again.
☑ What's that noise?
☑ Please could you say that again?
☑ I'm sorry I didn't quite catch that.
☑ Say again?
☑ Could you repeat that please I didn't understand.
☑ Would you mind speaking more slowly as I didn't understand everything.
☑ I'm not sure if I understood that. Could you please repeat that?