Something has gone wrong

EAE Learning objectives for this lesson

Objective: In this lesson you will learn vocabulary about reporting problems. You will also learn about the simple past and some important irregular past participles for explaining problems.

Activity One: Discussion questions:



1. What are common problems in your job?
2. Who helps you with these problems?
3. How often do you ask for help with a problem? Everyday? Once a week? Etc…
4. Do people ask you for help? With what?

Activity Two: Expressions for help

When asking for help, it's important to be POLITE. Here are some common polite expressions that you can use next time you need to ask for help. Listen to your teacher say them, and try to copy their intonation and stress.

- ☑ Could you help me with…
- ☑ I was wondering if you could help me with…
- ☑ Would it be possible to…
- ☑ Hello! I'm having trouble with…
- ☑ I am having a problem with…
- ☑ Do you know what might be the problem?
- ☑ What is the problem exactly?
- ☑ I tried that but it's not working…
- ☑ The … is not functioning
- ☑ The … is broken
- ☑ The… has stopped working
- ☑ Thanks for your help
- ☑ I really appreciate your help
- ☑ Thank you for taking the time to help me

Activity Three: Dialogues - With your partner or with your teacher, read aloud these dialogues about people asking for help.

I/

A: Thank you for calling the help center, how can I help you today?

B: Yes hello, I'm calling because our alarm system is not functioning correctly.

A: Ok, what is the problem exactly?

B: The alarm won't stop beeping, it's driving everyone in the building crazy!

A: When did the problem begin?

B: It began this morning… I tried everything I could think of. I restarted the system, I checked that all of the doors in the building were closed, and I even read the alarm manual but I could not find anything…

A: Did it stop beeping when you turned the system off?

B: Yes

A: Ok, it sounds like there is an electrical fault in the alarm system. I am afraid we will have to send you a new alarm panel, but the good news is that it will arrive this afternoon.

B: That is wonderful news! Thank you so much for your help.

II/

A: Hello, thank you for calling the IT department; what can I help you with today?

B: Hello! I'm having trouble with the company website. I wanted to connect to the server but when I typed in the address to log in, there was a message that said 'server not found'.

A: Hmm… that is strange. Did you check that you typed the correct address?

B: Yes, it is the correct address. Has anyone else called about this problem or just me?

A: Just you for the moment. Sometimes the server is turned off for maintenance but there is no maintenance scheduled for today. Did you try using different internet browsers like firefox or chrome?

B: I was using Internet Explorer, I'll try on firefox now… Hey! It worked!

A: Yes, it seems your browser's firewall blocked our server's website.

B: Ah I see. Thank you for taking the time to help me. Goodbye!

III/

A: Thanks for calling the IT department, how can I help you?

B: Hello! I was wondering if you could help me, I'm having trouble logging into the server.

A: Yes I can help you. What happened when you tried to log in?

B: There was a message saying my username doesn't exist.

A: Is it your first time trying to log in?

B: Yes, my manager gave me my login name and password. The login name he gave me was ikea-sweden2017.

A: Okay let me have a look… I see the problem. Your login name should be ikea_sweden2017. Replace the dash with an underscore and see if it works.

B: Yes! That worked. Thank you so much!

A: It's my pleasure. Goodbye!

IV/

A: Thanks for calling the help center; what can I help you with?

B: Hello! My email is not working. I've tried several times to send an email to my coworker, but every time I received an unknown error message.

A: Okay, did you try closing and re-opening your browser?

B: Yes, I tried that but it still does not work. I tried in Firefox, Chrome and Internet Explorer.

A: Hmm… the problem might from a corrupted file. Look in your email settings, and then click on "scan for corrupt files". That should find any files that are causing the problem.

B: Okay I will try that. What do I do if I continue to receive the 'unknown error' message?

A: Call me again and I will help reboot your email account.
B: Great, thanks for all your help!



Discussion:

☑ What were the solutions given for the different problems?

☑ Have you had these problems before?

Activity Four: Simple past

The underlined words in the dialogues are examples of the SIMPLE PAST. We use the simple past to explain an action in the past that is FINISHED. There are REGULAR and IRREGULAR verbs in the simple past. For regular verbs: VERB+ED

Ex: She repaired my computer

I called the help desk

I talked to my coworker about the problem

For irregular verbs, you must memorize the word. There are many irregular verbs and the best way to learn them is to PRACTICE PRACTICE PRACTICE!

Ex: I was angry when my computer broke

The IT worker gave me help

I did everything I could to fix the problem

Here is a list of IRREGULAR verbs that may be useful when explaining a problem: Present- Past Simple

To go - Went
To be - Was
To do - Did
To have - Had
To fall - Fell
To break - Broke
To find - Found
To try - Tried
To keep - Kept
To know - Knew
To make - Made
To understand - Understood
To put - Put
To say - Said
To see - Saw
To send - Sent
To tell - Told

Activity Five: Test your skills

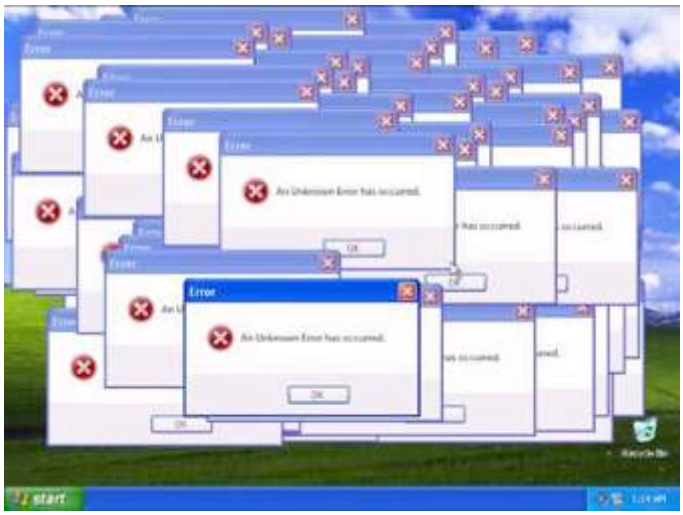
Put each phrase into the simple past tense

1. The alarm _____ (to start) beeping.
2. I _____ (to need) help assembling the bookshelf
3. She _____ (to call) the help center when her computer _____ (to stop) working.
4. I _____ (to go) to see my manager about the broken light.
5. He _____ (to try) everything he could think of.
6. We _____ (to think) of several ways to solve the problem.
7. They _____ (to talk) to IT about the problem.
8. I _____ (to break) my computer.
9. I _____ (to be) lucky that the IT department _____ (to fix) it.
10. We _____ (to have) a problem so the company _____ (to send) us a new part.

Activity Six: ImagesDescribe the problems in the images using the SIMPLE PAST











Activity Seven: We Found It!

Imagine you had these problems. Use the simple past to explain how you solved them!

1. **Y**our forgot your lunch at home
2. Your telephone wouldn't connect to the internet
3. Your car stopped working
4. Your coworker deleted your important files
5. The power went out in your building
6. A delivery was late

